CLAIMS

1. A method of managing a voice call having been queued to await a response by a human representative ~~(14)~~ of a recipient ~~(11)~~ of the voice call, the method being performed by a communications device ~~(12)~~ of a calling party ~~(10)~~ and which comprises:

detecting ~~(S101),~~ from a voice indication provided by the recipient ~~(11),~~ information indicating a current position of the voice call in the queue; ~~and~~

reducing a listening volume of the communications device as long as the voice call is in the queue such that the calling party does not hear the voice call;

displaying ~~(S102)~~ the ~~detected~~ information indicating ~~a~~the current position of the voice call in the queue~~.~~;

~~2. The method of claim 1, further comprising:~~

~~decreasing (S103) a listening volume of the communications device (12) upon detecting that the voice call has been queued.~~

~~3. The method of claims 1 or 2, further comprising:~~

~~determining (S104)~~ whether the detected information indicating ~~a~~the current position of the voice call in the queue indicates that a queue threshold condition is satisfied or not; and

~~if so~~

~~notifying (S105) the calling party (10).~~

in response to determining that the queue threshold condition is satisfied:

increasing the listening volume of the communications device such that the calling party hears the voice call; and

notifying the calling party.

~~4.~~2. The method according to claim ~~3~~1, wherein the notifying the calling party ~~(10)~~ in response to determining that the queue threshold condition is satisfied comprises at least one of displaying a visual alert, emitting an audible alert, and rendering a haptic alert~~, and increasing (S106) a listening volume of the communications device~~.

~~5.~~ The method of ~~any one of the preceding claims~~ claim 1, the information indicating an actual current position of the voice call in the queue.

~~6.~~4. The method of ~~any one of the preceding claims~~ claim 1, the information indicating a remaining time until the response by the human representative ~~(14)~~ can be expected.

~~7.~~5. The method of ~~claims 3 and 5~~ claim 1, wherein the queue threshold condition is considered to be satisfied if the actual current position has decreased to a queue position threshold value.

~~8.~~6. The method of ~~claims 3 and 6~~ claim 1, wherein the queue threshold condition is considered to be satisfied if the remaining time until the response by the human representative ~~(14)~~ can be expected has decreased to a queue time threshold value.

~~9.~~7. The method according to ~~any one of the preceding claims~~ claim 1, wherein the detection of information from a voice indication comprises recognizing a non-human voice indication.

~~10.~~8. A computer program ~~(21)~~ comprising computer-executable instructions for causing a communications device ~~(12)~~ to perform steps recited in ~~any one of claims~~ claim 1 ~~-9~~ when the computer-executable instructions are executed on a processing unit ~~(20)~~ included in the communications device ~~(12).~~.

~~11.~~9. A computer program product comprising a non-transitory computer readable medium ~~(22),~~ the non-transitory computer readable medium having the computer program ~~(21)~~ according to claim ~~10~~ 8 embodied thereon.

~~12.~~10. A communications device ~~(12)~~ configured to manage a voice call of a calling party ~~(10)~~ having been queued to await a response by a human representative ~~(14)~~ of a recipient ~~(11)~~ of the voice call, the communications device ~~(12)~~ comprising a processing unit ~~(20)~~ and a memory ~~(22),~~ said memory containing instructions ~~(21)~~ executable by said processing unit ~~(20),~~ whereby the communications device ~~(12)~~ is operative to:

detect, from a voice indication provided by the recipient ~~(11),~~ information indicating a current position of the voice call in the queue; ~~and~~

~~display, the detected information indicating a current position of the voice call in the queue.~~

~~13. The communications device (12) of claim 12, further being operative to:~~

~~decrease~~reduce a listening volume of the communications device ~~(12) upon detecting~~as

long as the voice call is in the queue such that the calling party does not hear the voice call ~~has been queued.~~;

~~14. The communications device (12) of claims 12 or 13, further being operative to:~~

~~determine~~display, the detected information indicating the current position of the voice call in the queue; and

determining whether the detected information indicating ~~a~~the current position of the voice call in the queue indicates that a queue threshold condition is satisfied or not; ~~and if so~~

in response to determining that the queue threshold condition is satisfied:

increase the listening volume of the communications device such that the calling party hears the voice call; and

notify the calling party ~~(10).~~.

~~15.~~11. The communications device ~~(12)~~ of claim ~~14~~10, wherein the notifying the calling party ~~(10)~~ in response to determining that the queue threshold condition is satisfied comprises at last one of displaying a visual alert, emitting an audible alert, and rendering a haptic alert ~~, and increasing a listening volume of the communications device~~.

~~16.~~12. The communications device ~~(12)~~ of ~~any one of claims 12-15~~ claim 10, the information indicating an actual current position of the voice call in the queue.

~~17.~~13. The communications device ~~(12) of any one of claims 12-16~~of claim 10, the information indicating a remaining time until the response by the human representative ~~(14)~~ can be expected.

~~18.~~14. The communications device ~~(12) of claims 14 and 16~~of claim 10, wherein the queue threshold condition is considered to be satisfied if the actual current position has decreased to a queue position threshold value.

~~19.~~15. The communications device ~~(12)~~ of ~~claims 15 and 19~~ claim 10, wherein the queue threshold condition is considered to be satisfied if the remaining time until the response by the human representative ~~(14)~~ can be expected has decreased to a queue time threshold value.

~~20.~~16. The communications device ~~(12)~~ according to ~~any one of claims 13-21~~ claim 10, wherein the detection of information from a voice indication comprises recognizing a non-human voice indication.