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(71) Applicant: **TELEFONAKTIEBOLAGET LM ERICSSON (PUBL)** [SE/SE]; 164 83 Stockholm (SE).

(72) Inventor: **LI, Xiaoping**; Bastionsgatan 25, 37132 Karl-skrona (SE).

(74) Agent: **ERICSSON**; Torshamnsgatan 21-23, 164 80 STOCKHOLM (SE).

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(54) Title: MANAGING QUEUED VOICE CALLS

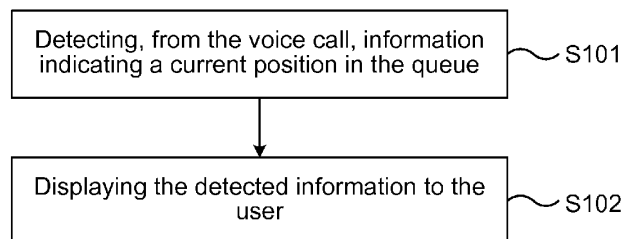


Fig. 2

(57) Abstract: The present disclosure relates to managing a voice call of a calling party (10) having been queued to await a response by a human representative of a recipient (13) of the voice call, and a communications device (12) performing the method. The method comprises detecting, from a voice indication provided by the recipient (13), information indicating a current position of the voice call in the queue, and displaying the detected information indicating a current position of the voice call in the queue.

WO 2020/125971 A1