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(54) Title: MANAGING QUEUED VOICE CALLS

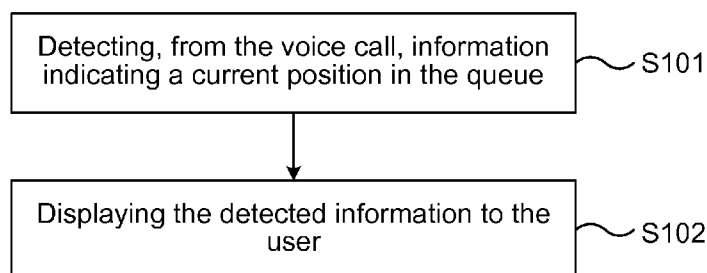


Fig. 2

(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.