

Fanen "Kødetaljer" (Queue Details)

Fanen "Kødetaljer" (Queue Details) giver et overblik over henvendelserne i alle køer på din køoversigt. Hvis du har aktiveret plukkefunktionen, kan du plukke henvendelser fra oversigten og allokere dem til dig selv ved hjælp af knappen "Pluk henvendelse" (Pick request).

The screenshot displays the 'Queue Details' interface. At the top, there is a header bar containing the user's initials 'JK', a status indicator 'Ready (0)', and profile information: 'Profile: {6} Chat' and 'Softphone: Online'. To the right of the header are five star icons and the 'puzzel.' logo. Below the header, there are two tabs: 'Queue Overview' and 'Contacts'. The 'Queue Details' section is active, showing a table with one entry for '1. Sales'. The table has columns for 'Queue', 'Description', 'From', 'Wait Time', 'VIP', and 'Scheduled'. The entry for '1. Sales' has a wait time of 28s and a 'Pick request' button (represented by an upward arrow icon).

Queue	Description	From	Wait Time	VIP	Scheduled
> 1	1. Sales	90020509	28s	0	