

## Queues view

Depending on the configuration of your Puzzel Digital Engagement solution and the **area of interest** marked in it, agents can be working in one or more queues/groups based on their competence. For example, a site can have different Queues/Groups for Sales,marketing, and Support and an agent could have logged on to both sales and marketing queues. In the aggregate bar you can view SLA for 30 seconds, 1 min and 2 mins that suggests how many people received help within that time frame. The data also displays **Avg wait time** that implies customers received help under 35 secs.

