

## Queue Overview

The queue overview enables you to monitor both agents and queues in your contact centre, per display queue. (See [Display Queue Settings](#)). The page refreshes automatically.

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Queue Overview ⓘ

12:30

Filter:

Queue Name	Total in Queue	Callback	Preferred	Scheduled	SLA Score	Max Wait Time	Agents Logged on	Agents in Pause	Agent
1. Sales	<a href="#">0</a>	0	0	<a href="#">0</a>	0	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>
2. Support	<a href="#">0</a>	0	0	<a href="#">0</a>	0	0:00	<a href="#">1</a>	0	<a href="#">Agent</a>
3. Switchboard	<a href="#">0</a>	0	0	<a href="#">0</a>	0	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>
Cention Email	<a href="#">0</a>	0	0	<a href="#">0</a>	–	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>
Chat Sales	<a href="#">0</a>	0	0	<a href="#">0</a>	0	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>
Chat Support	<a href="#">0</a>	0	0	<a href="#">0</a>	0	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>
Dialer Q1 (Preview)	<a href="#">0</a>	0	0	<a href="#">0</a>	–	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>
Dialer Q2	<a href="#">0</a>	0	0	<a href="#">0</a>	–	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>
Dialer Q3	<a href="#">0</a>	0	0	<a href="#">0</a>	–	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>
Email	<a href="#">0</a>	0	0	<a href="#">0</a>	0	0:00	<a href="#">0</a>	0	<a href="#">Agent</a>

### Columns in Queue Overview:

- **Queue name:** Name of Display queue
- **Total in queue:** Total number of requests currently queued (in this Display Queue). If you click on a number, the [Queue Details](#) page opens, showing one row per request in the queue.
- **Callback:** Number of requests in the queue that are callbacks (for Phone queues)
- **Preferred:** Number of requests in the queue that have a reserved/preferred agent
- **Scheduled:** Number of scheduled calls/scheduled tasks that have not yet reached their Scheduled time. Aka the queue's 'waiting room'. If you click on a number, the [Scheduled requests](#) view opens, showing one row per request currently waiting for their Scheduled time.  
(This column is only shown if the Queue property 'Show in Queue overview: Scheduled requests' is ON.)
- **SLA score:** The highest SLA score for a request in this queue now. How long the queue is now, relatively speaking. For details, see [SLA](#) under [System Queue Settings](#).
- **Max wait time:** Longest waiting time for a request currently in queue.
- **Agents logged on:** Number of agents logged on who can answer requests from the queue, including agents that are in status Pause
- **Agents in Pause:** Number of agents that are in Pause.
- **Agent:** If you click on the *Agent* link, the [Agent details view](#) opens

In 3 of the columns you will see hyperlinks to pages with more detailed information:

- By clicking on a number in the 'Total in queue' column, [Queue details](#) opens
- By clicking on a number in the Scheduled column, [Scheduled requests](#) opens
- By clicking on a number in the 'Agents Logged on' column, [Agent status](#) opens
- By clicking on 'Agent' in the Agent column, the [Agent details](#) opens