

Queue details

The Queue details page shows one row per request in the selected display queue.

For a phone queue it may look like this:

Number/From	Description	Type	SLA Score	Time in Queue	VIP	Callback	Scheduled time	Reserved/Preferred Agent	Preview
0771	-	-	10022	0:11	★	-	-		-
0702	-	-	3005	20:02	-	1	-	(R) He...	-
0730	-	-	2738	22:44	★	2	-		-
0847	-	-	1644	13:42	-	-	-		-
0734	-	-	1566	13:03	-	1	-		-
0762	-	-	1442	12:01	-	1	-		-
0271	-	-	1362	11:21	-	-	-		-

For an email/task queue it may look like this:

Number/From	Description	Type	SLA Score	Time in Queue	VIP	Callback	Scheduled time	Reserved/Preferred Agent	Preview
J...		NORMAL	-	41d 07:36:58	★	-	-		Preview
F...		NORMAL	-	28d 00:39:21	-	-	-		Preview
E...		NORMAL	-	28d 00:21:20	-	-	-		Preview
E...@...com		HIGH	-	27d 23:59:28	★	-	-		Preview
E...@...com		NORMAL	-	26d 23:58:34	-	-	-		Preview
E...@...com		LOW	-	26d 18:24:37	★	-	-		Preview
E...@...dk		NORMAL	-	26d 07:08:15	-	-	-		Preview

This page is updated automatically and contains the following data:

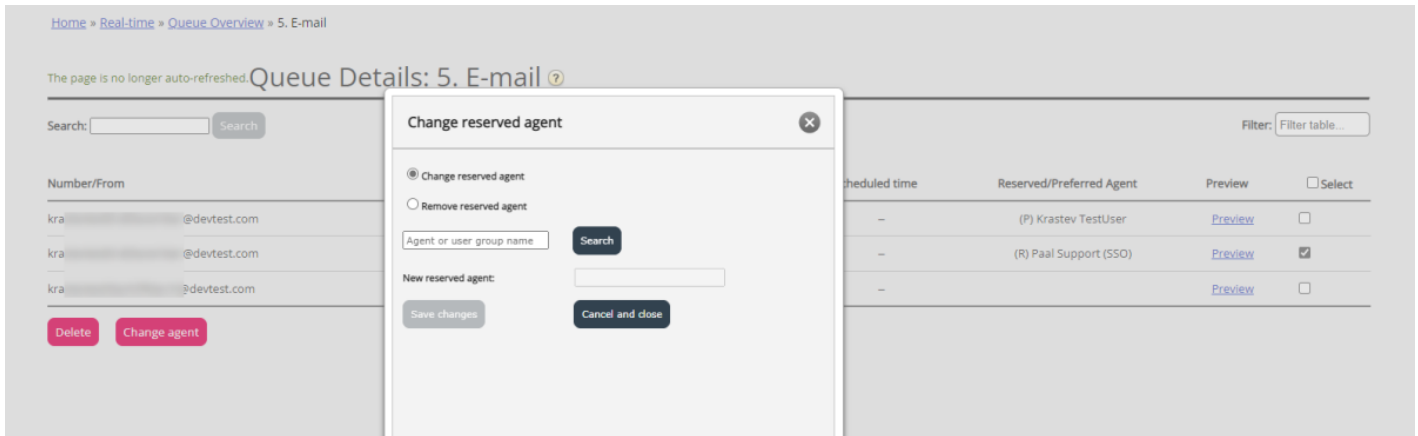
- **Number/from:** Phone number/e-mail address / chatter's ID
- **Description:** A request in queue can have a description, and if it has, it's shown here.
- **Type:** A request in queue can have a category (e.g. a name or a colour), and if it has, it's shown here.
- **SLA Score:** Shows how long the request has waited in this queue relative to the queue's defined SLA.
- **Time in queue:** How long time the request has been in queue
- **VIP:** If a caller is categorised as a VIP
- **Call-back:**
 - "-" = Normal request
 - Value 1, 2, 3: Call-back waiting for the 1st, 2nd, or 3rd call attempt
- **Scheduled time:** The scheduled time for the call/task, if any.
- **Reserved/preferred Agent:** If the call/e-mail/chat has a reserved/preferred agent

A user with the Queue property 'Allow delete request in queue' turned ON will see the columns **Preview** and **Select**.

If you click on the **Preview** link for a request with media type email, you will see the request's From, To, Subject and Sent time, and if you click on **Preview** for a Scheduled task, you will see all the task's details entered except the Description.

If you select a phone callback/email/social media request in queue, you can delete it. If you delete a request, it will be shown in the Change log. Max. 100 requests can be deleted from queue at the same time.

If you select a request with media type **Email** (email or a task), the **Change agent** button is enabled. If you click **Change agent**, the **Change reserved agent** window is shown:



Here you can:

- remove the request's existing reserved agent
- change the request's existing reserved agent
- add a reserved agent to a request

If you change/add a new reserved agent to a request, this will be shown in the Change log, and the request will get the reserved time that's pre-defined for this agent in the Agent application property *Scheduled task reserved time in minutes*