

System queues

If you create a resource filter in area System queues, you can choose to have it active for Puzzel in general, Statistics and/or Archive.

Active on:

- **Puzzel in general:** Check here if you want users with this filter assigned only to see the chosen system queues in Admin Portal under Real-time -> Ongoing requests, Services -> KPI Alarm and Services -> Queues System -> Queue settings. If an agent user has a system queue resource filter, this will limit what Scheduled task queues and requests the agent will see, but not which system queues the agent can transfer calls to.
- **Statistics:** Check here if you want users with this filter assigned only to see the chosen system queues in statistics reports that group traffic per system queue, e.g. Details per queue.
- **Archive:** Check here if you want users with this filter assigned only to see requests from the chosen system queues in the Archive.

How Display queues are related to System queues is explained in chapter [Queue display settings](#).