

## Fanen Pågående henvendelser

I fanen Pågående henvendelser finner du en oversikt over køens pågående henvendelser, altså henvendelser som agenter er engasjert i for øyeblikket.

The screenshot displays the 'Ongoing Requests' section of the Puzzel interface. At the top, there is a header bar with the time '12:06', a user profile 'AW', and connection status 'Connected (0) 0:19'. Below this, a tab labeled 'Ongoing Requests' is active. The main content area contains a table with the following data:

Queue	From	Duration	Agent
1 Sales		195	Andreas Wallin