

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:

Search: Search									Filter: Filter table	
Number/From	Description	Туре	SLA Score	Time in Queue	VIP	Callback	Scheduled time	Reserved/Preferred Agent	Preview	
0771	Ξ.	-	10022	0:11	*	-	-		-	
0703	-	1.7	3005	20:02	1.75	1	2.5	(R) He	-	
730	-	1	2738	22:44	*	2	-		-	
1847	-	-	1644	13:42	-	=	-		-	
734	-	-	1566	13:03	-	1	-		-	
1765	7		1442	12:01		1	-			
0271	2	12	1362	11:21	-	2	-		-	

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

Home » Real-time » Queue O	verview »											
Queue Details	e Resta	ince enhand	0									
Search:										Filter: Fi	Filter table	
Number/From			Description		Туре	SLA Score	Time in Queue	VIP	Callback	Scheduled time	Reserved/Preferred Agent	Preview
J			-		NORMAL	-	41d 07:36:58	*	- 1	-		Preview
ł					NORMAL	-	28d 00:39:21	-	-	-		Preview
-				e	NORMAL	-	28d 00:21:20	-	-	-		Preview
ē	.com			fra	HIGH	-	27d 23:59:28	*	-	-		Preview
				519	NORMAL	-	26d 23:58:34	-	-	-		Preview
ć	.com			fra	LOW	-	26d 18:24:37	*	-	-		Preview
r	dk			10	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 columnsPreview 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:

Search: Search	Change reserved agent	8			Filter: Filter table	
Number/From	Change reserved agent	:hedu	uled time	Reserved/Preferred Agent	Preview	Select
kra @devtest.com	Remove reserved agent		-	(P) Krastev TestUser	Preview	
kra @devtest.com	Agent or user group name Search		-	(R) Paal Support (SSO)	Preview	
kra @devtest.com	New reserved agent:		-		Preview	
Delete Change agent	Save changes Cancel and dose					

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*