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:

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

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:
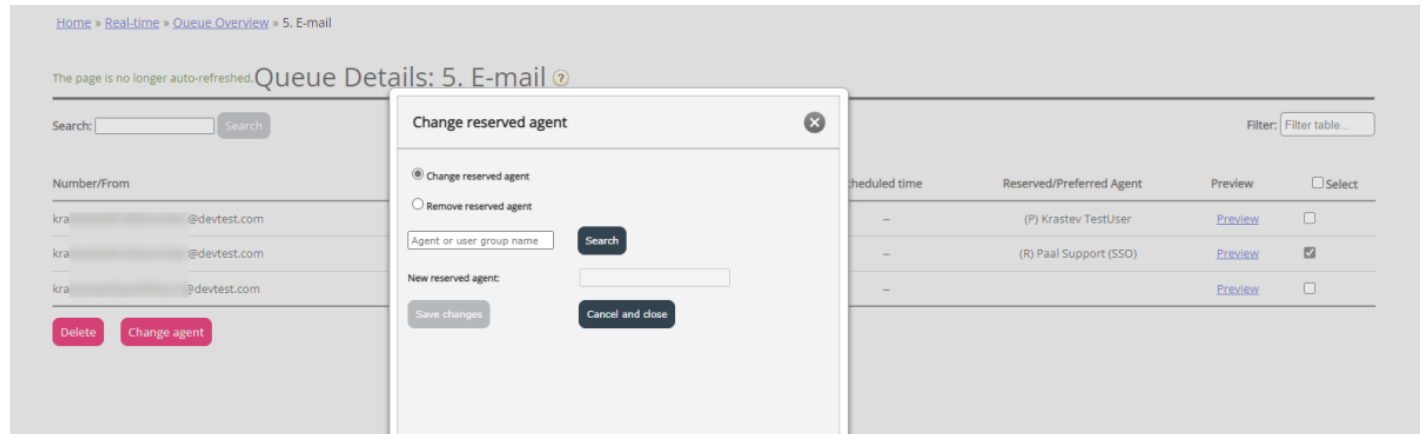
Here you can:

- 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*.