

## Scheduled tasks/calls

If scheduled callback is offered to your end-customers (ordered from a web page) or if your agents can Schedule tasks from the agent application, a column called *Scheduled* can be shown in the Queue overview (*Users - Products - Queue: Show Scheduled requests*).

When a scheduled callback/call/task is ordered (e.g. at 08:58) with a scheduled time (e.g. 12:00), this call/task is put in the selected queue's 'waiting room' and is shown in column *Scheduled* until the scheduled time, and then it's moved into queue and shown as 'In queue' (In Queue Details).

- When agents create a Scheduled task in the [Scheduled tasks tab](#), they must select a 'task' queue. To configure that a queue with media type email is for Tasks is done on under [System queue settings](#).
- When agents create a Scheduled call in the [Scheduled calls tab](#), they must select a phone queue, but the 'callout' queue and Dialler queues (queue\_key starting with "\_\_") can not be selected.

A scheduled call's/task's presented wait time and SLA score starts at 0 when it appears in Queue details, but when allocating agents, the time since it was ordered is used to calculate SLA score to make sure it is prioritised at the scheduled time.

The scheduled time can be max 14 days in the future for **calls**, and max 120 days in the future for **tasks**. The default max number of requests in a queues 'waiting room' is 1000.

If you click on a number in column *Scheduled* in the Queue overview, the page *Scheduled requests* is shown for the selected queue. Here we show one row per request currently in this queue's 'waiting room'.

Home » Real-time » Queue Overview » Scheduled requests:

Scheduled requests: Scheduled tasks - Sales ?

Filter: Filter table...

Number/From	Description	Created	Scheduled time	Reserved/Preferred Agent	Preview	Select
Ronny Medelvenson (12345)	Follow-up call	05/23/2023 15:41:42	05/25/2023 14:00:00	(R) Paal Kongshaug	<a href="#">Preview</a>	<input type="checkbox"/>
Jane Smith	First call	05/23/2023 15:43:13	05/26/2023 10:00:00		<a href="#">Preview</a>	<input type="checkbox"/>

Delete Change agent

A user who has access to delete requests (emails/callbacks) in queue in the Admin Portal (Users - Products - Queues), will also have access to delete scheduled tasks and edit the reserved agent for scheduled requests/tasks here.

You can select one or more Scheduled tasks (requests) and then click *Delete* or *Change agent*.

- If *Delete* is clicked, you are asked to confirm before these requests are deleted.
- If *Change agent* is clicked, a new window opens, and here you can add, change or delete reserved agent.

Home » Real-time » Queue Overview » Scheduled requests:

The page is not auto-refreshed as long as requests are selected.

Scheduled requests: Scheduled

Filter: Filter table...

Number/From	Type	Reserved/Preferred Agent	Preview	Select
Ronny Medelvenson	Follow-up call	(R) paal-agent	<a href="#">Preview</a>	<input checked="" type="checkbox"/>
Jane Smith	First call		<a href="#">Preview</a>	<input type="checkbox"/>

Delete Change agent

**Change reserved agent for scheduled requests** [X]

Change reserved agent  
 Remove reserved agent

Current reserved agent:  [Search](#)

New reserved agent:

[Save changes](#) [Cancel and close](#)

Name	User Group
Christian Thorsrud	(Admins)
Thomas Rødseth	(Admins)

In the popup window...

- If you select *Change reserved agent*, search for and selects an agent, and then click *Save changes*, we will set the selected agent as the new reserved agent for the selected request(s), and we will use the new agent's predefined reserved time (Users Products – Agent application - Scheduled task reserved time in minutes).
- If you select *Remove reserved agent* and click *Save changes*, we will remove the reserved agent for the selected request(s).

If you click the *Preview link* for a Scheduled task, we will show all its details except the Description.