

Display Queues

A resource filter in area Display queues influences what display queues the user will see in the Queue Overview in agent application, and in in the Real-time tab (Queue overview, Ticker queues, Ongoing requests) and on page Services - Queues - Display Queue Settings in the Administration portal.

A user with a Display queue filter assigned will only see the display queues in the filter, while users without such a filter assigned will see all display queues.

Please note that if a user clicks to see the x agents logged on to a queue shown in Queue overview, the underlying Agent details page lists all the x agents logged on regardless of any resource filter that limits what user groups this user should see. This is to avoid mismatch between the 2 views and confusion.

In the agent application, users might see only *relevant* or *active* queues if *Show only relevant queues* or *Show only active queues* is configured.