

Queue

These properties affect how queue and agent information is shown. The most important ones are:

- **Allow delete request in queue:** Set to ON if the user should have access to delete callbacks and emails in queue and ongoing requests (for logged off agents).
- **Enable agent to Pick from queue:** Set to ON if agent should be able to pick request from queue in the Agent application.
 - Info about Skill level 0 vs 1-9 [here](#), and the agent applications pick option [here](#).
- **Show agent details' Action column:** If ON, the user can log on/off agents from Agent Details (under Queue Overview) in the Admin portal.
- **Show in Agent's queue overview:** xxx:
If this information should be visible in Queue overview in the Agent application
- **Show in Agent's agent details:** xxx:
If this information should be visible in Agent details in the Agent application
- **Show in Agent's queue details:** xxx:
If this information should be visible in Queue details in the Agent application.
- **Show only active queues:** If ON, the user will only see queues he/she is logged on to. (If a filter limits what display queues the user will see and Show only active queues is ON, the user will see active queues even if they are not in the filter)
- **Show only relevant queues:** If ON, the user will only see queues he/she has skill on. (If a filter limits what display queues the user will see and Show only relevant queues is ON, the user will see relevant queues even if they are not in the filter)
- **Show link to agent details and queue details:** If ON, the user can open Queue details and Agent details from the Queue overview in the Admin portal.
- **Show in Queue overview: Scheduled requests:** In ON, the 'Scheduled' column in Admin Portal's Queue overview is shown, so that the Scheduled request details view can be opened.