Personal Queue tab

The **Personal Queue tab** shows requests (calls, chats and e-mails/e-tasks) put in your personal queue by either yourself, other agents, or an external system.

If a request shown in the Personal queue tab is actually waiting in another queue, but **you are the *reserved* agent** for this request, the request will not show a release icon in the Personal queue tab. A request can have you as the *reserved* agent e.g. because you picked it in in the Queue details view for this queue in the Queue overview tab, or because some logic automatically set you as the *reserved* agent.

If you want to release a request, that is, remove yourself as the reserved agent so that it can be sent to another agent, you need to go to the Queue overview tab and open Queue details for the relevant queue and click *Release* on the request with your name as the reserved agent.

If a call/request shown in the Personal queue tab is actually waiting in the Personal queue, you can pick it or release it from here.

As long as at least 1 request is shown in the Personal queue tab, a notification is shown in the top left menu. From here you can easily access the Personal queue tab.