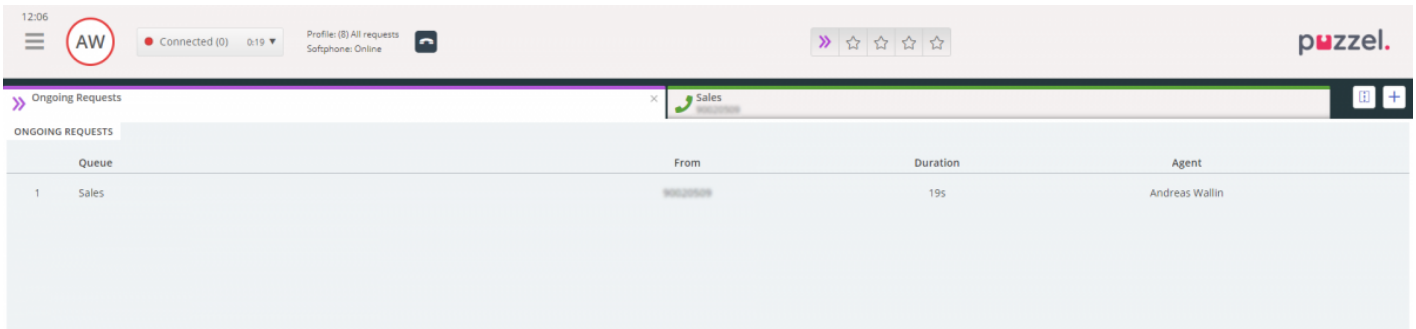


Ongoing Requests tab

The Ongoing Requests tab gives you an overview of your queue's ongoing requests, meaning requests that agents are currently engaged in.



| Queue | From | Duration | Agent |
|---------|------|----------|----------------|
| 1 Sales | | 19s | Andreas Wallin |

Please note that there are some special cases, explained in the Admin Portal's article for [Ongoing requests](#).