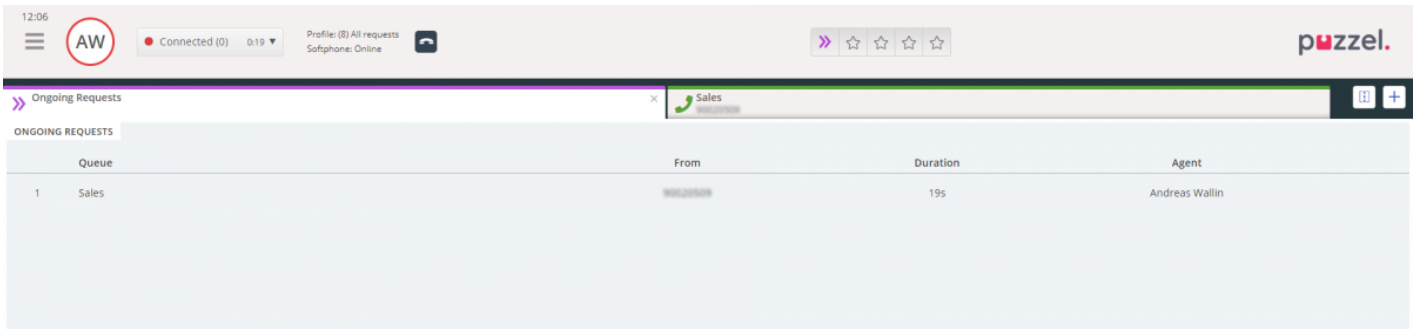


## Ongoing Requests tab

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	[redacted]	19s	Andreas Wallin

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