

## Missed Requests tab

The Missed Request tab shows a list over requests (calls/chats) that are 'missed', per system queue, meaning that the customer hung up/ended the chat while waiting in the queue. You can tag a missed request to yourself with the rightmost checkbox so that other agents see that you are planning to handle it. Tagging a missed request does not automatically allocate it to you, you must contact the customer manually.

The screenshot shows the 'Missed Requests' tab in the Puzzel interface. At the top, there is a header bar with the time '12:04', a user profile 'AW', a status 'Ready (0)', and a profile summary 'Profile: (8) All requests Softphone: Online'. The main content area is titled 'MISSED REQUESTS' and features a table with the following data:

	Queue Name	From	Queued	Wait Time	Tagged By	Tag
1	Sales	[redacted]	4/4/2019 12:00	2m 44s	Andreas Wallin	<input checked="" type="checkbox"/>