

My Log tab

The My Log tab gives you an overview over your last 50 answered incoming and outgoing requests, for the last 30 days. Unanswered requests and missed calls are not shown. For requests from voice and e-mail/e-task channels, you can call or e-mail the customer back. At the top, the average enquiry duration is shown per relevant channel.

From	Queue	Date	Duration
90029509	Sales	21/1/2019 11:51	21s
90029509	Sales	21/1/2019 11:49	1m 1s
14941491@facebook	SocialCee Facebook	17/1/2019 16:59	32s
2300553133567666@facebook	SocialCee Facebook	17/1/2019 16:59	35s
jan.rjgh@puzzel.com	Chat Sales	16/1/2019 13:19	2m 5s
andreas.wallin@puzzel.com	Chat Sales	15/1/2019 13:24	6m 59s
andreas.wallin@puzzel.com	Chat Sales	14/1/2019 18:06	2m 20s
andreas.wallin@gmail.com	Chat Sales	14/1/2019 17:02	1h 6m 24s
90029509	Support	14/1/2019 12:37	9s
90029509	Support	14/1/2019 12:34	2m 31s
customer@company.com	E-mail Sales	11/1/2019 15:08	19m 59s
customer@company.com	E-mail Sales	11/1/2019 15:01	4m 21s

Please note that agent-to-agent calls are not shown in My log since there is no 'request' related to such calls.