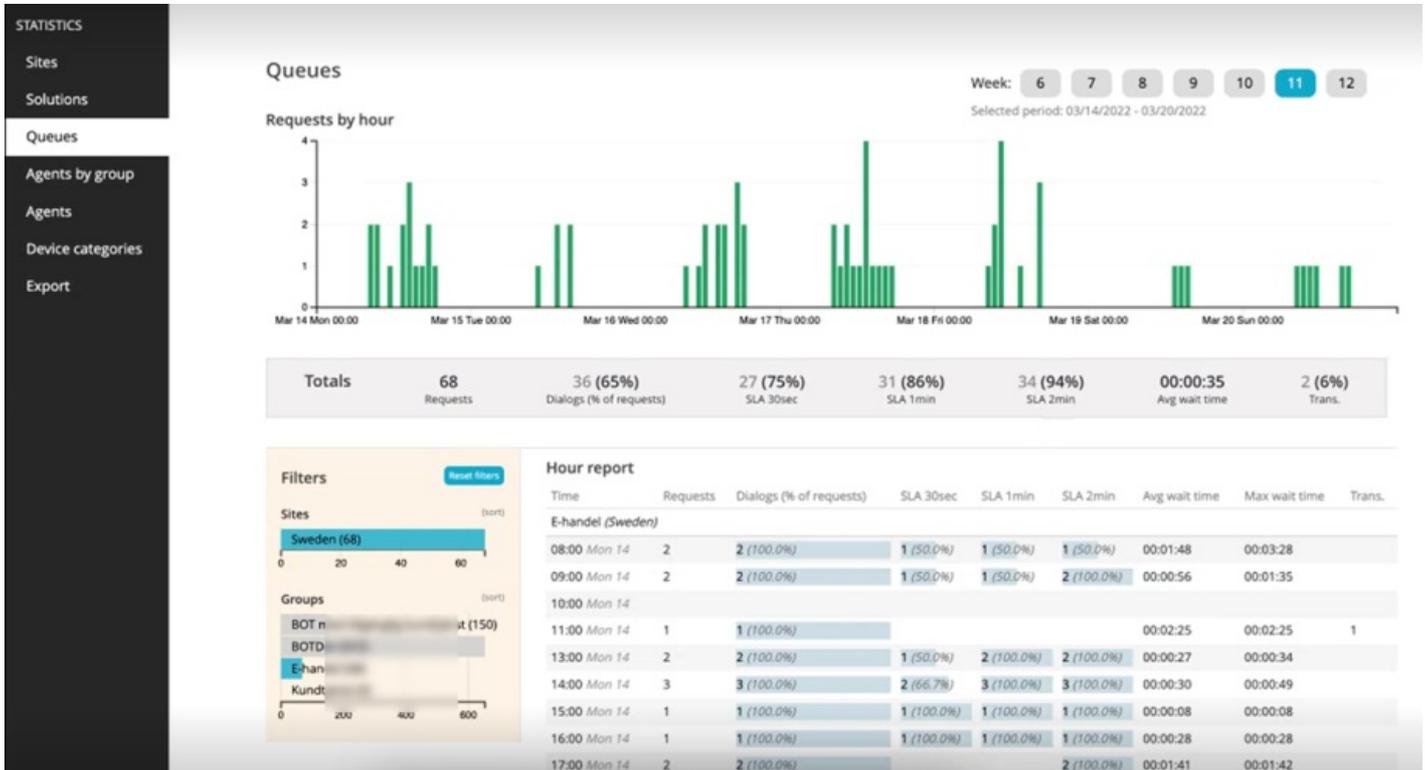


Queues view

Depending on the configuration of your Puzzel Digital Engagement solution and the **area of interest** marked in it, agents can be working in one or more queues/groups based on their competence. For example, a site can have different Queues/Groups for Sales, marketing, and Support and an agent could have logged on to both sales and marketing queues. In the aggregate bar you can view SLA for 30 seconds, 1 min and 2 mins that suggests how many people received help within that time frame. The data also displays **Avg wait time** that implies customers received help under 35 secs.



Metrics	Definition
Requests	Number of visitors that entered the queue [transfers not included]
Dialogs (% of requests)	Number of dialogs selected from queue [transfers not included]. The percentage of visitors that got help.
SLA 30 sec, 1 min and 2 min	Number of visitors selected from the queue within the given timeframe
Avg wait time	Average wait time of a visitor from the time they entered the queue to being selected by an agent
Trans. (transferred)	Number of visitors who has been in a dialog but has been transferred to another group/queue. Note that a dialog transferred will count as two dialogs