

Queue Details tab

When you in the Queue overview tab have clicked on a number in column "In queue", you will see Queue Details view, which shows a list of the requests in this queue.

If you have enabled the "**pick**" from queue feature, you can pick a request from the queue details by clicking on the pick (arrow up) button.

If you pick a request from queue, you set yourself as the "reserved agent", and this request will be shown in you [Personal queue tab](#), and it will be allocated to you now (if you are ready) or when you become available.

JK

Ready (0)

Profile: {6} Chat
Softphone: Online

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Queue Overview

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QUEUE DETAILS

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1. Sales

Queue	Description	From	Wait Time	VIP	Scheduled
1	1. Sales	90020509	28s	0	

After you have picked a request and it's shown in your Personal queue tab, it will also be shown in Queue details for the queue it is in, with a "Release request" (arrow down) button. As long as the request is still in queue and has a reserved agent, both you and other agents can click the **Release** button to remove you as the reserved agent.