

Personal Queue tab

The **Personal Queue tab** shows requests (calls, chats and e-mails/e-tasks) put in your personal queue by either yourself, other agents, or an external system.

If a request shown in the Personal queue tab is actually waiting in another queue, but **you are the reserved agent** for this request, the request will not show a release icon in the Personal queue tab. A request can have you as the *reserved* agent e.g. because you picked it in in the Queue details view for this queue in the Queue overview tab, or because some logic automatically set you as the *reserved* agent.

If you want to release a request, that is, remove yourself as the reserved agent so that it can be sent to another agent, you need to go to the [Queue overview tab](#) and open [Queue details](#) for the relevant queue and click *Release* on the request with your name as the reserved agent.

If a call/request shown in the Personal queue tab is actually waiting in the Personal queue, you can pick it or release it from here.

As long as at least 1 request is shown in the Personal queue tab, a notification is shown in the top left menu. From here you can easily access the Personal queue tab.