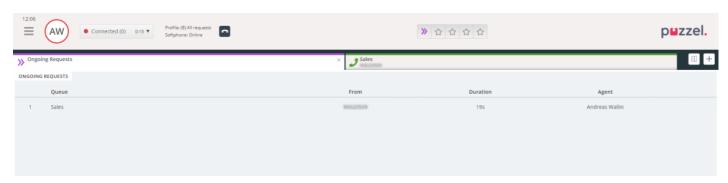


## **Ongoing Requests tab**

The Ongoing Requests tab gives you an overview of your queue's ongoing requests, meaning requests that agents are currently engaged in.



Please note that there are some special cases, explained in the Admin Portal's article for Ongoing requests.