

## 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.

12:06

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Connected (0) 0:19

Profile: (8) All requests  
Softphone: Online

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puzzel.

Ongoing Requests

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Sales

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ONGOING REQUESTS				
	Queue	From	Duration	Agent
1	Sales	XXXXXXXXXX	19s	Andreas Wallin

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