

Missed Requests tab

The Missed Request tab shows a list over requests that are missed by the queue, meaning that the customer has ended the request while waiting in the queue. You can tag a missed request to yourself with the rightmost checkbox so that other agents see that you are planning to handle it. Tagging a missed request does not automatically allocate it to you, you must contact the customer manually.

12:04

AW

Ready (0)

Profile: (8) All requests
Softphone: Online

>>

☆

☆

☆

☆

puzzel.

Missed Requests

MISSED REQUESTS

Total

Today

	Queue Name	From	Queued	Wait Time	Tagged By	Tag
1	Sales	web@puzzel	4/4/2019 12:00	2m 44s	Andreas Wallin	<input checked="" type="checkbox"/>