

# Queue information

Queue information displays the information of calls that are waiting in the queue such as the total calls and the waiting time in queue.

Step-by-step guide

USE ONEPOP

This information is displayed below agent activities.

The screenshot shows a Gmail interface with a sidebar on the left containing 'Agent Activities' and 'Queue info'. The 'Queue info' section is highlighted with a red box and shows the following data:

Category	Calls	Time
Complaint	5	37
Incident	1	7

The main pane displays an email thread from 'Primas Tra Huynh' to 'LinkScope Test'.

DON'T USE ONEPOP

This information is displayed as a small dialog at the bottom right corner when the call coming.

When the call end, it will be closed.

Calls in Queue				
Queue ID	Queue Name	Calls in Queue	AVG Queue Time	Total Queue Time
20032	Enquiry	1	16 (min)	16 (min)
20034	Complaint	4	8 (min)	31 (min)



## Related articles

- Guideline How To Use The Agent Dashboard
- How to manage API User at General Configuration
- How to manage Postcall Survey Configuration
- How to manage User Setting at Screen Pop Configuration
- How to manage FQ Config at FreedomQ Configuration

