



[Feature Request](#) > [Changing timeframes on the Group By Selection](#) < [مركز المساعدة](#) < [اقتراحات](#)

Changing timeframes on the Group By Selection Collecting Feedback

Christine Loh •

Feature Request# **اسم المنتدى:** •

On the agent interface, it would be great to have more varied time intervals for the 'grouped by Waiting Time' option. For example, viewing it by < 12 hours instead of the < 5 mins, 5 - .15 min etc