



<u>Canolfan Gymorth > Cymuned > Feature Request > Add option to set default sorting for</u>

<u>queus</u>

Add option to set default sorting for queus Report

- K Koen
- Enw'r Fforwm: #Feature Request

Now that we can change settings for Queues, it would be great if we could set a default grouping for the queues. Setting a grouping is already possible for agents, but I would like to encourage them in a certain way by determining the default grouping.

The setting could look like attached. Also attached is a screenshot of the existing options.