



 $\underline{Hulpcentrum} > \underline{Gemeenschap} > \underline{Feature\ Request} > \underline{Changing\ timeframes\ on\ the\ Group\ By\ Selection}$ 

## Changing timeframes on the Group By Selection Collecting Feedback

• CL Christine Loh

• Naam forum: #Feature Request

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.