



<u>Help Center</u> > <u>Phản hồi</u> > <u>Feature Request</u> > <u>Add option to set default sorting for queus</u> Add option to set default sorting for queus Report

• Koen

• Forum name: #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.