



[Help Center](#) > [Phản hồi](#) > [Feature Request](#) > [Changing timeframes on the Group By Selection](#)

Changing timeframes on the Group By Selection Collecting Feedback

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- **Forum name:** #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.