5.8 Email Queue

Bright Pattern Documentation

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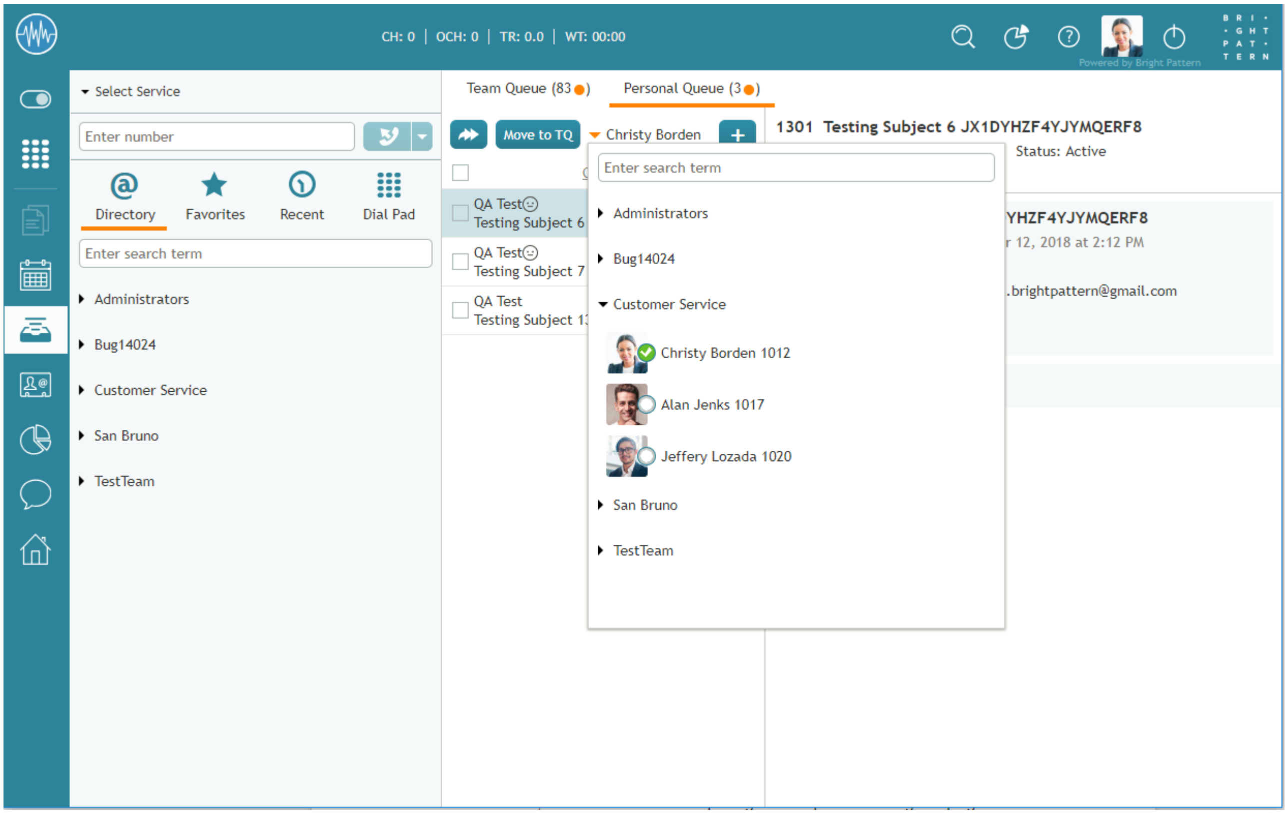
Overview

Email queue tutorials explain how supervisors can manage both team queues and agents' personal queues.



Email queue

Section Articles

- How to Manage Queues
- How to Review and Assign Email to Agents

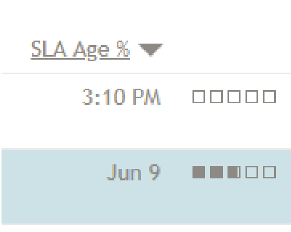
How to Manage Queues

As a supervisor, you can view and manage personal email queues (i.e., the *My Queues*) of all agents of your team. You can view the emails in the agent’s queue, assign those emails to other agents, and/or transfer them to other services.

Managing My Queues (Personal Email Queues)

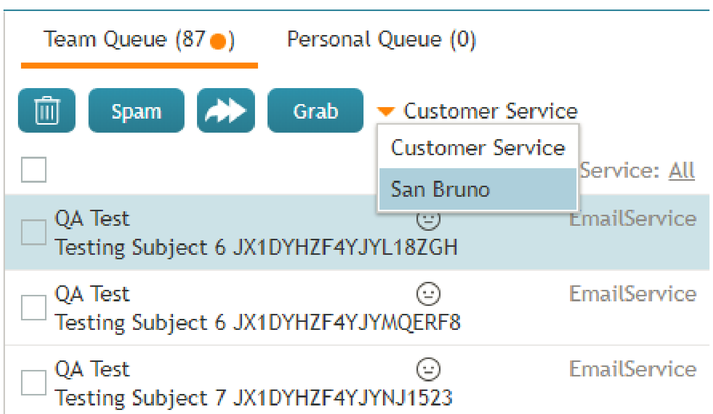
To manage your own *Personal Queue* and/or your *Team Queue*, select the **My Cases** entry. Your personal and team queues will be displayed in the *Contact Info Panel* area. You may have to drag the sizing panels up or down to view both queues at the same time.

For each queued email, the customer's name and the subject line will be shown. A bar indicator next to each email will indicate how close the current wait time is to breaching the SLA. (The SLA is your contact center standard time for replying to customers' emails). The unshaded portion of the indicator represents the time remaining to the SLA breach. This time also defines the default order in which emails appear in the queue.



An example of SLA bar indicators

If your team is assigned to handling emails for multiple services, you can adjust your team queue to display emails for any one of those services or for all assigned services at once. The name of the currently selected service will be displayed under the queue title. To view another service, click on the currently selected service name and select the desired service from the drop-down menu.

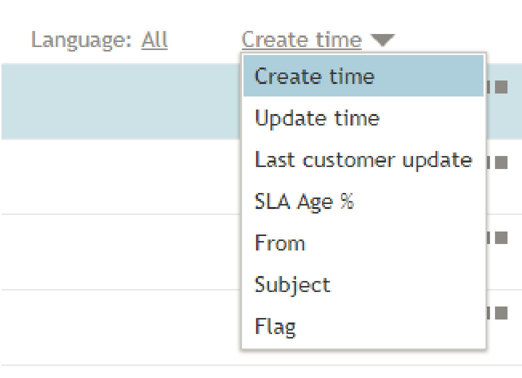


Switch between the services assigned to your team from the drop-down menu

You can sort emails in the team queue by the following:

- Create time
- Update time
- Last customer update
- SLA Age %
- From
- Subject
- Flag

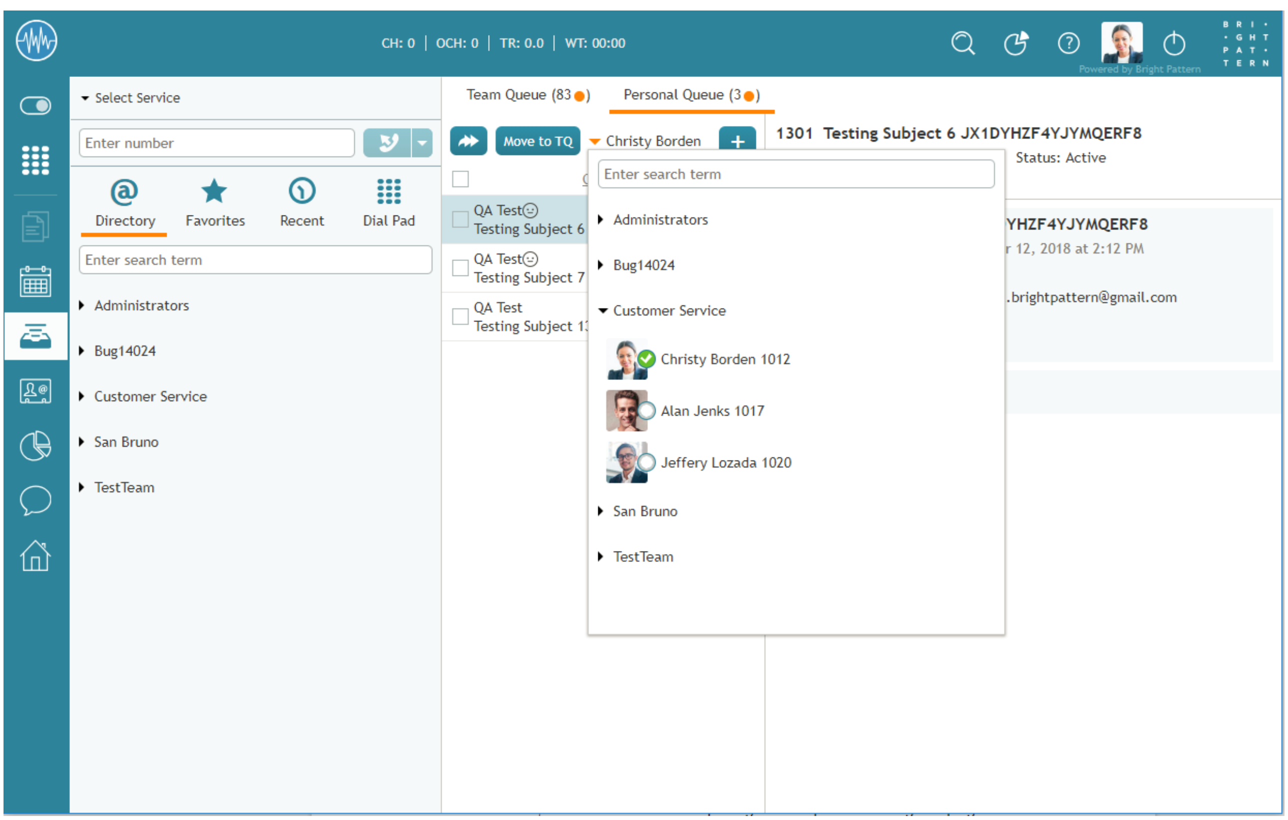
You may choose either ascending or descending order of email appearance in each case.



Email sorting options

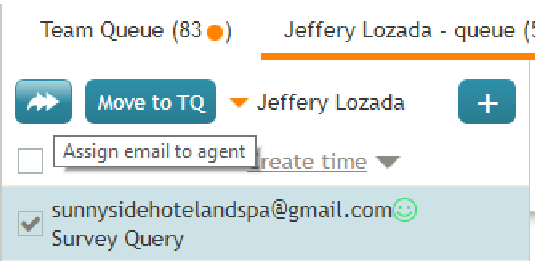
How to Review and Assign Emails to Agents

To review the contents of an email, click it once. The email will appear in the reading pane on the right side of the screen. For more information about reviewing email content, including case history, attachments, and supplemental web pages and forms, see the *Agent Guide*, section [How to Review an Incoming Email](#).



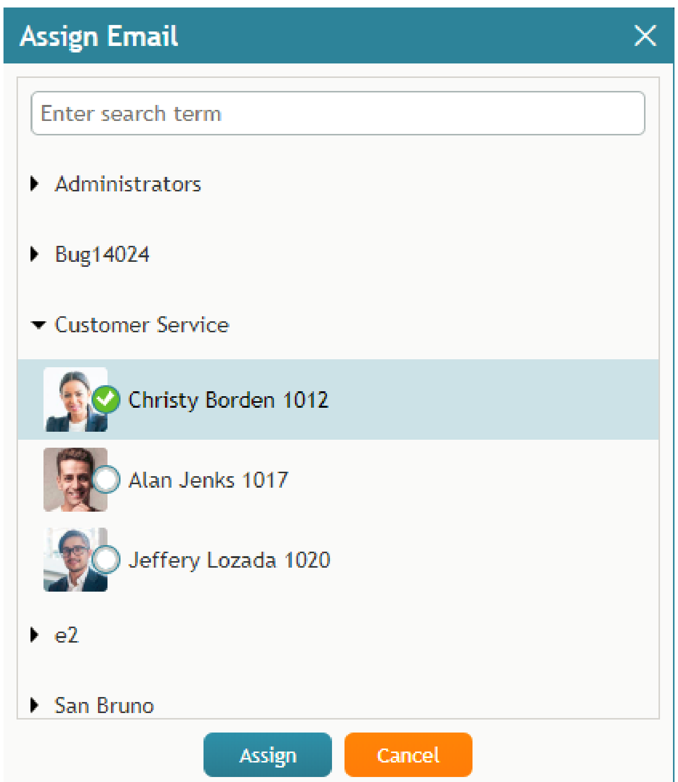
Search for the agent whose emails you want to review from your Personal Queue

To assign the selected email to a member of your team, select the checkbox next to the email then click the **Assign email to agent** button.



Assign button

In the dialog window that appears, open your team folder, and select the desired agent. Alternatively, you can enter agent's name in the *Search* field. Click **Assign** to confirm the assignment, or click **Cancel** to close the dialog window.



Email assignment

The email will be moved to the agent's *Personal Queue*. Note that the position of this email in the agent's queue will be determined by the remaining time to SLA breach (see above) relative to the other emails that the agent may have in the queue. If you wish to get agent's immediate attention to the assigned email, consider sending the agent an internal chat message. For more information, see section Personal Chat.

If you wish to process the selected email yourself, click the **Grab** button in the reading pane. The email will be moved to your *Personal Queue*.