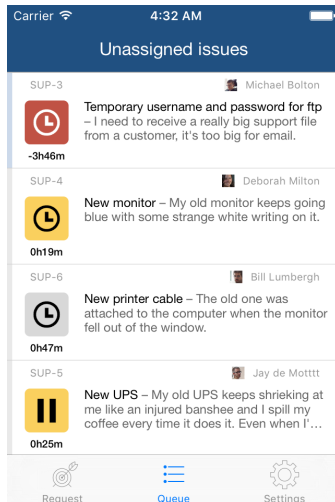


Queue View

The Queue View displays the currently selected Service Desk queue. It can be accessed from anywhere in the application via the queue button in the bottom center of the screen.



Sorting algorithm

The queue in Pocket Desk is sorted in order of descending urgency, with requests closest to an SLA breach at the top.

The sorting algorithm also takes SLA status into consideration. Requests with paused SLA timers will always be placed lower in the queue than requests with SLA timers running, regardless of the time remaining.

Tap a request in the queue to [open it for viewing](#), or swipe it left to reveal the [Pin/Unpin command](#).