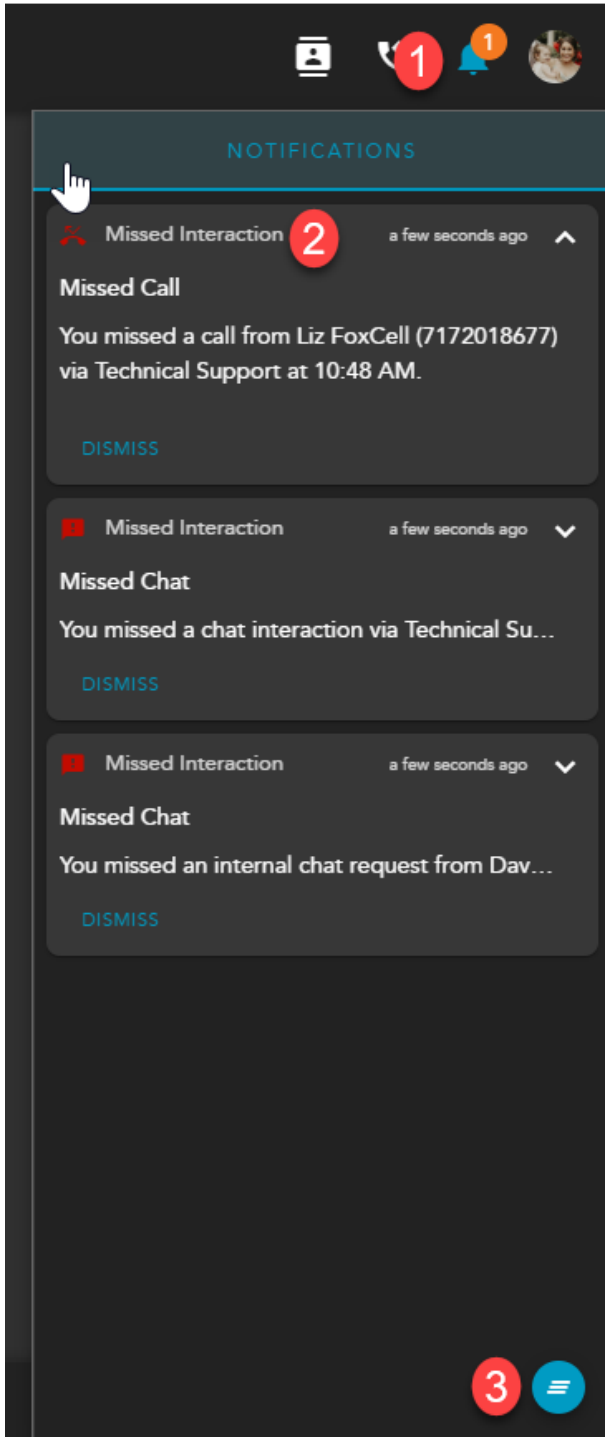


Notifications

- [Overview](#)

Overview

The Notifications panel currently shows the agents all their missed queued and internal interactions.



1. **Notifications Panel Icon** - Shows the total of recently missed interactions
2. **Notifications Panel** - displays the following information:
 - a. Notification Type
 - b. Timestamp of Missed Interaction

- c. Interaction Type
 - d. Contact Info: Name, Email (for missed chat interactions), Phone Number
 - e. Time
 - f. Dismiss
3. **Dismiss All** - Dismiss all Notifications from the panel. This option will appear when you have accumulated three or more notifications.