

# Service Management Queues

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SINCE VERSION 3.5.0


Since **sumUp 3.5.0** it is possible to enable a **calculation row** within **Service Management Queues**.

If no **calculation rules** are configured, the calculation row won't be displayed.

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T	Key	Status	Summary	Assignee	Time Spent	Criticality
?	CS-11	IN PROGRESS	Cargo System tracker setup issue	Jennifer Evans	2 hours, 30 minutes	0
?	CS-14	ESCALATED	Supply Chain manager DB 302 error when Air Export	Alana Grant	4 hours	3
?	CS-13	WAITING FOR CUSTOM...	Track2Go e-trace report setup issue	Jennifer Evans	15 minutes	5
?	CS-12	IN PROGRESS	Dashloop Cargo system tracker email setup	Max Taylor	1 hour	1
?	CS-8	IN PROGRESS	contact information for our sales rep	Jennifer Evans	45 minutes	2
?	CS-7	WAITING FOR CUSTOM...	Switching to annual license renewal for XYZ global	Admin Istrator	2 hours	1
+	CS-5	PENDING	TIS logistics manager needs a calendar view	Unassigned	1 hour	4
+	CS-4	WAITING REVIEW	Dashloop Logistic schedule email notifications issue	Max Taylor	6 hours, 45 minutes	3
+	CS-6	WORK IN PROGRESS	Dashloop Logistic mobile client needed	Max Taylor	3 hours, 10 minutes	1
+	CS-10	WAITING REVIEW	Dashloop Logistic scheduler keeps crashing	Unassigned	30 minutes	1
?	CS-3	WAITING FOR CUSTOM...	Does Dashloop Logistic Manager offer a Salesforce intergratoin?	Mitch Davis	3 hours	2
?	CS-2	WAITING FOR CUSTOM...	TIS logistics system licening issue	Unassigned	2 hours, 20 minutes	4
?	CS-15	WORK IN PROGRESS	Track2Go e-trace dropping GPS connection for remote stations	Mitch Davis	2 hours, 45 minutes	5
?	CS-16	WAITING FOR CUSTOM...	Air Export booking setup issues	Unassigned	15 minutes	2
+	CS-17	WAITING REVIEW	Air Export import error when we import JSON file	Unassigned	35 minutes	1
+	CS-18	WAITING REVIEW	Dashloop setup screen	Unassigned	1 hour, 5 minutes	1
?	CS-19	WAITING FOR CUSTOM...	How do I get access to product training?	Unassigned	25 minutes	0
?	CS-20	WAITING FOR CUSTOM...	License renewal for Dashloop	Unassigned	50 minutes	1
+	CS-21	WORK IN PROGRESS	Air Export fails to import JSON files	Mitch Davis	3 hours	4
+	CS-9	WAITING REVIEW	Dashloop Logistic schedule integration with Google	Unassigned	5 hours, 50 minutes	1
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## Enable/ disable the calculation row

The calculation row can be activated by clicking the **toggle button** in the **upper right corner**:

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Time Spent	Criticality
2 hours, 30 minutes	0

If **sumUp is not configured** or activated for the queue, the **buttons won't be displayed!**

In this case, please check that sumUp is activated for the service project of interest within [sumUp's global settings](#).

## Permanent calculation

If the **permanent calculation is not activated**, the **calculation** will be **disabled** every time the page/ queue reloads.

To **keep the calculation activated** after page/queue reloads, the **permanent calculation** can be activated by hitting the lock button next to the toggle button in the upper right corner.

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If you still have questions, feel free to refer to our [support](#) team.