



[Feature Request](#) > [Notify agents more clearly when a new chat has been assigned to them via Round Robin](#) < [مركز المساعدة](#) < [اقتراحات](#)

Notify agents more clearly when a new chat has been assigned to them via Round Robin Collecting Feedback

• LP Lynn Palumbo
• اسم المنتدى: # Feature Request

When using Round Robin for Chat, the designated person who receives the chat in the round robin is not hearing ringing or having the dialog box pop-up. This means that they don't always notice when a new chat has been assigned to them and this impacts our ability to answer active chats in a timely manner

.We'd like there to be a more obvious notification for the agent when chats are assigned via Round Robin