

Chat Queues

Grace Howlett - Comment (1) - Product - 2019-01-09

We're pleased to introduce [Chat Queues](#) as part of the product release [2019.1](#). Chat queues give you more control over how chats get assigned to your agents within chat departments .and have replaced the previous Chat Round Robin feature

:Below is a summary of the changes you can expect to see

Routing Models

.(Choose how new chats are routed to your agents (Simulring, Round Robin or Least Utilized



Maximum Chat Capacity

Set the maximum number of chats agents can handle simultaneously to prevent overload.

If too many chats get assigned to an agent, it can lead to lower quality responses as agents may be having to rush and multi-task beyond their limits. Setting a maximum chat limit can .improve the experience for both customer and agents



Chat Queuing System

Agents can monitor how many chats are waiting in the 'New Chats' filter. As soon as an .agent becomes available, the chat will be routed to them