

Chat Round Robins

Colin Dunn - Comment (1) - Product - 2017-11-27

Chat Round Robin is a new Deskpro feature. It allows you to automatically and evenly distribute live chats to agents

The Chat Round Robin works a lot like the [Ticket Round Robin](#) feature within Deskpro, that you may already be familiar with - just with live chats instead of tickets

When live chats are initiated by users, the Chat Round Robins you have configured and enabled determine which agent will be assigned to that chat

This means agents who are using live chat in Deskpro are automatically assigned chats in a manner that's efficient, easy, fair - and ultimately removes all the administrative hassle associated with manual chat distribution



?How do Chat Round Robins work

Chat Round Robins can be configured from the Admin Interface under **Admin > Chat > Round Robin**

Chat Round Robins have several options for configuration, and you can enable multiple Round Robins to work with each other at the same time

Routing type of each Chat Round Robin determines the way in which the Round

:Robin will assign tickets to agents

The 'Round Robin' routing type means chats will be assigned to each •
selected agent in that Round Robin, in consecutive order, one after
.another

The 'Least utilized Round Robin' routing type means chats will be assigned •
to each selected agent in that Round Robin - based upon their total activity
time handling chats since they've been logged in. This means the agent
who has spent the least time handling chats is the first to be automatically
.assigned any new, incoming chat

You can also determine the agents that are included in each Round Robin. These
can be determined individually, or agents can be bulk added by team,
.department or permission group

Finally, Round Robins can be set to be applied as default across all live chats, or
applied only to specific chat departments. This means you can set up a
'universal' Round Robin for all live chats, with any department-specific Round
.Robins that are enabled overriding the rules of the 'universal' Round Robin



How can I start using Chat Round ?Robin

.If you are using Deskpro Cloud, we will roll out this update to your Helpdesk soon

If you are using Deskpro On-Premise, you can update your Helpdesk to the latest
.version from your Admin Interface

We'd like to thank our customers for using Deskpro like support superheroes, and
.helping us improve the software we take great pride in developing

We look forward to receiving your feedback about the new Follow Up feature, and
.wish you all the best in the meantime

