Ability to redirect chat depending on the Agent language Finished

- Thierry Bégin-Paradis
- **Forum name:** #Feature Request

I have english only and french only agents, I would like them to not receive external Chat request that aren't in their language.

Comment (1)

Paul Davies

6 years ago

Hi Thierry. You can create different chat departments. One for French support and one for English support. If you ensure that their chat permissions are set so those agents only have access to those departments, then they will only be able to receive the chats relevant to them.