

Chat Round Robins

2017-11-27 - Colin Dunn - Comments (0) - Product

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.

