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

- Lynn Palumbo
- **Forum name:** #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.