Chat Queues

2019-01-09 - Grace Howlett - Comments (0) - Product

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.