

QUEUING

During periods of high volume, keep your chat service open and inform visitors using the intelligent queuing functionality.

- ✓ **Peak time management** – ensure the chat functionality remains available even in busy periods.
- ✓ **Manage visitor expectation** – keep visitors engaged in chat communication and informed of their position in the queue with a countdown.
- ✓ **Queue administration** – compose your own automated messages and define maximum queue lengths.

