

How to Enable Chat Routing for Operators

Chat Routing enables you to decide how **incoming** chat requests are handled. You can set up a chat **routing time**. An operator can accept the incoming chat or let it transfer automatically to the next available operator.

ProProfs chat routing functionality is based on the **round-robin concept**. The chat goes to operators based on the **routing order**.

An operator can accept the incoming request within your **specified time limit**. Else, it will pass automatically to the next one.

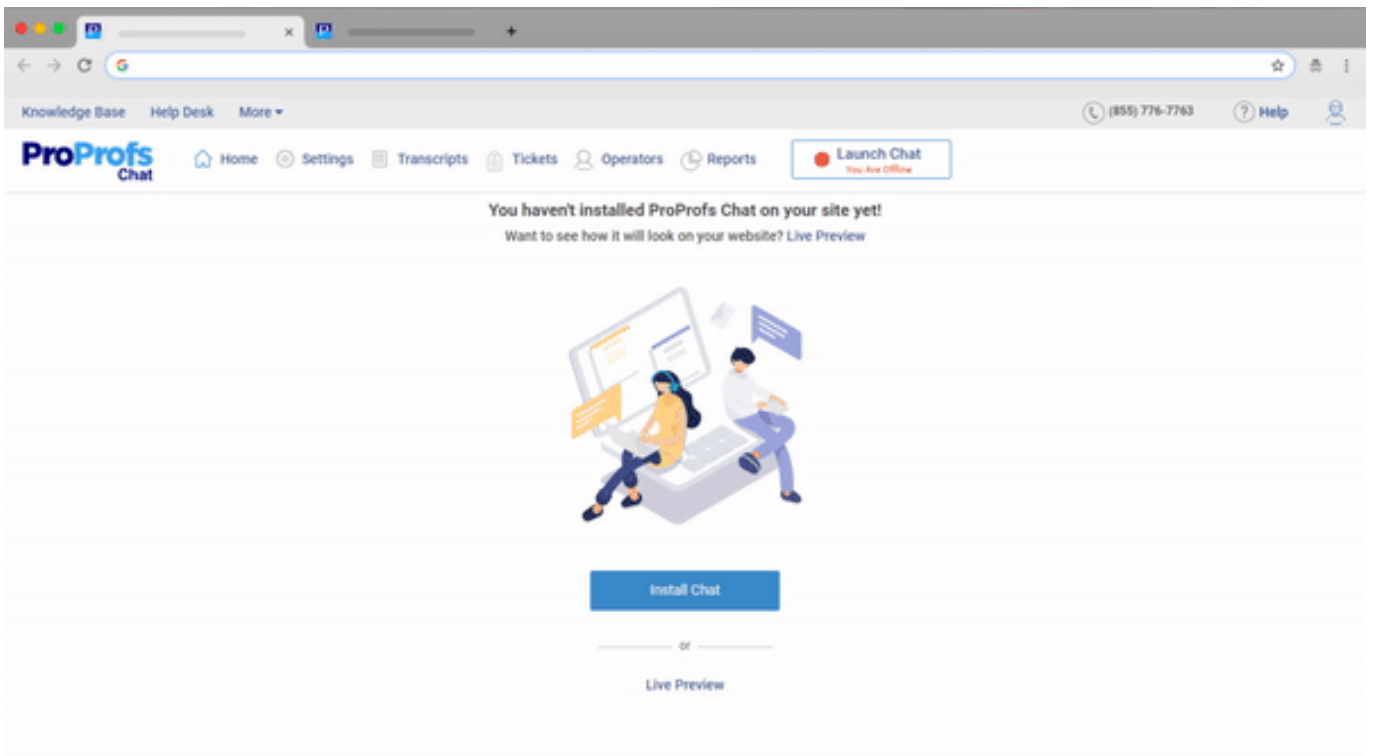
Benefits of chat routing:

- **Never** miss an incoming chat request
- **Delight** customers with prompt support
- **Automatically** send chats to the next available operator
- **Route** chats to the right group

Here's how you can enable chat routing:

Step 1: In your ProProfs Chat Account,

- Go to **Operators**
- Enable **Chat Routing**



Note: You can only add three operators when using the trial version of ProProfs Live Chat. To add more operators, you must upgrade your account.

Step 2: Follow the instructions below:

The 'Manage Operators' interface includes a table of operators and a 'Chat Routing' section. The table has columns for Name, Chat Limit, Transcript, Admin, Action, and Routing Order. The 'Chat Routing' section includes a toggle switch, a '30 sec' input field for 'Chat Routing Time', and a 'Save' button. Numbered callouts 1, 2, and 3 point to the 'Add Operator' button, the 'Routing Order' column, and the 'Chat Routing Time' field respectively.

Name	Chat Limit	Transcript	Admin	Action	Routing Order
Alie	10	<input checked="" type="checkbox"/>	×		+
John McClaine	10	<input checked="" type="checkbox"/>	×		+
Jay	10	<input type="checkbox"/>	×		+
John	10	<input checked="" type="checkbox"/>	✓		+

Chat Routing: 30 sec Chat Routing Time

Save

1. Add Operator: Click to add a new operator to your chat routing setup by entering the details in the following form. Click **Save**.

The screenshot shows a form for managing an operator. It includes the following fields and controls:

- Name***: Text input field containing "Sally Jones".
- Email ***: Text input field containing "sally@youremail.com".
- Password ***: Empty text input field.
- Confirm password***: Empty text input field.
- Welcome message ⓘ**: Text area containing "Hi! How can I assist you today?".
- Admin**: Toggle switch currently turned off.
- Avatar ⓘ**: Placeholder image of a person's head and shoulders.

2. Routing Order: Drag and drop the operator to arrange them in an order you wish to route a new incoming chat request. The operator at the top will be the first to receive.

3. Chat Routing Time: Set a timer after enabling routing in the first step. It is the time interval after which an incoming chat request is transferred to the next available operator.

Note: You can also set a chat limit for a particular operator, enable/disable chat transcript, edit/delete an operator.

Click **'Save'** to confirm your changes.

Suppose you have multiple [operator groups](#) and a chat request is sent to a particular group. In that case, operators receive the chat request based on their routing order.

Groups

Create operator groups and manage chats with your customers and website visitors accordingly. You can assign keywords and URLs to specific operator groups and based on them, route chats to a particular group.

+ Create Group

Group 5

3 Operators



Sales

3 Operators



Related Articles:

- [How Can I Set a Chat Limit for Incoming Chat to an Operator?](#)
- [How Can Operators Enable Automatic Chat Acceptance?](#)
- [How to Create Department in Live Chat?](#)