

## Chat bot user for max 100 concurrent chats

An ordinary user (User type = *Person*) can have max 8 concurrent written requests (in addition to 1 phone call).

**A user with User type = *Chat bot* can have up to 100 concurrent written requests** (100 "sub-agents"), and if more than 8 is configured, the **visualisation of the Chat bot user's status in Agent Details will be "simplified"**.

\* On page Queue overview -> Agent details, we show how many ongoing chats/written requests an ordinary Person user has (e.g. "Ready (1)" or Busy (2)), but for a user with user type = Chat bot with > 8 configured we only show status *Ready* if no requests are connected or *Connected* if at least 1 is connected.

If you need capacity for e.g. 200 concurrent chats connected to the chat bot, you can have 2 contact centre users with User type = Chat bot, each having 100 sub-agents instead of many users each having 8 sub-agents.

### Note

Please do not increase max value from 8 to something more before you're sure the chat bot solution "behind" the Puzzel Contact centre user can handle it! If in doubt, please contact Puzzel support!

A Chat bot user does not have a Puzzel ID, but user sign-in can be done with customer key/username/password. This might be changed in the future.

Any administrator can do logon to queue (and logoff) for a Chat bot user from Admin Portal's page Real-time -> Queue overview -> Agent details.

On page Real-time -> Ongoing request you can see all the ongoing chat requests that one such Chat bot user has connected, e.g. 32 chats.

When a new chat arrives in queue answered by such a Chat bot user with e.g. 50 sub-agents, the chat request will be allocated to a sub-agent immediately unless all (50) sub-agents are connected to requests.

If a new chat is allocated to an available sub-agent on the Chat bot user and the chat bot system behind it does not accept/answer the chat within the defined max "offer time" (ref Chat property "Chat offered to agent - sec" with default 30), or if the chat bot system rejects/send busy/error, this sub-agent and the rest of the available sub-agents on this PCC user will be set to status *No answer/Busy* (ref the *Agent timeout* properties *No answer timeout/Busy timeout* with default 15 sec).

### Configuration

On page Users -> Products in accordion Logon to queue.

For a **Chat bot** user that should handle max **100 concurrent chats**:

- *Block phone if number of written requests is greater than* We suggest value 0 (Not important since this user does not handle phone)
- *Maximum concurrent chat/social requests:* 100
- *Maximum concurrent email/etask requests:* 1
- *Maximum total concurrent written requests (max 8):* 100
- *Maximum total concurrent written requests (max 8) – adjusted* 0

(*Block chat/social when I have email/etask* and *Block email/etask when I have chat/social* should be OFF, which is default)

Quick find users/user groups		Company Product Demo		User Group Bots		User Ruby bot	
		Inherit	Value	Inherit	Value	Inherit	Value
Allow to adjust max concurrent written requests		<input type="checkbox"/>	On <input checked="" type="radio"/> Off <input type="radio"/>	<input checked="" type="checkbox"/>	On <input type="radio"/> Off <input checked="" type="radio"/>	<input checked="" type="checkbox"/>	On <input type="radio"/> Off <input checked="" type="radio"/>
Block chat/social when I have email/etask		<input checked="" type="checkbox"/>	On <input type="radio"/> Off <input checked="" type="radio"/>	<input checked="" type="checkbox"/>	On <input type="radio"/> Off <input checked="" type="radio"/>	<input checked="" type="checkbox"/>	On <input type="radio"/> Off <input checked="" type="radio"/>
Block email/etask when I have chat/social		<input checked="" type="checkbox"/>	On <input type="radio"/> Off <input checked="" type="radio"/>	<input checked="" type="checkbox"/>	On <input type="radio"/> Off <input checked="" type="radio"/>	<input checked="" type="checkbox"/>	On <input type="radio"/> Off <input checked="" type="radio"/>
Block phone if number of chats/SoMe requests is greater than		<input type="checkbox"/>	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input type="text" value="0"/>
Block phone if number of emails/tasks is greater than		<input type="checkbox"/>	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="text" value="0"/>
Maximum concurrent chat/social requests		<input type="checkbox"/>	<input type="text" value="3"/>	<input type="checkbox"/>	<input type="text" value="8"/>	<input type="checkbox"/>	<input type="text" value="100"/>
Maximum concurrent email/etask requests		<input checked="" type="checkbox"/>	<input type="text" value="1"/>	<input type="checkbox"/>	<input type="text" value="8"/>	<input type="checkbox"/>	<input type="text" value="100"/>
Maximum total concurrent written requests (max 8)		<input type="checkbox"/>	<input type="text" value="3"/>	<input type="checkbox"/>	<input type="text" value="8"/>	<input type="checkbox"/>	<input type="text" value="100"/>
Maximum total concurrent written requests (max 8) - adjusted		<input checked="" type="checkbox"/>	<input type="text" value="0"/>	<input type="checkbox"/>	<input type="text" value="8"/>	<input type="checkbox"/>	<input type="text" value="0"/>

If you have a user with User type *Chat bot* answering a queue for **media type email (tasks)** (handled by BoSE/automated agent), you can set *Maximum concurrent email/etask requests* to 100 (and Max concurrent chat/Social requests to 0) for this user.

PS If a user with User type = Person has >8 configured in these properties, we will use 8.