

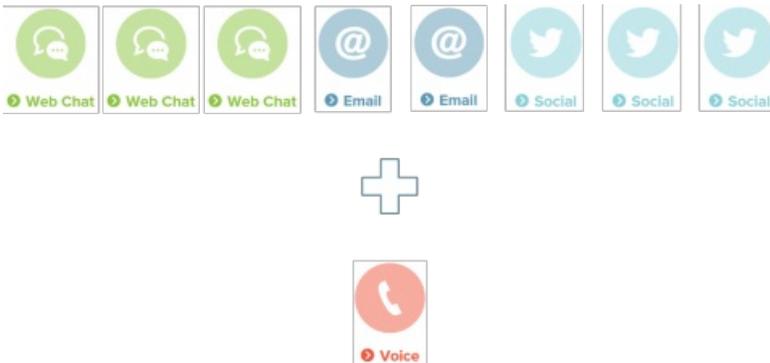
Can I receive calls and written requests at the same time?

The basics around the concurrent requests algorithm

We are often asked if it is possible to receive both calls and "written requests" at the same time. With written request, we mean chats, e-mails or social requests. Basically, the answer is **yes**, but there are some "if's and but's".

The short version is that you can receive a phone call while you are handling written requests, but you can not receive written requests while you are in a phone call. More precisely...

- When the agent is in a phone call (*Connected*), the agent is not offered any new written requests.
- When the agent has one or more active written requests, a phone call can be offered to the agent **if** the agents status is "Ready" (meaning that it's not blocked due to too many written requests).



Worth Mentioning:

Agents can receive up to eight concurrent written requests. The maximum amount of written requests and when to block for inbound calls due to x written requests is defined by the administrator in the Admin Portal under Users -> Products -> Chat, and can be set separately on each agent if necessary.

See more details here: [Details about agent statuses](#)

The agents can be given access to adjust the number of concurrent written requests they can receive, in the agent application under Settings -> Written requests.