

Avert Concurrent Voice & Digital Interactions

To avoid customers reaching out across voice and digital channels at the same time, the ASAPP SDK will avert the customer from engaging in digital chat while they are engaging in a voice call.

There are three scenarios that the ASAPP platform handles distinctly:

1. A customer is chatting with the automated assistant or waiting to be connected to a live agent, starts a call and gets connected to a live voice agent. In this case, ASAPP will auto-end the open chat issue (see flow below)
2. A customer is chatting with a live chat agent, starts a call and gets connected to a live voice agent. In this case, ASAPP will keep the open chat issue alive, but leave the voice interaction unauthenticated to prevent any data collision in the agent desk experience.
3. A customer is on a call with a live voice agent and navigates to the SDK to commence a chat. In this case, ASAPP will present the temporary block screen, preventing them from commencing a new chat. (see second image below)

