

# Closing Time Estimated Wait Time (EWT)

## Feature Summary

Closing Time EWT informs customers that they are going to connect to a queue whose business hours are about to close. The feature calculates the estimated wait time, compares it to the time until the queue closes and provides the customer with a different waiting experience that prepares them for the possibility that the queue will close while they are waiting.

## Key Benefits

- **Improves customer experience by managing customer expectations**, and helping them understand that they can chat back in the next day without having to wait at the end of the line
- **Reduces the volume that workforce management teams see near the end of business hours**, as not all customers will decide to enter the queue if they know that they may not be helped on that day

## Closing Time Wait Time Default Copy

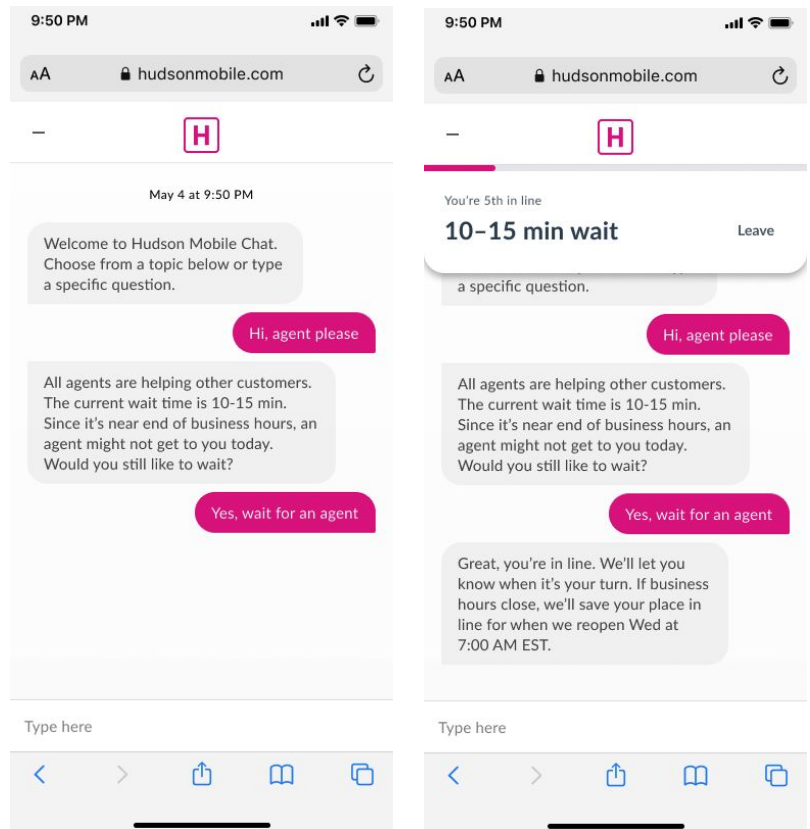
See below recommended default copy for the closing time experience. All messages are adjustable by queue. Note that wait time buckets correspond to existing EWT thresholds.

*Closing Time Standard Wait Message:* All agents are helping other customers. The current wait time is {10-15 min}. Since it's near the end of business hours, an agent might not get to you today. Would you still like to wait?

*Closing Time Long Wait Message:* All agents are helping other customers. The current wait time is greater than {15 minutes}. Since it's near the end of business hours, an agent might not get to you today. Would you still like to wait?

*Join Queue Closing Time Message:* Great, you're in line. We'll let you know when it's your turn. If business hours close, we'll save your place in line for when we reopen {Wed at 7:00 AM EST}.

*Don't Join Queue Closing Time Message:* Ok!

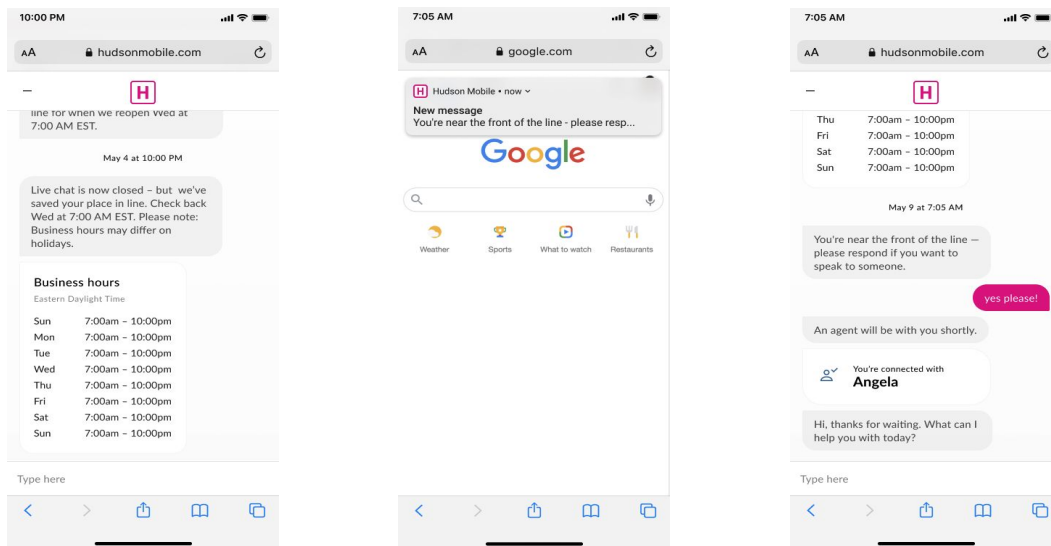


## If business hours closes while the customer is waiting for an agent, they will receive a message notifying them when business hours opens next

See below default copy for the closing time experience. All messages are adjustable by queue.

*Queue Closed While Waiting Message:* Live chat is now closed – but we’ve saved your place in line. Check back {Wed at 7:00 AM EST}. Please note: Business hours may differ on holidays.

If notifications are enabled, the customer will receive a Queue Automated Check In message once business hours reopens. They can re-engage within 24 hours of their original issue start time and they will keep their place in line



## Modifier to adjust how often Closing Time waiting experience is shown

You can adjust how frequently you want to show customers the Closing Time experience based on agent staffing by adjusting the Closing Time EWT Modifier. If you set this modifier positively, customers will see the Closing Time EWT message even if their EWT is less than the time until business hours close. If you set this modifier negatively, customers will see the Closing Time EWT message even if EWT is greater than the time until business hours close. **It is recommended that the modifier is always set positively.**

### Example 1:

Current Time: 7:30pm

Business Hours Close Time:  
8:00pm

EWT: 25 minutes

Modifier: +10 minutes

*Behavior: Closing Time Messages show*

### Example 2:

Current Time: 7:30pm

Business Hours Close Time:  
8:00pm

EWT: 35 minutes

Modifier: -10 minutes

*Behavior: Standard EWT experience shows*

### Example 3:

Current Time: 7:30pm

Business Hours Close Time:  
8:00pm

EWT: 35 minutes

Modifier: +5 minutes

*Behavior: Closing Time Messages show*