Real–time Estimated Wait Time
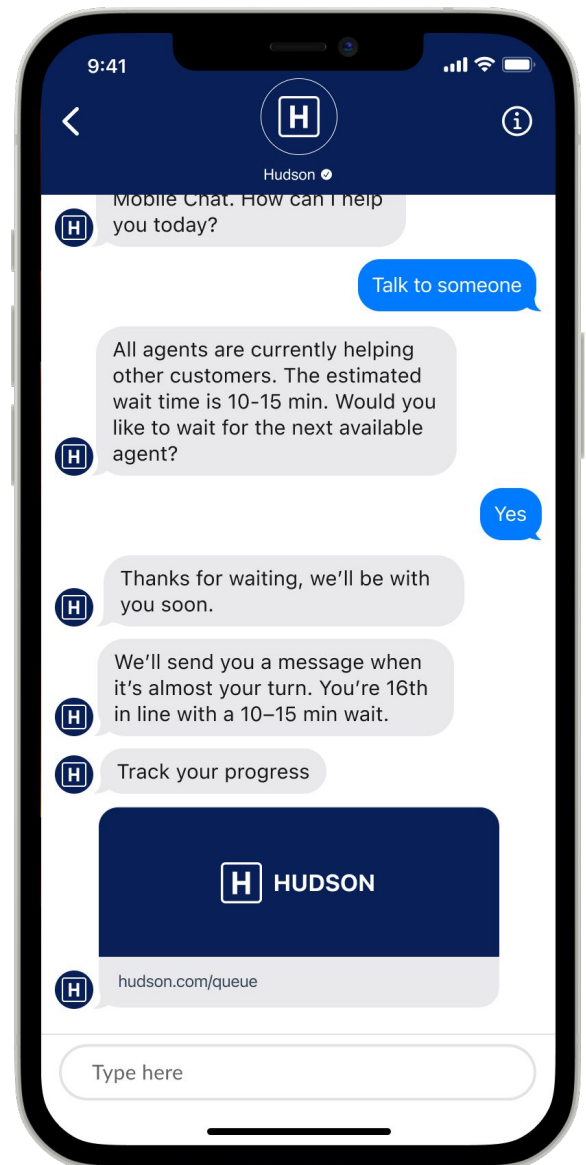## Omni Channels (ABC, GBM, SMS)

Feature Summary

Real–time estimated wait time on Omni Channels will bring consistency to all non-SDK channels such as Apple Business Chat and Google Business Messaging.

When a customer is waiting in line, they will receive a link to a webpage where they can check their real-time wait and position in line.

Key Benefits

- Re-engage users who may have forgotten to check their app chat

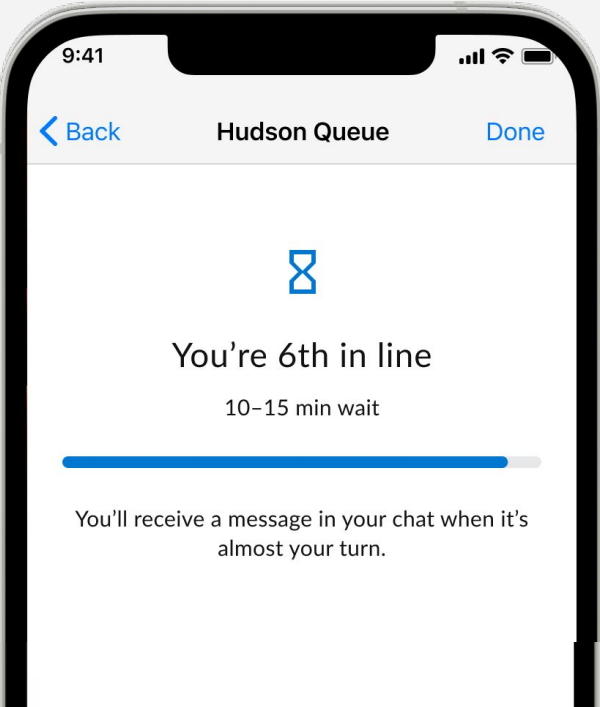- Reduce high rates of queue abandonment, ghosting, and time-out.

This feature will be automatically enabled. To disable, please reach out to your Implementation Manager.
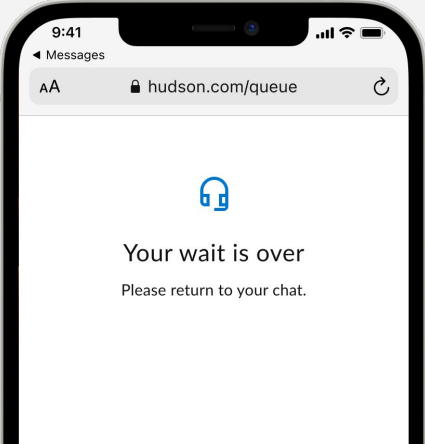
Apple Business Chat
Rich link preview

Estimated Wait Time States

Customers will see their wait time information when they view the webpage in an enqueued status. The webpage state will change dynamically if the customer changes to a different status or if there is an error.
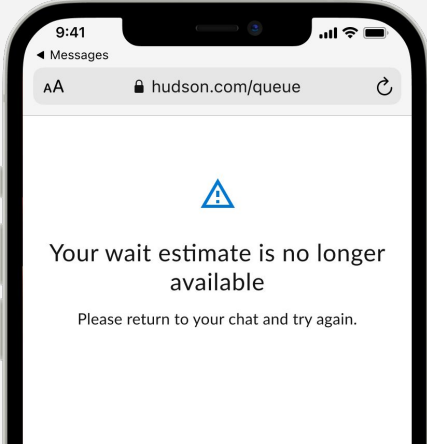

Waiting State
Displayed when customer is currently in the queue. Information is displayed per your company's configurations for Realtime EWT.

Wait is over
Displayed when customer has received check-in message or is currently assigned.

Wait unavailable
Displayed when queue is unavailable, customer is timed out, in SRS, or issue is ended.

Error
Displayed when there is a technical error and automatically refreshed.