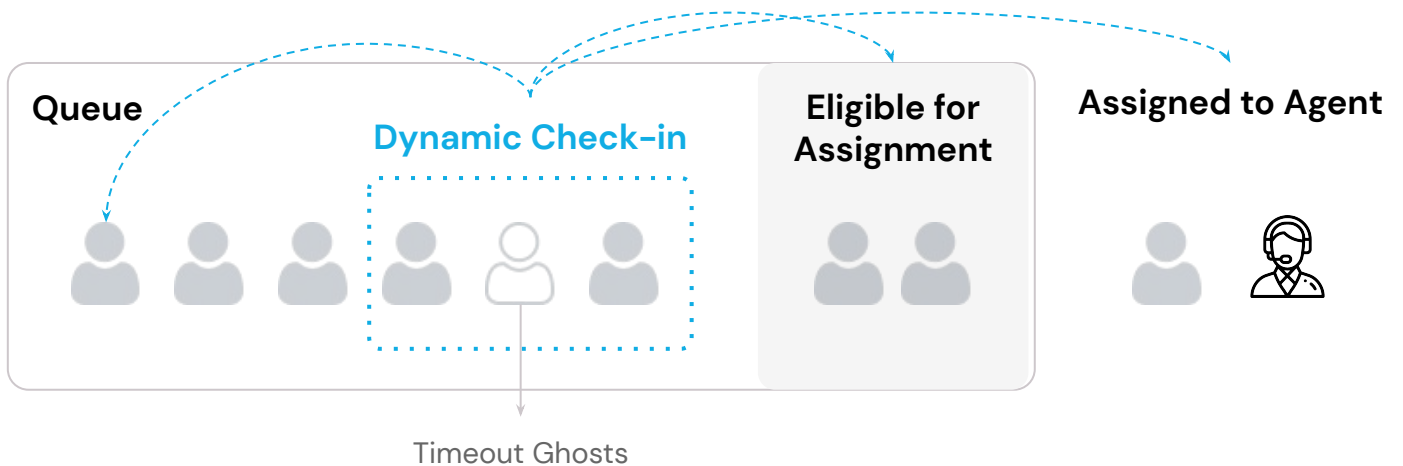


# Dynamic Queue Automated Check-in ASAPP Chat



## Feature Summary

The Queue Automated Check-in “front of line” configuration will be replaced with a model to dynamically send check-in messages to customers. The model conducts a real-time analysis to predict the number of ghosts and determine the optimal number of customers to check-in with.

This creates a balance between agent idle time and customer wait time post check-in to keep ghost rates low, while giving customers a larger opportunity to stay engaged.

## Key Benefits

- Decrease agent idle time while ASAPP checks in with customers
- Decrease post check-in customer wait times
- Continued time-out of inactive customers to maintain low ghost rates