

New Flexible Concurrency Signal

Feature Summary

Flexible Concurrency dynamically increases the number of assignments for an agent when “low workload” or inactive chats are detected. The first release of this feature used Auto-Pilot Timeout to detect when a customer is unlikely to resume the conversation – providing a signal that an agent has additional capacity. Flexible Concurrency will now include a new signal for additional capacity when a conversation is ended by a customer and is in disposition.

Feature Details

- When a chat is ended by a customer first, it is awaiting disposition from the agent. Flexible Concurrency will now identify agents with chats in this state as eligible to receive an additional assignment.
- There will be a 15-second grace period to give agents a head start to disposition the customer-ended chat before they receive an additional assignment.
- No changes will be made to the Auto-Pilot Timeout based signal, Flex Protect, or Realtime Dashboard behavior.

Agent has a chat ended by the customer



Agent
Concurrency of 2

Slot 1: Filled

Slot 2: Customer Ended

Grace Period: 15 sec

Agent is flexed



Agent
Concurrency of 3

Slot 1: Filled

Slot 2: Customer Ended

Slot 3: Flexed Slot
Additional Assignment

