

Real-time Estimated Wait Time (EWT)

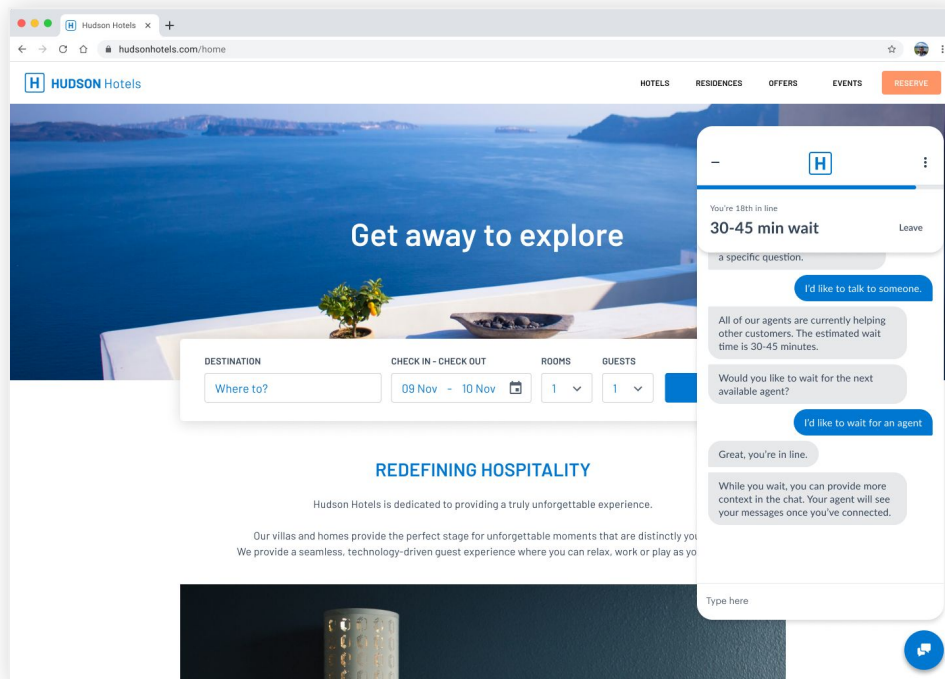
Overview

While waiting for an agent, customers will now be able to see real-time updates to wait time and queue position in their chat window.

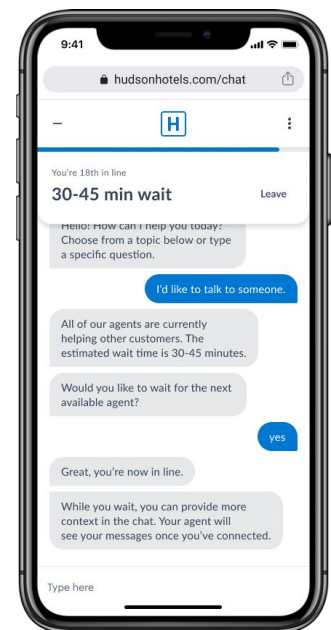
Platforms

This will be enabled across all the ASAPP Chat SDKs (Web, iOS, Android) in January 2021.

The iOS & Android SDKs must be updated in order for this feature to become available to customers.

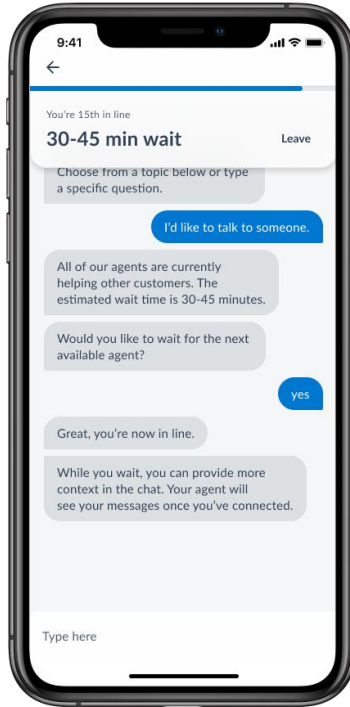


Desktop Web Chat

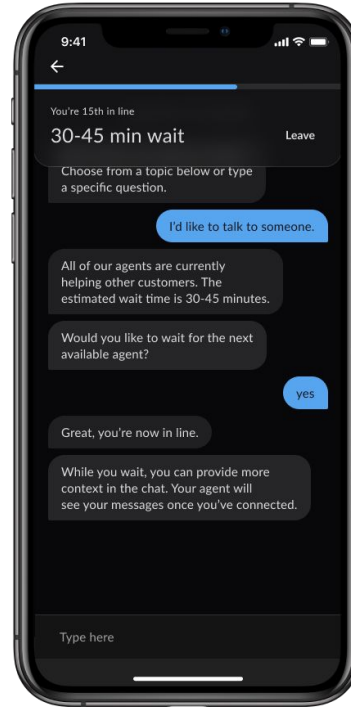


Mobile Web Chat

iOS & Android SDK



Light mode



Dark mode

