Chat-Bot Features

**1. Create a Web Interface for Agents:**

You'll need a web application that allows agents to log in. You can use a web framework like Django or Flask in Python to create this interface. Agents should have a username and password to log in.

**2. Database for User and Chat Data:**

You'll need a database to store user information and chat data. You can use a relational database like PostgreSQL or MySQL. Create tables for users and chat messages.

**3. Real-Time Communication:**

To enable real-time chat, you can use technologies like WebSocket. Libraries such as `socket.io` in JavaScript can be helpful for this purpose. When an agent logs in, they should connect to the chat server.

**4. Display Chat History:**

Agents should be able to see the chat history with customers. You can fetch chat messages from the database and display them in the agent's interface.

**5. Joining Conversations:**

When a customer initiates a chat, the chatbot should send a request to available agents, notifying them of the new chat request. Agents can accept the request and join the conversation.

**6. Sending and Receiving Messages:**

Agents should be able to send and receive messages in real-time. Messages should be stored in the database for future reference.

**7. Notification System:**

Implement a notification system to alert agents when a new chat request arrives or when a customer sends a new message.

**8. Closing Conversations:**

Agents should be able to close conversations when they are done assisting a customer.

9. **Security**:

Ensure that the system is secure, especially when handling user data and login credentials.

**10. Testing and Deployment:**

Test the system thoroughly, and when ready, deploy it to a web server accessible to agents.

Please note that implementing a real-time chat system is a complex task, and it may require a team of developers with experience in web development, databases, and real-time communication. It's also important to consider scalability and load balancing if you expect a high volume of chat requests.

This overview should give you an idea of what's involved in creating a system that allows agents to join customer conversations. The specific implementation details will depend on the technologies you choose and your application's requirements.