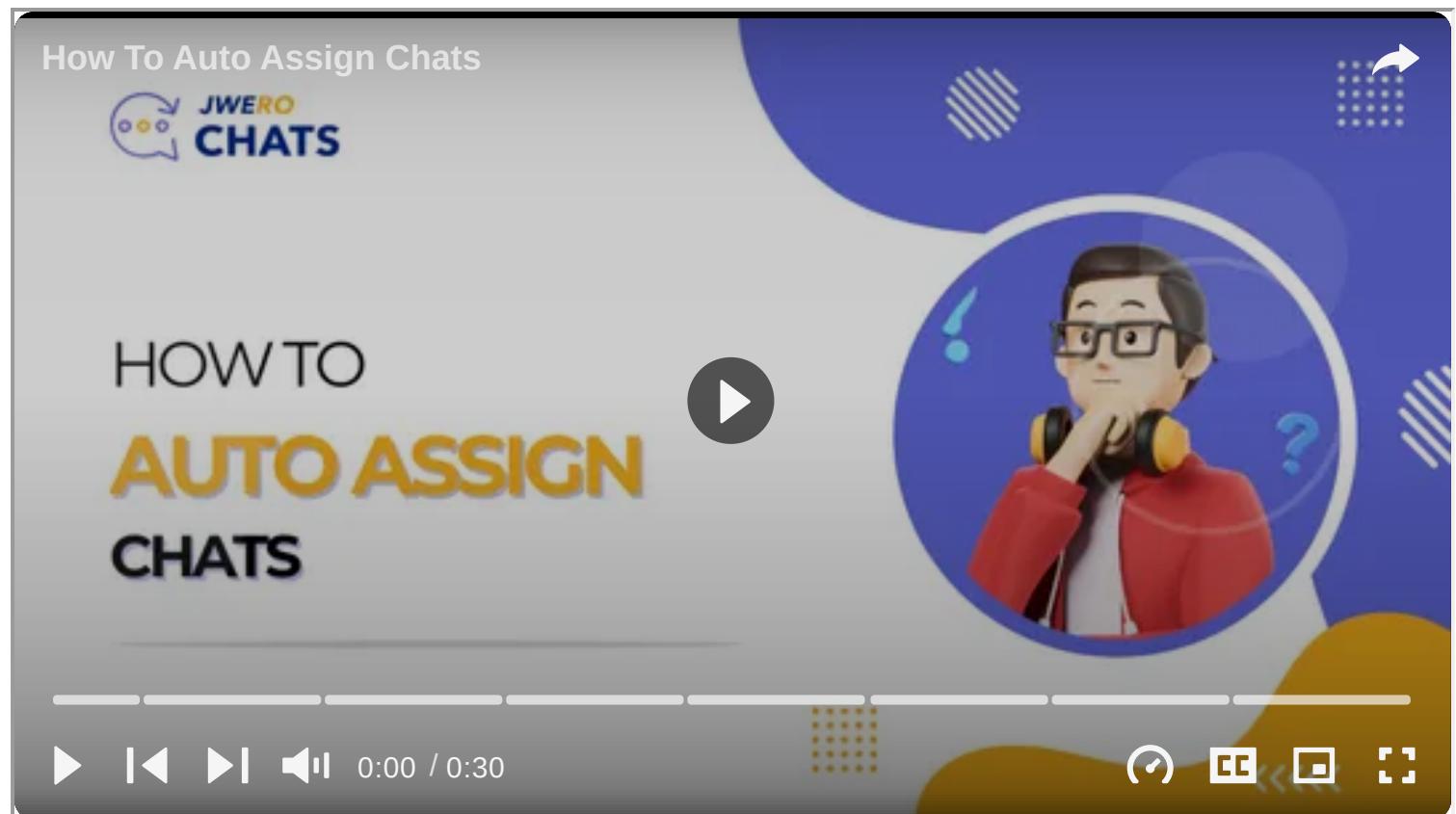


# How To Auto Assign Chats



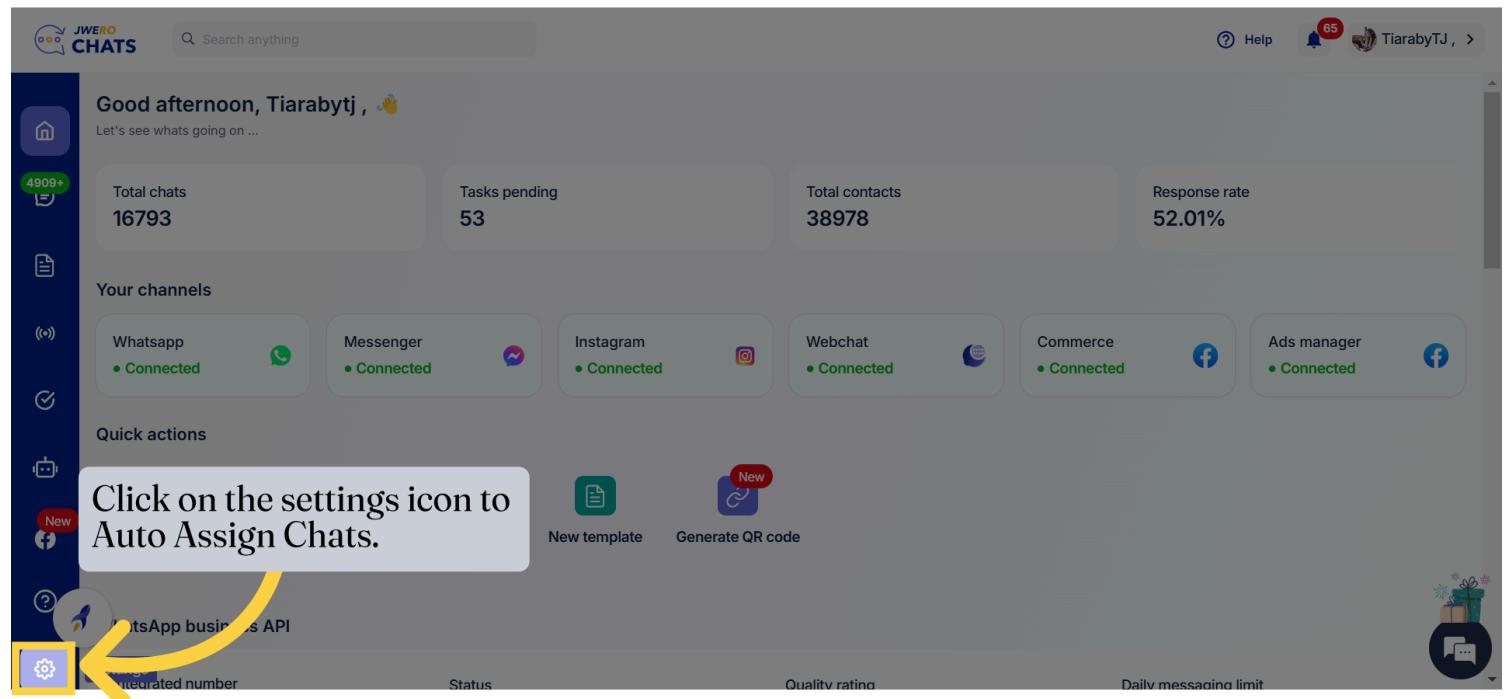
This guide will walk you through setting up auto chat assignment in Jwero

## 1. Auto-Assign

Incoming chats are initially assigned directly to the admin. The Auto-Assign feature enables new incoming chats to be automatically assigned to other selected users.



## 2. Click on the settings icon to Auto Assign Chats.



The screenshot shows the JWERO CHATS dashboard. At the bottom left, there is a gear icon representing settings. A large yellow arrow points from the text "Click on the settings icon to Auto Assign Chats." to this gear icon. The dashboard includes sections for total chats (16793), tasks pending (53), total contacts (38978), and response rate (52.01%). It also lists connected channels: WhatsApp, Messenger, Instagram, Webchat, Commerce, and Ads manager. A "Quick actions" section features buttons for "New template" and "Generate QR code".

## 3. Click on "Auto assignment".

The screenshot shows the 'General Settings' page in JWERO CHATS. On the left sidebar, under 'Settings', the 'Auto assignment' option is highlighted with a yellow box and a yellow arrow pointing to it. The main area displays the 'Auto assignment' configuration. It includes a section for 'Set working hours' where users can select days of the week and set start and end times. A 'Keep same for all' button is also present. At the top right, there is a 'Save' button.

Click on "Auto assignment".

Set working hours  
Set your business operating hours

Select days

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Tuesday 12:00 AM TO 12:00 AM

Saturday 12:00 AM TO 12:00 AM

Keep same for all

Save

#### 4. You will get the list of all team members created.

The screenshot shows the 'Auto assignment' page in JWERO CHATS. The 'Auto assignment' section is highlighted with a yellow box and a yellow arrow pointing to it. The main area displays a list of team members who will be automatically assigned to selected contacts. Each member is listed with their name, profile picture, department, and last active status. A 'Selected' checkbox is shown next to each member's name. At the top right, there is a 'Save' button.

You will get the list of all team members created.

These will be automatically assigned to the selected team members

Selected

Priya Verma (Customer Service) Quality Check And Assurance  
17984 | Last active : N/A

MJ (Customer Service) Quality Check And Assurance  
110 | Last active : N/A

AKshay test (Distribution & Logistics)  
13 | Last active : N/A

Danish Shah (Distribution & Logistics)  
9 | Last active : N/A

Maria Leo (Distribution & Logistics)  
11 | Last active : N/A

Tanisha More (Distribution & Logistics)  
11 | Last active : N/A

Sonu Desai (IT)  
11 | Last active : N/A

Save

#### 5. Select the contacts to whom the chats should be automatically assigned.

**Settings**

**Auto assignment**

New incoming chats will be automatically assigned to the selected team members

2 team member selected

Priya Verma (Customer Service) Quality Check And Assurance  
17984 | Last active : N/A

MJ MD Jain  
110 | Last active : N/A

AT AKshay test Distribution & Logistics  
13 | Last active : N/A

DS Danish Shah Distribution & Logistics  
9 | Last active : N/A

ML Maria Leo Distribution & Logistics  
11 | Last active : N/A

TM Tanisha More Distribution & Logistics  
11 | Last active : N/A

SD Sonu Desai IT

Select the contacts to whom the chats should be automatically assigned.

## 6. Click on "Save" after selecting the members.

**Settings**

**Auto assignment**

New incoming chats will be automatically assigned to the selected team members

2 team member selected

Priya Verma (Customer Service) Quality Check And Assurance  
17984 | Last active : N/A

MJ MD Jain  
110 | Last active : N/A

AT AKshay test Distribution & Logistics  
13 | Last active : N/A

DS Danish Shah Distribution & Logistics  
9 | Last active : N/A

ML Maria Leo Distribution & Logistics  
11 | Last active : N/A

TM Tanisha More Distribution & Logistics  
11 | Last active : N/A

SD Sonu Desai IT

Click on "Save" after selecting the members.

## 7. You will receive this notification after successfully assigning the chats to the team members.

**Settings saved**  
Auto assignment settings saved successfully.

**Auto assignment**

You will receive this notification after successfully assigning the chats to the team members.

User	Team	Last active
Priya Verma	Customer Service	N/A
MJ	Quality Check And Assurance	N/A
AKshay test	Distribution & Logistics	N/A
Danish Shah	Distribution & Logistics	N/A
Maria Leo	Distribution & Logistics	N/A
Tanisha More	Distribution & Logistics	N/A
Sonu Desai	IT	N/A