

Auto Assign Contacts to Team Members (Desktop)

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When jewelers have multiple team members, newly added contacts or customers who message for the first time will be visible to the admin by default. These chats/contacts will not be visible to team members unless they are set to be auto-assigned. This way, the admin does not need to manually assign contacts/chats to team members. Instead, the admin can designate one manager to whom the chats will be automatically assigned and transferred immediately.

How to Set Up Auto Assign:

1. Navigate to [<https://chats.jwero.ai/settings/auto-assignment>](https://chats.jwero.ai/settings/auto-assignment)
2. Enable the team member to whom the auto-assign feature should be applied.
3. Save the settings.

The screenshot shows the Jwero Care desktop application interface. On the left, there's a dark sidebar with icons for Home, Settings (selected), General, Quick replies, Auto assignment (highlighted with a red border), Integrations, and Team management. The main area has a light background with a header 'Auto assignment'. It contains a note: 'New incoming chats will be automatically assigned to the selected team members' and '5 team member selected'. Below this is a list of team members with their profiles and status indicators. To the right of each profile is a blue checkbox with a white checkmark. At the top right of the main area is a 'Save' button. The top navigation bar includes 'Active' (with a dropdown arrow) and 'Jwero Care >'. The bottom of the screen has a standard Windows-style taskbar.

Team Member	Status	Last Seen	Profile	Action
Karan Jagani	N/A	N/A	KJ	<input checked="" type="checkbox"/>
Manav Jain	N/A	N/A	MJ	<input checked="" type="checkbox"/>
Kajol 2 Reddy	N/A	N/A	K2	<input checked="" type="checkbox"/>
Mahendra Jagani	Marketing & Advertising	N/A	MJ	<input checked="" type="checkbox"/>
Akshay Pagare	N/A	N/A	AP	<input checked="" type="checkbox"/>