Mibew Chat Thread State Diagram

A thread is created in "Loading" state when an operator is online

Loading

Immediately transitions to Queued

This is unlikely

Queued

Visitor closes the thread

Closed

Operator starts the chat

Operator or visitor closes the thread

Chatting

Operator loses connection

Waiting

Operator transfers thread to another operator

[Any] Operator starts chatting with visitor again

Left

When the operator is offline and the user chooses to leave a message, the thread is created with state "Left" There are no transitions from this state

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4 September 2014