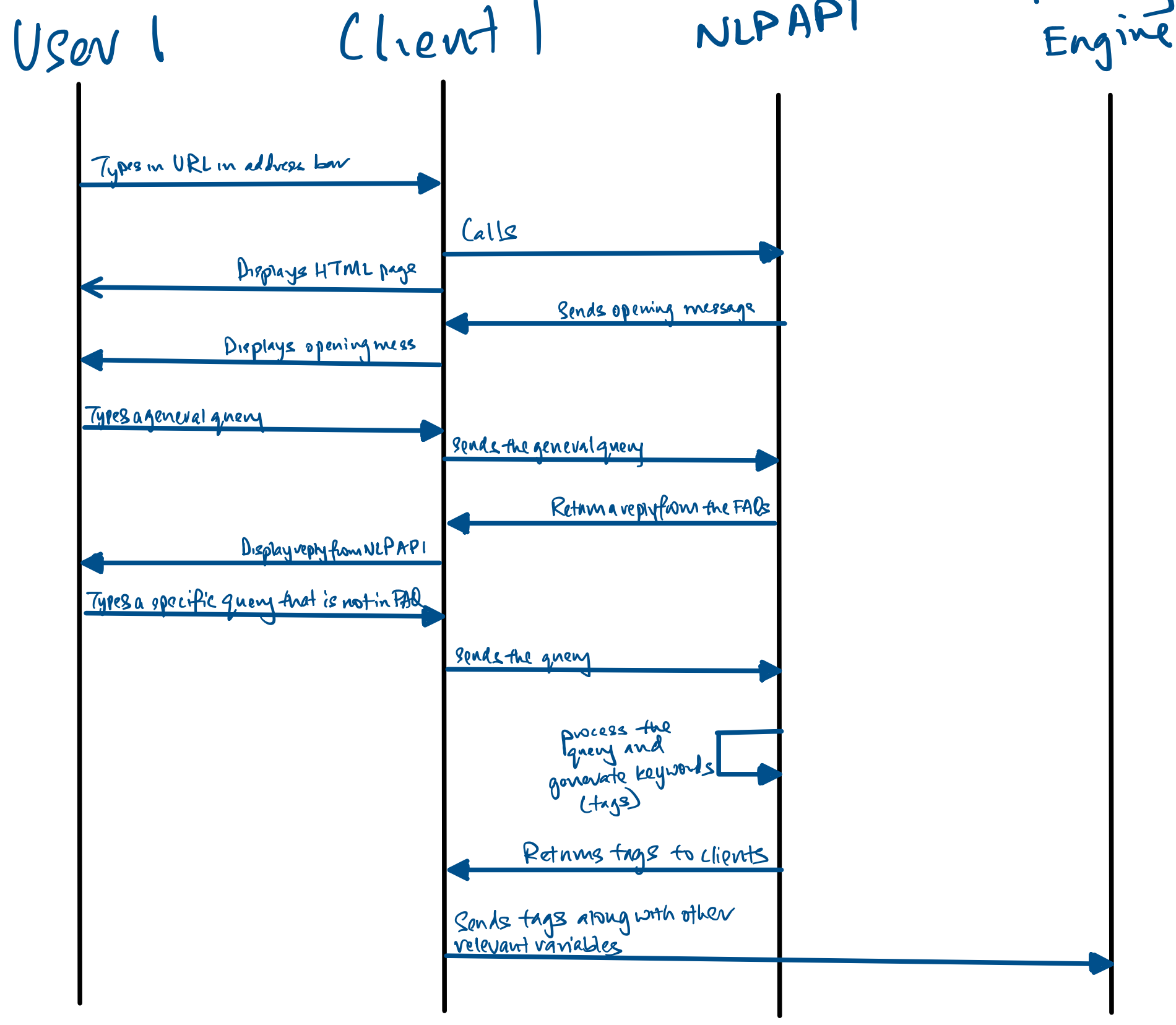
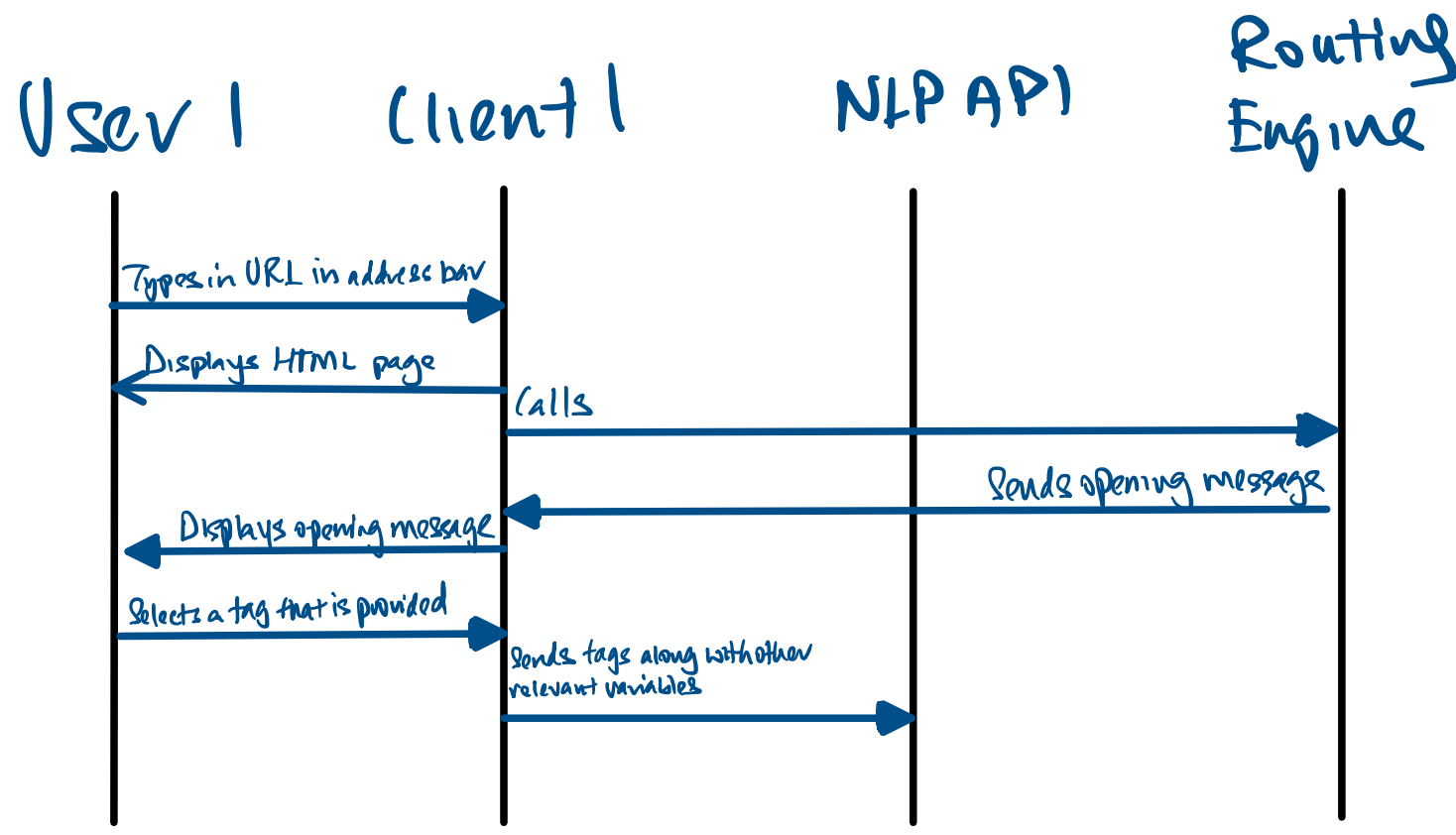


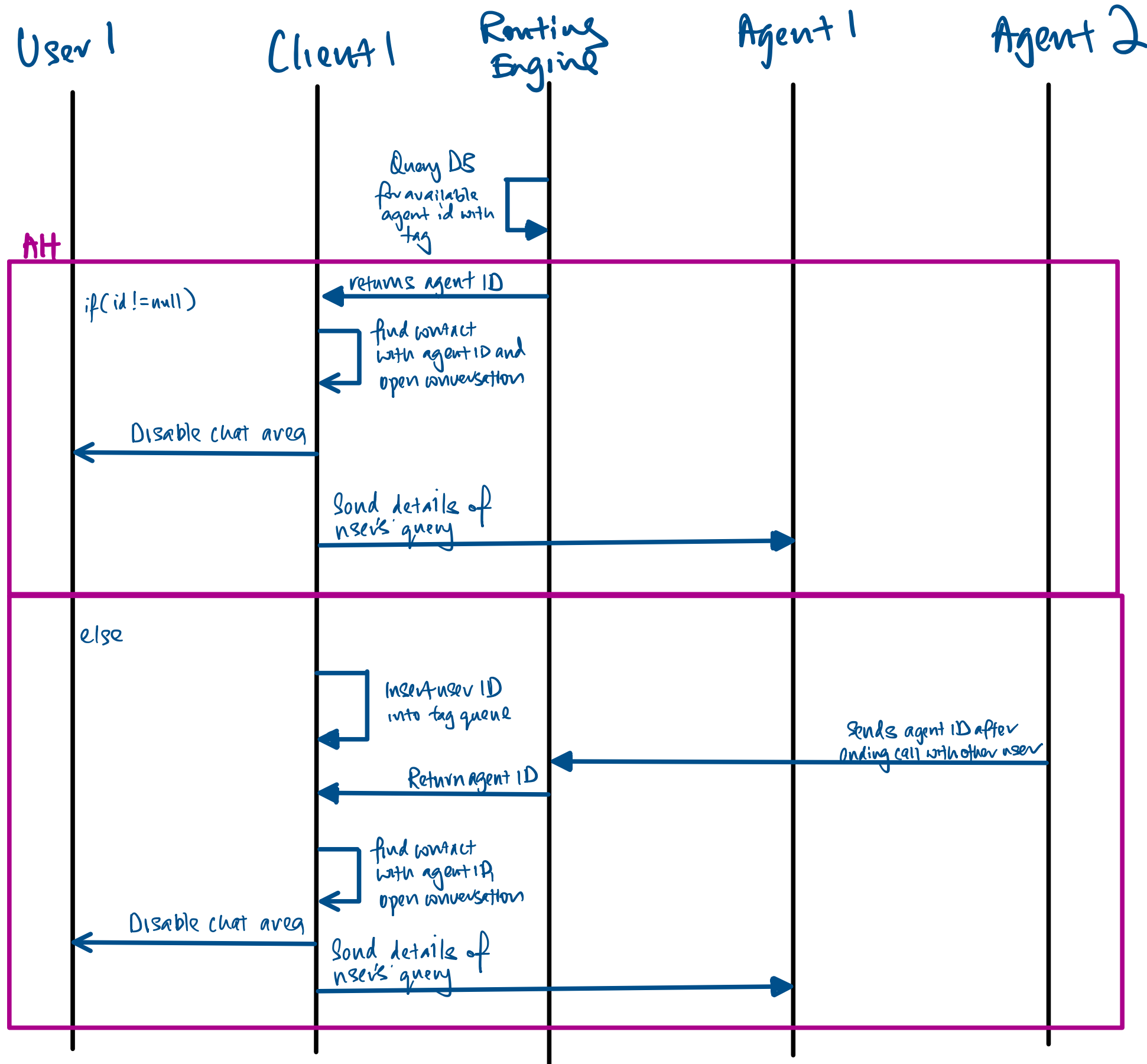
User chats with chatbot,  
Chatbot returns a tag,  
which client sends to routing engine



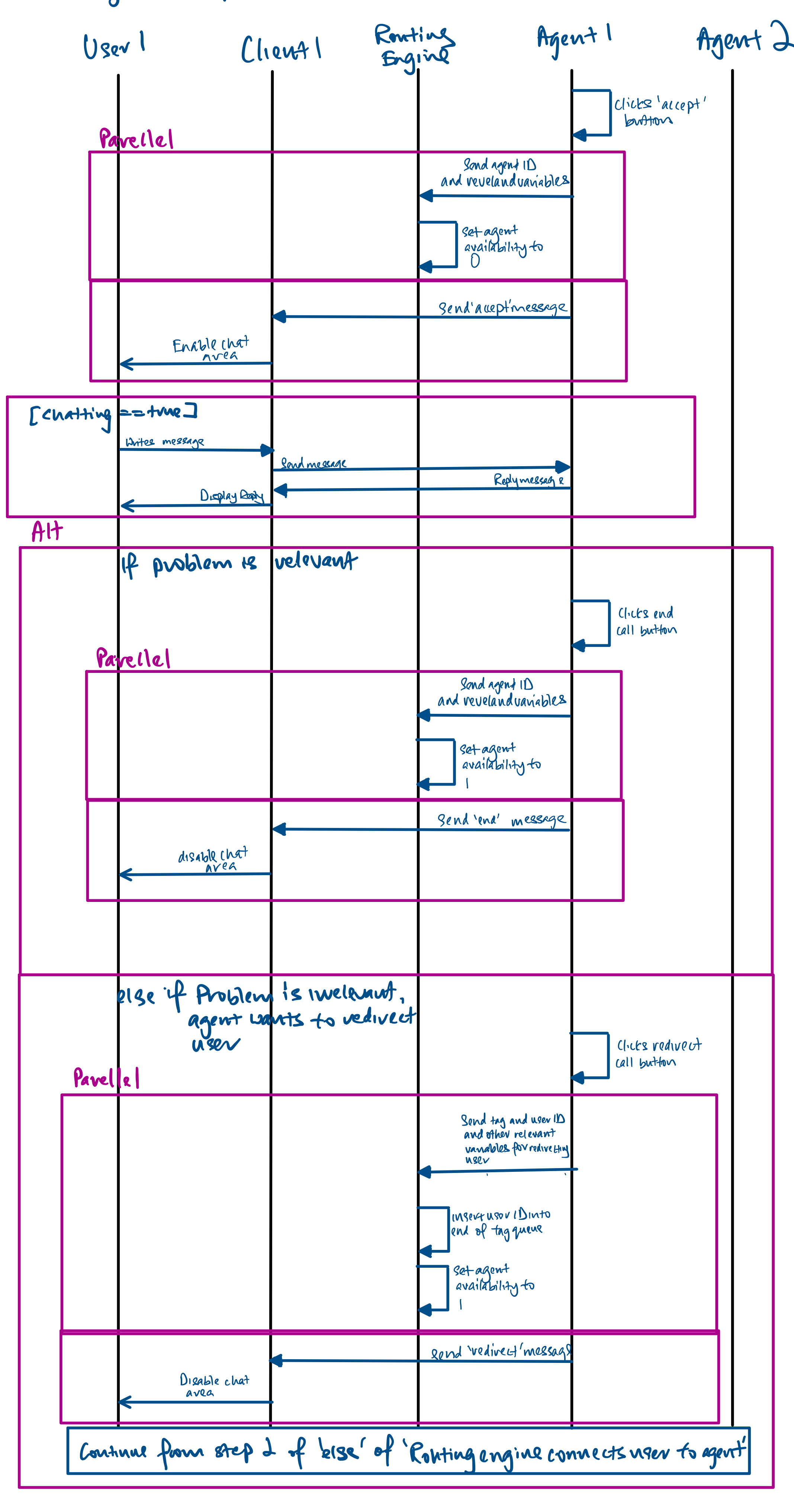
User clicks on tag button,  
which client sends to routing engine



Routing engine connects user to agent



Agent accepts call and chats with user



Agent rejects call and user gets back into queue

