

Chat Queue Flow – General Idea

Chat Request Creation

When an employee from branch A wants to start a chat with branch B, a “chat request” object is created. The request includes: requester branch, target branch, timestamp, etc.

Queue Management

Each branch has its own waiting queue (FIFO). If no one from branch B is free, the request is added to branch B's queue. If someone is free immediately, the system skips the queue and connects them right away.

Matching with Available Employees

When an employee from branch B becomes available: The system checks their branch's queue. If there's a waiting request, the oldest request is taken from the queue and assigned to this employee. If no requests are waiting, the employee just stays available.

Active Chat Session

Once a match is made, a chat session object is created. It stores: chatId, participants (requester + assignee), timestamps, and messages. Messages get appended to this session until it ends.

Ending or Leaving a Chat

If a participant leaves or ends the chat: The session is marked as closed and removed from active sessions. The other participant is notified. If needed, the requester can be returned to the waiting queue (e.g. unanswered requests).

Special Rules (Optional, per project requirements)

Shift Manager can join existing chats. The system prevents the same user from joining multiple chats at once. Chats can auto-close after a timeout if inactive.