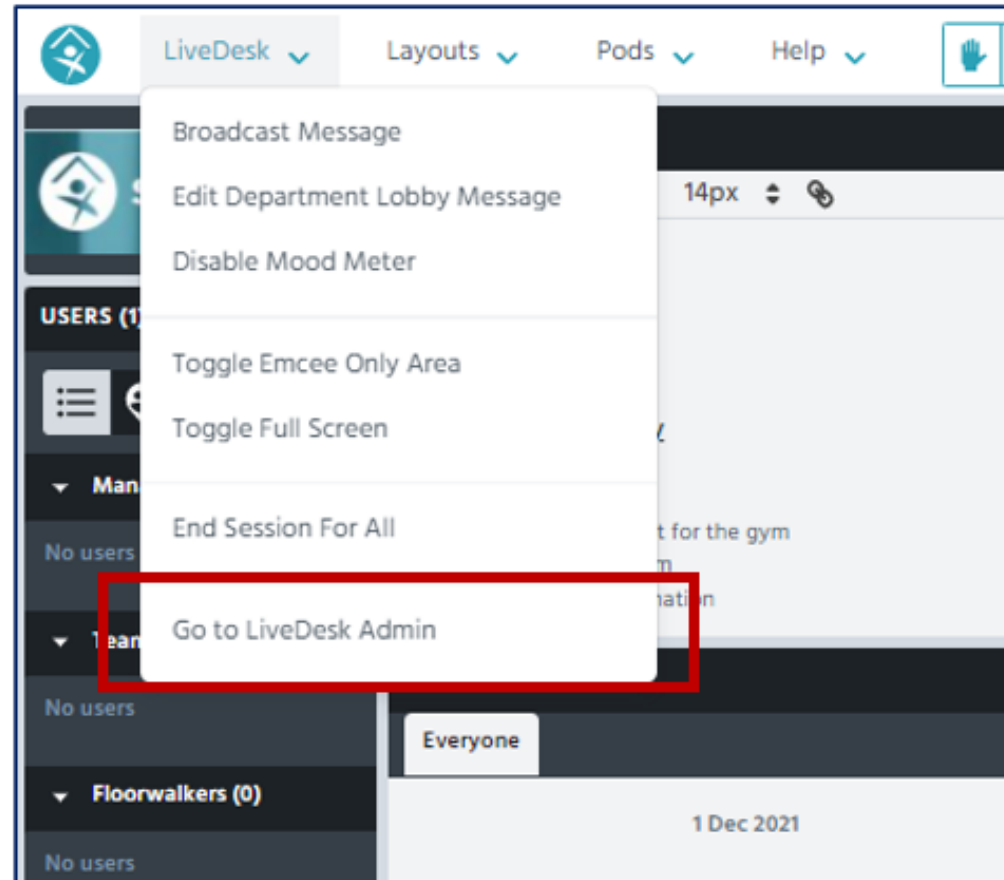


# THREADED CHAT CLASSIFICATIONS (ADMINISTRATOR LEVEL)



When a floorwalker closes a thread they will be able to classify the type of query. This gives you insight into the type of queries being raised by agents so you can focus training and understand trends in the types of questions being raised by agents.

To set your classification you will need to go to **LiveDesk Admin**:



Scroll to the bottom of your Departments Admin area. Your current Thread Classifications will be displayed (if you already have some Classifications defined):

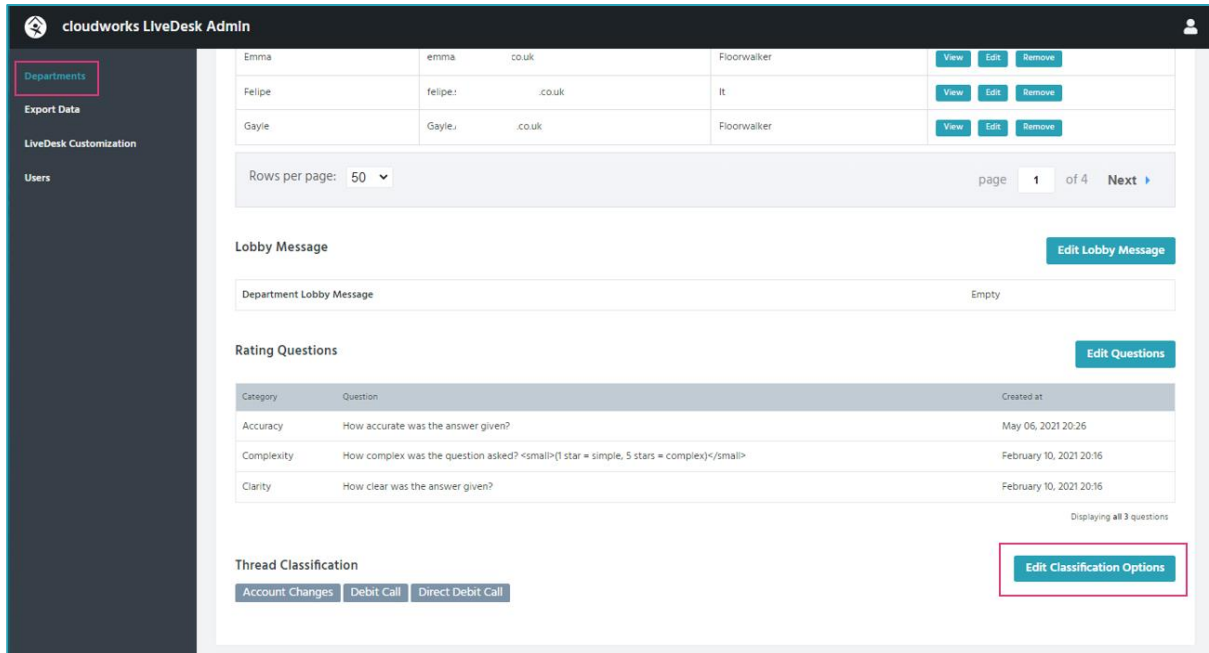
The screenshot shows the 'cloudworks LiveDesk Admin' interface. On the left is a dark sidebar with navigation options: 'Departments' (highlighted with a pink box), 'Export Data', 'LiveDesk Customization', and 'Users'. The main content area is light gray and contains several sections:

- Table:** A table with three rows of department information. Each row has buttons for 'View', 'Edit', and 'Remove'.

Emma	emma	co.uk	Floorwalker	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Remove</a>
Felipe	felipe.	.co.uk	It	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Remove</a>
Gayle	Gayle.	.co.uk	Floorwalker	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Remove</a>
- Navigation:** 'Rows per page: 50' (dropdown), 'page 1 of 4', and a 'Next' button with a right arrow.
- Lobby Message:** A section with the title 'Lobby Message' and an 'Edit Lobby Message' button. Below it is a text box labeled 'Department Lobby Message' containing the word 'Empty'.
- Rating Questions:** A section with the title 'Rating Questions' and an 'Edit Questions' button. Below it is a table with three rows of rating questions.

Category	Question	Created at
Accuracy	How accurate was the answer given?	May 06, 2021 20:26
Complexity	How complex was the question asked? <small>(1 star = simple, 5 stars = complex)</small>	February 10, 2021 20:16
Clarity	How clear was the answer given?	February 10, 2021 20:16
- Thread Classification:** A section with the title 'Thread Classification' and an 'Edit Classification Options' button. Below it are three buttons: 'Account Changes', 'Debit Call', and 'Direct Debit Call' (highlighted with a pink box).

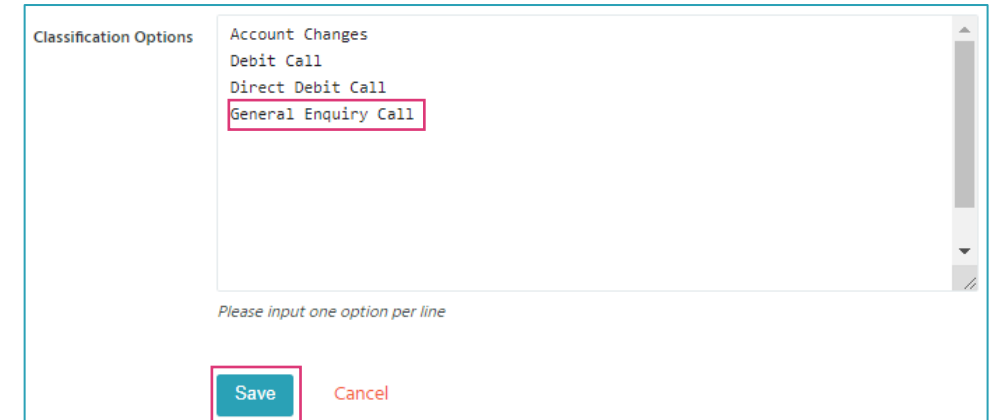
Should you wish to add additional Classifications you simply need to select **Edit Classification Options**.



The screenshot shows the 'cloudworks LiveDesk Admin' interface. On the left sidebar, 'Departments' is highlighted. The main content area includes a table of users, a 'Lobby Message' section, a 'Rating Questions' table, and a 'Thread Classification' section. The 'Thread Classification' section shows three buttons: 'Account Changes', 'Debit Call', and 'Direct Debit Call'. The 'Edit Classification Options' button is highlighted with a red box.

Category	Question	Created at
Accuracy	How accurate was the answer given?	May 06, 2021 20:26
Complexity	How complex was the question asked? <small>{1 star = simple, 5 stars = complex}</small>	February 10, 2021 20:16
Clarity	How clear was the answer given?	February 10, 2021 20:16

Classifications are applied by selecting one classification per line (use the return/enter key to move to a new line and create your Classification). When you have added your Classification(s), select save:



The 'Classification Options' dialog box is shown. It contains a list of classification options: 'Account Changes', 'Debit Call', 'Direct Debit Call', and 'General Enquiry Call'. The 'General Enquiry Call' option is highlighted with a red box. Below the list, there is a text input field with the placeholder text 'Please input one option per line'. At the bottom of the dialog, there are two buttons: 'Save' (highlighted with a red box) and 'Cancel'.

You will now see your newly added classification added to the Thread Classifications for your Threaded Chats:

The screenshot shows the 'cloudworks LiveDesk Admin' interface. On the left is a dark sidebar with navigation options: 'Departments' (highlighted with a red box), 'Export Data', 'LiveDesk Customization', and 'Users'. The main content area is divided into several sections:

- Table:** A table with 4 columns: Name, Email, Department, and Actions. It contains three rows of data.
- Rows per page:** A dropdown menu set to '50' and a pagination indicator 'page 1 of 4 Next'.
- Lobby Message:** A section with an 'Edit Lobby Message' button and a text input field containing 'Department Lobby Message' and 'Empty'.
- Rating Questions:** A section with an 'Edit Questions' button and a table of questions.
- Thread Classification:** A section with an 'Edit Classification Options' button and a row of four buttons: 'Account Changes', 'Debit Call', 'Direct Debit Call', and 'General Enquiry Call' (highlighted with a red box).

Name	Email	Department	Actions
Emma	emma.co.uk	Floorwalker	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Felipe	felipe.co.uk	It	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>
Gayle	Gayle.co.uk	Floorwalker	<a href="#">View</a> <a href="#">Edit</a> <a href="#">Remove</a>

Category	Question	Created at
Accuracy	How accurate was the answer given?	May 06, 2021 20:26
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