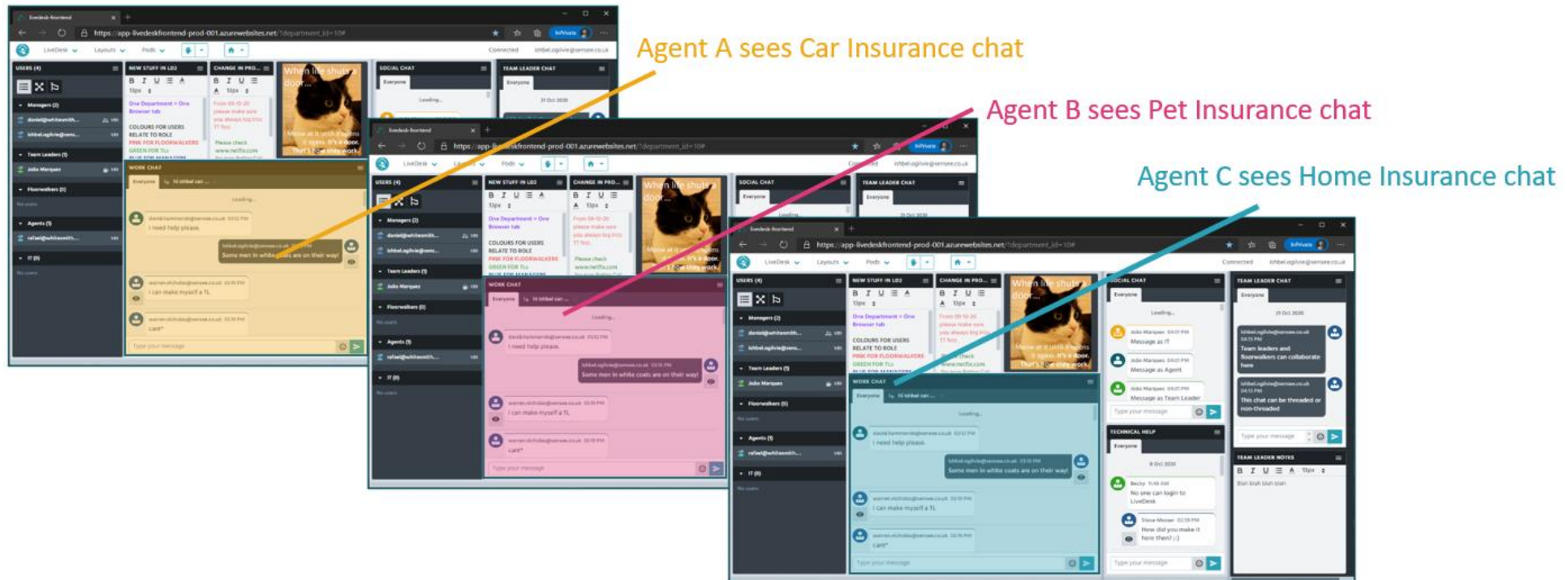# LIVEDESK VIRTUAL BAYS

Introducing Virtual Bays

Virtual Bays allow you to assign users within a chat pod to specific areas of work, for example an insurance company that has some advisors handling car insurance, some that handle pet insurance, and some that handle home insurance. The virtual bay feature allows you to segregate the workforce (both agents and floorwalkers) into these workflows so that work activities within one chat window are streamlined (and allowing the remaining space to be used for information as opposed to having multiple separate chat pods).

Each Virtual Bay will need to have its own floorwalker and you will need to add the Virtual Bay Chat Pod in place of any threaded chat pod you may currently have in place. Everyone in the desk will be able to see the LiveDesk layout and information it contains, but each virtual bay or team will only see the people within their team in the virtual bay chat pod. The Virtual Bay facility is available on all Chat Pods, both Threaded and Non-Threaded.

Agent A sees Car Insurance chat

Agent B sees Pet Insurance chat

Agent C sees Home Insurance chat

# How to assign users to Virtual Bays

1). Within the User Pod, select the second (Virtual Bay) icon, select Add Virtual Bay and name your Virtual Bays.

To add a user to a specific Virtual Bay simply drag and drop the required user into the virtual bay area you have just added.

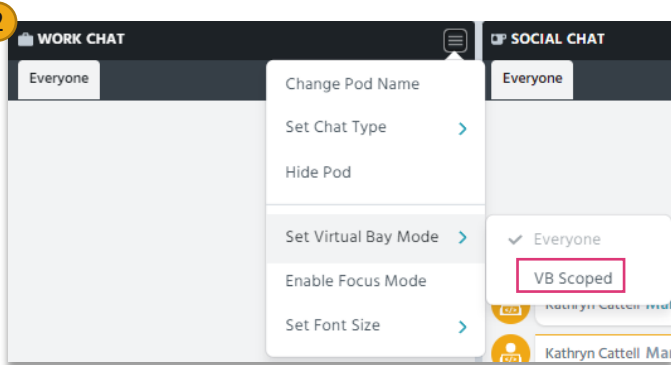The 'Short' name box allows you to add an abbreviated description of your Virtual bay:
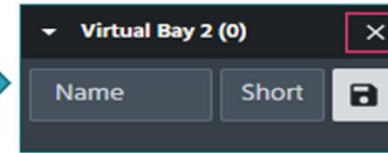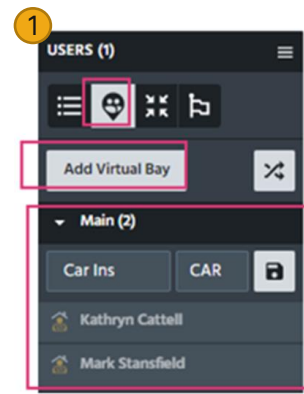
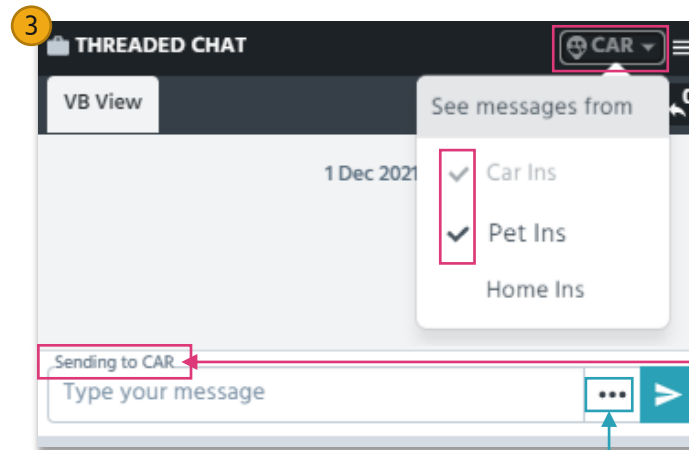Virtual Bays can named - simply type the name of the new bay, and then click **save**.
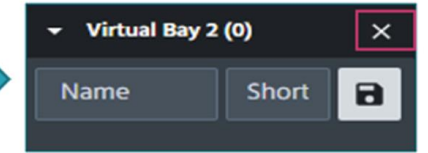
To **delete** a Virtual bay simply click on the x next to the name of the VB.

2). Within the **Chat Pod**, select VB Scoped from the burger icon:

3). Your Chat Pod will now show VB View – agents from Advisor upward can select the bays they wish to view messages from. Multiple Bays can be selected, allowing the user to receive messages from multiple bays:

4). If the user is viewing multiple Virtual Bays, the message received will indicate to the user which Virtual Bay they have received the message from:

Users also have the option to define the Virtual Bay that they wish to message
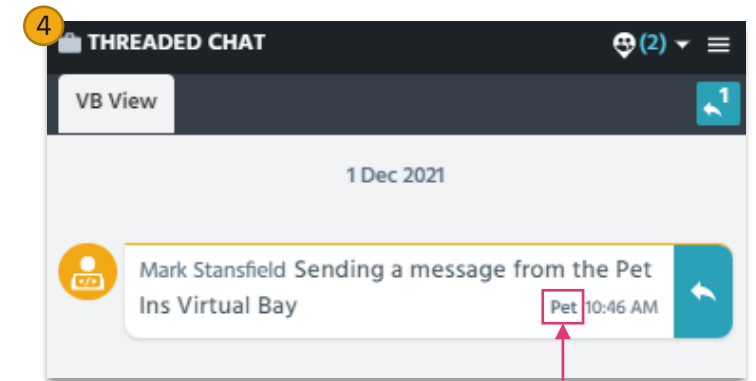
If multiple bays are being used by the user, their response will default to the Virtual Bay the message has been received from. This will default to the Users Assigned Virtual Bay unless they are responding to a message from another Virtual Bay.
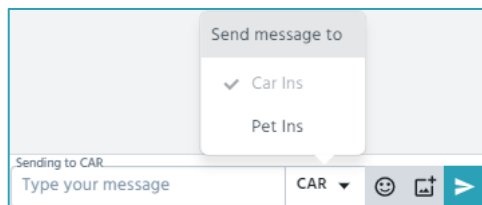
The Short name

Short names are displayed alongside the users name within the User Pod, allowing for an 'at a glance' view of which agent has been assigned to which Virtual Bay:
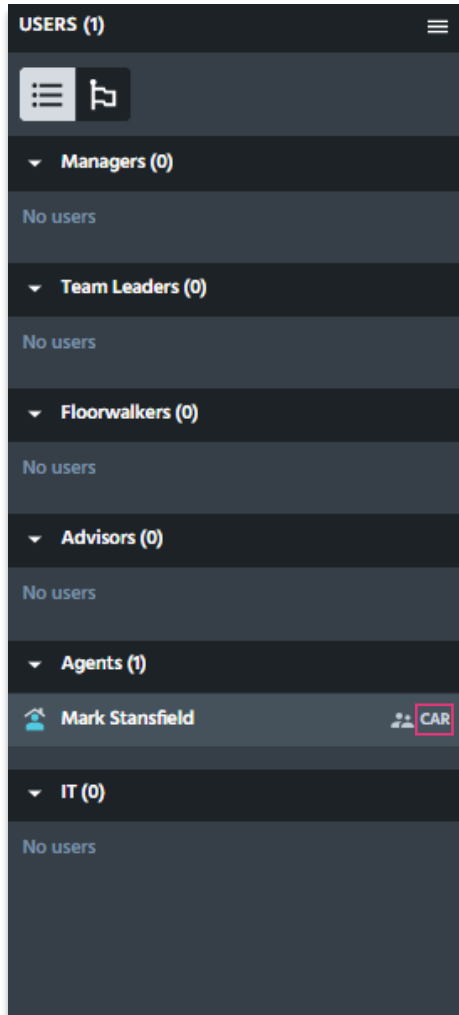
Assigning Agents to Virtual Bays

In Virtual Bay View, agents are categorised by the Virtual Bay they are assigned. Agents can be reassigned to different virtual bays by left mouse clicking on their name, or via 'drag and drop':
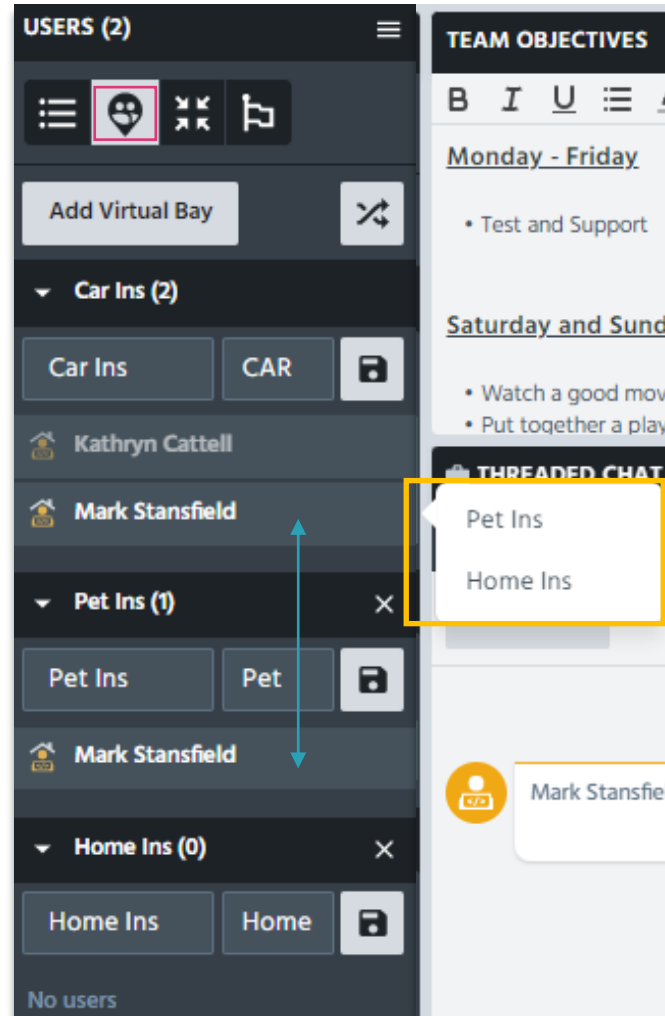
Managing Chats via different Virtual Bays

If you have multiple messages you are responding to within different bays they will appear in tabs across the top of the chat bay as they do currently. Hovering your mouse over the chat tab will provide a summary of which Virtual bay the message has come from: