

Profile: Live chat availability

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You can set manual or automatic availability for live chat.

Manual availability

In the top navigation menu in the top right-hand corner, select your profile picture or initials. Toggle **Accept chats ON** or **OFF**.

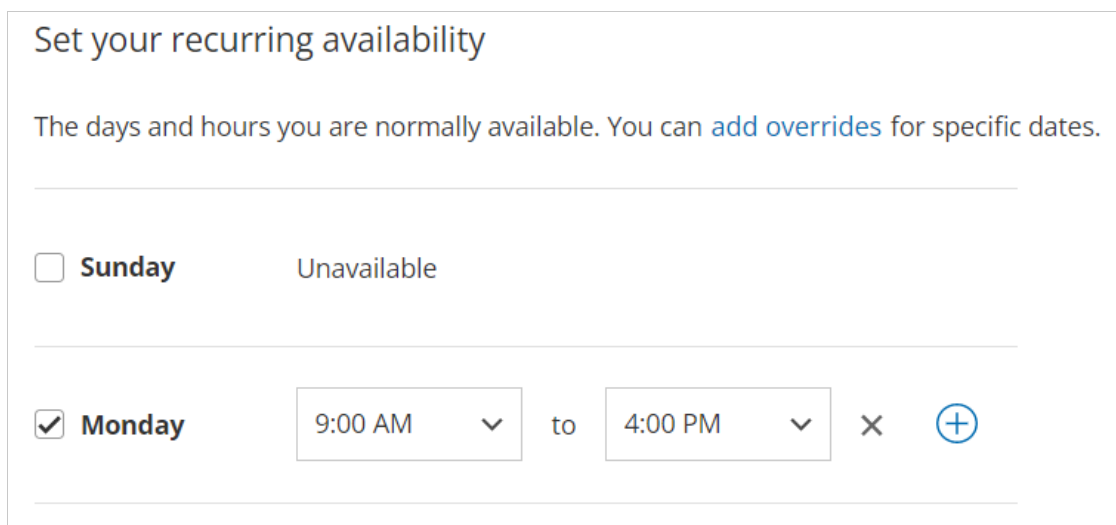
Note: If you close the browser or sign out, you will not be available for accepting live chats.

Automatic availability

In the top navigation menu in the top right-hand corner, select your profile picture or initials. Select **Live chat availability**. Select the option to set your availability automatically.

Select the days and hours that you're available on a weekly recurring basis.

To set more than one time range on a given day, click on the plus. This will allow you to create a time slot from, for example, 9:00 am - 12:00 pm and 1:00 pm - 5:00 pm.



Set your recurring availability

The days and hours you are normally available. You can [add overrides](#) for specific dates.

Sunday Unavailable

Monday 9:00 AM ▼ to 4:00 PM ▼ × ⊕

Figure 1: Setting more than one time range

Note: If you sign out or close your browser, you will still be available for live chats. To avoid missing chats, set up notifications to your team chat app (e.g. [Slack](#), [Google Chat](#), [Microsoft Teams](#)).

Date-specific overrides

You can also set date-specific overrides by clicking on **Add a date override**. Your date-specific override will override your recurring availability.

Overriding your working hours

Your working hours include your recurring availability plus any date-specific overrides. You can override your working hours by toggling **Accept chats ON** or **OFF**.

Outside working hours, **Accept chats** will be **OFF**. Toggle it **ON** to accept chats temporarily. Remember to toggle it back off, else you'll remain available to accept live chats outside of recurring working hours.

Inside working hours, **Accept chats** will be **ON**. Toggle it **OFF** if you do not want to accept chats temporarily. Remember to toggle it back on to be available to accept chats again.
