

Offering Live Chat In Your Routing Form

Including live chat within your Routing Form enables you to qualify your guests and ensure they connect with the correct user based on their specific needs.

Benefits of Offering Live Chat within a Routing Form

Integrating scheduling into your Routing Form provides several advantages:

- **Dynamic Information Collection:** Captures relevant information before the live chat to ensure your users have all the information they need to assist your guests.
 - **Enhanced Routing Precision:** Leverages the form's routing capabilities to direct guests to the most suitable Live chat team, ensuring their needs are met effectively.
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How to Add Live Chat to Your Routing Form

Follow the steps below to integrate live chat into your Routing Form:

Navigating to the Flow Builder

1. Click on **Routing Forms** in the left-hand navigation menu.
2. Select the form you want to add live chat to.

Adding the Live chat Action

1. Add the **Live chat** action from the **Add Interaction** pane on the right.
 2. Select which team the live chat should **Broadcast to**.
 3. Enter a **Handoff Message** that will display while connecting the guest to your team.
 4. Adjust the **Timeout Settings** to set how long it should try to connect with your team before timing out.
 5. Click on **Save**.
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Advanced Options for Live Chats

- You can include multiple live chat actions within your Routing Form to accommodate different guest needs.
- Pair live chat actions with the Routing Form's conditional routing feature to guide your visitors to the most live chat team based on their inputs, preferences, or other qualifying criteria.
- Consider routing to a scheduling action after the live chat in case your team is not able to accept the chat.

For example:

If a guest selects "Sales Inquiry" in the form, the system can route them to chat with a sales representative. Alternatively, if "Customer Support" is chosen, they can be directed to chat with a support agent.

For more details on setting up routing conditions, refer to our [Routing Your Interactions article](#).
