

Starting Point

		Assigned to Me Tab		All Conversations Tab		Closed Conversations Tab	
		Foreground	Background	Foreground	Background	Foreground	Background
On Demand, Custom Bot	Invitation sent to the patient						
	Takeover the conversation						
	Patient opens conversation						
	Patient gets escalated to me						
	Patient gets escalated to others						
On Demand, Waiting Room Bot	Invitation sent to the patient						
	Takeover the conversation						
	Patient opens conversation						
	Bot completes the flow						
	I start/takeover the conversation						
Care Campaign, Custom bot	Patient opens conversation						
	Takeover the conversation before bot completes						
	Patient gets escalated to me						
	Patient gets escalated to others						
Care Campaign, Waiting Room Bot	Patient opens conversation						
	Takeover the conversation before bot completes						
	Bot completes the flow						
	I start/takeover the conversation						
Visitor, Custom Bot	Patient opens conversation						
	Takeover the conversation before bot completes						
	Patient gets escalated to me						
	Patient gets escalated to others						
Visitor, Waiting Room Bot	Patient opens conversation						
	Takeover the conversation before bot completes						
	Bot completes the flow						
	I start/takeover the conversation						

Except for “On Demand” conversations (+Chat) - Chime 1 always chimes to all widget notifications.

If you minimize a conversation assigned to you, a notification (Chime 2) will sound for each additional incoming message.

Key

- Foreground = Active in view
- Background - Behind other windows or minimized.
- Chime 1
- Chime 2