



giosg Routers guide



Introduction

Routers are used to direct traffic in rooms to specific users, teams or organisations.
Routers are required for the chat to be used in the room(s).

You can manage your routers from the Router view in the giosg console (*Settings* → *Routers*) or from the Rooms view (*Settings* → *Rooms* → *Choose room* → *Edit router*).

Manage your routers

- Routers are groups of users, teams or organisations that the traffic in a room is routed to.
- Only the people in the router will see the traffic in the room and are able to serve in it.
- See a list of all your routers in the *Settings* -> *Routers* view and get an understanding of the rooms they are used in.
- Click on a router to edit it or choose *+Create new router* to create a new one.

Routers + Create router

Routers are used to route traffic from rooms to specific users, teams or organizations. Only the people in the router will see the traffic of the room(s) and are able to serve in them.

Search Sort by

NAME	RECIPIENTS	ROOMS
Support	Step 1 Mary James Nora Jones	demo.giosg.com Support custom room
Sales	Step 1 Bot User Laura Smith Sales	Sales custom room
Router 2	Step 1 Bot User Nora Jones	

Manage your rooms and routers

- Go to *Settings* → *Rooms* to get an overview of which routers are used in different rooms.
- A router is required for the chat to be available and for someone to be online in a room.
- Click on a router to edit it or to get a look at its content.

Domains and Rooms

DOMAIN ROOMS

+ Create new domain

Domain	Chat window	Router	Created at	Last modified	Shared to
demo.giosg.com	giosg window	Support	Aug 27, 2015 10:10:31 AM	Dec 10, 2019 1:57:18 PM (Nora Jones)	
localhost	Default chat window	No router selected	Jan 24, 2017 2:52:54 PM	Jun 27, 2018 3:31:40 PM (Mary James)	





Create a new router

- Go to *Settings -> Routers* or *Settings -> Rooms* and choose a room to create a new router

Routers

Routers are used to route traffic from rooms to specific users, teams or organizations. Only the people in the room(s) and are able to serve in them.

Search Sort by ▼

NAME	RECIPIENTS	ROOMS	
Support	Step 1  Mary James  Nora Jones	 demo.giosg.com  Support custom room	⋮

[+ Create router](#)

Domain demo.giosg.com

Created on Friday, April 25, 2014

ROOM SETTINGS

Name
 demo.giosg.com
 You cannot change domain room name

Room ID
 6aff9e92-cbf4-11e3-9189-525400be0204

Legacy Room ID
 aus5thgyisgnzapbgmaae2x7t2jmx5ar4oisyusua7aebam

Connected domains

 Domains where this room is allowed to work.

Language
 Finnish ▼

Router
 Support ▼

[+ Create router](#) [Edit this router](#)

Create a new router

- Choose specific users, teams and/or organisations* for your router.
- Choose the room(s) you want to use the router in.
- The users in the router will serve in the room(s) that the router is used in.

*Only organisations that are networked with your organisation are available here. Contact support@giosg.com if you need networking to be done

Create new router

Use routers to route traffic from rooms to specific users, teams, or organizations. Create your router and choose in which rooms it is used.

ROUTER NAME

Customer support

Route content to these recipients

Choose a group of users, teams, or organizations for your router. You can also add steps for how chats overflow to other groups.

Show all recipients ▼

Step 1

Mary James x

Customer service x

giosg.com x

Q Add users, teams, and organizations

+ Add step

Use router in these rooms

Choose the rooms you want to use the router in. The traffic and chats in that room will be directed to users with this router.

Show all rooms ▼

demo.giosg.com x

Q Add rooms

Create a router with several steps

- By adding more than one step in your router you can direct traffic from one group to the other.
- Step 1 is the primary group that will chat in the room.
- For step 2 add conditions and a second group. Chats will overflow to these users when any of the set conditions are met.

Route content to these recipients

Choose a group of users, teams, or organizations for your router. You can also add steps for how chats overflow to other groups.

Step 1

Mary James x

Customer service x

Q Add users, teams, and organizations

Step 2 ROUTE TO THIS STEP WHEN ANY OF THESE CONDITIONS MATCH x

When % of recipients in previous steps are OFFLINE

When % of recipients in previous steps are ABSENT

When chat has waited seconds

Sales x

Q Add users, teams, and organizations

+ Add step



Visit our web page and we can discuss further:

www.giosg.com