

# giosg Routers guide

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### Introduction

Routers are used to direct traffic in rooms to specific users, teams or organisations.

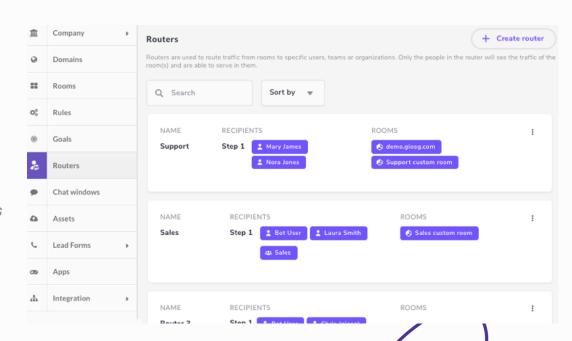
Routers are required for the chat to be used in the room(s).

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*).





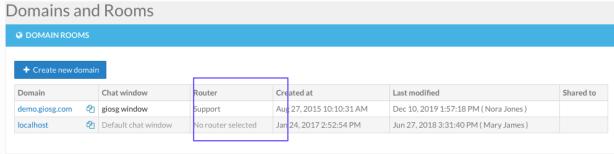
- Routers are groups of users, teams or organisations that the traffic in a room is routed to.
- Only the people in the router will see the traffic in the room and are able to serve in it.
- See a list of all your routers in the Settings
   -> Routers view and get an understanding of the rooms they are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





## Manage your rooms and routers

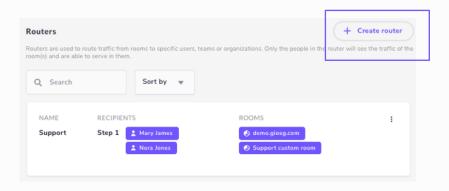
- Go to *Settings* —> *Rooms* to get an overview of which routers are used in different rooms.
- A router is required for the chat to be available and for someone to be online in a room.
- Click on a router to edit it or to get a look at its content.

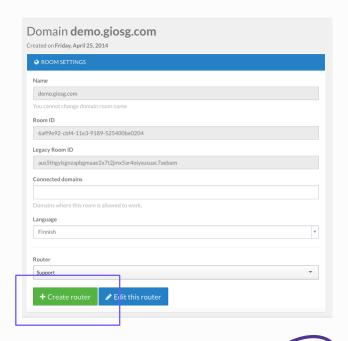




#### Create a new router

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



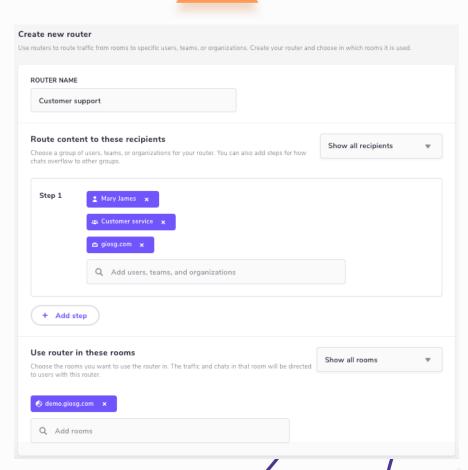




#### Create a new router

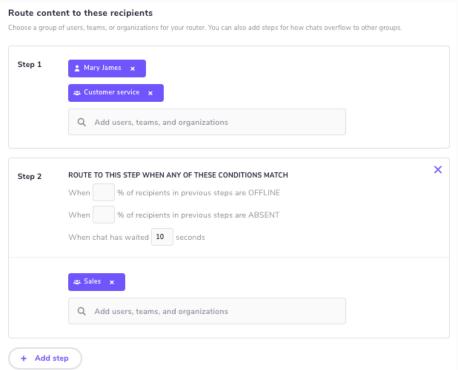
- Choose specific users, teams and/or organisations\* for your router.
- Choose the room(s) you want to use the router in.
- The users in the router will serve in the room(s) that the router is used in.

\*Only organisations that are networked with your organisation are available here. Contact <a href="mailto:support@giosg.com">support@giosg.com</a> if you need networking to be done



## 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.





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