Question	Answer	Asked by:
How can an agent set their max active chats in BUI?	At this time, there is no option for the agents to set individual max active chats in BUI. The value added in the Profile is the only one taken into consideration	Samir Rajani
Is there any option to have recurring Holidays in Chat, meaning set Jan 1 and not have to set it each year	There is no option for recurring Holidays, in Chat or otherwise. Any recurrent holiday will need to be updated manually each year. More information in Answer ID 6266 Editing Holidays and Service Level Agreements	Keron Burrell & David Strong
On customer portal is there a way to receive more chats when all agents are engaged in their max chats. Launch button will disappear when no agents are available.	If you are using Conditional Chat Link, the availablity check is performed if the attribute 'enable_availability_check' is true, which is by default. Setting this attribute to false will always display the link regardless of availability or hours of operation. The attribute that specifies the number of available agents needed is 'min_sessions_avail', where you can select how many agents should be available for the link to be actionable. Setting this attribute to 0 will disable this trigger. Since you have mentioned the button disappearing, there is also an attribute called 'hide_on_unavailable', which if set to true, hides the widget entirely if the conditions for chat availability are not met. If you are using the ContactUs widget, while it uses the Conditional Chat Link widget, some functionalities are limited, such as the attribute 'min_sessions_avail'. More information in Answer ID 9622 - Differences between the ContactUs widget's Chat channel and the ConditionalChatLink widget explained.	Robert Bush
At the end of chat can we show survey questions within chat window to customer	Steps in which a pop-up survey can be implemented after a chat session are detailed in Answer ID 2779 - Pop-up surveys for chat sessions. The standard behavior is that a new window opens in the browser, containing the survey questions, only after the end user clicks on the 'Close' button in the chat session.	Rajasekhar
how do we setup post chat survey ?		Keron Burrell
can the survey be presented in the chat window once the chat has ended?		David Strong
If there are multiple agents logged in and available for chat, and pull chat is not checkmarked, how does the system decide which agent gets each chat request?	The chat assignment algorithm takes the following into consideration: - the time a chat session was requested by the end user - the time the agent was last assigned a chat session - whether the Pull Policy on the profile is set for First Due or Strict Priority A more detailed explanation can be found in Answer ID 1174 - Routing chat requests to agents	scott heidenreich
The sound was a little choppy, I probably missed it. So are all agents allowed to transfer chats? Only the supervisors and admins on my end are allowed to do that. How do I enable all agents to do the same?	Yes, all agents are allowed to transfer chats within their own group. If your agents do not have this option, the chat workspace they are using has been most probably edited to not include the Conference/Transfer buttons in the Ribbon. To allow this permission, open the chat workspace for edit > click the Ribbon button in the ribbon > add the buttons in the tab you would like them to appear.	Richard Garcia

Is there any way to remove the option to make an agent "unavailable"? So the agent is either logged into Chat and available or they have to log out of chat.	No, the Unavailable status is standard and cannot be removed.	Monty Bucholz
As a supervisor monitoring a chat. Can I have authority to transfer the chat to another agent while monitoring chat.	No. Only the owner of the chat has the option to transfer the chat. The agent that first engaged the chat is the owner of the chat, and only he has capabilities to transfer the chat.	Jorge Chacon
I missed the first 5 min of your presentation- sorry. Did you cover any distinctions between proactive chat, and regular chat? I am trying to find a way to ensure agents that take "proactive chats," ones that we initiate with a pop-up window to chat, are not taking regular inbound chats from consumers who request to chat with someone.	My presentation has not covered chat widgets or chat business rules, as the focus was on Chat Permissions under Profiles. This involves additional configuration on your side. One way to do it would be to set a field to a certain value only when requested by proactive chat, then set a chat business rule to route chat requests to a specific chat queue based on this field, while having a profile where only this chat queue is assigned. Our Oracle Consulting Services team may be able to assist further with this type of questions.	Richard Garcia
Is there a way to have a chat automatically assigned to an available chat agent, rather than having the agent pull a chat?	The agent needs to pull a chat only if the option 'Pull Chat' is enabled in their profile. If this box is unchecked under Profile > Permissions > Service > Chat, then the chats will be assigned automatically, based on the chat queues assigned to the profile.	scott heidenreich