

Configuring Request Queues

Server

Request Queues page is where you can configure the queues that you can use to monitor incoming chat requests.

The crucial part of this page is **Issue Label** configuration section - requests from chat can be seen in queues using the label which you can define (default is `created-from-chat`).

The section below - **Queues Using the Label** is used to list all request queues that use the configured label as a part of the queue's JQL. The four buttons below let you quickly create sample queues using the label, without having to specify the JQL directly - obviously you can modify the created queues or add more queues of your own definition to match your needs.

Chat Widget Request Queues

Issue Label

It is convenient to place requests originating from chat in a separate queue. This queue can be created for you, and then requests created from chat can be put in this queue, based on a label that you define.

Request Label

This label will be applied to all requests created by the customers using chat. Changing this label will affect placing requests in the queue, so you need to modify the queue definition after you change this setting.

Queues Using the Label

Customer requests originating from chat are added to the queues:

- [Chat](#)
- [Chat, unresolved](#)
- [Chat, online](#)
- [Chat, online, unresolved](#)

You can edit the queue parameters on the queue page, but remember to keep the selected label as part of the queue query definition.

You can create an additional request queue based on the label selected above, by clicking one of the buttons below*:

All chat requests

All unresolved chat requests

Chat requests with online customers

Unresolved chat requests with online customers

*) This will fail if you already have request queues with names "Chat", "Chat, online", "Chat, unresolved" or "Chat, online, unresolved".

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In addition to using labels to define queues, you can also use the following JQL to create a queue with requests from chat:

```
request-channel-type = chat
```

Cloud

The crucial part of this page is **Issue Label** configuration section - requests from chat have the configured label applied when the chat is created and then they can be seen in the [Chats Page](#) ("dashboard"). The default label is `created-from-chat`, but you can change it to any other value.

Issue Label

It is convenient to place requests originating from chat in a separate queue. You can create queues based on this label. Requests created from chat will be put in these queues automatically.

Note: In order for chat-related queues to work, "**Labels**" Jira field MUST NOT BE HIDDEN in the [project's field configuration](#)!

Request Label

This label will be applied to all requests created by the customers using chat. Changing this label will affect placing requests in queues, so you need to modify the queue definition after you change this setting.

Chat Dashboard

You can monitor chat activity at the [chat dashboard](#).