

How to Switch a Dispatcher from one Queue to Another

In Chime, each queue needs to be associated with one dispatcher. Currently, you may only “archive” dispatchers and queues, they are never permanently deleted. This is why each queue has its own dispatcher, and that dispatcher is only used in one queue.

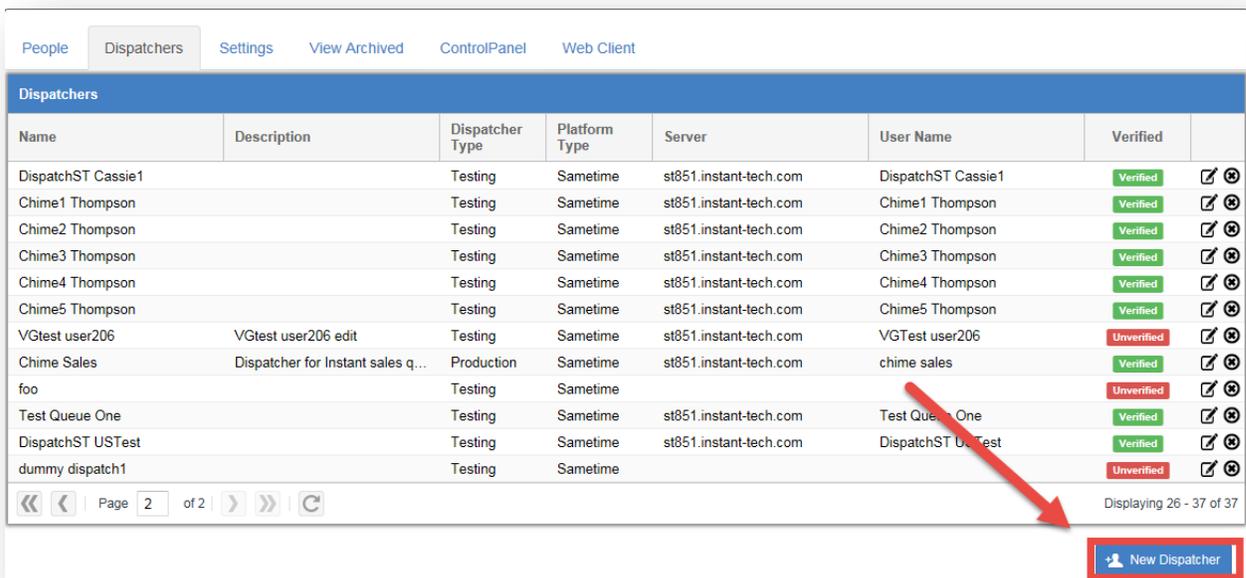
One option for switching out a dispatcher would be to create a dummy dispatcher that you’d assign to an existing queue, which will free up the original dispatcher, allowing you to use it in another queue.

Steps for Switching a Dispatcher:

First, create a “dummy” dispatcher:

Note: this doesn’t even need to be a real account, it is just a placeholder

Go to Admin > Dispatchers, and +New Dispatcher



Name	Description	Dispatcher Type	Platform Type	Server	User Name	Verified	
DispatchST Cassie1		Testing	Sametime	st851.instant-tech.com	DispatchST Cassie1	Verified	✍️ ⊗
Chime1 Thompson		Testing	Sametime	st851.instant-tech.com	Chime1 Thompson	Verified	✍️ ⊗
Chime2 Thompson		Testing	Sametime	st851.instant-tech.com	Chime2 Thompson	Verified	✍️ ⊗
Chime3 Thompson		Testing	Sametime	st851.instant-tech.com	Chime3 Thompson	Verified	✍️ ⊗
Chime4 Thompson		Testing	Sametime	st851.instant-tech.com	Chime4 Thompson	Verified	✍️ ⊗
Chime5 Thompson		Testing	Sametime	st851.instant-tech.com	Chime5 Thompson	Verified	✍️ ⊗
VGTest user206	VGTest user206 edit	Testing	Sametime	st851.instant-tech.com	VGTest user206	Unverified	✍️ ⊗
Chime Sales	Dispatcher for Instant sales q...	Production	Sametime	st851.instant-tech.com	chime sales	Verified	✍️ ⊗
foo		Testing	Sametime			Unverified	✍️ ⊗
Test Queue One		Testing	Sametime	st851.instant-tech.com	Test Queue One	Verified	✍️ ⊗
DispatchST USTest		Testing	Sametime	st851.instant-tech.com	DispatchST USTest	Verified	✍️ ⊗
dummy dispatch1		Testing	Sametime			Unverified	✍️ ⊗

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+ New Dispatcher

Figure 1: Dispatchers Grid

Name the dispatcher something like “dummy dispatch”. You only need to fill out the title, as this account doesn’t need to be verified in order to be used as a placeholder.

New Dispatcher [Close]

Display Name [X]

Description

Dispatcher Type [v] **Platform Type** [v]

Server

ST Short Name **Password**

Connection Not Verified
Please test the connection.

Figure 2: Create New Dispatcher

Save changes, without testing the connection, and the new dispatcher will be created.

Next, assign the “dummy” dispatcher to the queue with the dispatcher you need to swap out.
Ex: The IT Support queue was using the Pharmacy dispatcher, so I assigned the dummy dispatcher to the IT Support queue in order to use the Pharmacy dispatcher in another queue.

Go to Queue Settings for that specific queue

Click on Select Dispatcher, and pick the dummy dispatcher to assign to this queue.

Assign the desired dispatcher to a new queue or to an existing queue.

Go to Queue Settings, and Select Dispatcher. Now the dispatcher that you needed to swap out will be available to use in another queue.

Queue Settings [X]

Basic | People | Text Resources | Routing | Advanced

Name IT Support

Description IT Support Queue

Mode Testing [v] **Language** English [v]

License 10 Agents until Tue Mar 10 16:42 [v] **Queue State** Disabled

Dispatcher

Name	Description	Type	Platform
dummy dispatch		Testing	Sametime

Select Dispatcher ...

Close Save

Figure 3: Assign dispatcher to a queue

Now, you can either create a new queue or use the desired dispatcher in an existing queue.

Ex: I created a new queue called Pharmacy, and used the now available Pharmacy dispatcher for the new queue.

To create a new queue, go to the Queues page. Click on +New Queue at the bottom of the queues grid. Name the queue, and fill out all of the other required fields. Next, select the dispatcher you would like to use. This will be the dispatcher that the previous queue was associated with, but was replaced by the dummy dispatcher.

Queue Settings

Basic | People | Text Resources | Routing | Advanced

Name Pharmacy

Description Pharmacy

Mode Development **Language** English

License 50 Agents until Tue Mar 10 16:42 **Queue State** Disabled

Dispatcher

Name	Description	Type	Platform
Pharmacy	Pharmacy	Testing	Sametime

Select Dispatcher ...

Close Save

Figure 4: Assign correct dispatcher to queue

This is an easy way to take one dispatcher and put it into another queue, if desired. Note that the dummy dispatcher is not a real account, so chats will not get routed to the queue that a dummy dispatcher is assigned to. You may archive the queue that has the dummy dispatcher, if desired.