

Round Robin

Overview of Round Robin Tab

This tab allows you to enable or disable the Round Robin lead assignment method and provides informative details on its functionality.

1. Round Robin Toggle

- **Purpose:** To enable or disable the Round Robin feature for automatic lead assignment.
- **How to Use:** Click the toggle switch.
 - **Enabled (Green/Right position):** Round Robin lead assignment is active.
 - **Disabled (Gray/Left position):** Round Robin lead assignment is inactive.

2. Information Section

This section provides a clear explanation of the Round-Robin Method:

- **Round-Robin Method:**
 - **Equal Distribution:** "Tasks are evenly distributed among team members."
 - **Sequential Assignment:** "Each task is assigned to the next team member in order."
 - **Fair Rotation:** "Ensures balanced workloads and prevents overload."
- **Example:**
 - "Leads go to Agent A, then B, then C, and repeat."
 - "In a customer support system, incoming leads are assigned in a round-robin fashion. The first lead goes to Agent A, the second to Agent B, the third to Agent C, and the fourth back to Agent A, continuing in this pattern."
- **Benefit:**
 - "Using the round-robin method ensures fair and efficient task distribution, promotes balanced workloads, and streamlines resource allocation."

Important Note: While a "Save" button is not explicitly visible in this specific screenshot (it's likely off-screen or the changes save automatically upon toggling), ensure your changes are saved for them to take effect.

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