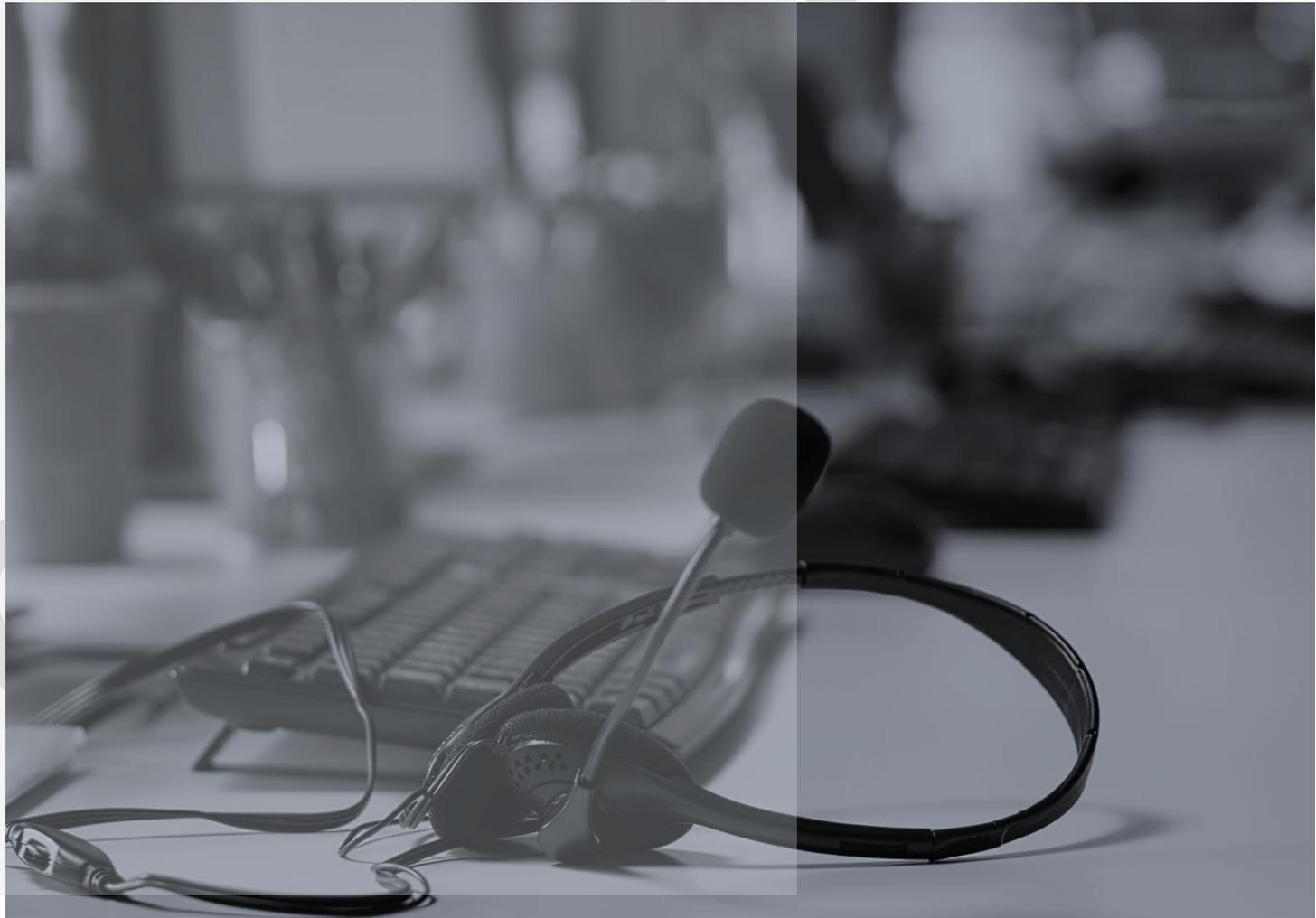


QUERYTEL LIVE DESK

DOCUMENTATIONS & STRUCTURE

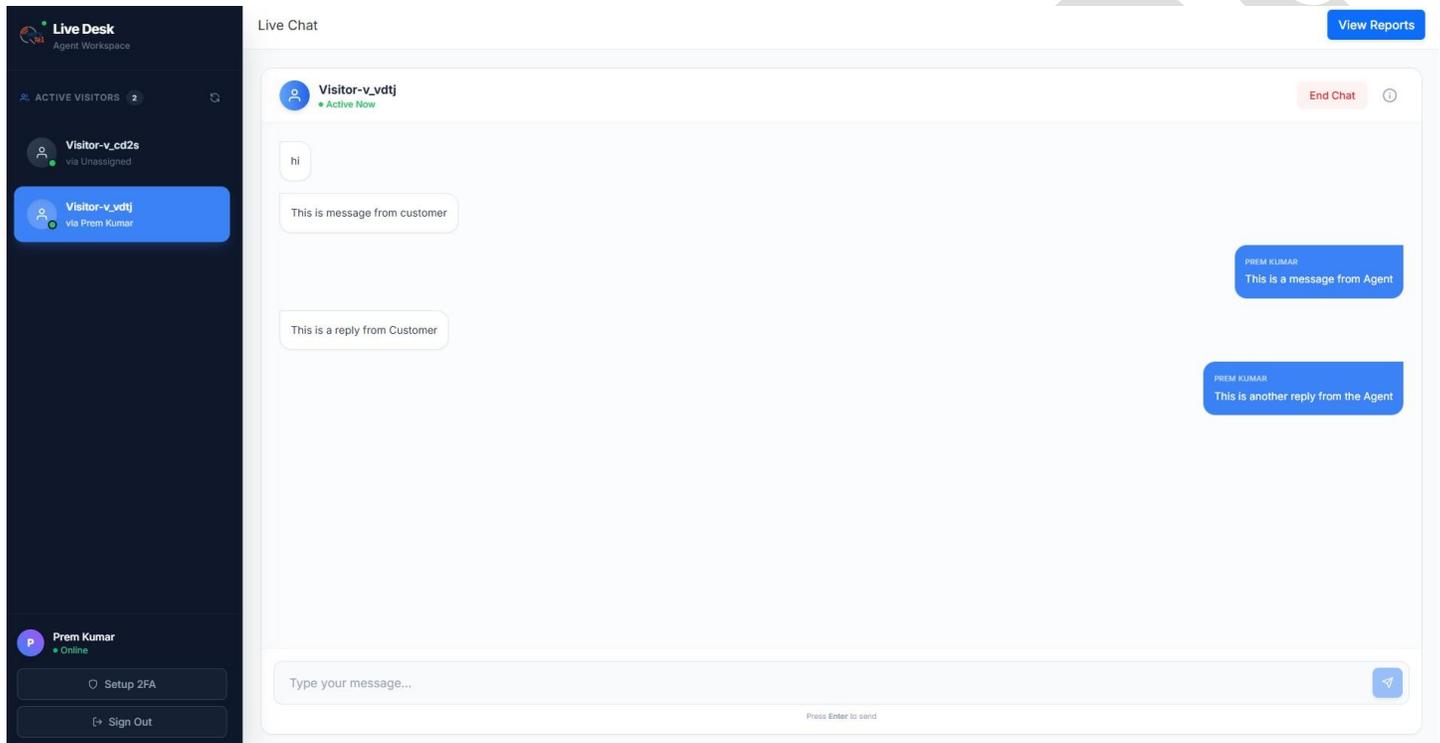


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LIVE DESK - REAL-TIME AGENT WORKSPACE

QueryTel Live Desk is designed as a focused, real-time communication workspace where agents engage directly with visitors across connected websites. The interface remains intentionally minimal, consisting of a persistent visitor sidebar and an active conversation pane. This constrained structure reduces cognitive load and allows agents to prioritize responsiveness over navigation complexity.

Despite its compact interface, the underlying system operates as a real-time event platform. Visitor presence, message delivery, typing indicators, and session transitions are handled through persistent socket connections rather than periodic polling. This enables immediate state synchronization between client and agent without refresh cycles or latency introduced by request batching. Each interaction is treated as a live session rather than a static message exchange.



The workspace supports multi-site deployment. A single agent environment can receive connections from multiple embedded widgets distributed across independent web properties. Visitor sessions are isolated logically while remaining centrally visible, allowing operational consolidation without cross-contamination of data or context. This architecture makes it suitable for organizations managing multiple brands or service domains under one operational desk.

Notification handling is event-driven and state-aware. Incoming messages, new visitor sessions, and connection drops trigger real-time visual indicators within the workspace. System health and agent status are surfaced persistently, ensuring operational transparency without requiring secondary dashboards. Presence awareness becomes part of the communication layer rather than an external monitoring tool.

From a structural standpoint, Live Desk emphasizes reliability and continuity. Socket lifecycle management, session identification, and message acknowledgment flows are designed to prevent duplication, message loss, or desynchronization during reconnection events. Even though the visible interface appears simple, the runtime behavior must account for network instability, concurrent sessions, and multi-agent scaling.

The result is a controlled, professional communication environment that favors immediacy and stability over feature sprawl. Live Desk does not attempt to become a full customer service suite. Instead, it focuses on delivering low-latency,

high-confidence live interaction, backed by an architecture capable of supporting significant concurrency and multi-site integration.

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