

## Assignments & Teams NEW

Assignments & Teams offer flexible customization for patient conversation workflows, improving upon the previous Care Team functionality.

	Care Teams	Assignments & Teams
<b>Customize your view</b>		
See chats in `Assigned to Me` view		☑
View chat counts for teams and individuals		☑
View any patient conversation		☑ *
Pin teams and users to side navigation		☑ *
<b>Take action on conversations</b>		
Message patients assigned to other teams		☑ *
Assign conversations to one care team at a time	☑	☑
Assign conversations to one or more teams or individuals		☑
Assign / route new conversations to a specific individual or team		☑
Assign website chats to an individual or team		☑
Assign conversations from unknown numbers to individual or team		☑
Assign reopened conversations to previous or new assignee	☑	☑
Keep or change assignments when closing chats		☑
Remove assignments when closing chats		☑

### \* Unavailable in Confidential Mode

Confidential Mode enhances privacy by limiting patient chat access to assigned users or team members only. This feature is ideal for organizations requiring stricter messaging privacy controls.