CLAIMS

1. A computer-implemented method for controlling access to a chat support system, the method comprising:
determining whether a queue limit for a chat support queue of the chat support system will be exceeded by adding a further user to the chat support queue; and
preventing that a user interface access to the chat support system is provided for the further user in case it is determined that the queue limit for the chat support queue will be exceeded by adding the further user to the chat support queue, wherein preventing that the user interface access to the chat support system is provided for the further user comprises non-displaying on a display of a client device used by the further user, a user interface portion, wherein operation of the user interface portion triggers adding the further user to the chat support queue.

2. The method of claim 1, further comprising:
providing the user interface access to the chat support system to the further user in case it is determined that the queue limit for the chat support queue will not be exceeded by adding the further user to the chat support queue.

3. The method of claim 2,
wherein providing the user interface access to the chat support system to the further user comprises displaying on a display, a user interface portion, wherein operation of the user interface portion triggers adding the further user to the chat support queue.

4. The method of any one of claims 1 to 3,
wherein non-displaying the user interface portion on the display comprises not showing anything on the display and/or an user interface

related to initiating a chat, wherein the user interface portion is part of the user interface.

5. The method of any one of claims 1 to 4, further comprising:
determining the queue limit for the chat support queue based on
a total number of chat requests that have arrived in the chat support queue in a predefined time period; and/or
a total number of chats in the chat support queue that have been closed in a predefined time period.

6. The method of any one of claims 1 to 4, further comprising:
determining the queue limit for the chat support queue based on a total number of chat requests that have arrived in the chat support queue in a predefined time period divided by a total number of chats in the chat support queue that have been closed in the predefined period.

7. The method of any one of claims 1 to 6,
wherein the chat support queue comprises at least one chat request input by a user; and
the method further comprising:
determining a number of service agents present in the chat support, wherein each service agent processes a chat request of the at least one chat request; and
determining the queue limit for the chat support queue based on the determined number of service agents.

8. The method of claim 7, further comprising:
determining a number of cases handled in parallel by each service agent present in the chat support queue; and
determining the queue limit for the chat support queue based on the determined number of service agents and the determined number of cases handled in parallel by each service agent.

9. The method of any of claims 7 or 8, further comprising:
determining an average number of chats handled per service agent in the chat support queue in a further predefined time period; and
determining the queue limit for the chat support queue based on the determined average number of chats handled per service agent.

10. The method of any one of claims 1 to 9, further comprising:
determining an average waiting time per chat request in the chat support queue before the processing of the respective chat request has been started; and
determining the queue limit for the chat support queue based on the determined average waiting time per chat request in the chat support queue.

11. The method of any one of claims 1 to 10, further comprising:
determining an average processing time per chat request in the chat support queue; and
determining the queue limit for the chat support queue based on the determined average processing time per chat request in the chat support queue.

12. The method of any one of claims 1 to 4,
wherein the chat support queue comprises at least one chat request input by a user;
the method further comprising:
determining a total number of chat requests that have arrived in the chat support queue in a predefined time period;
determining a total number of chats in the chat support queue that have been closed in a predefined time period;

determining a number of service agents present in the chat support, wherein each service agent processes a chat request of the at least one chat request;

determining a number of cases handled in parallel by each service agent present in the chat support queue;

determining an average number of chats handled per service agent in the chat support queue in a further predefined time period;

determining an average waiting time per chat request in the chat support queue before the processing of the respective chat request has been started;

determining an average processing time per chat request in the chat support queue;

determining the queue limit as: (a / b) * (c * d) * e * (f + g)

with:

a: the determined total number of chat requests that have arrived in the chat support queue in the predefined time period;

b: the determined total number of chats in the chat support queue that have been closed in the predefined time period;

c: the determined number of service agents present in the chat support;

d: the determined number of cases handled in parallel by each service agent present in the chat support queue;

e: the determined average number of chats handled per service agent in the chat support queue in the further predefined time period;

f: the determined average waiting time per chat request in the chat support queue before the processing of the respective chat request has been started; and

g: the determined average processing time per chat request in the chat support queue.

13. A server computer comprising a communication interface, a memory interface and a processing unit configured to perform the method of any one of claims 1 to 12.

14. A computer program element comprising program instructions, which, when executed by one or more processors, cause the one or more processors to perform the method of any of claims 1 to 12.

15. A computer-readable medium comprising program instructions, which, when executed by one or more processors, cause the one or more processors to perform the method of any of claims 1 to 12.