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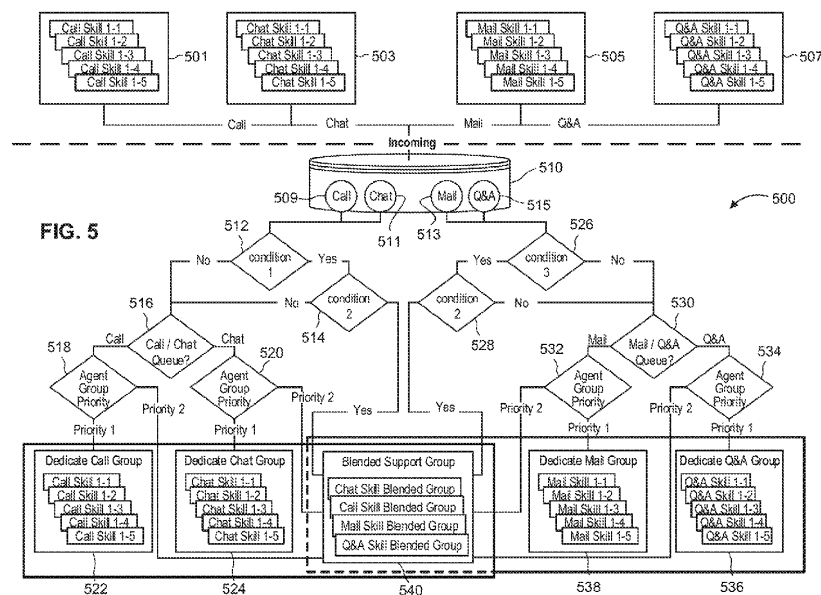
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(54) Title: INCOMING REQUEST BLENDING FOR CUSTOMER SERVICE REPRESENTATIVES



(57) Abstract: Embodiments of the present disclosure include computer-implemented systems and methods for routing incoming customer requests or inquiries in a customer service center. The system may include at least one processor configured to execute instructions to perform steps. The steps may include receiving a plurality of incoming customer calls and a plurality of incoming customer chat sessions. The steps may include blending the received plurality of customer calls and the received plurality of customer chat sessions into a total queue for presentation to at least one user device. The steps may additionally include determining a respective priority for each of the blended plurality of customer calls and the blended plurality of customer chat sessions and sending, based on the determined priority, to the at least one user device at least one of the blended plurality of customer calls or the blended plurality of customer chat sessions.

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