

Your team's room plan.

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1. The task we want to improve

Which conversation is difficult to follow today? What would a useful test show?

2. Our first room

Name and purpose · What belongs here · What belongs elsewhere

3. Who checks it

Responsible person · Backup · Agreed review hours · How requests are acknowledged

4. Existing urgent-response process

How the team escalates an urgent issue when chat is not appropriate. Chat is not assumed to be continuously monitored.

5. Our small test and review

Test group · Review date · What worked · Missed messages or notification issues · What still needed another tool

Suggested planning aid, not an operational policy. Follow your organization's required procedures. Read and respond only when safe. Free guide: dsp-chat.com/product-overview/driver-dispatch-guide.html