



Get to know the new "Unassigned" badge in the book ride page

What's new

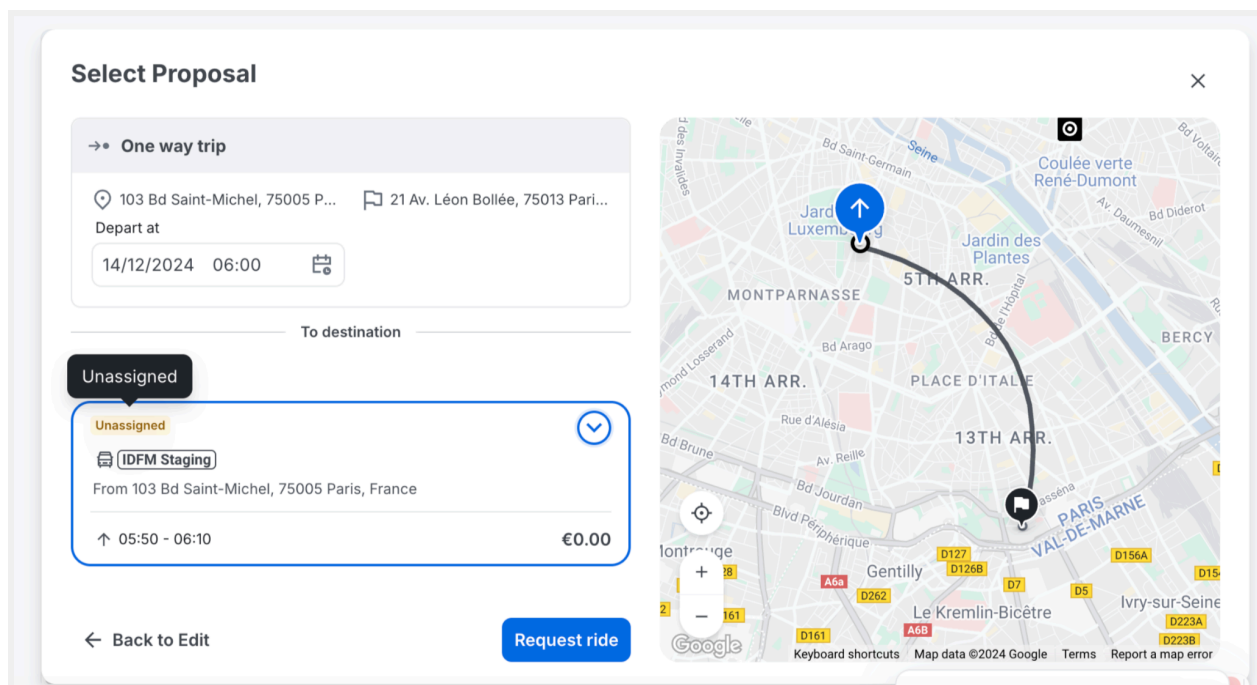
Agents can now see whether a ride request is expected to be unassigned or waitlisted before confirming the ride.

Note that this is only relevant for services that accept all bookings or use the waitlist feature.

How does it work

Previously, agents could only determine whether a ride request would be assigned to a shift or sent to the unassigned queue after confirming the booking. Now, when requesting a ride via the VOC, agents will see a new **"Unassigned"** badge directly on the proposal screen. If a ride is expected to go to the unassigned queue or be waitlisted at the time of the request, this badge will appear.

This enhancement provides agents with more information upfront, enabling them to negotiate rides more effectively.





FAQs

Will riders see this in the app?

No! This is only shown in the VOC.

Does this change which rides are unassigned or waitlisted?

No! The underlying logic remains the same. This update simply allows you to see earlier that a ride is expected to end up in the unassigned queue or on the waitlist.

Anything else I should know?

If another agent books a ride at the same time and takes the spot, the badge may not appear in your proposal, but the ride could still end up in the unassigned queue or on the waitlist.

Next steps

This will be enabled in the coming weeks. Please share any feedback with us through Zendesk - we'd love to hear your thoughts.