Collaborate with other moderators in the Moderator app

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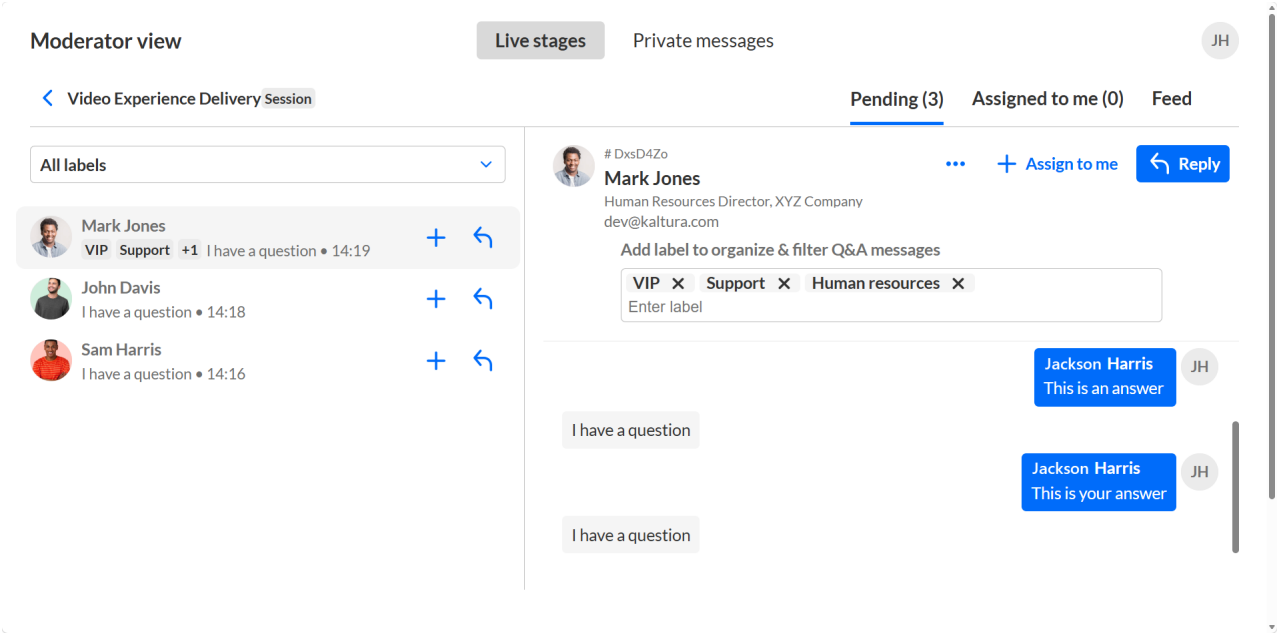
This article is designated for moderators

About

The Moderator app is designed to support multiple moderators working simultaneously during an event. Shared queues, assignments, and ownership controls help prevent duplicate responses and ensure efficient handling of attendee questions.

Work from the shared Pending queue

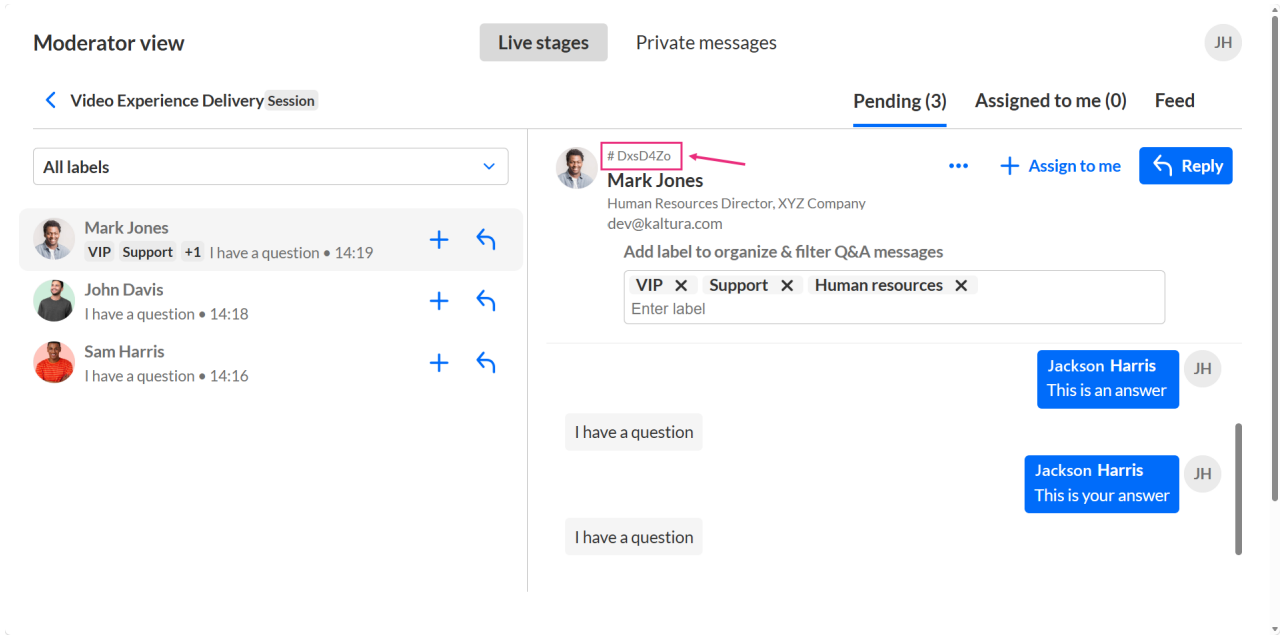
Questions in the **Pending** tab are visible to all moderators assigned to the session. Moderators can review and evaluate questions before deciding who should respond.



Identify conversations using thread IDs

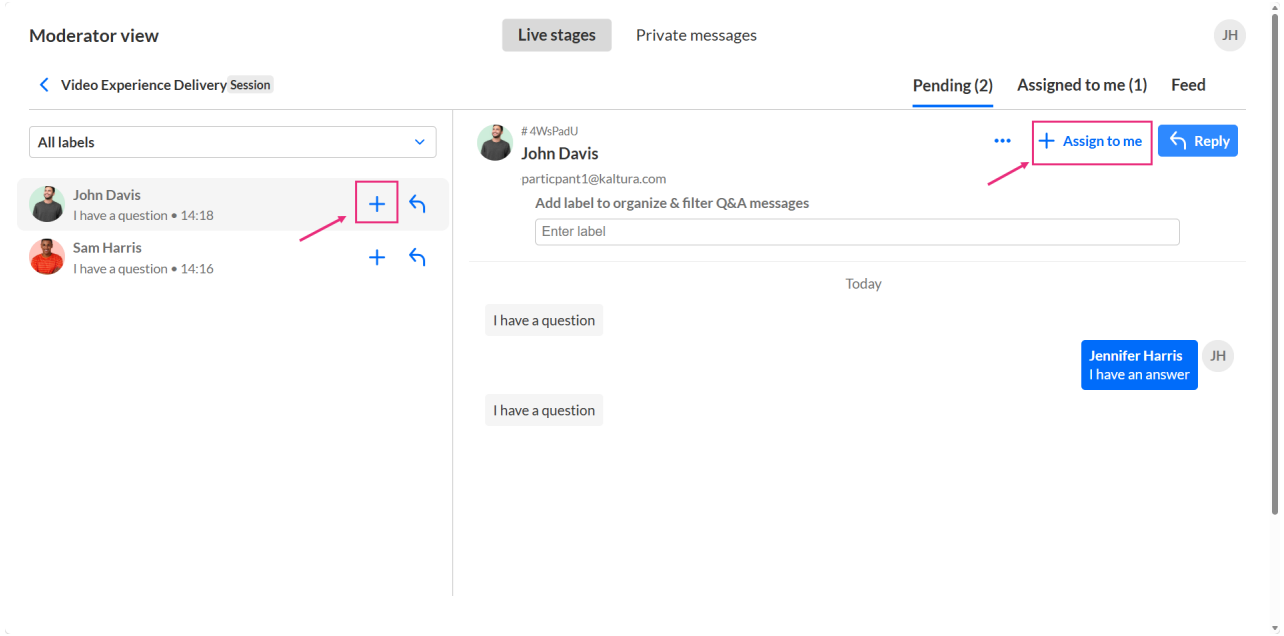
Each conversation contains a unique thread ID that moderators can use when coordinating internally, particularly when attendees have identical names or maintain multiple conversations.

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Assign questions to yourself

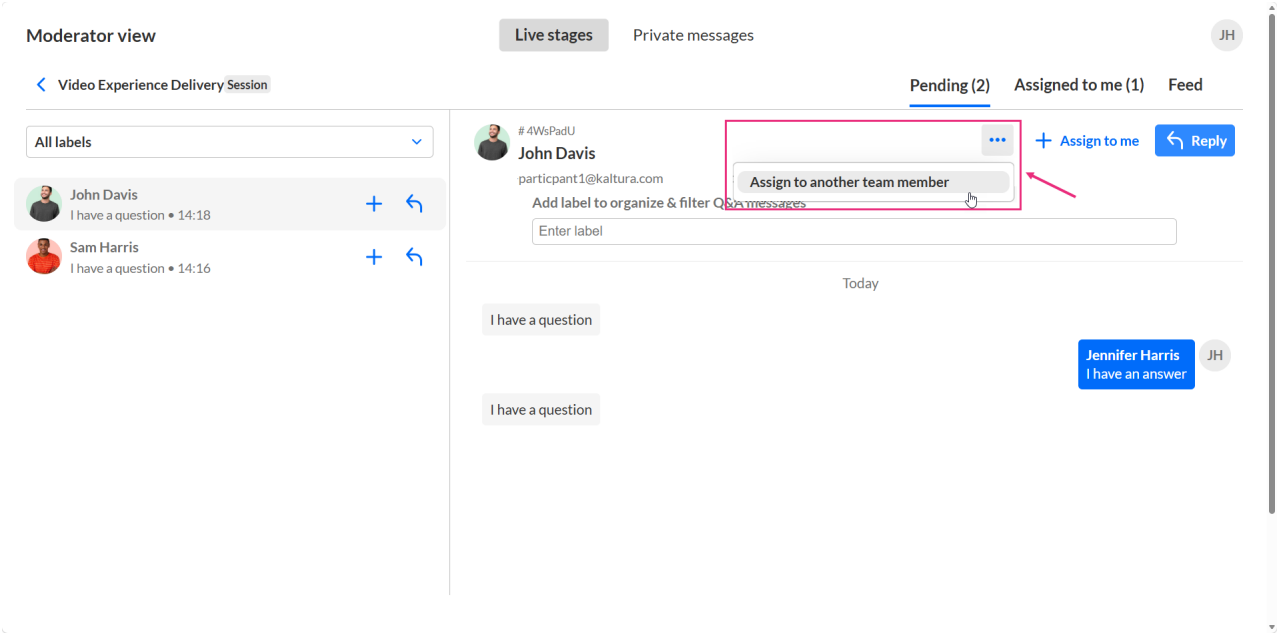
Moderators can claim ownership by clicking the "plus" sign in the thread list on the left, or by selecting **Assign to me** in the thread details on the right. Once assigned, the conversation becomes visible only to that moderator.



Assign questions to another moderator

From the conversation menu, moderators can choose **Assign to another team member** and select another moderator. Ownership is transferred immediately.

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When another moderator is grabbing pending messages while you are focused on the Pending tab, the grabbed messages are grayed out. The grayed out message disappears after a refresh or when the moderator exits and returns to the Pending tab. If the moderator was focused on a message that was grabbed, a banner is displayed stating that this message was grabbed by another moderator.

Reassign active conversations

Questions already assigned can be transferred between moderators whenever expertise or workload balancing requires it.

Understand concurrent moderation behavior

When another moderator claims a question, it appears grayed out until the queue refreshes. If a moderator is already viewing that thread, a notification indicates that another moderator has taken ownership. This helps prevent duplicate work.

Collaborate on polls

Multiple moderators can create and manage polls simultaneously within the Moderator app.

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