Live Chat

1) Live Chat - New Customer on LIVE CHAT notification. What is it and how to use it?

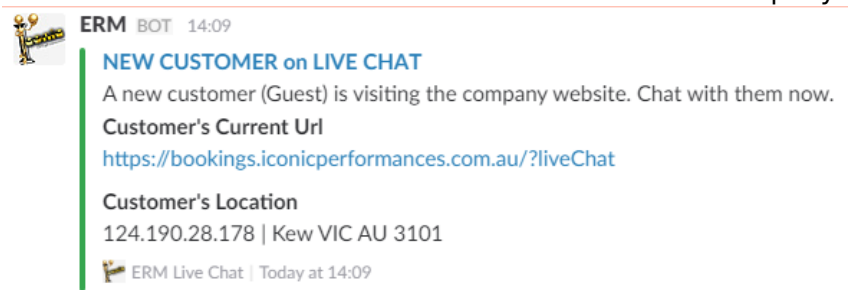
LIVE CHAT is a instant chat system that monitors all potential browsers and customers who access or browse any of Iconic's owned websites. These include:

1. Iconic Performances main website (www.iconicperformances.com.au)
2. Iconic Performance booking website (bookings.iconicperformances.com.au)
3. The Colonial Show
4. All DrumStory website
5. Iconic Productions main website

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When any customer or browser accesses or goes on to Iconic's company website, sales and event staff of Iconic will be notified on **SLACK COMMUNICATIONS.**

The notification on **SLACK COMMUNICATIONS** when a customer or browser accesses the company website will look something like this ...



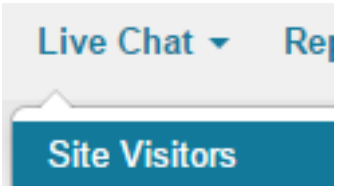
The information on the notification will tell you of

1. Notification that a NEW CUSTOMER is browsing the company website with the message.
2. The name of the customer (if logged in), or if not logged in it will show (Guest) for the customer name.
3. The current URL or website page the customer is looking at
4. The customer's locaton.

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<u>WHAT TO DO IF YOU RECEIVE A NOTIFICATION ON SLACK ABOUT A NEW CUSTOMER ON LIVE CHAT?</u>

If the notification is received on SLACK, do the following to assist and engage with the customer:

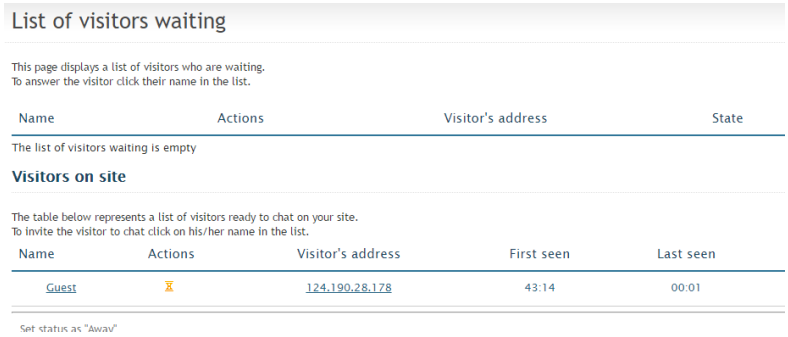
1. Click on the link NEW CUSTOMER on LIVE CHAT or go to the menu item on the ERM 

and select the menu item in blue.

2. By pressing on the link or the menu item, it will open up the **LIST OF CUSTOMERS WAITING** page on the ERM.

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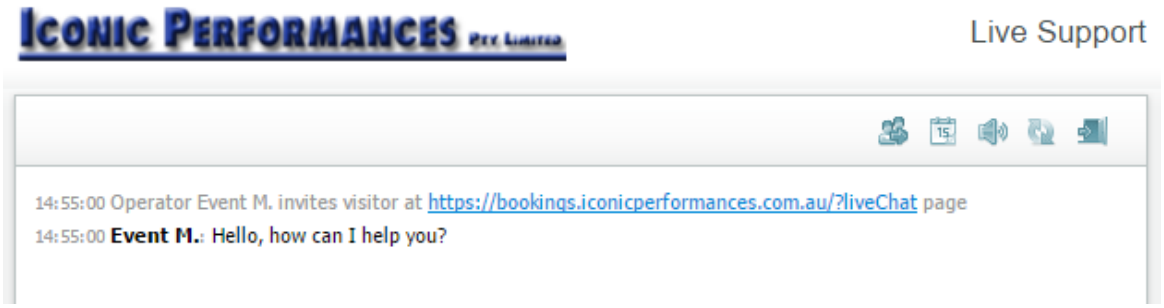
Live Chat

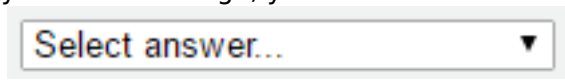


Please note: when pressing the link on the SLACK COMMUNICATIONS notification there may be a small delay in displaying the customer name in the Visitors on site section. Please wait a few seconds for it to referesh and load the customer.

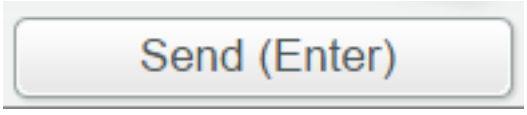
3. The moment you see the name of the customer or the word Guest press/click on the name 

to open up the LIVE CHAT WINDOW.
Please note: When you click on customer's name it sends the invitation to customer.Â When the invitation is sent, a small window is opened on customer's screen allowing him/her to select or close the window or keep it as it is. If customer clicks close, you are notified immediately. If customer does accept, you get notification instantly, but if customer does not do anything for 5 minutes or more or redirects then you receive notification saying customer ignored the LIVE CHAT.



4. In the bottom of the window a text box area is available for you to communicate with the customer/visitor. Enter a message to the customer.
For your first message, you can use the Pre-Select messages by clicking on the drop box 

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If you have a message you use regularly and would like this in the Pre-set drop box, contact your team supervisor and inform them. If approved by your team supervisor, it will be added to the Pre-Set drop box.

5. To communicate with the customer, enter your text in the text box and press enter or the 

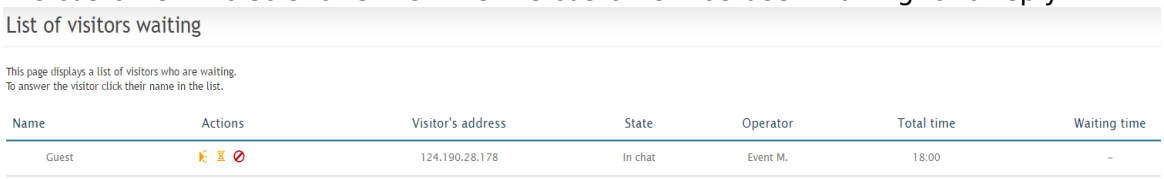
to send your text to the customer.
This is where you will be able to communicate with the customer. Ensure that you market and sell the company and the shows to the customer and that you look after and interact professionally with the customer.
Please note: your communication with the customer on LIVE CHAT, should be done with short and efficient chatting. Do not write very long messages as the customer may get bored awaiting or distracted and you will lose them. Instead if you have a long message to say, write the message is single sentences and send each sentence

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individually to maintain continious and professional communications with the customer.

6. The customer will then be able to reply to you. Make sure you keep your LIVE CHAT window opened and you monitor it to communicate with the potential customer and engage with them. If the customer has not responded, you may feel free to send them a courtesy reminder that you are available and can assist them.

7. When the customer replies you will notice in the **LIST OF CUSTOMERS WAITING** page on the ERM a list of customers that are being looked after, the name of the customer, the state the LIVE CHAT is in and which staff member is speaking to the customer. It also shows the time the customer has been waiting for a reply.



Please note: if you notice a customer is waiting for awhile without a reply or response by a staff member, don't let the customer wait anymore. Click on the customers name and engage and communicate with the customer.

8. Continue to communicate with the customer in a professional and successful manner promoting, marketing and selling the event/shows/products and the company.
Please note: your communication with the customer on LIVE CHAT, should be done with short and efficient chatting. Do not write very long messages as the customer may get bored awaiting or distracted and you will lose them. Instead if you have a long message to say, write the message is single sentences and send each sentence individually to maintain continious and professional communications with the customer.

9. When the conversation (LIVE CHAT) has finished the customer/visitor may close the window or you may close the chat. To close that chat press or click on



to close the chat.
Please note: all chats are recorded and saved in text format for training and for professional conduct monitoring.
At the end of the chat you are required to do the following:

1. If the customer is a new customer and not on the ERM, ADD guest as a new customer with whatever information you have on the customer.
2. If the customer is an existing customer and is on the ERM, create a history note, stating that a live chat conversation was had and what happened as per normal.
3. If the customer is a new customer, but you do not have any information, example, email address etc, then close chat and do not create a new customer. The chat will be saved for future reference if ever required.
4. Proceed using the ERM as normal.

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OTHER THINGS SHOULD KNOW REGARDING ICONIC's LIVE CHAT FEATURE FUNCTION:

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1. What is the  in 

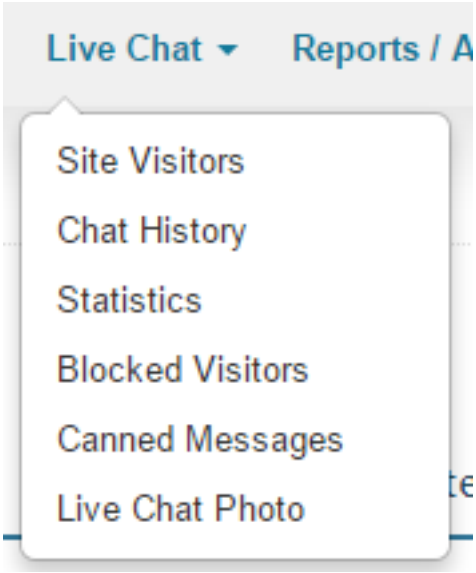
? Click here to read more.

2. What do these buttons mean  on the Iconic Staff LIVE CHAT window? Click here to read more.

3. How to transfer a chat to another staff member? Click here to read more.

4. What are and what do the Actions buttons


do in the **LIST OF CUSTOMERS WAITING** page on the ERM? Click here to read more.

5. What do the LIVE CHAT menu items


mean and do on the ERM? Click here to read more .

6. What do the buttons on the customer/visitor LIVE CHAT window mean and do? Click here to read more.

Attached files:

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Live Chat

Unique solution ID: #1223
Author: n/a
Last update: 25-Jul-2016 06:59

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