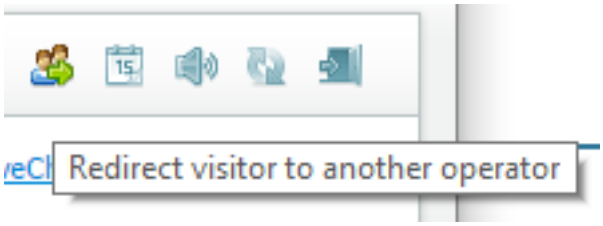
# Live Chat

## How to transfer a chat with a customer to another staff member.

If you need to transfer a chat with a customer/visitor on LIVE CHAT to another staff member press the




This will open up the following page ...



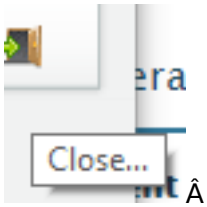

Search for the staff member and transfer press their name.Â  This will transfer the chat and will inform the staff member that they have a customer waiting.Â  You may wish to check on slack if the staff member is online or working at the time.

Â

**ERROR MESSAGE: - what to do if you get the error message?**

## Cannot execute:

- You are not chatting with the visitor.

If you receive the error message above when try to transfer the chat, it is likely the communication between staff have failed.Â
Press the 

Â button and try again.

Attached files:


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URL: https://staff.iconic.productions/KB/content/0cat=44/226/en/how-to-transfer-a-chat-with-a-customer-to-another-staff-member.html

# Live Chat

Unique solution ID: #1225
Author: n/a
Last update: 21-Jul-2016 07:48


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