

Live Chat

What do the buttons mean on the Iconic Staff LIVE CHAT window?

The buttons



found on the Iconic Staff LIVE CHAT window have the following meaning and usage.

The



in



[eChat](#) Redirect visitor to another operator

allows staff to transfer chats with

customers to different staff members.

[Click here](#) to learn how to [transfer a chat](#) with a customer to another staff member.

The



in



[eChat](#) pa Visit history

opens up a window that allows you to see the history of chats with the customer/visitor. To open the chat history of the customer, when the window opens, press the customer/visitor name when the window opens.

The



in



[eChat](#) page Turn off sound

turns the alert sound on and off on your computer.

The



in

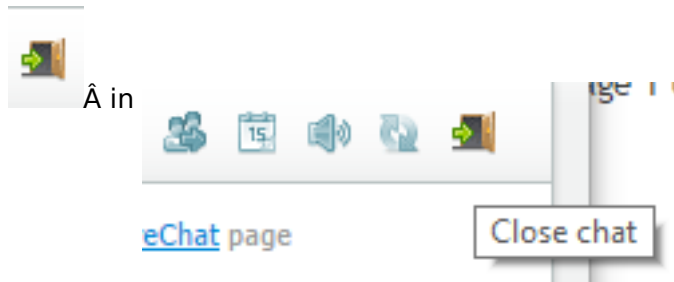


[eChat](#) page Refresh

refreshes the chat window.

The

Live Chat



^ closes the chat window from the Staff side.

^

Attached files:

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