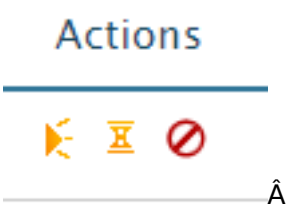
Live Chat

What are and what do the Actions buttons do in the LIST OF CUSTOMERS WAITING page on the ERM?

The Actions buttons 

Â in the **LIST OF CUSTOMERS WAITING** page on the ERM have the following usage and mean.

Â

The  Â allows staff to chat with the customer/visitor.Â Click on the  Â to start chatting with the customer/visitor.

Â

The  Â allows staff to view the pages and path the customer/visitor has had on the company websites.Â To view the tracked path of the customer/visitor click on the button.

Â

The  Â allows a customer/visitor to be banned for violent, rude, or spam communications from accessing the company website and/or the LIVE CHAT feature.Â
Please note: Only Team supervisors or the company administrators can ban a customer/visitor.
If you wish to ban a customer/visitor contact your Team Supervisor on SLACK and inform them of the nature of the reason to ban the customer/visitor.Â If approved by your Team Supervisor, the customer/visitor will be banned.

Attached files:

Unique solution ID: #1227
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