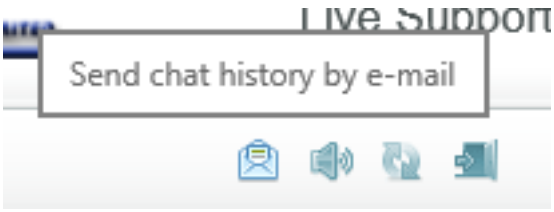
Live Chat

What do the buttons on the customer/visitor LIVE CHAT window mean and do?

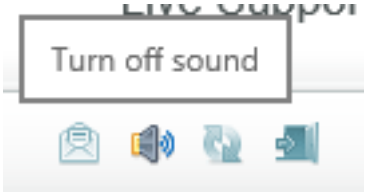
The customer/visitor LIVE CHAT window had four buttons as shown below, located near the top of the window.



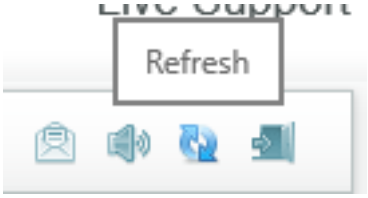
Â

The  in 

allows the customer to have the chat history emailed to them. The customer/visitor must enter an email address that they own or have access to, to receive the email address. If the customer presses the  button, a window will open up for their email address.

The  in 

allows the customer to turn off or on the sound of a chat message being received. By default the sound is on.

The  in 

allows the customer to refresh that window to see if any new messages have come, in the event that they lost connection or wish to see any new messages that came through

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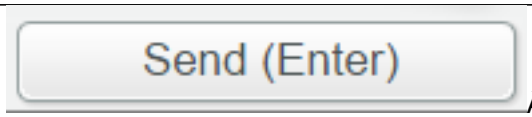
The  in 

allows the customer to close the chat.

Please note: If the customer closes the chat, you (Iconic Staff) will be notifed on your window. You

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may still be able to communicate with them, however you will need to go back to the ERM ***LIST OF CUSTOMERS WAITING*** page on the ERM and click on the name again to ask them if they wish further assistance.

The 

Â button allows the customer to send the message/reply back to the staff member when communicating.

Attached files:

Unique solution ID: #1229
Author: n/a
Last update: 21-Jul-2016 01:18

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