2) Live Chat - CUSTOMER ENQUIRY REQUEST on LIVE CHAT notification. What is it and how to use it?

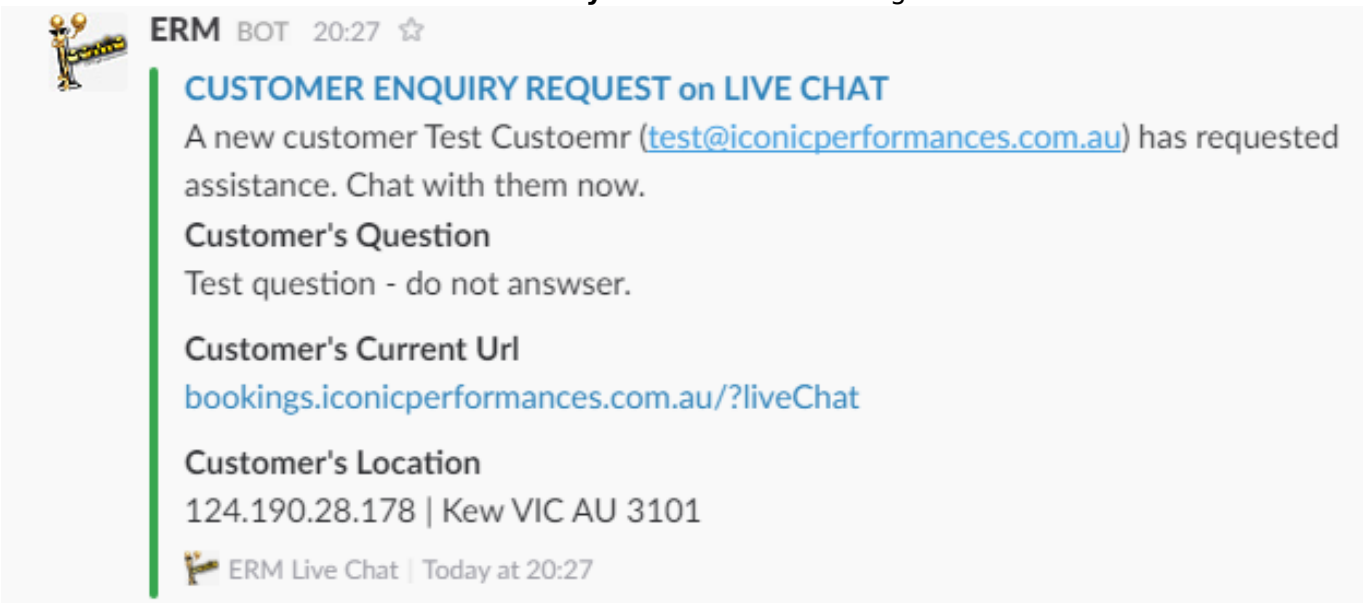
LIVE CHAT is a instant chat system that monitors all potential browsers and customers who access or browse any of Iconic's owned websites. These include:

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

Â

When any customer or browser accesses or goes on to Iconic's company website, they will see a window that sales a **Sales / Event Consultant is available to assist you**.Â A customer may choose to request assistance by click on the Assist button.Â If the customer clicks on the LIVE CHAT button that saysÂ a **Sales / Event Consultant is available to assist you** the sales and event staff of Iconic will be notified on **SLACK COMMUNICATIONS** with a notification

The notification on **SLACK COMMUNICATIONS** when a customer or browser clicks on the **Sales / Event Consultant is available to assist you** will look something like this ...



The information on the notification will tell you of

1. Notification that a NEW CUSTOMER has requested assistance using the LIVE CHAT feature.
2. The name of the customer (if logged in), or if not logged in it will show (Guest) for the customer name.
3. It will show the question they have asked.
4. The current URL or website page the customer is looking at
5. The customer's locaton.

Â

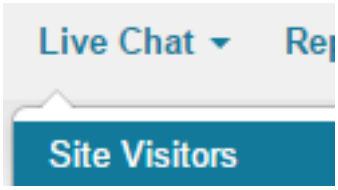
<u>WHAT TO DO IF YOU RECEIVE A NOTIFICATION ON SLACK ABOUT A CUSTOMER ENQUIRY REQUEST on LIVE CHAT</u>

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

1. Click on the link

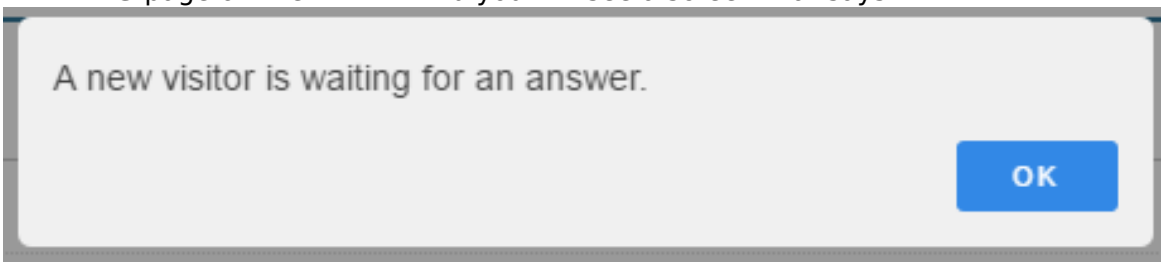
© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:07

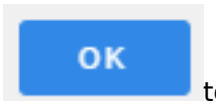


or go to the menu item on the ERM 

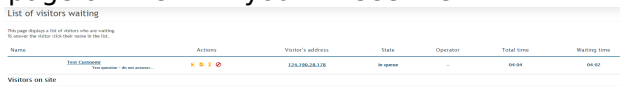
and select the menu item in blue.

2. By pressing on the link or the menu item, it will open up the **LIST OF CUSTOMERS WAITING** page on the ERM.Â And you will see a screen that says



3. Press the 

to beginning communicating with the customer on LIVE CHAT.
It will take you to the **LIST OF CUSTOMERS WAITING** page on the ERM.

4. In the **LIST OF CUSTOMERS WAITING** page on the ERM you will see the 
List of visitors waiting
Visitors on site
customer/visitor name in the top section

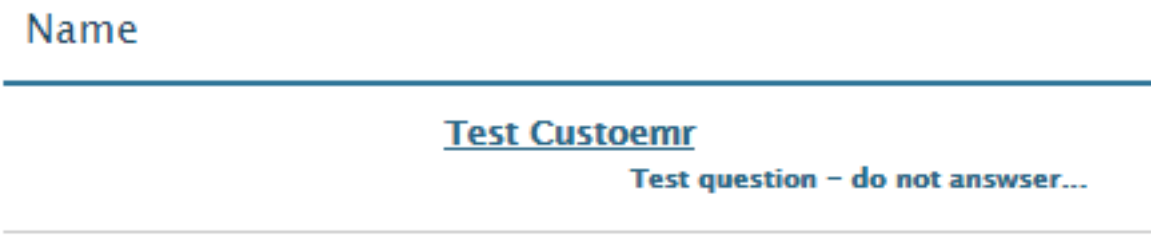
    1. The page will display the **name of the customer** with a brief line of the question the customer asked.
    2. It will have the action buttons to chat with the customer
    3. It will show the customer's/visitor's IP address
    4. The state will show the status of the LIVE CHAT the customer request is in.Â
        1. If it showsÂ **IN QUEUEÂ** that means the customer is in a queue waiting to be assisted.
        2. If it showsÂ **WAITINGÂ** that means the customer is waiting for a reply or waiting to be transferred.
        3. If it showsÂ **CHATTING** that means the customer is chatting with a staff member.
        4. If it showsÂ **CLOSED** that means the customer has closed the chat from their end or the chat has closed unexpectedly from the customers end.Â You can still connect with the customer by clicking on their name, if the chat closed unexpectedly.
        5. If it showsÂ **LOADING** that means the chat system is loading the chat for the customer or for the staff.Â This could be because of a poor connection from the customer side or the server is busy.Â If you say this state, please be wait for the chat to load.
        6. If it showsÂ **LEFT** that means the customer has left the chat.Â This is different to the state status of **CLOSED**.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:07

7. If it showsÂ **INVITED** that means a staff member has invited the customer to chat with them.Â Make sure you don't accidentally chat with a customer who has already been invited by another staff member, unless that staff member is not able to chat with the customer.Â If you see that customer has a state status **INVITED** and they have not answered, speak with the staff member and see if the staff member wants you to take over.

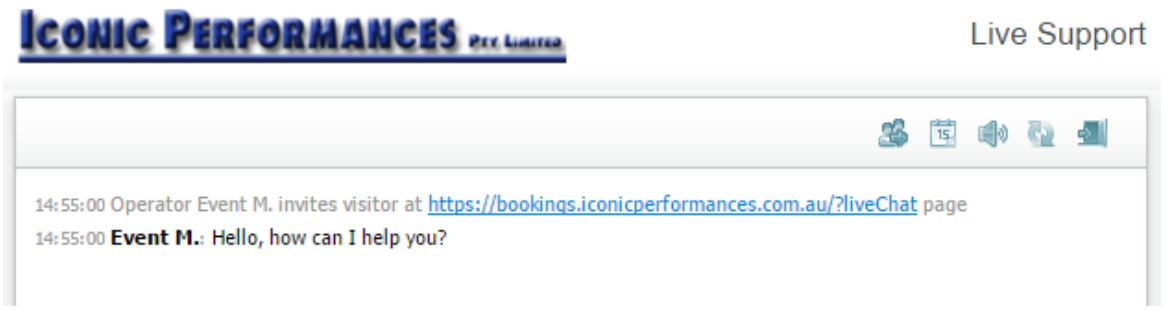
5. It will show the Staff member (operator) who is looking after the customer.Â Will only show if a staff member is chatting with the customer/visitor.
6. The total time of the chat.
7. The length of time the customer has been waiting in queue.
8. Misc simple identifies what browser they are using, in case their is a technical problem.Â

5. To assist/speak and begin a LIVE CHAT with the customer/visitor Click on the customer name



Â
to begin communicating witht customer/visitor or press the  Â button, which will also open up the chat window for you to communicate with the customer.Â
Please note: The yellow page button  Â allows to you view the chat that another staff member is having with the customer

6. The LIVE CHAT window will open.

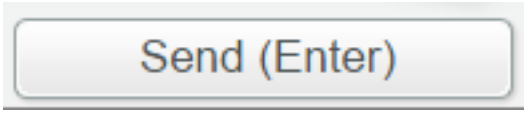


7. In the bottom of the window a text box area is available for you to communicate with the customer/visitor. Enter a message to the customer.

For your first message, use the Pre-Select messages by clicking on the drop box
.
Refer to First and Most Important responses to use with a customer on Each Live Chat Request or Discussion
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.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:07
https://staff.iconic.productions/KB/content/0cat=44/231/en/2-live-chat-customer-enquiry-request-on-live-chat-notification-what-is-it-and-how-to-use-i

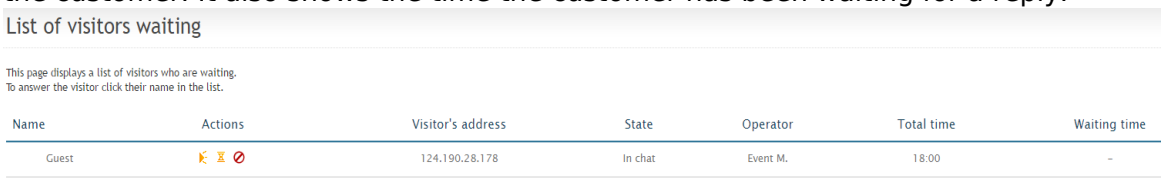
8. To communicate with the customer, enter your text in the text box and press enter or the



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 individually to maintain continious and professional communications with the customer.

9. 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.

10. 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.


List of visitors waiting

This page displays a list of visitors who are waiting.
To answer the visitor click their name in the list.

Name	Actions	Visitor's address	State	Operator	Total time	Waiting time
Guest		124.190.28.178	In chat	Event M.	18:00	-

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.

11. 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.

12. 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.

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:07
https://staff.iconic.productions/KB/content/0cat=44/231/en/2-live-chat-customer-enquiry-request-on-live-chat-notification-what-is-it-and-how-to-use-i

Live Chat

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.

Â

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

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.

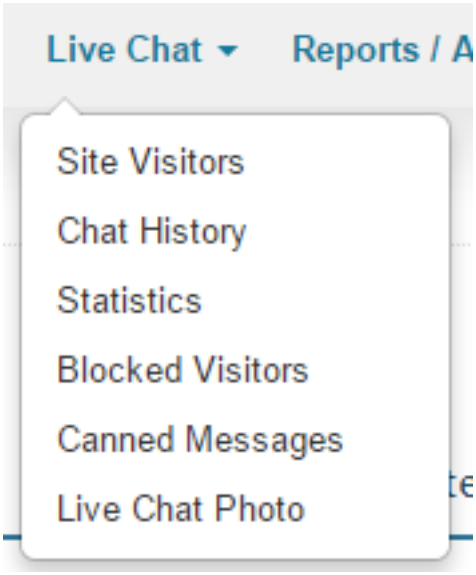
4. What are and what do the Actions buttons


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

5. What do the LIVE CHAT menu items

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:07

Live Chat



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:

Unique solution ID: #1230
Author: n/a
Last update: 02-Oct-2017 02:14

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:07
https://staff.iconic.productions/KB/content/0cat=44/231/en/2-live-chat-customer-enquiry-request-on-live-chat-notification-what-is-it-and-how-to-use-i