Live Chat

Customer is already being assisted by a staff member in LIVE CHAT?

If you receive the window that says

Visitor Test Custoemr is already being assisted by (xxxxx)..
Are you really sure you want to start chatting the visitor?

You may have accidentally click on a customer name that is already being assisted.Â You have one of two options

1. **Option 1:** Press the button that says **Yes. I'm sure.**
   If you press this button, it will allow you to begin chatting with the customer and will drop off the other staff member.
   Please note: only do this if you asked the other staff member on SLACK to take over control.

2. **Option 2:** Press the button that says **No. Close the window**.
   This is normally what you should press, if you see this window as most of the time, you should not be taking over a conversation from another staff member unless you have been asked to from the staff member or from a Team Supervisor.

Attached files:

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