

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.

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