Live Chat

3) Live Chat - CUSTOMER LEFT MESSAGE on LIVE CHAT notification. What is it and how to use it?

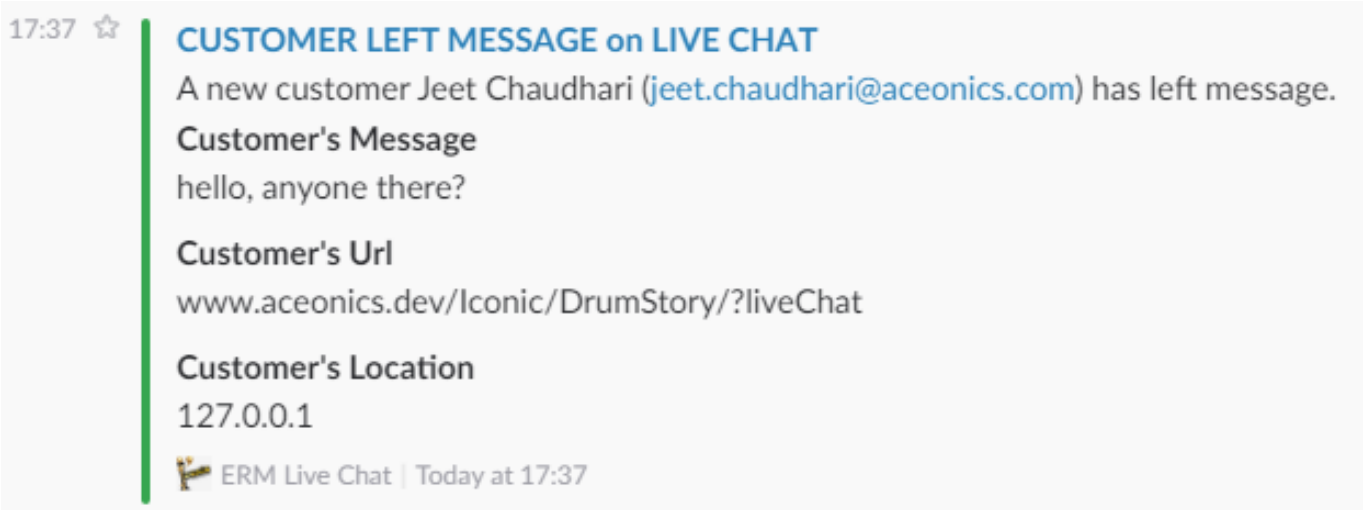
LIVE CHAT is a instant chat system that monitors all potential browsers and customers who access or browse any of Iconic's owned websites. These include:

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

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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**. A customer may choose to request assistance by click on the Assist button. If the customer clicks on the LIVE CHAT button that says a **Sales / Event Consultant is available to assist you** and **no sales or event staff member is available or are offline** the customer/visitor may choose to leave a message on live chat, which will be displayed on the **SLACK COMMUNICATIONS** for the next available sales and event staff of Iconic.

The notification on **SLACK COMMUNICATIONS** when a customer or browser clicks on the **Sales / Event Consultant is available to assist you** and **no sales or event staff member is available or are offline** will look something like this ...



The information on the notification will tell you of

1. Notification that a NEW CUSTOMER has left a message onÂ LIVE CHAT.
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 display the email address the customer wishes to be contacted on.
4. It will show the question they have asked.
5. The current URL or website page the customer is looking at
6. The customer's locaton.

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WHAT TO DO IF YOU RECEIVE A NOTIFICATION ON SLACK ABOUT A CUSTOMER LEFT MESSAGE on LIVE CHAT?

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

1. Inform all staff on SLACK you are actioning the notification received.

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https://staff.iconic.productions/KB/content/0cat=44/233/en/3-live-chat-customer-left-message-on-live-chat-notification-what-is-it-and-how-to-use-it.

2. Check the ERM and search for the email address of the customer.
    1. If the email address is found, meaning the customer is an existing customer.Â Do the following
        1. create a NEW HISTORY note on the customer account.
        2. Copy the notification from SLACK and paste it in the details of the new history on the customer account.
        3. Save the new history.
        4. Send an email to the customer assisting them with the enquiry and create a follow up as per normal.
    2. If the email address is not found on the ERM, meaning the customer is not an existing customer, do the following:
        1. Create a new account for the customer in the ERM by clicking on ADD NEW CUSTOMER.
        2. Complete all the detail fields of ADD NEW CUSTOMER as best as you can.
        3. Save the NEW CUSTOMER.
        4. create a NEW HISTORY note on the customer account.
        5. Copy the notification from SLACK and paste it in the details of the new history on the customer account.,
        6. Save the new history.
        7. Send an email to the cusxtomer assisting them with the enquiry and create a follow up as per normal.

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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.

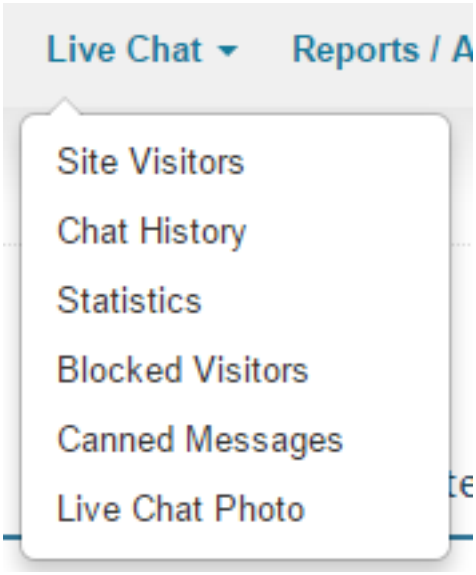
3. How to transfer a chat to another staff member? Click here to read more.
4. What are and what do the Actions buttons


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

5. What do the LIVE CHAT menu items

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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:

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