Live Chat

What do the state Status of Live chat mean?

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**.
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.

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

1) Live Chat - New Customer on LIVE CHAT notification.Â What is it and how to use it?

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

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

Attached files:

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URL: https://staff.iconic.productions/KB/content/0cat=44/234/en/what-do-the-state-status-of-live-chat-mean.html