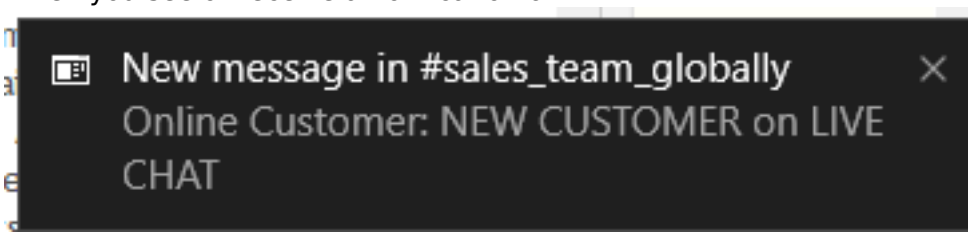
Live Chat

Quick Reference for Sales Online Customer on Live Chat

All customer who visit and browse our website will automatically send all sales/events staff notification.Â This is a great opportunity for sales staff to try to engage with the online customer.

When you see or receive a notification of



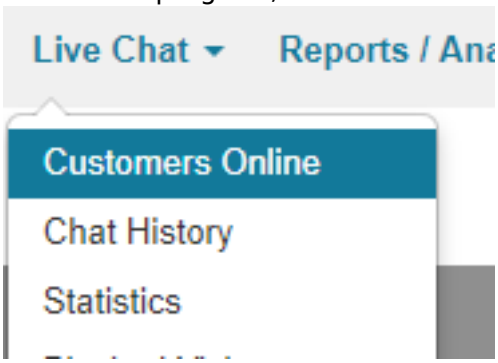
It means a potential customer is visiting our company website.Â Immediately go to the 

channel on SLACK.

Scroll down to the bottom to see the customer / browser and their location.

After seeing the notification proceed to try to contact them online by doing the following.

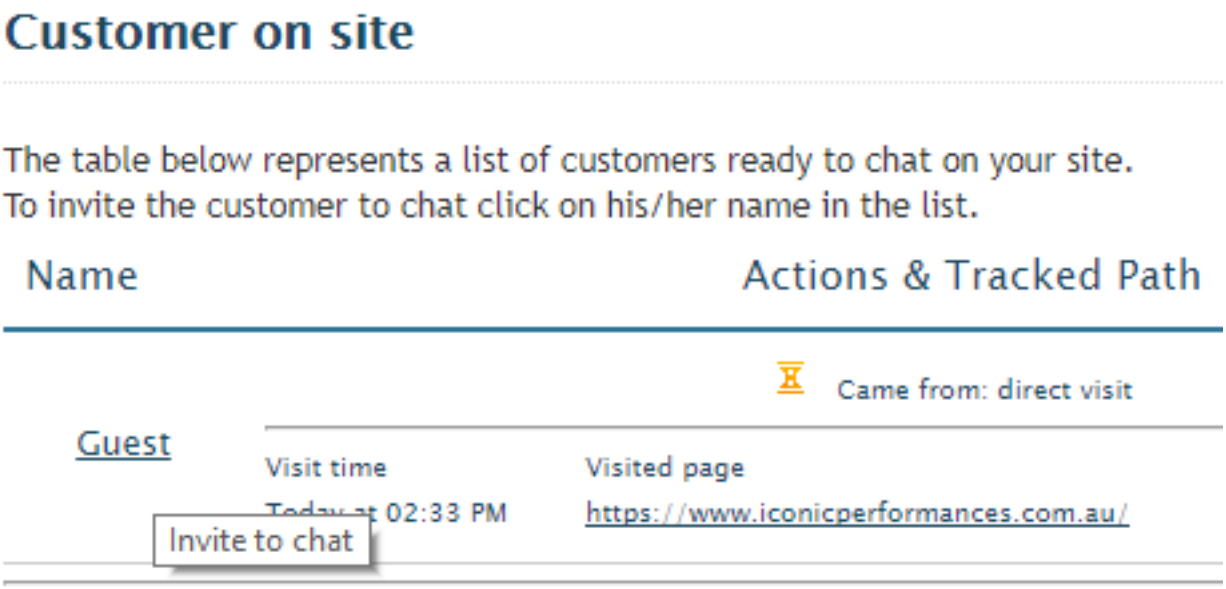
1. In the ERM program, click on **Live Chat** and Customers Online



2. If a window comes up saying **NEW CUSTOMER ONLINE** press **OKAY**

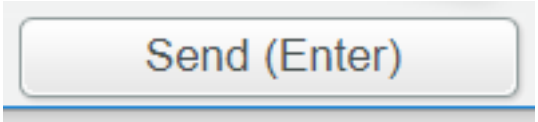
3. Under the Banner of Customers On Site, press the link word **Guest**

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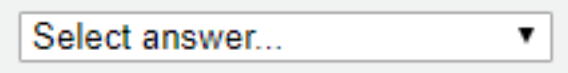
This will open up a chat window.Â

4. In the bottom white square rectangle, enter a nice text to let the customer / browser that you can assist them and press the **SEND** button



or you can use the pre-list options.

1. To use the pre-list options press the **Select Answer** drop field and choose the best response.

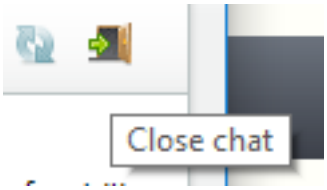


2. Then press the **Send (Enter)** button

5. Start the conversation with the customer and ask three very important pieces of information.
    1. Their Name
    2. Their best contact number (in case the live chat drops out)
    3. Their email address (in case the live chat drops out)

6. Continue the conversation with the customer.

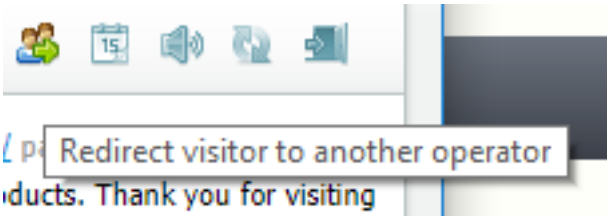
7. If the customer does not respond or the conversation has ended press theÂ  **Close Chat** Button.



8. If you need to transfer the Live Chat to another Iconic Staff Member press the  button

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and select the staff member to transfer the Live Chat to.



Attached files:

Unique solution ID: #1315
Author: Lei Bao
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