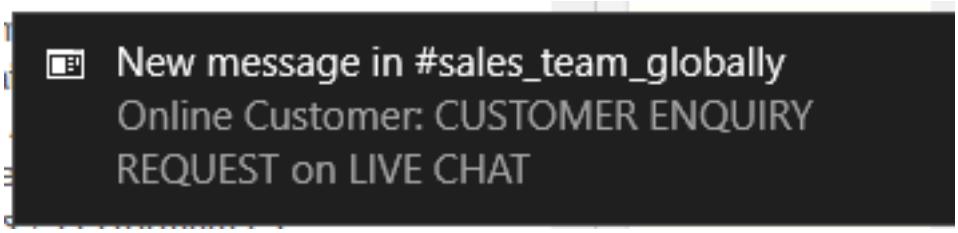
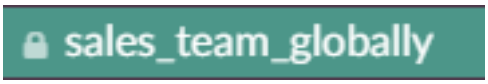
# Live Chat

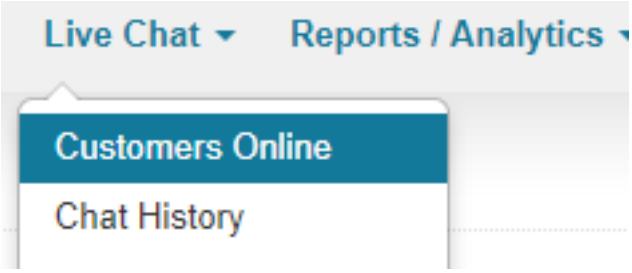
## Quick Reference Online CUSTOMER ENQUIRY REQUEST on LIVE CHAT

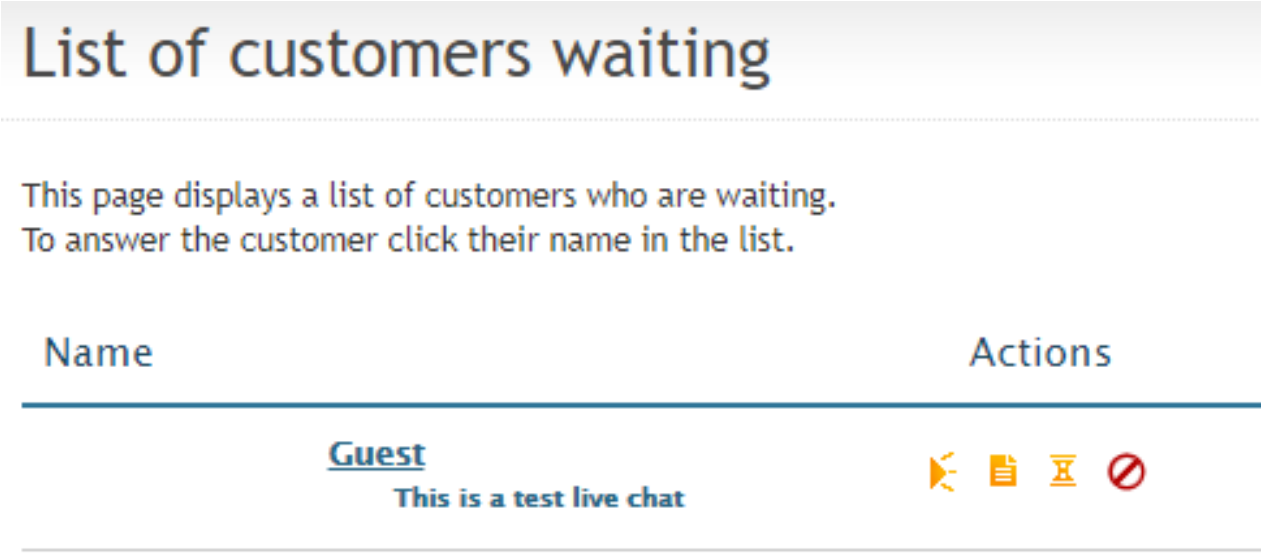
Our customers and potential browsers may use our Online Live Chat System to enquire about a booking or an event or speak with our Sales and Event Staff.Â  If they request this, they will use our Live Chat Feature and add their details.Â  On Slack you will receive a notification like this




1. When you receive this notification, quickly go to the 

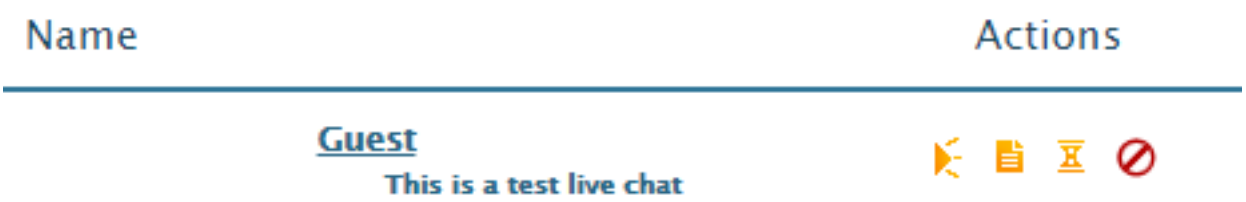
channel on slack and scroll to the bottom to find the Customer Enquiry Request.

2. Quickly go to the **ERM** and click on Live Chat and **Customer Online**.



3. Where it says **List of customers waiting**Â  you will see below the word **Name**, the name of the customer who wants to chat Live Online.Â  Most of the Times it will write Guest, but it could write the name of the customer, if they entered their name.



4. Click on the customer name (**Guest**) or click on the **triangle**  pointing to the right to start a Live Chat Online with the Customer.

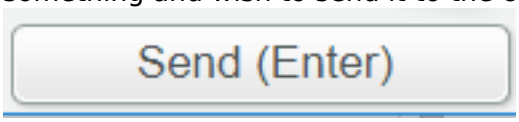

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URL: https://staff.iconic.productions/KB/content/0cat=44/319/en/quick-reference-online-customer-enquiry-request-on-live-chat.html




5. A Live Chat Window will open up and in the bottom White Field, you will be able to start talking with the customer.
   Start the conversation with the customer and ask three very important pieces of information.
   There are some very important responses you should use at the beginning of every Live Chat Conversation ...
   refer to First and Most Important responses to use with a customer on Each Live Chat Request or Discussion
   **and this will assist you with obtain valueable information like ...**

   1. Their Name
   2. The Company they are calling from (if applicable)
   3. Their best contact number (in case the live chat drops out)
   4. Their email address (in case the live chat drops out)

6. Now market and promote the show and assist the customer.Â  Each time you write something and wish to send it to the customer online, press the **SEND** button.




7. The following buttons  are available for you to use on the system.Â  By placing your mouse over each button it will give you a brief description of what the button does.
   1. Press  to send the chat conversation by email to a specified email address.
   2. Press  to turn off sound.Â  This is **NOT EVER** to be pressed as you will not be notified of the customer respones.
   3. Press  to refresh the Live Chat Conversation.
   4. Pressing  will check the security of the Live Chat.Â  This **SHOULD NOT BE PRESSED** as it will stop the conversation.Â  If accidentally press, right click on the Live Chat window and press the Back Button.
   5. Press  to exit and save converstation.Â  When you press this button you will be asked to confirm you wish to leave the chat.Â  Press **OK** to leave or **Cancel** to return to the chat.Â  Once you press OK you will not be able to talk to the customer again.

Attached files:


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# Live Chat

Unique solution ID: #1318
Author: Lei Bao
Last update: 02-Oct-2017 02:16


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