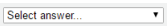
Live Chat

First and Most Important responses to use with a customer on Each Live Chat Request or Discussion

When you first begin speaking with a potential customer on live chat you should use these responses ALWAYS in the beginning.Â The responses are found in the Live Chat Window Drop Box. 

1. First Response to use is ... 1st Response to customer

   After sending this response, which is used to greet the customer, please make sure you have the customer's first name at least when you address them.

2. After receiving the name of the customer use the 2nd Response - Phone Details in case Drop Out

   To obtain the customers contact telephone details.Â This is essential to ensure that we can follow up with the customer for future promotions and/or in case of a drop out.

3. Scroll to the top of the conversation and see if the customer provided their email address.Â If they did not ask for the customer's email address.

4. Then proceed to communicate with the customer.

Â

When you are finished with the customer use the Final Close Response to customer to always end the conversation on a positive note and to let the customer know the conversation has been terminated/closed.

Attached files:

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