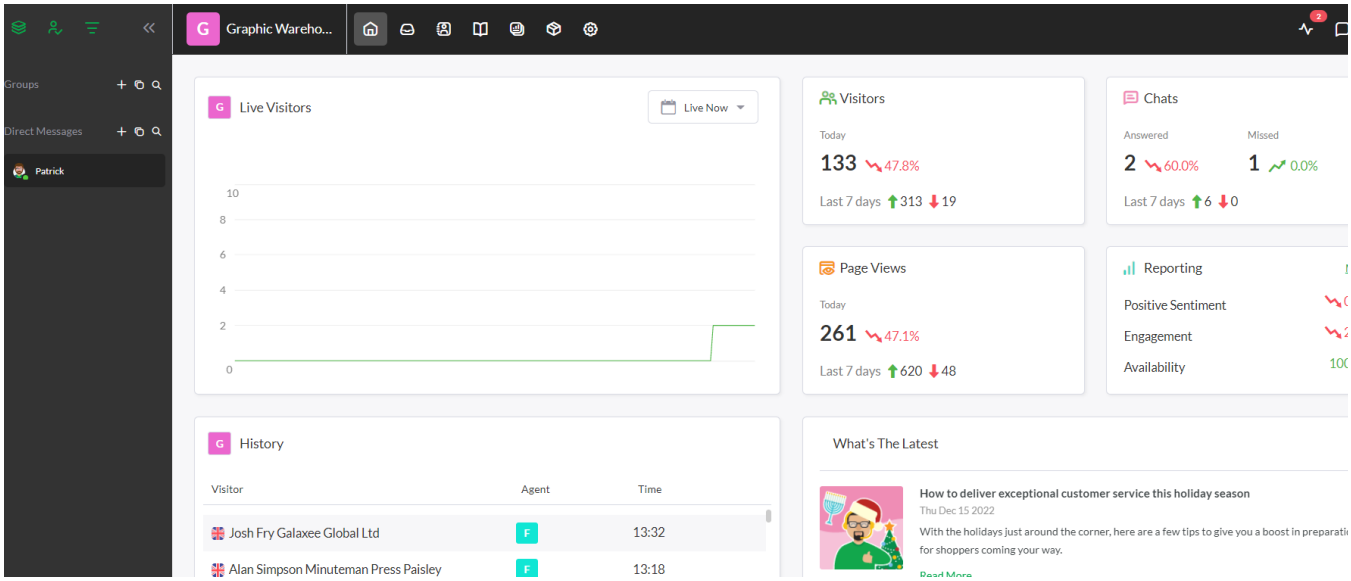
Tawk (Live Chat)

- Tawk Live
- New Page

Tawk Live

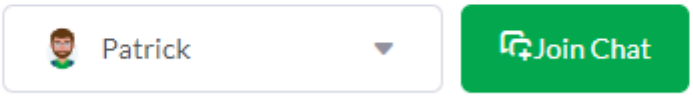
1. Log into the chat with your email and password
2. You will see the Home Page - see Image A

IMAGE A



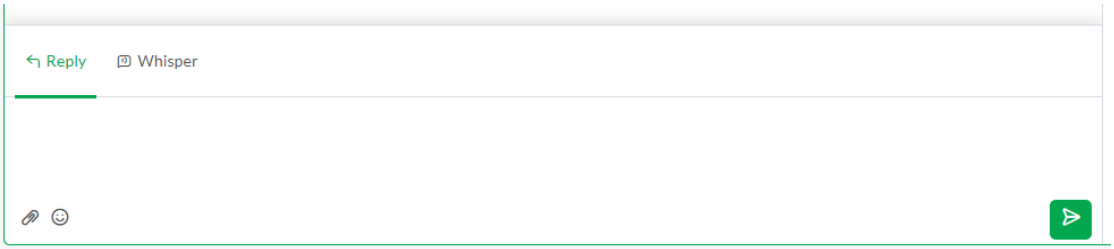
3. The message alert will come through as a ring tone
4. Click 'Join Chat' to Answer see Image B - you will see the message appearing along with the customer's name etc

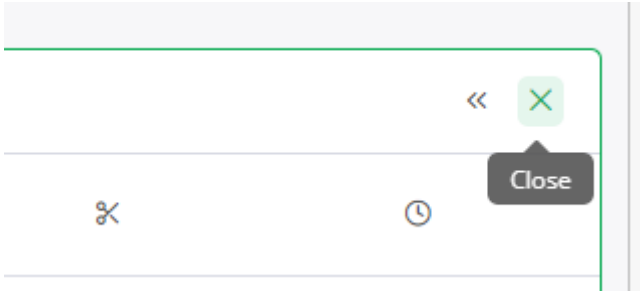
IMAGE B



5. Click on Reply see Image: C below
6. Start by typing Hi - and let the chat begin!
7. Customers will either be asking for advice on products, availability of a rush job, tracking their delivery etc
8. If you cannot answer the question, you can click on the 'Whisper' tab see image C below and ask for help. You either copy and paste the answer in or ask for help to continue with the message.

IMAGE C

9. 

10. When the message has ended - click the X on the top right to end the conversation see IMAGE D. **IMAGE D**
11. 

12. Remember to answer the chat request within 3 rings and end the chat when you are finished.

New Page

Search for www.tawk.to and log in - with your email address and password.

image-1697530683533.png

Image not found or type unknown

image-1697530717251.png

Image not found or type unknown

Customers access 'The Chat' through the website - you will receive a notification when the customer is looking for advise.

The notification will come through your headset.

This site is also a good way to monitor how many customers are currently online.

Customer on line -

How to answer request /send message

General Responses

Contact email direction

Whisper Tab

Use of emojiis

Closing the chat