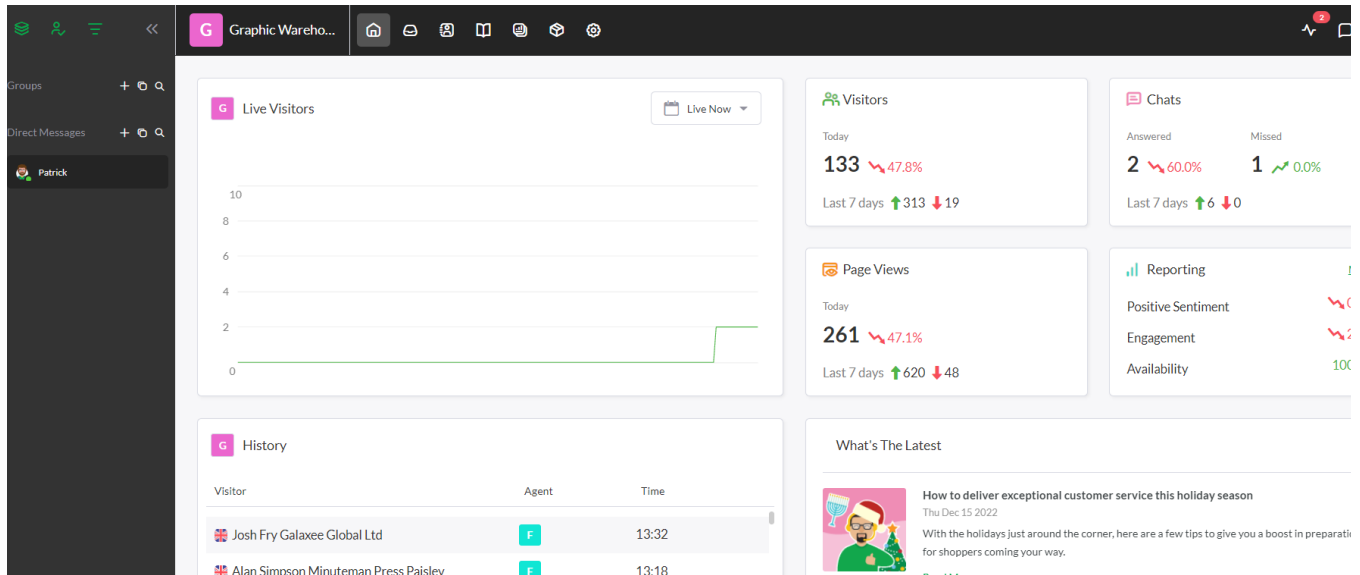


# Tawk Live

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

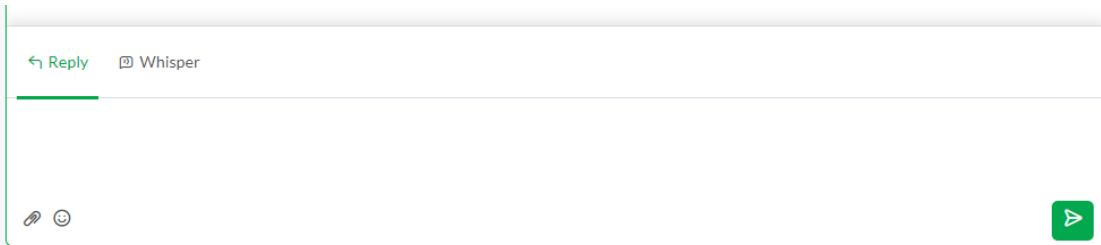
**IMAGE B**



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**

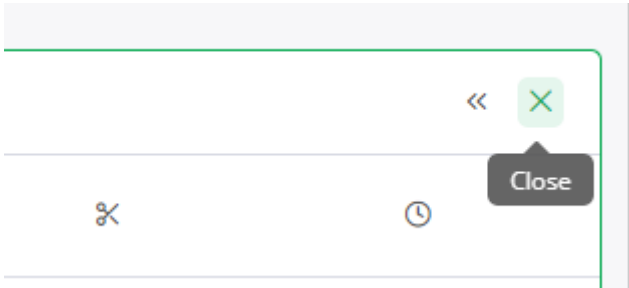
9.



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.

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Revision #5

Created 31 August 2022 16:27:38 by Frances McCorry

Updated 21 December 2022 15:28:52 by Patrick Spencer