

Expert Chat 2.0 – Initial Setup



4 Steps for Expert Chat 2.0 Initial Setup



Purpose

All support engineers should follow the steps described in this process to ensure a consistent Expert Chat delivery among Product Support locations.

Notes



Expert Chat Trainings are delivered by Support Centers RTS Champions. Contact your manager or your local RTS buddy to get more details on how to attend an Expert Chat Training

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Self-Assignment to Expert Areas (cont.)

To perform the self-assignment to Expert Areas, please follow the steps described here.



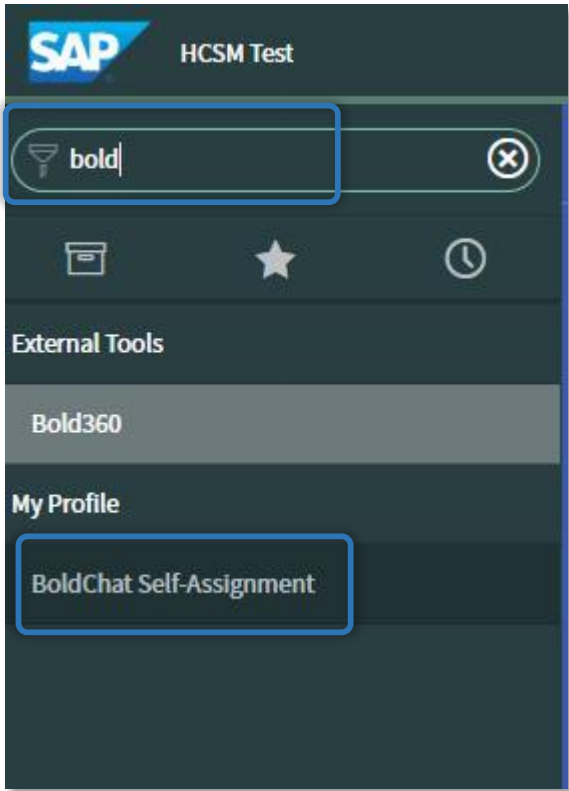
Option A: Self-Assignment at BCP

Step 1

Open Administration menu

Step 2

Click in BoldChat Self-Assignment



Option B: Self-Assignment at NOW (UI16 only)

Step 1

Search for Bold

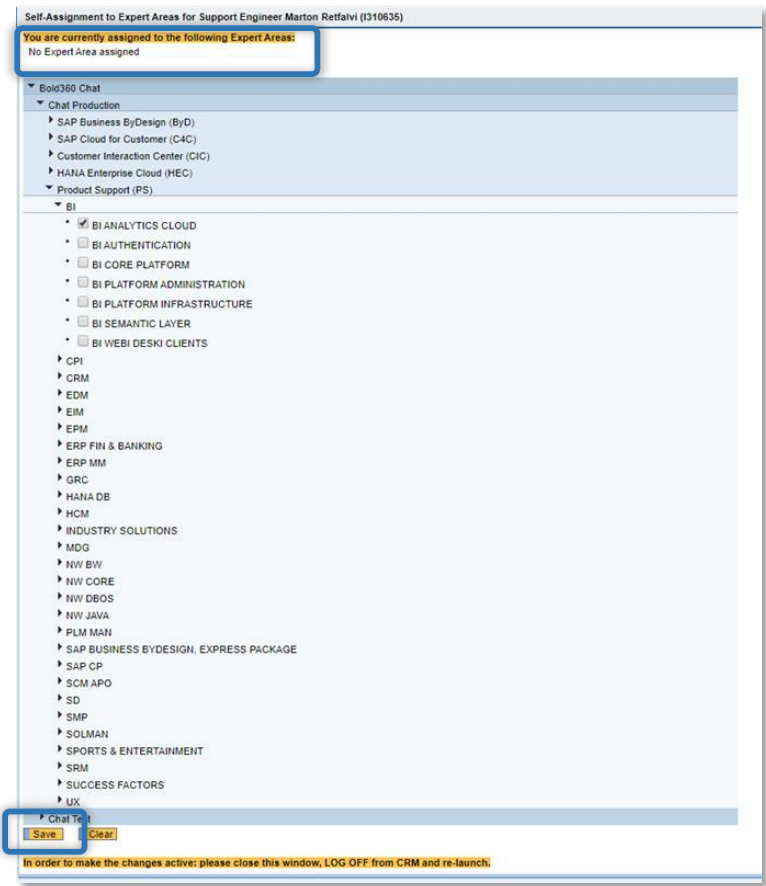
Step 2

Click in BoldChat Self-Assignment

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Self-Assignment to Expert Areas

To perform the self-assignment to Expert Areas, please follow the steps described here.



Remove marton's name

Step1

- Open Bold360 Chat
- Expand Chat Production
- Open your functional area
- Select your Expert Areas
- Click in Save

Notes

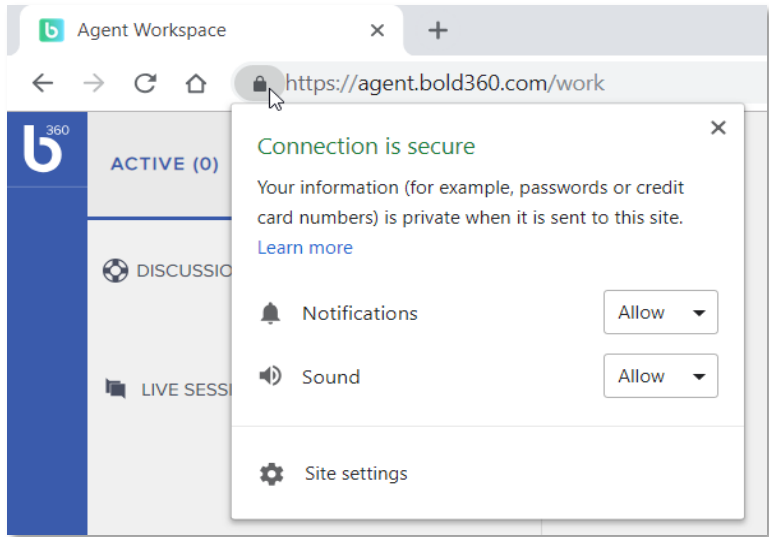
Your assigned Expert Areas will appear at the top of the list
It is required to restart Bold360 application after any Expert Area assignment.



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Enable your Browser Notification

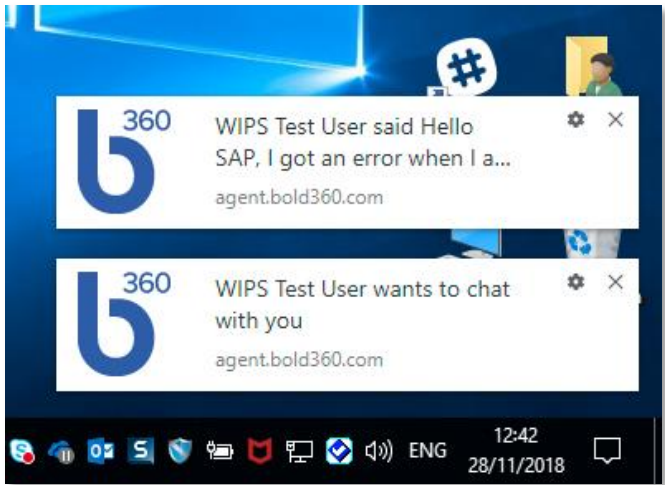
To enable your browser notification for Expert Chat, please follow the steps described here.



Step1

For Setting up Chrome Notifications:
Select padlock - View site information ->
Notifications and Sound -> Select “Allow” or

Go to Site Settings -> Notifications and Sound
-> Select “Allow”




Step2

If the Bold360 workspace is minimized, you will receive
Notifications for incoming chats.

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Install Chat Monitor Tool

Notes



Chat Monitor Tool

- Chat Monitor Tool is an external tool to facilitate support engineers to monitor specific Chat queues
- For more details click [here](#)
- To download the Chat Monitor Tool, click [here](#).

Change Log

Secondary title if needed

What is a change log?

What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

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Process owner

Change Log

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