Expert Chat 2.0 – Getting an Expert Chat Session

2 Steps to Get an Expert Chat Session
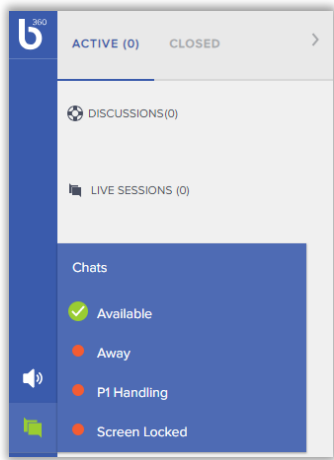
Set your Agent Status ➡ **Accept an Expert Chat Session**

Bold360 Agent Status

Bold360 Agent Workspace has four statuses: Available, Away, P1 Handling and Screen Locked

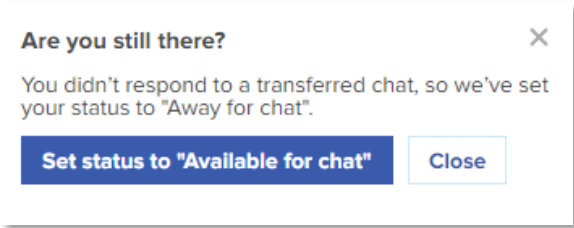To be able to get chat session, your status should be set to **Available**

Status Available

To be able to get chat session, your status should be set to Available

Status Away

Your status is automatically set to Away, if you don't respond to an Expert Chat Session within 60 seconds, the chat is then reassigned to another agent.

An agent who fails to answer in time is set to Away status to prevent new chats from being assigned. The agent must then explicitly set their status to Available.

Away status should not be used deliberately. In case, you do not want to receive Expert Chats, logoff from Bold360 Agent Workspace.

You can receive Handover Chats, when you have Away status.

Status P1 Handling and Screen Locked

P1 Handling and Screen Locked statuses are set automatically by the Chat Monitor Tool to prevent chat interactions been assigned to you when you are not available.
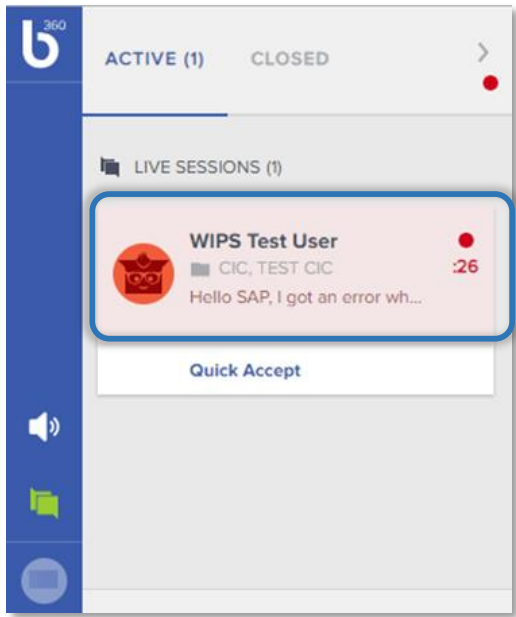
Notes ⚠

Customer can only see the Start Chat button if at least one engineer is with status **Available** in the queue

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Accepting an Expert Chat Session

All sessions must be accepted manually at Bold360 Workspace.

To accept a session, please follow the steps described here.

Step 1

To accept the Chat, click in the session box. The Chat opens in a swim lane in the workspace to the right and is ready to work with

Brief information of the incoming Expert Chat session is available in the session box, in the following order:

Customer name

Chat Queue

Description

Notes ⚠️

Countdown timer to transfer the Expert Chat session to next support engineer available, after 60 seconds. When the customer sends you more than one message, you see multiple red spots next to their name

Change Log
Secondary title if needed

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Reilly, Ruth; Rodden, Stephen; Nagy, Janos; Sipocz, Eszter; Iturbe, Lucia; Maier, Bernd; Park, Jung In Kumar, Santhosh; Tang, Claire; Murray, Chris H	February 21, 2019	▪ New document for Bold360	Released
1.1.0	Melinda Ludanyi	May 2, 2019	▪ WIPS 4.0 Initial Document	Draft
1.1.1	Lisandro Magnus	November 22, 2019	▪ Document Template Update	Released