

Expert Chat 2.0 – Accessing Bold360 Web Workspace

Bold360 Agent Workspace

To access Bold360 Agent Workspace, please follow the steps described here.



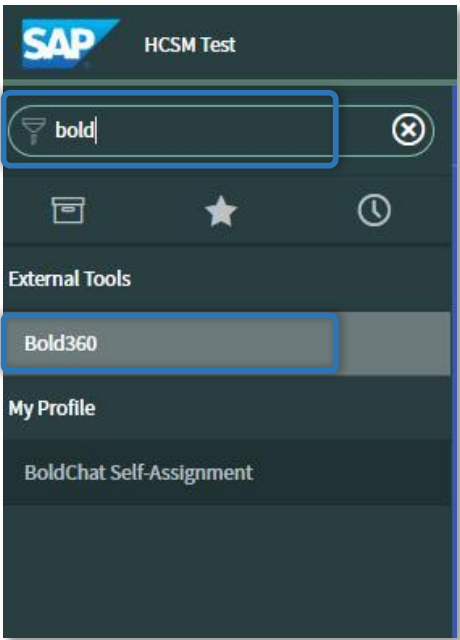
Option A: Via BCP

Step1

Open Administration menu

Step2

Click in Bold360 Chat



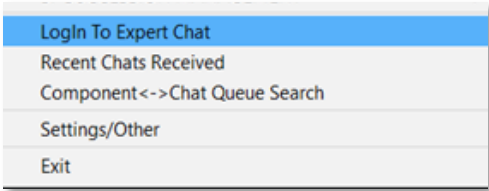
Option B: Via NOW (UI16 only)

Step1

Search for Bold

Step2

Click in External Tools Bold360



Option C: Via Chat Monitor Tool

Step1

Open Chat Monitor Tool

Step2

Click in Login to Expert Chat

Notes



Latest Chrome Browser should be used to access Bold360 Agent Workspace

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

Lisandro Magnus, [Brasil](#)
Process owner

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, Chrish H	February 21, 2019	<ul style="list-style-type: none">New document for Bold360	Released
1.1.0	Melinda Ludanyi	May 2, 2019	<ul style="list-style-type: none">WIPS 4.0 Initial Document	Draft
1.1.1	Lisandro Magnus	November 22, 2019	<ul style="list-style-type: none">Document Template Update	Released