

Expert Chat 2.0 – Unresponsive Customers

Guidelines to handle Expert Chats sessions when the customer is unresponsive

- Rephrase your last reply to ping the customer again
- Give warning after 5 minutes using the canned message **/ps-unrespon5**
- End session after additional 5 minutes after the 5 minutes warning using the canned message **/ps-unrespon10**
- In case the customer replies, you continue and if they become unresponsive again the warning may come after 5 minutes.
- Not applicable if the customer explicitly asks for short break!

Notes



You use Canned Messages to facilitate the communication with the customer.

Important to document unresponsive messages in the transcript before ending the Chat session

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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Change Log

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