

Crisp.chat training



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**Nowadays, messaging is a major
and favored medium for customer service
all around the world.**

WHAT IS **crisp** ?

- A **French company** created in 2015
- Offers a **business messaging platform**
- **+500,000 customers** around the world

Rakuten

e-commerce

AIRFRANCE

Airline



Automobile
manufacturer



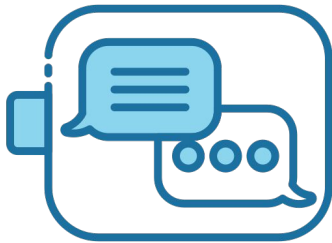
Digital solutions for
efficiency and
sustainability



crisp

is a messaging platform (Helpdesk & Customer Support).

It centralizes all your conversations with the travellers.



Live chat



Emails



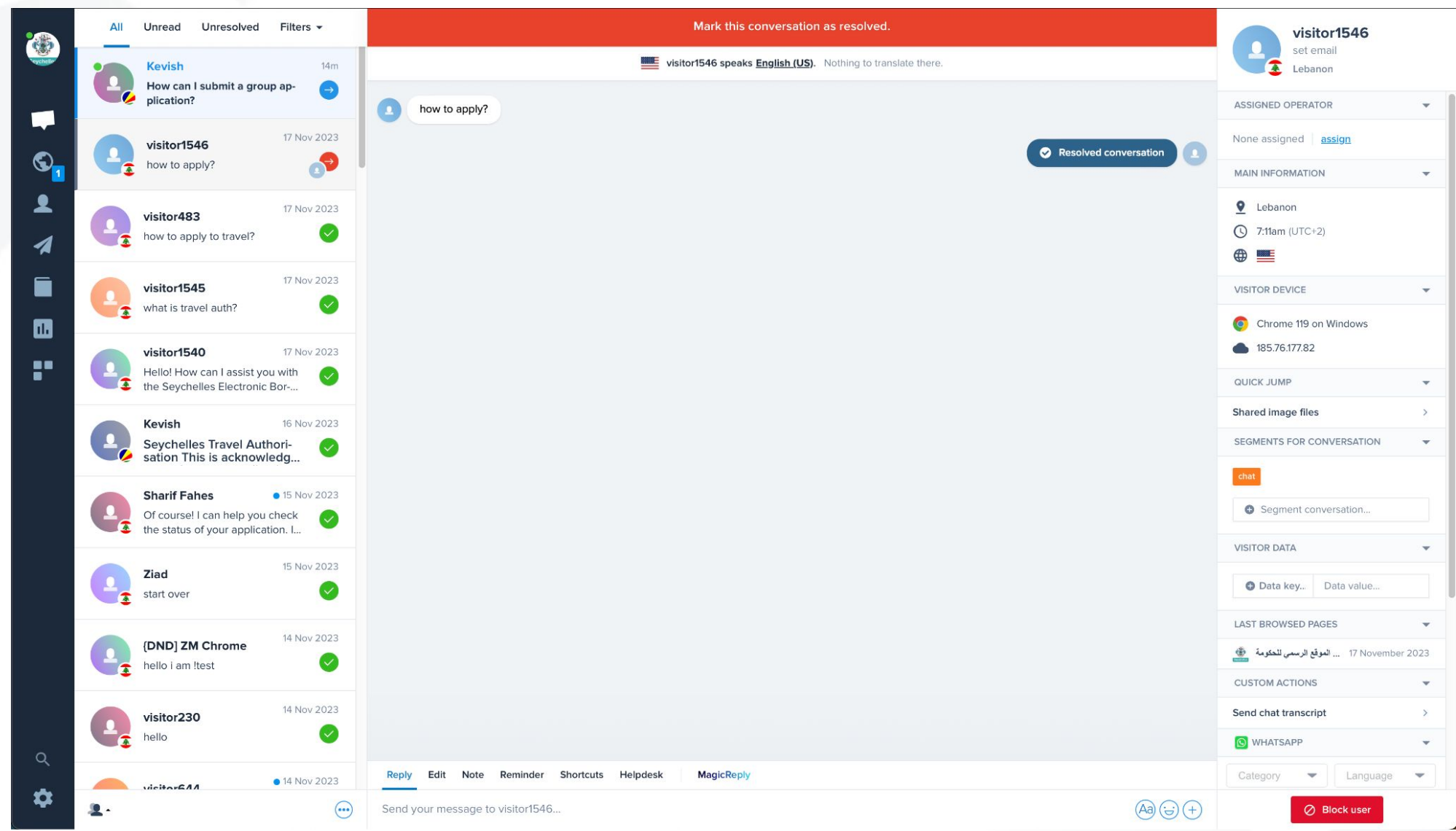
Whatsapp

Providing support to the travellers.

Basically, **travellers may submit queries for two major reasons:**

- **Support for filling and submitting their eTA application.**
 - They may have difficulties to upload a document or to provide the required information.
- **Information about the **application status**.**
 - For that reason, their reference number is necessary for checking it within the Visitor Management Platform (VMP).

Crisp chat interface offers the best customer service.



Checking chat statuses.

- **Blue** - Pending (waiting for a response from an agent)
- **Red** - Query is still open or unresolved (agent has responded)
- **Green** - Query has been resolved.

Focus on chats that are pending or unresolved.

The screenshot displays a chat management interface. On the left, a sidebar shows a list of chat conversations with their status indicators (Blue, Red, Green) and timestamps. The main area on the right shows a detailed view of a chat with visitor1546. The chat header indicates the visitor's language is English (US) and provides a button to 'Mark this conversation as resolved.' The chat content shows a message from the visitor asking 'how to apply?'. The right sidebar contains metadata for the chat, including the assigned operator (None assigned), main information (Lebanon, 7:11am UTC+2), visitor device (Chrome 119 on Windows), and visitor data. At the bottom, there is a 'Send your message to visitor1546...' input field and a 'Block user' button.

Chat List (Left Sidebar):

- Blue** - Pending (waiting for a response from an agent)
- Red** - Query is still open or unresolved (agent has responded)
- Green** - Query has been resolved.

Chat Detail View (Right):

Header: Mark this conversation as resolved. visitor1546 speaks English (US). Nothing to translate there.

Chat Content: how to apply?

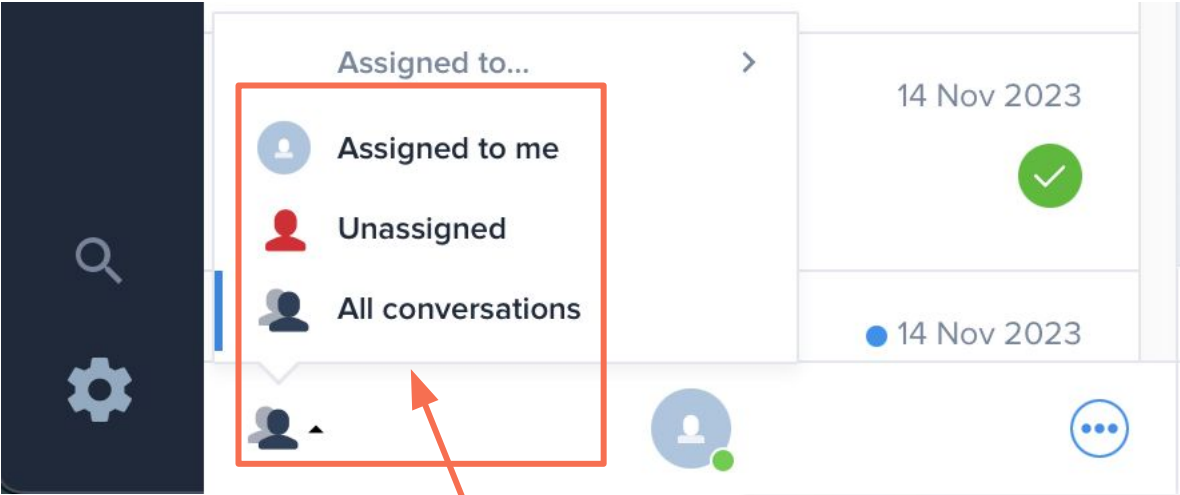
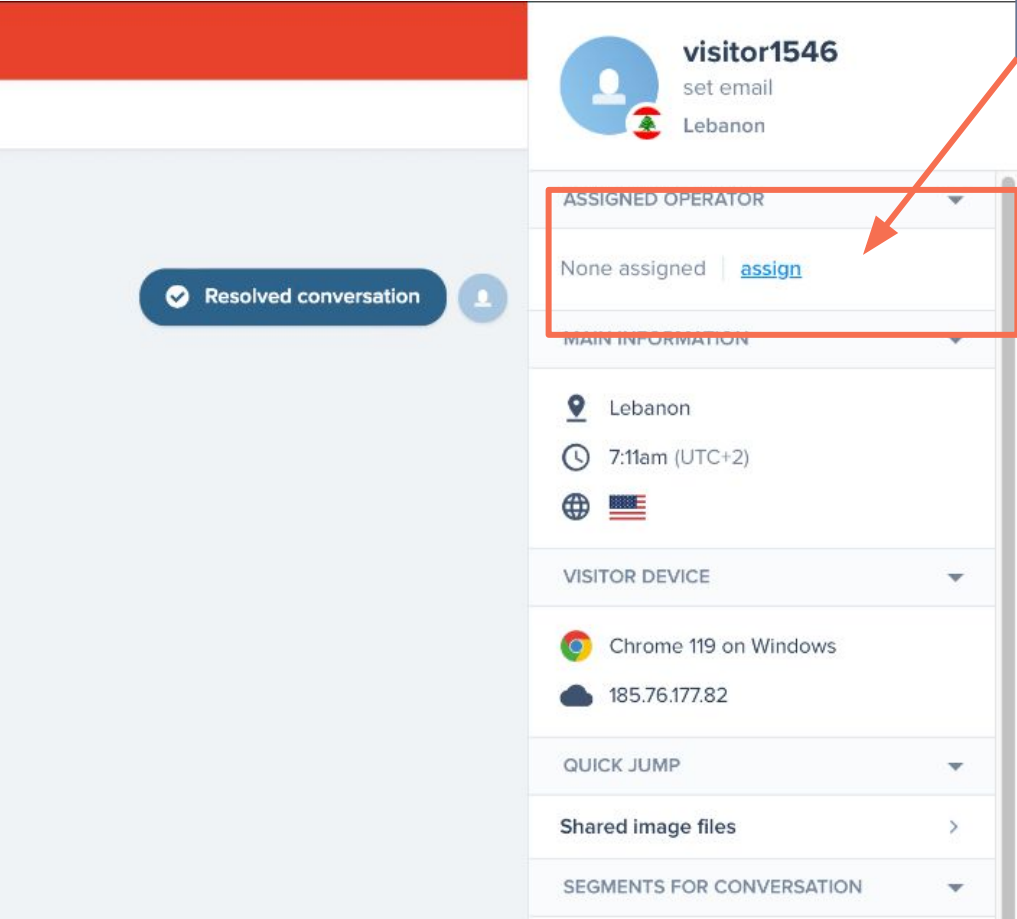
Right Sidebar Metadata:

- ASSIGNED OPERATOR:** None assigned | [assign](#)
- MAIN INFORMATION:** Lebanon, 7:11am (UTC+2)
- VISITOR DEVICE:** Chrome 119 on Windows, 185.76.177.82
- QUICK JUMP:**
- Shared image files:**
- SEGMENTS FOR CONVERSATION:**
- VISITOR DATA:** Data key..., Data value...
- LAST BROWSED PAGES:** ... الموقع الرسمي للحكومة ... 17 November 2023
- CUSTOM ACTIONS:** Send chat transcript
- WHATSAPP:**
- Category:** Language
- Block user**

Bottom Bar: Reply Edit Note Reminder Shortcuts Helpdesk MagicReply Send your message to visitor1546...

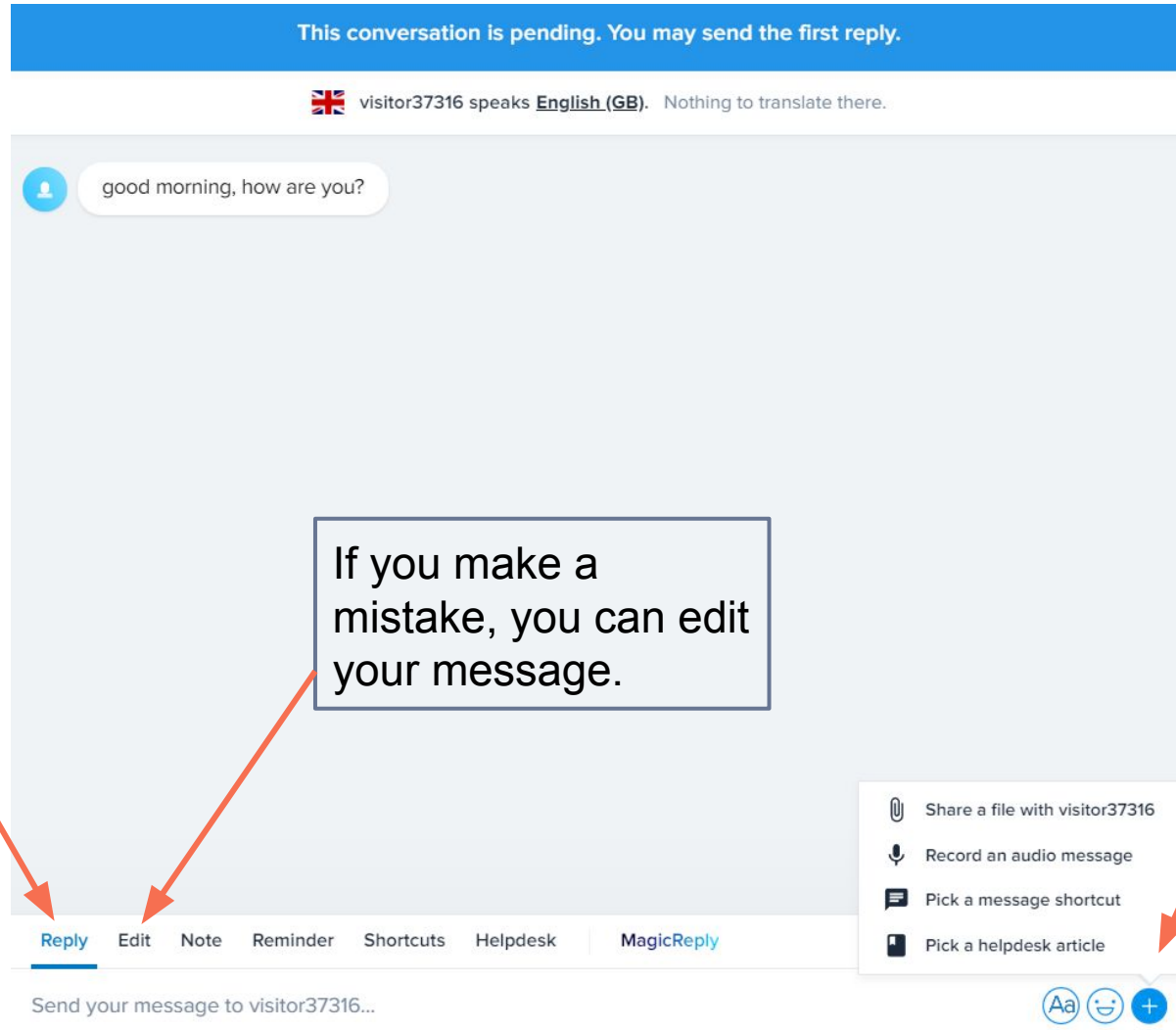
Assigning a chat.

When you're working on a chat - first ensure you are assigning it to yourself.



You can filter chats that are assigned to you. Do this by moving your cursor to the people icon in the bottom left corner of the screen and select "Assigned to me".

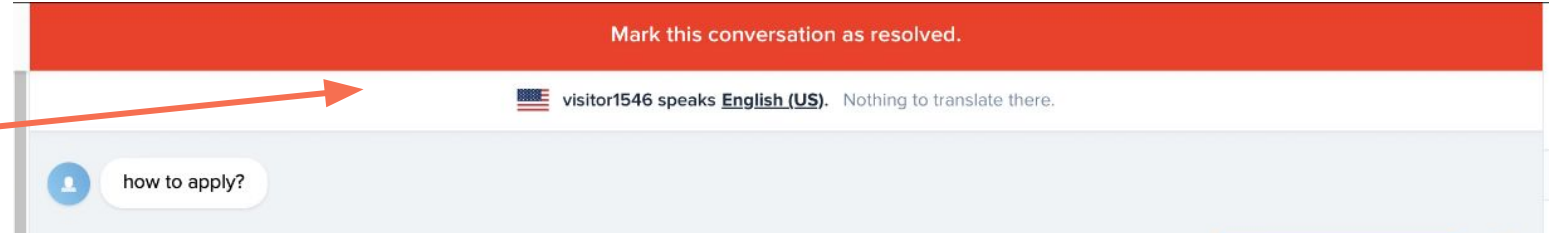
Replying to a chat.



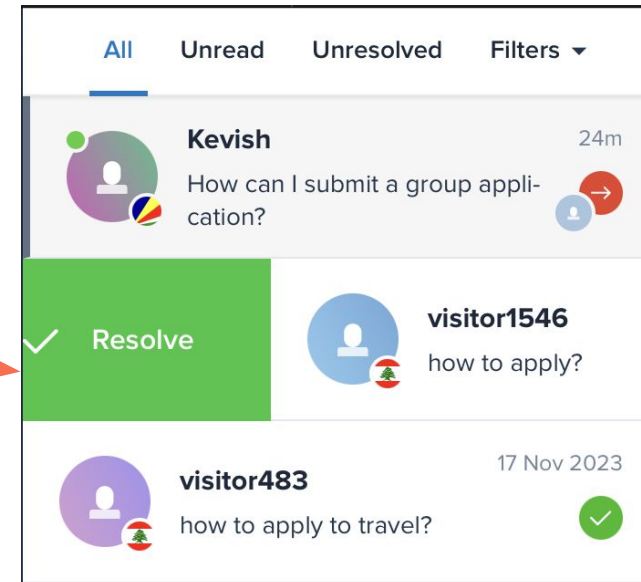
Resolving a chat.

To resolve a chat, you can:

- Click on the orange bar at the top
 - This will make it green.

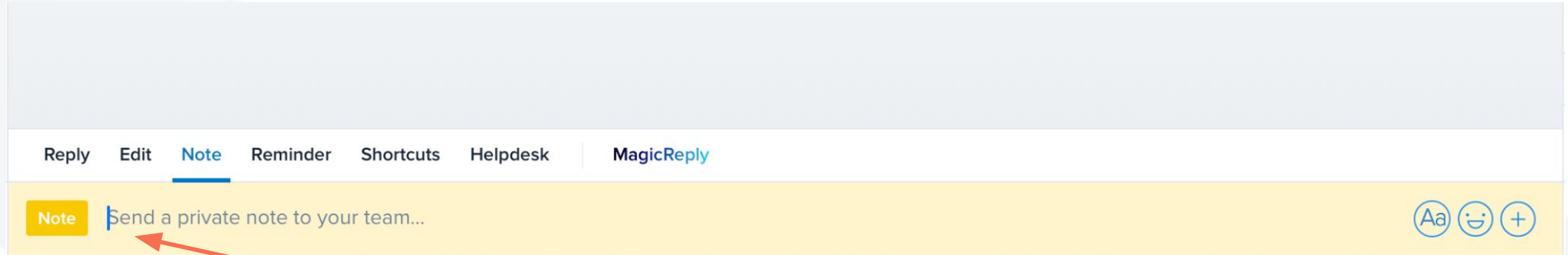


- In the chat list, click and drag the chat to the right.
 - Release the mouse when the green “Resolve” is fully visible.



If the traveller sends a new message, the conversation will automatically be marked as unresolved.

Leaving internal notes.



If you want to leave internal notes (the traveller won't see it), you can:

- Click the “Note” button or;
- Typing /note in the chat box

Both options will turn the chat box yellow to indicate that you are leaving a note.

You can also mention someone in your team by using the @ sign. This person will then be informed that he/she was mentioned for providing additional information and/or take over the conversation.

Translating messages.

The screenshot shows a chat interface with two panels. The top panel has a blue header with the text "This conversation is pending. You may send the first reply." Below the header, it says "visitor10186 speaks **German**. See last messages in English (GB)" followed by a red-bordered button labeled "Start LiveTranslate". A message bubble from the visitor says "Wann kann man die ETA beantragen?". The bottom panel also has a blue header with the same text. Below it, it says "LiveTranslate currently active on messages with visitor10186. **Stop**". A message bubble from the visitor says "When can I apply for an ETA?". A red arrow points from the "Start LiveTranslate" button in the top panel to the bottom panel, and another red arrow points from the "Stop" button in the bottom panel to the message bubble.

This conversation is pending. You may send the first reply.

visitor10186 speaks **German**. See last messages in English (GB) [Start LiveTranslate](#)

Wann kann man die ETA beantragen?

This conversation is pending. You may send the first reply.

LiveTranslate currently active on messages with visitor10186. **Stop**

When can I apply for an ETA?


visitor10186

When receiving queries from a foreign language, click on "LiveTranslate" for automatic English translation.

Your answers will then simultaneously be translated into the traveller's native language.

Crisp allows you to answer to traveller's emails.

This conversation is pending. You may send the first reply.

 Caroline speaks English (GB). Nothing to translate there.

urgent !

Good day

I have applied for a visa before January 1, 2024, and will travel to Kenya immediately. However, children were exempted from visas before. Do I need to apply for an ETA for my children now?


Looking forward to your reply, thank you very much!

Reply Edit Note Reminder Shortcuts Helpdesk MagicReply

Send your message to Caroline Shang in email...

Aa😊+

Block user



Caroline


@gmail.com

View Caroline Profile


ASSIGNED OPERATOR

None assigned [assign](#)

VISITOR DEVICE

 209.85.220.41

CONVERSATION PARTICIPANTS

 @gmail.com

Add

QUICK JUMP

SEGMENTS FOR CONVERSATION

email

+ Segment conversation...

VISITOR DATA

+ Data key..

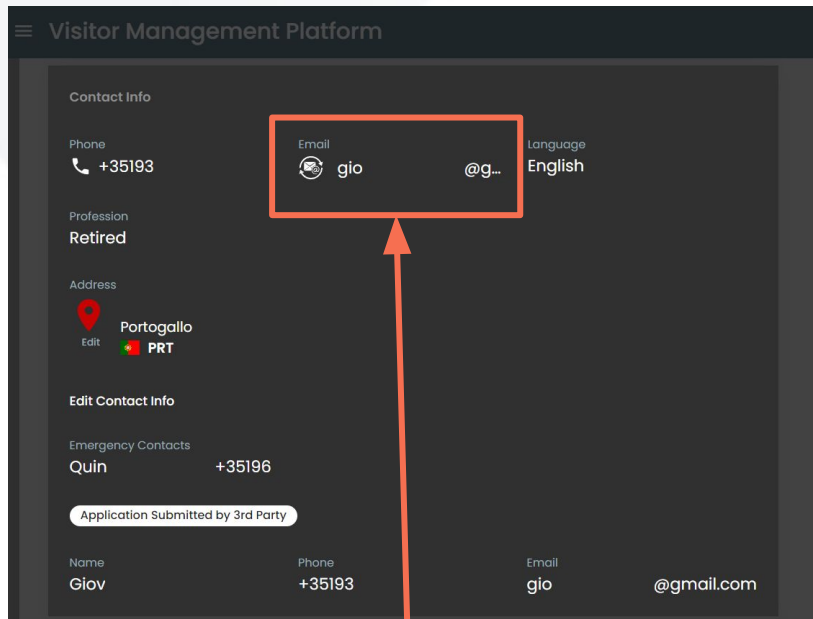
Data value...

Traveller's email address is shown here.

You can add additional recipients.

Initiate a conversation by email with a traveller.

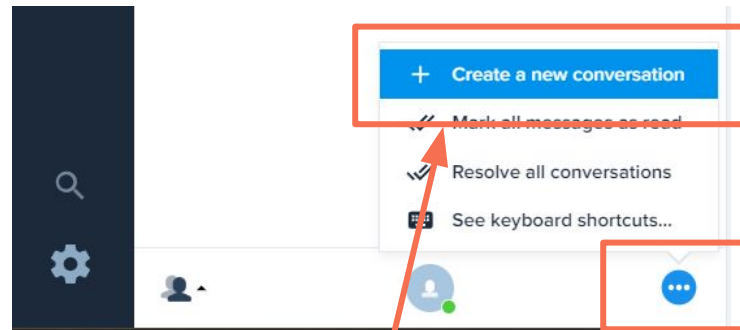
1



First, go to VMP and open the eTA application submitted by the traveller.

Then click on the email address. It will automatically be copied.

2



Revert to your Crisp dashboard.

In the conversation tab, click on the three dots (...).

Then choose "Create a new conversation".

3

A screenshot of the 'Create a new conversation' form in Crisp. The form includes fields for 'Type of conversation', 'Email of the User', 'Name of the User', and 'Subject of the email (if any)'. The 'Email of the User' field is highlighted with a red rectangular box, and an orange arrow points from this box towards the third instruction box below.

Paste the traveller's email address.

Start writing your email.

Answering to a traveller with Whatsapp (coming any time).

Crisp allows you to answer to travellers with its integrated Whatsapp feature.

Once the traveller submits an eTA application, he/she immediately receives a WhatsApp message.

If the traveller responds to this message on Whatsapp, then his/her answer is directed to Crisp for someone to respond directly to.

