

## Conversational Help

Getting started

Conversational Help is invite-only at present. View your invitation email for the steps to get started or contact us if you'd like to take part.

Frequently Asked Questions (FAQs)

Why do I still get the classic eBay Help page after I already opted in?

If this happens, there are a couple of things to try:

- First, follow the opt-in process in your invitation email one more time and wait until the opt-in page redirect finishes
- Second, go to the [AU Help Hub home page](https://www.ebay.com.au/help/home) again

Tip

For issues opting in or accessing the Conversational Help experience, please contact the team on the Slack channel <https://ebay-gcx.slack.com/archives/C01GUJQBVFA>

[#aupoc-opt-in-testing](#)

Why do I still get the Conversational Help page as a guest user when I opt-out?

This is correct behavior. The Conversational Help experience will last for 30 minutes after your last use. After you opt-out, wait 30 minutes before going to the [AU Help Hub home page](https://www.ebay.com.au/help/home) again.

How do I switch back to the classic eBay Help page?

There are 2 ways to switch back:

- You can select the Switch to classic eBay Help link at the bottom of the Conversational Help page, or
- You can clear your browser cache

How do I switch back to the Conversational Help experience after I switch back to classic eBay Help?

Just clear your browser cache and opt-in again from your email invite.

Why do I keep getting the Conversational Help experience after I opted in?

The Conversation Help experience uses sticky logic. That means once you opted in to the Conversational Help experience, you'll continue to get it until you opt-out of it.

Sending feedback

Please [share your feedback](https://connect.ebay.com/srv/survey/a/selfservice.sellerhelp) on your experience. Please note that while we'll review all feedback,

prioritize, and address as best we can - we don't have the capacity to respond to each submission.</h2>