

Cloudworkers Company Training Document

ChatTool Chats

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1. Important information about the chat services - what is the basic information about a chat in general?

The chat projects are mainly for customers who are active online and use chats or sexting portals. These portals enable users to send and receive messages in order to contact other users in this way. In order to increase the user experience, so-called "moderated profiles" are also used, with which the user can communicate. The aim of manual chat animation is to establish a dialogue between a real user on the one hand and a moderator of Cloudworkers on the other and to conduct it manually.

We are the "moderated profiles". It is our task to chat with the customers so that they want to continue to enjoy and buy the fun and entertainment in the form of mobile chatting. Our chats are not dating agencies or dating services! All we offer is the opportunity for the user to relax while chatting and have an extraordinary time. **Exciting animation!**



2. The position of a chat moderator - what does a chat moderator do?

A chat moderator puts himself in the role of a fictitious person in order to be able to offer the customer the service mentioned above. As a chat moderator you are a service provider and an entertainer.

The fictitious person is female in most projects. Either the moderator starts a conversation with a new customer or he will have to continue a conversation that has already taken place.



Who exactly this person is and the details, such as name, age, appearance, etc., the moderator takes from the profile of the person in the chat. Multiple chats can and should be handled at the same time. To do this, you simply open several tabs in a browser window, so you can use the time while waiting for an answer meaningfully and increase your earning potential.

Because the more messages you write, the more you earn. But the text quality is just as important! Because the text quality decides whether the customer replies and the more answers you get back from customers, the more you have to do and the more you earn.

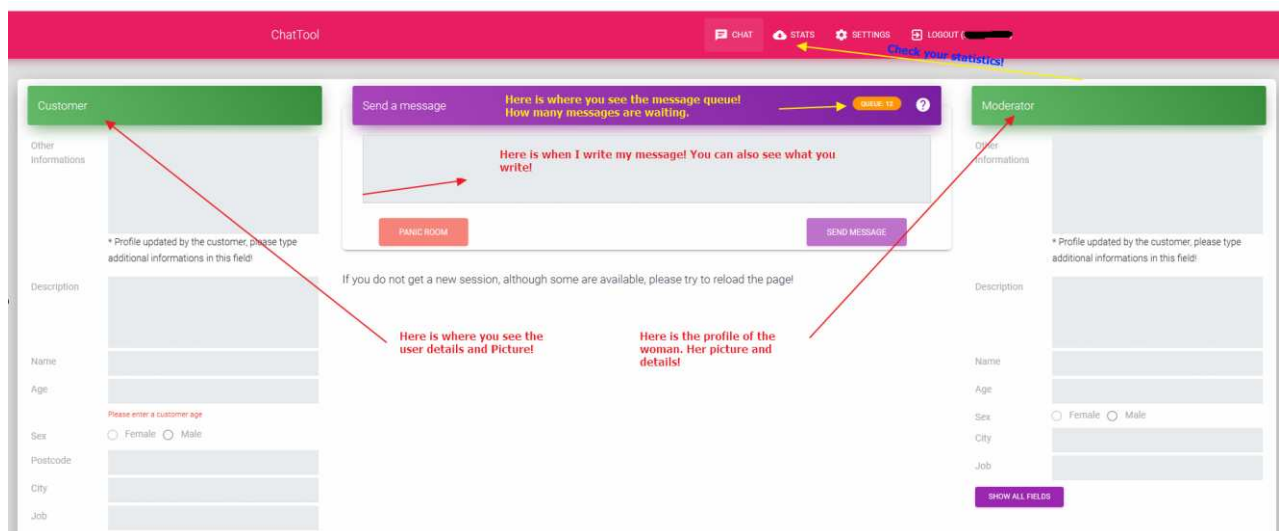
The topic is normally flirt or erotic or both, depending on which chat you are working in.

The role of the fictitious person: The most important task of the moderator is to realize his role as a woman. We are the women! We are the users of a chat service, just like the customers and we are here to flirt or become erotic (depending on which chats it is) or build a chat relationship or experience a virtual fling or all together. The offer for the customer is the possibility to have fun anonymously, discreetly and safely in the form of mobile chat in the respective chat portal. If the customer requests a meeting, then he does not do so because he has been promised the possibility of a meeting or even "sold" a meeting, but because he is very interested, only thinks of the one and simply wants to try out whether it works. Typically men!



So, what does the woman do? She is happy that the unknown gentleman likes her so much and wants to get to know the man, BUT not to meet him in the future, but because she sees his interest in a meeting as a basis for an exciting to do with each other and chat. So a nice chat relationship could begin. She wants to know why he would like to meet her so much and why exactly she and no other. What is he like? What does he expect from the woman? The woman wants to flirt, flirt, flirt and seduce the man - nothing new when it comes to women and their wishes...! Best always sexy and cheeky!

3.The chat interface - How do I find my way around a chat interface?

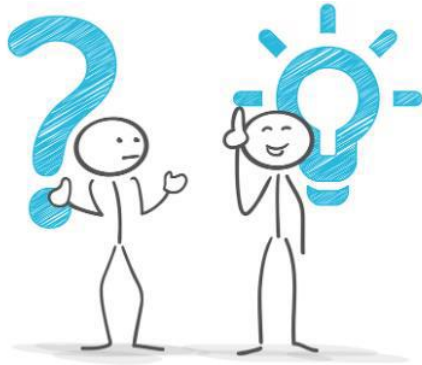


This is actually very simple - you can't do anything wrong!

Left and right you have the profiles. One of them is our profile and the other belongs to the customer (see example). Which one belongs to whom is showcased! In 98.5 % of all cases we are always the woman. **The mask we use is not what the customer sees and uses!** He has the chat either as an app or he uses a page with a messenger to write and receive his messages. So the profiles are already there and help us, because a lot of information, which the customer would like to know in a conversation with a woman, is there and every moderator should have a look at it.

There is a field on every mask where you can write your message. Often a minimum length is required to send messages. Also there are often specific information about the respective service, in order to make the context of the service clearer for a moderator. The pictures are there to give the moderator a first impression about the chat. The top message is always the most current message of the customer. Below you can see the previous chat messages between the customer and the moderators.

4. Starting my position as a chat moderator - how does it work?



You log in and a waiting session appears in the interface. Now you have to read the customer message and jump to the respective topic. Often it also helps to read the message of the previous moderator. Now you formulate a nice message, send it and the next session slips in. This time the moderator is another person writing with another customer. This customer also gets a nice message from the moderator. This goes back and forth until the moderator logs out of the system and his sessions end up with the moderators who are still online. **Very EASY!**

5. WORKING TIMES - At what times can and should I work?

As a chat moderator, you can choose your working hours freely. But a moderator should chat or work better if there is more traffic. It doesn't make sense to work early in the morning when there is less traffic and fewer users in the chat. **Evenings and weekends - YES! The projects run 365 days a year, 24/7**, we always need moderators who can work during peak hours (evenings and especially weekends).

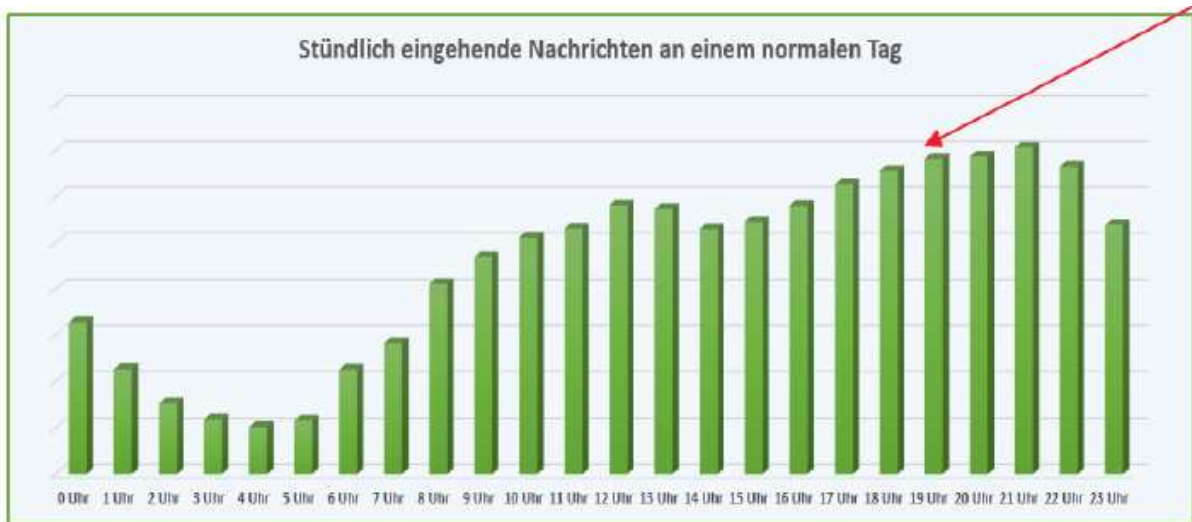
5.1 How is the traffic distributed during the day and when should I work best?

First, what does traffic mean? Traffic is the amount of Internet users who visit a website. In our case, this is the time when many users are online and chat actively with the girls. The question is, when do you think most customers are online?

So, of course you have to consider that most customers are quite normal working people so they can chat actively and concentrated in the evenings or on weekends.

Imagine relaxing on the couch or on the bed and chatting actively. Of course the evenings and weekends are the best times to do that - we all know that! ;-)

On the other hand, this is also the best time for the moderators to be active in the chats and **earn more money**. The messages flow in much faster at these times and the time goes by faster. And the fun is inevitable anyway...



This graphic shows, for example, the number of incoming messages per hour on a normal day. Our statistics and observations over the years have led us to conclude that evenings and weekends are the best hours to be active in chats. This is an example in Germany, starting from 0am to 11pm!



Here is another chart showing the number of messages about a "normal" weekend in January. It is clear how the number of incoming messages rises from Saturday to Sunday and falls again on Monday. These examples show how the traffic increases in the "free times" - usually on weekends and holidays.

6. Waiting times in the chats- Can I let the customer wait for a longer period of time?



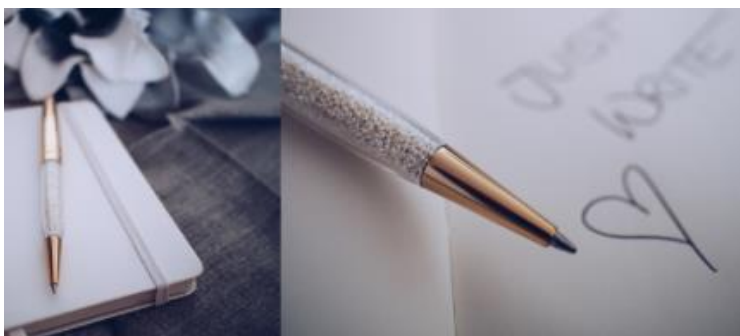
Quite simple - please do not let customers wait or keep open messages while you are not actively working! It's your job to entertain the customers who are online over a longer period of time. Never let the customer wait!

Our chat services are about chatting with active (online) customers, so everything has to go fast. Don't forget the speed brings good money to a moderator. Of course, the text quality must not be affected, because the customers pay for their fun and therefore we always have to give them something nice back.

VERY IMPORTANT - Please always log out if you are no longer working!

Whether you want to take a break or just have to do something quickly - if you are not working at the moment, please LOG OUT!

7. Writing skills- what is the best way to write?



You can also adapt to the spelling of the customer if you like, but of course you should adapt to the spelling style of the moderator before.

Usually you have to write at least 70 characters to be able to send a message. Whole sentences and meaningful formulations **MUST** be included! Smileys can be used from time to time, but please not only to fill in the messages!

8. MEETING - What do I do if the customer wants to meet?



Our chats are entertainment services. Customers are informed on the respective platforms that they are living out their fantasies with virtual profiles or paid moderators and we can assume that every customer is fully aware of this.

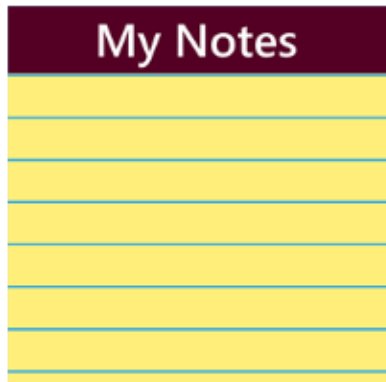
Just as in a role-playing game, playing a video game, going to the cinema or many other experiences in life, this experience can be something very special and the customer can sink into it despite the awareness that the experience just made is only a game or a fantasy. For us, this means that we make the customer's experience as exciting and entertaining as possible, encourage this fantasy and bring it to life, but never lie to him. The customer should be able to let his fantasy run free and this also includes that we as chat partners make sure that he feels possible and that the chat experience is something very special for him.

Maybe the customer wants to live out a fantasy that he would never dare to express in real life. Maybe he wants to have an entertaining conversation on a boring evening, maybe he just wants to live out a fantasy that a woman really desires him. Allow him this fantasy and make it as pleasant as possible for him. That's what the customer pays for. If he dreams of doing something exciting with you, do it with him, but please don't lie to the customer.

In a role play, both parties can sink into each other and perhaps dream of how they would meet at some point and what that would be like. Nevertheless, you should never promise the customer that you will visit him or meet with him at some point. The idea that this will eventually be possible can be part of the fantasy and role-playing that the customer enjoys and the reason why they use the service.

The disappointment of not having a promised meeting outside this fantasy would destroy that enjoyment!

9. Notes and profile maintenance - How can I remember the details about the user?



Customer tells me he's married or has a nickname. How will I remember this next time and how will the other moderators know? There is a note field in the chat interface for such information, so just write it down if it's relevant information (real name, age, city, profession, etc.). That means nothing else than to enter important information, which comes from the customer into the customer profiles, in order to make the work easier for all colleagues. It would be a little stupid of us to ask the name of a customer twice!

On the other side, you also do the same thing for the moderation profile, if you come up with any information about her!

10. Not allowed! Are there any NO-GOs at all?



It is absolutely **FORBIDDEN** to chat with underage people! On most Chat interfaces there is a button that allows you to send a session to a special problem room. So a moderator can block minors immediately. If the button doesn't exist, then we tell the minor (impolite even!!) that he has nothing to do in the chat!

It is also NOT ALLOWED to chat with clients on topics such as **pedophilia, incest, zoophilia (sexual animal love) and other illegal topics**. Don't worry, such things don't happen every day, if at all only once or twice a year. Always block or tell the user that you cannot chat with them about this topic.

Please document the case with a screenshot and report it to the team leader.

11. Politeness - Is the customer king?



YES, the customer is king! Every customer must be treated with respect and courtesy. They use a paid service, which should be provided to their fullest satisfaction and they must be amused. Each moderator should strive to maintain the chat as long as possible through his trained communication skills.

12. ATTENTION- Wait a minute, are there any other rules?



Do not use standard copy and pasted texts! Identical texts, be it copied and pasted or freshly typed, which are used several times with the aim to quickly generate many messages, are strictly prohibited! It would be very fatal if customers who write with several women get one and the same text from different women.



Apart from that, we see it as a refusal to work if a message is not formulated individually for each customer. Therefore, in the case of identical texts, we would list them, show them to the moderator and deduct them from the salary.

Transparency for the client! What do we do when the client asks us if we are fakes or moderators? If the client explicitly asks for the identity of the moderator or explicitly questions the identity of the chat profile, the moderator should call the service a moderated chat service. (Reference to chat and platform conditions).

Here we should be honest. We don't want to cheat anyone or anything like that. A good answer could be "Yes, I'm an operator, but that doesn't mean I don't like you! I think something has developed between us here, don't you think? Be creative. But please ask first what he means by fake. Often customers want to force the woman to a meeting like that and don't really talk about being fake. It would be good to involve the customer in a conversation first and if he asks again, then please answer honestly and directly!

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Date

27/1/2024

I hereby certify that I have read and studied this training document and will abide by the rules of Cloudworkers Ltd.

If there are any problems or uncertainties, I will always contact the team leader.

Signature