

User opens chat window

User enters contact data

User waits for consultant

leave a message.' and a 'Close Window' button."/>

Chat etiquette

- Do not write in CAPS only. It is not polite because it is used for YELLING.
- Wait with your answer until you will receive a question or a comment from a visitor.
- Always answer one question at a time.
- Keep messages short and concise.
- Give a visitor the time to respond.
- Keep the conversation related to business.
- Do not break the connection without proper goodbye.

Consultant accepts the call

Incoming Chat Request From John

Name: John
Email Address: john@hotmail.com
Question: How can I register on your site?

16 Seconds

[View more information...](#)

Consultant reads the question

John

John

Fastpath Conversation with John

John has joined the room
magda has joined the room

User History Notes
User Info Participants

Name: John
Email Address: john@hotmail.com
Question: How can I register on your site?
[View more information...](#)

Canned Responses

User starts the chat

Chat - Mozilla Firefox

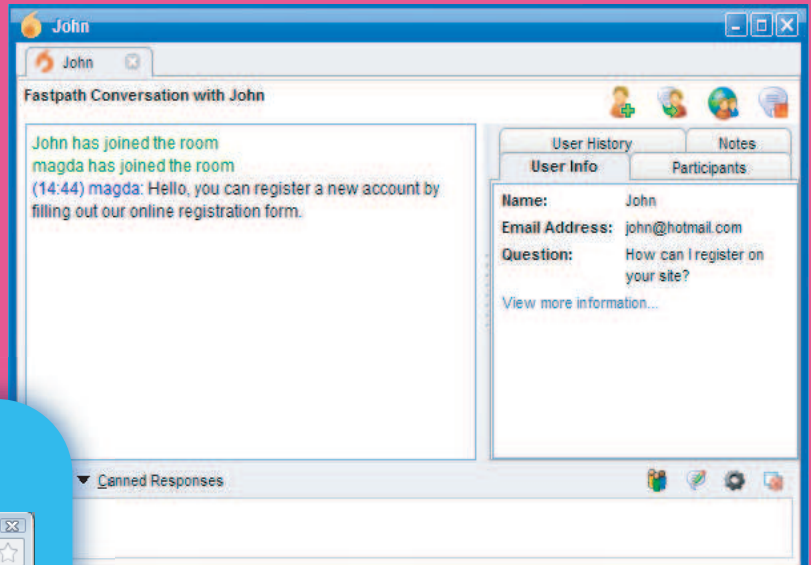
webchat.roosit.eu:8080/webchat/chatmain.jsp?workgroup

PageRank Alexa

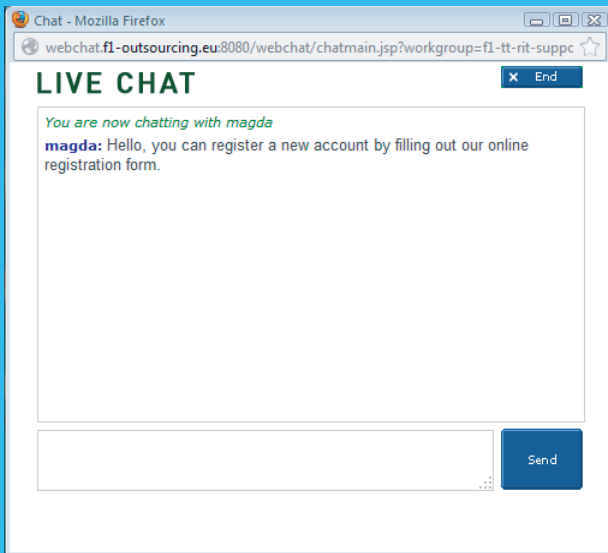
LIVE CHAT

You are now chatting with marc

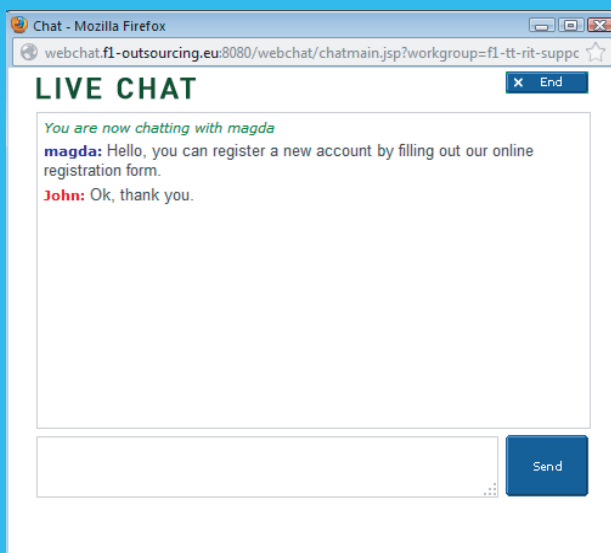
Consultant answers the question



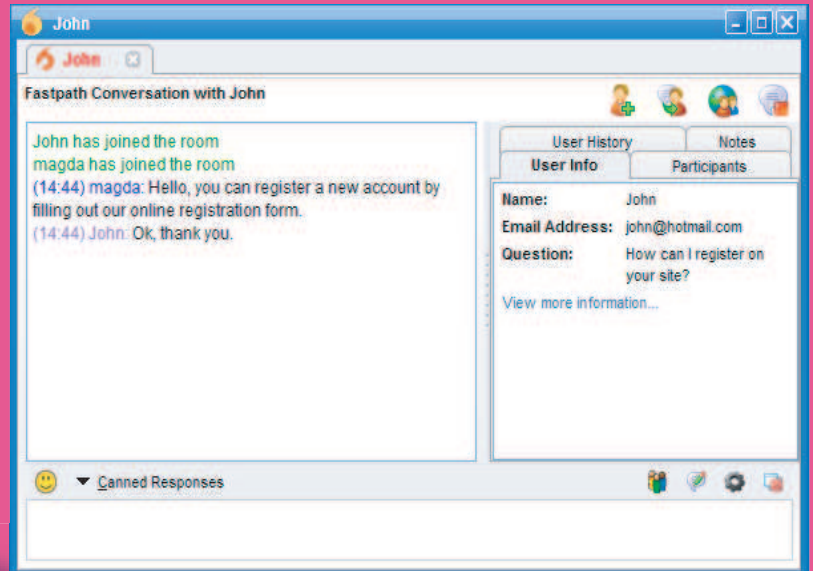
User asks a question



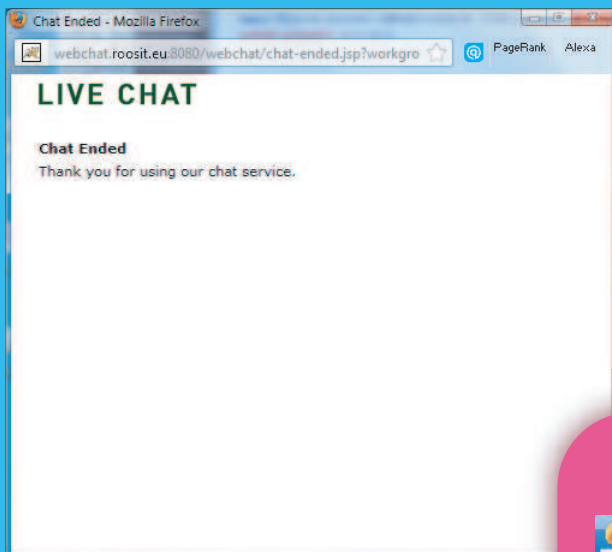
User receives an answer



Consultant waits for respond



User quits the chat



Consultant waits until user quits

