

# 5.2 How to Use Group Chat

## Bright Pattern Documentation

Generated: 12/06/2021 3:20 pm

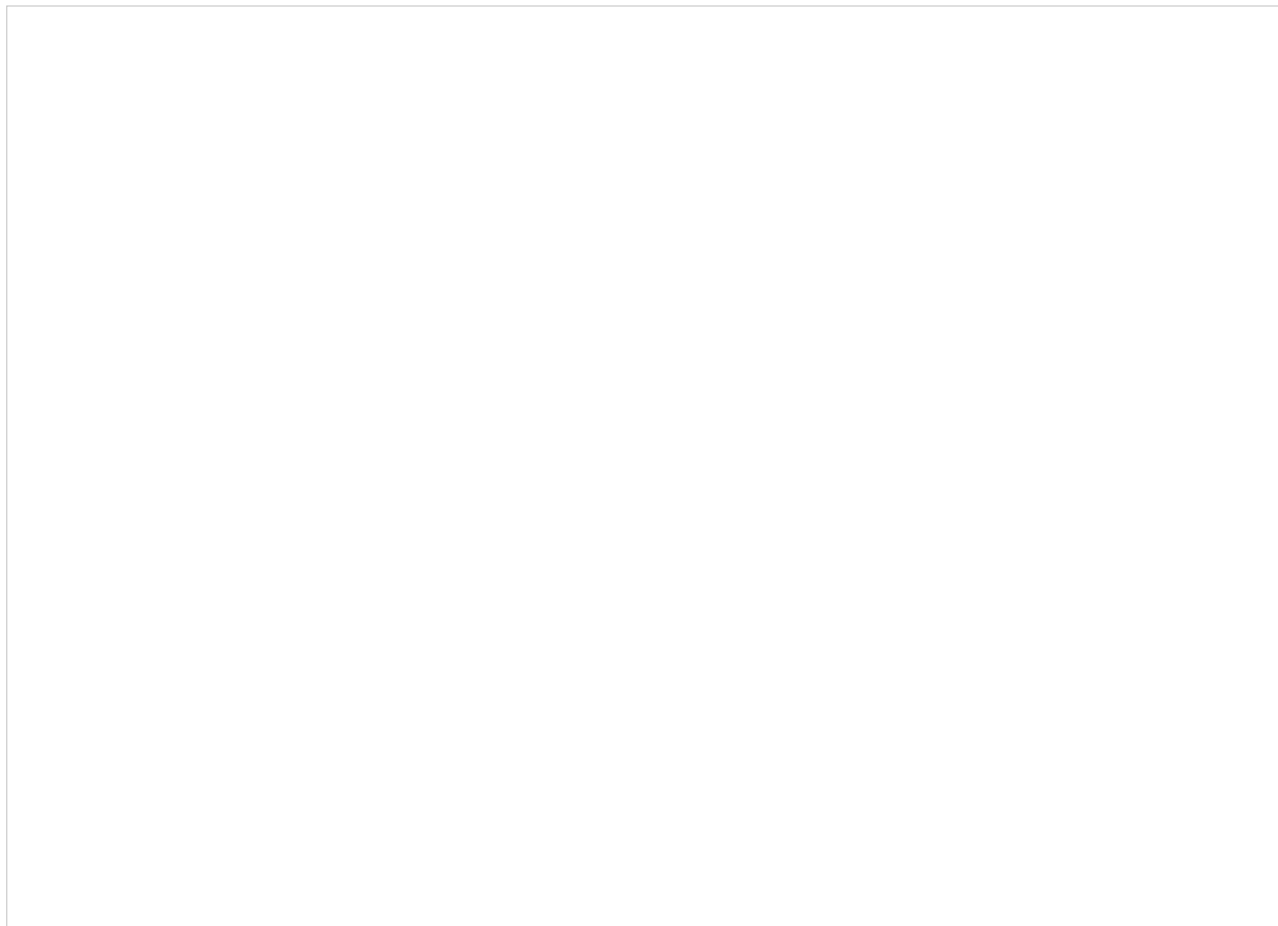
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# How to Use Personal Chat

At any time during your working session, you can send a Personal Chat message to your supervisor or another member of your team. The use of Personal Chat does not affect your operations with service interactions in any way.



Overview of Personal Chat

## How to Send Personal Chat Messages

There are two ways to send Personal Chat messages:

1. From within the [Directory](#)
2. From the *Personal Chats* section of the *Chat Center*.


### From the *Directory*

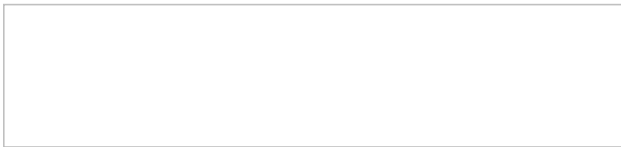
- Select the desired contact from the [Directory](#).
- Clicking the **Chat**  icon next to the contact's name in the *Directory* will launch a new chat.
- To send a message, type in the *Text Input Field* area, then press the **Enter** key or click on the **Send the message**  icon.



Chat from within the *Directory* while working in other areas

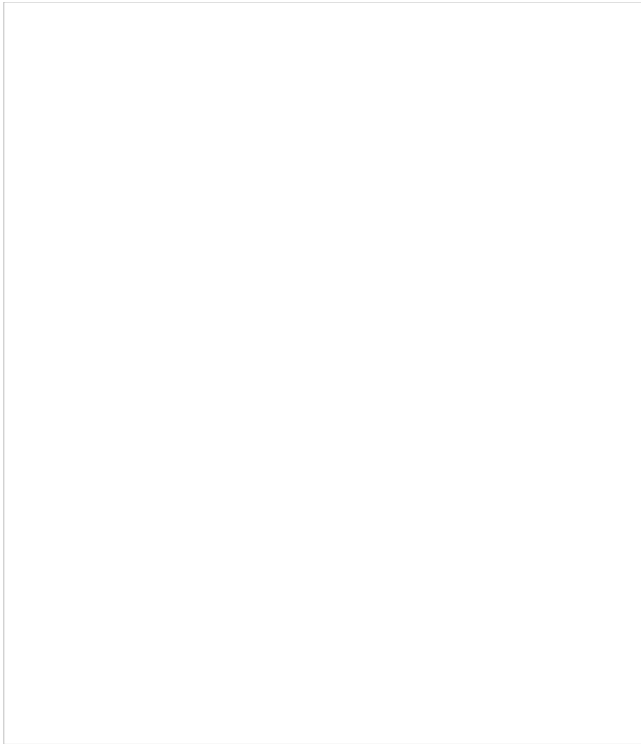
### From the *Chat Center*

- To access the *Chat Center*, click on the  icon.
- Next, go to the *Personal Chats* section and click on the + icon to bring up the *Directory*.



Choose *Select from Directory*

- From the *Select Agent for Chat* directory, search for the contact you would like to message, click on their icon, then click the **Select** button.



Select the user to initiate chat

- To send a message, type in the *Text Input Field* area, then press the **Enter** key or click on the **Send the message**  icon.

### Additional Features of Personal Chat

- For added organization, it is possible to filter messages by *day, week, month, or all*.
- Messages will appear with a timestamp in the chat transcript area above the *Text Input Field*.

### Starring a Message

It is possible to bookmark important, individual messages within a chat by clicking the **Star**  icon. When you star a message, it becomes pinned to the area right of the chat in the *Chat Center*. Please note: You can only star received messages, not sent ones.

To star a message, follow these steps:

1. Find the message.
2. Click the **Star** .
3. The star will have changed from a light color  to a dark color .

From here, you will see the starred message appear in the area to the right of the chat.



**Example of a starred message**

**When you click on the starred message, it will act as a shortcut, bringing the message to the top of the chat area.**



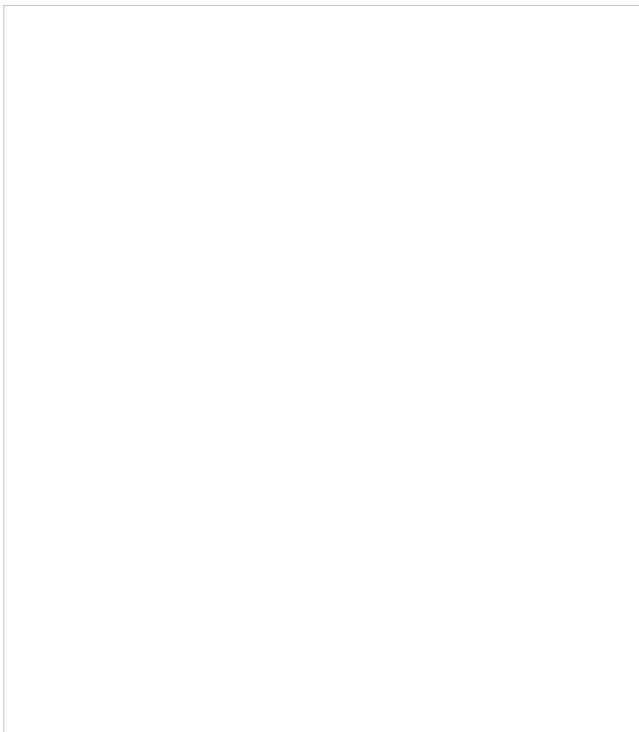
Starred messages act as bookmarks within a Personal Chat

## Chat Messages

Chat messages may be initiated by either the customer or the agent. If the customer entered chat text at the time of the chat request, the customer's chat text (i.e., message) will be displayed in the *Control Info Panel* above the *Text Input Field* of the Agent Desktop application.

## Chat Session Timer

Your chat session is displayed in the *Active Communications List*. Beside the customer's name, a timer shows the time elapsed since the beginning of the chat session.



Chat timer indicating a delayed response

## Sending and Receiving Chat Messages

To send a chat message to the customer, simply follow these steps:

1. Type the desired text in the *Text Input Field*.
2. Click the **Send message** icon .

All chat messages entered by yourself and by the customer will appear in chronological order in the *Chat Dialog Window* above the *Chat Input Window*. Note that depending on your contact center configuration, you may hear a tone each time you get a new message from the customer.

If the customer has initiated the chat from a website, you will also be able to see the name of the page that the customer had open when the chat was requested. This information will be updated when the customer navigates to other pages of the website.

## Using Canned Chat Responses

For standard situations, such as greetings or ending the conversation, instead of typing the message from scratch, you may be able to select it from a list of canned (predefined) chat responses. You can create such responses yourself. For more information, see [How to Create and Edit Chat Responses](#). Canned responses may also be prepared and made available to you by your system administrator. Variables, which may appear in some canned messages as letters preceded by the “%” sign, have the following meanings:

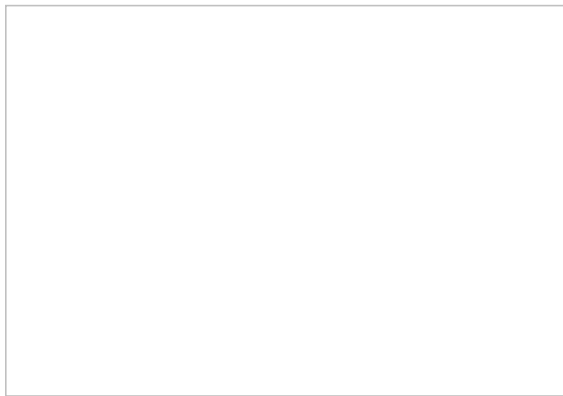
- %F – customer’s first name
- %L – customer’s last name

To select a canned chat response, click the **Select pre-defined message** icon  and select the desired message. The selected message will appear in the **Text Input Field**. Note that you can modify this message before sending it. Click **Send message**.

If your contact center uses a [knowledge base](#) for customer service, you may be able to use information from that knowledge base in your chat messages.

## Sending Web Links

In web chats, you may copy and paste URLs into the text input field and have them appear as clickable underlined links. Note that the full URL must be copied and pasted into the chat in order for it to appear as a link; the URL must begin with either *http://* or [http://www](#). or *www*. to appear as a link. It is best practice to copy and paste the entire URL from your browser.



Sending web links in chat

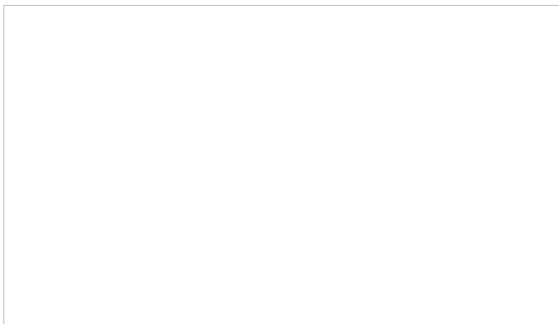


Links to pages within the same domain as the active web chat will open in the same browser window, whereas links pointing to other domains will open in a separate browser window.

## Customer Chat Inactivity

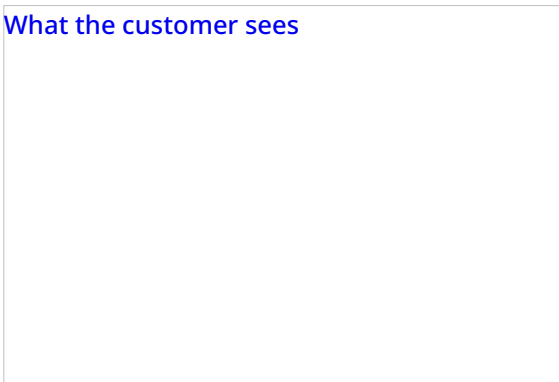
When a chat conversation is idle, both the agent and the customer will be notified of the inactivity, and the customer will be prompted to respond in order to continue the conversation. As with any message sent to or from the customer, the inactivity alert will be displayed as part of the conversation in the chat window. This functionality is helpful to the agent, who may be handling multiple chats or calls at the same time. Inactivity alerts give the agent the opportunity to prompt the customer to respond, or provide further avenues of assistance.

An example of the inactivity alert visible to the agent using the Agent Desktop application is shown.



The customer receives the same message and is prompted to respond.

[What the customer sees](#)



If the conversation is idle for the length of time set in your chat service properties, the chat will be terminated. Both the agent and the customer will receive a message that indicates the conversation is closed: *Chat session ended*.

