Agent’s Handbook

From getting started to everyday work, boldly go into the world of LiveChat.

Who is this Handbook for?
This Handbook is for sales reps, support heroes, agents, chat operators, and all those using LiveChat to stay in touch with customers.

It’s here to help you use LiveChat to create the best customer experience. We’ll cover topics like:

- Setting up LiveChat for the first time.
- Everyday workflow with chats and tickets.
- Team collaboration.
- Useful tips from our Support Heroes and the Sales Team.
Hello! How can I help you today?

Marcos Bravo 1:23 PM

Make sure that your own, let's set up your. Set up your Agent in the section. If you would like to read about it, we have

You can use the Live Chat Agent app for, or

Let's get you set up
4 steps left
1 Upload your profile picture
2 Adjust your notifications
3 Download desktop app

Learn Live Chat best practices and how to provide excellent customer service.

Agent's guide

If you're going to continue later, use the Login option on livechat.com or, better still,

When you join your team on Live Chat, you either receive an

example, when you are a specialist who only takes chats after triage.

Hat s

Our other products

Accept chats

News & alerts

Notification preferences

Company details

Salesforce

Knowledge Base

Support customer by tickets

Log out

Connect all your channels

Defualt sound

Defualt sound

Incoming chats

New Message

Sound until message is read

New Salesforce

Customer is directed to the

Hourly logging in to

Customer is directed to the

Explore Live Chat

Explore Live Chat

View your performance

Check out canned replies

Read agent's guide

Learn Live Chat best practices and how to provide excellent customer service.

Agent's guide
Tickets

Where do tickets come from?
Tickets are not just for IT teams but also for other departments like HR, Sales, and Customer Support. They can come from:

From chat:
- Direct messages to customers, chatbots, and support agents.
- Live chat and messaging apps.
- Social media and forums.
- Automated triggers for events like new users creating accounts.
- API integrations with other tools.

From Ticket Ims:
- Emails from customers or partners.
- SMS messages.
- Other notification services.

From Tickets:
- Existing tickets being marked as closed.
- New tickets being created.

From your inbox:
- Notifications from ticketing systems.
- Email inboxes.

Tickets section in the LiveChat Agent app

From the Tickets section, you can create, edit, and manage tickets. This includes:

- Assigning tickets to agents.
- Changing ticket statuses.
- Adding or removing attachments.
- Managing ticket history.

Tickets workflow

The status of tickets changes automatically as you work.

- Open: A new ticket created or an existing ticket being worked on.
- Pending: A ticket that needs to be assigned to an agent.
- Solved: A ticket that has been resolved.
- Closed: A ticket that has been marked as closed.

Tips:
- Use filters and search to quickly find tickets.
- Attach files to provide context.
- Respond to messages in the chat app.
- Use labels to categorize tickets.
- Set due dates to manage time.

Get help:
- Chat with us to get immediate support.
- Use the knowledge base for self-service.
- Join our community for user forums.

Contact us:
- Email: support@livechat.com
- Phone: 1-877-786-8558

Follow us:
- Facebook: livechatapp
- Twitter: @livechat
- LinkedIn: LiveChat Inc.

Legal:
- Terms of Service
- Privacy Policy
- Help Center
<table>
<thead>
<tr>
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<tr>
<td>300</td>
<td>150</td>
<td>450</td>
<td>900</td>
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</tbody>
</table>

**Traffic**

- Chatting ...
- All customers (94) Chatting

**Client Portal**

- How to turn off push notifications on mobile?
- Invited
- Start chat - Dale Bell
- Start chat - JS Josephine Spencer
- Start chat - Garnett Craig

**Additional info**

- Additional notes:
  - Use it!
  - Confirm their time
  - Help Center

- Select your location
- Provisioning
- Solicit info

**Customer Service**

- Go to chat
- Subscription by LiveChat
- Insights and tips for customer communication.

**Chatting**

- Blanche Perry
- M Harris
- JS Josephine Spencer
- Dale Bell
- Garnett Craig

**Customer Support巡线和 coaster**

- Dr. Josephine Spencer

**E-mail Marketing**

- Additional notes:
  - Use it!
  - Confirm their time
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**LiveChat Pricing**

- Pricing Plans
- Customer Service

**Customer Support**

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- Subscription by LiveChat
- Insights and tips for customer communication.