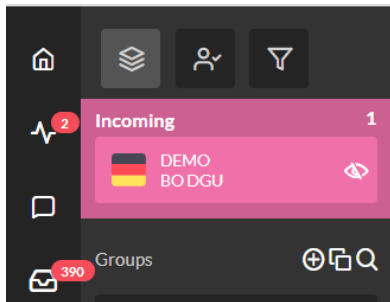


Tawk.to Instructions

How to maintain the chat tool during the conference?

When a participant is at the booth and asks a question, a ringing tone sounds in your dashboard and the chat appears in a pink box.

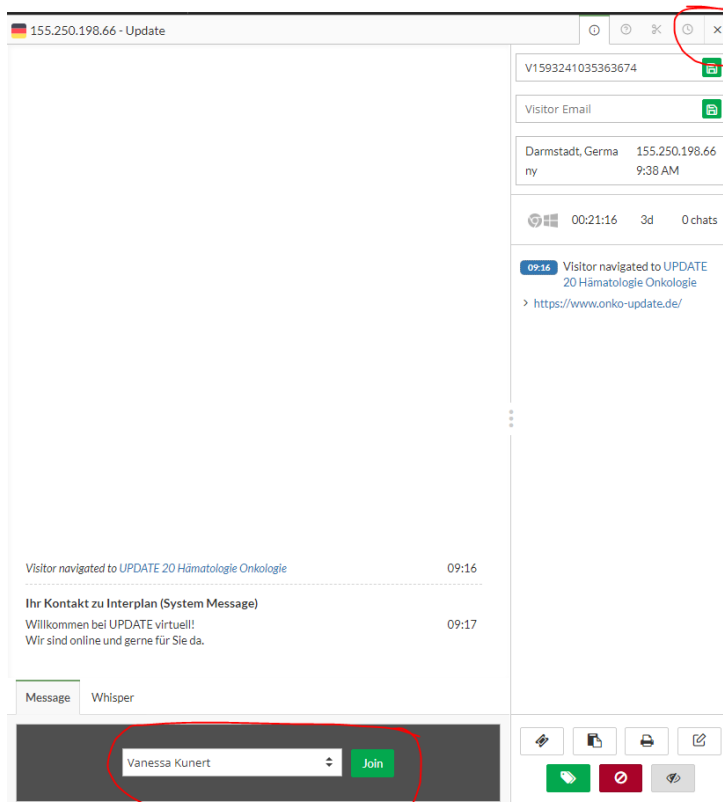
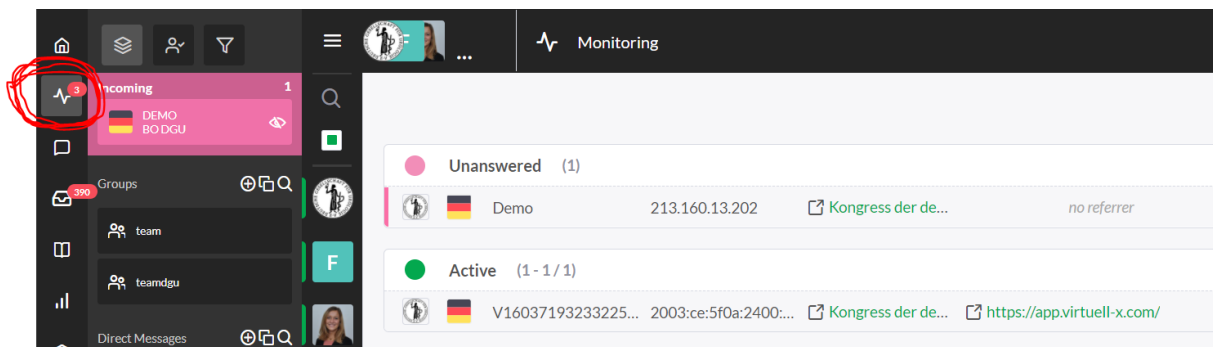


When you click on monitoring on the left, you can see all chats that are open at the moment:

Unanswered = still needs to be answered

Active = already answered by another colleague but still active

Served = already answered and closed



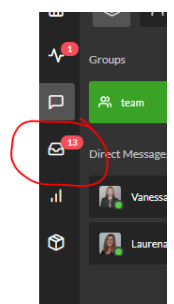
To process a chat, it is not enough to simply open the chat. You must "join" the chat.

Once joined to the chat, the participant can see your name and picture and knows that someone has taken care of his or her question.

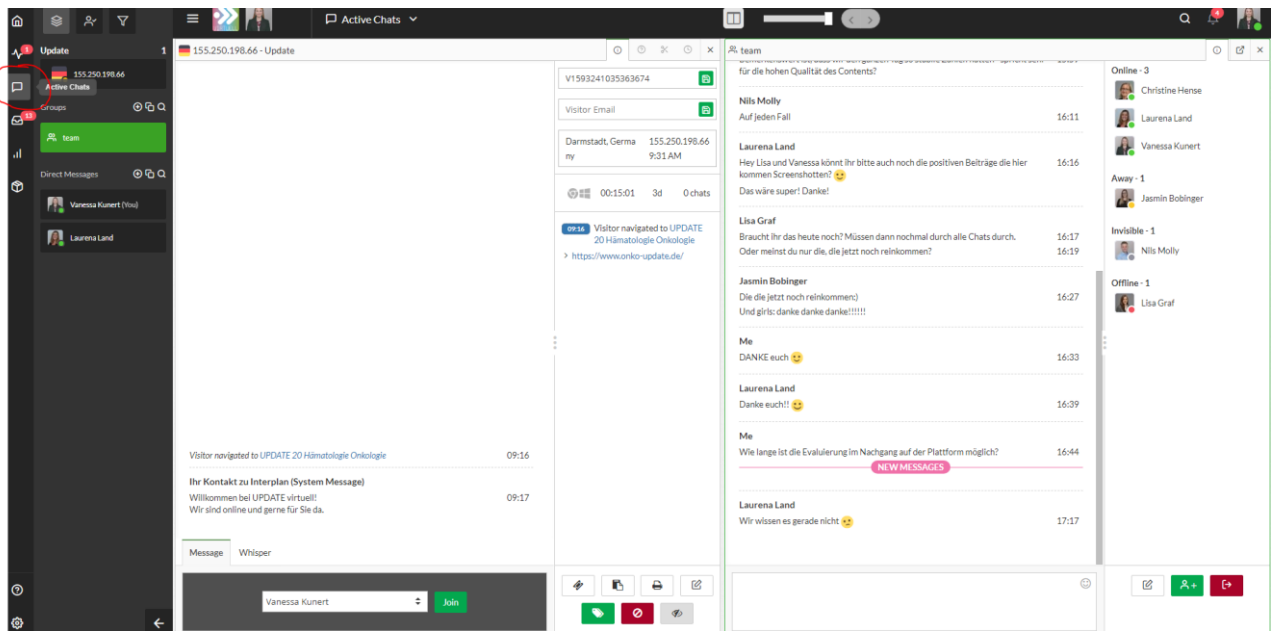
When the participant has left the chat, it says "Visitor left".

If you want to close the chat, press the X in the upper right corner.

This chat is then archived under **Messaging** and can be accessed there again if necessary.



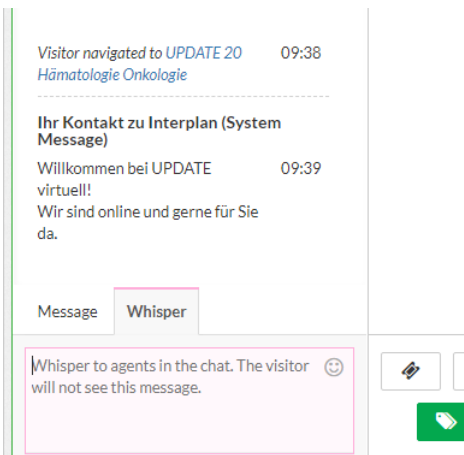
Tawk.to Instructions



Active Chats:

Here you can see all your open chats and chat with the participants. Please make sure not to use too many chats (max. 4) at once – otherwise, it will become very confusing on your screen.

You can always see what the participant is writing and can formulate / prepare your answer accordingly - please make sure that you only send your answer after the participant has replied.



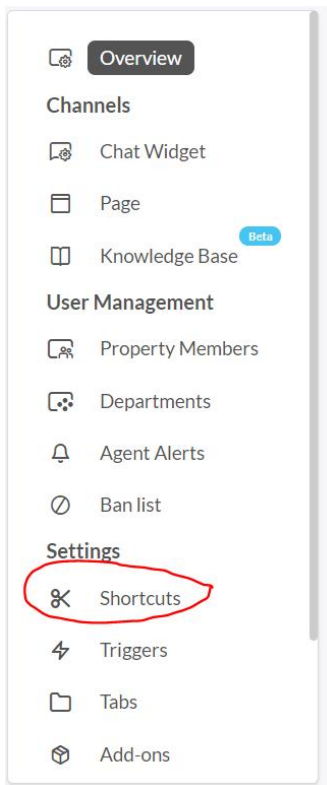
You can also enter a chat that is already being served and whisper to your colleague.

→ Excellent for giving someone a hint or tip regarding the participant's request without the participant noticing.

To do this, simply go to the Whisper tab within the chat and write to your colleague (you know that you are in Whisper mode when the writing surface lights up in pink).

Tawk.to Instructions

Shortcuts:



If you notice that the same questions come up repeatedly, answer templates can be created (so-called **shortcuts**).

To create a shortcut, go to Home → Dashboard → Administration and create it under the tab Shortcuts → Add Shortcut.

In the chat, you can insert it with the character "/" + "title of the shortcut".

... the rest is "learning by doing".