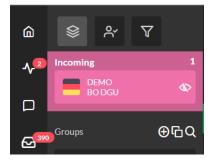
## How to maintain the chat tool during the conference?

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.

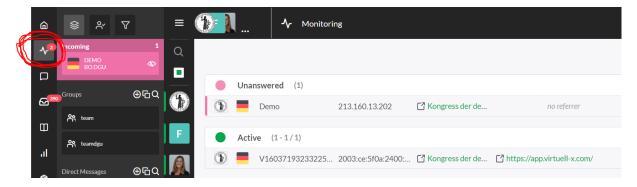


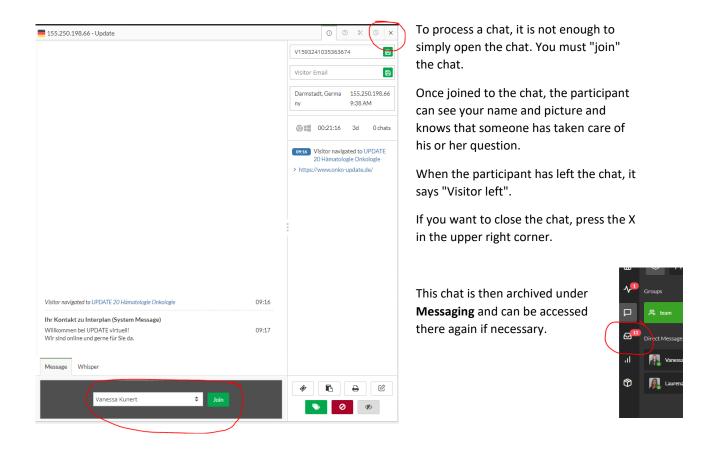
When you click on monitoring on the left, you can see all chats that are open at the moment:

Unanswered = still needs to be answered

Active = already answered by another colleague but still active

Served = already answered and closed





â	\$ % ₹	■  ■  Active Chats							Q	🕈 📳
~	🚺 Update :	= 155.250.198.66 - Update		0	D % (	×	유 team			⊙ 🖒 ×
	155.250.198.66 Active Chats				1593241035363674		für die hohen Qualität des Contents?	Online - 3		
e				Visitor Email		8	Nils Molly Auf jeden Fall	16:11	Laurena Land	
а	🛱 team			Darmstadt, Germa ny	155.250.1 9:31 AM	98.66	Laurena Land Hey Lisa und Vanessa könnt ihr bitte auch noch die positiven Beiträge die hier	16:16	Vanessa Kunert	
¢	Direct Messages			③ Ⅲ 00:15:01	3d 0	chats	kommen Screenshotten? 😆 Das wäre super! Danke!		Away - 1	
	Laurena Land				gated to UPDATE logie Onkologie o-update.de/		Lisa Graf Braucht ihr das heute noch? Müssen dann nochmal durch alle Chats durch. Oder meinst du nur die, die jetzt noch reinkommen?	16:17 16:19	Invisible - 1	
							Jasmin Bobinger Die die jetzt noch reinkommen:) Und girls: danke danke danke!!!!!!	16:27	Offline - 1	
			:				Me DANKE such 😏	16:33	:	
							Laurena Land Danke euch!! 😏	16:39		
		Visitor navigated to UPDATE 20 Hämatologie Onkologie 09	9:16				Me Wie lange ist die Evaluierung im Nachgang auf der Plattform möglich?	16:44		
		Ihr Kontakt zu Interplan (System Message) Willicommen bei UPDATE virtuelli 09: Wir sind online und gerne für Sie da.	9:17				Laurena Land Wir wissen es gerade nicht 🥺	17:17		
		Message Whisper								
0	· · · · ·	Vanessa Kunert 🗘 Join		47 E		ď		٢	<u>لا</u> ج+	[≯

## **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.

Ihr Kontal	kt zu Interplan (Syst	em	
virtuell!	en bei UPDATE nline und gerne für Sie	09:39	
Message	Whisper		

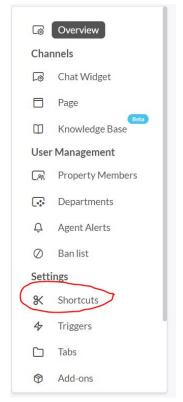
You can also enter a chat that is already being served and whisper to your colleague.

 $\rightarrow$  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  $\rightarrow$  Dashboard  $\rightarrow$  Administration and create it under the tab Shortcuts  $\rightarrow$  Add Shortcut.

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

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