



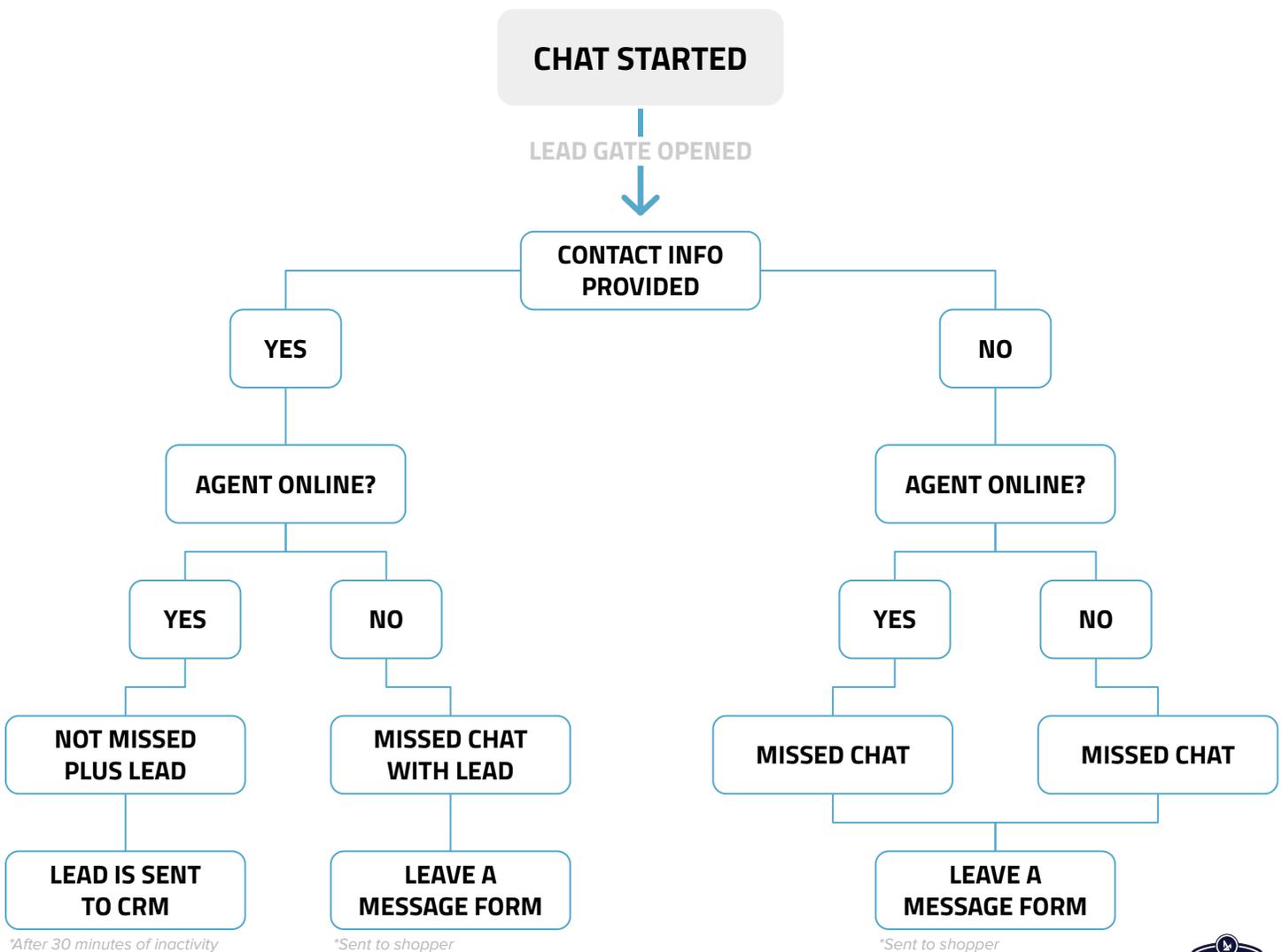
CONVERSATIONS

Missed Chats

With the Conversations chat tool, be sure to never miss a chat, even if an agent isn't online. Reference the chat flowchart below to determine what makes a chat "missed."

CONVERSATIONS FLOW

Let's say a shopper starts a chat with your dealership. They select the department they intend to speak with and do so during your dealership's business hours:



**After 30 minutes of inactivity*

**Sent to shopper*

**Sent to shopper*





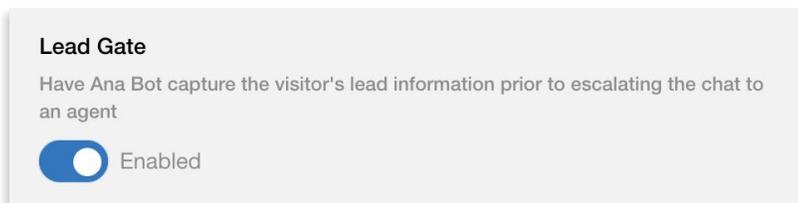
CONVERSATIONS

Missed Chats

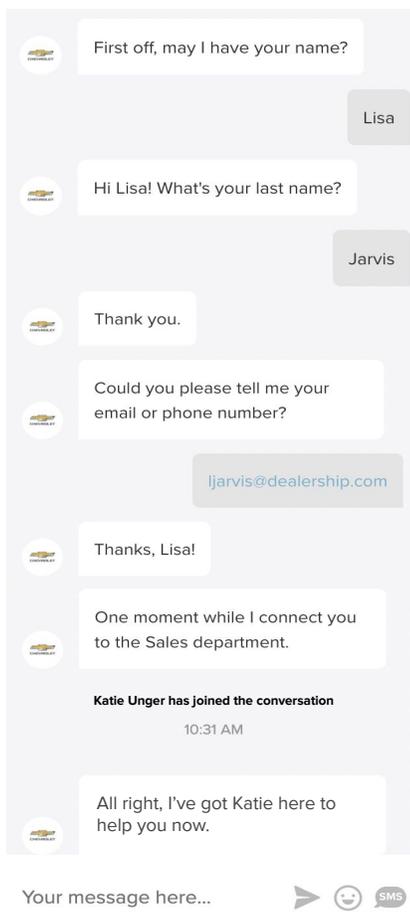
THE LEAD GATE IN ACTION

Enabling the Lead Gate will capture the shopper's first name, last name, and either email or phone number prior to connecting a live dealership agent to the chat.

Enabling the Lead Gate allows dealerships to capture leads for their CRM even if the chat is considered missed or there isn't a live agent to engage in the chat.



To enable the Lead Gate go to **Visitor Experience > Other Settings**, then toggle Lead Gate to **Enabled**. Don't forget to select Save Changes at the bottom of the screen.



See Lead Gate in action! The Lead Gate starts as a conversation with Ana Bot.

When the shopper selects the department they intend to begin a chat with, Ana Bot will ask a series of questions to capture their contact information, including:

- First Name
- Last Name
- Email or Phone

Once the shopper answers, Ana Bot will connect them to a live agent. If the chat is missed, the contact information will be collected as a lead.





CONVERSATIONS

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LEAVE A MESSAGE FORM

The Leave a Message Form allows the visitor to leave a message by submitting answers to a few questions that will roll to the aThis will replace Ana Bot's leave a message flow. To enable the Leave a Message Form, go to **Visitor Experience > Other Settings** and toggle to **Enabled**.

Leave a Message Form

Allow the visitor to leave a message via form. This will replace AnaBot's leave a message flow.

Enabled

< Leave a Message

Dealership Department
Training

First Name *

Last Name *

Email *

Mobile Phone

Message *

Submit

CONVERSATIONS™ | Use is subject to [Terms](#).

The form will ask for:

1. Which Department they want to talk to
2. Their First Name
3. Their Last Name
4. Their Email
5. Their Mobile Phone Number (*optional*)
6. A brief message

Then they will click **submit**.





CONVERSATIONS

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LIVE AGENT STATUS

Within the **Live Agent Status** tab, you can view all Agents associated with your dealership.

You will be able to see who is:

- Available
- Away
- Do Not Disturb
- Offline

Available ▾

Front End

Available
Away
Do Not Disturb

Live Agent Status

Filter

Data is refreshed every 60 seconds

Name	Active Chats
● Katie Ungar	0
● Lisa Jarvis	0
● Ann Larson	0
● David Cowan	0
● David Martinez	0
● Janet S.	0
● Zandra Oczyk	1

Back End

If a coworker says they're not receiving chats, check here to see if they're set to Available!

