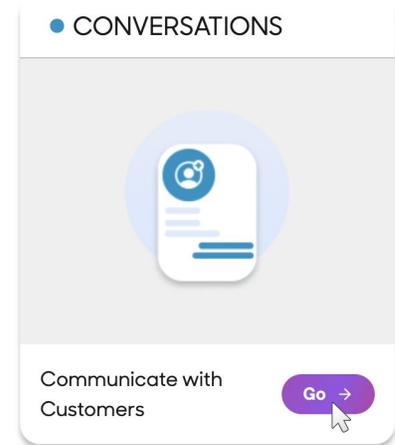


How to Receive Chats

Set up your profile to personalize the customer experience and ensure you're not missing any chats that come through! Let's get started.

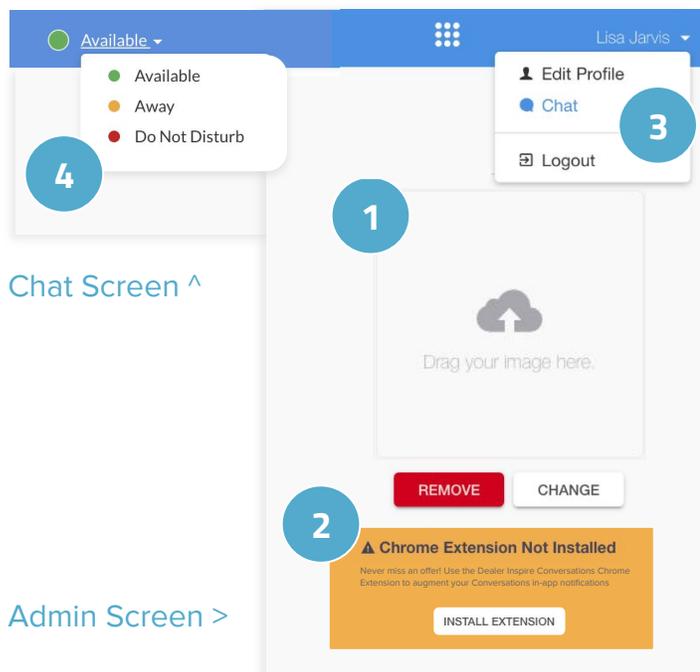
First, login to Conversations. Access Conversations directly from your dealer Hub by clicking the tile.

Pro tip: easily access your tools by signing into hub.carscommerce.inc on the daily.



Adjusting your Settings

To start receiving chats, follow these simple 4 steps. We'll go into more detail on each!



1. Add a photo to your profile
2. Install the chat notification extension
3. Switch to the Chat Screen
4. Set Status to Available

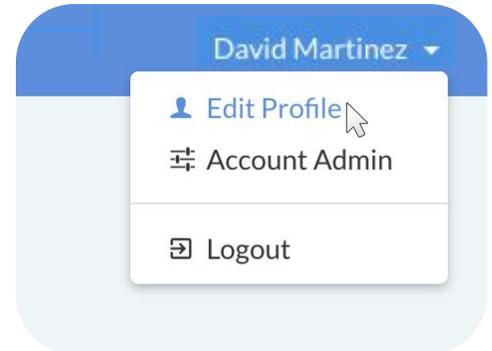
Let's take a closer look at each of these.

Setting up your Profile

Once logged in, click your name in the top right corner, then click Edit Profile.

1. Ensure your contract information is correct
2. Drag-and-drop a headshot into the box

Add a friendly headshot. It isn't required, but shows shoppers they are talking to real person, not a bot! Recommended size is 222 x 222px.



Edit Profile

Account Information

Locale

Timezone*

Contact Information

First Name*

Last Name*

Email*

Drag your image here.

headshot.png



remove

Chrome Extension Not Installed

Never miss an offer! Use the Dealer Inspire Conversations Chrome Extension to augment your Conversations in-app notifications

INSTALL EXTENSION

↓

Extension Installed

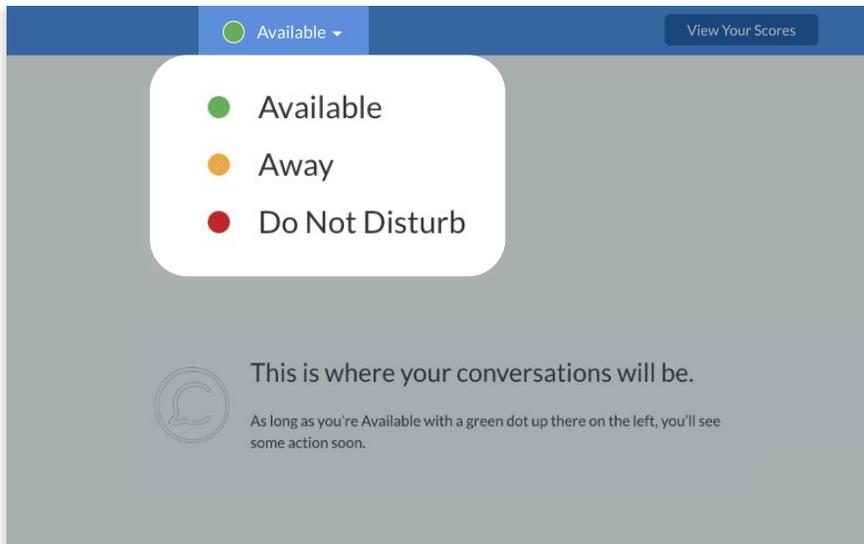
3. Install the Chrome Extension. Click the button and follow the steps, or [click here](#). Chrome is the recommended browser for taking chats!

With the extension, you'll get notified of chats with a pop-up window.

Receiving Chats

Now that your profile is set up. Head back to the chat screen and choose your status to begin accepting chats. Stepping away from your desk? Set your status accordingly.

From the chat screen you have a few choices for your status.



Available

You are ready to receive all incoming chats and transfers!

Away

You will not receive incoming chats from customers, but may receive internal chats or transfers.

Do Not Disturb

You will not receive incoming chats or transfer offers.

Incoming Chats

You are ready to receive chats! With the extension installed and your status set to Available, you will receive this notification when chats come through.

