

Auto-ending customer ended chats

Auto-ending customer ended chats automatically opens the disposition modal in the right hand panel in its end-chat state saving agents 2 clicks to do so. These two clicks saved drive time savings and higher productivity.

1

Franco Chiaro

Profile History

ACCOUNT OVERVIEW

| | |
|--|---------------------------------------|
| ACCOUNT NUMBER #7536-9542 | EMAIL sophieleonard@gmail.com |
| BILLING ADDRESS 462 Saratoga Street Apt. 3D Brooklyn, NY 11223 | CC ON FILE *4444 06/22 |
| HOME PHONE NUMBER (555) 123 - 4567 | CELL PHONE NUMBER (555) 123 - 4567 |

BILLING AND PAYMENT OVERVIEW

| | | |
|-----------------|-----------------|-------------------|
| \$198.47 | \$115.98 | \$145.21 |
| AMOUNT DUE 6/22 | PAST DUE AMOUNT | LAST CYCLE CHARGE |

CUSTOMER BROWSER BEHAVIOR

| | |
|-------------------------------|--------------|
| https://hudson-web.asapp.com/ | Current URL |
| | Previous Url |

Send

Customer waiting for 00:57

Suggestions

Step (1). Active chat

If agents want to close the chat in this state they need to click the icon at the right part of the header and select between multiple options (end chat, transfer, timeout, autopilot timeout).

2

End conversation

Double check your notes
Make sure your notes are complete before ending the conversation.

Franco Chiaro • Issue 108520001

Notes

Type notes here...

Customer asked about new plans + Copy notes

I advised customer on upgrade options +

Customer requested a new router +

I explained the customer's bill increase +

Customer updated their billing address +

Customer inquired about order status +

Resolution

Was the first intent correct?

Talk to an agent

Yes No

Was this issue resolved?

Submit & End

Step (2). Customer ends chat

As soon as the customer ends the chat, Desk automatically starts the End Chat process in the right hand panel, eliminating the need of manually clicking on the header and selecting the only option available (end chat).