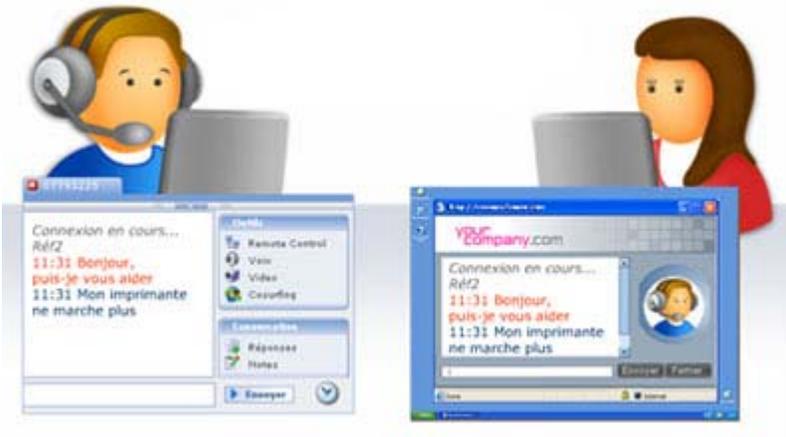




Instant Messenger Operator Manual





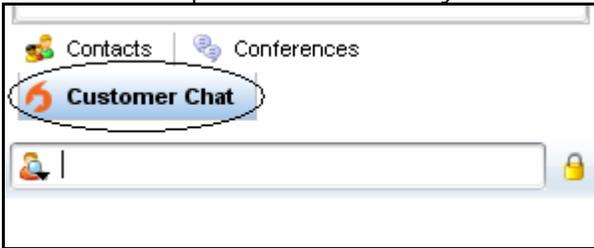
Introduction

The Sparks Instant Messenger client not only allows for general chat services but also provides departments who offer customer service to provide an additional feature call Live Help Chat.

This manual will outline the operation protocols require to utilize Sparks Online Chat Support Services. This manual is designed with the step procedure in place for easy referencing.

Operator Tab

Only a registered operator will find a third tab located on the Spark client called 'Customer Chat'. Launch Spark to confirm that you have this tab.

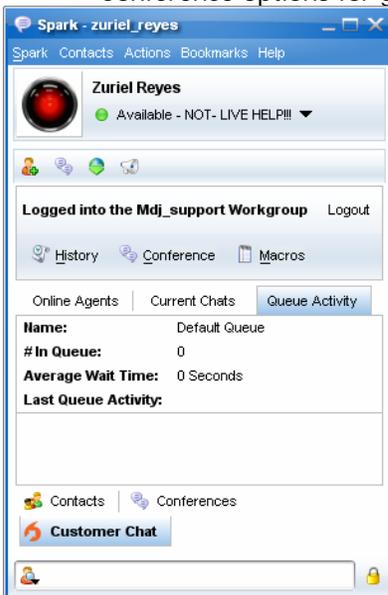


NOTE: If you do not and your department is provide live support service then contact your direct supervisor so that your name can be added to the list.

Customer Tab Section

Click on the Customer Chat tab to open the operator options. From this section you can see –

- Online Agents
- Current chat support sessions
- Queue Activity – current live support sessions and wait time.
- Conference options for grouping agents into a conference chat session.





Operations

Step 1. Launch Spark Client

You should have the icon called Spark located on the desktop of the computer. This icon will launch the Spark IM application Login screen. It will give you access to both the standard instant messaging and customer chat features. Login at this time.



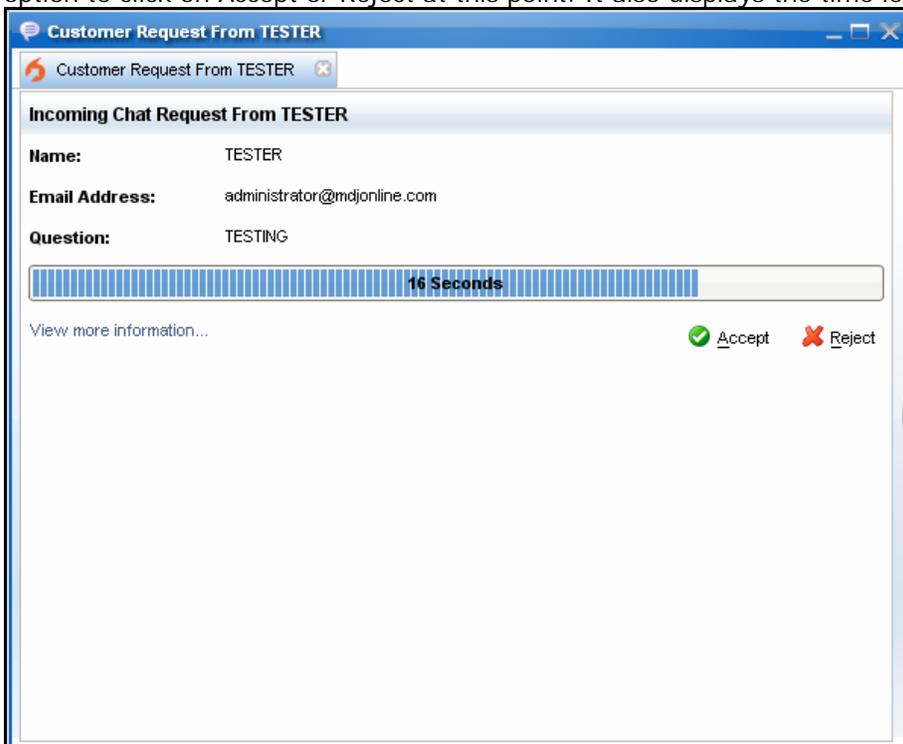
Step 2. Alert to a request

When a customer requests assistance the operators are alerted by a flashing orange tab in windows START menu bar.



Step 3. Respond to request

To respond to the requester, click on the flashing tab. A screen will appear and you have the option to click on Accept or Reject at this point. It also displays the time left to respond.

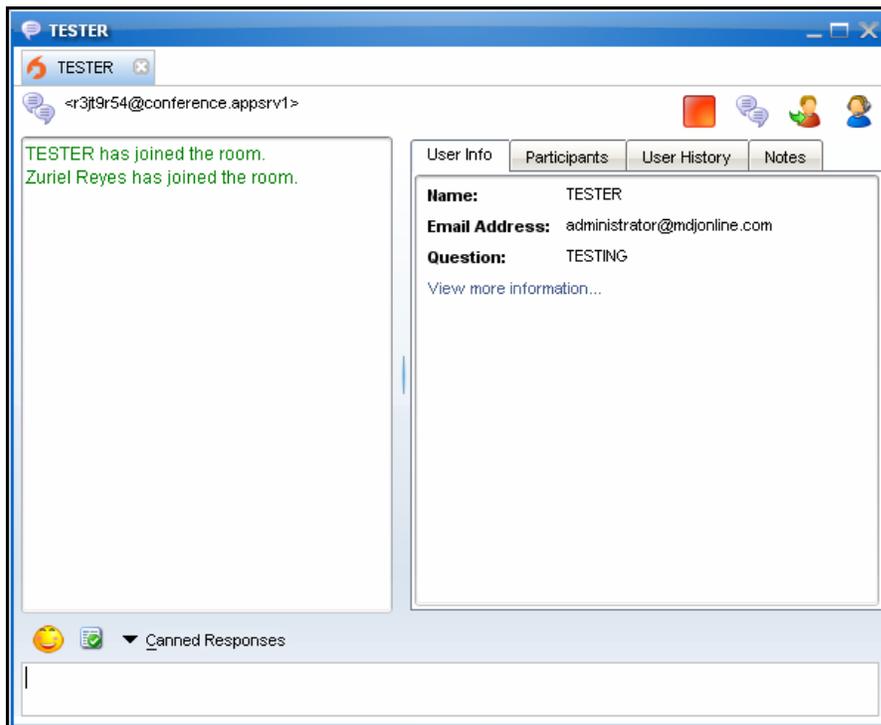


On the requestors screen during this time, they will see a box the lets them know that the request is being made and what number they are in the queue for support and estimated wait time.



STEP 3. Clicking Accept

To accept the request, simply click on the accept button. Your screen will change to the interface used for chatting with the requestor.





Pallet features

This screen gives you valuable tools such as

- Closing the session
- Invite Agent
- Transfer to another agent.
- Activate Co-browser

Tools features –

1. Closing the session

When you are finished with support you or the requestor has the options to close the session. You can do so by clicking on the red square.



2. Invite Agents –

The customer support applet gives the option of bringing in additional support by selecting the Invite Agent icon. A list will display of everyone logged into the wildfire server. Then select who you want to join the call and add that recipient to the call.



3. Transfer to Another Agent –

The customer support applet gives the option to transfer a chat session to another support agent.



4. Activate Co-Browser –

The customer support applet gives the option to launch a co-browser session. When selected the applet will launch a Internet Explorer windows which allows you to go to a specific website. You can then activate the browser window so that the requestor receives an invitation to join the session and the requestor can then see exactly where you are navigation via real-time.



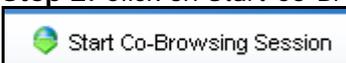
4B. CO-Browser Usage



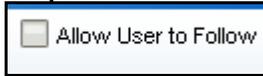
Step 1. Click on the Co-browser Icon



Step 2. Click on Start Co-Browser Session



Step 3. Click on Allow User to Follow



This screen also presents four tabs

- User Info
- Participants
- User History
- Notes

Tab Features –

1. User Info

This tab offers basic user information about the current active requestor. You can click on the View more information... to see more detailed information.



2. Participants –

This tab shows all the current agents current active with this one session.



3. User History –

This tab displays the amount of time spent with the current requestor.



4. Notes –

This tab allows you to type in notes that the requestor can not see. These note are accessible using the History feature once the session has ended.



The chat feature provides three options

- Smillies
- Spell Checker
- Canned Responses

1. Canned Responses –

These are recorded responses that you can select and it will appear in the chat windows for the requestor to see. This can save you typing time. There are two types of canned responses. Global and Person which are setup by either the systems administrator or by individual agents.

