Chat support--Support Team
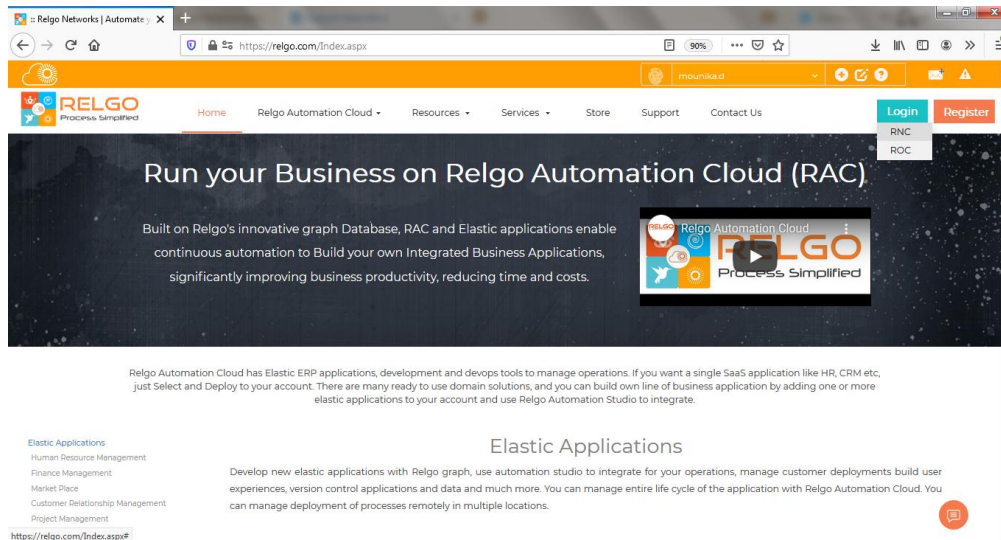
- Once the Chatroom is created,the next step is provide solutions to the customer. To provide solution to the customer, support team needs to login to RNC using their credentials.

- Once the admin creates the chatroom, the relations available in the chatroom can see it under chatsupport after login to the RNC.
- Support team gets the access only to the chatroom which has been added.
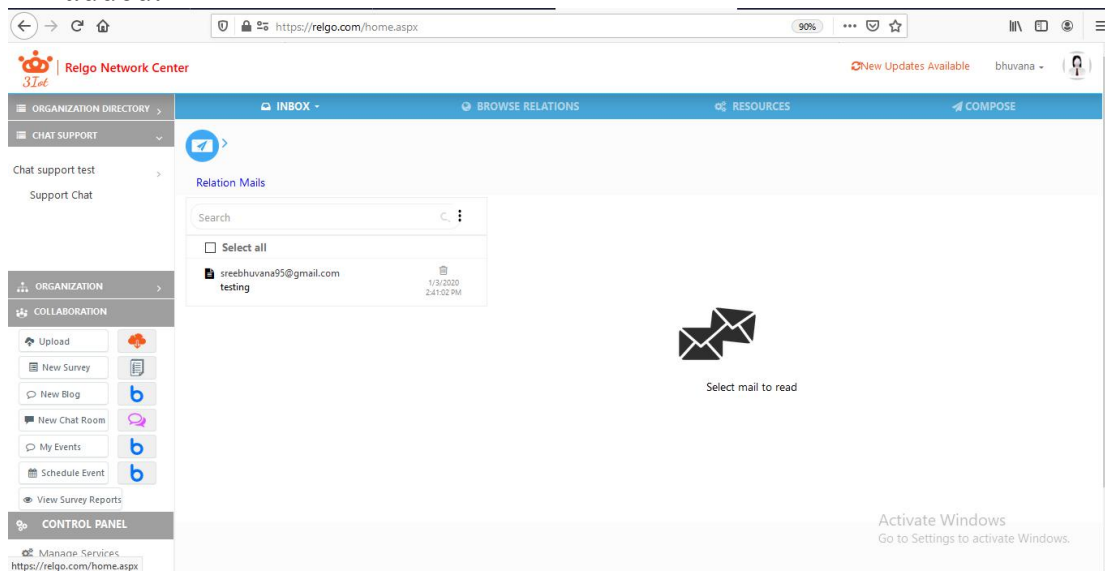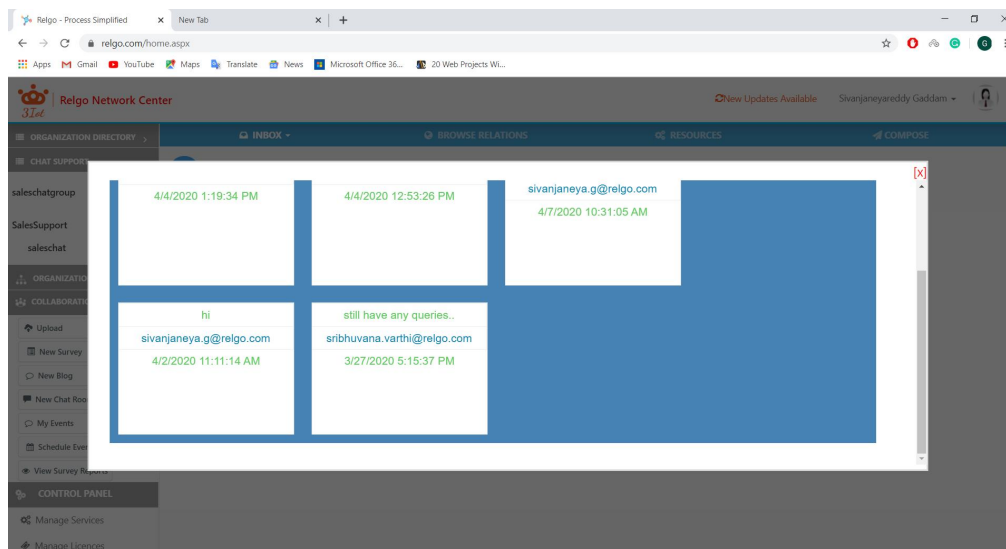

- The list of chatrooms will be shown. Whenever a chat support request arrives, a message will be arrived to their registered mobile numbers(Support team).
- Its mandatory for the support team to update their phone numbers in RNC as shown below:
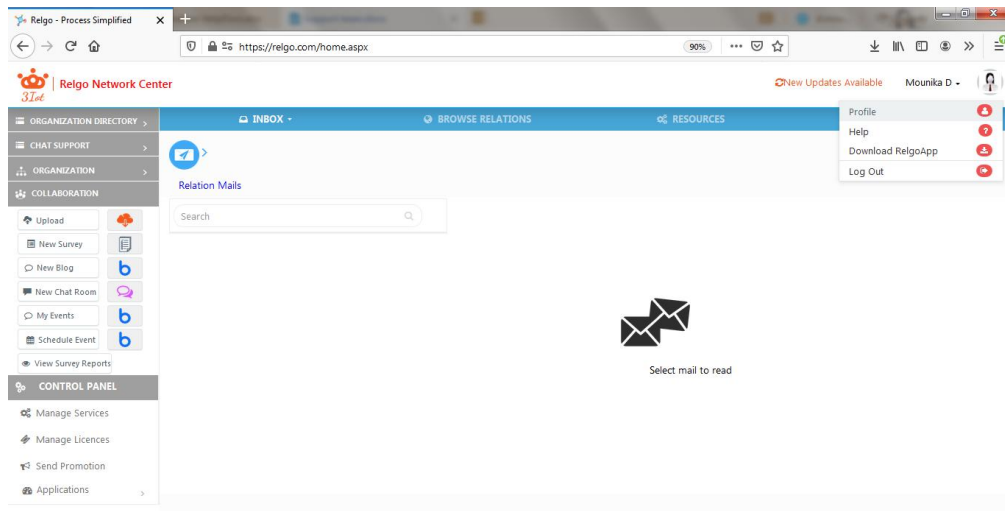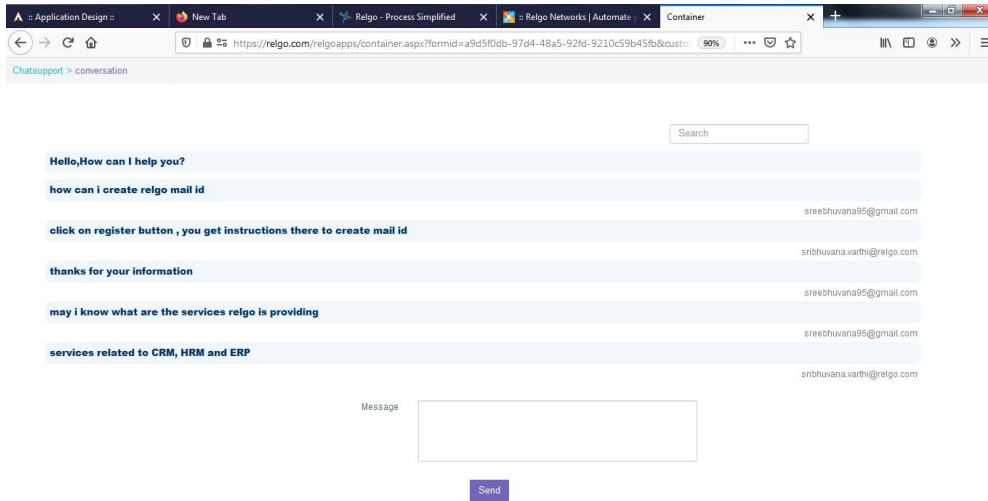
- Click on profile, update the phone number & click on save.

Chat view:

- The above screen shows the requests came from the customer I.e chatsupport requested by the customers.
- By clicking on the chat, the below screen displays.

Search

Hello,How can I help you?

how can i create relgo mail id

sreebhuvana95@gmail.com

click on register button , you get instructions there to create mail id

sribhuvana.varthi@relgo.com

thanks for your information

sreebhuvana95@gmail.com

may i know what are the services relgo is providing

sreebhuvana95@gmail.com

services related to CRM, HRM and ERP

sribhuvana.varthi@relgo.com

Message

Send

● Thus the two way communication has started.