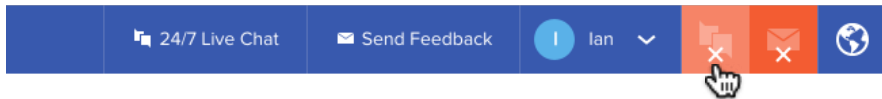
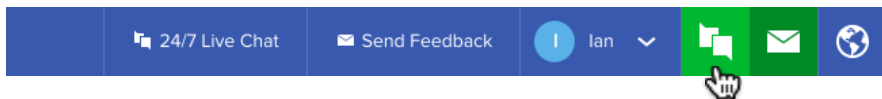


Available

Ready for action? Switch between **Away** and **Available** in the upper-right corner.

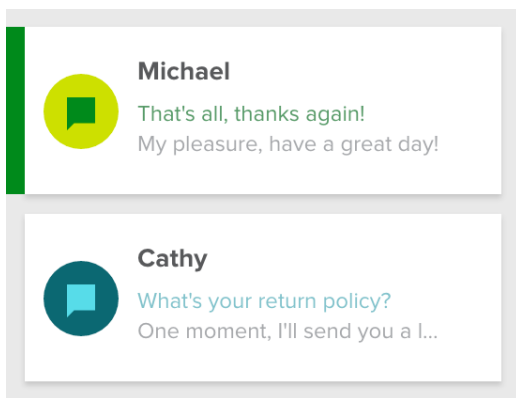


Green means **Available**, red means **Away**.



Switch between chats, emails

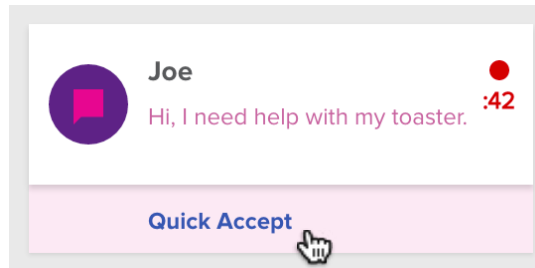
Click any chat or email to open it in your workspace. The active item is highlighted along its left edge.



Tip: The top item on the list may be the most urgent (newest chat, oldest email)

Quick Accept

Grab a chat without working on it right away.

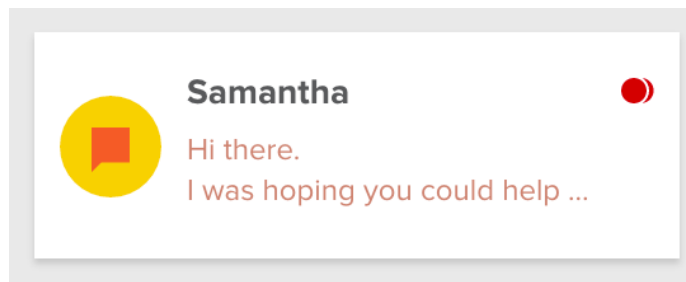


Click **Quick Accept** to accept without working on it right away. Or click anywhere else to accept and move to your workspace.

Tip: When the timer runs out, the chat is reassigned.

Red spot?

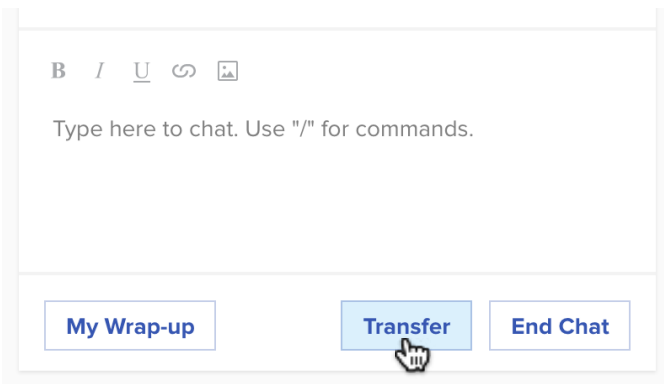
The red spot tells you the customer is waiting for your reply.



Notice we show you the first few lines of the customer's message.

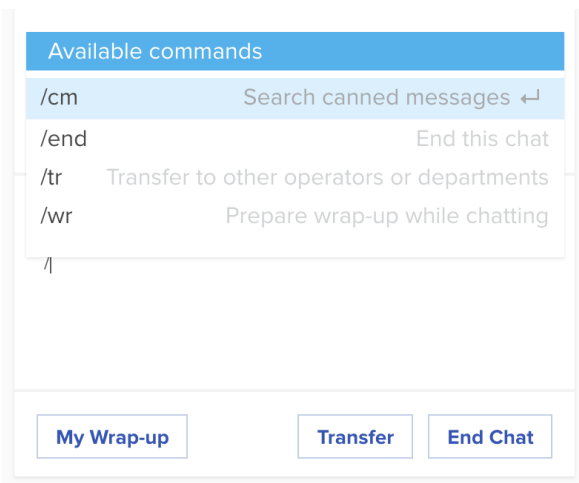
Transfer a chat

To transfer a chat to another team member, click the **Transfer** button at the bottom of the chat panel and select an available department or operator from the list.



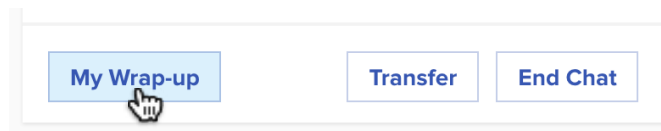
Chat commands

In the chat panel, type a **slash** ("/") to see the list of commands.

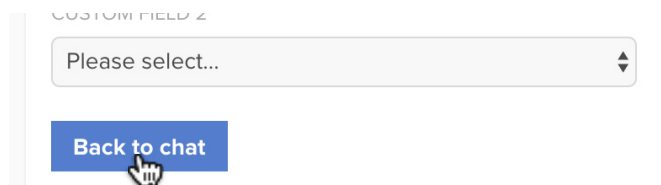


My Wrap-up

Prepare your wrap-up without ending the chat.

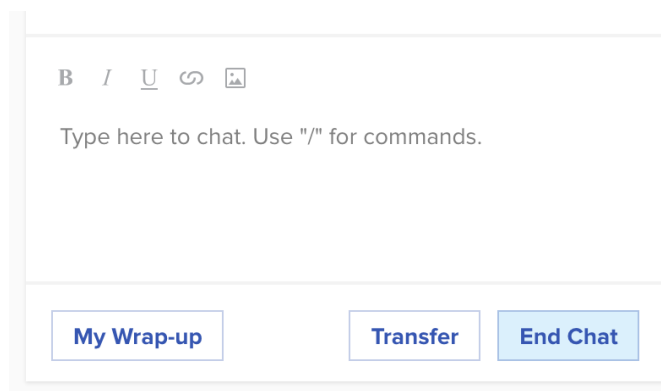


When the customer needs you, click **Back to chat**.



End a chat

To end a chat, click the **End Chat** button at the bottom of the chat panel.



Tip: You can also use the **/end** command.