Quick Reference Card for https://agent.boldchat.com

**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.
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**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.

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

**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.