

LiveChat and ChatBot for TSG

Customer Guidance



LiveChat and ChatBot for TSG

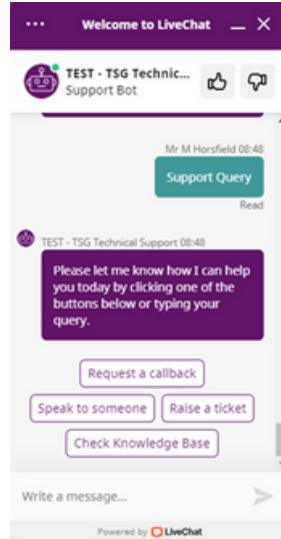


We at TSG are excited to announce the implementation of Chat powered by LiveChat to provide an alternative real time communication method with our excellent service desk team.

Our LiveChat widget is augmented with ChatBot which allows us to provide several features that make resolving your query simple and hassle free. Chat has now launched sitewide on tsg.com and can be accessed from the bubble at the bottom left of the screen.



LiveChat and ChatBot for TSG



Our ChatBot can:

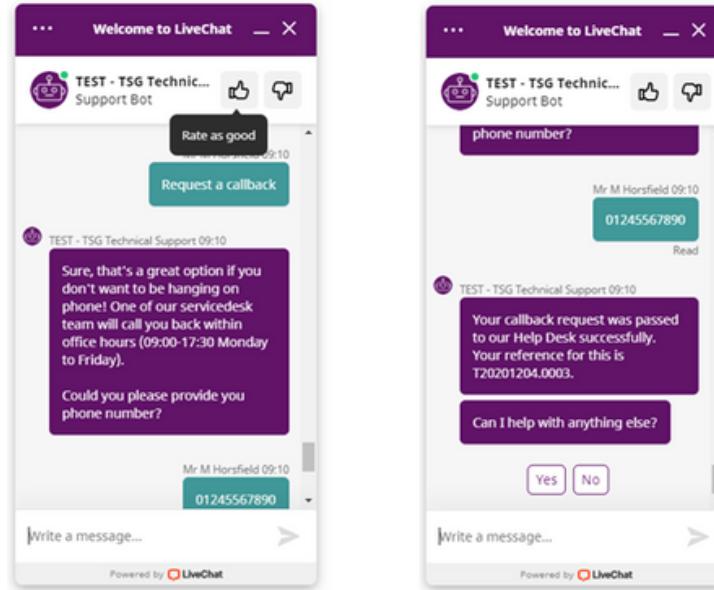
- Help you resolve simple queries by linking you to relevant step by step guides, this repository is small now but will grow with time, just ask your question and the bot will either furnish you with a relevant article or offer to put you through to one of our colleagues who can help.

The screenshot shows a web page from 'TSG Ltd Help Center'. The top navigation bar includes a 'TSG' logo, a search bar, and links for 'FAQ', 'Contact Us', and 'Log a Support Case'. The main content area has a purple header 'FAQ' and a sub-header 'My Computer is running slowly or is unresponsive'. The article was last updated on September 23, 2020, and is estimated to take one minute to read. It includes sections for 'Prerequisites' (instructions to save work), 'Procedure' (turn off computer, wait 10 seconds, turn back on), and a note that this should resolve the issue. At the bottom, there's a question 'Was this article helpful?' with thumbs up and down buttons, and a note that 100% of people found it helpful. A sidebar on the left lists other FAQ topics like 'Change Multi-factor Authentication method for O365', 'Out of Office via Outlook Web App', etc.

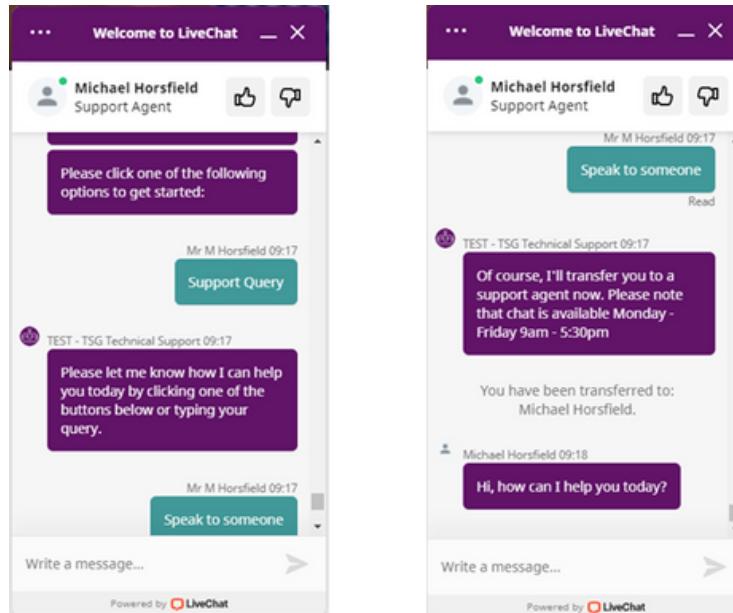
The screenshot shows a LiveChat window titled 'Welcome to LiveChat'. It shows a message from 'TEST - TSG Technical Support' at 09:07: 'My computer is running slowly'. Below this is a message from 'Mr M Horsfield' at 09:07: 'Read'. The support bot then responds with: 'I'm sorry to hear that, please follow the steps in the following article to resolve the issue: https://tsg.kb.help/faq/my-computer-is-running-slowly-or-is-unresponsive/'. There are 'Yes' and 'No' buttons at the bottom, and a text input field at the bottom right.

- Log a call back on your behalf, if you want to speak to someone but don't want to wait on the phone you can request a call back and one of our colleagues will give you a call back within our office hours.

LiveChat and ChatBot for TSG



- Direct you to one of our colleagues, if the bot is unable to assist you then you can choose to speak to one of our colleagues directly. This option is available as soon as you tell our bot that you have a support query, so you do not have to jump through hoops to speak to someone. The bot will also offer you this option if it is unable to help you.



- Assist you with creating a ticket, if you speak to the bot but can't get the answer you are looking for and don't want to speak to someone immediately, the bot will give you the option of logging a ticket through our webform and point you in the right direction.



Get in touch

If you have any questions, please contact our dedicated team today

tsg.com | 0333 220 0777 | info@tsg.com