# **GIOSG MOBILE APP**

User guide for chat

June 2023

### CONTENT

- **01** Getting started Downloading the giosg app
- **02** Logging in and notifications
- 03 Chatting
- 04 Chat history
- **05** Profile settings

01

## **Getting started**

Downloading the giosg app

 Download the giosg app from the App Store on your iOS device, or Google Play Store on your Android device.

| 0                     | giosg<br>Giosg   |  | ¢                     |
|-----------------------|------------------|--|-----------------------|
| 7 RATINGS             | AGE<br><b>4+</b> | CATEGORY   | DEVELO                |
| *****                 | Years Old        | Business   | Gios                  |
| What's Ne             | w                | Version I  | History               |
| Version 1.10          |                  |  | 1w ago                |
| 2:24                  | ÷ <b>=</b>       | 2:24   |                       |
| giosg                 | •° :             | giøsg  |                       |
|                       |                  | Visitor  |                       |
|                       | +                | Toure  | welcome!              |
| Visitor<br>Hil Can yr | ou help me with  | Visitor  | e welcomel            |
|                       | yu help me with  | Visitor  | to know               |
| Hi! Can yo            | ou help me with  | Visitor     Good     Visitor     Visitor     Visitor     Visitor     Visitor     Visitor | e welcome!<br>to know |

02

## Logging in and notifications

#### Logging in and notifications

- Launch the giosg app and log in with your giosg chat credentials.
- When logging in for the first time on iOS:
  - Select ALLOW push notifications
- When logging in for the first time on Android:
  - Select ALLOW to take pictures and record video and audio
  - Enable giosg calling account in your phone by selecting **OPEN SETTINGS**
  - Select ALLOW to manage and make phone calls

| ns                         | giøsg  | <b>≜</b> ° :                       |  |
|----------------------------|--|------------------------------------|--|
|                            | Visitor<br>Hil Can you help me w<br>my order?                                | vith                               |  |
| giosg                      | +  |                                    |  |
| Log in                     | Never miss a visitor<br>To use the giosg Bar to its full potential,          |                                    |  |
| Email address              | you need to allow push not<br>notifications can be muted<br>Allow notificati | tifications. The<br>d at any time. |  |
| Password                   |  |                                    |  |
| Remember me on this device |  |                                    |  |
| Login                      |  |                                    |  |
| Forgot your password?      |  |                                    |  |

### **OB** Chatting

#### Going online and chatting

- Click "Start" to go online when you want be available for your website visitors.
- When you want to go offline in the chat, click "Stop" in the menu.



### 03

### Chatting

- When you have pressed start, you will get notified when a new chat starts.
- In the chat conversation you will also see information about the visitor. Also tags, saved replies and canned answers are available.



| visitor   |            |                     |  |  |
|---|------------|---------------------|--|--|
| <ul> <li>Direct entry</li> <li>Giosg.com Oy</li> <li>Giosg support</li> <li>Hi! How can<br/>are happy to</li> </ul> |            | Visitor information |  |  |
|   | Ø          | Manage tags         |  |  |
|   | ***        | Members             |  |  |
|   | <b>.</b> + | Invite to chat      |  |  |
|   | ×          | Mute notifications  |  |  |
| Visitor<br>Hil I have a qu<br>order.  | ×          | Report a problem    |  |  |
|   | ×          | End chat            |  |  |
|   |            | Sure! 11:32 ✓       |  |  |
| What's your order number?   |            |                     |  |  |
| POWERED BY giosg  |            |                     |  |  |
| Type a mess   | sage       | . + >               |  |  |
|   |            |                     |  |  |

### **Chat history**

- You will see your chat history on the main page.
- When clicking a chat, you can read all the messages.



## Profile settings

• Edit sound notifications from your profile settings, and choose which sounds you want to use.





Giosg is a software company that combines data and artificial intelligence (AI) with feature-rich technology. We provide intuitive solutions that deliver the right online trigger, to the right person at the right time, allowing your organisation to operate smarter. The result? A faster, more streamlined process with more sales, happier customers and a significant boost to your return on marketing investment.

#### giosg.com