

# GIOSG MOBILE APP

User guide for chat

June 2023



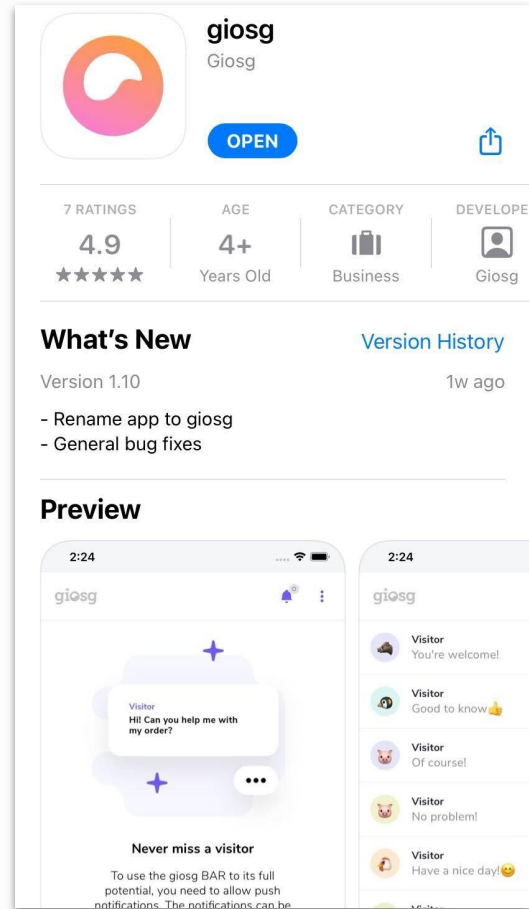
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# Getting started

## Downloading the giosg app

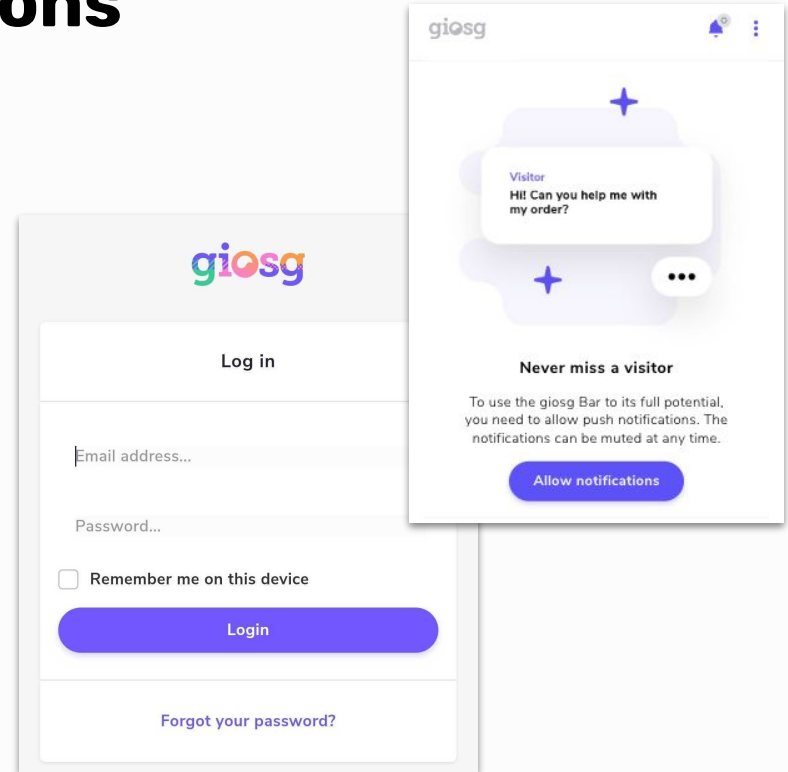
- Download the giosg app from the App Store on your iOS device, or Google Play Store on your Android device.



# Logging in and notifications

## Logging in and notifications

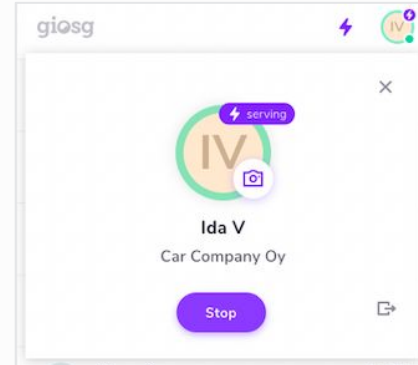
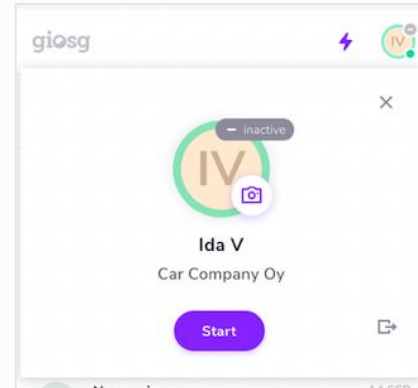
- Launch the giosg app and log in with your giosg chat credentials.
- When logging in for the first time on iOS:
  - Select **ALLOW** push notifications
- When logging in for the first time on Android:
  - Select **ALLOW** to take pictures and record video and audio
  - Enable giosg calling account in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



# Chatting

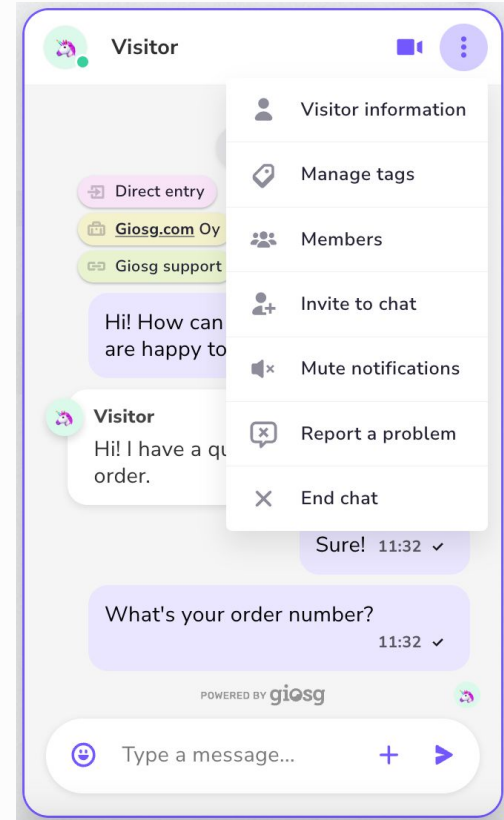
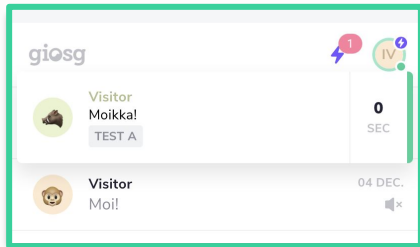
## Going online and chatting

- 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.



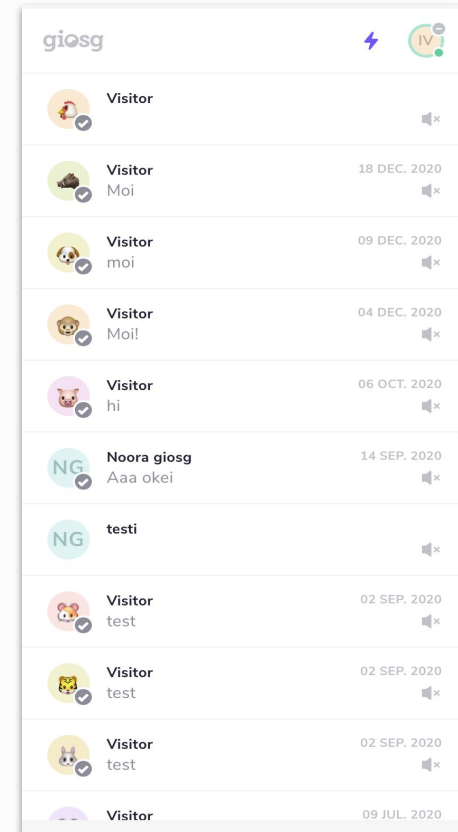
# Chatting

- 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.



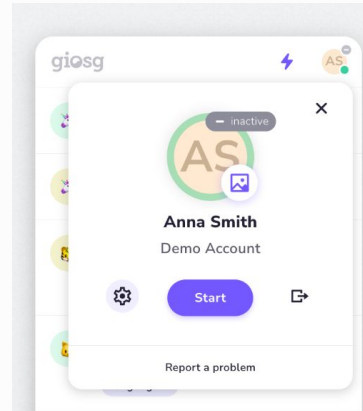
# Chat history

- 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.



## Sounds

Play sounds

### Play sound for...

- Pending visitor
- Incoming messages
- Sent messages
- Opening or closing chat
- Someone typing





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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](https://giosg.com)