



Giosg Chat Agent Guide



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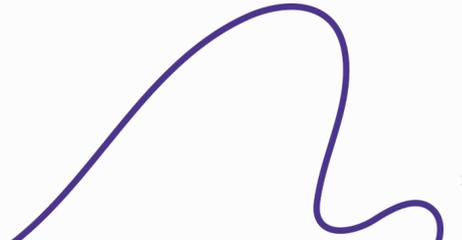
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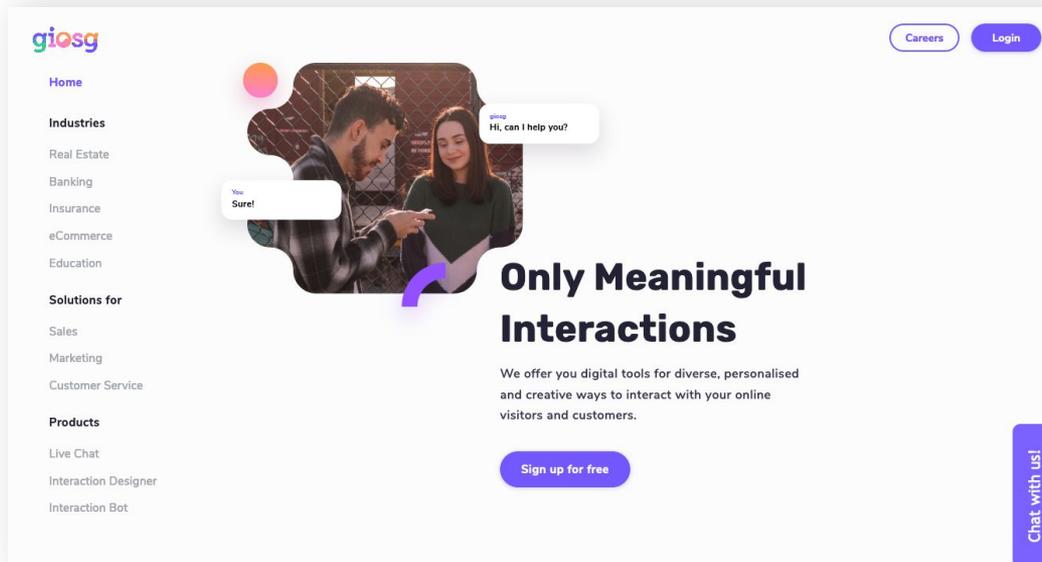
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Get started

1. Open your browser (Chrome or Firefox recommended)
2. Go to www.giosg.com
3. Click Login button



The screenshot shows the giosg website homepage. The navigation menu on the left includes: Home, Industries (Real Estate, Banking, Insurance, eCommerce, Education), Solutions for (Sales, Marketing, Customer Service), and Products (Live Chat, Interaction Designer, Interaction Bot). The main content area features a hero section with a photo of a man and a woman, a chat bubble saying "Hi, can I help you?", and a response saying "Sure!". The headline reads "Only Meaningful Interactions" and the subtext says "We offer you digital tools for diverse, personalised and creative ways to interact with your online visitors and customers." A "Sign up for free" button is located at the bottom of the hero section. In the top right corner, there are "Careers" and "Login" buttons. A blue arrow points from the "Login" button in the instructions above to the "Login" button on the website. A vertical blue button labeled "Chat with us!" is positioned on the right side of the page.

4. Fill in your email address and password
5. Get access to giosg LIVE-console

Log in to Giosg Live

Login email

Password

[Log in](#) [Forgot password?](#)

The screenshot shows the Giosg LIVE console interface. The top navigation bar includes the 'giosg' logo and menu items: Console, Settings, Reporting, and User Management. Below the navigation bar is a 'Start' button in a green circle. A 'Show all rooms' dropdown menu is visible. The main area displays a grid of rooms with various colored indicators (purple, red, green) and chat icons. A search bar for users is located at the bottom left of the main area.

Read visitor analytics

- The bubbles moving to the right are the most active visitors
- Move your cursor on top of the bubble and see real-time analytics about the visitor



Recognize different visitors

The icons on the bubbles give additional information about the visitors



The yellow speech bubble with a letter “A” shows which customers have received autosuggest messages



The green speech bubble shows with whom you have had a conversation with



The small green icon on the top corner of the bubble shows which visitors are mobile visitors (mobile phone)



The small blue icon on top corner of the bubble shows which visitors are mobile visitors (tablet)



Profile settings

1. Go to profile settings from the top right corner of the giosg console
2. Click Profile
3. Edit your own profile settings

Add your picture.
This is shown for the
visitors in the chat window

The Alias name will be
used for you in the chat,
instead of your own name

Sara

Alias

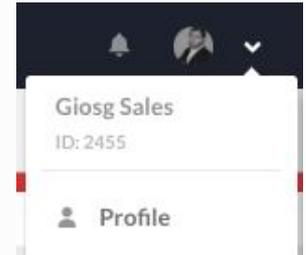
My profile Preferences Change password

123456

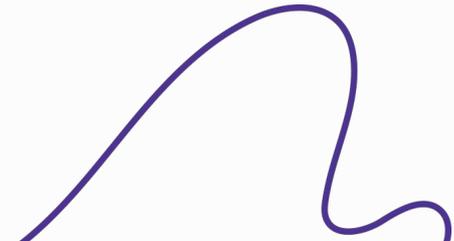
Title

ida+kokeilu2@giosg.com

Manager email



Add personal information.
This is not visible to
visitors



Profile settings

You can manage your preferences in the Preferences tab

Chris (giosg)

My profile **Preferences** Change password

UI Language Enable desktop notifications Enable spell checking

Email reports [Modify email reports](#)

Sound Settings

Play sound when message arrives Play continuously until mouse moves Notification volume: 100% Disable sounds when I'm offline

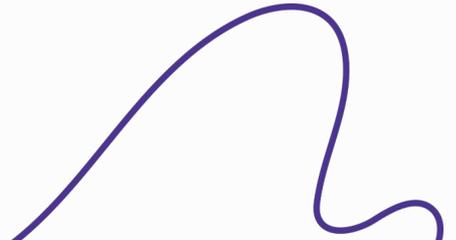
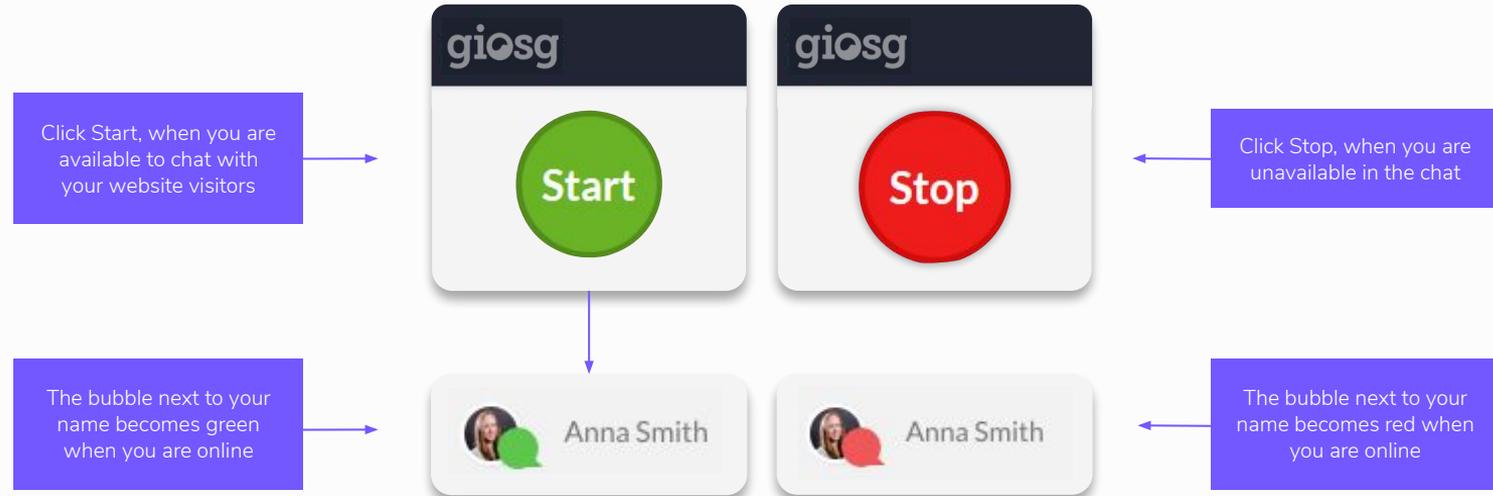
Play sound when client arrives on page Play continuously until mouse moves

Firstline Messages [Add new](#)

Choose the sound that is played when a visitor sends a message

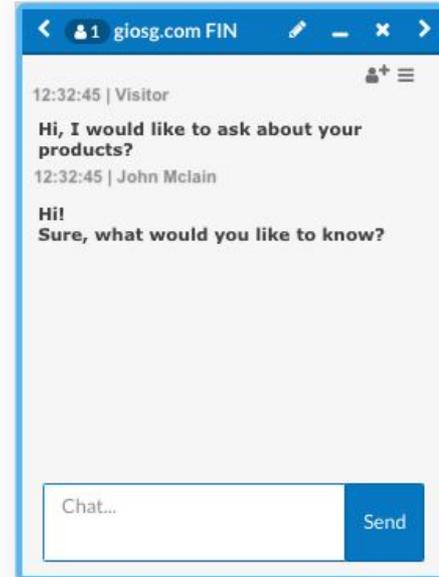
Desktop notifications will announce incoming messages on your desktop

Start chatting



Respond to incoming chats

1. Visitor sends a message which will be shown with a big red bubble
2. Clicking the red bubble opens the chat window and you can see the visitor's message



Serving the customer

The screenshot displays a customer service chat interface. At the top, the browser address bar shows 'demo.giosg.com'. Below it, a table provides visitor statistics:

VISITS	TIME ON SITE	CHATS
1	00:00:30	1

On the left, a sidebar lists visitor information:

- Room:** demo.giosg.com
- Company:** Giosg.com Oy
- Current page:** Businexx - World leader in business!
- Last 3 pages:** Businexx - World leader in business!
- From:** Direct entry
- Location:** Vantaa Finland
- Language:** [unspecified]

The main chat area shows a conversation with 'Anna':

- 15:19:42 | Anna: How may I help you?
- 15:19:51 | Visitor (demo.giosg.com): Hi! Can I ask you about one of your products?
- 15:19:55 | Anna joined chat
- 15:19:58 | Anna: Hi!

The visitor's response is: 'Sure, what would you like to know?'

At the bottom left, there is a 'More' button. At the bottom center, there is a text input field labeled 'Chat...' and a 'Send' button. At the bottom right, the shopping cart is visible with a 'Total' of 175,30.

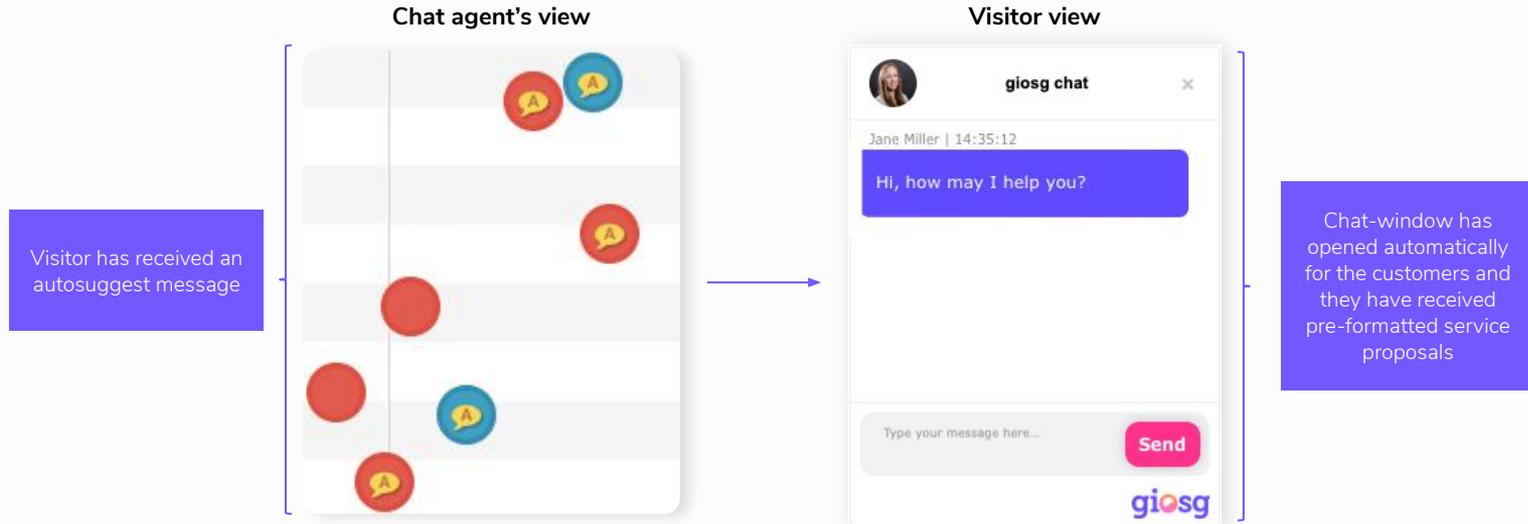
Invite a colleague

See the content of the visitor's shopping cart (requires giosg BASKET tool)

Information about the visitor

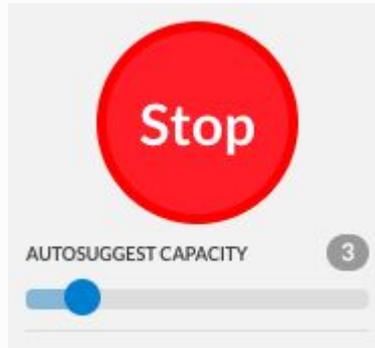
Autosuggest messages

- Offer the customers help proactively and automatically
- The autosuggest messages are defined by your manager users



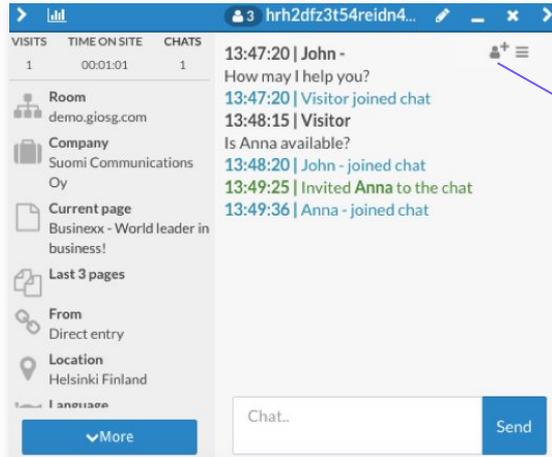
Autosuggest capacity

- The capacity slider defines how many autosuggest messages can be sent with your name. Autosuggest messages are always sent 10 times in relation to the capacity number.
- When you have reached the amount of open conversations your capacity allows, no more autosuggest messages are sent with your name until capacity is freed by closing conversations.
- The overall capacity of the agents online affects the proactivity of the chat on your company's web page - the more proactive you are, the more chats you get



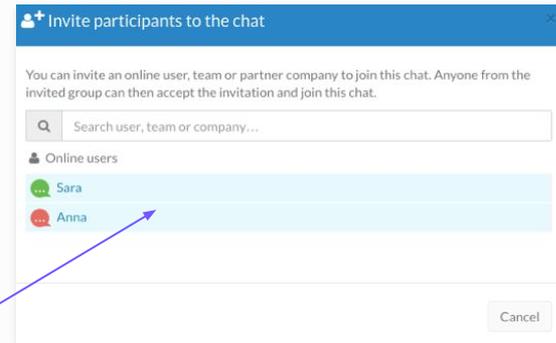
Chat invitations

Invite your colleagues to chat conversations



1. Click  and choose your colleagues' name on the list

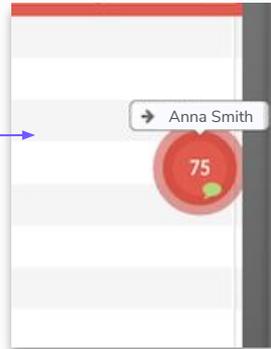
2. Click on your colleague's name to invite them



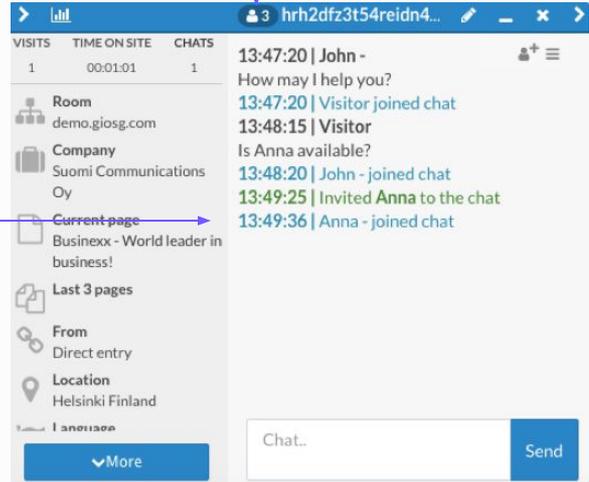
Chat invitations

When your colleague joins the conversation, you can either stay in the conversation or leave by closing the chat window

3. Your colleague is invited to join the chat. They can join by clicking the big red bubble



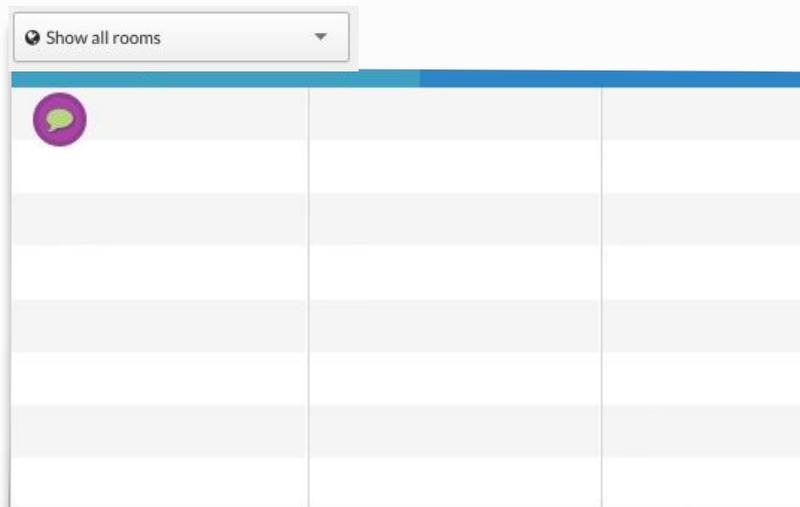
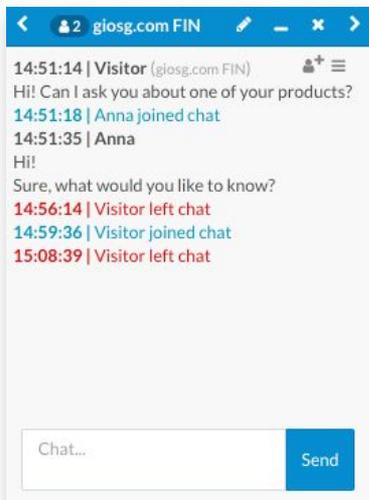
4. Your colleague joined the conversation. You can stay in the conversation or leave by clicking "X".



The amount of people in the conversation

Leaving a conversation

- You can close the conversation by clicking the close “X” button.
- If the visitor stays on the website the visitor’s bubble will return to the swim lane with a green speech bubble icon.



Access previous chats with a specific visitor

Open previous conversations with a certain visitor by clicking “CHATS”.

You will see previous conversations with the visitor on the right side of the giosg console.

The screenshot shows the giosg console interface. At the top, there are tabs for 'VISITS', 'TIME ON SITE', and 'CHATS'. The 'CHATS' tab is highlighted with a red circle. Below the tabs, there is a list of chat sessions. The first session is selected, showing a chat history with a visitor from 'demo.giosg.com'. The chat history includes the following messages:

- 15:08:17 | Visitor (demo.giosg.com) Hi! Can I ask you about one of your products?
- 15:08:31 | Anna joined chat
- 15:08:34 | Anna Hi!
- Sure, what would you like to know?

At the bottom of the chat window, there is a text input field labeled 'Chat...' and a 'Send' button.

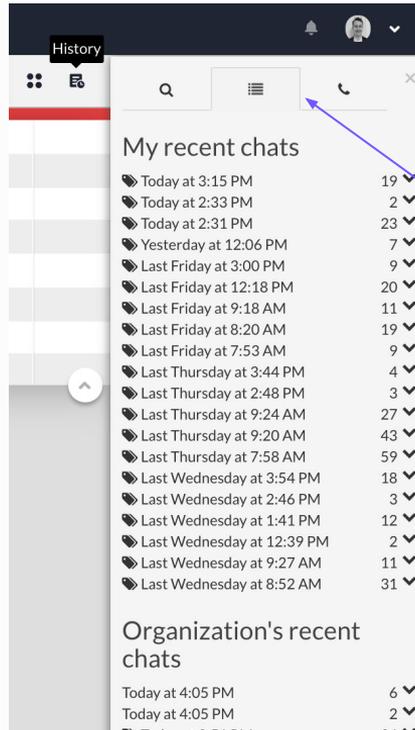
The screenshot shows a chat history window with a list of previous conversations. The list includes the following entries:

- Today at 2:33 PM 2
- Last Thursday at 2:48 PM 3
- Last Wednesday at 12:39 PM 2
- 11/04/2019 2
- 11/04/2019 2
- 10/31/2019 12
- 10/29/2019 3
- 10/29/2019 3
- 10/23/2019 2
- 10/23/2019 2
- 10/16/2019 10
- 10/11/2019 1
- 10/10/2019 11
- 10/09/2019 7
- 10/09/2019 4
- 10/08/2019 11
- 10/07/2019 6

A blue arrow points to the list, and a blue box highlights the text 'Visitor's previous conversations'.

Search recent chat discussions

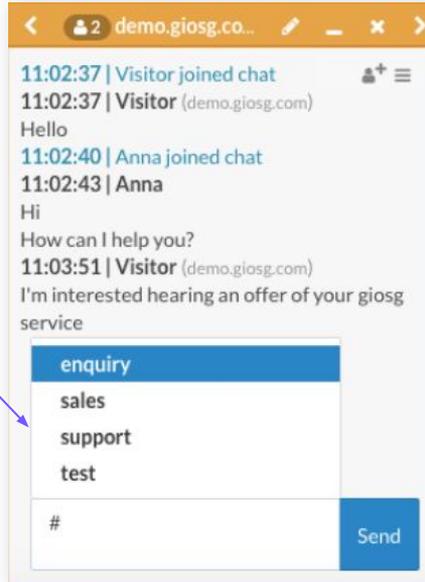
Find your own 20 recent chats and the whole organisation's 20 recent chats from the history icon in the top right corner of the "Console" view.



In the second tab option you can see both your own and your company's recent chats

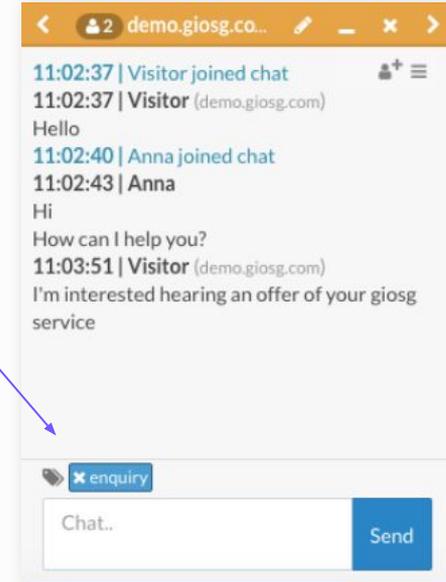
Tagging conversations

Write a hashtag "#" in the text field and choose a tag from the list



A screenshot of a chat interface for 'demo.giosg.co...'. The chat history shows messages from a visitor and Anna. At the bottom, a text input field contains a '#' character. A dropdown menu is open, displaying a list of tags: 'enquiry', 'sales', 'support', and 'test'. A blue 'Send' button is visible to the right of the input field.

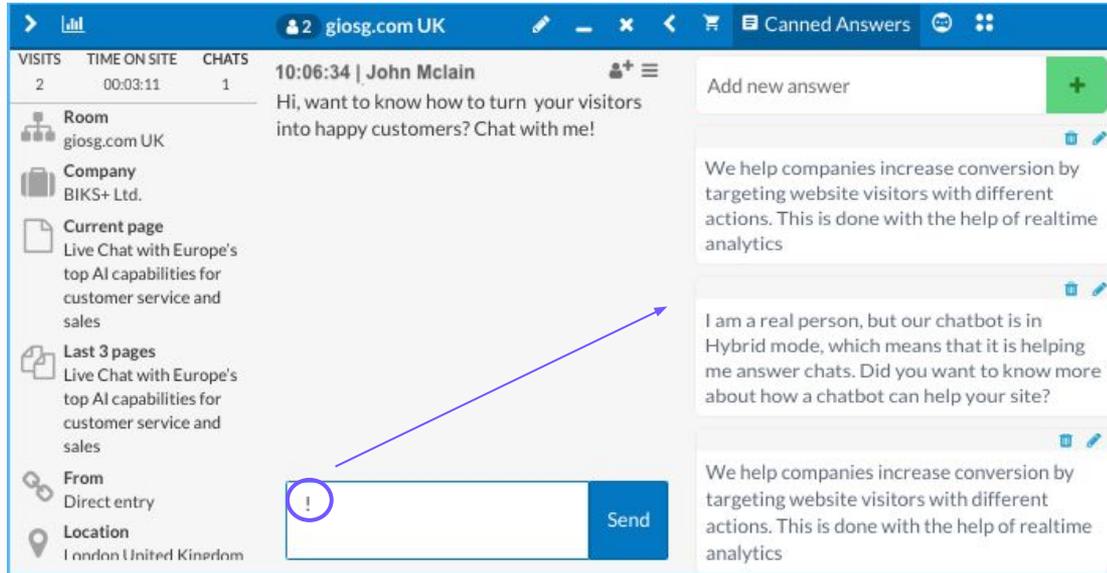
The tag you chose will be saved to the conversation



A screenshot of the same chat interface. The dropdown menu is closed, and the text input field now contains the selected tag '# enquiry'. The 'Send' button remains visible.

Canned answers

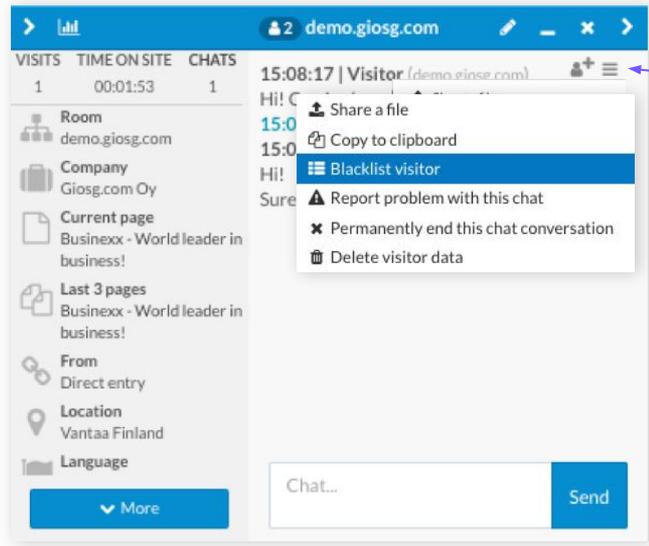
- Type an exclamation mark ! in the message field to use and modify canned answers
- You can choose the correct answer by typing something after the exclamation mark, or by scrolling the answers list



The screenshot displays a chat window for 'giosg.com UK'. The interface includes a header with navigation icons, a 'Canned Answers' tab, and a sidebar with statistics (VISITS: 2, TIME ON SITE: 00:03:11, CHATS: 1) and metadata (Room: giosg.com UK, Company: BIKS+ Ltd., Current page: Live Chat with Europe's top AI capabilities for customer service and sales, Last 3 pages: Live Chat with Europe's top AI capabilities for customer service and sales, From: Direct entry, Location: London United Kingdom). The main chat area shows a message from 'John McIn' at 10:06:34: 'Hi, want to know how to turn your visitors into happy customers? Chat with me!'. Below the message is a text input field containing an exclamation mark '!', which is circled in purple. A blue arrow points from this exclamation mark to the 'Canned Answers' list on the right. The list contains three items: 'Add new answer' (with a green plus icon), 'We help companies increase conversion by targeting website visitors with different actions. This is done with the help of realtime analytics', and 'I am a real person, but our chatbot is in Hybrid mode, which means that it is helping me answer chats. Did you want to know more about how a chatbot can help your site?'. The 'Send' button is visible next to the input field.

Blacklisting visitors

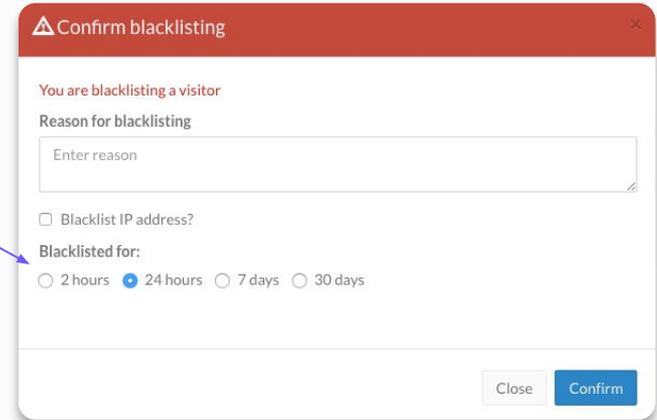
Any disturbing visitors can be blacklisted. Blacklisted visitors cannot send any more messages to the chat



The screenshot shows a chat window for a visitor from demo.giosg.com. The chat history includes messages: "Hi!", "Hi!", and "Sure". A context menu is open over the chat, listing actions: "Share a file", "Copy to clipboard", "Blacklist visitor" (highlighted), "Report problem with this chat", "Permanently end this chat conversation", and "Delete visitor data". The left sidebar shows visitor information: Room (demo.giosg.com), Company (Giosg.com Oy), Current page (Businexx - World leader in business!), Last 3 pages (Businexx - World leader in business!), From (Direct entry), Location (Vantaa Finland), and Language. A "More" button is visible at the bottom left of the sidebar.

1. Click "More" button and then "Blacklist visitor"

2. Choose how long the visitor will be blacklisted for

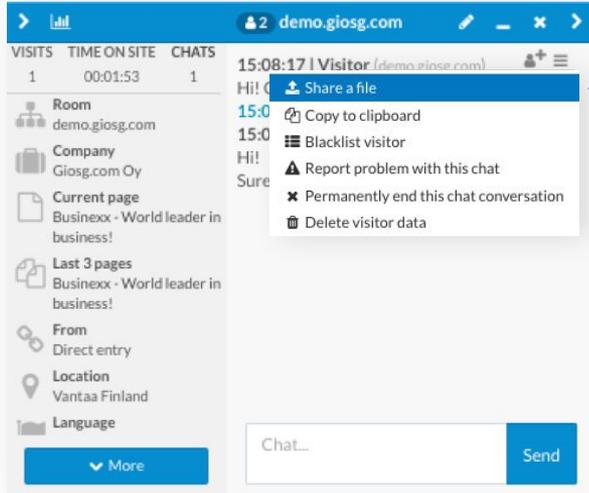


The dialog box is titled "Confirm blacklisting" and contains the following text and controls:

- Header: **Confirm blacklisting**
- Message: **You are blacklisting a visitor**
- Section: **Reason for blacklisting**
- Input field: "Enter reason" (with a text area below it)
- Checkbox: Blacklist IP address?
- Section: **Blacklisted for:**
- Radio buttons: 2 hours, 24 hours, 7 days, 30 days
- Buttons: "Close" and "Confirm"

File sharing

You can send sales presentations, brochures and other files to the visitor through the chat.



1. Click on the "More" button and then "Share a file"

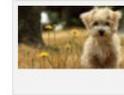
2. Upload files from your computer or use previously uploaded files

Share a file

To upload a new file, click the button or drag and drop a file here!

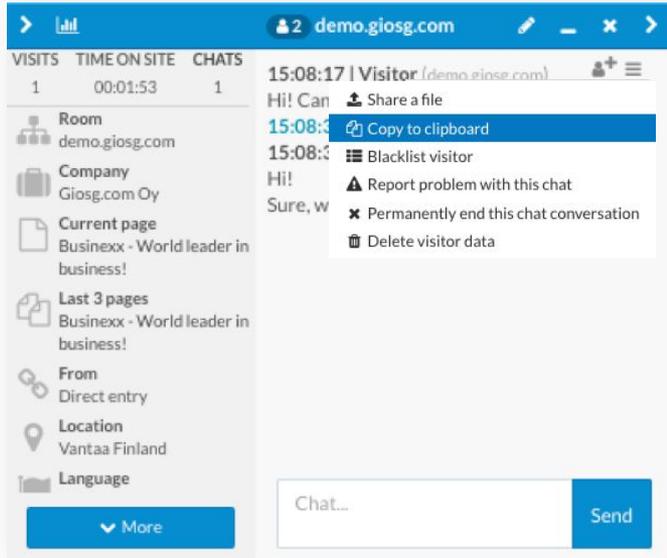
Upload a file

Alternatively you may use of your previously uploaded file assets.



Copy to clipboard

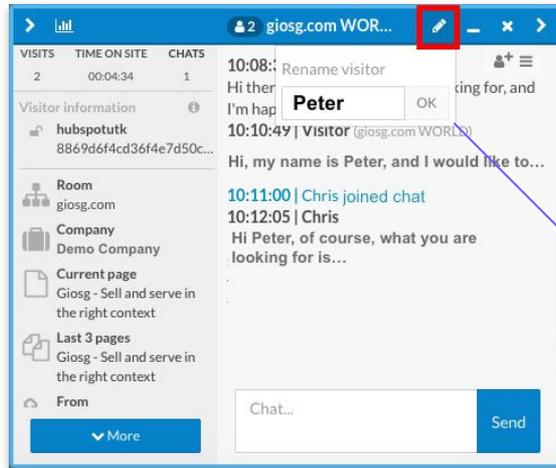
Copy the whole chat conversation to your clipboard.



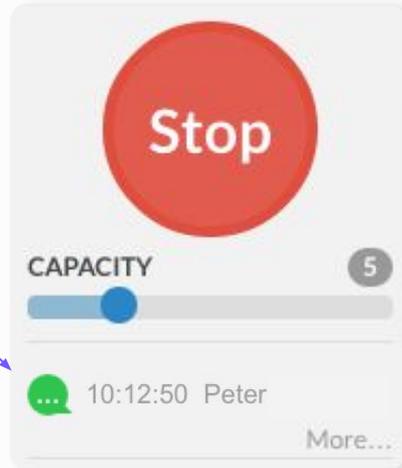
The screenshot displays the Giosg chat interface. On the left, a sidebar shows a table with columns for VISITS, TIME ON SITE, and CHATS, and a list of filters including Room, Company, Current page, Last 3 pages, From, Location, and Language. The main chat area shows a conversation with a visitor from demo.giosg.com. A context menu is open over the chat messages, with the 'Copy to clipboard' option highlighted. The chat messages include: 'Hi! Can', '15:08:17 | Visitor (demo.giosg.com)', '15:08:17 | Visitor (demo.giosg.com)', 'Hi!', and 'Sure, w'. The context menu options are: 'Share a file', 'Copy to clipboard', 'Blacklist visitor', 'Report problem with this chat', 'Permanently end this chat conversation', and 'Delete visitor data'. At the bottom of the chat area, there is a text input field labeled 'Chat...' and a 'Send' button.

Naming the visitors

Give a name to the visitor by clicking on the “pencil”-button



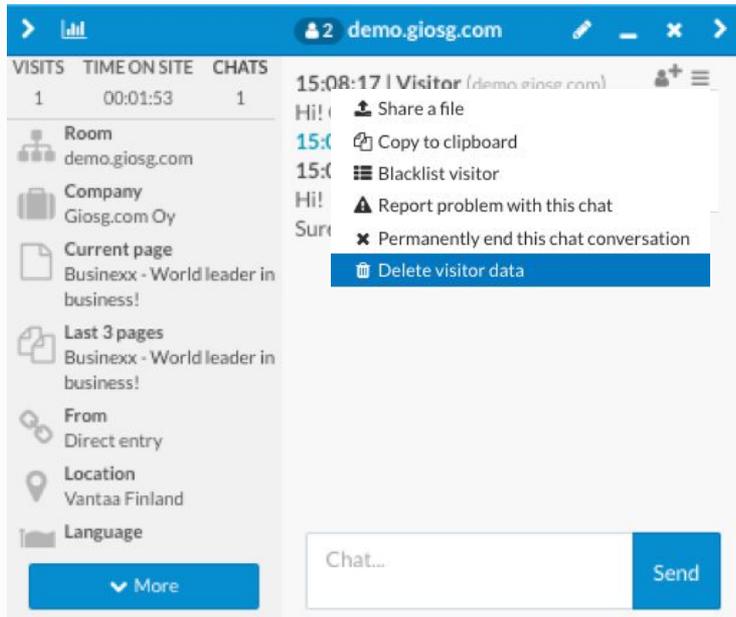
The screenshot shows the Giosg visitor management interface. A red box highlights the pencil icon in the top right corner of the window. A dialog box titled 'Rename visitor' is open, showing a text input field with the name 'Peter' and an 'OK' button. The background interface displays visitor information, including a list of visits, chat messages, and visitor details like room, company, and current page.



The screenshot shows the Giosg visitor management interface. A large red circle with the word 'Stop' is visible. Below it, there is a 'CAPACITY' section with a slider and a '5' in a circle. A chat message is shown: '10:12:50 Peter'. A blue arrow points from the 'Rename visitor' dialog box in the previous screenshot to the 'Peter' chat message.

Delete visitor data

- This feature will delete all customer data regarding the visitor (visitor information + chat messages)
- Your manager users will be notified by email about the removal



The screenshot displays the Giosg chat interface. At the top, the browser address bar shows 'demo.giosg.com'. Below it, a table lists visitor statistics:

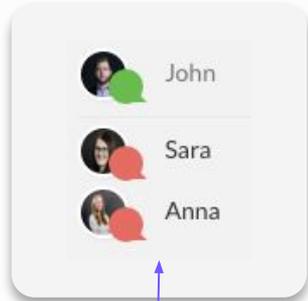
VISITS	TIME ON SITE	CHATS
1	00:01:53	1

On the left, a sidebar lists visitor details: Room (demo.giosg.com), Company (Giosg.com Oy), Current page (Businexx - World leader in business!), Last 3 pages (Businexx - World leader in business!), From (Direct entry), Location (Vantaa Finland), and Language. A 'More' button is at the bottom of the sidebar.

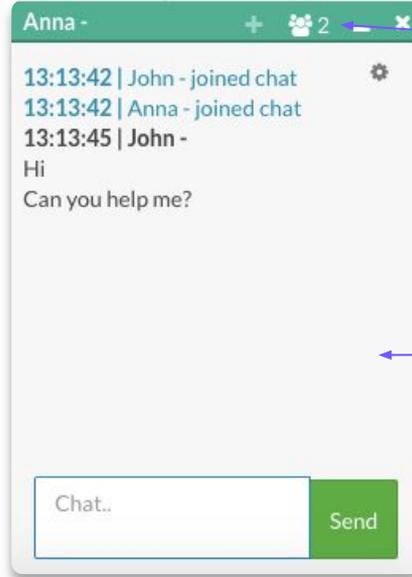
The main chat area shows a message from '15:08:17 | Visitor (demo.giosg.com)' with the text 'Hi!'. A context menu is open over the message, listing actions: Share a file, Copy to clipboard, Blacklist visitor, Report problem with this chat, Permanently end this chat conversation, and Delete visitor data (highlighted in blue). A chat input field with a 'Send' button is visible at the bottom.

Operator chat

Start a chat with your colleagues in the giosg console



1. Click your colleague's name on the left panel



Add other colleagues

2. Operator chat opens. Now you can chat with your colleague in real-time.

Contact giosg support

- Report problems with the giosg console:

The diagram illustrates the process of reporting a problem through the giosg console. It consists of three main parts:

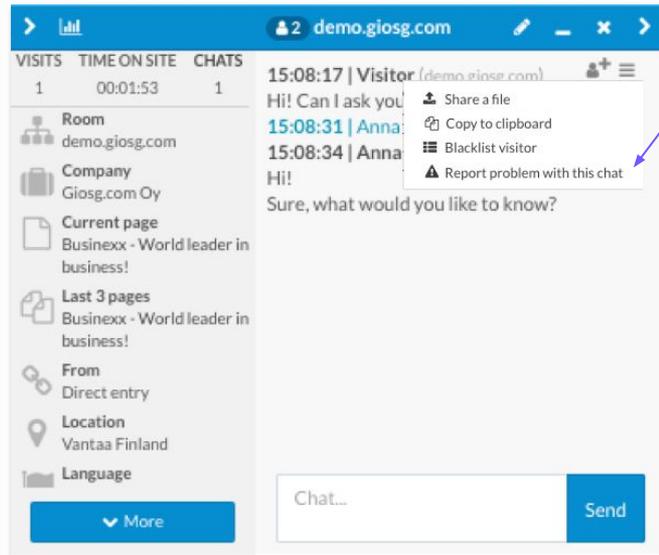
- Step 1:** A mobile app interface showing a profile menu with options: Profile, Report problem, Support, and Logout. An arrow points from the 'Report problem' option to the first step box.
- Step 2:** A blue box containing the text: "2. Type your message in the text fields". An arrow points from this box to the first text input field in the form.
- Step 3:** A blue box containing the text: "3. Send the message to giosg support". An arrow points from this box to the 'Send' button in the form.

The form, titled "Report an error with this chat", includes the following fields and instructions:

- Technical info about the chat, participants etc. is automatically attached to the report.
- Describe what happened? *
- Has this happened before? *
- Has any other user had the same problem?
- * These fields are mandatory
- Buttons: Close, Send

Contact giosg support

- Send a problem report directly from the chat conversation.

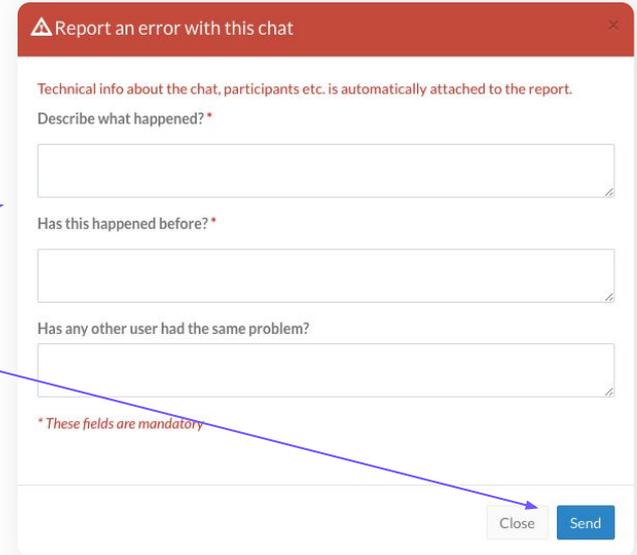


The screenshot shows a chat window for 'demo.giosg.com'. The chat history includes messages from a visitor and Anna. A context menu is open over the chat, listing options: 'Share a file', 'Copy to clipboard', 'Blacklist visitor', and 'Report problem with this chat'. The 'Report problem with this chat' option is highlighted with a blue arrow pointing to the first instruction box.

1. Click the more button →
Report problem with this chat

2. Describe what happened

3. Send the message to
giosg support



The screenshot shows a form titled 'Report an error with this chat'. The form contains the following fields and instructions:

- Technical info about the chat, participants etc. is automatically attached to the report.
- Describe what happened? *
- Has this happened before? *
- Has any other user had the same problem?

At the bottom of the form, there is a red asterisk indicating that the fields are mandatory. The form has 'Close' and 'Send' buttons at the bottom right. A blue arrow points from the third instruction box to the 'Send' button.

Chatting tips

1

React quickly to new conversations

2

Serve with the right style

3

Serve actively

1

React quickly to new conversations

React immediately

Use sound effects or desktop notifications

Quick replies

Answer in smaller parts

Tell the customer what will happen next

Useful tools

Collect frequently asked questions

Send links

Ask for customer's contact information if you can't answer to their questions right away

"It is important that you reply to your customer's questions straight away. Greet the customer/react to their messages immediately."

2

Serve with the right style

Be courteous

Remember to greet and thank your customers!

Pay attention to your spelling

With your communication style, you express yourself and your company.

What is the right communication style?

Pay attention to your company's image / field of business / customer's communication style

"I start with formal communication style, but of course it varies based on the visitor. I have learned to monitor what kind of communication style the customer uses. Adjusted communication style makes the customer feel welcome."

3

Serve with the right style

Personalise the service

Own name and picture

Regular online presence

Remember to click Stop when you leave your computer

Be active

Offer help actively

Provide additional information

Inform your visitors about campaigns

"We have tried to personalise our web store and to "give it a face". It is important that we use our own names on the chat. In addition, we also have our own pictures visible for the customers. On the chat we are the same people, with whom the customer could interact elsewhere as well."



Visit our web page and we can discuss further:

www.giosg.com