



Introducing Chat Support!

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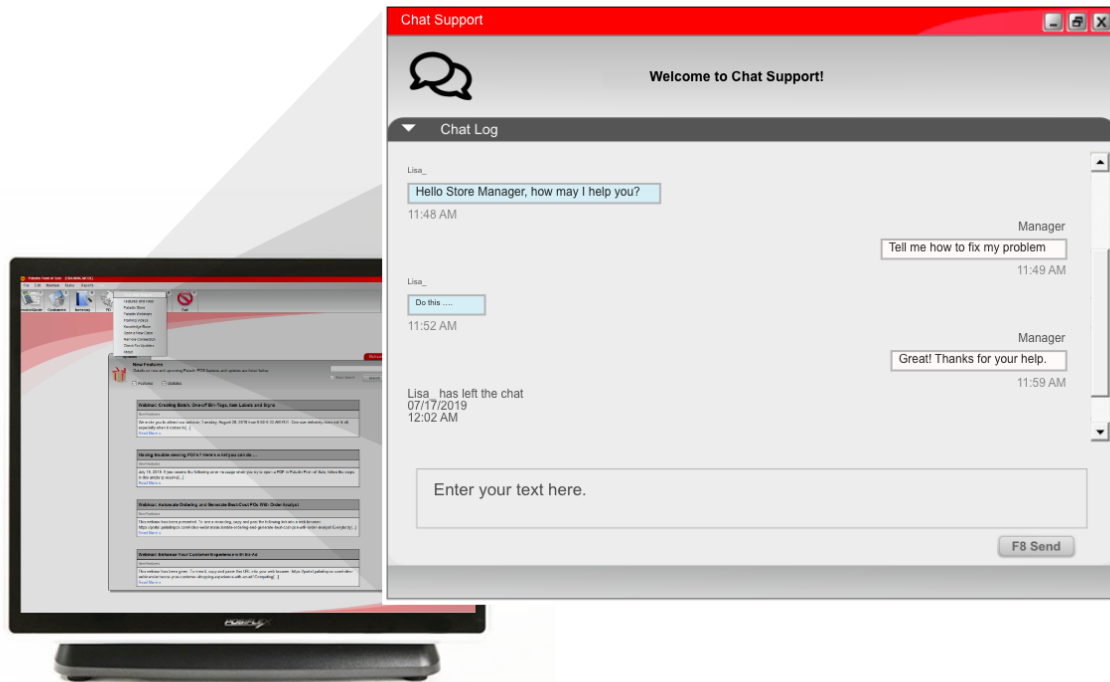
Account Manager

October 7, 2019

WHAT YOU'LL LEARN

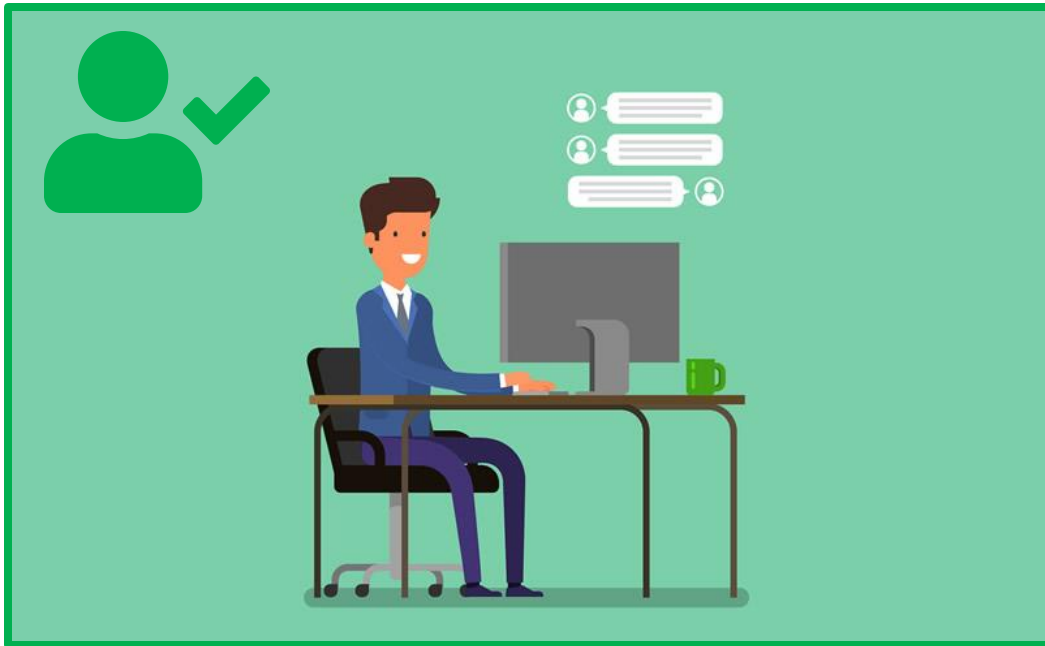
- What is Chat Support?
- When to use Chat Support
- When NOT to use Chat Support
- How to use it
- Demonstration

Introduction to Chat Support



- We developed Chat Support to connect with Clients quickly and easily without having to use another channel (website/phone).
- Available in the Winter 2019-2020 Release. We're testing and rolling out now!
- Chat Support available during normal support hours (5am-5pm PDT)
- Use it to share links for reference as well, such as KBAs and webinars.
- A transcript of the conversation is stored in our database.

When to Use Chat Support



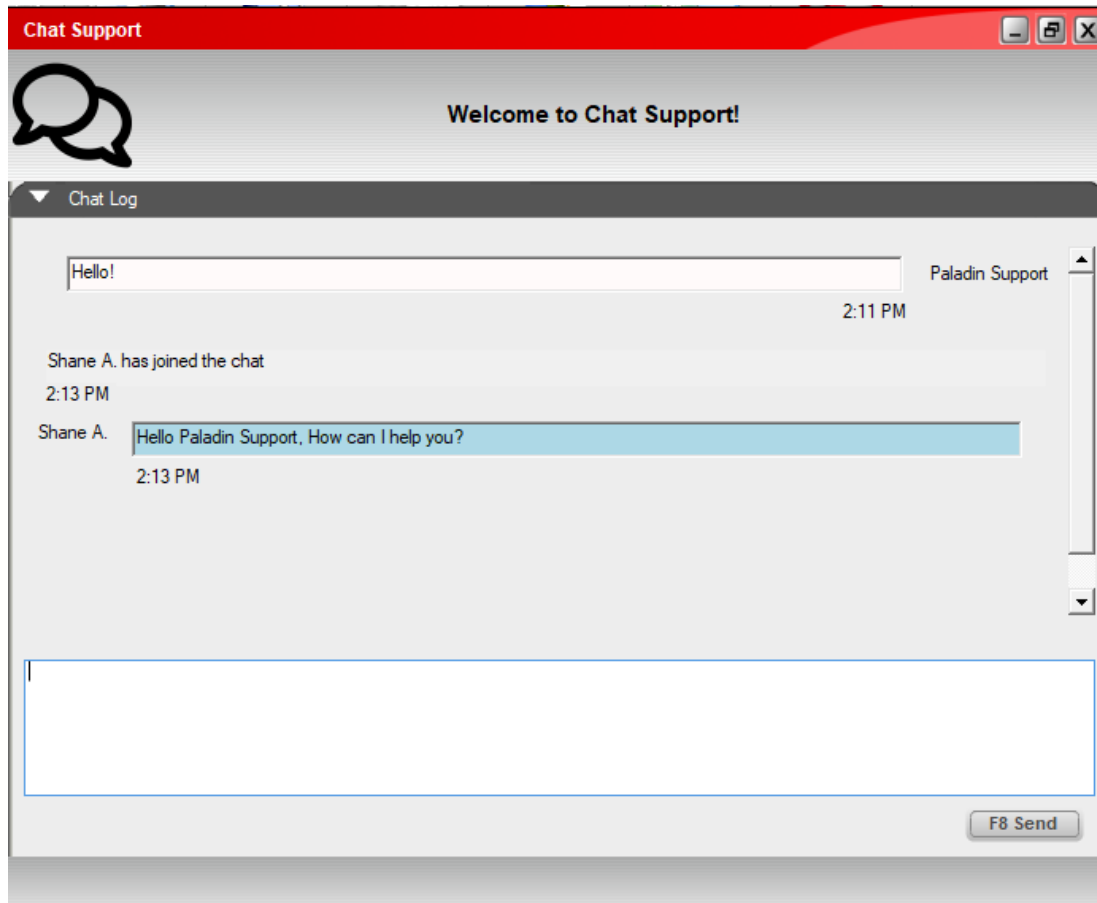
- How-to questions
- Small issues
- Links to educational materials

When NOT to Use Chat Support



- Store down emergencies
- Complex issues
- Complex training

How to Use Chat Support



- Auto enabled for all clients in the coming weeks.
- Click on “Help” in the top navigation within Paladin and select “Chat Support”.



- Start Typing!



Check out our [Winter 2019-2020 Release Guide](#)
on the Help Portal.

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