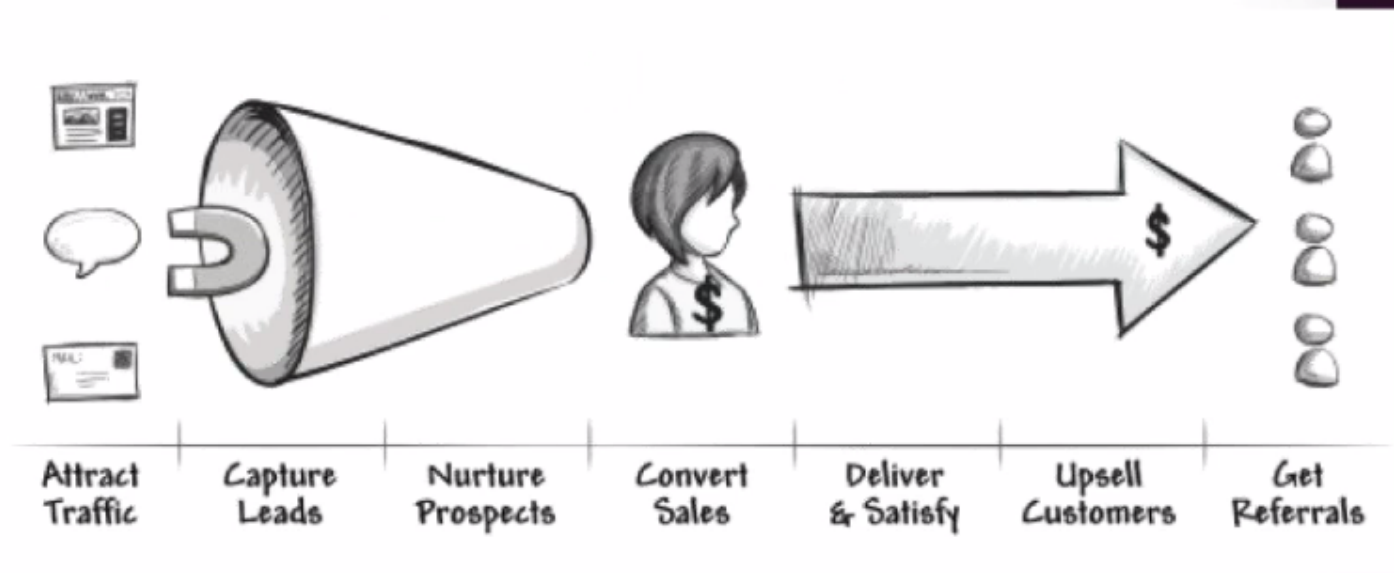


# Handling Live Chat Prospects and Customers

Janette Toral

<http://digitalfilipino.com>

# Problems in the Lifecycle?



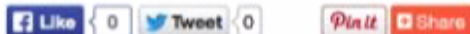
# Problems in the Lifecycle?

- Gender
- Personality
- Language

# Configure your live chat persona

- Gender
- Personality
- Language

## March 20: Digital Marketing for Real Estate Industry (Palawan)



Real estate service professionals are invited to take part in this exclusive boot camp that aims to tackle how digital marketing can be useful to promote real estate online. This will be on March 20, 2015 at The Legend Hotel Puerto Princesa, Palawan from 9:00 AM to 5:00 PM. (Registration starts at 8 AM)

This learning program will be conducted with Jonabe Daquer of [Palawan Real Property](#).

### Target audience:

- Aspiring and current real estate service practitioners (licensed broker, appraiser, consultant, salesperson).
- Real estate developers trying to build a database that services external customers and internal agents. Those who would like to build a site with a bigger database back-end meant for external customers and internal agents.

Rece... Can we help? [Close]

More

March Estate

Febriu E-Com Indust

Febru Estate

Digital Hospit Bever

Januar Estate

Message [Star] [Smiley]

Powered by ClickDesk



Map View

List View



Name	Email	From URL	Referrer	Location	Department
	-	6 Tax Guidelines for E-Commerce Transac...	https://www.google.com.ph/	Manila, Philippines (112.208.4.253)	Default Department
	-	DigitalFilipino E-Commerce Education Cen...	http://www.e-commerceadvocate.com/stu...	Makati, Philippines (49.149.48.105)	Default Department
	-	Digital Marketing for the Real Estate Indus...	https://www.google.com.ph/	Quezon, Philippines (112.200.148.39)	Default Department
	-	February 27: Digital Marketing & E-Comm...	https://www.facebook.com/	Cebu, Philippines (121.96.234.158)	Default Department
	-	Electronic Payment Acceptance and Fraud...	-	Quezon, Philippines (125.212.122.141)	Default Department
	-	Top 100 Websites - Philippines 2011 - Dig...	-	New delhi, India (107.167.107.242)	Default Department
	-	16 Cybercrimes covered	-	-	-

Commune | Twitter / Notifications | Agent Dashboard

https://digitalfilipino.clickdesk.com/agent/home#livechat

Apps | Storify this | Paper.li | DigitalFilipino.com

ClickDesk | Admin Settings | digitalfilipino@gmail.com

new chat

Hello. I have a question.

Incoming Chats

Visitor 1

Hello. I have a question.

22 minutes ago

Chat with Visitor 1

Proactive Message

Thanks for visiting our site. Is there anything I can do to help?

8:50:39 AM

Visitor 1

Hello. I have a question.

8:50:39 AM

Visitor 1

Firefox on Mac

Default Department


Visiting <http://influencerbootcamp.digitalfilipino.com>

Edit | Block

Google

Terms of Use

**new chat** ✕

 Hello. I have a question.

### Incoming Chats

Visitor 1  
Hello, I have a question.  
20 minutes ago

Visitor 2  
Hello, I have a question.  
20 minutes ago




Visitor 3  
Hello, I have a question.  
20 minutes ago

### Add Lead

Visitor Email\*

Note




### Today's Top Contacts

 <p><b>Francis Dolejan</b> 17 - Pawnshops, Music, Pinoy, Tagalo...</p> <p>Is this contact important? <input type="button" value="Yes"/> <input type="button" value="No"/></p>	 <p><b>Will Garcia</b> CEO, Blogger Matched keywords: ceo, blogger</p> <p>Is this contact important? <input type="button" value="Yes"/> <input type="button" value="No"/></p>	 <p><b>Rick Balbuena</b> Financial Advisor, Sun Life of Canada (Phi... Matched keywords: financial, advisor</p> <p>Is this contact important? <input type="button" value="Yes"/> <input type="button" value="No"/></p>
--	--	---

### Engagement Opportunities From Important Contacts

Uh oh! No top ranked opportunities today?  
Assign contacts to **tasks** or **deals**, tell us who are your important contacts and Nimble will help you find more!

### Birthdays & Job Changes

 <p><b>Anj Nacorda</b> 1 has a birthday today!</p> <p><input type="button" value="Congratulate"/></p>
 <p><b>Marley Go</b> Writer 1 has a birthday today!</p> <p><input type="button" value="Congratulate"/></p>
 <p><b>Brenjoe Paningbatan</b></p> <p><input type="button" value="Congratulate"/></p>

### To Do Today


**Activities**

12:00am Pope's Visit (Public holiday in Manila)

[Add a New To-Do](#)

**Stay in Touch**

Today You have 30 people to stay in touch with



**Upcoming Deals** [See all](#)

This month	CBSME or E-Commerce	\$500.00
------------	---------------------	----------



◀ "In my own way, I empower Filipinos with e-commerce wisdom and skills that they can use in sustaining their business, advocacy, and achieve better quality of life." - Janette Toral ▶

zopim chat

Chat with us

Type your message here ▶








## Receive chat Notification Via mobile

The screenshot shows a mobile interface for a chat application. At the top, there is an orange header bar with a profile icon on the left, the name "Janette Toral" and status "Online" in the center, and a three-dot menu icon on the right. Below the header is a navigation bar with two tabs: "2 VISITORS" (which is selected and highlighted with an orange underline) and "CHATS". The main content area displays two chat notification cards. Each card starts with an upward-pointing chevron icon and a title: "Chat Button Clicked" and "Active Visitors", both followed by the number "1". Below each title is a bolded ID number (#43800496 and #66768104), a small Philippine flag icon, a gear icon, and a computer monitor icon. The text of the notifications reads "Janette Toral - E-Commerce Advocate. Promoting t..." followed by the URL "http://janettetoral.com/".




Janette Toral  
Online

2 VISITORS CHATS

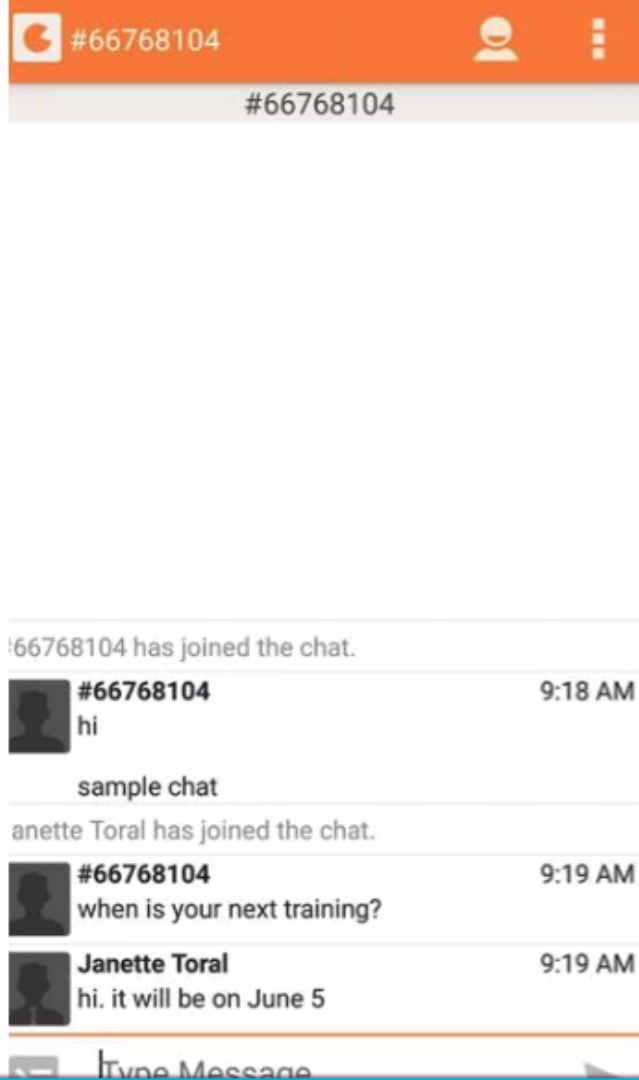
^ Chat Button Clicked 1

**#43800496**     
Janette Toral - E-Commerce Advocate. Promoting t...  
<http://janettetoral.com/>

^ Active Visitors 1

**#66768104**     
Janette Toral - E-Commerce Advocate. Promoting t...  
<http://janettetoral.com/>

## Keep in touch Via mobile



# Handling offline & missed chat opportunities

- Monitor e-mails regularly.
- Review chat transcripts and reply as needed.

# Configure auto-messages

- So you won't have to type them repeatedly.
- FAQs that you can use.

# Configure auto-messages

- So you won't have to type them repeatedly.
- FAQs that you can use.

The screenshot shows a social media interface with several components:

- Birthday Notifications:** Three notifications for birthdays today, each with a profile picture and a "Congratulate" button.
  - Anj Nacorda: has a birthday today!
  - Marky Go (Writer): has a birthday today!
  - Brenjoe Paningbatan: has a birthday today!
- Stay in Touch:** A section titled "Stay in Touch" showing "Today" with a notification: "You have 30 people to stay in touch with" and a row of profile pictures.
- Upcoming Deals:** A section titled "Upcoming Deals" with a "See all" link. It lists a deal for "This month" for "CBSME or E-Commerce" with a value of "\$500.00".

At the bottom left, a URL fragment is visible: [.com/#app/b/homepage](#)



Today

[Contacts](#)
[Signals](#)
[Messages](#)
[Activities](#)
[Deals](#)
[Reports](#)

## Today's Top Contacts ⓘ

**Francis Dolojan**

17 - Pawnshops, Music, Pinoy, Tagalo...

Is this contact important?  **Will Garcia**  
CEO, Blogger

Matched keywords: ceo, blogger

Is this contact important?  **Rick Balbuena**

Financial Advisor, Sun Life of Canada (Phi...)



Matched keywords: financial, advisor

Is this contact important?  

## Engagement Opportunities From Important Contacts ⓘ

Uh oh! No top ranked opportunities today?

Assign contacts to [tasks](#) or [deals](#), tell us who are your important contacts and Nimble will help you find more!

## Birthdays &amp; Job Changes

**Anj Nacorda**

has a birthday today!

**Marky Go**

Writer

has a birthday today!

**Brenjoe Paningbatan**[/com/#app/b/homepage](#)

## To Do Today

## Activities

12:00am Pope's Visit (Public holiday in Manila)

[Add a New To-do](#)

## Stay In Touch

Today You have 30 people to stay in touch with



## Upcoming Deals

[See all](#)

This month	CBSME or E-Commerce	\$500.00
	Quote, 0 days in stage	

Keep in touch  
via mobile.

The screenshot shows a mobile application interface with a blue header bar containing a star icon, the text "Stay in Touch", a search icon, and a plus icon. Below the header is a list of seven contact entries, each consisting of a profile picture, a name, a title, and a star rating icon. The entries are as follows:

- Jim Libiran**: Title "Wiz at Independent Marketing,..." with a star rating of 1y.
- Glaiza Mae Sambat**: Title "Sales and Marketing Manager a..." with a star rating of n/c.
- Michael Limueco**: Title "President/CEO at Etrader Inc" with a star rating of n/c.
- Stephanie Caragos**: Title "President/CEO at Syntactics, Inc." with a star rating of 9M.
- Ivy Sepe**: No title visible, with a star rating of 1y.
- Bjornson Bernales**: Title "World Bloggers Day" with a star rating of 1y.
- Abhishek Mohan**: Title "Vice President - Incubation Pro..." with a star rating of n/c.