

## How to Write High-Quality Chat to Customers

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### RitzCamera.com Live Chat Transcript

**Dave S:** Hello Rosie. Welcome to RitzCamera.com. I will be glad to assist you.

**Rosie:** Hi - can I get my passport photo taken at your store in Silver Spring, MD?

**Dave S:** I suggest you to contact the RitzPix.com for further information regarding the prints.

The agent is sending you to <http://ritzpix.com/net/Help/>.

**Dave S:** You can also contact Ritz Pix at (877) 111-2222 for more information.

**Rosie:** I am asking specifically about having a passport photo taken in the store. Is that a service Ritz offers?

**Dave S:** Please note that RitzCamera.com and Ritz Camera Stores are two different companies.

**Rosie:** OK ... Which company should I ask about services offered in Ritz Camera Stores?

**Dave S:** I am sorry; we do not have any information regarding stores.

**Dave S:** Please contact the local store regarding prints.

**Dave S:** Is there anything else that I may assist you with?

**Rosie:** No, there's nothing else.

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### Crate and Barrel Chat Transcript

Thank you for choosing Crate and Barrel. A representative will be with you shortly.

**Susan:** Welcome to Crate and Barrel. My name is Susan, how may I assist you today?

**Leslie:** Hi - I would like to buy a bird bath or bird feeder. Do you sell either of these?

**Susan:** Hi there! I'd be happy to help you today!

**Susan:** I will check for you!

**Susan:** We have carried them in the past but we don't have any at this time. I'm sorry!

**Leslie:** Thanks anyway

**Susan:** My pleasure!

**Susan:** Is there anything else I can help you with today?

**Leslie:** No thanks

**Susan:** Enjoy your evening!

**Susan:** Thank you for chatting with us. We value your feedback. Please click the "End Chat" button at top right to answer a few questions about your experience with us today.

### LinkedIn Live Chat Transcript

Julie (Listening). Status: Connected

Julie: Hi, my name is Julie. How can I help you?

**EDWARD Russell:** Hi - I have a question about my account. I have a free account. I want to be able to list my publications. Do I need to upgrade?

Julie: Happy to help Edward

Julie: To list your publications, go to Edit Profile and there will be space to list them there.

Julie: You'll see various sections you can add

**EDWARD Russell:** OK

**EDWARD Russell:** One more question. I am listing the organizations I belong to. I want their logos to show up in my profile. How do I do this?

Julie: Let me know if you need help finding Edit Profile or the space for publications

Julie: If the organizations have a Group or a Company Page than you will see it as you start to type it in the name field, and then click it from the drop down

Julie: if they don't have a Page, there won't be a logo

**EDWARD Russell:** OK. Thanks. Can you send me a transcript of this chat?

Julie: So glad I could help! The window will stay open until you close it, or if you'd like a copy of the transcript of our Chat, you'll be able to see your Chats once we close ours on the Support History page in the Help Center  
<https://help.linkEdwardin.com/acct/history>

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### Mix templates and free text

**John:** What's the cost of your best plan for small business customers?

**Matt:** Our Premium Unlimited Plan, available for small businesses, provides unlimited local and long distance calling anywhere in the US, Canada and Puerto Rico for business customers. Also, new for this plan is FREE calls to 5 select European countries for only \$49.99 a month plus taxes/fees! You also get a free dedicated fax line with 20+ FREE advanced phone features.

**John:** OK that's good. I am glad to learn about the fax line. But can i keep my existing fax number? Can the Vonage line work with my ancient Brother fax machine?

**Matt:** It will be able to work with the fax machine. What you will do is place the order with me. Then you will call customer care to transfer the actual fax line number over.

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### Ask probing questions

**Customer:** I'm shopping at Zappos bcuz I am looking for shoes that will allow me to walk comfortably. I have nerve damage in my foot.

**Annabelle:** Okay, so you are looking for walking shoes?

**Customer:** Yes, let's start with walking shoes. I will need to replace my dress shoes too.

**Annabelle:** Okay no problem, one moment please...

**Annabelle:** What size do you wear?

**Customer:** I wear a size 7 or 7.5

**Annabelle:** What width are your feet?

**Customer:** Average width

**Annabelle:** Okay. What key things are you looking for in a shoe?

**Customer:** Comfort, really. I have a lot of pain in the ball of my right foot. I can barely walk on it.

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### MailerMailer Live Chat Transcript

*Leslie: I need help creating the masthead for my next newsletter*

\*\* You are now speaking with **Marianne, 2- Tech Support.** \*\*

**Marianne:** Hi

**Leslie:** Hi, Marianne. I just got an e-mail from you answering my question about cutting and pasting html into my newsletter. But you didn't answer my question. I am trying to create the masthead for my newsletter, but I am not using a simple GIF or JPEG file; I am using the entire masthead of my site. Can you explain how to do this? The instructions you just e-mailed me don't help me change the masthead within the template.

**Marianne:** One moment please while I review this issue.

**Marianne:** I can help you walk through this. Are you in your account and on the Freeform template with LiveEdit page?

**Leslie:** yes

**Marianne:** Okay. Click on "Free Form with LiveEdit "

**Leslie:** done

**Marianne:** In the resulting page you can specify the subject line of your message and set the fonts etc, onnce done click on the "Continue" button.

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**Leslie:** done

**Marianne:** You can click on the "edit section " given near "Enter your HTML".

**Leslie:** done

Marianne: Okay. Leslie, click on the checkbox "View/Edit HTML Source Code ".

**Leslie:** done

**Marianne:** Leslie, i hope you have the HTML code that you would like to use in the template. Do you have the code?

**Leslie:** yes, I have copied and pasted the HTML code, then un-clicked the checkbox View/Edit HTML Source Code."

**Marianne:** What are you seeing now?

**Leslie:** Now I can see a "mish-mash" version of my html code. But I still have not replaced the existing template masthead with my own masthead, which is what I want to do.

**Marianne:** okay. Just give me a moment. I need to check the setting for your account.

**Marianne:** Leslie, can you send us the exact code that you would like to use so that we can test it in our end. You can send the code by replying to the email that you received from us and we will take it from there. We will get back to you by e-mail on problem-solved.

**Leslie:** ok. I will e-mail it to tech@support.m1e.net

**Marianne:** Leslie, kindly reply to the same email along with the code.

**Leslie:** Ok. Thanks for your help.

**Marianne:** Thanks for contacting us, Leslie. Have a great day!

### Handle delays with grace

**Customer:** What's the status of my return for replacement on order number 12345678?

**Vanessa:** Hello, Lisa. I'm happy to help you with that. Please give me one moment to check the status.

**Customer:** Thank you!

**Vanessa:** The return package for order #12345678 has arrived in our warehouse, and we've begun processing your request for replacement.

**Customer:** Excellent! Are both items still in stock?

**Vanessa:** Yes, both wheels are still available.

**Customer:** Great! I appreciate your assistance! Will I get an email with tracking information when they ship?

**Vanessa:** Yes, you will get an email. Please hold one moment, and I will see if I can get the shipping date for you.

### iPayables Live Chat Transcript

**Topic:** I just submitted my invoice #1749 but I forgot the 9 attachments. How can I add them to my submission?

14:46:27 **Jacob:** Thank you for contacting iPayables Support. In order to serve you more efficiently, please provide your vendor number and the customer you are trying to invoice.

14:46:45 **You:** Trying to invoice ABC Air Lines

14:47:20 **Jacob:** You should be able to go to Main Menu > Invoice Search > then search for the invoice, open the invoice, and add the attachments

14:47:25 **You:** Not sure about the Vendor number but the PO is 123456789

14:47:35 **You:** OK let me try that

14:47:43 **Jacob:** Let me know if that doesn't work for you.

14:49:14 **Jacob:** If you need further instructions on how to add an attachment once the invoice is open I can help you with that

14:52:50 **You:** I've got all the attachments uploaded but how do I submit them now?

14:53:08 **Jacob:** Is there a save button on the bottom right of the invoice?

14:53:37 **You:** No. The only button on the Invoice tab is Cancel

14:54:10 **Jacob:** Give me one second, I believe it should auto-save then but I will double check.

14:54:18 **You:** thanks very much

14:55:03 **Jacob:** Yep, it saves it automatically for you

14:55:17 **You:** so if I logout, I'll be OK?

14:55:43 **Jacob:** Yep! You can even exit out of the invoice, refresh the search page, and open the invoice to double check.

14:56:31 **You:** Thanks for your help. Happy Holidays!

14:56:42 **Jacob:** Thanks, you too! And you are welcome

Use a friendly, conversational tone

**Rebecca H:** Hello MARISSA, my name is Rebecca, and welcome to Nordstrom.

**MARISSA:** I want to know if I can return items to you by mail that I bought in a store.

**Rebecca H:** You may absolutely return your store-purchased items to us by mail.

**Rebecca H:** You can print a return label directly from our website via the Returns & Exchanges page. May I send you a link to this page?

**MARISSA:** yes thank you

Sending: <http://shop.nordstrom.com/c/return-policy?origin=freturns200exchanges>

**Rebecca H:** You will want to click the section that says "Print Form & Label".

**MARISSA:** OK, so do I include my receipts for these items?

**Rebecca H:** You only need to include a copy of your receipt and keep the original for your records.

**MARISSA:** Ok that's good. Thanks for your help.

**Rebecca H:** You're very welcome. Hope you have a great day.

**MARISSA:** Can you send me a transcript of this chat?

**Rebecca H:** Certainly! Could I please get your e-mail address?

**MARISSA:** Yes. It is [Marissa@aabbcc.com](mailto:Marissa@aabbcc.com)

**Rebecca H:** Thank you! I will e-mail you our chat session.

**MARISSA:** Ok - thanks for your help.

**Rebecca H:** You're very welcome!

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### SnagIt Live Chat Transcript

**Robert R.** has joined the room

**NICOLE** I just updated SnagIt and now I can't use it. I have Mac OSX 10.7.5 and I don't want to update that. But SnagIt is telling me I need OSX 10.8. How do I revert to an older version of SnagIt? And why did your product update itself automatically if my OS won't allow the new version?! That's not right!

**Robert R.** Before we get started, which application/service and operating system are you using?

**NICOLE** Do you need that info? It was the first thing I typed.

**Robert R.** I do not; to address this issue, you will need to do the following:

**Robert R.** You will need to uninstall Snagit ( go to the Apps folder and move Snagit to the trash ) then you will need to go to Finder and click on the Go Menu

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(on the Menu bar) and then click on the Go To Folder button, in there type:  
~/Library/Application Support/TechSmith/ and hit Go

**Robert R.** In the folder that pops up you should see a Snagit folder.

**NICOLE OK**

**Robert R.** Delete the Snagit folder.

**NICOLE OK**

**Robert R.** Do you know what version of Snagit you had previously (was it Snagit for Mac version 1 or Snagit for Mac version 2)?

**NICOLE** I will do these steps after we complete the chat. Is there anything else I need to do?

**NICOLE** I am not sure which version I had.

**NICOLE** I probably installed it in March 2012

**Robert R.** Were you able to record Video with it?

**NICOLE** Not sure. I think so.

**Robert R.** Since we don't know what version you had the only option is to try downloading and installing the following:

<http://download.techsmith.com/snagitmac/enu/217/snagit.dmg> If that doesn't work with your software key then you will have to repeat the above steps and then download <http://download.techsmith.com/snagitmac/enu/104/snagit.dmg>

**NICOLE OK**

**NICOLE** Can you resend the key to me? I have no idea what that is.

**Robert R.** You can request your key at:

<http://www.techsmith.com/support/lostkey.asp> assuming you purchase the application directly through us.

**NICOLE OK** I just requested my key

**Robert R.** Is there anything else I can assist you with today?

**NICOLE** Are there any other steps I need to follow?

**NICOLE** Can you send me a transcript of this chat?

**Robert R.** You will receive it via email once are chat ends.

**NICOLE** Thanks for your help.

**Robert R.** Your welcome.

### Sample e-mail to a customer from “Steven”

#### Customer’s e-mail

To: DistributorService@abc.com  
From: C.Headlington@mail.com  
Subj: **How do I update my registration?**

On Feb. 26, I got a notice from you that my company’s Licensed Distributor registration had expired. So, on that date, I tried and tried to update my registration, to make it current. But I kept getting a screen saying that could add a new Distributor number for my company’s registration. But that’s not what I want to do. I have tried MULTIPLE times to call you but always get the taped message that I should call back another time because your call volume is too high. Please clarify - What is wrong with my Licensed Distributor registration and what should I do about it? What have I done wrong??

Thanks –

Carl Headlington

#### Agent’s reply

To: C.Headlington@mail.com  
From: [DistributorService@abc.com](mailto:DistributorService@abc.com)  
Date: March 1, 2015  
Subj: **RE: How do I update my registration?**

We apologize for the delay in response to your inquiry. We are working diligently to meet to high demand of our customer’s questions with the new system implementation on 12/21/14.

In the system, I can see that you have been successful in renewing your registration. Do you still want to add a new Distributor number? If so, please explain why. If you need anything further, please let me know.

Thanks

Steven Sorrell, Distributor Service Representative



### Sample e-mail to a customer from “Marie”

#### Customer’s e-mail

To: ABC Airlines  
From: Priscilla Whitman  
**Subject: Need help with ABC Flyer Miles**

I made two reservations for my son from Atlanta to DC and then I enrolled him in ABC Flyer Miles. Now, I cannot find on the site how to add the ABC Flyer Miles number to the existing reservations. I have tried your FAQs, Manage Account, and just about everything else. Could you please explain how this is done. Thank you.

Priscilla

#### Agent’s reply

From: ContactUs\_ABC\_Airlines@ABCAirlines.com  
To: Priscilla Whitman  
**Subject: RE: Need help with ABC Flyer Miles [Case No. 1234567]**

Dear Ms. Whitman,

Thank you for contacting us to update your son’s ABC Flyer Miles account number on his reservation. As requested, your son’s ABC Flyer Miles number has been added to his reservation. His mileage will be automatically credited to his account once he has completed his travel.

As a general guide, you can add your son’s ABC Flyer Miles account number to his future-date flight itinerary by one of several methods:

- Provide it at the time of the original booking
- Amend the original booking by locating his reservation at [ABCAirlines.com/itineraries](http://ABCAirlines.com/itineraries), select Add Frequent Flyer Number located under his Seating, update with his number, and submit.
- Add the account number on Step 2 of the Online Check-In process on [www.ABCAirlines.com](http://www.ABCAirlines.com)

Or, we can add the number for him. Just contact one of our Reservations representatives toll-free at 800-111-1234 or talk to an Airport representative. We’ll be happy to add the number for you.

As a valued ABC Flyer Miles member, we appreciate your selection of ABC Airlines and will always welcome the opportunity to be of service.

Sincerely,

Marie Sebastian, Online Customer Support Desk