

SALESFORCE COMMUNITY QUICK REFERENCE GUIDE

Chatting with a Customer Care Agent

Live Chat

- Chat live with Customer Care agents between 7:00am & 7:00pm Monday- Friday.
- Fill out the required fields and select **Start Chatting**. You will be connected to the next available agent to chat live.
- Save or download your **chat transcript** even after you end chat, as long as the chat window has not been closed.

Live Chat

- 1 Customer Care Chat— Available during business hours
- 2 Fill out required fields
- 3 Start Chatting
- 4 Save Transcript— Click button to download transcript
- 5 Select End Chat
- 6 Confirm End Chat— Ability to save transcript while window is open.

