

LiveChat and ChatBot for TSG

Customer Guidance

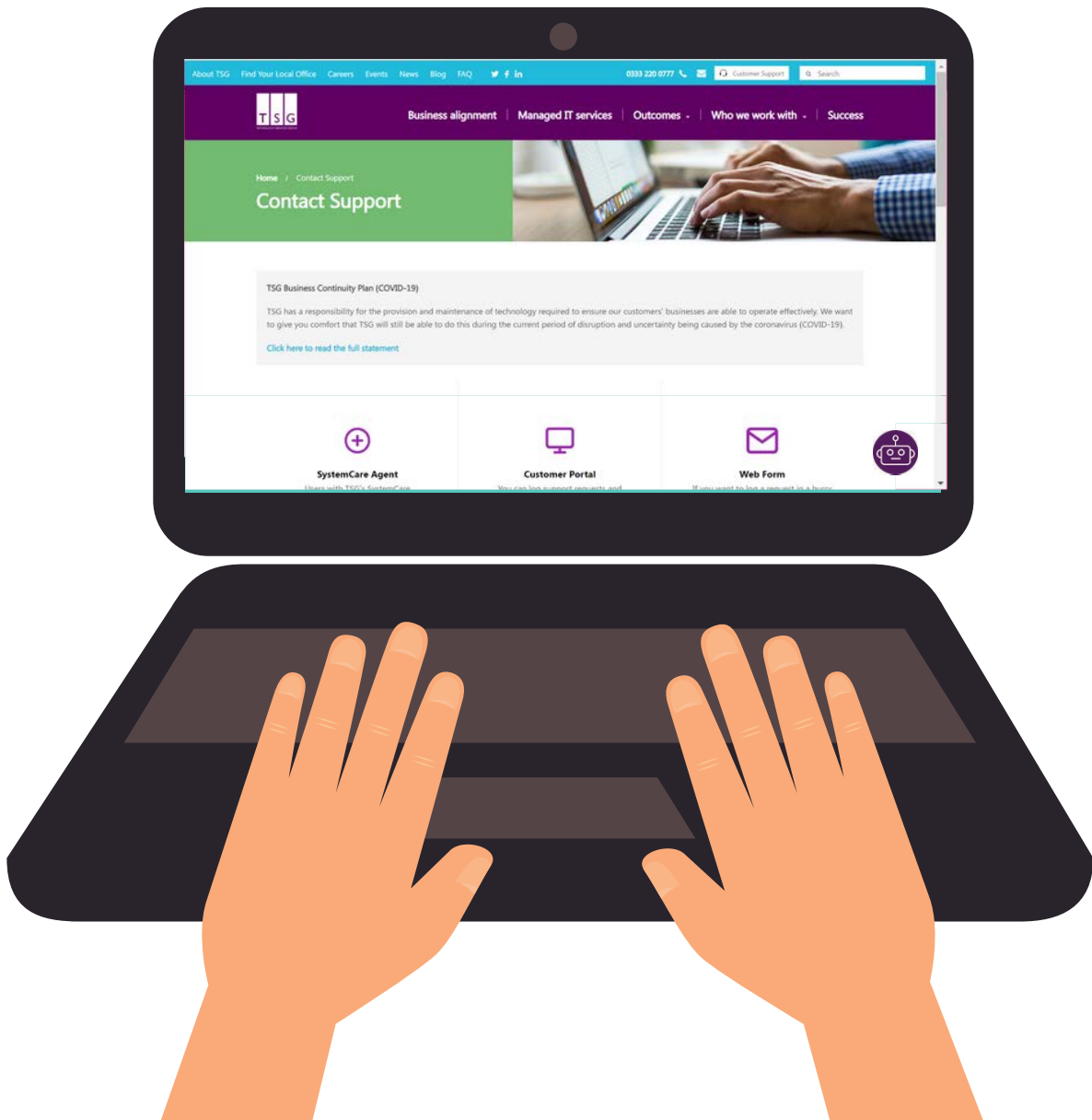
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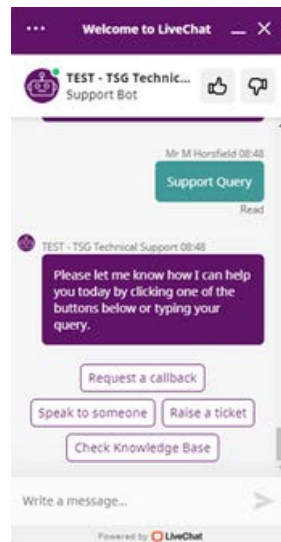
LiveChat and ChatBot for TSG



We at TSG are excited to announce the implementation of Chat powered by LiveChat to provide an alternative real time communication method with our excellent service desk team.

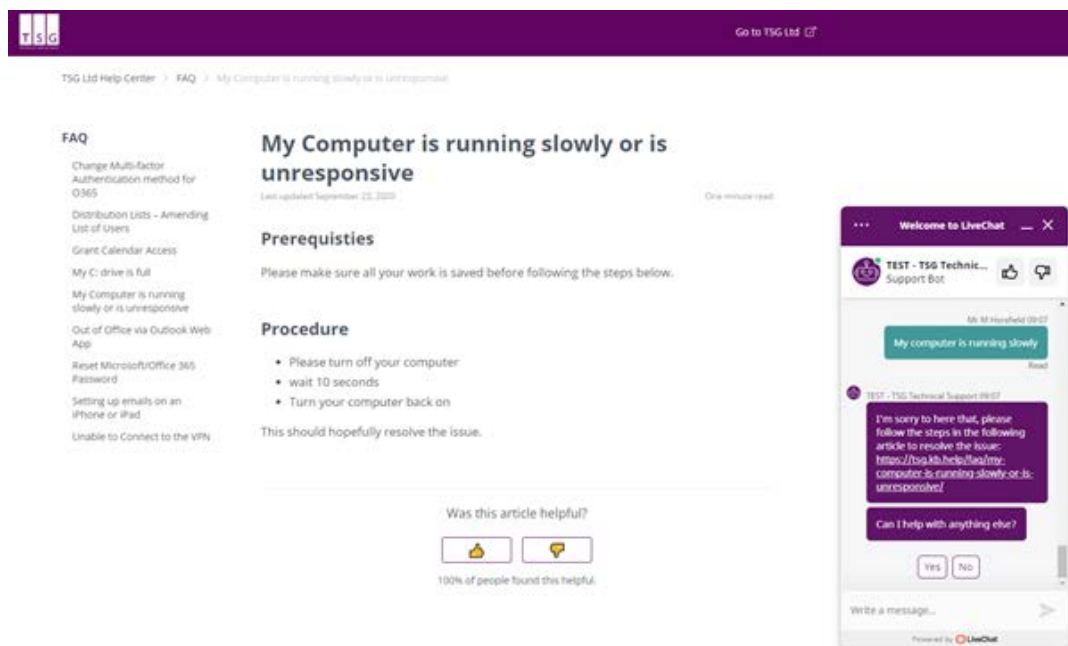
Our LiveChat widget is augmented with ChatBot which allows us to provide several features that make resolving your query simple and hassle free. Chat has now launched sitewide on tsg.com and can be accessed from the bubble at the bottom right of the screen.





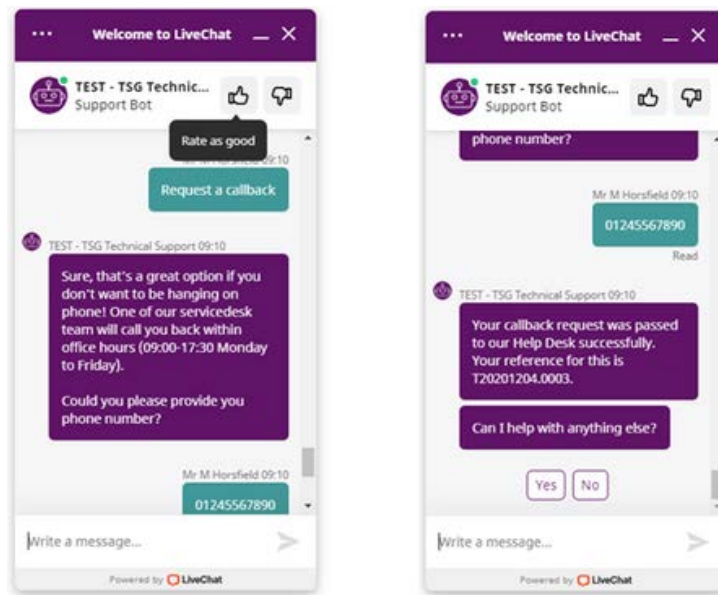
Our ChatBot can:

- Help you resolve simple queries by linking you to relevant step by step guides, this repository is small now but will grow with time, just ask your question and the bot will either furnish you with a relevant article or offer to put you through to one of our colleagues who can help.

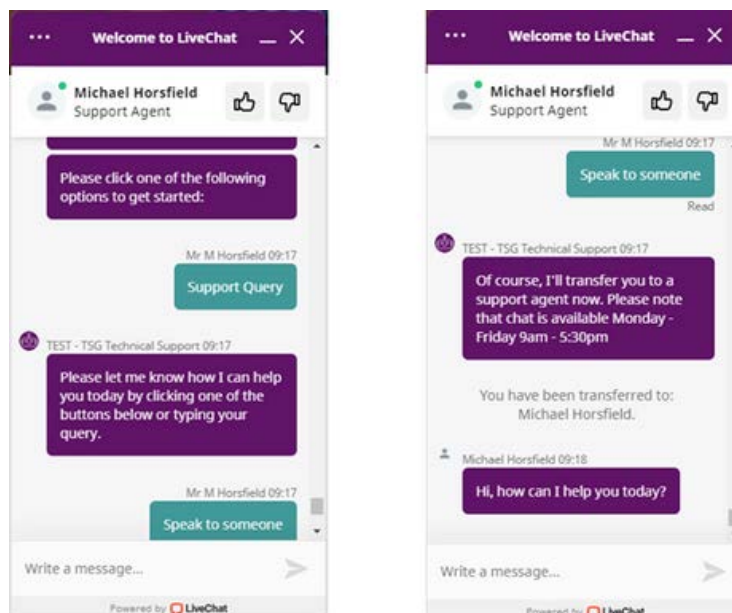


- Log a call back on your behalf, if you want to speak to someone but don't want to wait on the phone you can request a call back and one of our colleagues will give you a call back within our office hours.

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- Direct you to one of our colleagues, if the bot is unable to assist you then you can choose to speak to one of our colleagues directly. This option is available as soon as you tell our bot that you have a support query, so you do not have to jump through hoops to speak to someone. The bot will also offer you this option if it is unable to help you.



- Assist you with creating a ticket, if you speak to the bot but can't get the answer you are looking for and don't want to speak to someone immediately, the bot will give you the option of logging a ticket through our webform and point you in the right direction.



Get in touch



If you have any questions, please
contact our dedicated team today

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