

User Guide

Version 10 Service Pack 16







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Live Chat Integration

Introduction

In order to facilitate communication with the support team, the Live Chat feature has been integrated into our latest service pack. This document will describe the steps on how to configure and access the Live Chat functionality from Kroll Windows Version 10 Service Pack 16.

Accessing Live Chat

1. Navigate to File > Configuration > Kroll > General and check the 'Enable Live Helper Chat' box.

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General	Configuration M	odules Therapeut	ic Advisor Station	Logging			
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			ОК	×	Cancel		

2. Return to the Start screen and from the 'Help' dropdown menu, select 'Live Chat with Kroll Support'.







3. The 'Live Chat with Kroll Support' disclaimer will display. Select 'Accept'.



4. The 'Live Chat with Kroll Support' screen will display prompting you to populate your name and your issue. Once these fields are populated, select 'Start the chat'.

🕖 Live Chat	t with Kroll Support		х
Kroll	\$		
	Welcome to Kroll LiveChat		
N	Welcome to our LiveChat! Please fill in the form below b starting the chat.	pefore	
	Test Customer		
Р	Please describe your issue. *		
	Access violation when trying to close fill.		
	Start the chat		
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5. The live chat will now open and you may begin your chat to solve your issue.

