

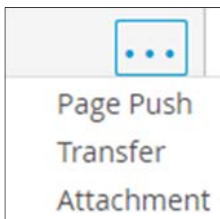
Sending Chat Attachments

During a chat session, agents and customers can send file attachments to one another. Once the attachment has been sent by either the agent or the customer, the recipient can accept or deny the file. The recipient must accept the attachment in order to download the file.

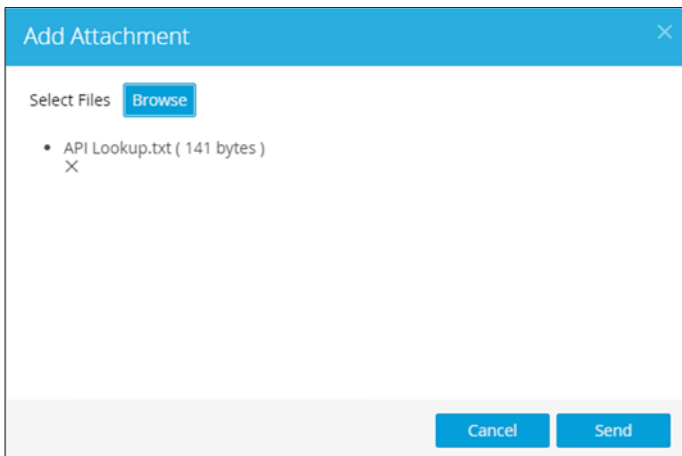
If the accepted attachment file is an image, it appears in-line in the chat transcript while the chat interaction is active. You can view all the received and sent attachments in the Activity Body section.

To send attachments during a chat:

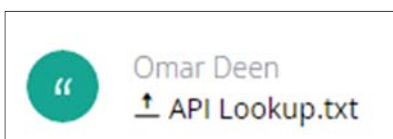
1. In the top right corner of the Reply area, click the More Options icon and select Attachment.



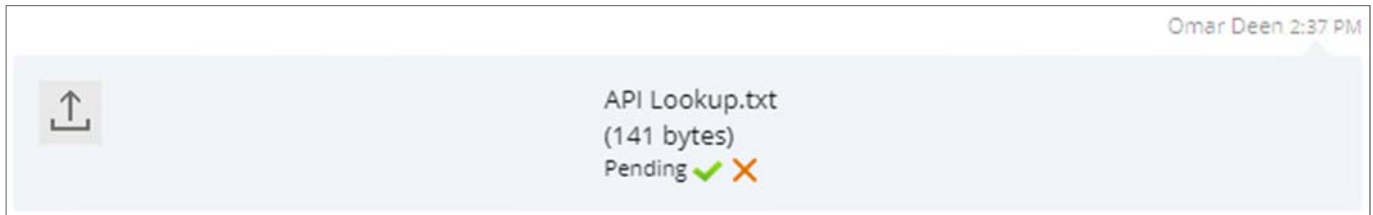
2. In the Add Attachment window that appears, click the Browse button.
3. In the Choose File to Upload window that appears, navigate to the desired file and click Open. The window closes.



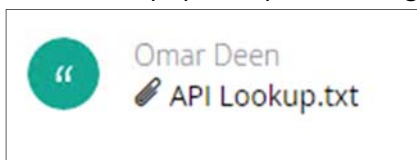
4. In the Add Attachment Window, click the Send button to send the attachment. If you want to change the file you have selected before sending it, you can browse to a different file and select it or click the Delete button to remove the file. You can only send one file at a time.
5. Within the agents chat window, the agent will see the file name, file extension and an icon representing that the attachment has been sent but not yet accepted by the customer.



- When the customer receives the attachment, they will be presented with an option to accept or decline. To accept, they must click on the green check mark; to decline, they must click on the red X.



- Once the customer accepts the attachment, the agent will see the icon change from an up arrow to a paper clip indicating that the attachment has been received.



- The customer will see that the attachment has been received and can click on the paperclip icon to download the attachment.

