

Employee empowerment

- [How to find the shortcuts in the chat toolbar?](#)

How to find the shortcuts in the chat toolbar?



During one-on-one or group chats with customers, employees can click on Quick Reply and Customer Profile in the chat toolbar to improve the accuracy and efficiency of communication services and enhance the customer experience.

Step 1: Click to enter the chat dialog box with external contacts (customers).

Step 2: Click on the chat toolbar icon to see the entrance to the chat toolbar.

(1) On the PC, click on the icon on the right in the following figure.

01.png

(2) On the mobile device, click on the icon in the upper right corner in the following figure.

02.png