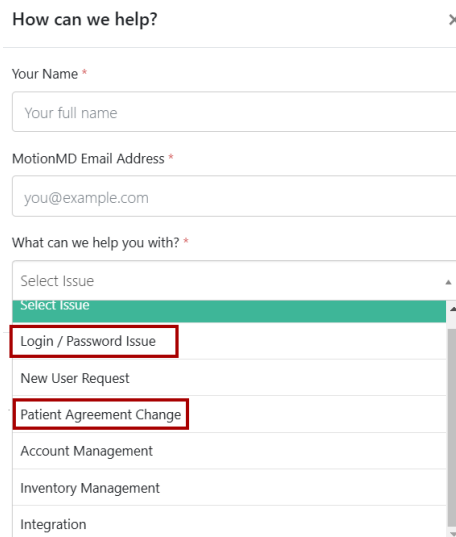


## STARTING A LIVE CHAT IN A HELP TICKET

In the Help Ticket Form, there is an option for users to **Live Chat** with a Customer Success Team member. The Live Chat button is available when **Login / Password Issue** or **Patient Agreement Change** are selected in the ticket form.



How can we help? ×

Your Name \*

Your full name

MotionMD Email Address \*

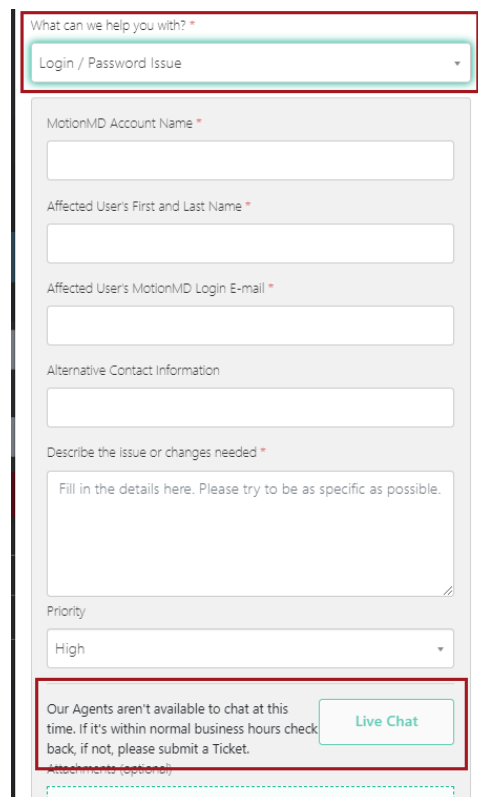
you@example.com

What can we help you with? \*

Select Issue

- Select Issue
- Login / Password Issue
- New User Request
- Patient Agreement Change
- Account Management
- Inventory Management
- Integration

The Live Chat option is located towards the bottom of the ticket form. Users still have the option to submit a standard help ticket or utilize the Live Chat option when available.



What can we help you with? \*

Login / Password Issue

MotionMD Account Name \*

Affected User's First and Last Name \*

Affected User's MotionMD Login E-mail \*

Alternative Contact Information

Describe the issue or changes needed \*

Fill in the details here. Please try to be as specific as possible.

Priority

High

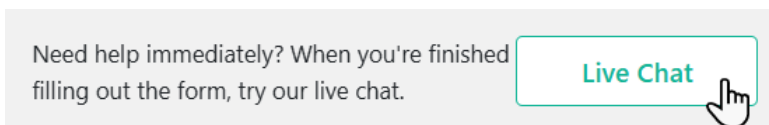
Our Agents aren't available to chat at this time. If it's within normal business hours check back, if not, please submit a Ticket.

Attachments (optional)

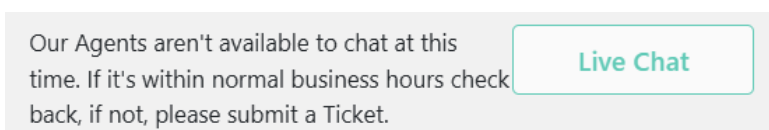
Live Chat

## STARTING A LIVE CHAT IN A HELP TICKET

If someone on the Customer Success Team is available, the Live Chat button turns bright green. Users will also see text next to the Live Chat button for immediate help try Live Chat.



If no one on the Customer Success Team is available, users will see text stating that agents aren't available and please submit a ticket.

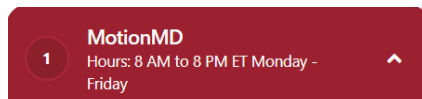


Upon clicking the **Live Chat** button, a modal opens asking for **Name and Email Address**. Once those are entered, the User will click **Send** and the **Live Chat** process will start with a member of the Customer Success Team.

 A mobile app interface for MotionMD. At the top, a dark header shows the MotionMD logo, hours "8 AM to 8 PM ET Monday - Friday", and a dropdown arrow. Below the header, a chat bubble from "MotionMD SANDBOX" says "Hi there. How can we help you today?". The main form area has two input fields: "Name" and "Email". Below these fields is a "2 of 2" indicator and a "Send" button. A red rectangular box highlights the "Name", "Email", and "Send" fields. At the bottom, there is a "Type a message" input field with a paperclip icon to its left.

## STARTING A LIVE CHAT IN A HELP TICKET

If the User wants to continue working on the page, the User can minimize the **Live Chat** modal. The User will be notified of a reply by the modal box turning red with a message tally.



**Note:** If you navigate away from the page where the modal is located, the modal will disappear. To return to the modal, open the Help Ticket Form, and click on either **Login / Password Issue** or **Patient Agreement Change > Live Chat**. This will reinstate the modal with the full chat history.