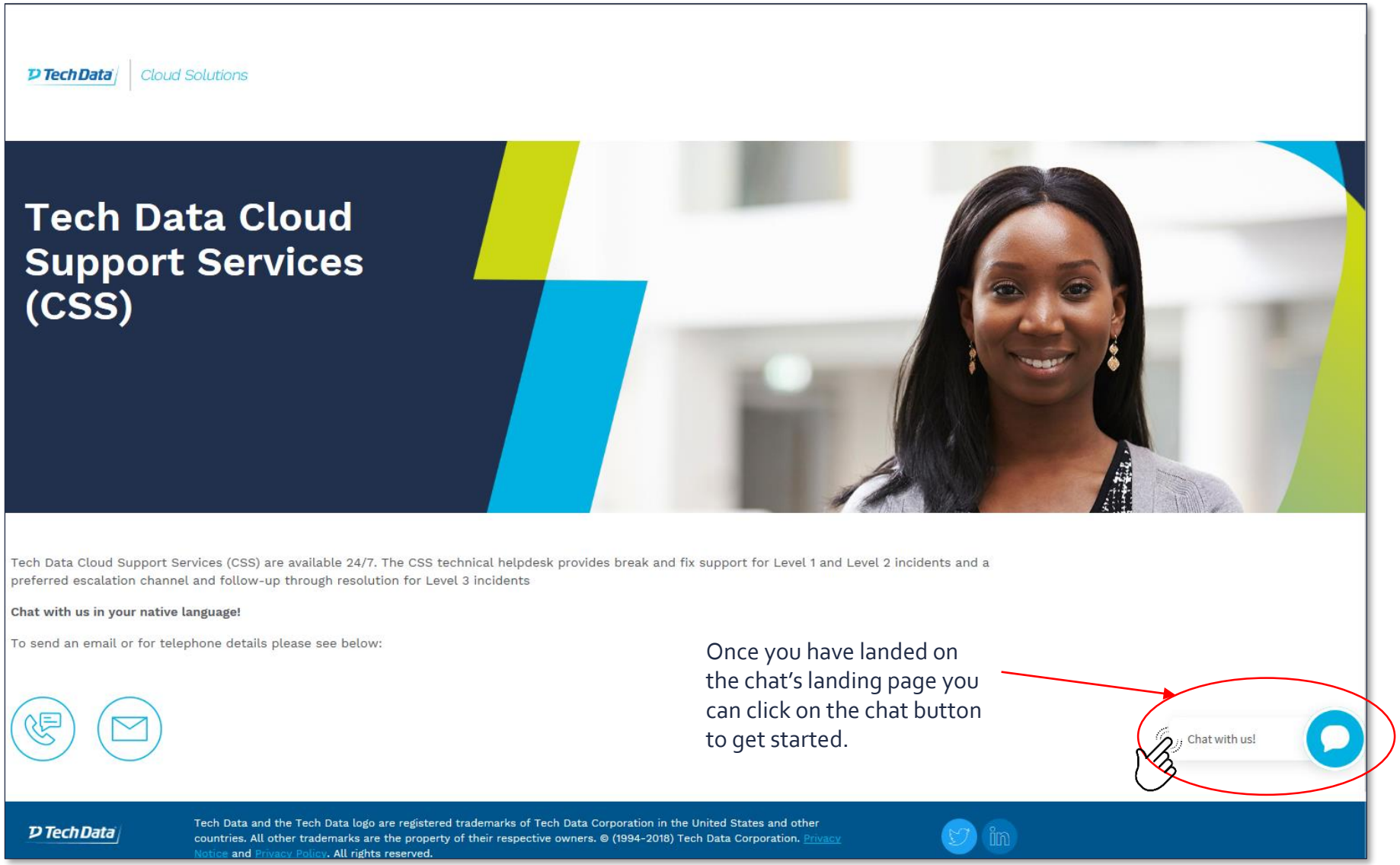
# Live Chat User Guide

Cloud Support Services (CSS)

# Live Chat Access

https://www.quatrrobss.com/LiveChat.html



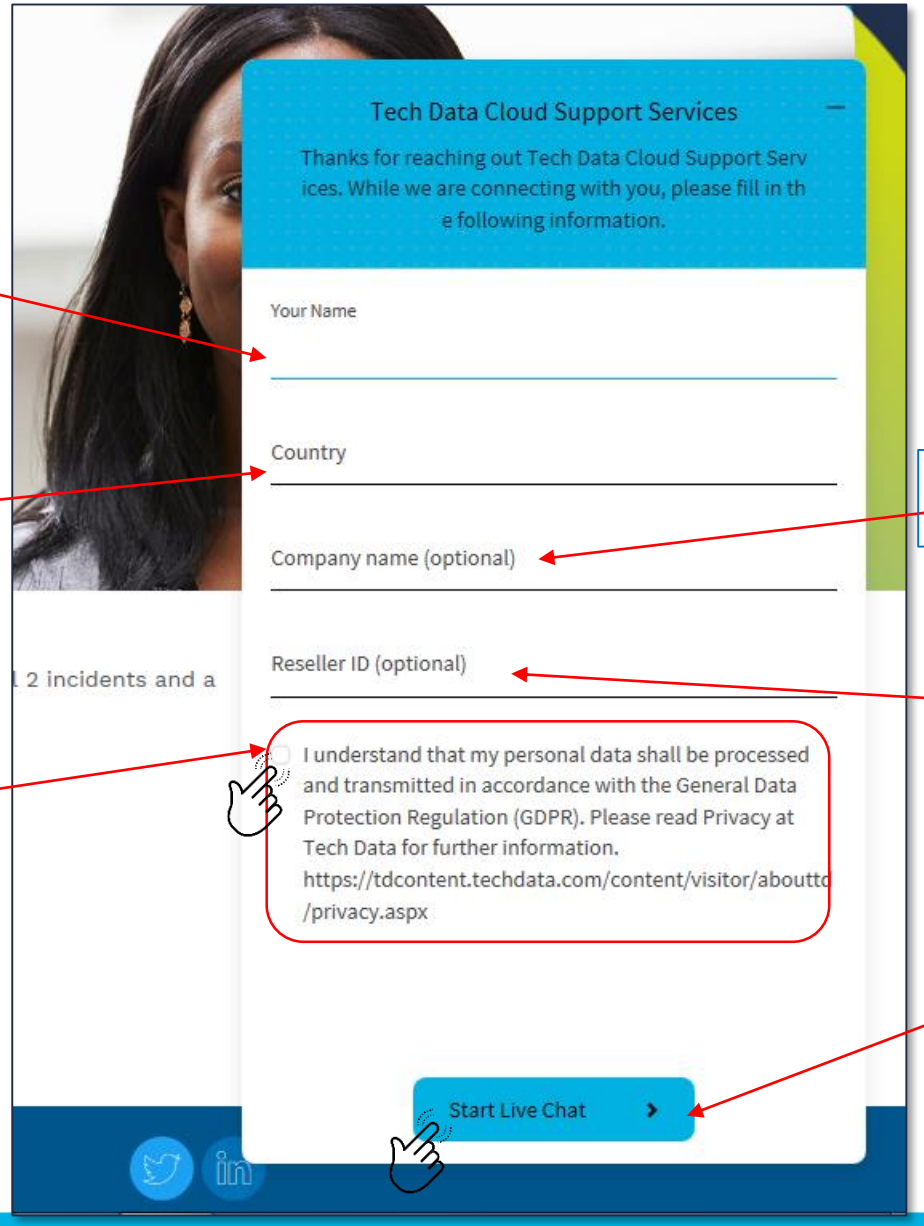

Once you have landed on the chat's landing page you can click on the chat button to get started.

# Live Chat Fill in Fields

Fill in your NAME here. This field is mandatory to be able to identify you within our worldwide network of registered partners.

Fill in your COUNTRY here. This field is mandatory to be able to identify you within our worldwide network of registered partners.

Make sure you have read, understood and accepted our Privacy Terms and Statements. You'll be able to read them here: https://tdcontent.techdata.com/content/visitor/abouttd/privacy.aspx



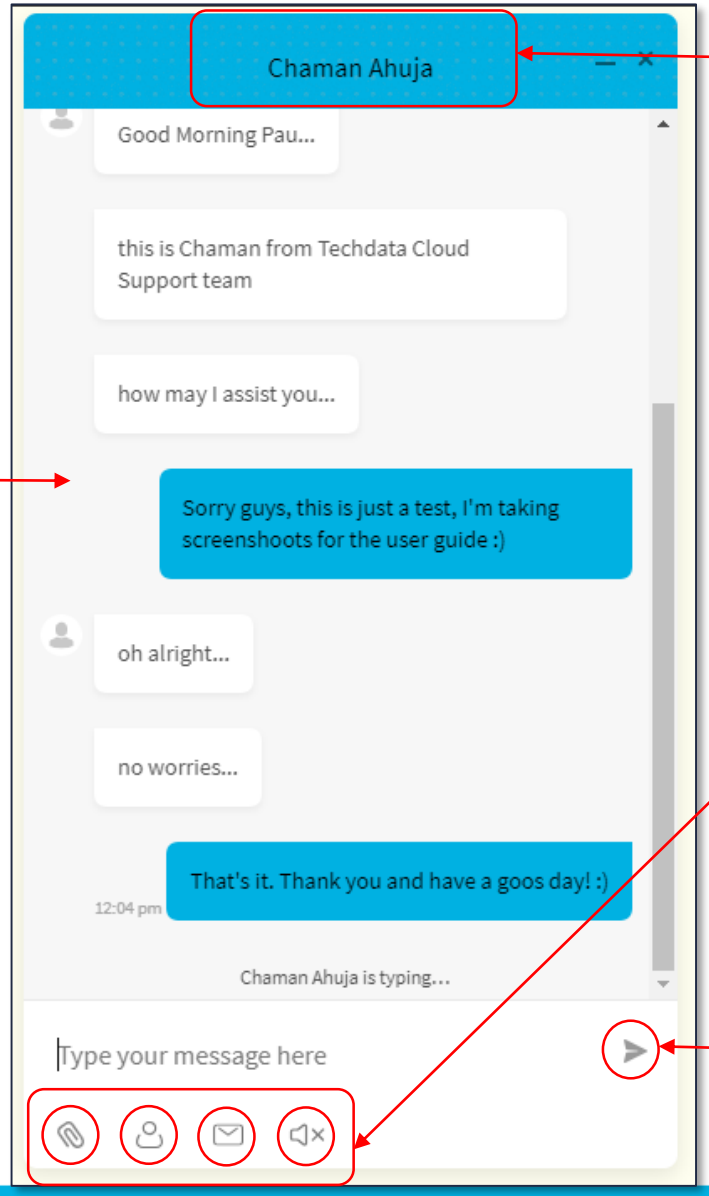

Fill in your COMPANY name here. This field is optional.

Each partner has a unique Reseller ID. If you have it at hand it will be very useful for us to know.

Once you have gone through all the you can click on Start Live Chat and you'll be connected with an engineer.

# Live Chat Widget

Through the Live Chat widget you can chat with our engineers. All European languages are available, 24x7.




This is the name of the engineer you have been assigned.

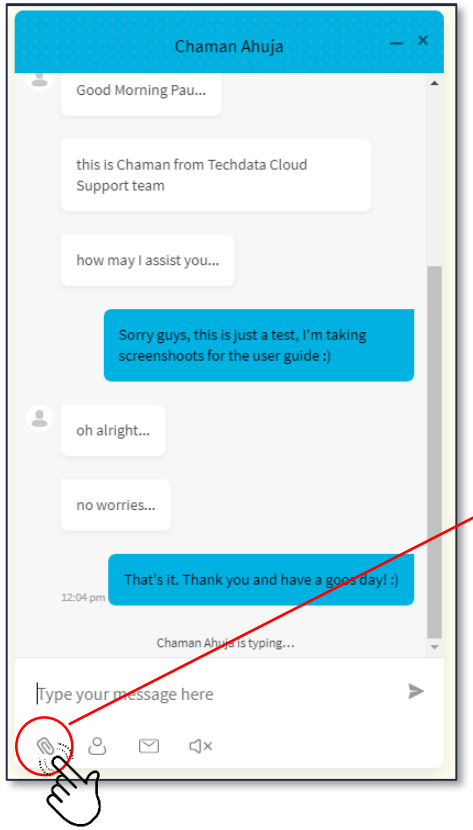
This is the conversation window.

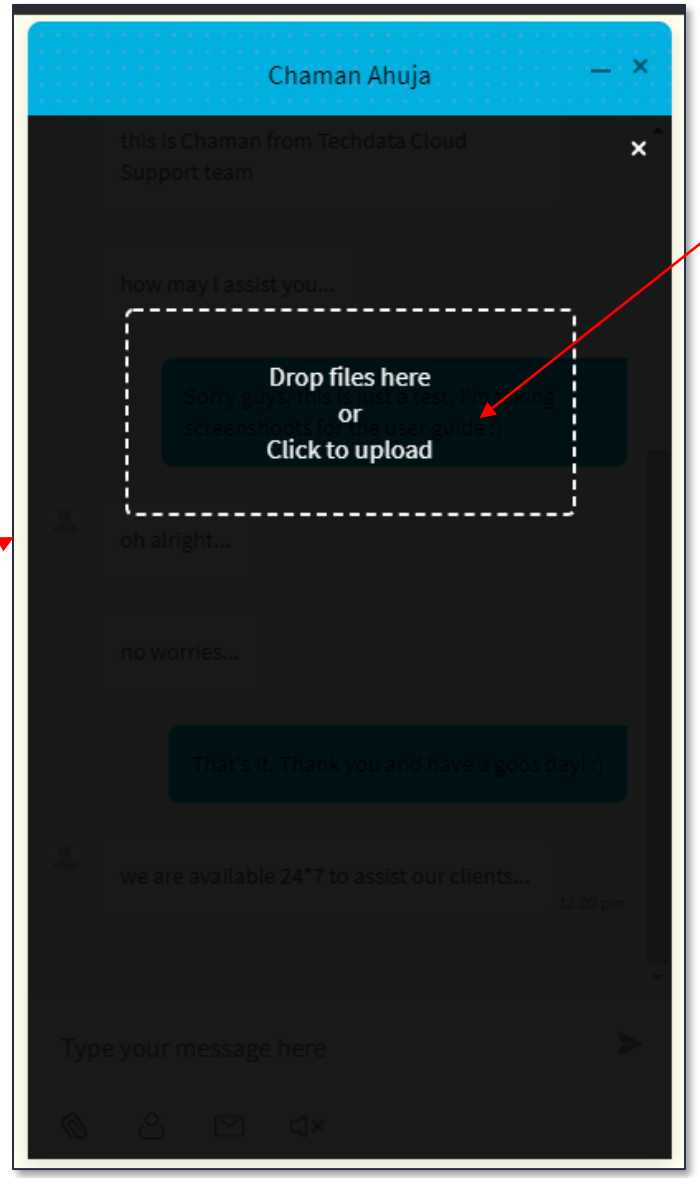
This is the option box:

- Attachment button.
- Edit info button.
- Send chat transcript to email button.
- Notification volume button.

This is the *SEND* button. You can also hit *Enter* on your keyboard after your sentence, it has the same effect.

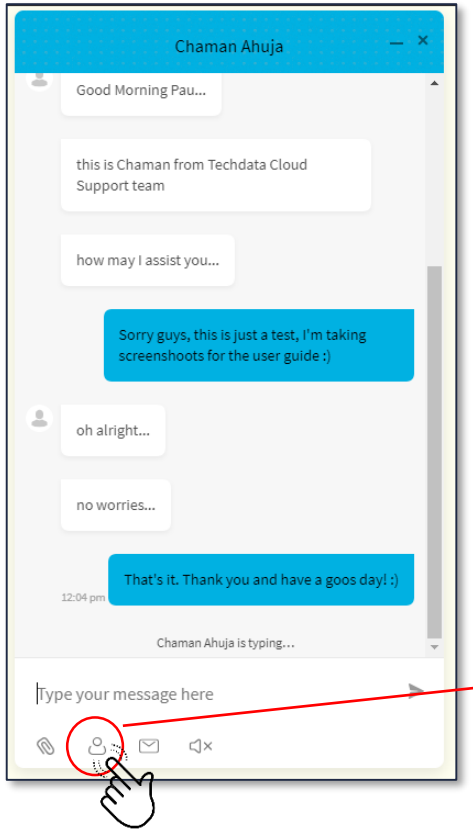
# Live Chat Option Box: Attachment button.

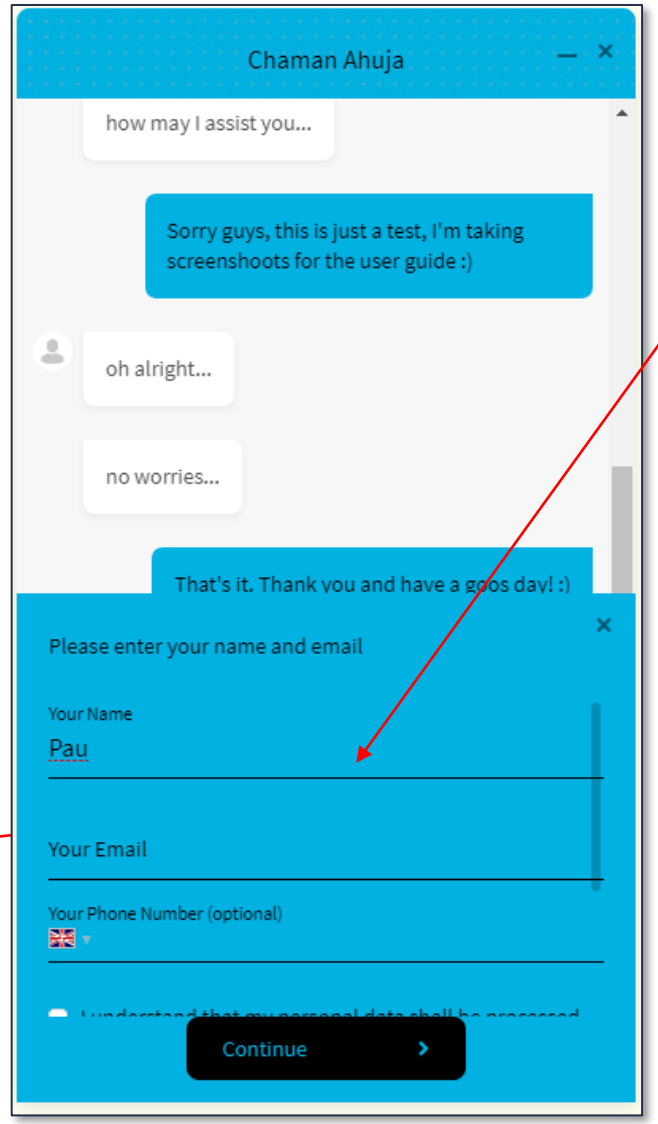



When you click on the Attachment button you'll be shown a new window. You can drag and drop your files or click and search through your PC.

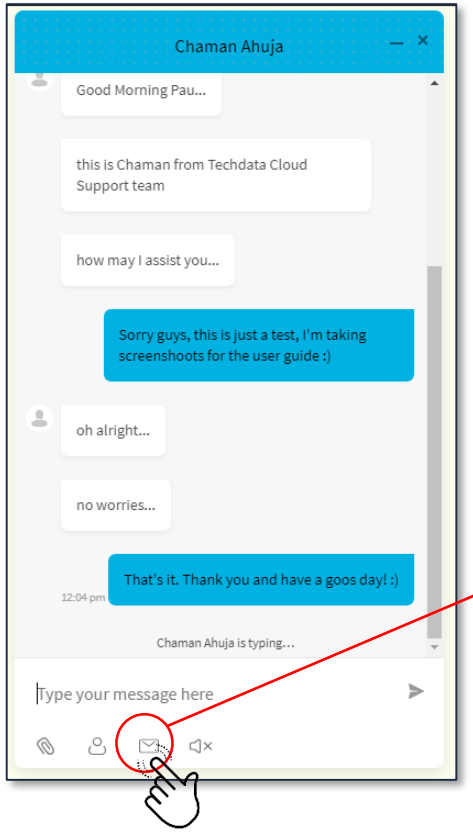
# Live Chat Option Box: Edit info button.

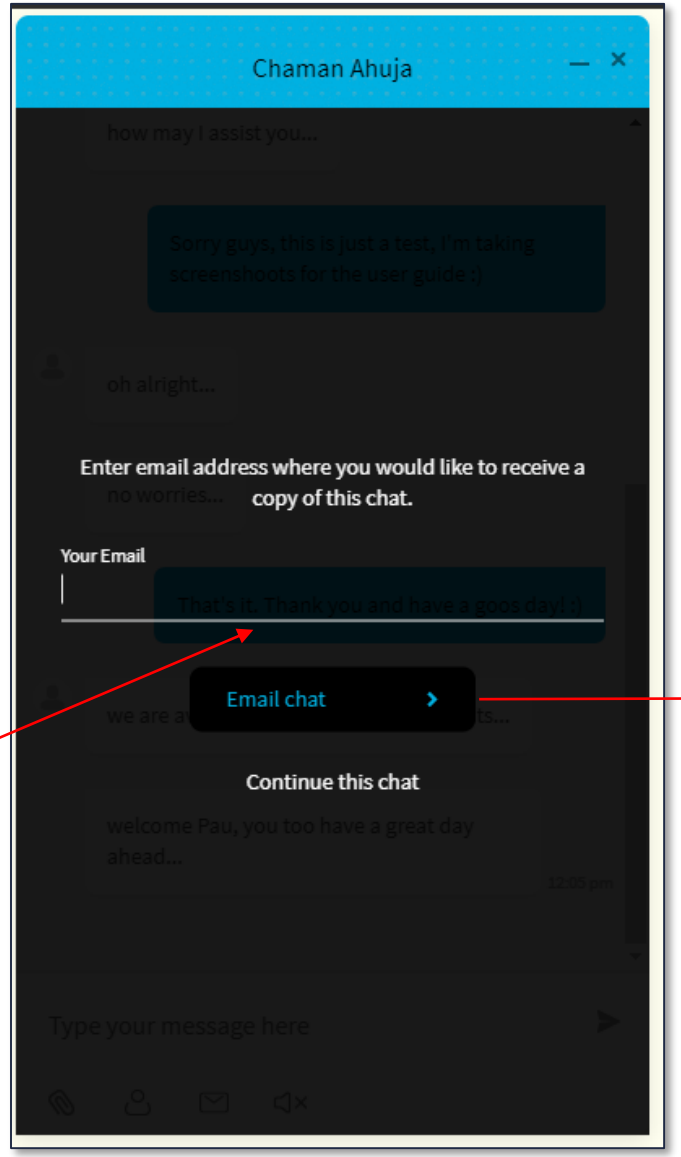


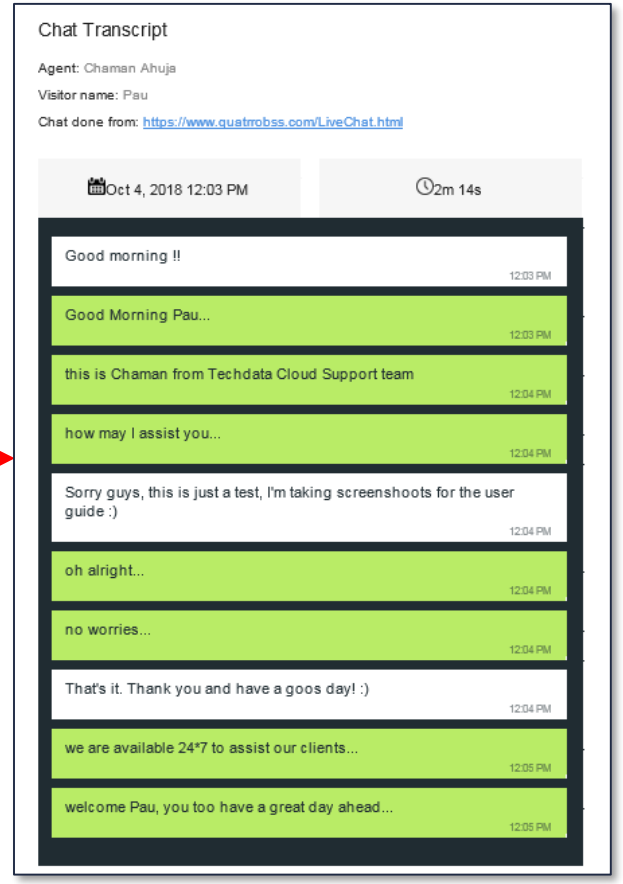

When you click on the Edit info button you'll be shown a new window where you can edit the contact information you filled in at the start of the session.

# Live Chat Option Box: Send chat transcript to email button



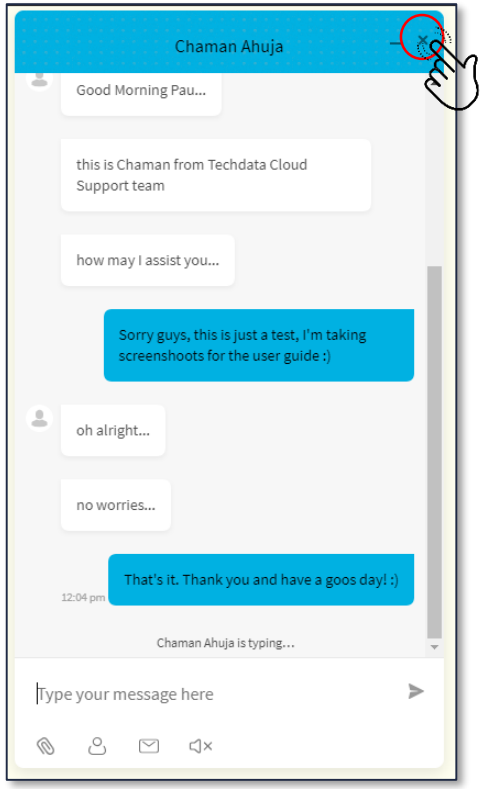



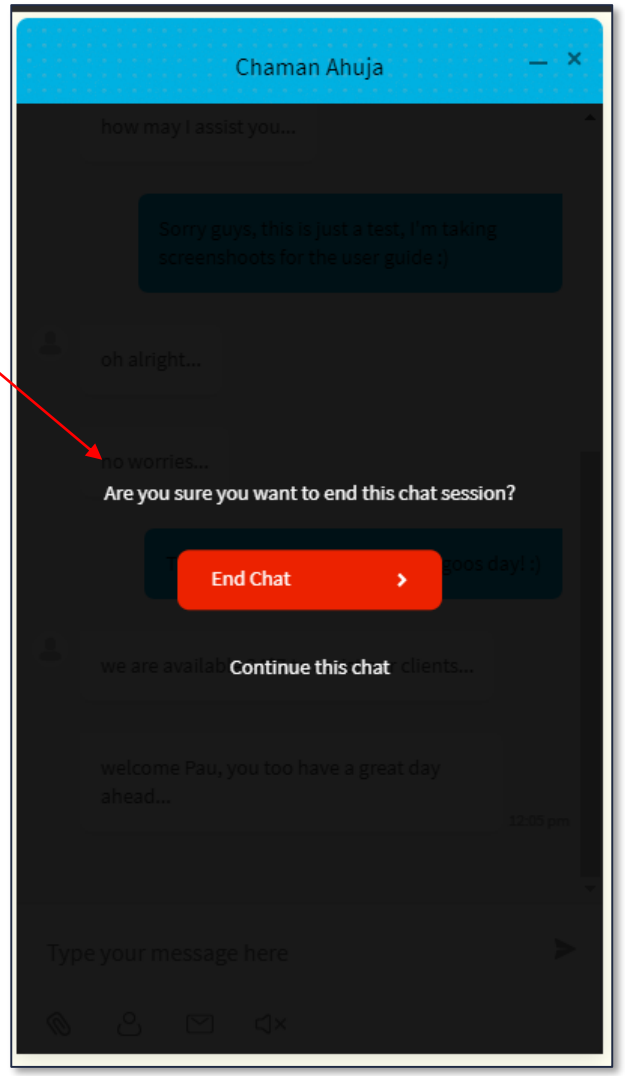

When you click on the *Send chat transcript to Email* button you'll be shown a new window where you can fill in your email address and a transcript of the chat will be sent to the e-mail address specified.



# Live Chat Exit session

Exiting the chat session.




When you click on the *Close chat* button you'll shown a new window where you can end the chat session.

# Thank you for choosing Tech Data!

Cloud Support Services (CSS)

For more information:
CSS Email: tdcloudhelpdesk@techdata.com