First steps on the iAdvize mobile app

> As an in-store sales associate, you are required to interact with your customers face to face, but also via the iAdvize application. It allows you to access the **conversation panel on your mobile or tablet, and receive messages via chat, video or social networks (like WhatsApp or Facebook Messenger for example).**
>
> This fact sheet tells you about the features of the iAdvize app.
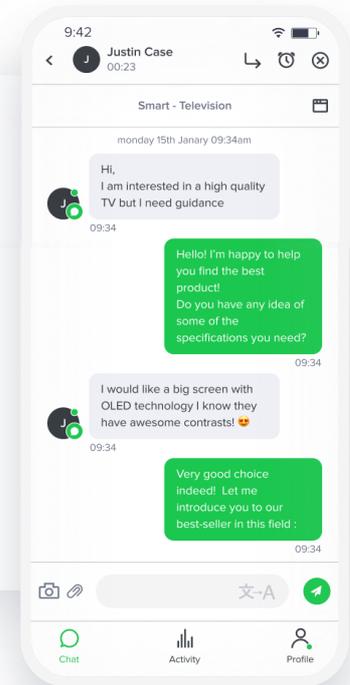
#1 A few technical aspects before you start

The iAdvize mobile app can be installed on your **smartphone** or **tablet**. With the app, depending on the way your manager has set up your account, you can handle **Chat, Video or third-party channel conversations (e.g. Twitter, Facebook)**, while you move around your store.

It is compatible with the following OS's:

- Apple iOS 12 and later
- Android 4.4 and later

Update it whenever necessary to make sure you are **always using the latest version** and avoid any malfunctions.

Also remember to charge your smartphone or tablet regularly so you have **enough battery power**.

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#2 Your first steps with the app

Log in

To log in to the iAdvize app, just enter the **login details provided by your manager.**

The app consists of 3 main menus:

Chat

Chat: access your ongoing conversations.

Activity

Activity: consult your statistics (number of conversations handled and satisfaction rate).

Profile

Profile: **manage your availability** and response library, and **log out.**

Make yourself available to your visitors

To start handling conversations, go to the **Profile menu and set your status to available on the channels of your choice.**

Your availability status is symbolized by three colors which you can see on the status management button and on the Profile menu dot:

Green: you are available and ready to receive a new conversation.

Orange: you are busy. This status is automatic and shows that you have reached your maximum number of simultaneous conversations, you can't receive any more.

Red: you are unavailable, you can't receive any more conversations.

Good to know: on the chat channel, two cases can **make you automatically switch to unavailable status** (red) when the application is in the **background**:

- You have received a **new chat conversation** and you have **not answered it within 30s**. The application - in the background - then considers that you are unavailable and changes your status. You will receive a notification. The conversation is distributed to another available colleague or put back in the queue.

- You have **not used the application for 5 hours**. The application - in the background - considers that you are unavailable and changes your status. You will receive a notification.

In both cases, to be **available** again on the chat, you just have to **go back on the application**.

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#3 Receiving a message

When a new message arrives:

- If your screen is locked or your app is running in the background, you receive **a notification with a ringtone** when a new message arrives. You have **30 seconds to respond** before the conversation is distributed to another available colleague.

- If you are already in the app, you will notice a **dot** in the Chat menu and hear an **audio alert**.

- In all cases, a dot appears on the iAdvize app icon.

○ IADVIZE   now
Incoming message
Ok thank you! 🙂

Note: you will also receive a notification when the visitor completes the satisfaction survey.
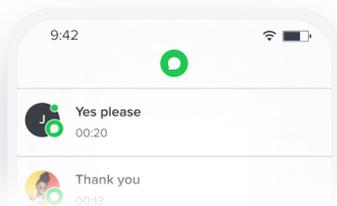
In the **Chat menu**, you will find the **list of ongoing conversations** and the number of messages to be handled. Click on the conversation to open it and chat with your visitor.

#4 Log out

To log out of the application, go to the Profile menu, click on your status button to turn it red (unavailable) then go to the bottom of the page and tap "log out ».

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