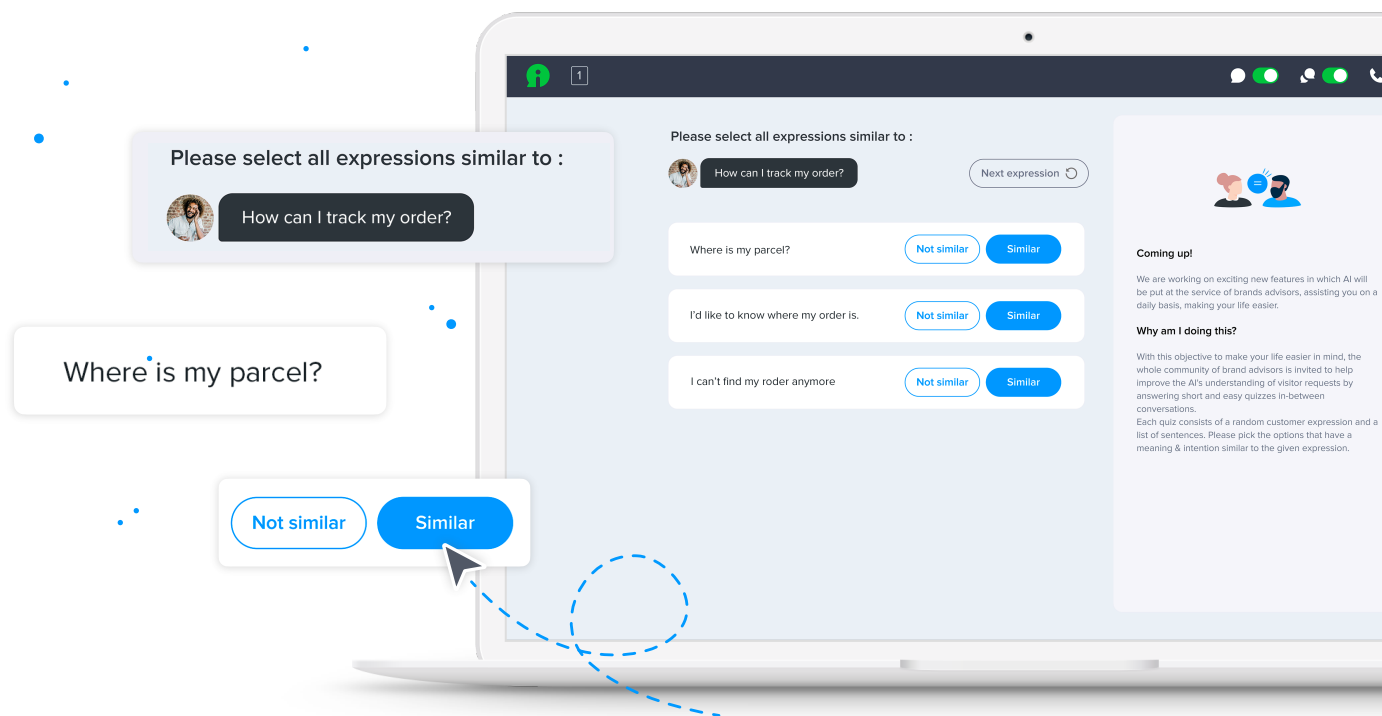


Cheat sheet: A few questions to understand collaborative training

Between conversations you will soon find a new activity on your iAdvize Conversation panel: collaborative training!



How does it work?

While you're waiting for a new message to appear, iAdvize will show you **several expressions** from visitor messages and will ask you **whether or not they are similar** to the expression displayed on top of your screen. That's all!

Of course, your most important mission remains to be **available for new conversations** and share your expertise. It's for this reason the collaborative training function will only appear between active conversations.

What's the use of collaborative training?

When giving your opinion on these expressions, you contribute to the **training of a future virtual assistant** that will **facilitate your work** on iAdvize, handling **recurring questions** or even taking care on its own of the customers who don't really need you.

Result: you get more interesting conversations and more visitors that actually need your help receive your expertise!

What do I do if..

... I made a mistake?

Not a problem, this happens. The expressions reviewed by you and your teammates are **validated by a member of your team** before they are integrated so there's always an opportunity to address a mistake.

... I'm busy doing something else between conversations?

Collaborative training will be on your conversation panel between two conversations but **you don't have to give your opinion** on client expressions. If you need more time between two conversations **you can switch your status to « unavailable »**.

... I'm not sure whether an expression is similar or not?

Is « I'd like to use PayPal? » really similar to « Do you take American Express? » ... It's not obvious, and **it often depends on how precise** the person who validates the expressions wants them to be. It may be best to ask your manager or the person who owns that task directly. When in doubt, **you can also skip an expression** by clicking on the « Next Expression » button.