

BTG Communicator

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Symptom (public)

Problem (public)

Solution (public)

The BTG Communicator allows you the convenience of initiating a chat for help immediately, rather than calling the Service Desk.

How it works

When you click on the Service Desk Chat option, the request screen below will be displayed. You will fill in the First and Last name, Email address, Phone number and an optional Secondary phone number. Then click on the Remember my information check box so you will not have to re-enter the information just added for each chat. When the checkbox for I have already contacted Service Desk Support about this specific issue is selected, a search will be performed for the last open Service Desk Chat ticket.

When the Initiate Chat button is selected, a chat application will be downloaded to your machine.