

The background of the slide is a close-up, top-down view of several white plastic crates filled with ripe, red raspberries. The raspberries are densely packed, and their characteristic bumpy texture and vibrant red color are clearly visible. The lighting is bright, highlighting the individual berries and the edges of the crates.

# Help & Support: Intercom Guide

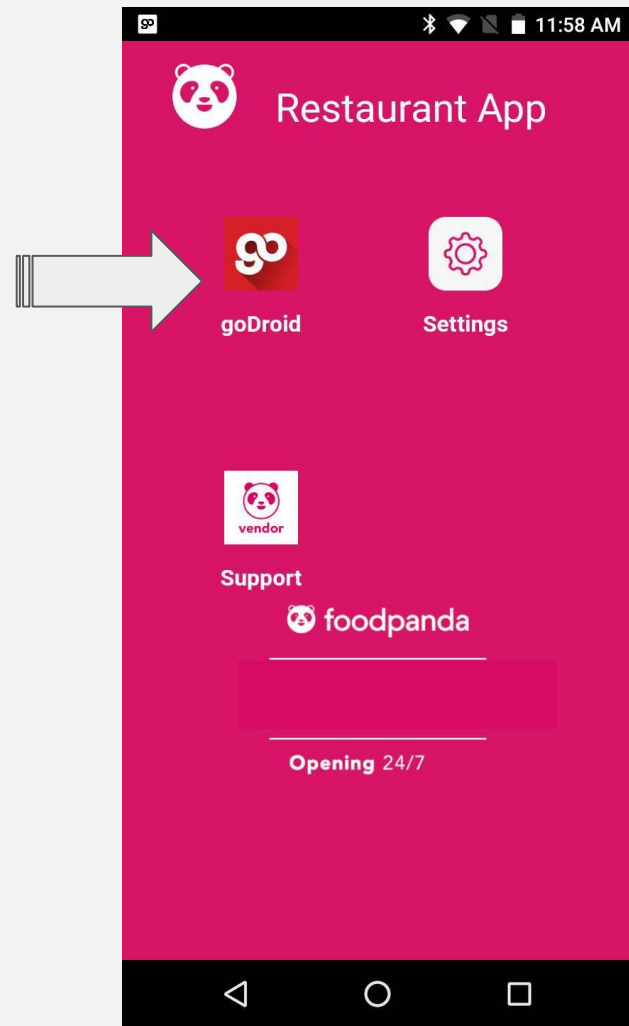
March 2020

# Live Assistance via Help & Support

Introducing Help & Support on goDroid! We understand your frontline restaurant staff are often busy and therefore we want to make it as easy as possible for them to request live assistance, especially during peak hours.

With our designated chatbot, your frontline staff will be able to quickly access live real-time support through this feature.

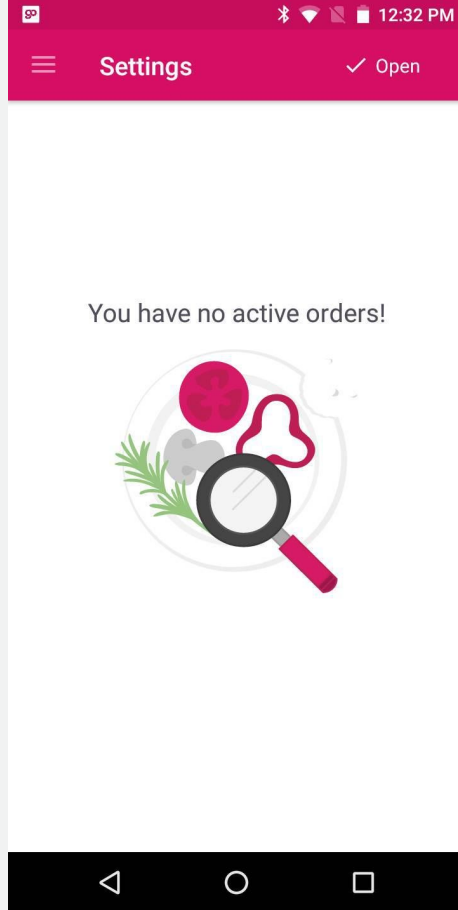
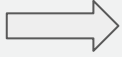
Once connected in the live chat, they can simply select the issue at hand and receive instant answers from our agents!



# Accessing Help & Support

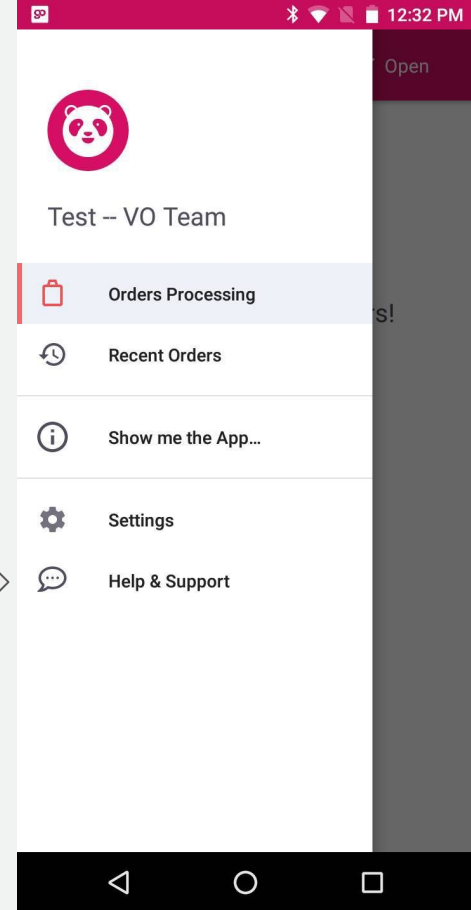
**Step 1:**

Press



**Step 2:**

Select "**Help & Support**"

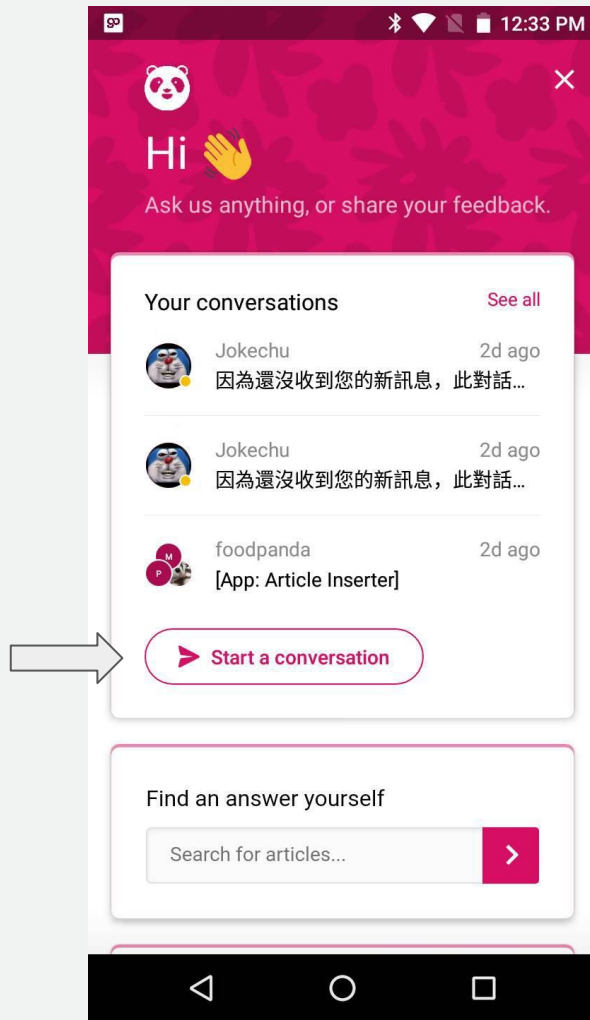


# Start a Conversation

## Step 3:

Select **“Start a conversation”** to begin a new chat with our agent.

Here is where you'll also be able to see a list of “Your conversations” - chat history from previous conversations with our agents.



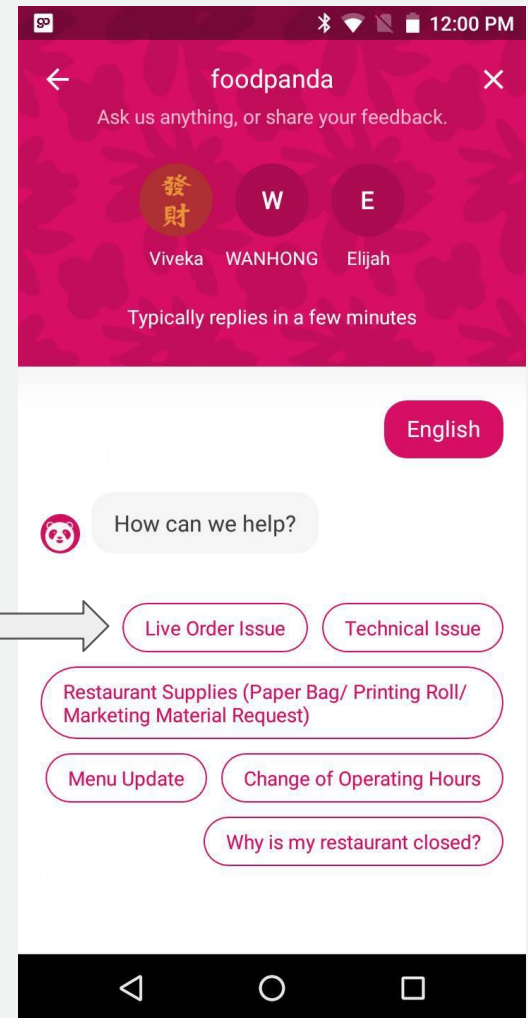
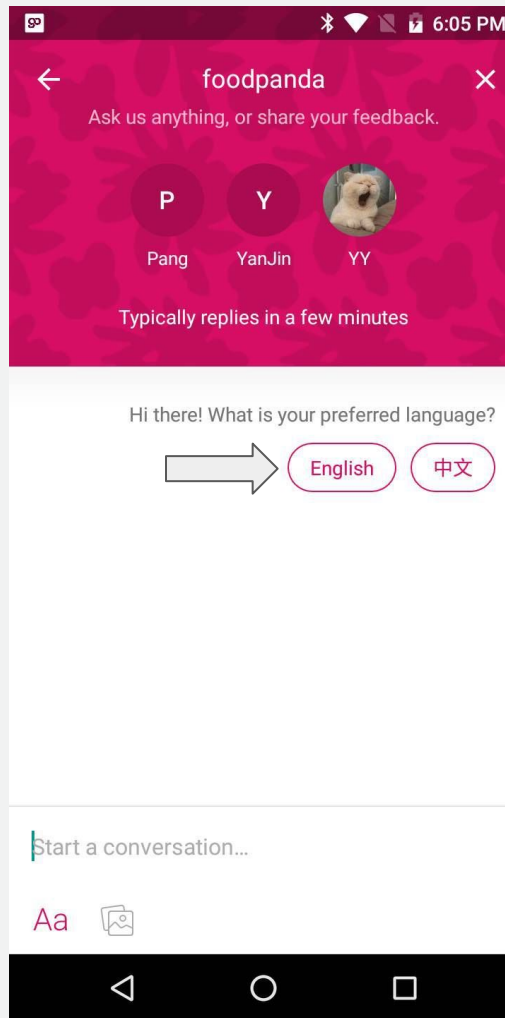
# Language

## Step 4:

Select your preferred language

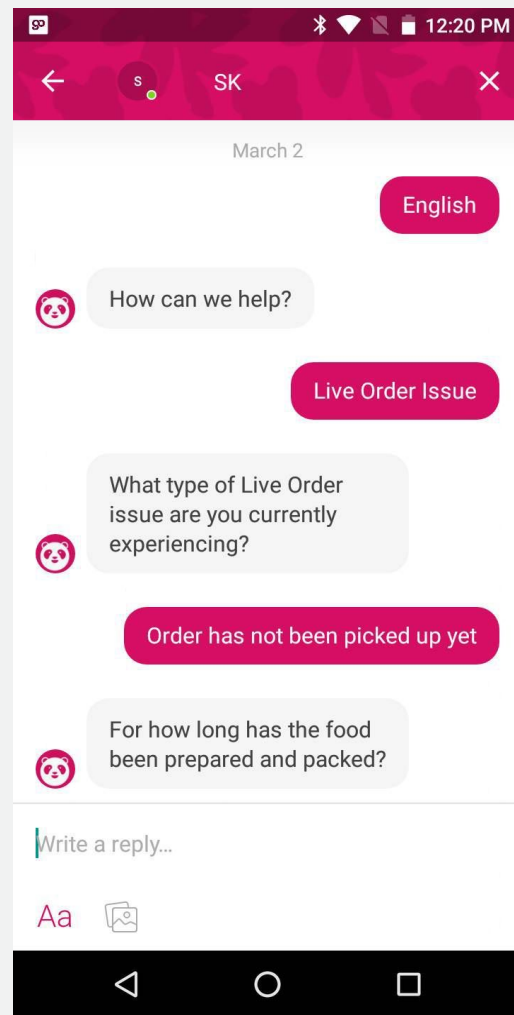
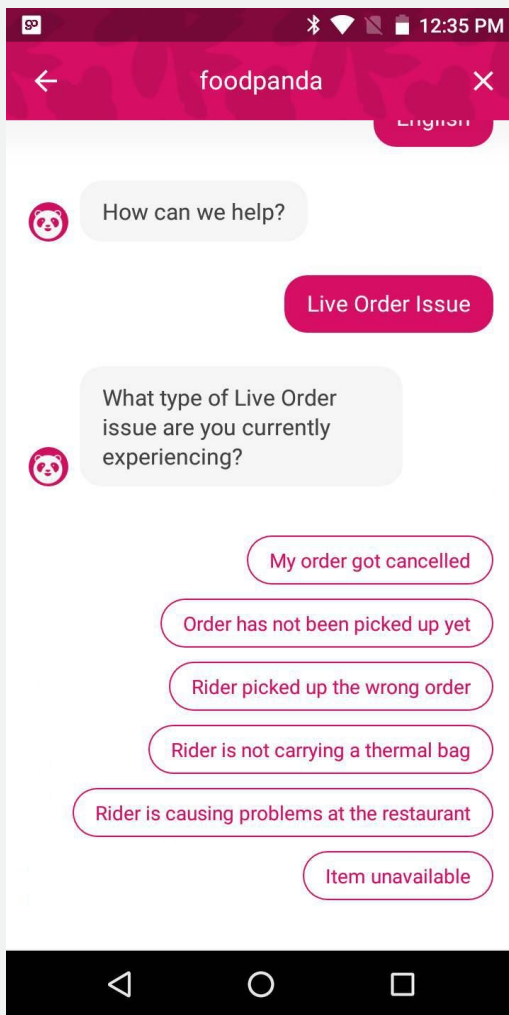
Once you've chosen your preferred language, you will be provided with options (buttons) of issues you can request assistance on

→ Simply click one of the buttons to proceed



# Example:

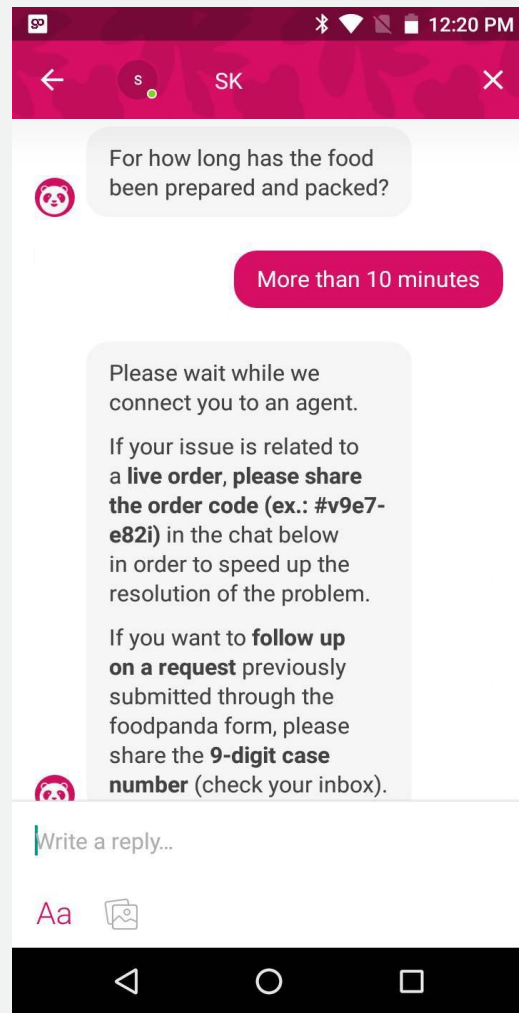
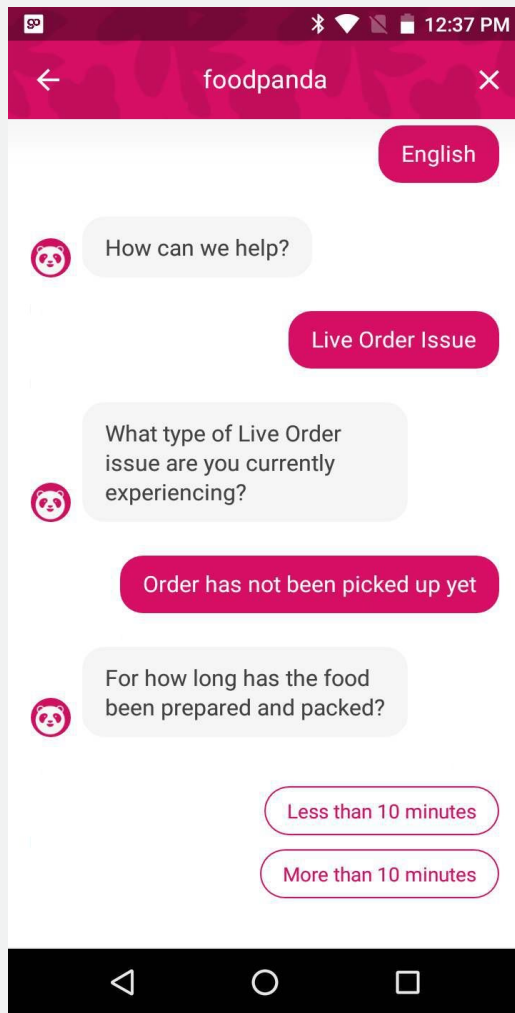
## Live Order Issues





With every conversation started, you will be provided with quick buttons you can select to identify the issue you're having, without having the type it out yourself.

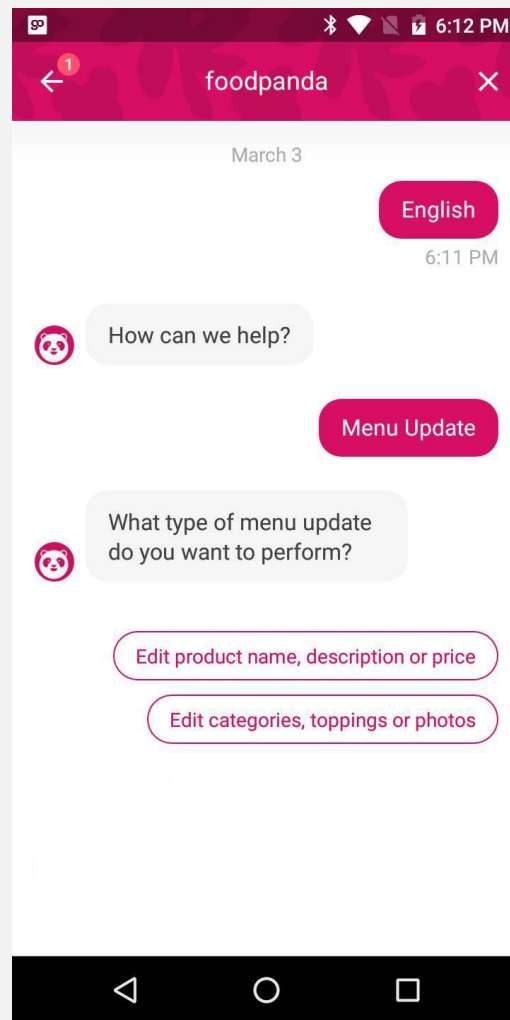
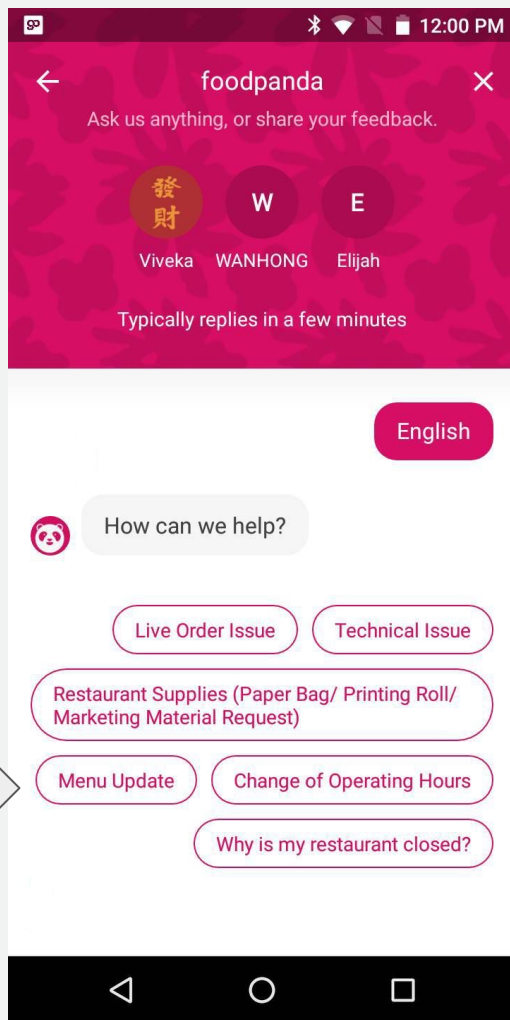
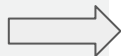
Once you are being connected to an agent, you can input your **order code / vendor code (e.g. v9eq)** to speed up the resolution.



# Example:

## Menu Updates

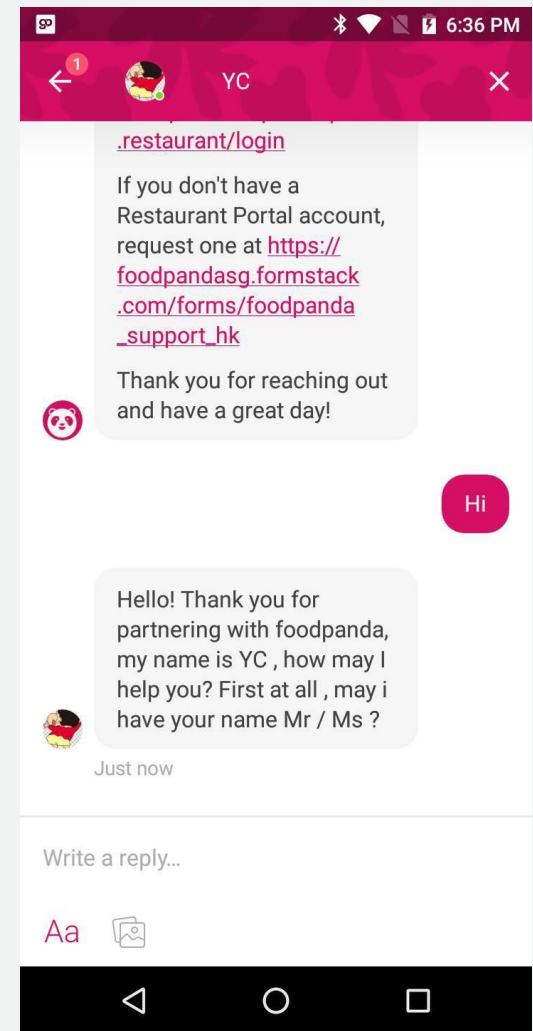
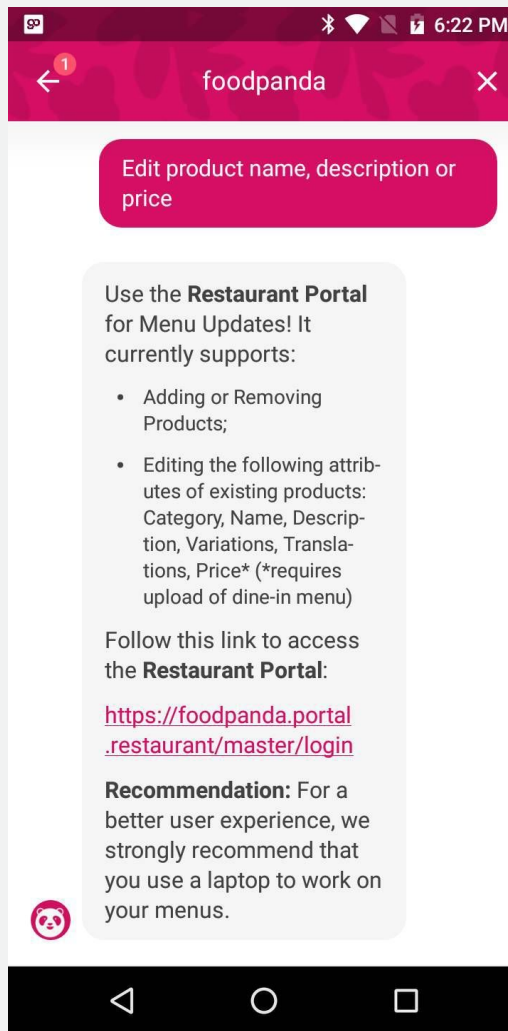
For non-instant issues, there are still quick buttons for you to select and receive guidance.





The bot will guide you to the best channel for a solution.

A live agent will stand by if you need further assistance.





# What's next?

For immediate real-time support, try the **Help & Support** feature via goDroid on your tablet today!

As a reminder, our hotline will no longer be of use so please review the Help & Support feature with your restaurant staff to ensure they know where to go for help and avoid any future issues.

Thank you for your understanding.

