

I-9 Anywhere Virtual Chat Window Troubleshooting.

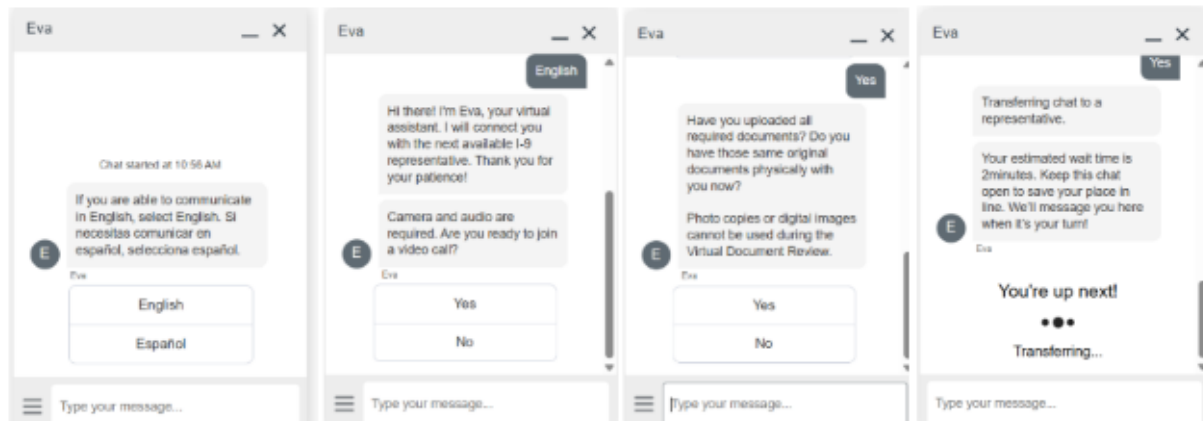
For I-9 Anywhere Virtual, we rarely have any hold time. There may be rare random peaks with minimal wait.

- **Our average speed to answer is typically less than 90 seconds.**
- **When we do have a hold time, the chat window will indicate the estimated wait time and/or position in the queue, #6, etc.**

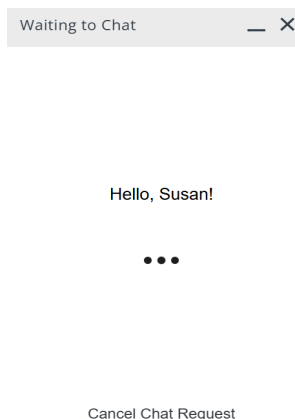
When connecting with a Virtual Agent:

- Our Chat window should start immediately and a Virtual Assistant Eva will ask questions
- After the new hire answers these questions, they are transferred to a live agent
- If an agent is not available immediately, the new hire will get an indicator of the estimated wait time
- ***If they get a blank chat window, and don't see the Virtual Assistant questions, there may be something blocking the chat session***
- We have had a few reports of a blank chat window with "Waiting to Chat" or "three dots"
- These rare instances appear to be due to pop-up or script blocking preventing the next step
- These may be users trying to access via a company computer/network. The company network/firewall/script blocking may be the cause.
- It may also be browser cache, or personal browser settings, etc.
- If the new hire does not see the Eva Virtual Assistant questions, something is wrong.
- We suggest that they try again or try from a different browser or device, etc.
- Most users blocked by a company device or their own computer settings, are successful when switching to a mobile device for the chat/video session.

Correct Expected Chat Flow:



Incorrect/Blocked Chat (did not get the EVA questions, chat script blocked)



We certainly want to help troubleshoot any connection issues. If the customer can provide details, it is helpful

Device type they used, did they try multiple devices?

Date & time

Did the new hire see the Eva virtual assistant questions?

If they didn't see the Eva questions, did they get a chat window, was it blank, etc.?

Screenshots are helpful.

Customer networks may have different security parameters for on-site vs. remote staff, etc.