

# Chat Now Report to ECSC October 2017

## Training and Administration

### Email Applications

**Enquires** are sent a standard email response with a link to the Job Description, Application form and intro video.

Moved to **Application Sent** Folder.

All email correspondence is recorded on a spreadsheet to avoid oversights.

**Applications** (with IG/Regional endorsement) are responded to with information about training, request for Skype address where possible, link to guidelines and intro movie. They are invited to have an initial training session.

Trainees are added to a shared google doc that can be accessed and edited by all CN trainers.

Name	Current Folder	email	Mobile	L	skype	Last contact	via	Status	Application Received	Watched video	Read Guidelines	Intro Session	TrainingChat Session 1	Training Chats 2	Training Chats 3
	This row will be updated by admin														
Judy F	In Training	judy.john	1880 727020		will	16-Oct-17	SMS	Shadowing during October	Yes	Yes	Yes	Complete	Aug-17		
Gail	In Training	ecomms	795 968 934	In Gro		14-Oct-17	Skype	Skype- Will be on this week	Yes	Yes	Yes	6-Aug-17	Complete	Sep-17	
Michael A	In Training			In Gro		16-Oct-17	email	Away - Back 5th Nov	Yes	Yes	Yes	22-Sep-17			
Alan Thomas	In Training			In Gro		16-Oct-17	Skype	Busy until 22nd October	Yes	Yes	Yes	Sept 2017			
Allen Atwell	In Training		734111221			19-Oct-17	sms	Away until 25th October	Sep-17	Yes	Yes	Sep-17	29/9/17	12-Oct-17	
Jane	In Training	janepittm	7751019225			16-Oct-17	SMS	in talks for more training	Oct-17	Yes	Yes	16/10/17			
Trisha C	Application Rec	trishacole	@outlook.de			18-Oct-17	Skype	Reschedule pobably Oct-22nd	Oct-17	Yes	Yes				
Raj	In Training	rajdatta.b	7711 526212			16/10/17	Skype	Training Mon 23rd	Oct-17	Yes	Yes	16/10/17			
Phil	Application Rec	soberphi	@yahoo.co.uk			18/10	Skype	Training Tues 24 Oct	18/10						
Bill A	Application Rec	evend				17/10	mobile	Will read guidelines and call at w	17/11						

Before first training session, the trainee is sent the Session 1 training sheet, A-Z directory by town and reminded to familiarise with eh guidelines and watch the intro video.

After first training session, trainees are moved to the **In Training** folder.

On completion of training, Responders are offered a shift on the rota and moved to the **Trained** folder. Details are kept there.

If any applicants do not respond to correspondence for a several weeks, they are moved to the **Lost Interest** Folder. If they chose to defer, then the **Deferred** folder.

## Training

Training is covered in several sessions.

Trainees initially read the guideline and watch the introduction video.

### **Intro Session** (see sheet):

- Logging on to purechat.com with user name and password
- Introduction to the Pure Chat Dashboard
- Operator Chats
- Accessing Canned responses via the CR icon
- Accessing canned responses via keywords in the message pane
- Switching status to Available
- Accepting the Chat request
- Greeting the caller and waiting for their enquiry
- Process for closing chat
- Switching status to unavailable
- Initial training Chats from Suffering Alcoholic and F/F

Training Chats should include:

- giving the Helpline (CR *Helpline*)
- offering meetings (CR *If you prefer*)
- offering to find meeting information (CR *area*)
- explaining how to use the meeting finder (CR *find a meeting*)
- Offering local helpline from A-Z directory and hours manned
- CR *This information will disappear*

**Session Two** will recap Session 1 and begin to run Training Chats (see Session 2 onwards doc)

**Ongoing Training Chats.** After the second session, we offer **ongoing training chat sessions** to ensure that all areas of the guideline has been covered. These can often be short (20 minute) and frequent sessions.

**Monitoring Live Chats.** At they stage, we also introduce the trainee to the Skype Chat Now Group where they can meet other responders and request times to monitor responders live.

**Filestore docs.** Trainees are also made aware of the example Chat Transcripts and the Hints and Suggestions doc in the Chat Now file store.

**Shadowed live sessions:** When the trainee is comfortable with responding and has understanding of all potential types of enquiry covered in the Chat Now guideline, then they are offered live responder sessions with an experienced responder shadowing.

When the responder goes solo, there is a strong team in place and almost always support on hand via the Skype Chat Now group. Failing that, they have mobile numbers for administrators and experienced CN responders.

## *Going forward*

As applications increase, it would be good to put in place a small team of trainers. Due to the way the training is spread over sessions and recorded on the shared doc, portions of the training can be covered by any available trainer appropriately.

At the end of the training process, an administrator/coordinator can run the latter training chats to check that the responder has everything covered.

The coordinator can also see transcripts of the previous training chats.

We currently have three Trainers, Jim F, Ben D and Axel R. I would envisage opening this up to five or six.

I also propose that some admin tasks are managed within the Chat Now team. This would include access by some to the chatadmin email account and admin access to purechat.

Administration Tasks may include:

- Managing the emails and keeping in appropriate folders.
- Arranging training shifts
- Checking the Chat Now Training spreadsheet for progress and updating
- Updating the file store resource, particularly the Hints and Suggestions, including.
- Keeping Responder info up to date
- Providing a point of contact for any issues arising within the team
- Sending out information emails to the responder team

The Chat Now file store is set up as a resource for responders including a hints and suggestions doc.

Also example transcripts and a pool of responses to tricky questions.

Ben D  
Chat Now 2017