

# Ongoing Chat

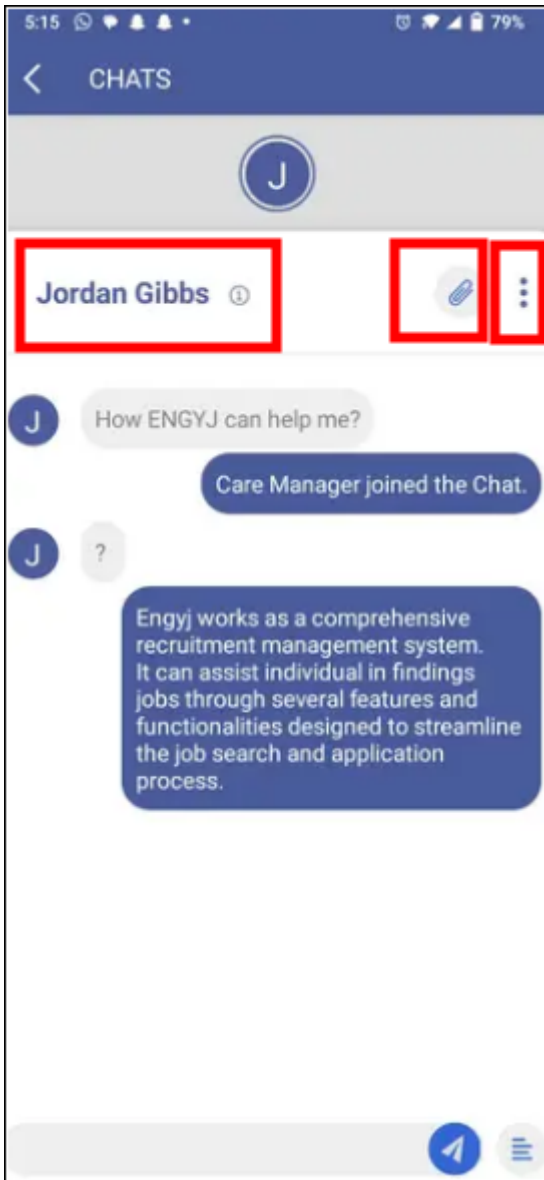
Visitor and user can start a chat session within this interface. Upon the user's acceptance, a dedicated chat window promptly opens for both parties.

Visitors and users can easily exchange chat messages. Visitors or users can send attachments to each other by clicking on the attachment icon.

The user can view the visitor's personal information by clicking on their name.

Users can efficiently forward relevant conversations to others using the chat forwarding feature by clicking on the three dots icon.

Users and visitor can choose to end the chat whenever they want, making the engagement experience user-friendly and flexible.



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