

# Buzz - Setting Up Live Chat

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## What is Live Chat?

Live chat allows your temp employees to chat with their staffing specialist, recruiters, or other representatives instantly using Buzz™ and Beyond™.

This gives your recruiters and employees an easy, fast way of communicating and every chat conversations is automatically logged as a message on the employee's record.

### Requirements:

In order to utilize Live Chat functionality, you must have the following products set up:

- [Buzz](#)
- [Beyond](#)

**\*Note\*** If you are interested in learning more about Buzz or Beyond, talk to your TempWorks' Account Manager today!

## Steps to Set Up Live Chat

You have live chat enabled, now what? Live chat functionality is rather simple, once it's enabled it's just about ready to go. This article will cover live chat options from the administration point of view. Looking for how to live chat? check out [Buzz - Live Chat](#).

Once you have been given live chat functionality, you will want to review the following:

1. [Give the Employee Buzz Access](#)
2. ["On-Call" Chat Rep Permission](#)
3. [Live Chat Name](#)

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## Giving the Employee Buzz Access

In order to chat with an employee, they will need to be given access to Buzz. Check out [Buzz - Inviting Employees to Buzz](#) for an overview of all your invite options.

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## "On-Call" Chat Rep Permission

By default, each temp employee will be able to see if their staffing specialist is available to chat but will not see any other staffing specialists/recruiters.

This is determined by the staffing specialist field on the employee record which can be found by:

1. Navigate to an employee record
2. Click on the details tab and scroll down to the hiring card
3. Select the  button to update this field:

^ Hiring 			
Washed Status	Familiar	Hire Status	Eligible for Hire >
Job Order Type	Temp	Profession	--
Job Title	--	Vendor	--
Orientation Date	--	Anniversary Date	2/11/2019
Activation Date	--	Deactivation Date	--
Interviewed By	--	I-9	On-file and Expires on 1...
Entered By	Amelia Stout	Staffing Specialist	Amelia Stout
Numeric Rating	0	WOTC Eligibility Status	--

If you want all or some of your employees to be set as "On-Call" meaning they can be seen by all employees regardless of if they are a staffing specialist for the employee, then you will need to grant those recruiters an additional permission.

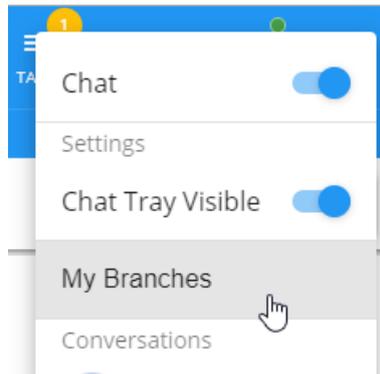
#### To Grant the "On-Call" Chat Permission:

1. Navigate to  > System Settings
2. Select Security Groups
3. Select Permission Type
4. Select or create the group you want to add the new permission to
5. Check the box next to "Can use on-call chat functionality"

Can use on-call chat functionality  
Allows a user to specify branches that employees can chat with them from.

New to Security Groups? Check out [Beyond - Managing Service Reps & Security Groups](#) for more information.

Once the permission has been granted, the staffing specialist will be able to select which branches they want to be available for under the live chat icon:



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## Customizing Live Chat Names

If you have a staffing specialist or recruiter who goes by a nickname or first name only, you can set their chat name in system settings.

### To Update a Chat Name:

1. Navigate to  > System Settings
2. Select Service Representatives on the left
3. Select the  to the right of the rep who's name you wish to update
4. Enter the name under Chat Name

Service Rep

Name

Alan Grant

Is Active

Full Name

Alan Grant

Chat Name

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