CHATBOT AND LIVE CHAT
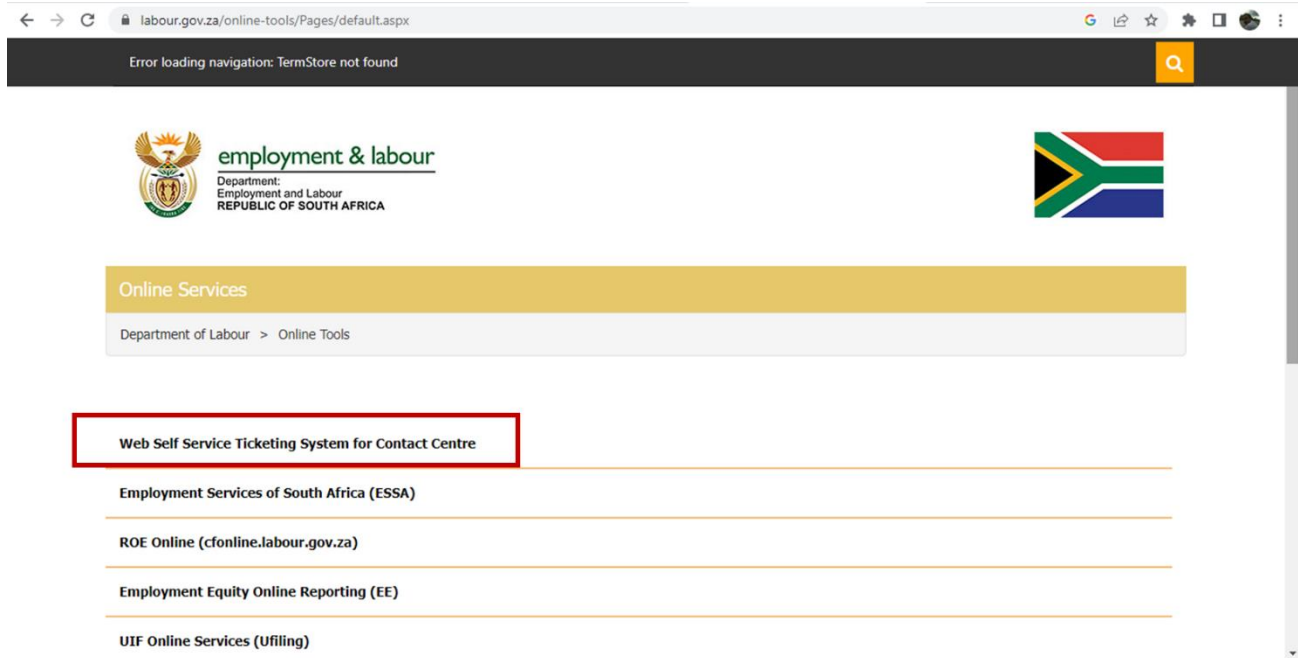
USER GUIDE

I. *Web Self-Service Ticketing System*

Please visit the online services page on Department of employment and labour website:
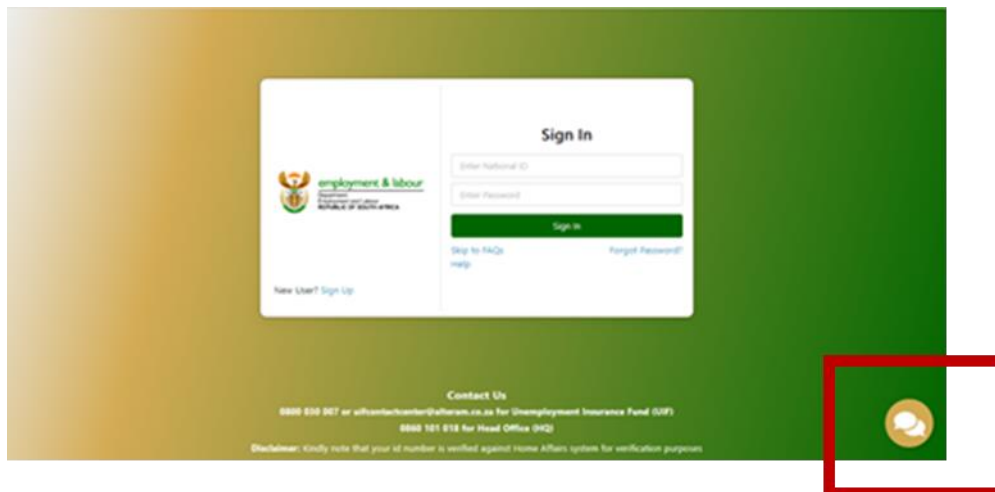https://www.labour.gov.za/online-tools/Pages/default.aspx

Click on "Web Self Service Ticketing System for Contact Centre"
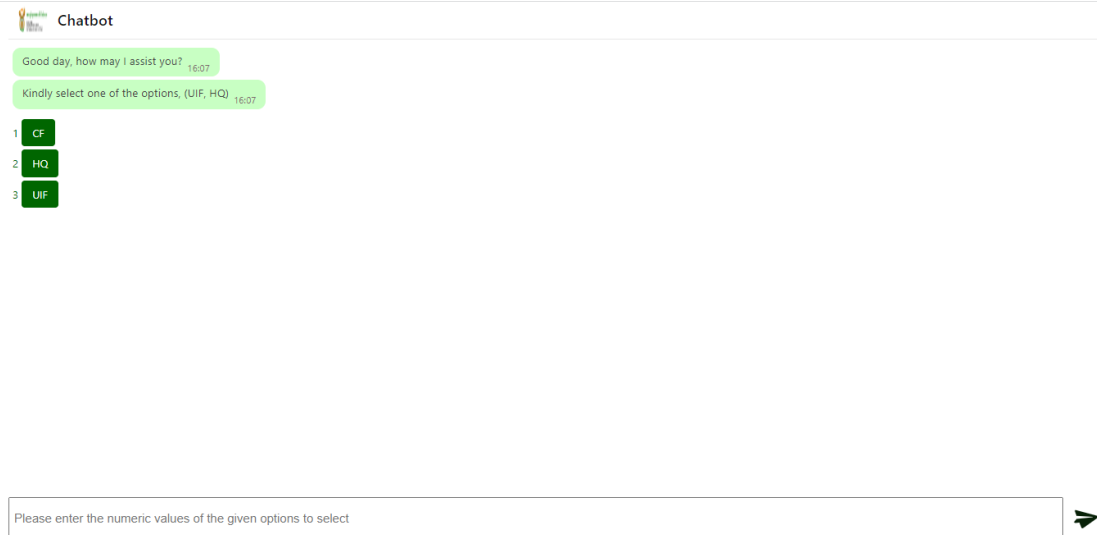

II. Open/Launch chatbot

- Click on the chat icon at the bottom left hand side corner as indicated in the screenshot below

- Chatbot initiates and greets the client

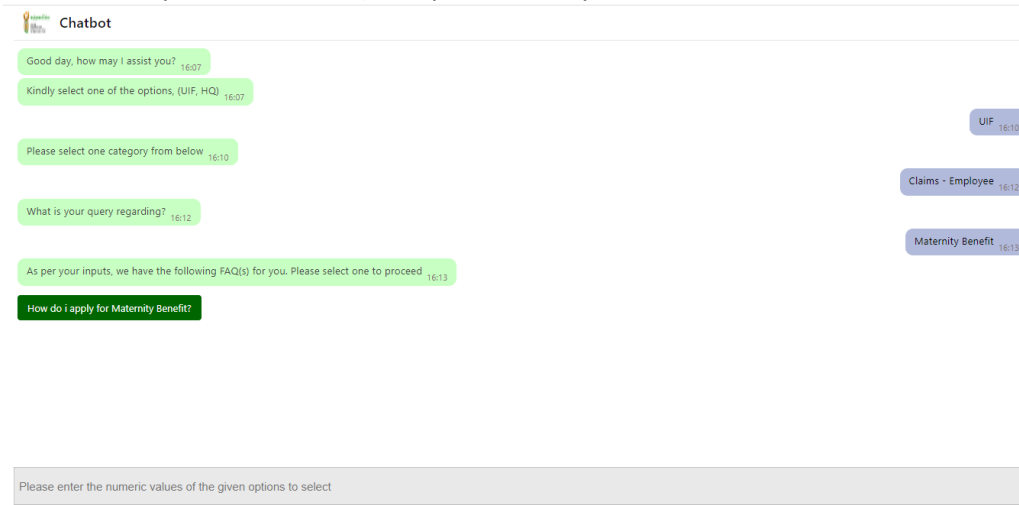III. Select from the options presented by the Chatbot to find the answers to your queries

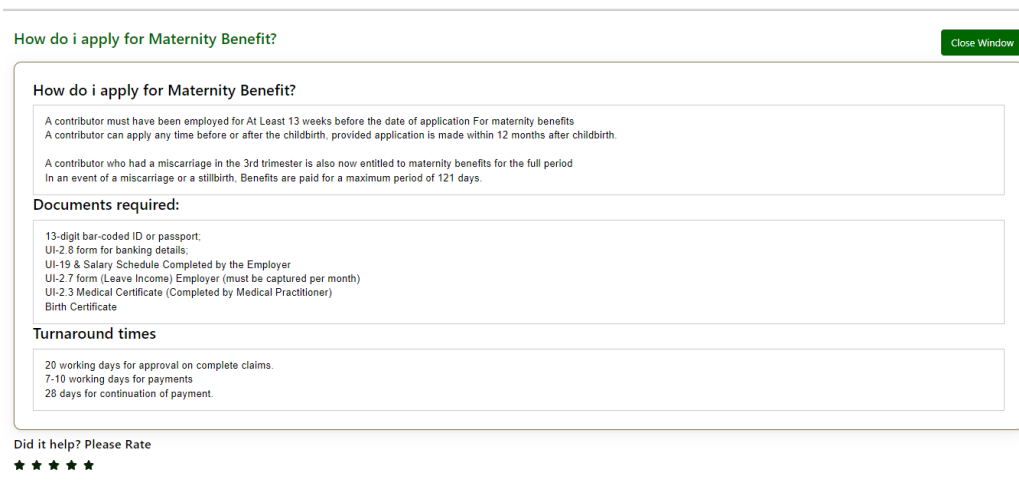- Select from the options at level 1 (example UIF was selected in the below screenshot)

- Select from the options at level 2 (example Claims – Employee was selected in the below screenshot)

Chatbot

Good day, how may I assist you? 16:07

Kindly select one of the options, (UIF, HQ) 16:07

UIF 16:10

Please select one category from below 16:10

Claims - Employee 16:12

What is your query regarding? 16:12

1 Adoption Benefit
2 Death Benefit
3 Illness Benefit
4 Manual Claims process
5 Maternity Benefit

show more

Please enter the numeric values of the given options to select

- Select from options at level 3 (example Maternity Benefit was selected in the below screenshot)

Chatbot

Good day, how may I assist you? 16:07

Kindly select one of the options, (UIF, HQ) 16:07

UIF 16:10

Please select one category from below 16:10

Claims - Employee 16:12

What is your query regarding? 16:12

Maternity Benefit 16:13

As per your inputs, we have the following FAQ(s) for you. Please select one to proceed 16:13

How do i apply for Maternity Benefit?

Please enter the numeric values of the given options to select

- Click on the response from Chatbot (example in the above screenshot client needs to click on- How do I apply for Maternity Benefit?)
- You will be taken to the screen with the answer to your query (example How do I apply for Maternity Benefit screen below?)

How do i apply for Maternity Benefit?   Close Window

How do i apply for Maternity Benefit?

A contributor must have been employed for At Least 13 weeks before the date of application For maternity benefits
A contributor can apply any time before or after the childbirth, provided application is made within 12 months after childbirth.

A contributor who had a miscarriage in the 3rd trimester is also now entitled to maternity benefits for the full period
In an event of a miscarriage or a stillbirth, Benefits are paid for a maximum period of 121 days.

Documents required:

13-digit bar-coded ID or passport;
UI-2.8 form for banking details;
UI-19 & Salary Schedule Completed by the Employer
UI-2.7 form (Leave Income) Employer (must be captured per month)
UI-2.3 Medical Certificate (Completed by Medical Practitioner)
Birth Certificate

Turnaround times

20 working days for approval on complete claims.
7-10 working days for payments
28 days for continuation of payment.

**Did it help? Please Rate**
★ ★ ★ ★ ★

## IV.   Open/Launch Live chat

- In case the answer presented by Chatbot to your query does not fully assist you, please return to the chatbot screen and select **No** (as can be seen in the below screenshot)
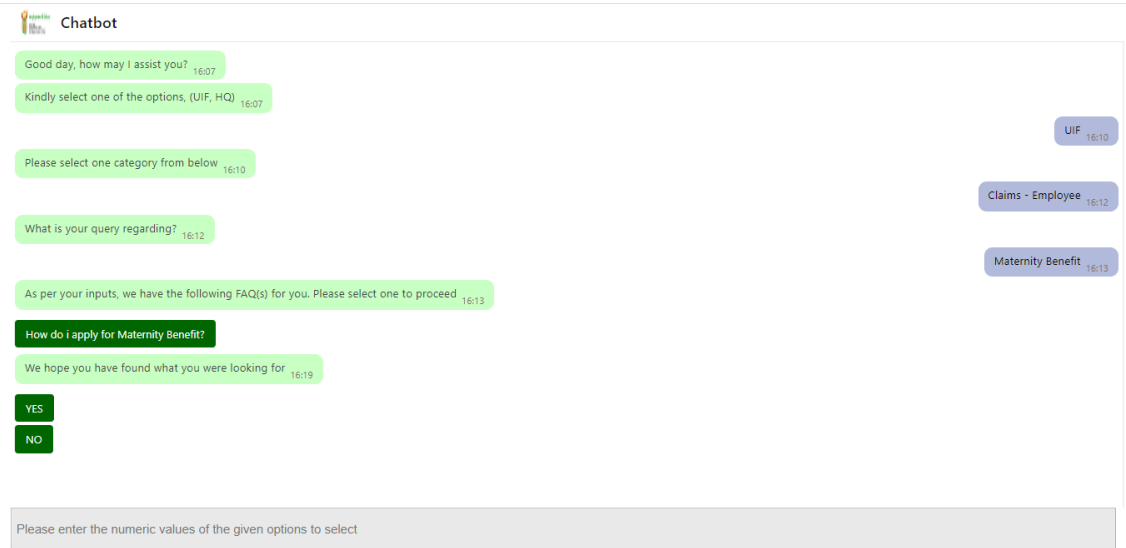
- Chatbot will present you with the following options:
    1. Browse more FAQs- this will help you to continue your interaction with the Chatbot and find the answers to your query
    2. Raise a Ticket- this will allow you to visit our Web self-service ticketing application. Here you can log a ticket and our Contact center agents will reach you to assist on your query
    3. Connect with a Customer Support Executive- select this option to open/launch the live chat application and interact with one of our customer support executive in real time
    4. End chat- this will allow you to terminate the chatbot session
- Select the 3 options as seen in the below screenshot to open/launch the live chat application
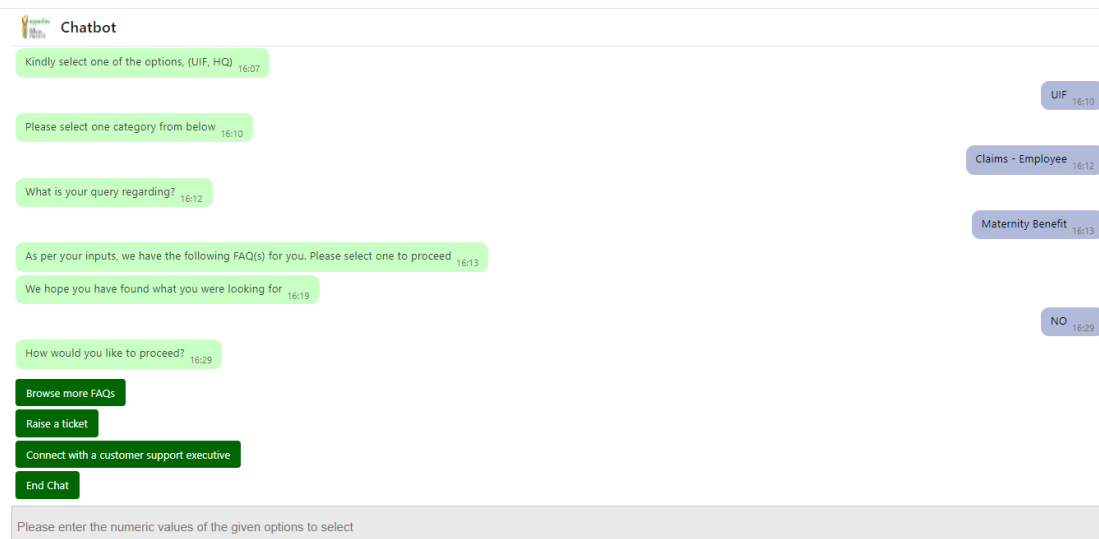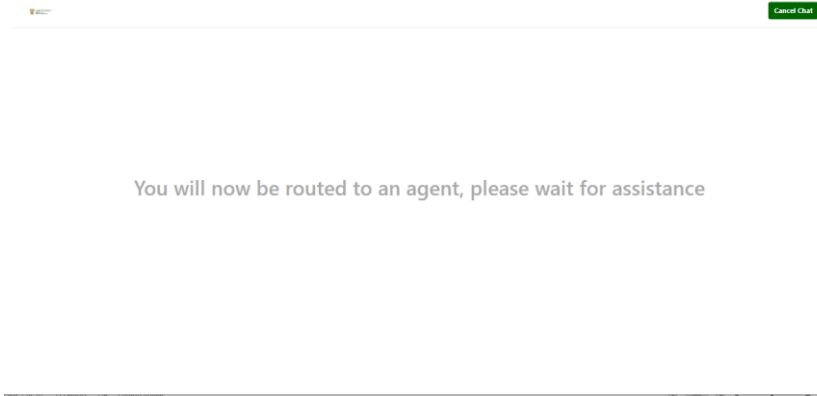

- You will be redirected to the live chat screen
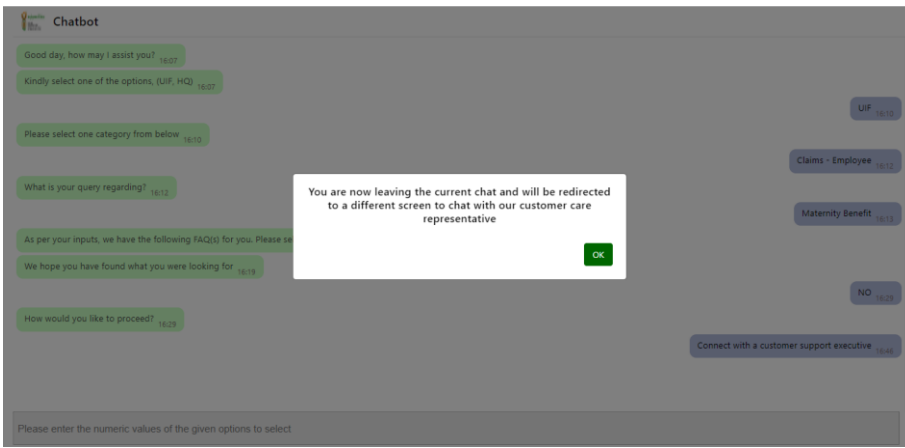
- Please enter the details requested on the Live chat screen (see the 2 screenshots below covering the blank screen and screen with user inputs)

- Once you have filled in the details, you will be routed to the next available agent. Please wait on the below screen for a while, while the connection is established

Page 6 of 6

You will now be routed to an agent, please wait for assistance

- Once connected to an agent you will be greeted and will see the below screen. At this point you have successfully entered in to a live chat session with our agent. Please start communicating with the agent, and we hope you get a speedy resolution to your query and in real time

You Are Being Assisted By Customer Service Assistant   End Chat

Hello, Good Day, How may I help you?

Enter the message