

# Travel Assistance Center Live Chat User Guide

September 2021, Version 1.0

## Overview

A key part of an enhanced Travel Assistance Center (TAC) customer experience is our Live Chat capability which can be used to resolve a whole series of issues. Users can click on a link from the [TAC homepage](#) or from the Passport login help screen to connect directly to a TAC analyst for assistance.

Live Chat topics include DTS/DTMO Passport login assistance, TraX issues, TMC and reservations questions, training materials, and more. Live Chat is available Monday through Friday, 8 AM – 6 PM ET, excluding holidays.

## Using Live Chat

To access chat, click on the **Live Chat** icon on the TAC homepage or on the Passport login help screen to connect directly to a TAC analyst who will work to resolve login issues (see figures 1 and 2).



Figure 1: TAC Homepage

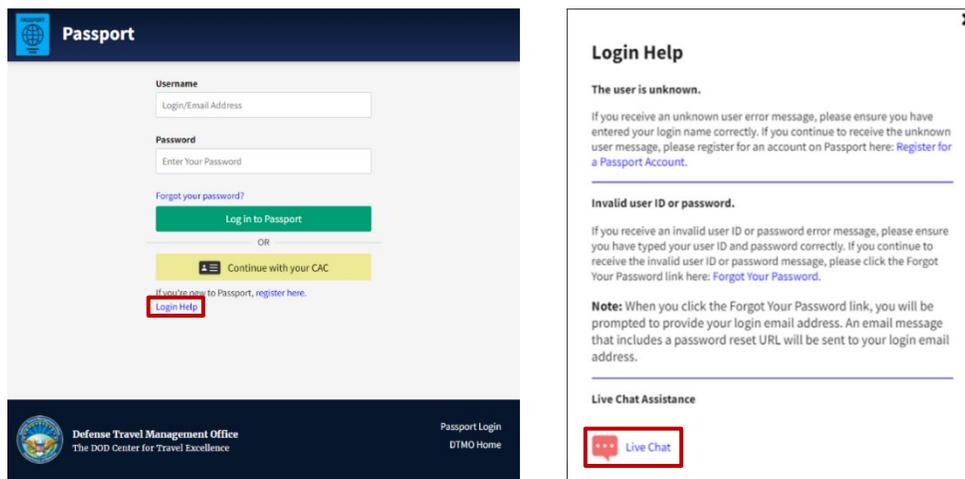


Figure 2: DTMO Passport Login Help Button

Upon selecting the Live Chat icon, you will be directed to the Live Chat initial screen (see figure 3) where you are required to select the specific login issue and complete the fields for name, email, and phone number before selecting **Submit**. Outside of Live Chat hours of operation, the fields on this screen will be greyed out to indicate that Live Chat is not available.

Your contact information will be used to create a DTMO Passport account if you do not already have one, and to send a copy of the transcript when the chat session has ended.

Figure 3: Live Chat Initial Screen

Upon submitting the chat request, a new pop-up will indicate that Live Chat is searching for an available analyst and note your number in the queue (see figure 4). When more than one chat user is in the queue, the tool will also display an approximate wait time. If no analysts are available, the message will state that the chat session has been cancelled and to try again later.

Figure 4: Live Chat Searching

As soon as a TAC analyst is available, a chat window will open and the display will indicate the analyst’s name and ask how they can help you. At this time, you can begin the chat session by typing your message in the text box below the conversation box (see figure 5).

From this screen, you may also attach files to the message, send encrypted information such as PII through the **Off the Record** feature\*, print the conversation for your records, or end the chat.

To end the chat, select **Disconnect**.

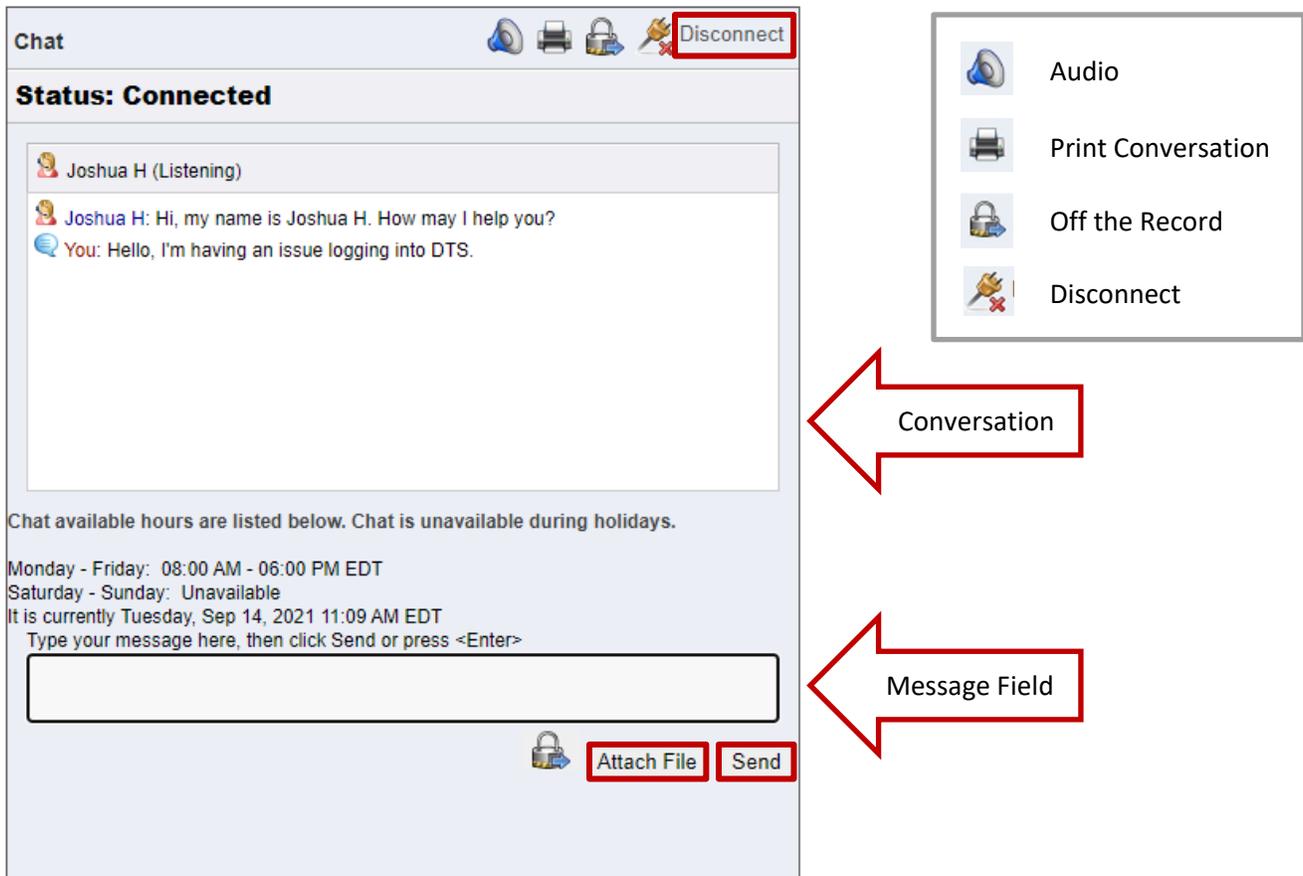


Figure 5: Live Chat Screen

## When the Live Chat is Complete

Upon ending the session, a pop-up box will appear with a short customer satisfaction survey. Additionally, you will receive an emailed transcript of the conversation and a help desk ticket with the transcript is created. You can access the **Closed** help desk ticket from the Help Desk Tickets screen in Travel Explorer (TraX), [www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport). If you did not have a Passport account prior to the chat session, one was created for you so that you can access your chat session transcripts.

\* Any information transmitted via the **Off the Record** feature is automatically removed from the official transcript.