



DIGITAL

Live Chat

mySchneider User Guides

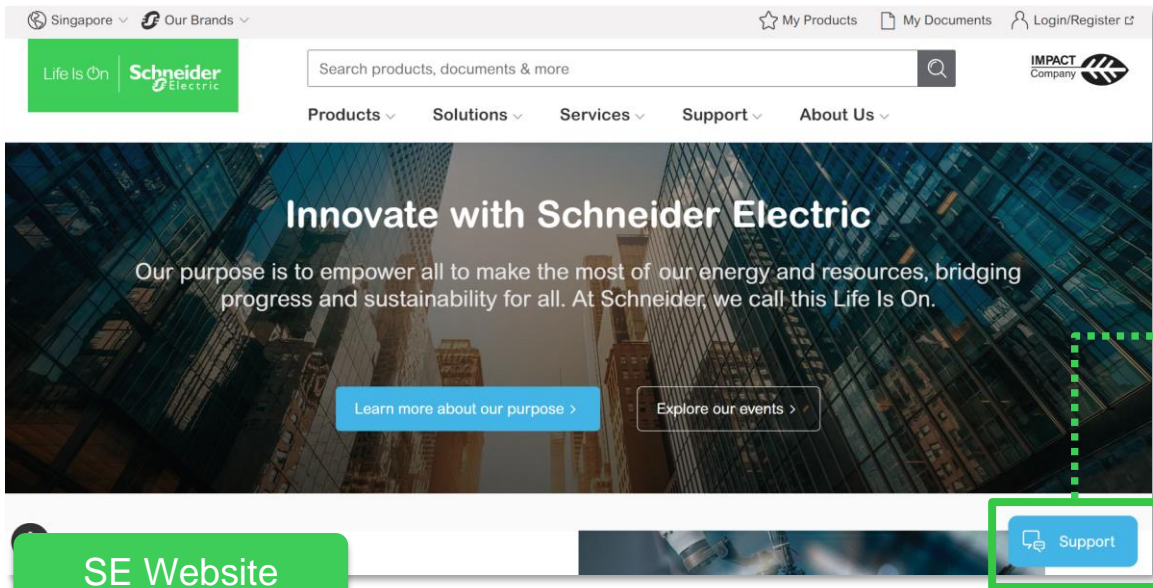
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Live Chat with CCC (Schneider Electric Website)

- No call waiting time / no missed call
- **Immediate real-time live chat** with customer care agent
- Get solution faster & easier



SE Website

Support Center



Useful Tools

[Product Selector](#)

[Product Substitution and Replacement](#)

[Frequently Asked Questions](#)

[Document and Software Download](#)

[Communities](#)



Chat with an expert

Questions about your order?

Login

Create an account today for personalized support with our team of experts.

Live Chat with CCC (mySchneider)

The screenshot shows the mySchneider website interface. At the top, there is a navigation bar with the Schneider Electric logo, a search bar, and user account information (SP Premier). Below the navigation bar, there is a 'Content' section with tabs for 'What's New', 'Tools & Resources', 'Products & Applications', and 'Additional Services'. The 'What's New' tab is active, displaying four content cards: 'Low-Med Volt Breakers Training', 'Innovation Talk - Powering the Drive...', 'Singapore webinars on-demand', and 'Singapore Standardization...'. A sidebar on the right contains a 'Support Center' button, which is highlighted with a green box. A green dashed arrow points from this button to the 'Support Center' overlay on the right.

Support Center



Useful Tools

[Product Selector](#)

[Frequently Asked Questions](#)

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[Communities](#)



[Chat with an expert](#)

mySchneider

Live Chat with CCC (mySE)

The diagram illustrates the process of accessing live chat support through the mySE website and the mySchneider app. It shows the navigation paths from the website's 'Contact us' link and the app's 'More' menu to the 'Live Chat' option, which then leads to a chat form in a web browser.

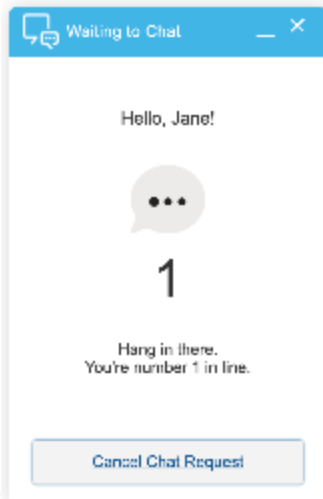
mySE Website: The website features a navigation bar with links for PRODUCTS, CHECK PRICE AND AVAILABILITY, ORDER ENTRY, ORDER STATUS, and Contact us. A 'Contact us' button is also present in the main content area.

mySchneider app: The app's 'More' menu includes options like GET SUPPORT, Live Chat, Call Support, PROFILE SETTINGS, PERMISSIONS & PRIVACY, and About. The 'Live Chat' option is highlighted with a green box.

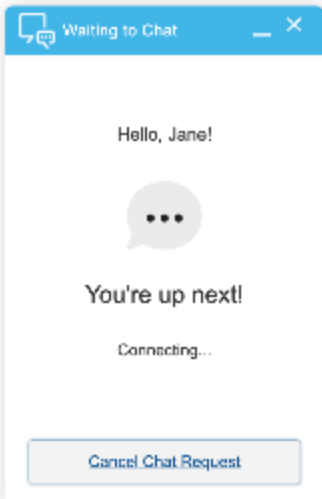
Chat Form - Google Chrome: The chat form is accessible via the URL `partnerassessment.secure.force.com/LiveChat/apex/VFP_Omni_Prec...`. It displays the text 'Chat with us' and a list of query types: Order Management, Others, Pricing and Availability, Product Selection & Services, Quotation request, Return request & claim, and Technical support. Each query type has a corresponding right-pointing arrow.

Internal

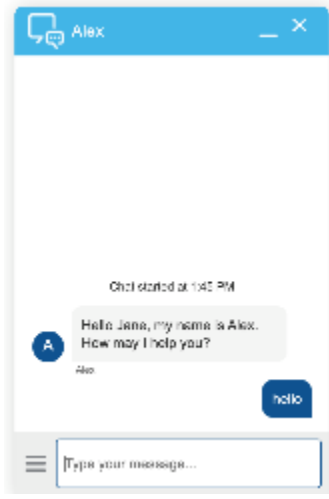
Discover Chat (Customer side)



*Position in the waiting queue
(requested by NAM for a while)*



*Clear message when the customer is next
(waiting for an agent to accept the chat)*



Conversation Window



Minimized Window



*Our new Chat aims at Better inform the customer when a new message is received
(Browser tab title)*