How customers reach you

Customers can text your HQ number, call it, or use the chat on your website. Every conversation lands in Conversations.

Steps

1. Open Conversations to see every conversation, newest first.
2. Open one to read everything the customer wrote and everything written back.
3. Press Reply to answer as a person. The assistant steps back while you do.

Good to know

Text and web chat run the same conversation, with the same questions and the same consent.

Calls are on the Calls screen, with who called, when, and what happened.

https://orshihq.com/help/how-customers-reach-you