

# **COMPEX 2021 Exam**

## **Internet-based Assessment**

Helpdesk Support through LIVE Chat

## Live Chat Feature

Remote Assessments (RA) - Online provides a very helpful feature to candidates which gives them the option to use Live Chat feature to chat directly with the Help Desk agents, in case of any queries they might have before or after the login. This can be used for quick resolution

Steps to use this feature.

1. Access the assessment URL on a browser of your choice (Chrome recommended) from the system you are going to use for taking the assessment.
2. Wait for the log in screen as shown



3. Live Chat option can be seen at the bottom right of the screen. Click on Live Chat

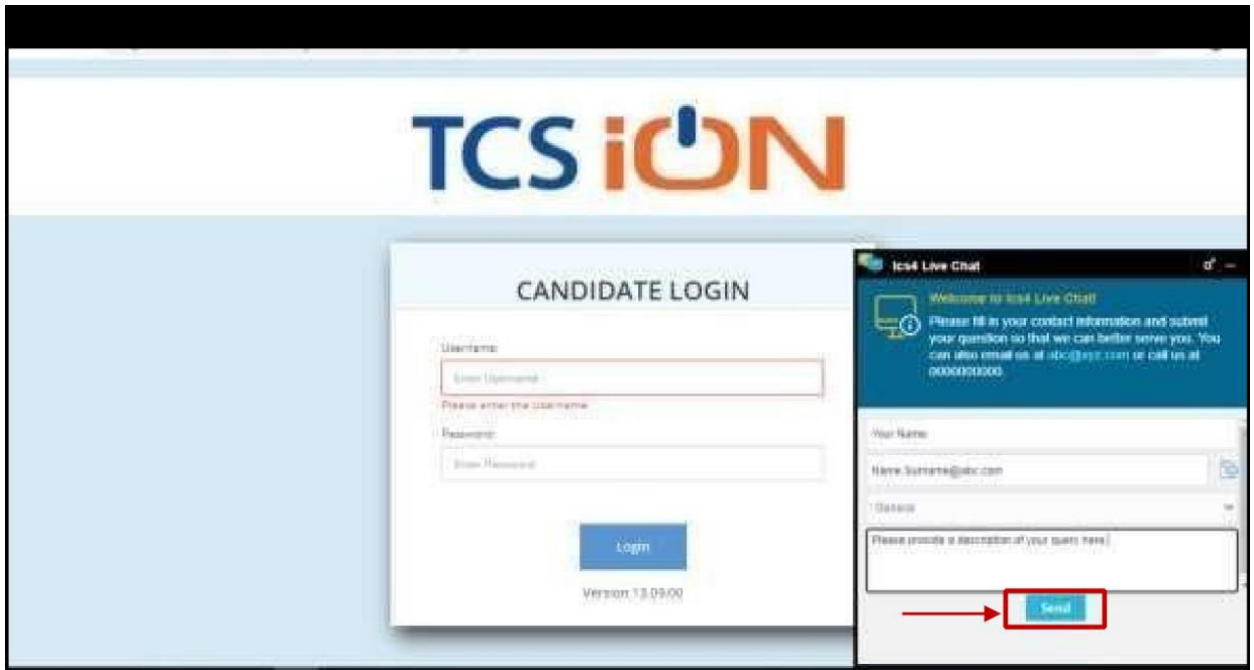


4. The following screen appears. Wait for the Live Chat to load.



5. Enter the following details as shown below and Click "Send" button.

- a. First Name
- b. Last Name
- c. Description of query



6. Wait for the agent to get connected and assist you with your queries.



7. Once the agent is available, you can start chatting with the agent for query resolution. After typing your query, click on “Send” and wait for the agent’s response.



8. Once the issue is resolved or you have got the satisfactory response to your query, please close the chat window and proceed further by logging into the assessment.



**Please note** this Live chat option will be available only on the login page for the exam event. Once the assessment is launched Live Chat will not be available. If there are any issues faced during the self-registration or before start of the test, to connect to the helpdesk agent, you will have to come to the main login page.