



GUIDE



Travel Assistance Center Live Chat Users Guide

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V3.0



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Revision History

Revision	Date	Authorization	Change Description	Page, Section
1.0	09/01/16	DTMO	Created New Guide	All
2.0	12/01/21	DTMO	Updated to include new options and screen shots	All
3.0	10/03/22	DTMO	Updated due to Rebranding effort and new DTMO website links	All

Chapter 1: Introduction

The purpose of this guide is to provide information on the Travel Assistance Center (TAC) *Live Chat* messaging software. This tool is one of many that TAC analysts use to provide accurate, timely support to DoD-level customers. Live chat is an integral part of providing an enhanced TAC customer experience which allows a traveler or Defense Travel Administrator (DTA) to receive assistance with certain DTS topics that have been approved for chat. Chats are answered by skilled TAC analysts and the topics chosen are those which can often be answered with a quick response. *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.

Chapter 2: Accessing Live Chat

There are several ways to access live chat. There is a *Live Chat* link on the DTMO Support homepage, the DTMO Passport login help screen, and the Travel Resources section on the DTS homepage.

From the DTMO website, under [Support](#), you can review the options for obtaining travel assistance. You may find a speedy resolution by using option 1 - Self-Service; or 2 - Contact your Local Level Help Desk. If not, then use one of means, including chat, to request TAC help:

- From the DTMO website, **Support**, under *Contact Travel Assistance Center* section choose the *Live Chat* link (Figure 1).

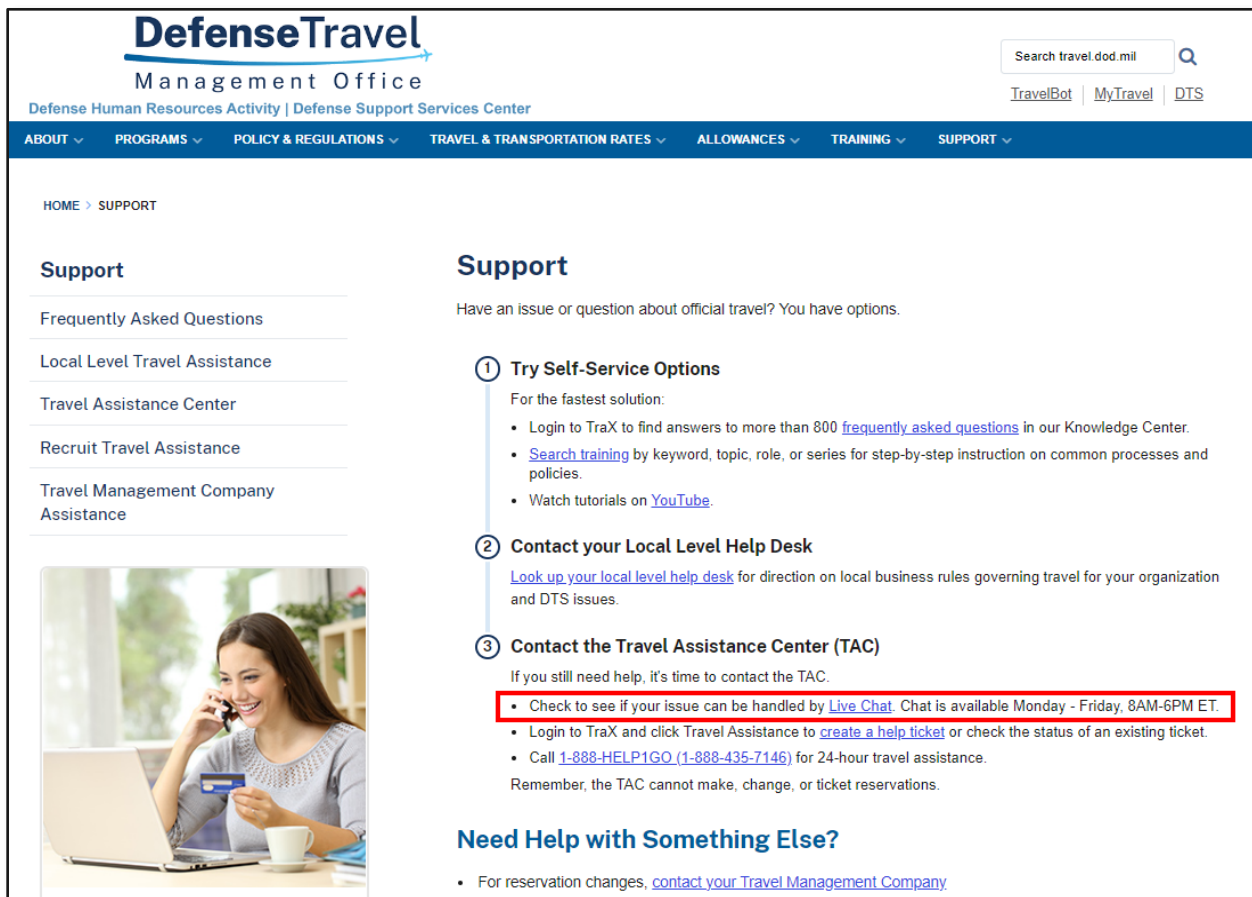


Figure 1: DTMO Website – Support Screen

DTMO Passport provides access to online travel training, knowledgebase answers, and submit a help desk ticket. To access *Live Chat* from the **DTMO Passport Login** screen, select the **Login Help** link (Figures 2 and 3).

- From the **Passport Login** screen, select the **Login Help** link (Figure 2).

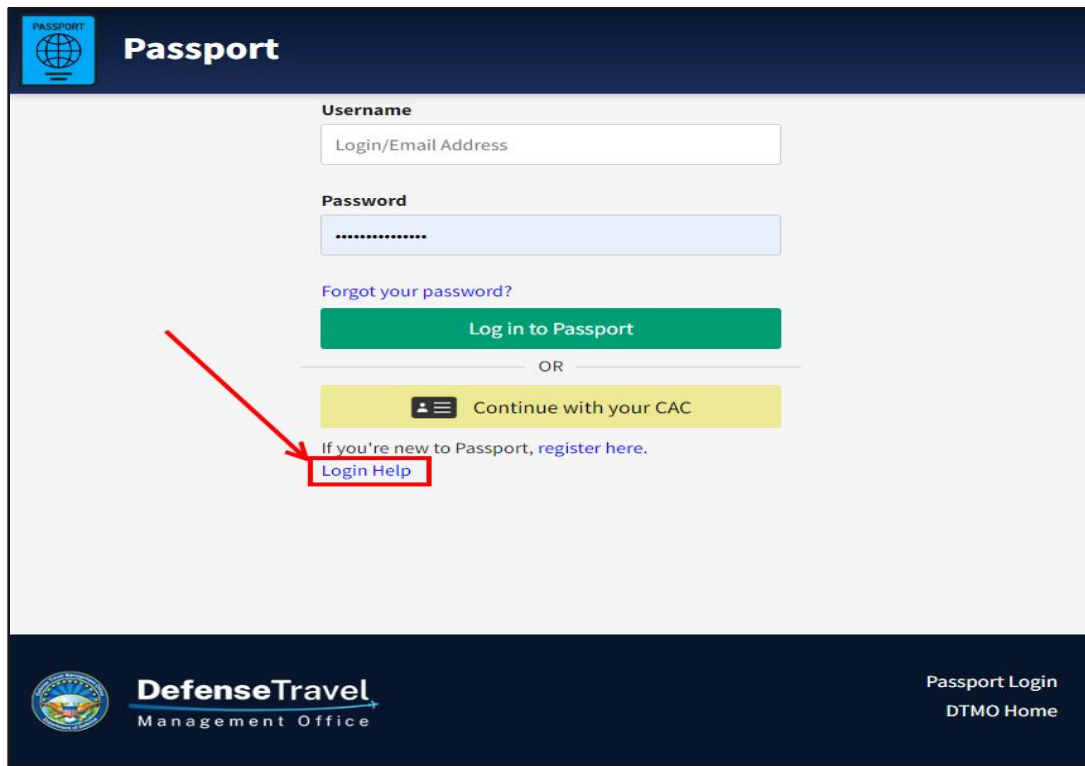


Figure 2: DTMO Passport Login Help Screen

- The **Login Help** page appears with the *Live Chat* icon (Figure 3).

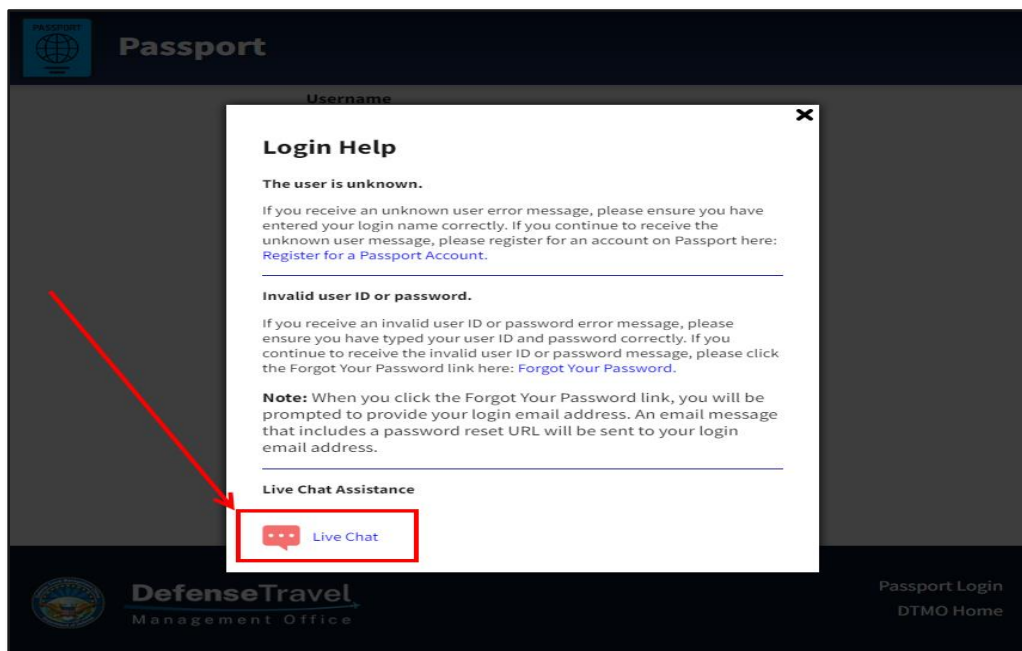


Figure 3: Login Help – Live Chat Assistance

The Defense Travel System (DTS) supports DoD TDY and local travel. From the **DTS Home** page, you can access *Travel Resources*, *News*, *Notices*, and more. *Live Chat* is available in the *Travel Resources* section. You can find the **DTS Home** page link from the DTMO website at <https://www.travel.dod.mil/Programs/DoD-Travel-Systems/> or go to DTS direct link at <https://dtsproweb.defensetravel.osd.mil/dts-app/pubsite/all/view/>.

- From the **DTS Homepage**, Travel Resources, select the **Live Chat** icon (Figure 4).

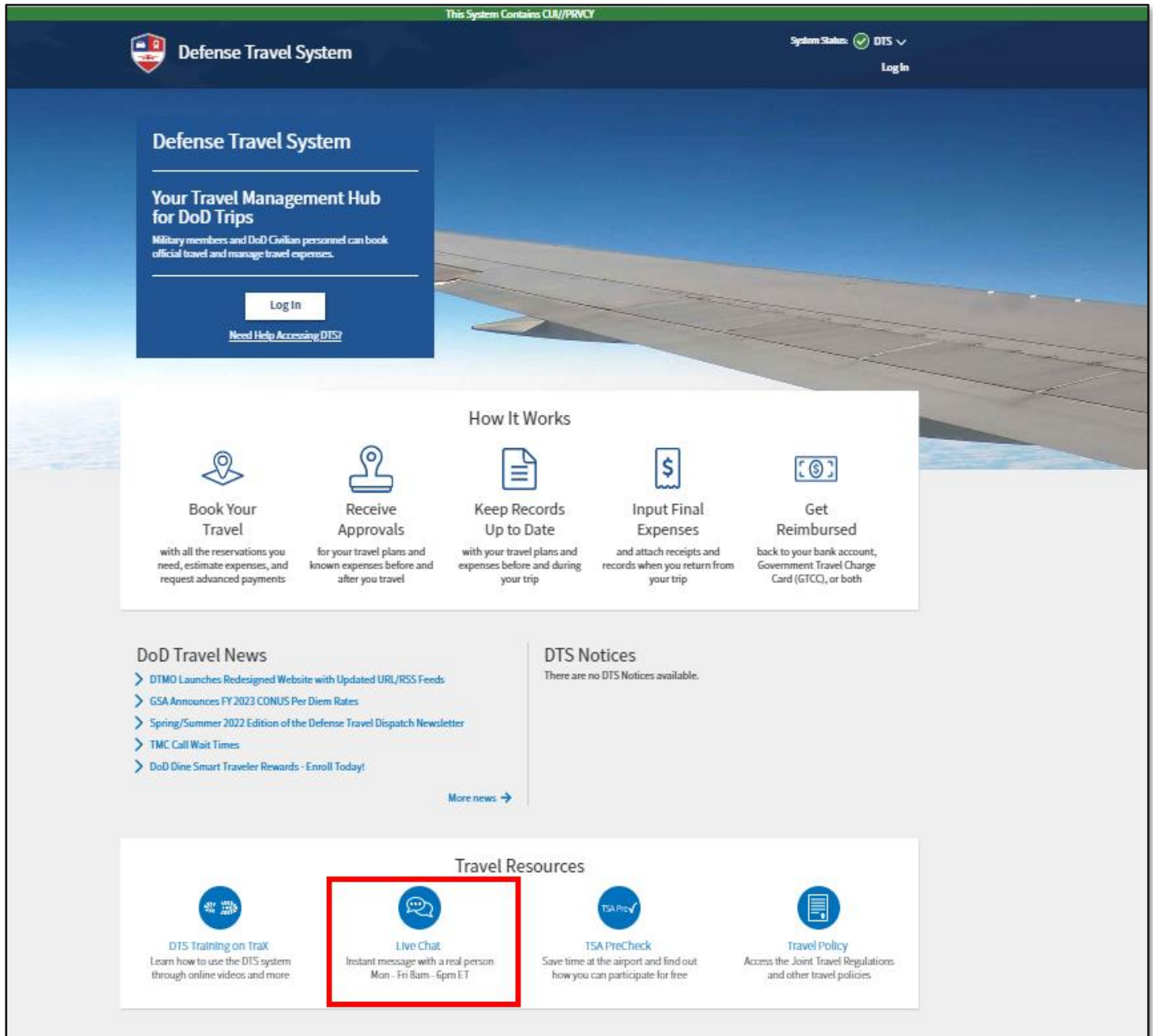


Figure 4: DTS Home Page – Live Chat Icon

Once you select the *Live Chat* link from any of the pages listed above, you arrive on the **Travel Assistance Center Home** page (Figure 5). Here you can learn more about the chat process and select one of the chat categories to connect directly with a TAC analyst who will work to resolve your issue. **Note:** The TAC is not able to make,

change, or ticket reservations; travelers will be directed to their Travel Management Company (TMC) for these reservation issues.

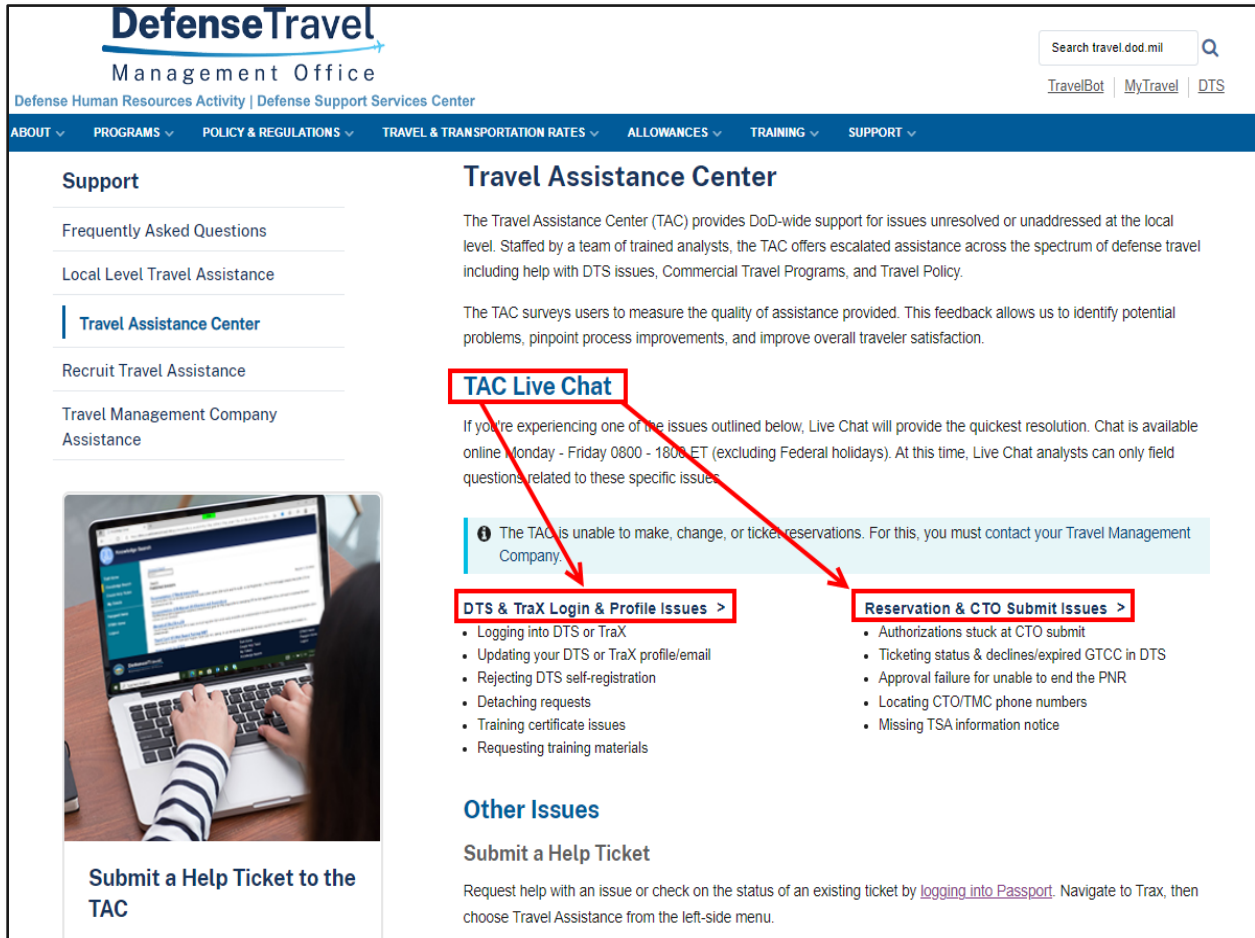


Figure 5: Travel Assistance Center Home Page – TAC Live Chat Section

Chapter 3: Using Live Chat

After selecting the chat topic link, the *Live Chat* initial screen appears requiring you to select the specific issue and complete the mandatory fields before selecting *Start Chat*. If your topic is not listed, you can submit a **TraX Help Ticket** directly to TAC through [Travel Explorer \(TraX\)](#) via the **DTMO Passport** portal. **Note:** You must have a **Passport** account to access the portal. If you don't have an account, select **register here** (Figure 2) and request access.

For login issues, you must provide your name, email, phone number, and the traveler's name. For Reservation and CTO Submit issues, in addition to those fields, the document name and PNR are also required whereas the TANUM and travel date fields are optional. The mandatory fields are denoted with an asterisk. You may need to scroll down to see the other fields (Figure 6). **Note:** Outside of *Live Chat* hours of operation, the *Live Chat* form will not appear and the message will indicate that *Chat Support* is not available.

Live Chat with Travel Assistance Center (TAC)

Chat support is available
Chat available hours are listed below. Chat is unavailable during holidays.

Monday - Friday: 08:00 AM - 06:00 PM EDT
Saturday - Sunday: Unavailable
It is currently Friday, Sep 23, 2022 10:02 AM EDT

Live Chat

Chat Issues *

Chat First Name *

Chat Last Name *

Official Email *

Phone Number *

Are you the Traveler *

Start Chat

Live Chat with Travel Assistance Center (TAC)

Chat support is available
Chat available hours are listed below. Chat is unavailable during holidays.

Monday - Friday: 08:00 AM - 06:00 PM EDT
Saturday - Sunday: Unavailable
It is currently Friday, Sep 23, 2022 10:02 AM EDT

Live Chat

Traveler First Name *

Traveler Last Name *

Document Name *

PNR *

Travel Date

TANUM

Start Chat

Figure 6: (TAC) Live Chat Screens

The TAC analyst uses the contact information provided on the chat form to look up your **DTMO Passport** account, so it's important to provide the correct email address. If you do not know the email, you can look it up under **My Profile** available on the **Passport Home** page.

If you do not have a **DTMO Passport** account, the chat agent will create one for you. Your chat ticket will be linked to your **DTMO Passport** account to allow you to view or update it anytime. Once the chat session ends, a copy of the transcript is sent to the customer's email. A ticket is also created and linked to the **DTMO Passport** account where any further information and responses are captured.

After 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 (Figure 7). When more than one chat user is in the queue, the tool will also display the average wait time and estimated wait time. **Note:** If no analysts are available, the message will state that the chat session has been cancelled and to try again later.

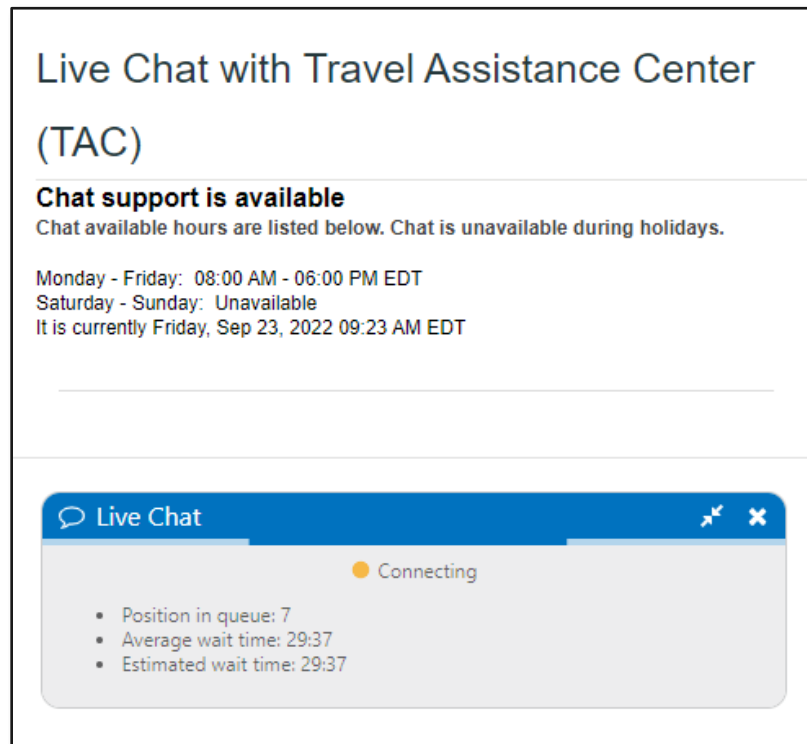


Figure 7: Live Chat Connecting Screen

As soon as a TAC analyst is available, a chat window opens and the display indicates the analyst's name and asks 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 (Figure 8).

When using chat remember to provide enough details about the problem, so the TAC analyst can research the situation and determine the best solution. The chat screen provides you the option to attach files to the message or send encrypted information such as PII through the **Off the Record** feature*. You can choose to have the sound notifications on or off. When you are ready, you can end the chat directly from the window. Figure 8 provides the available **Chat Functions**.

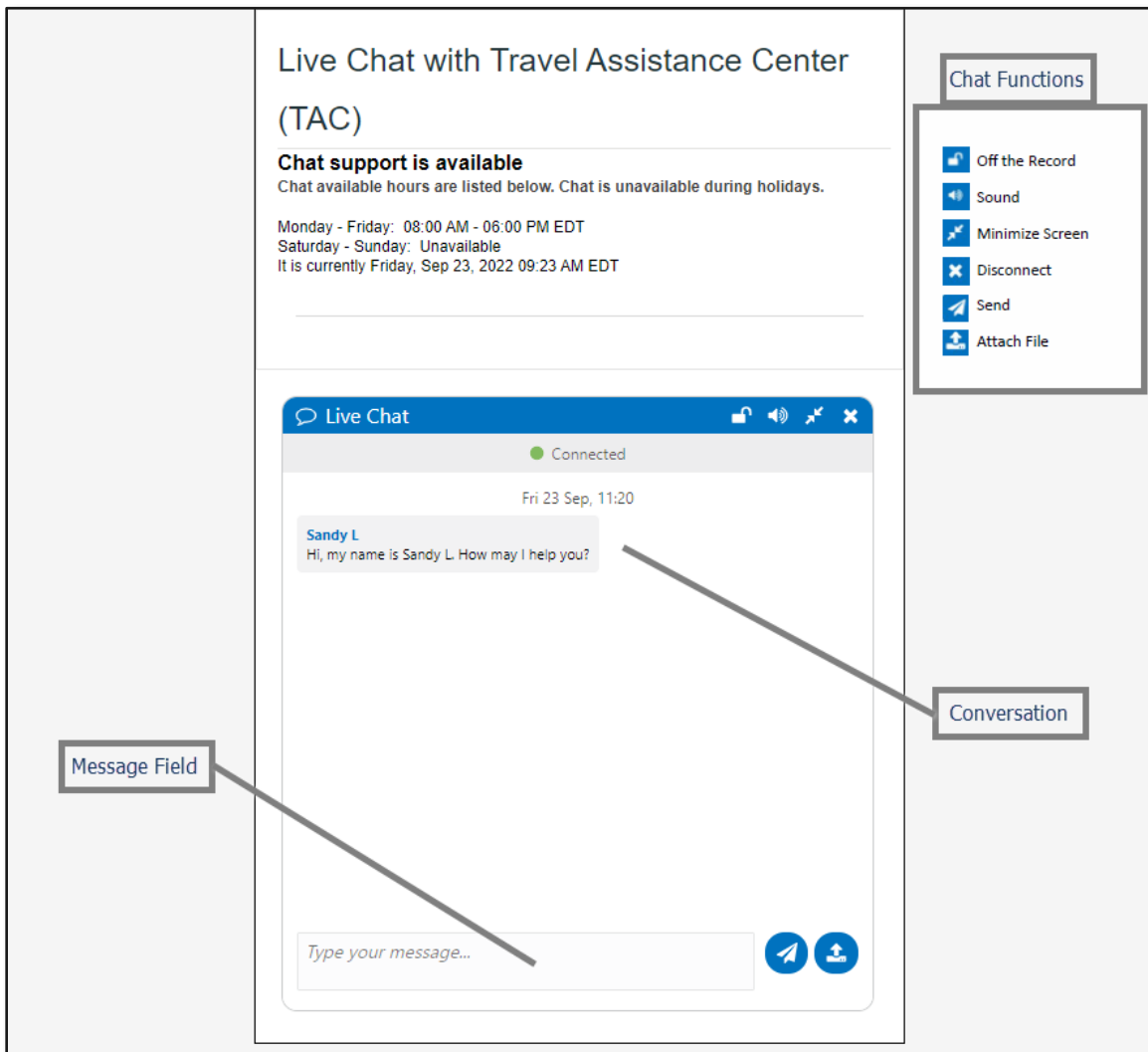


Figure 8: Live Chat – Message Screen

After your session is complete, select **Disconnect** to end the chat.

Chapter 4: Completing Live Chat

Upon ending the session, a pop-up box allows you to print the transcript (Figure 9). Additionally, you receive an emailed transcript of the conversation and a TAC **Help Ticket** with the created transcript.

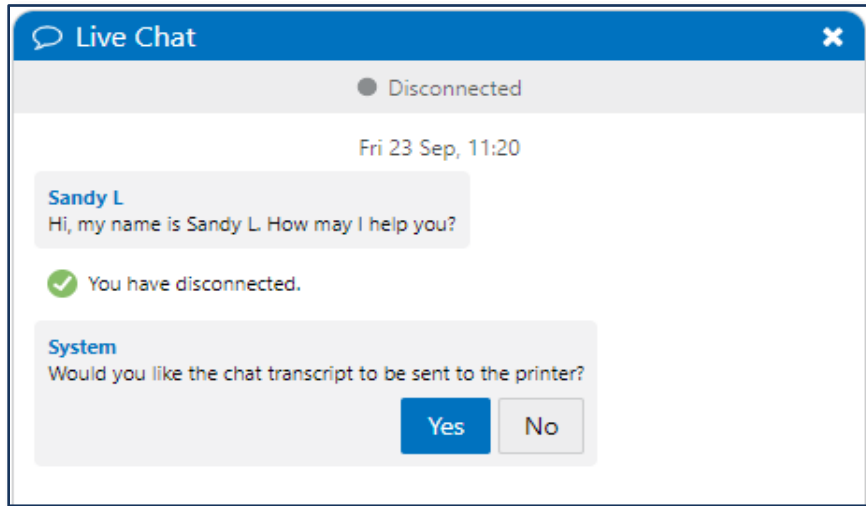


Figure 9 – Live Chat Disconnect Screen

Note 1: Remember, if you did not have a **Passport** account prior to the chat session, one was created for you to allow access to your chat session transcripts.

Note 2: *Any information transmitted via the **Off the Record** feature is automatically removed from the official transcript sent by email.

4.1 TAC Help Ticket

You can access your TAC **Help Ticket** from the DTMO [Passport](#) portal, under **Travel Explorer (TraX)**, **Travel Assistance**, **My Tickets** (Figure 10).

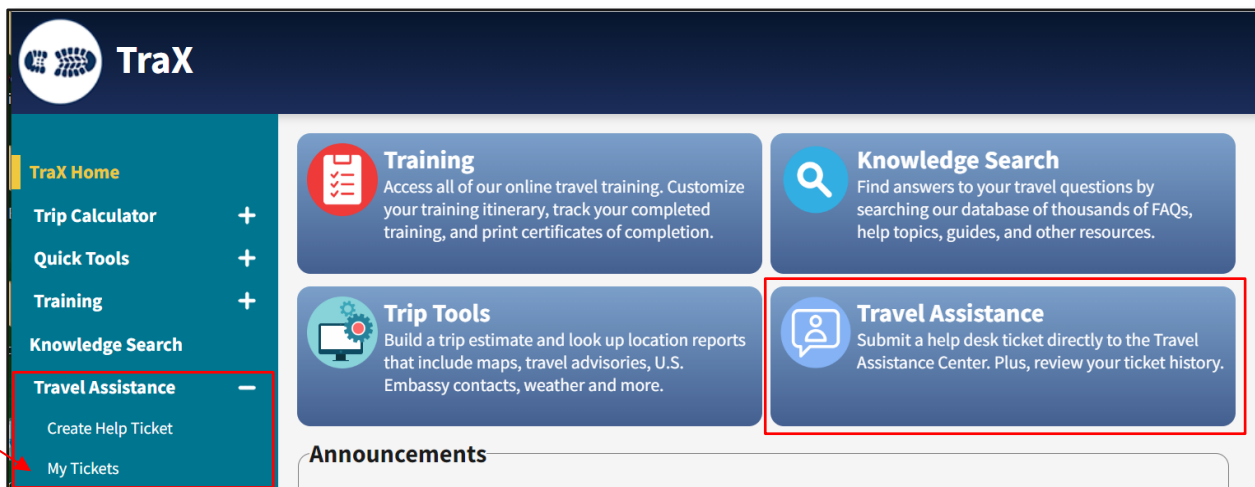


Figure 10: TraX Home Page

Once the **My Tickets** screen loads, select **Title** (hyperlink) to open the record. Review the record details and add additional information, if needed.