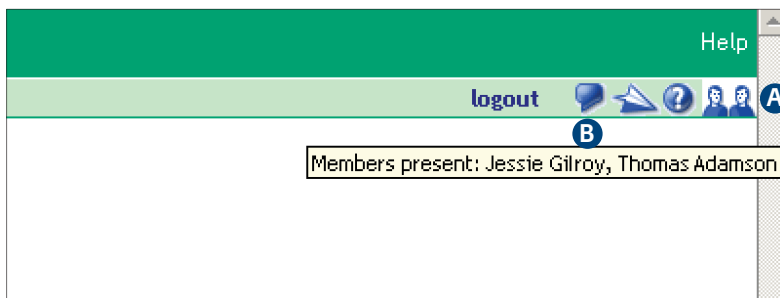


# Customer Member

## Having an Online Discussion

- 1 Hold the cursor over the **head/shoulders** icon (A) to determine which members are in the Room.
- 2 Select the **speech bubble** icon (B) to initiate a conversation.



- A** head and shoulders icon
- B** speech bubble icon

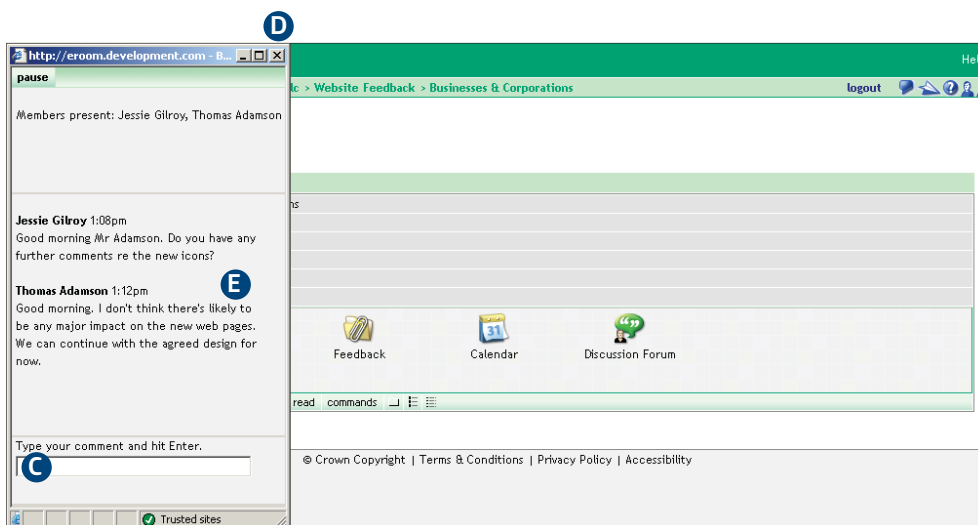
- 3 Type in your comments (C) and press enter on your keyboard.
- 4 To close the discussion select **X** (D).



### Note

It is important to remember that all Room members can see any of the comments made in an **Online Discussion** (E) and they are visible for ten minutes after the discussion is closed.

Also, SW does not store the discussion. If you want to keep a record of the comments, you must copy them to a note before closing the discussion.



- C** comments field
- D** X to close window
- E** online discussion