

[Scripts & Codes](#) [1]

[Scripts](#) [2]

Scripts are pre-written messages that service providers can send to patrons during a session.

[Descriptive Tags](#) [3]

Descriptive tags are applied to chat sessions to describe what types of questions patrons are asking. They can be applied during the session or at the end.

Source URL: <https://askaway.org/staff/scripts-tags>

Links

[1] <https://askaway.org/staff/scripts-tags>

[2] <https://askaway.org/staff/scripts>

[3] <https://askaway.org/staff/tags>