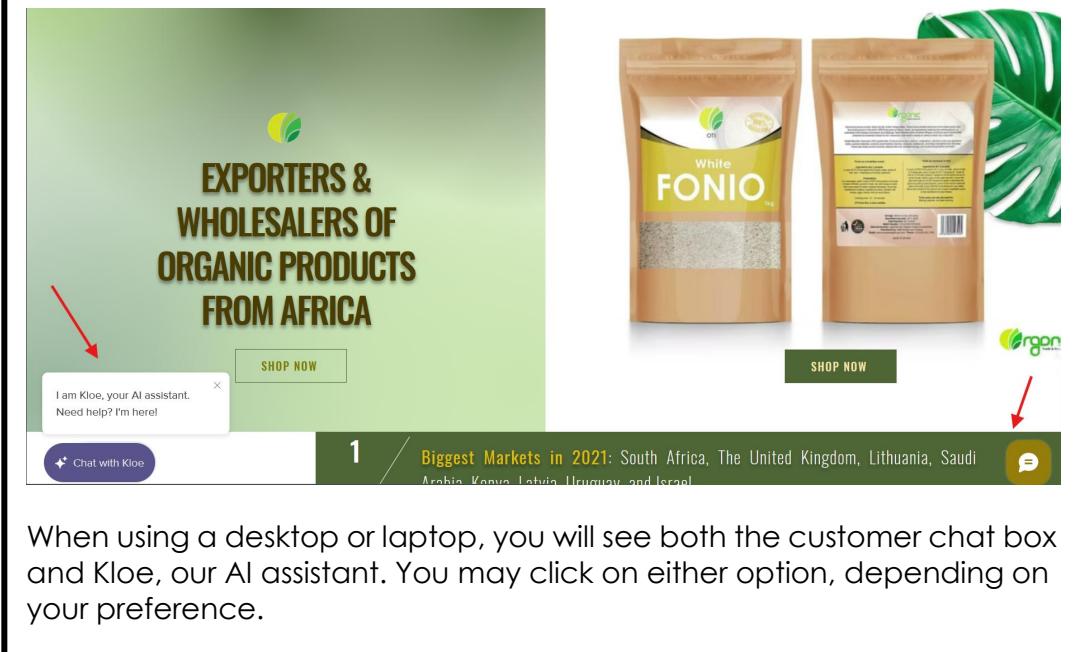


If you are using a mobile phone, look to the upper right-hand corner of the page. You will see three dots (often called the menu or options icon). Tap on these dots to continue.

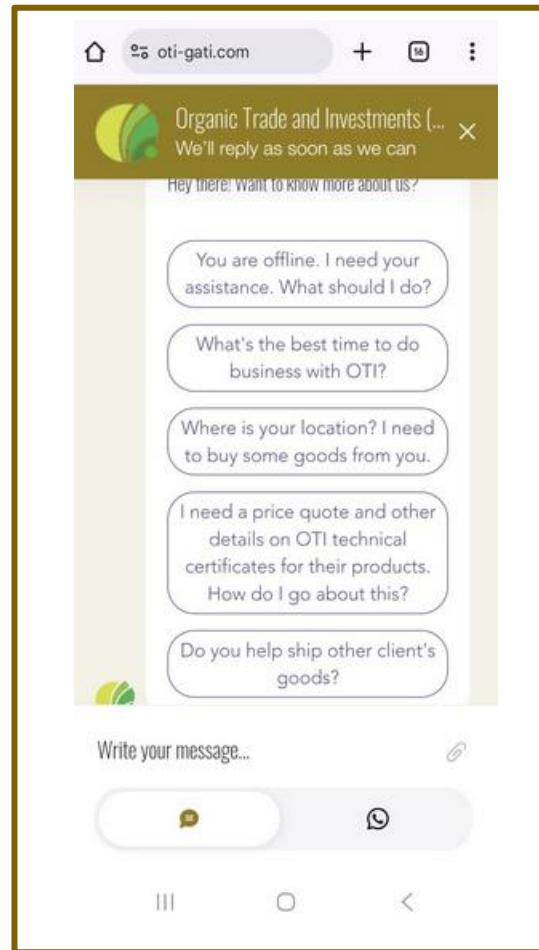
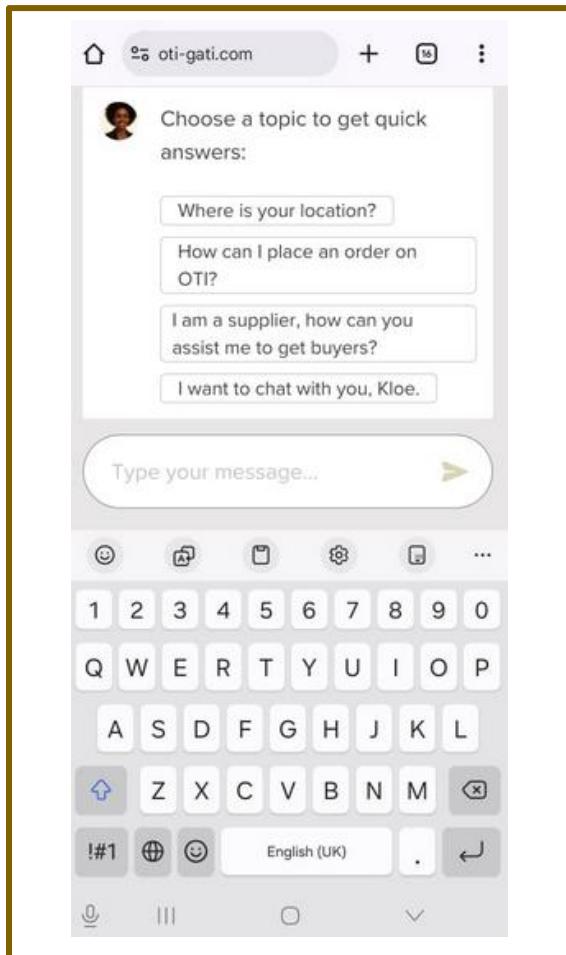


When using a desktop or laptop, you will see both the customer chat box and Kloe, our AI assistant. You may click on either option, depending on your preference.

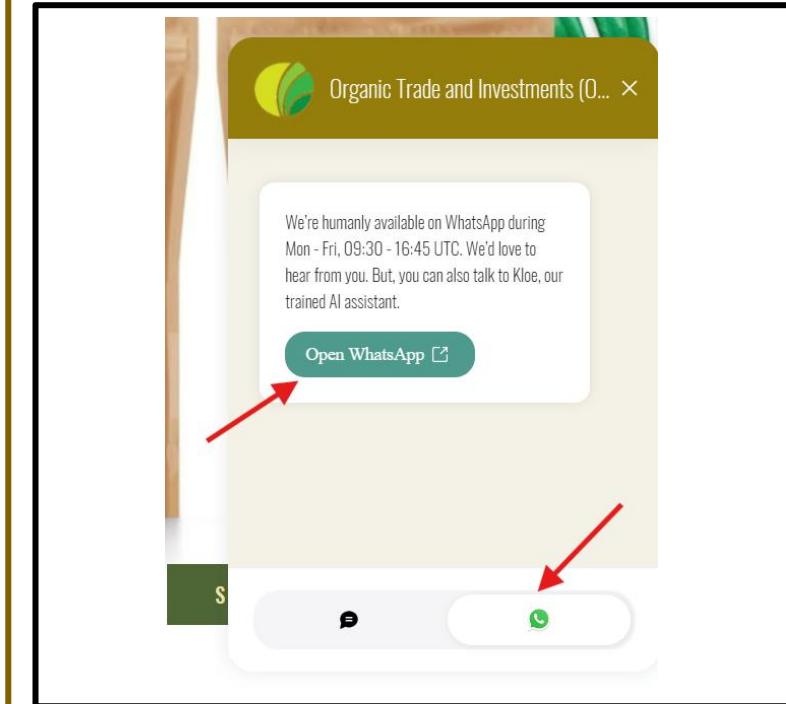


The deep blue **chat icon** represents the regular **OTI chat box**, which is managed by a human customer service representative during working hours. The **ocean blue AI chat icon** represents **Kloe**, our virtual assistant, available 24/7 to support you.

When using a desktop or laptop, you will see both the customer chat box and Kloe, our AI assistant. You can choose to chat with either one, or use both simultaneously—our customer representatives are available during working hours, while Kloe is accessible 24/7.



The FAQ option is available in both chat boxes—whether you choose Kloe, our AI-powered assistant, or the human-led chat box. This feature provides quick, automated replies for customers who are on the go. To chat with Kloe, simply select the FAQ line 'I want to chat with you, Kloe' and proceed with your inquiries. For the human-led chat box, follow the prompts provided when a customer representative is offline. Remember, Kloe is always the best option for reliable 24/7 support.



Click on the WhatsApp icon on your device to connect directly with OTI's Business Development office line. Please note that during non-working hours, you will receive automated reply messages. Be sure to follow the instructions provided in those messages to continue the process smoothly.