

Most Common Responder FAQ's

The Most Commonly Asked "System Related" Questions from New Responders

1. *Can seekers see my full name or profile picture?*
2. *Is the Inbox my personal Inbox or shared with everyone online?*
3. *Can Responders see the resources that I create in my favorites list?*
4. *Can "team leads" see my chat conversations?*
5. *Am I a part of a specific team of Responders or can I see everyone online?*
6. *Are the Team Members online all vying for the same incoming conversations?*
7. *Is It normal for there to be points in the day with no traffic?*
8. *What happens to an incoming chat if no one answers it?*
9. *How long does a chat conversation take?*
10. *How long do you keep a chat open if they are not responding?*
11. *Can other Responders view the "notes" I insert as I am closing a conversation?*
12. *Can I share the client history "to call-out a troll"?*
13. *Can a Seeker see if a Responder activates a system block?*
14. *Why do some seekers come in from multiple sites at once and keep coming back?*

1. *Can seekers see my full name or profile picture?*

Seekers only see your first name even if your full name is listed in your view of Echo. Your profile picture is ONLY visible to other Responders and Admins. Your first name is the only thing Seekers will see or know about you. If you have a unique name, you may choose to create an "alias" within the system. This can be set up under your User Account.

2. *Is the Inbox my personal Inbox or shared with everyone online?*

The Inbox is the general queue where all new conversations (Chat/Text/Social Media) initially come. Please pay attention to the type of conversation you are claiming. Once you claim the conversation, it will move to your Conversation section of Echo.

3. *Can Responders see the resources that I create in my favorites list?*

No, the personal resources you create can ONLY be viewed by you. However, you are able to view all Ministry Vetted Resources (starting with NHG) and even mark as "favorites".

4. *Can "team leads" see my chat conversations?*

Yes, the team leads are able to see conversations live and review completed conversation for quality assurance purposes.

5. *Am I a part of a specific team of Responders or can I see everyone online?*

The Responders you see at the top of the page are all part of Need Him Global. They may come from different ministry partners, and only answer certain conversations, but you have all gone through the same process to become a Responder.

6. *Are the Team Members online all vying for the same incoming conversations?*

yes. The conversations that come into the inbox are first-come first-serve.

7. *Is It normal for there to be points in the day with no traffic?*

Conversation traffic definitely ebbs and flows throughout the day. There may be periods where it seems very slow, but this rarely lasts for more than a few minutes. Make sure to keep your

Inbox opened and center on your navigation panel so you can view all incoming activity.

8. *What happens to an incoming chat if no one answers it?*

Incoming Chat Conversations remain in the Inbox for a specified period of time (60 seconds). If no one picks up the conversation, it will “time out”. The seeker is given the opportunity to Chat or Text in again, or to send an E-Mail with their question. All Incoming Text Conversations will remain in the Inbox until they are answered.

9. *How long does a chat conversation take?*

Every conversation is different. The average tends to be 15-20 minutes although some will last less than 5 minutes and others well more than 45 minutes. Listen well but take control of the conversation in order to share the Gospel within the context of the seeker’s story. If the conversation is stagnant, and not working towards something spiritual, then feel free to end it appropriately.

10. *How long do you keep a chat open if they are not responding?*

General rule is if the conversation has gone stagnate and there is no response in 2 minutes, follow up with a question “Are you there?”. If there is still no response after 5 minutes or so, then you are free to send a closing message. Example (Convo Close-Out with Gospel) such as the following: “Looks like you may have changed your mind about wanting to talk. I'm going to close this out but please feel free to come back. We want to help you learn more about how Jesus loves you, what He has done for you and how He wants to be part of your life. May God bless.” You would then close the conversation and select No Response as the Outcome.

11. *Can other Responders view the “notes” I insert as I am closing a conversation?*

All “notes” input by Responders are viable the next time a Seeker comes in. Notes should NOT be a regurgitation of the conversation, rather, should be pertinent information that will help the next Responder have a fruitful conversation. For instance, if you determine relevant information (ie: loss of loved one, experienced prior abuse, mental health issue, etc...), then inputting this information into the Notes Section will be helpful to the next Responder.

12. *Can I share the client history “to call-out a troll”?*

We encourage you not to share any History and treat each conversation as if it is their first and you know nothing about them. We don’t need to call anyone out as we can simply manage the conversation with wisdom and move on when there is no serious desire to discuss Jesus.

13. *Can a Seeker see if a Responder activates a system block?*

No, System Blocks are internal processes only. A System Block will last for an initial 24 hours, however, can be extended by Administrators if deemed necessary. Certain Seekers, using VPN Servers can work around the System Block and return to the Inbox in a new conversation.

14. *Why do some seekers come in from multiple sites at once and keep coming back over and over?*

There are some people that will do anything to distract and discourage truth. They are in some cases part of a group that wants to tie up the system resources and share false messages. You are free to ignore those conversations when you see the same troll in the Inbox from multiple sites at the same time.

The Most Commonly Asked “Conversation Related” Questions from New Responders

1. *What denomination is Need Him Global?*
2. *Can we connect with seekers outside of Echo?*
3. *How do I stay connected with an international seeker?*
4. *What do you do after leading someone into a relationship with Jesus?*
5. *Do we send bibles?*
6. *Does the ministry recommend counseling or support groups for addicts?*
7. *How do you handle underaged seekers?*
8. *How do I handle Spanish speaking conversations?*
9. *What do I do with a suicide conversation?*

1. *What denomination is Need Him Global?*

Need Him Global is not affiliated with any denomination. We are a Christian ministry and our Statement of Faith can be found on our web site. Identifying ourselves with any single denomination tends to alienate people and is not helpful to sharing the Gospel. We encourage you to do the same and call yourself a follower of Jesus Christ that attends a good Bible teaching church.

2. *Can we connect with seekers outside of Echo?*

As the Training Manual highlights, you are not allowed to share personal information or have contact outside of Echo. This is meant to protect the ministry, you and the seeker. You can offer chatters in North America the text number and have them start a text conversation which you can answer and keep open for an extended conversation that does not need to end at the end of your time online that day.

3. *How do I stay connected with an international seeker?*

The only option for staying “connected” is to let them know the next time you plan to be online and set up a soft meeting where they chat asking for you by name.

4. *What do you do after leading someone into a relationship with Jesus?*

See page 17 of the Responder Training Manual - <https://needhimvolunteer.com/wp-content/uploads/2023/04/Responder-Training-Manual-April-2023-Final.pdf>

5. *Do we send bibles?*

The ministry does not send Bibles as there are various issues with this approach. Everyone contacting us has some technology so we are encouraging people to download a free Bible online and get connected to a local church that often will provide a physical Bible.

6. *Does the ministry recommend counseling or support groups for addicts?*

We are not counselors, so we encourage you to recommend those that are in need of professional help to seek that help. There is a list of third parties on the Responders Training Portal. We also recommend they look into Celebrate Recovery or other local Christian organizations that provide such help.

7. *How do you handle underaged seekers?*

See page 41 of the Responder Training Manual.

8. *How do I handle Spanish speaking conversations?*

We do not offer assistance in any language other than English. If you speak the language a seeker is coming in under then you are welcome to respond. If you speak no other languages, then you are free to ignore those conversations and allow other Responders that can help to respond.

9. *What do I do with a suicide conversation?*

See page 38 of the Responder Training Manual.

If you have questions or comments, please forward to chris@needhim.org.