Chat Widget Page



The chat widget page explained.

LC3	LIVE CHAT 3	CHAT WIDGET	
9	Jerome		
æ	DASHBOARD	TOTAL WIDGETS	AIŻ
0	ONLINE VISITORS	Total Widgets	Standard Language
-	CHAT HISTORY		
5	CONTACT HISTORY		3
		Title	
А		Department	
Ρ	PUBLIC GROUP CHATS	All Operator	
С	CHAT WIDGET	AII	•
ŧ	GENERAL SETTINGS -	Language	
á	STATISTICS -	En	•
9	USERS	Save	

The chat widget will manage all your client live chat support widgets.

Edit the Widget

E	DIT CHAT WIDGET
	\triangleright
	Conoral Sattings
	General Settings
	Title
	Live Support Chat
	Language
	En
	Select a Template
	business
	Department 😢
	All
	Operator
	All
	Feedback
	Yes

Add new Widget

igcap New Chat Widget	
Title	
Department	
All	÷
Operator	
All	*
Language	

Add more chat widgets with build in form on the left hand side.

Available Chat Widgets

#		Title	
1	۶	Live Support Chat	

Manage all chat widgets listed on the right hand side. Please note the first one cannot be deleted.

Main Settings

Title			
Live Support Chat			
Language			
En			
Select a Template			
business			
Department 😯			
All			
Operator			

Title, Language, Template, Deaprtment(s) and Operators for this chat widget.

Feedback	
Yes	
• No	
Hide when Offline	
Yes	

• No Hide when Offline O Yes

The chat widget edit page has a lot more features than adding a new widget form. Make sure to go through each option and change them to suit your needs.

More Options	Redirect
Show chat only to members? Yes No Redirect to Contact Form (if busy or no answer) Yes No Redirect client to following URL https://www.yourdomain.com/contactform Redirect to Contact Form after x minutes	 Yes No Redirect client https://ww Redirect to Co 8
8 EU-DSGV or Agreement	In case you h can let the ch
Go Back Save	EU-DSGV or
Button Design Select a Design	Select a Design

The members only feature will only show the chat if client vars are set in the chat widget: https://www.jakweb.ch/faq/a/143/embed-code-live-chat-3

The Widget Code

Vidget Code and Link	Use the link below in your emails or any other market
To install the live chat on your website, please copy & paste this code above the last tag.	Chat w
Live Chat 3 widget <script type="text/javascript"> (function(w, d, s, u) {</th><th>http://livechat3:8888/link/1/en</th></tr><tr><th><pre>w.id = 1; w.lang = ''; w.cName = ''; w.cEmail = ''; w.cMessage = ''; w.lcjUrl = u; var h = d.getElementsByTagName(s)[0], j = d.createElement(s); j.async = true; j.src = 'http://livechat3:8888/js/jaklcpchat.js'; h.parentNode.insertBefore(j, h); })(window, document, 'script', 'http://livechat3:8888/');</pre></th><td>The links provided are for marketing purpose. For example in a newsletter.</td></tr><tr><th></script> <div id="jaklcp-chat-container"></div> end Live Chat 3 widget	Avatar Set

Have the client send a feedback when the chat has ended. Don't show the chat when all operators are offline.

◯ Yes
• No
Redirect client to following URL
https://www.yourdomain.com/contactform
Redirect to Contact Form after x minutes
8

ave your own contact form you at redirect to that URL.

EU-DSGV or Agreement	
Į	
Go Back Save	

In case you needed you can setup a DSGV message in the chat form that has to be agreed.

Links and Marketing

re for marketing le in a newsletter.

ι	Jse the link below in your emails or any other marketing source.	Select Avatar Set	
	Chat with Us.	business	
	http://livechat2:8888/link/1/en		

The chat widget code is the one you have to copy into your website footer. Right before the closing body tag. The Red Button will do the copy for you.

The Template

Button Design	➡) Start Design		
Select a Design		Select a Design	
Icon Bottom Right	•	Small Big Bottom Right	
Design Option(s)	Preview	Design Option(s)	
Icon	B	Start Custom Logo	
Icon Colour		Start Email Required	
Background Colour	P	O Yes O No	
		Start Phone Required	
Button Animation		O No	
Icon Offline		Start Show Avatars	
Ø		O No	
Icon Off Colour		Start Colour Theme	
Background Off Colour		Start Animation	
		animate_fadeIn	

The chat widget is split in 6 different views: Button Design (closed), Start Design (Open and Online), Chat Design (when chatting), Contact Design (Open and Offline), Profile Design, Feedback Design (ending the chat and feedback is set to YES).

Template Options

Design Option(s)	Preview	Design Option(s)
Icon		Start Custom Logo
Ø		
Icon Colour		Start Email Required
		O Yes
Background Colour		O No
		Start Phone Required
		O Yes
Button Animation		O No
animate_fadeIn •		Start Show Avatars
Icon Offline		• Yes
Ø		O No
Icon Off Colour		Start Colour Theme
		pink

Select an avatar set for your clients, this are only available when activated in the widget.

Template Options

Select a Design			
Small Big Bottom Rig			
	Small Big Bottom Right		
	Small Big Bottom Left		
	Small Big Bottom Right		
	Small Big Operator Bottom Left		
	Small Big Operator Bottom Right		
	Small Big Quick Bottom Left		

Each Design has different options to choose from, try it out they are all great!

blue	
green	
orange	
red	

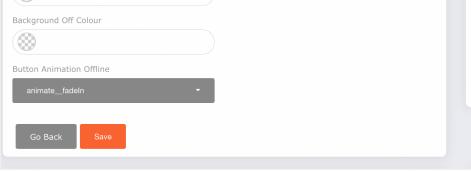
They also come in different colours, please note the preview image will not reflect the chosen colour.

Button Image

Select a Design	
Custom Image Bottom Right	
Design Option(s)	Preview
Button Image	
space_on.png	
Button Image Mobile	
usr_on.png	•
Button Animation	Live
animatefadeIn	Support
Button Animation Offline	

You can also add your own button image for the live chat. Upload Buttons: 11_buttons

Design Option(s)	Previe



Design Option(s)	Preview
Start Custom Logo	
	←−<u></u>28 "
Start Email Required	Agents online,
O Yes	2 👮
O No	Live Support
Start Phone Required	Your Name

Each template for each design has different options, when you change the template they will be removed and you have set the options fresh.

You can also set your own logo for the chat widget, make sure the path is correct.

Created by Jérôme Kaegi | 24 November 2021

Made with love by JAKWEB



Start Animation