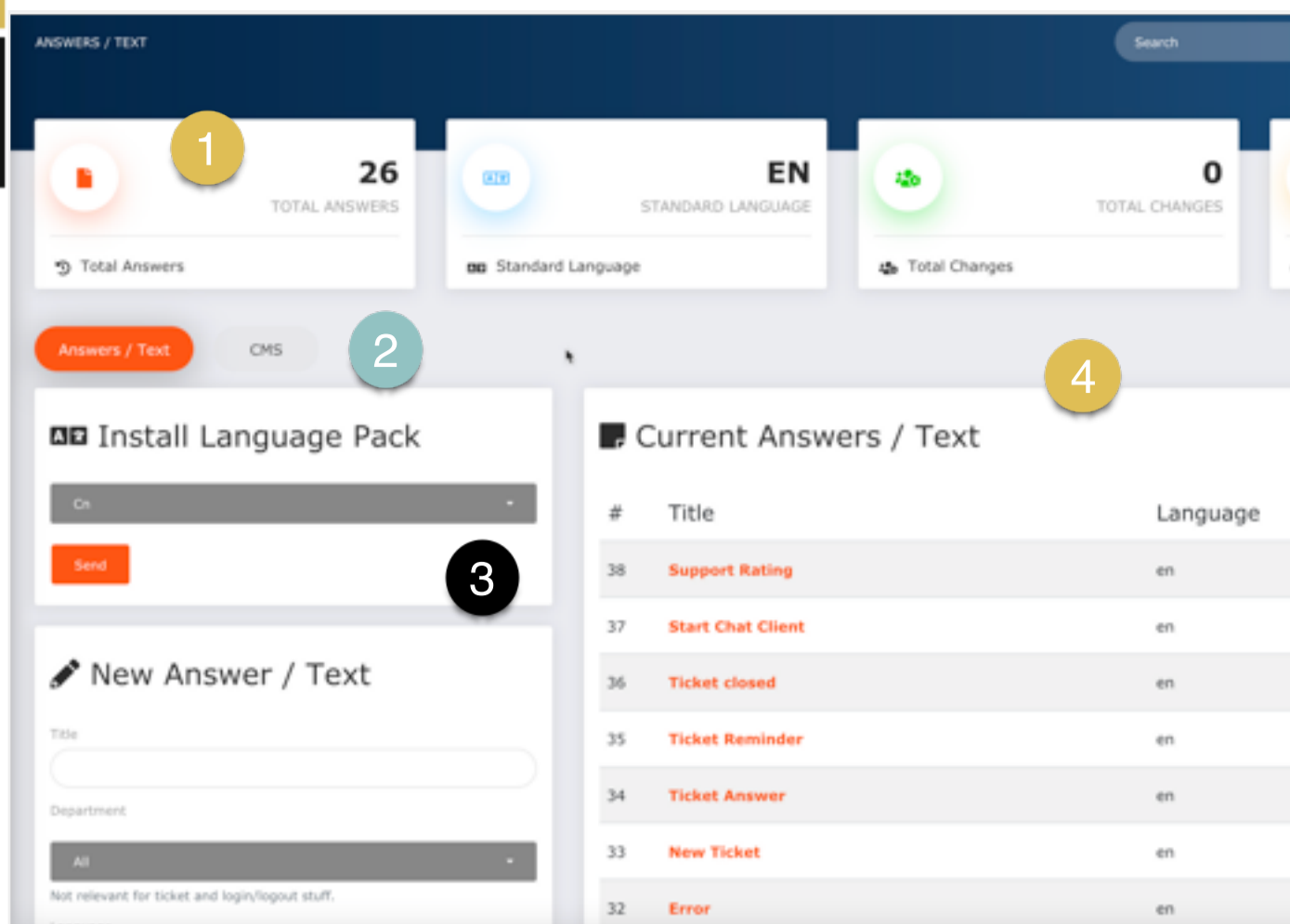


# 9. Answers / Text

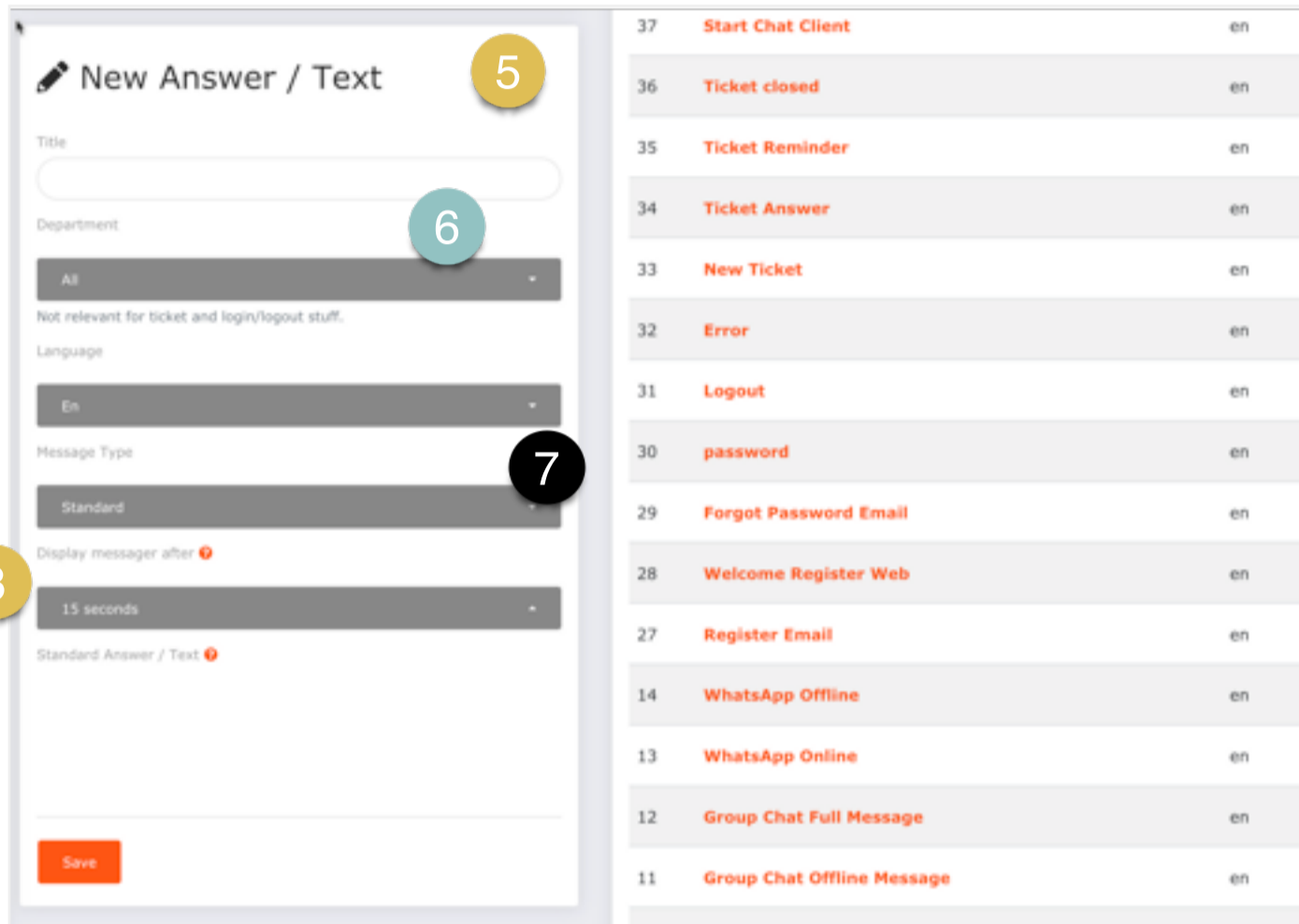


**1** Quick Statistics about the Answers / Text Area. The Answers / Text Area does have all the phrases necessary for the tickets, live chat standard, reminder and offline messages.

**2** Quick navigation between the Answers / Text and CMS Pages.

**3** Like to have your HelpDesk 3 multi lingual? Simply install a language pack and translate all the phrases, this way nothing gets forget.

**4** In the table it shows all the available Answers in all kind of languages (optional). More details see numbers 9 - 12 below.

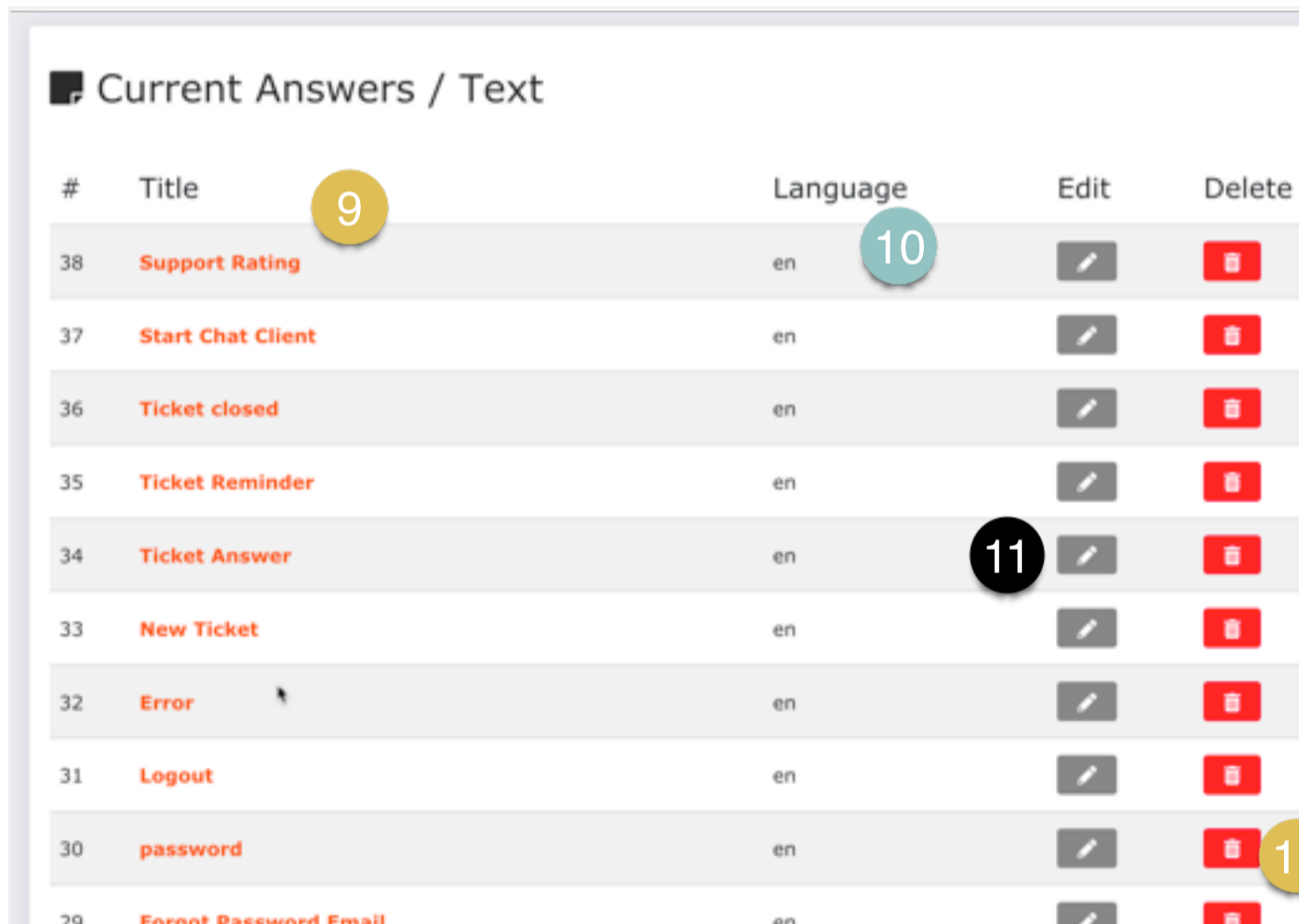


**5** Create a new answer / text with the form provided. This form has many options and are described in the next points.

**6** The department is only necessary if you choose "Standard" for "Message Type".

**7** The "Standard" Message Type is used to keep the live chat client busy. You can setup messages that appear after a certain time (see number 8). For example: Hi, thank you very much for waiting. An operator should be with you any minute. If you select something else than "Standard" it is for translation purpose only. You can only use one for each translation.

**8** When "Standard" Message is selected a time can be set when the message is fired in the live chat as long no operator has taken the chat.



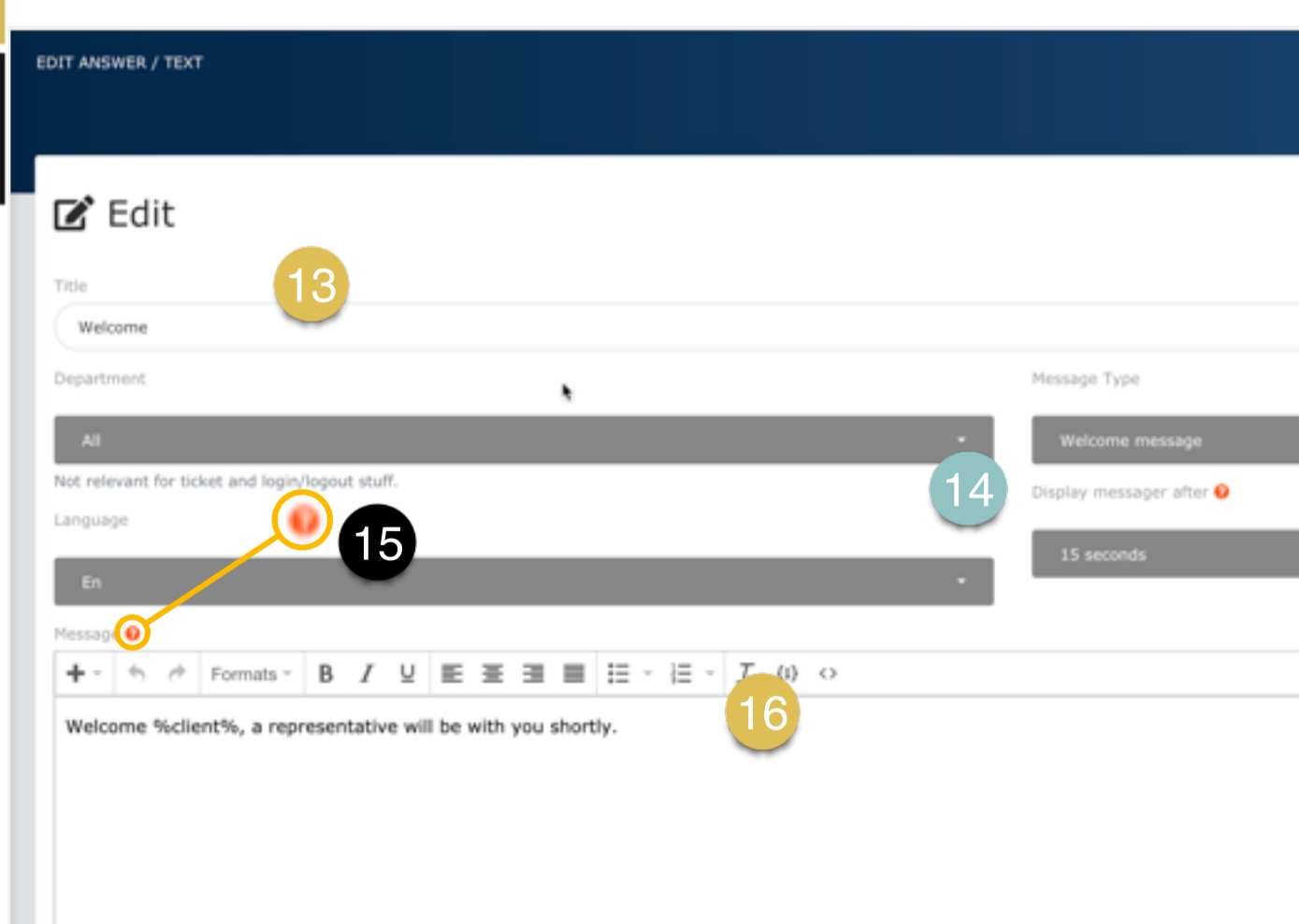
**9** The Title you have set for the Answers / Text. By clicking on the title you will be forwarded to the edit view.

**10** The language set for this Answers / Text.

**11** The edit button will forward you to the edit view.

**12** The delete button will remove the Answer / Text.

# Edit Answer / Text



**13** In the title input field you can change the title for Answer / Text you are currently editing.

**14** All the options can be changed, like: department, message type, language, timer.

**15** You will find this "Help" Button on many pages. Click on it and you will get further help about a certain feature.

**16** The rich text editor let you modify the text and you are also able to use some placeholders. Click on the help button. ;)