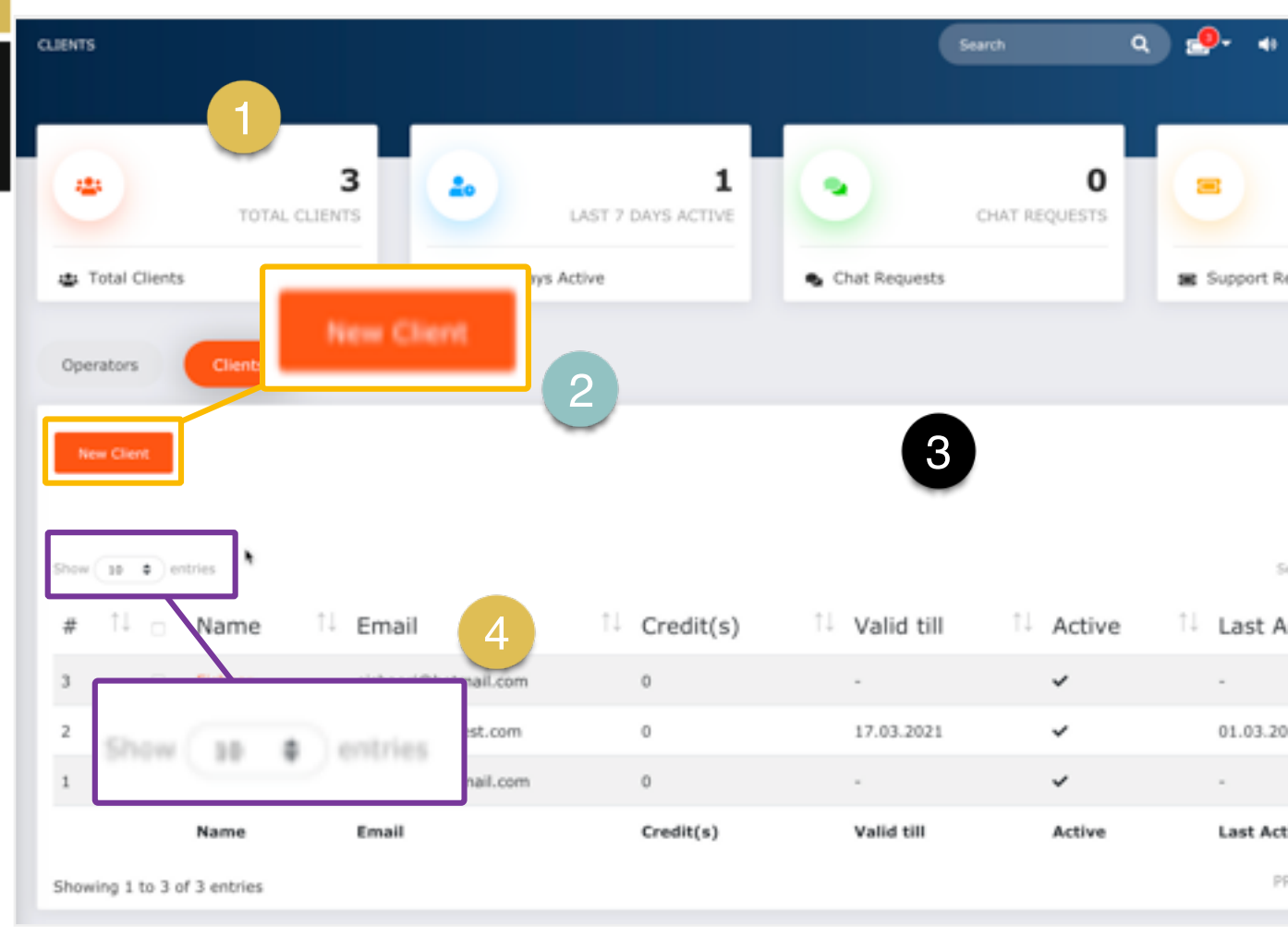


# 37. Clients

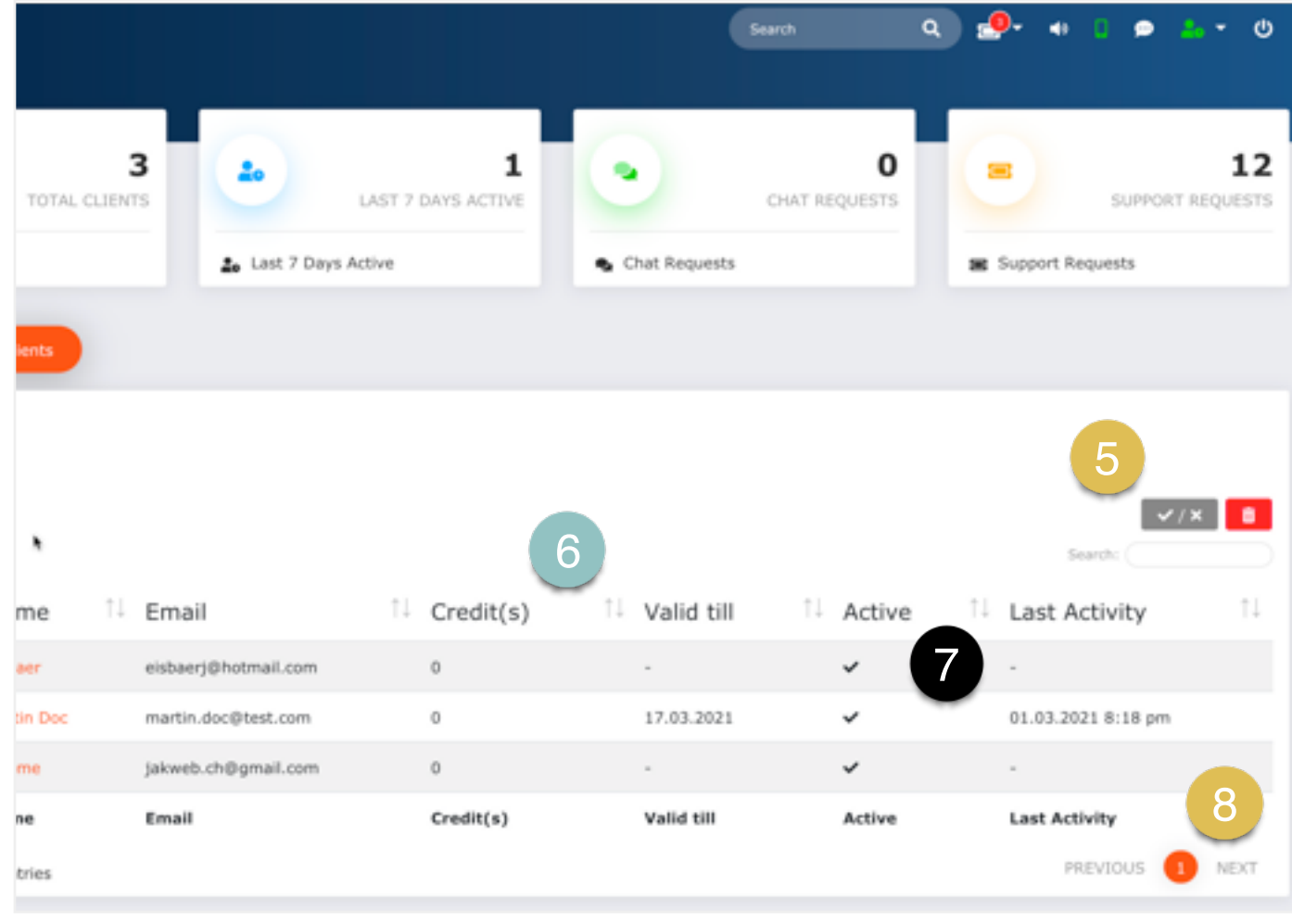


**1** The statistic boxes on top will give you the total clients, active in the last 7 days, total chat and support requests.

**2** Create a new client by clicking on the “New Client” button.

**3** The table shows all clients. The table can be sorted by clicking on the small arrows next to each column. Use your shift key to use multiple sorting.

**4** By standard 10 clients are showing for each page. You can change to 25, 50 or 100 clients by the marked dropdown.



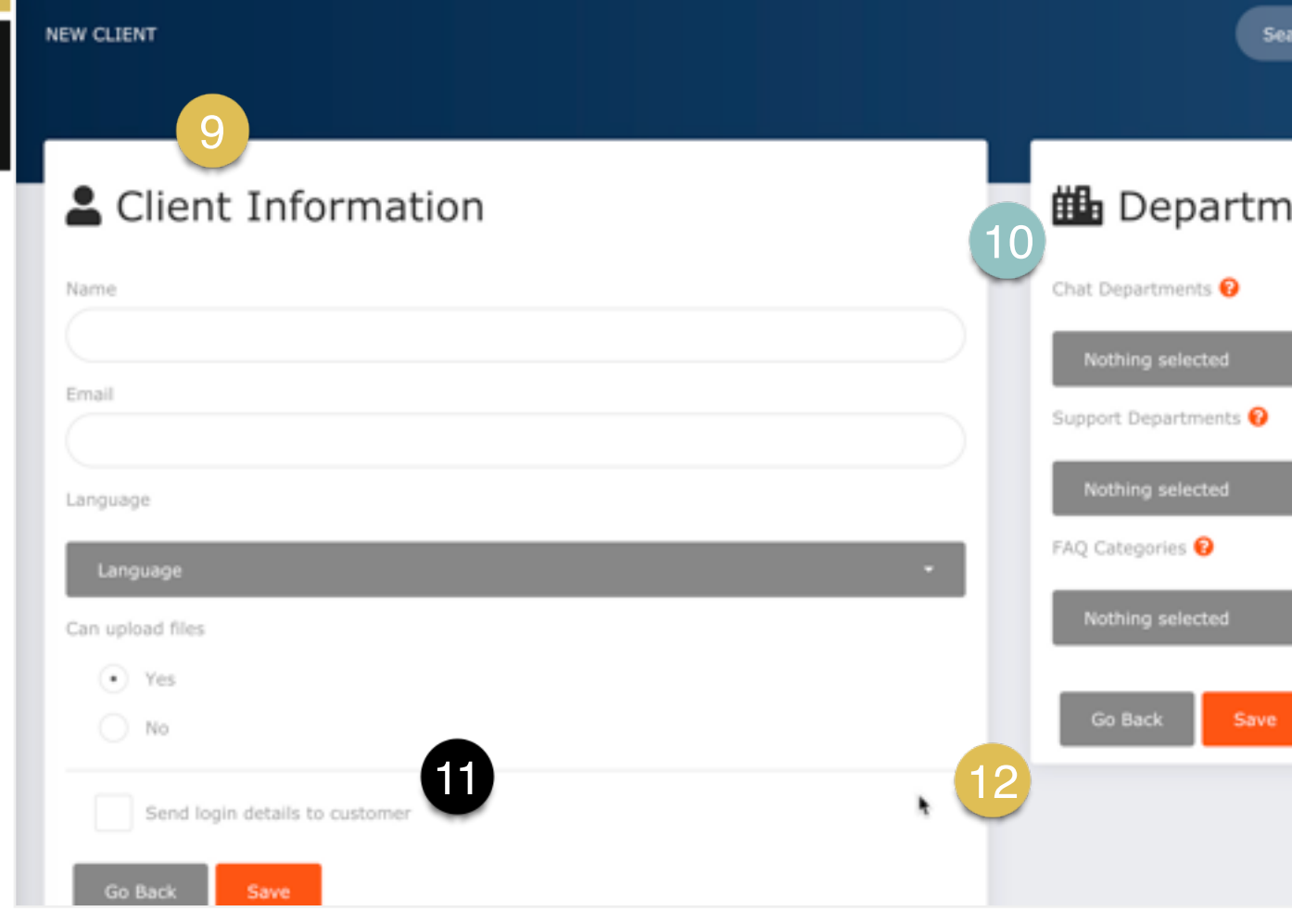
**5** Selected clients can be disabled / enabled or deleted from your database. Please note the removal of a client cannot be undone.

**6** Credits and Valid till is shown and used when “Billing Mode” in your settings is turned on.

**7** The “Check” indicates that the client has access and can login. The “Lock” means the client is disabled and has no access.

**8** The last activity of this client it can be used to remove clients that are not active for over one Year for example.

# New Client



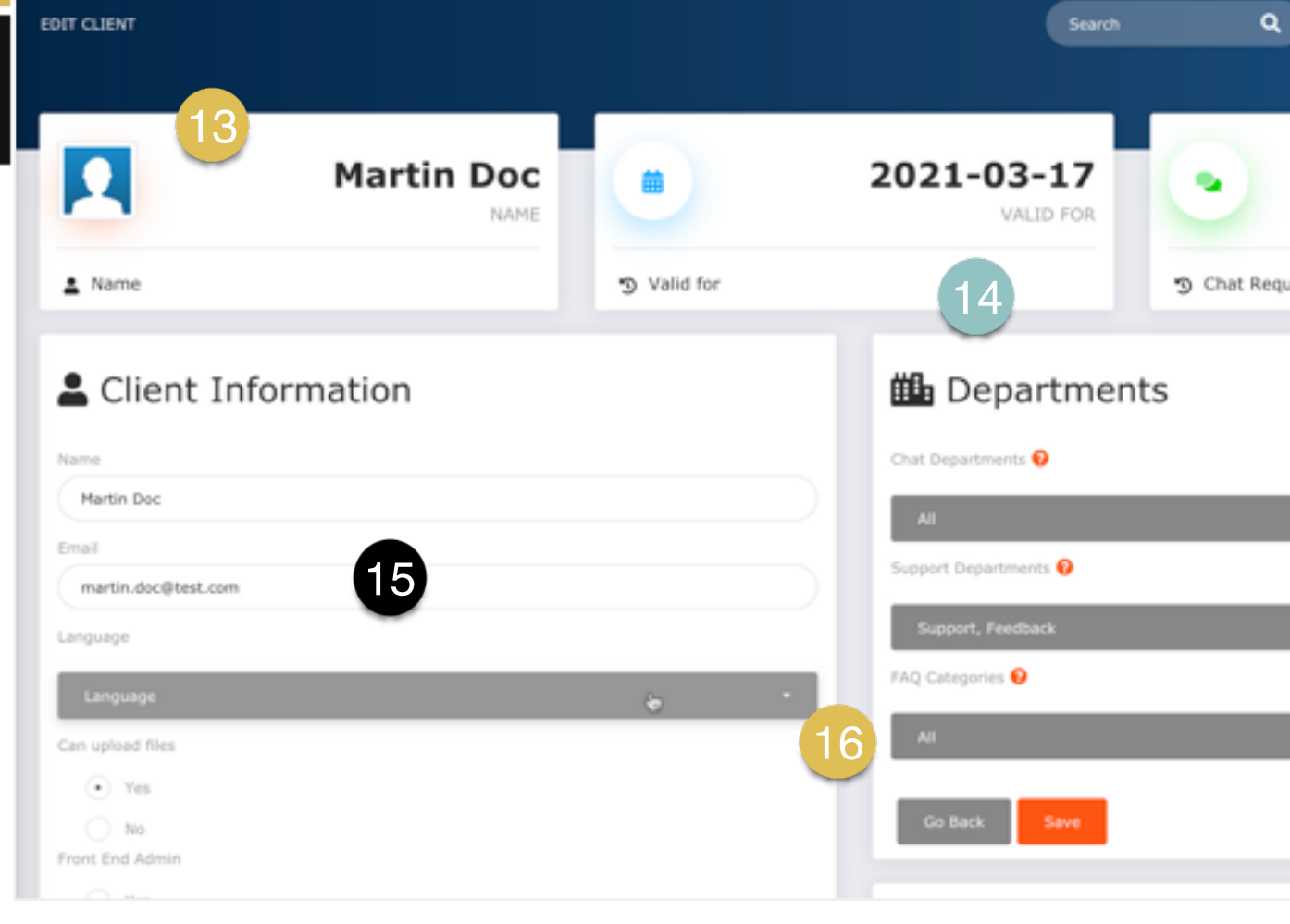
**9** The new client form provides all necessary input fields, more options are available after the client has been created.

**10** Select departments and categories the client has access to. “Nothing Selected” means access to “All”.

**11** If you want the customer to inform about his account, use the checkbox “Send login details to customer”.

**12** The “Save” button will create the new client. The “Go Back” button will not save any data and navigate you back to the main client view.

# Edit Client

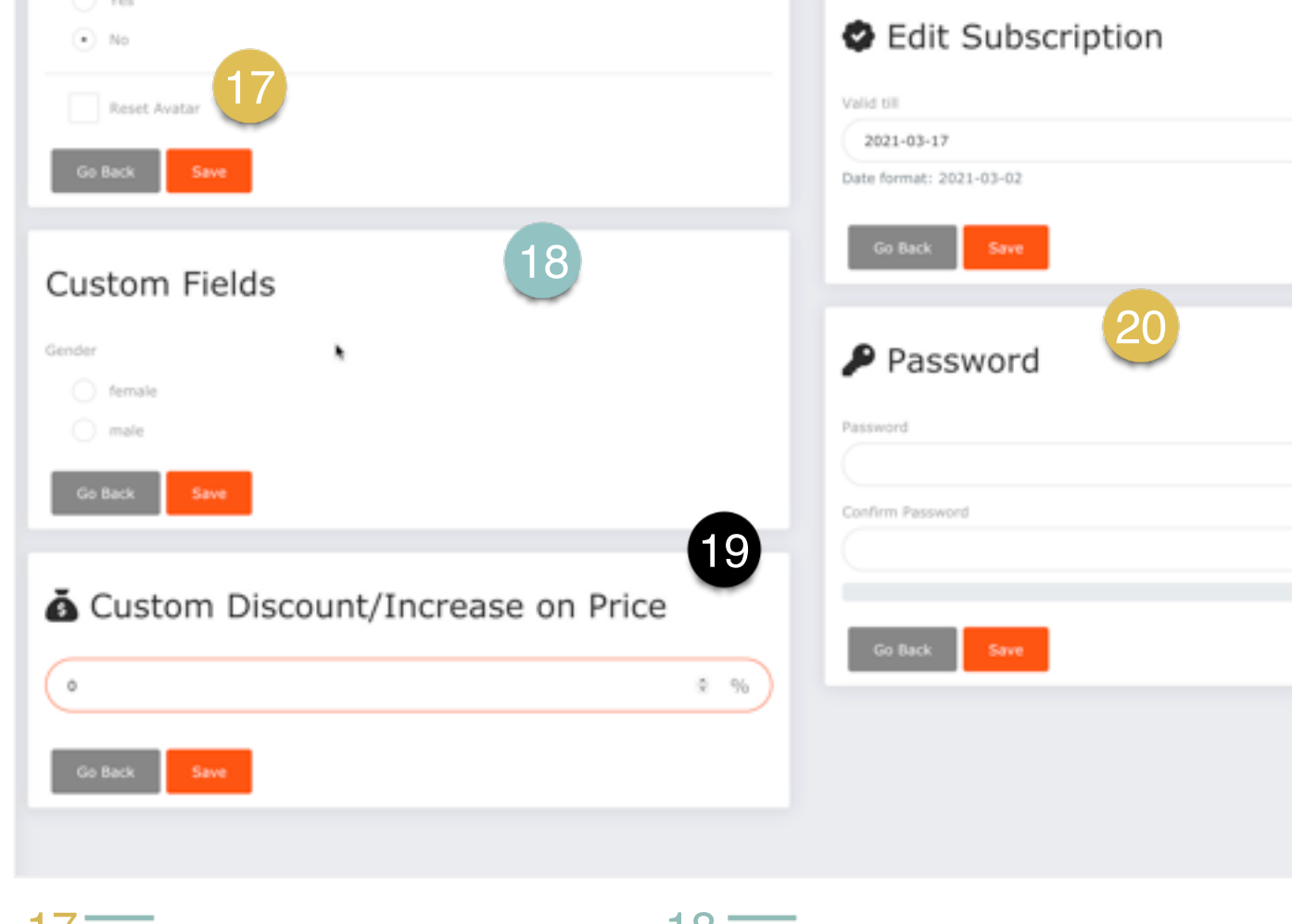


**13** Useful information about the client, client name, valid till or credits and total live chat conversations and tickets.

**14** The permission set for departments and categories.

**15** All input fields can be changed.

**16** Set a custom language for this customer, please note if no translation is available the standard language is shown.



**17** If you don't like the avatar of this client, reset it by checking the checkbox “Reset Avatar” and save the form.

**18** All custom client fields are shown here.

**19** You can set a custom Increase or Decrease for each client. The percentage will be automatically calculated to your package prices.

**20** Change the password for the client. Minimum 8 characters, the password bar shows you the strength of the password.