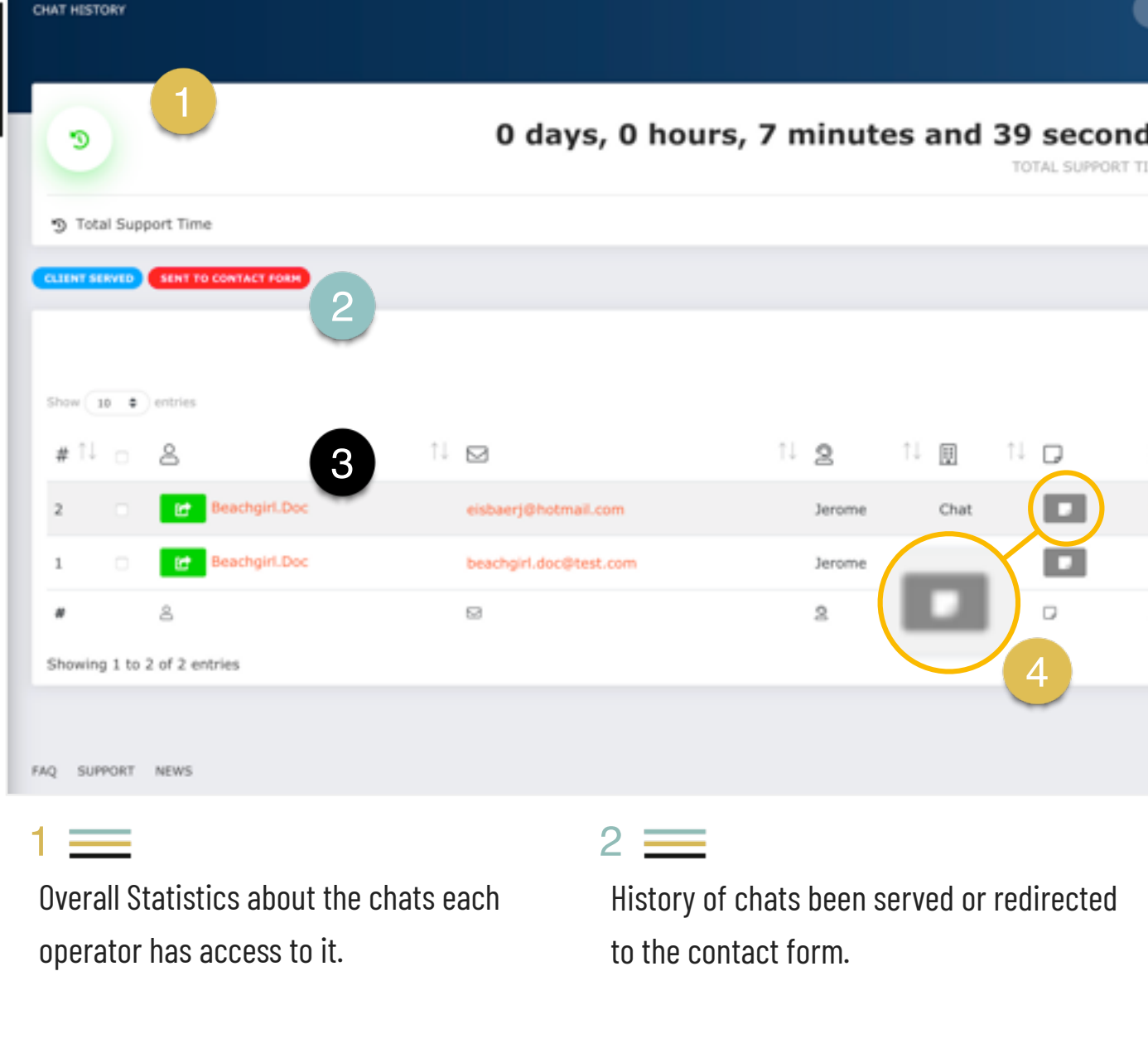


5. Live Chat Area

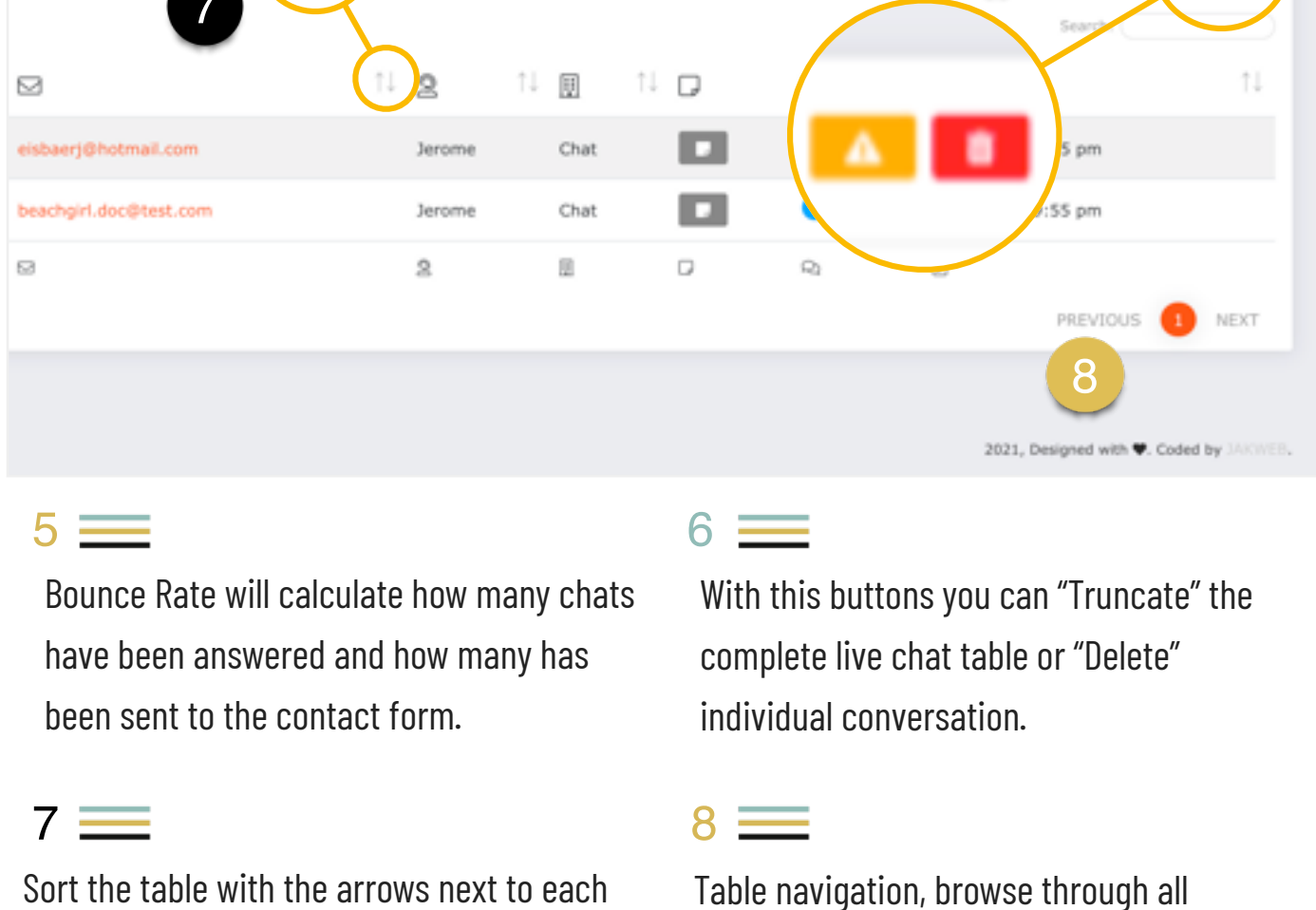


1 Overall Statistics about the chats each operator has access to it.

2 History of chats been served or redirected to the contact form.

3 All Live Chats are listed here, the latest on top.

4 With this button you can contact the client if he left an email address.



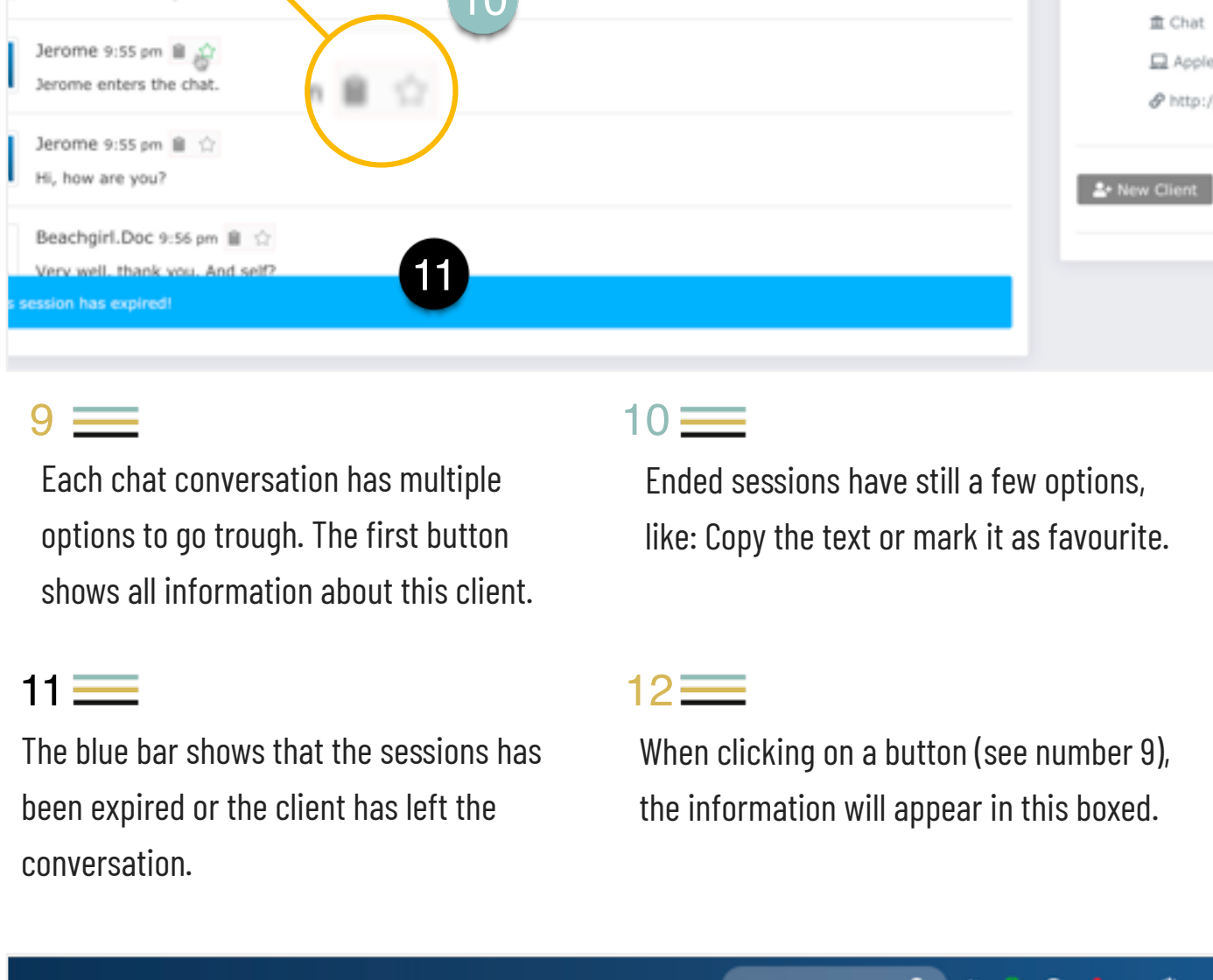
5 Bounce Rate will calculate how many chats have been answered and how many has been sent to the contact form.

6 With this buttons you can "Truncate" the complete live chat table or "Delete" individual conversation.

7 Sort the table with the arrows next to each column. Hold Shift (Windows) or Shift (Mac) to use more than one filter.

8 Table navigation, browse through all conversation by going from page to page. 5 Pages are getting cached by the system.

Ended Live Chat Session

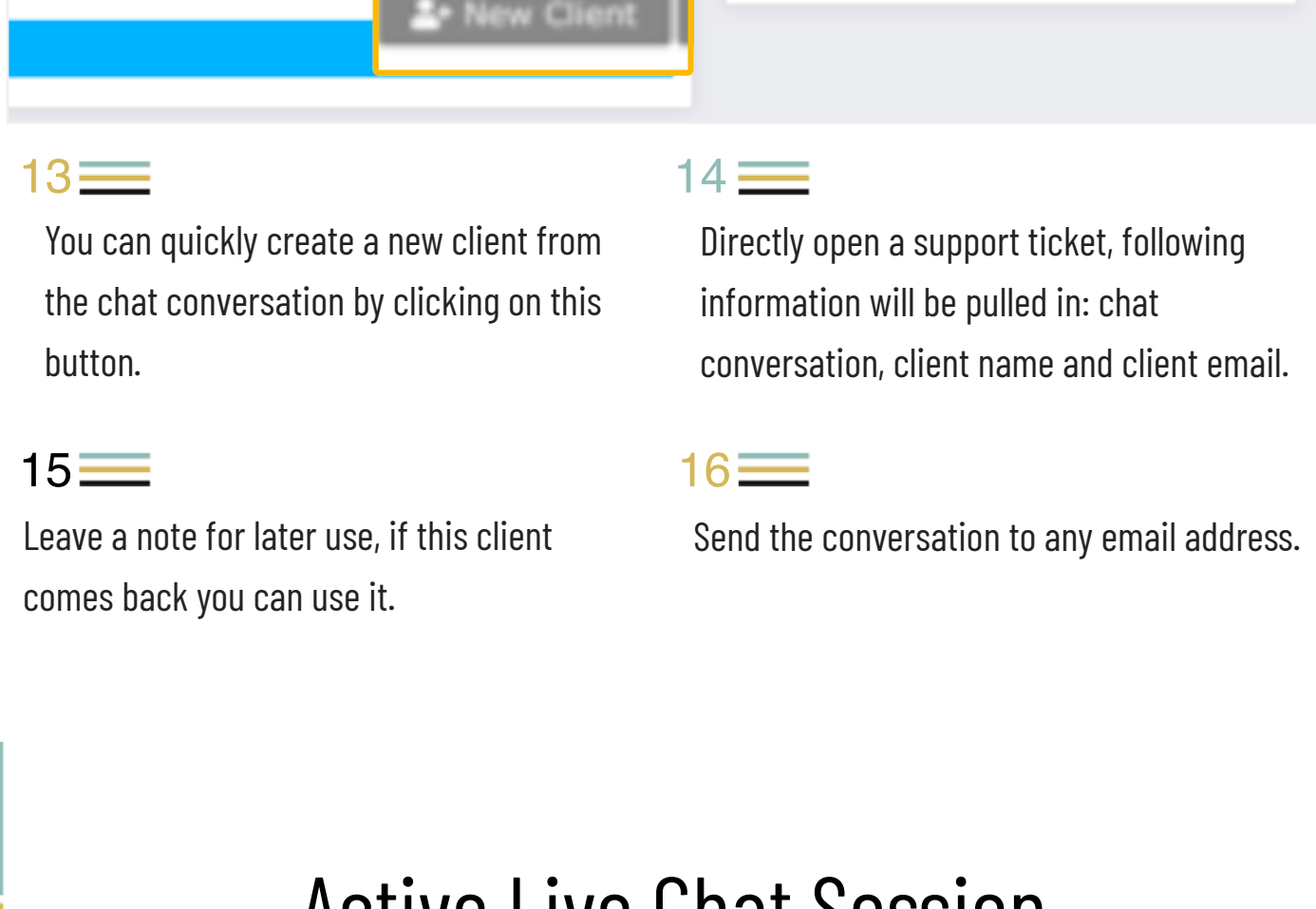


9 Each chat conversation has multiple options to go through. The first button shows all information about this client.

10 Ended sessions have still a few options, like: Copy the text or mark it as favourite.

11 The blue bar shows that the sessions has been expired or the client has left the conversation.

12 When clicking on a button (see number 9), the information will appear in this box.



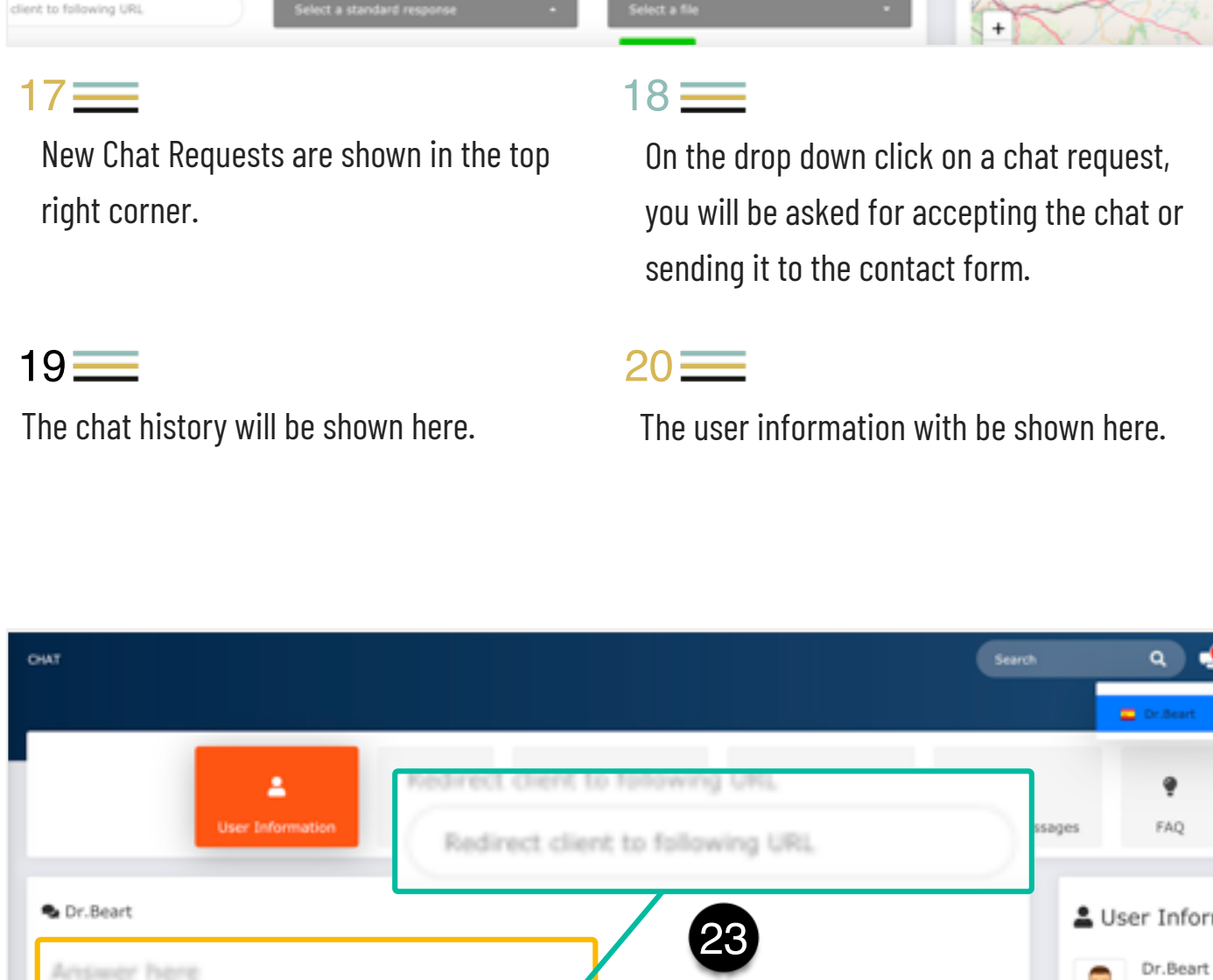
13 You can quickly create a new client from the chat conversation by clicking on this button.

14 Directly open a support ticket, following information will be pulled in: chat conversation, client name and client email.

15 Leave a note for later use, if this client comes back you can use it.

16 Send the conversation to any email address.

Active Live Chat Session

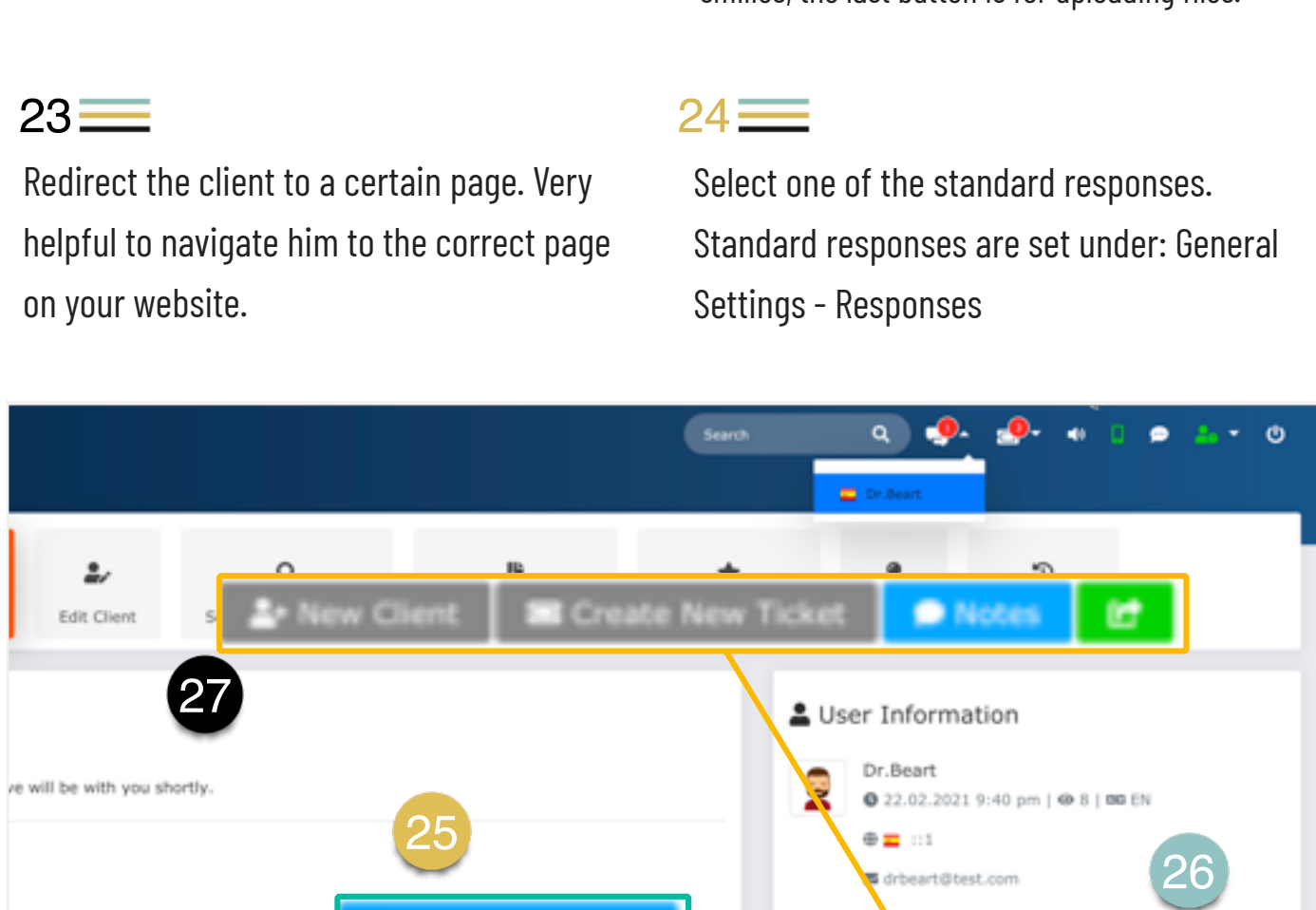


17 New Chat Requests are shown in the top right corner.

18 On the drop down click on a chat request, you will be asked for accepting the chat or sending it to the contact form.

19 The chat history will be shown here.

20 The user information will be shown here.

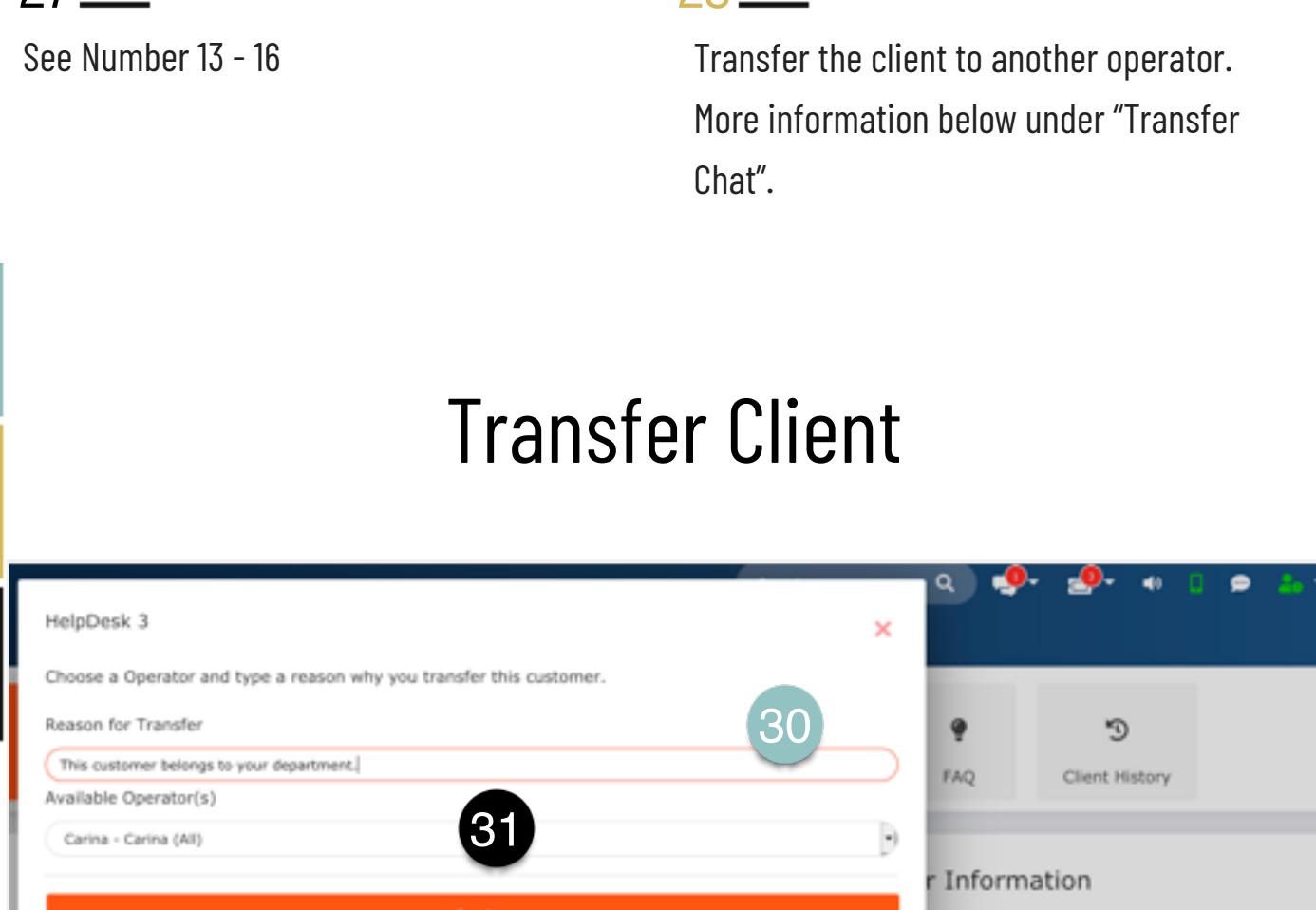


21 In a live chat conversation you can answer to your clients here.

22 You can either send the message by hitting enter or use the send icon. The smiley icon can send smileys, the last button is for uploading files.

23 Redirect the client to a certain page. Very helpful to navigate him to the correct page on your website.

24 Select one of the standard responses. Standard responses are set under: General Settings - Responses



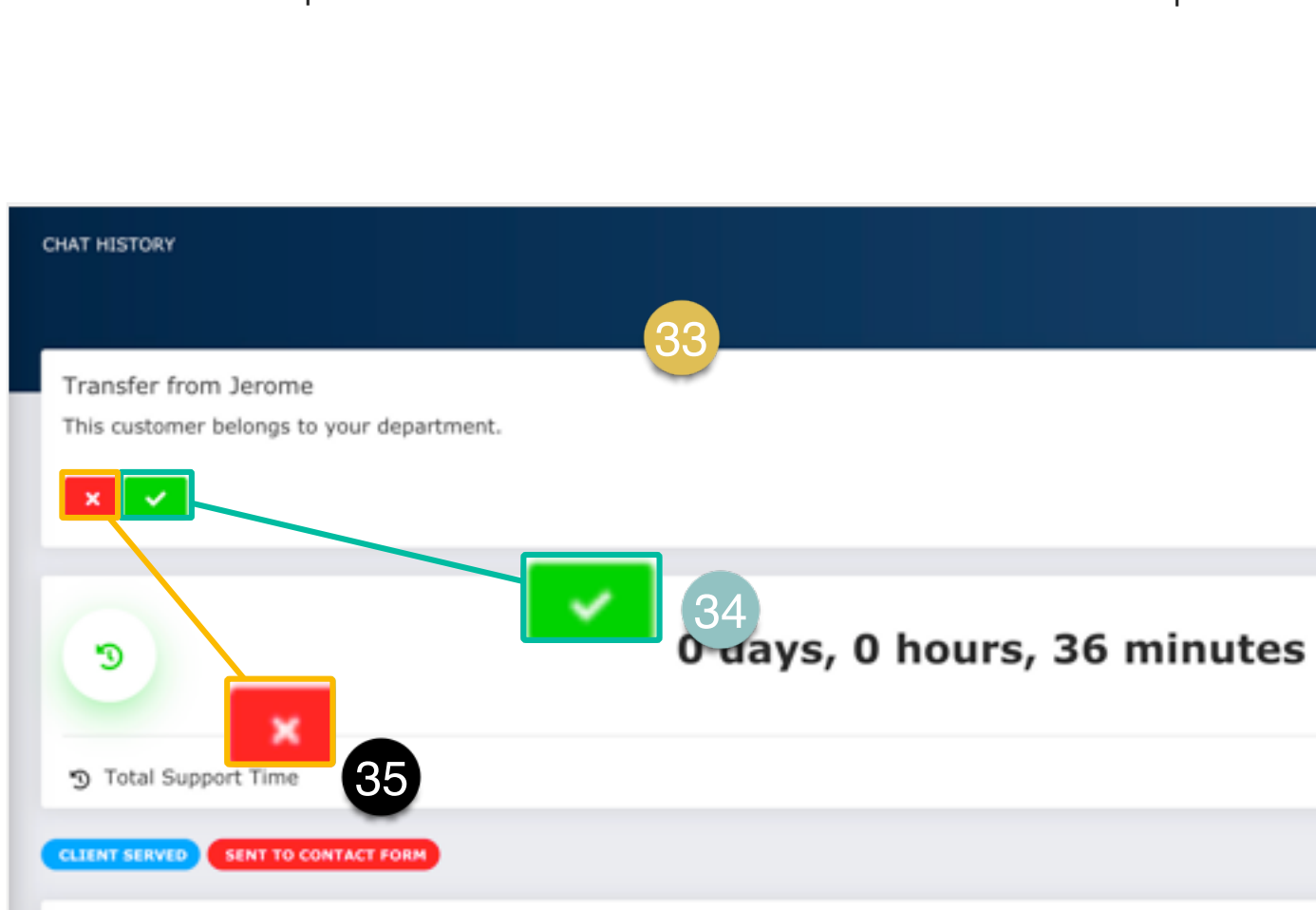
25 Allow the client to upload files. You can also change the standard behaviour in your operator panel - settings.

26 Knock Knock who's there. The knock knock button will get the attention back to the window where the live chat is open.

27 See Number 13 - 16

28 Transfer the client to another operator. More information below under "Transfer Chat".

Transfer Client

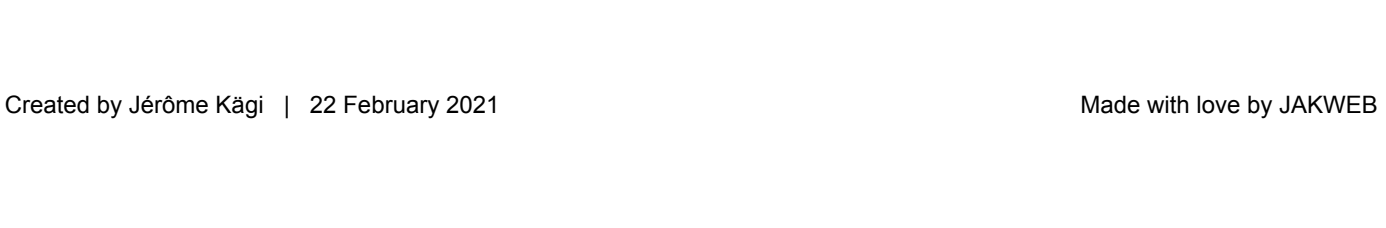


29 Push the button "Transfer" to move the client to another operator.

30 On the pop-up windows enter a reason for the transfer. This way the operator knows why the transfer goes to him.

31 Select an available operator.

32 Press send and the transfer is complete.



33 The transfer message appears on the operator you have sent the client.

34 Accept the transfer and you will be redirect to the chat.

35 Deny the transfer and the client will go back to the operator who has sent you the client.