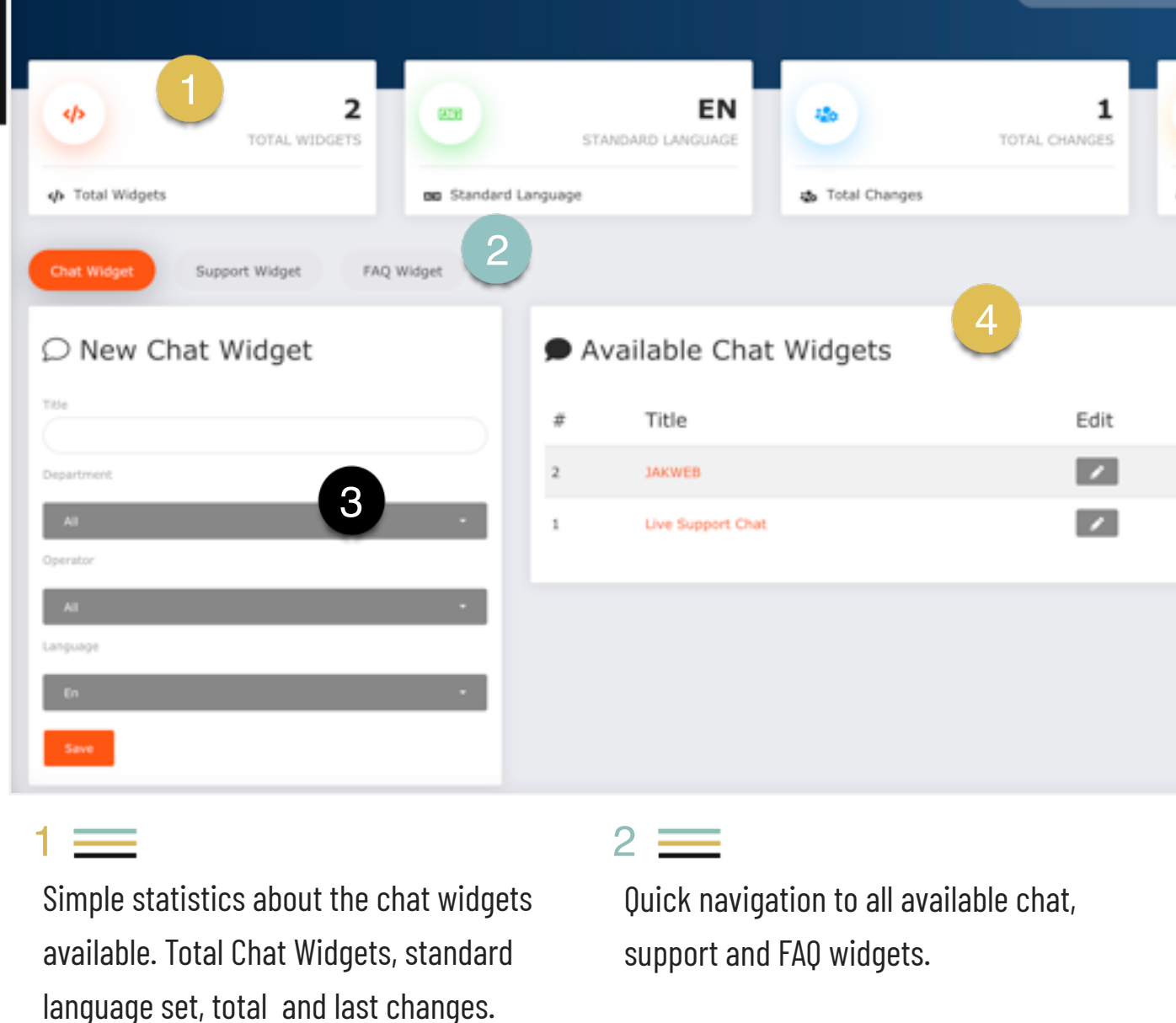


15. Live Chat Widgets

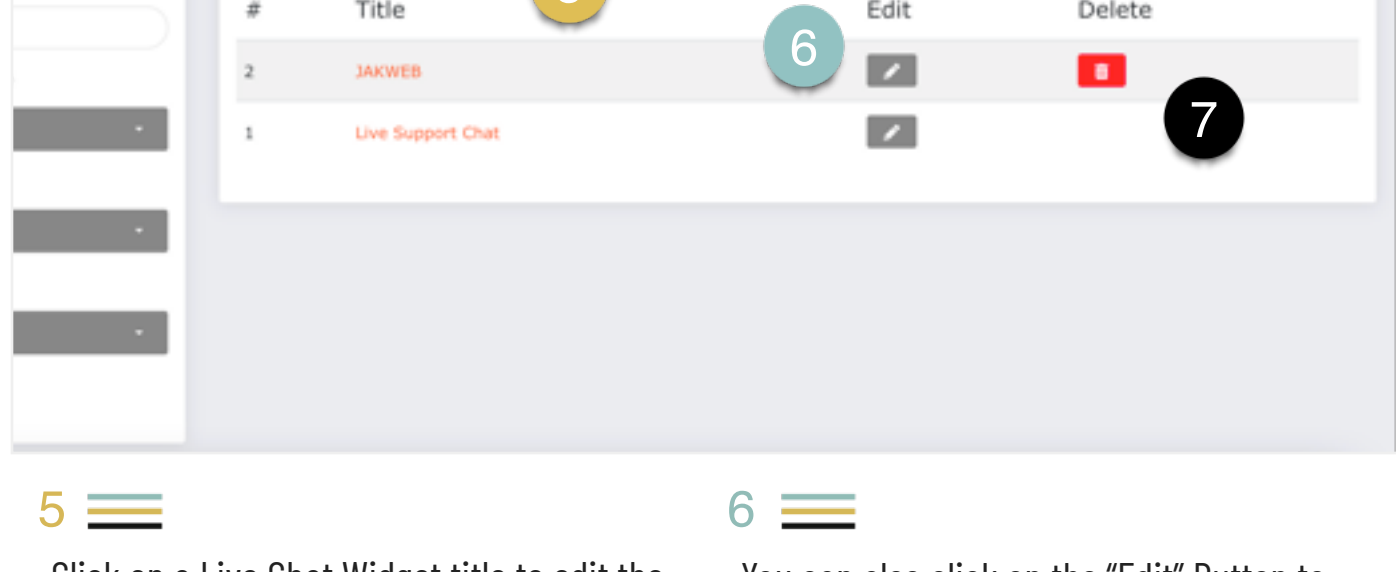


1 Simple statistics about the chat widgets available. Total Chat Widgets, standard language set, total and last changes.

2 Quick navigation to all available chat, support and FAQ widgets.

3 Add a new Live Chat Widget with the provided form. More settings and features are available in the edit view.

4 All Live Chat Widgets are listed here. You can create as many Live Chat Widgets you want.



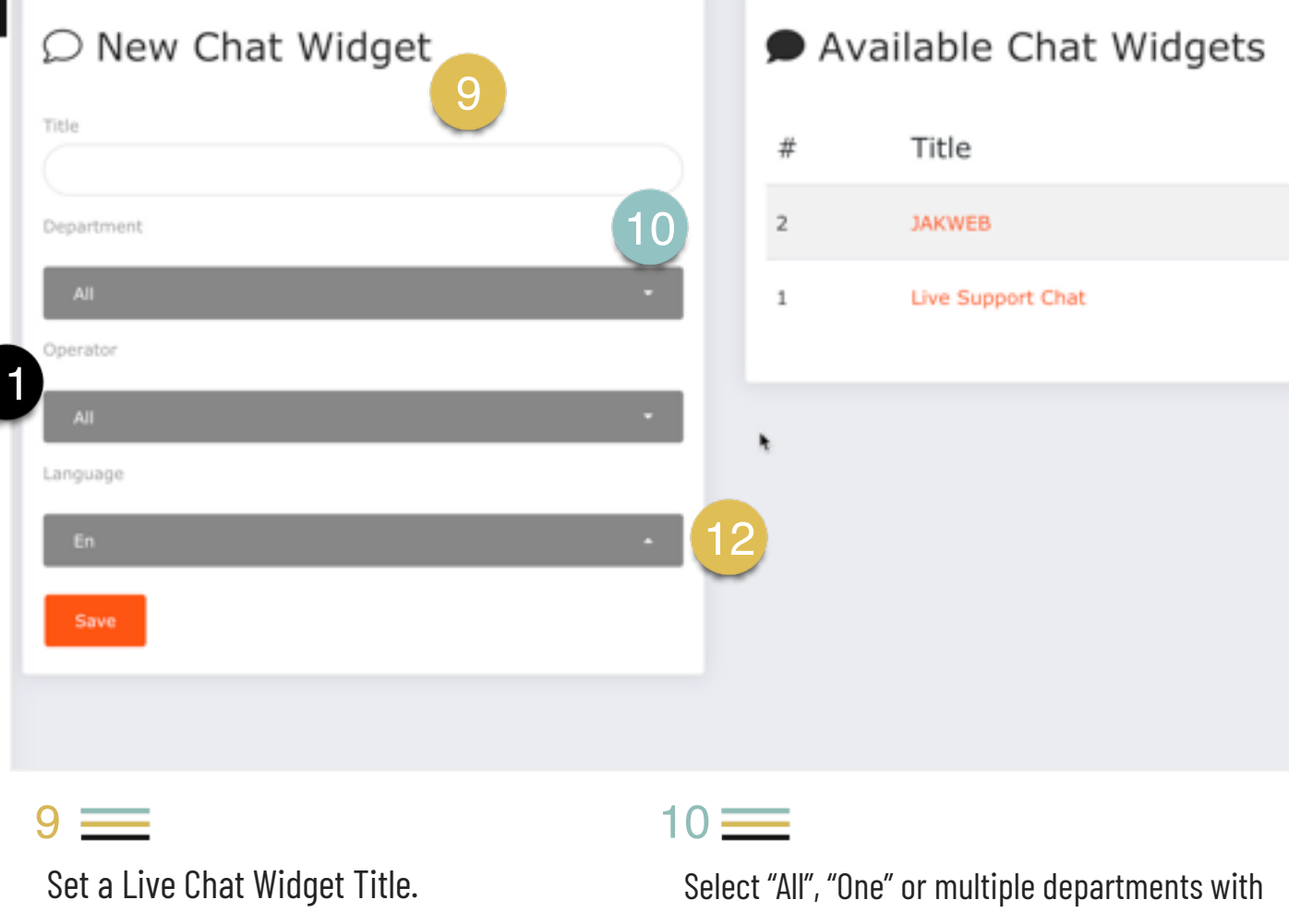
5 Click on a Live Chat Widget title to edit the widget settings.

6 You can also click on the "Edit" Button to change the settings of your widgets.

7 The first Live Chat Widget cannot be deleted, for any later created widget you have a "Delete" button to remove the widget.

8 Here you will find the latest changes made to any of the widget.

New Live Chat Widget



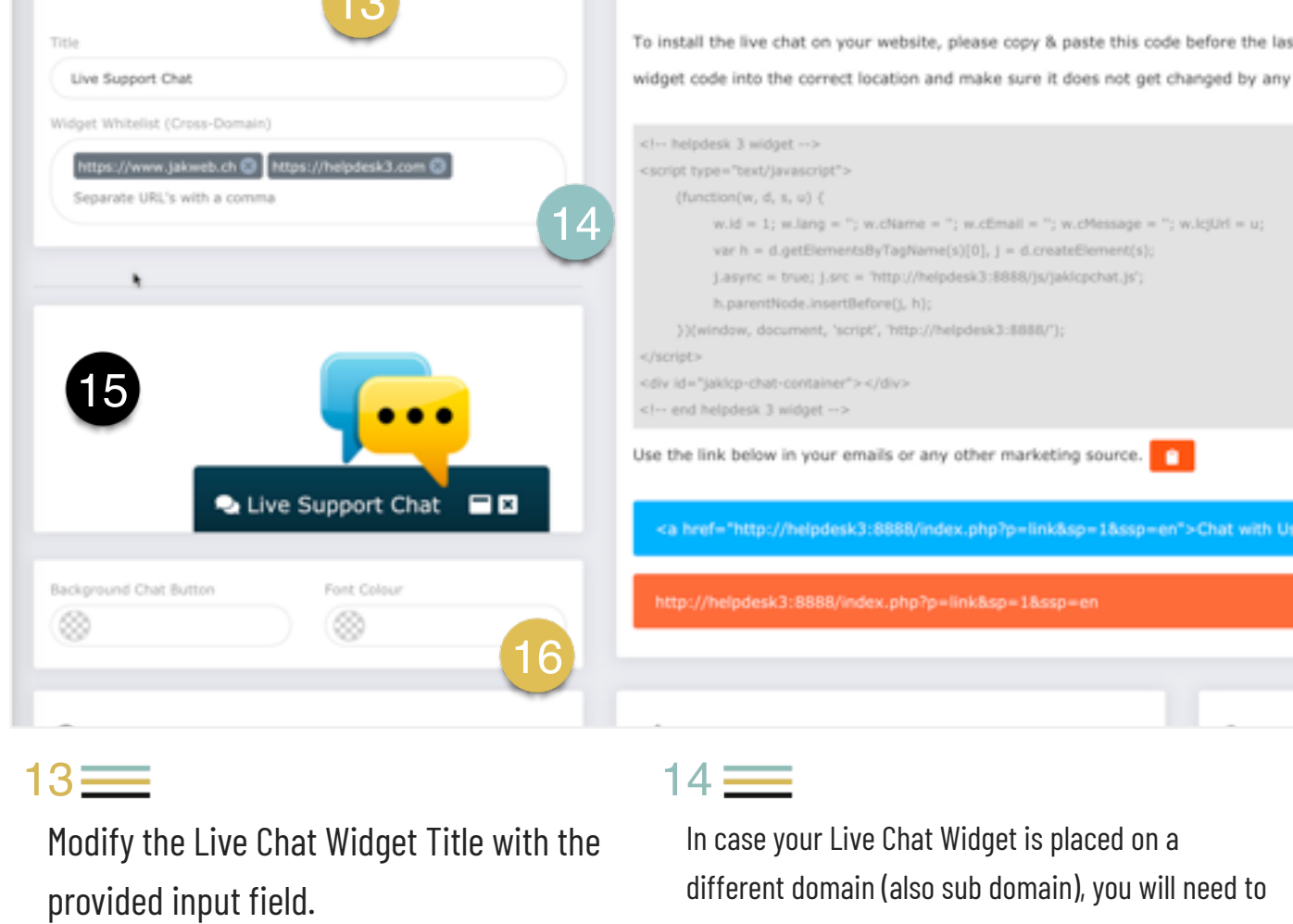
9 Set a Live Chat Widget Title.

10 Select "All", "One" or multiple departments with the dropdown. Make sure "All" is not selected when choosing one or multiple departments.

11 You can select "One" Operator for the chat widget, that way this operator has his own Chat Widget.

12 Set a language the Live Chat Widget should use for general language phrases.

Edit Live Chat Widget



13 Modify the Live Chat Widget Title with the provided input field.

14 In case your Live Chat Widget is placed on a different domain (also sub domain), you will need to enter the URL where the Live Chat Widget is placed. This is for security and browser compatibility.

15 The preview of your selected Live Chat Widget. See below how to change the settings and behaviour of your Live Chat Widget.

16 Change the background and font colour of your Live Chat Widget slide up bar. This feature is only available for SlideUp Chats.

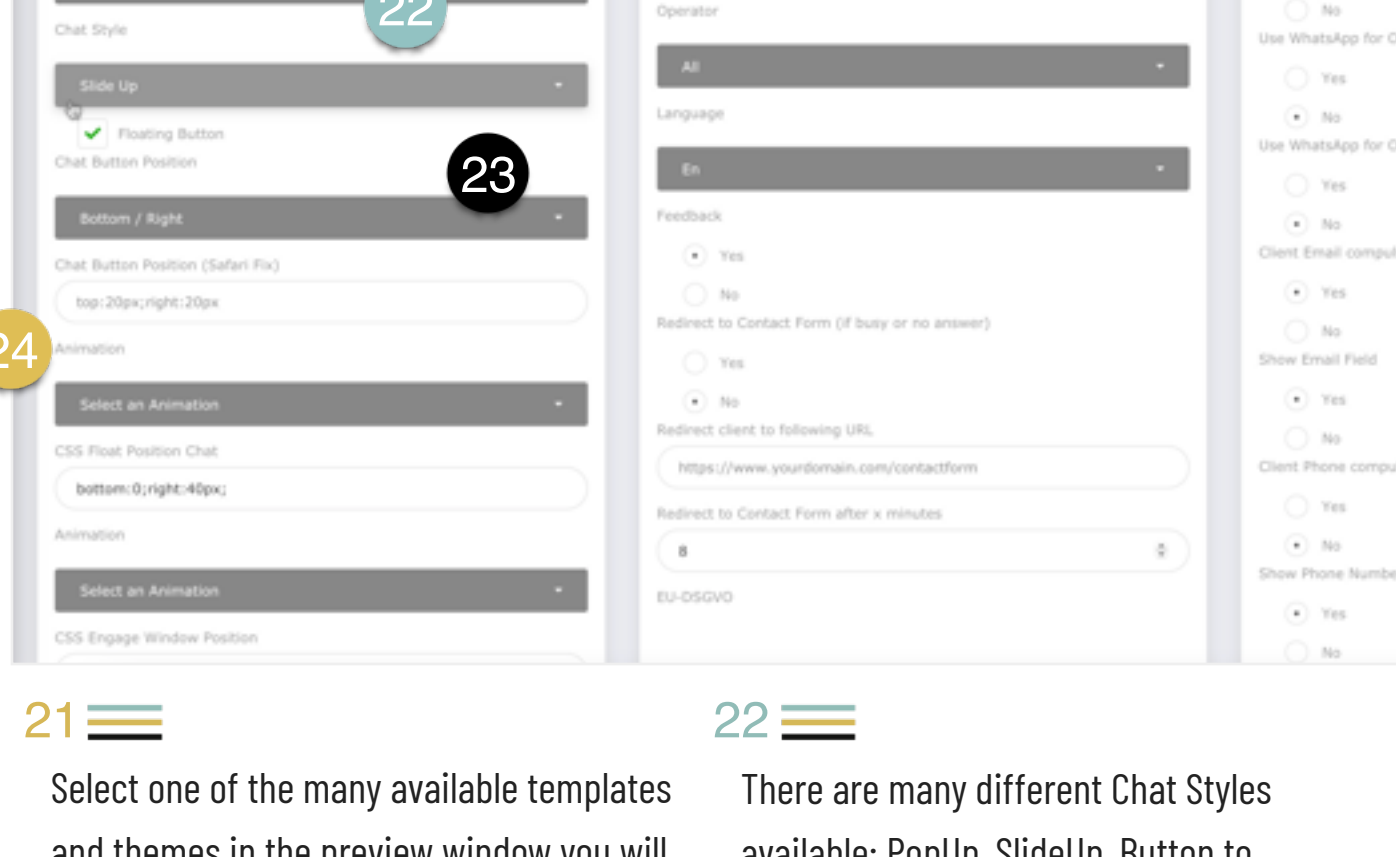


17 The widget code to copy and paste to your website where you want to have the Live Chat for your website visitors.

18 With the "Copy" Button (red) you can quickly copy the chat widget code. Make sure to paste the code right before the last closing </body> tag on your website.

19 We also provide a Marketing Link for your Newsletter or any other digital Marketing Material. With the provided link the chat can be started quickly.

20 There is also a pure URL provided for direct access to that particular Live Chat Widget.

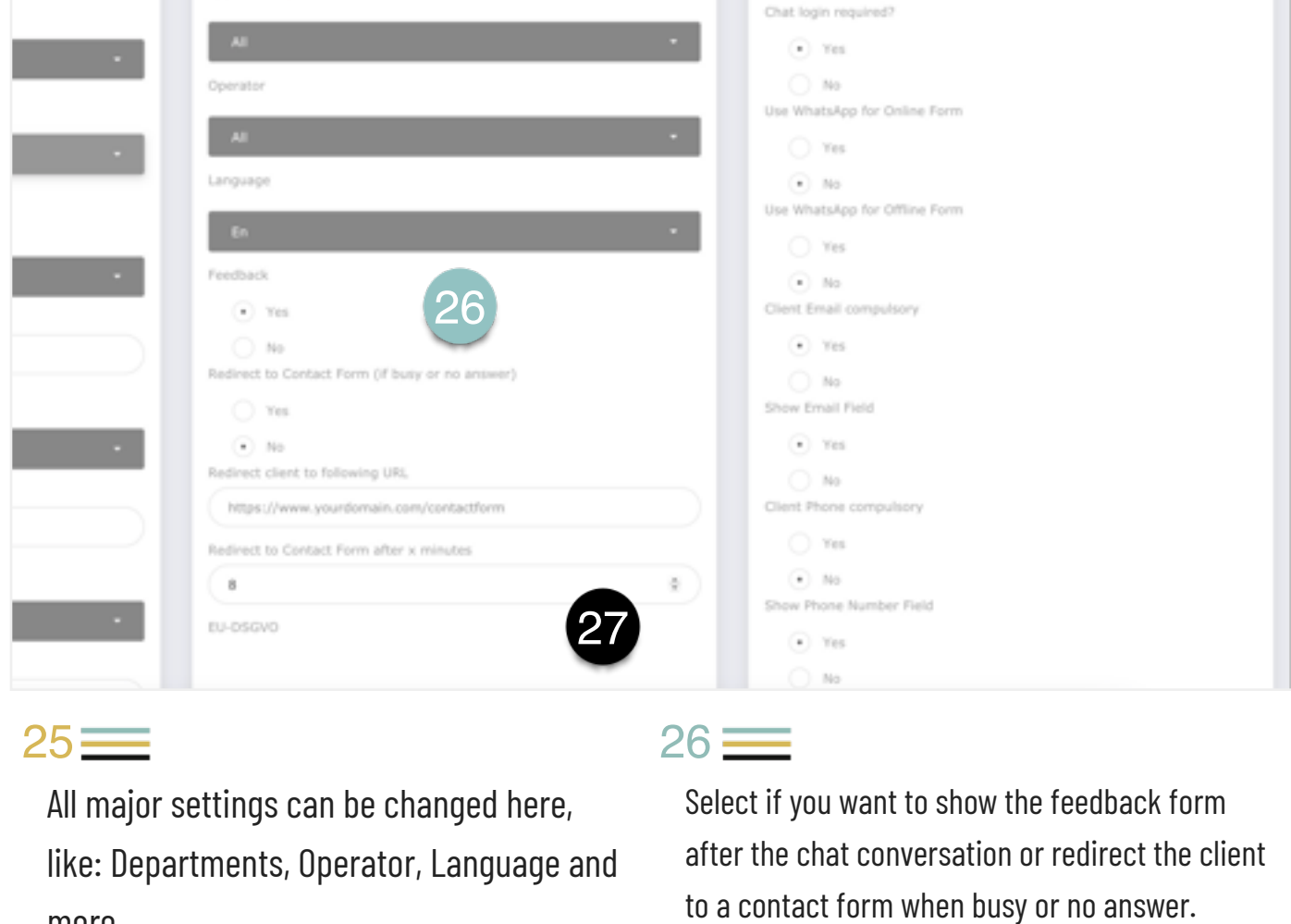


21 Select one of the many available templates and themes in the preview window you will see how it looks like.

22 There are many different Chat Styles available: PopUp, SlideUp, Button to SlideUp, Select Operators and more.

23 The chat position is option gives you full control about where the chat button should be appear.

24 You can also set animations when the chat button appears, the Live Chat opens or the invitation message shows.

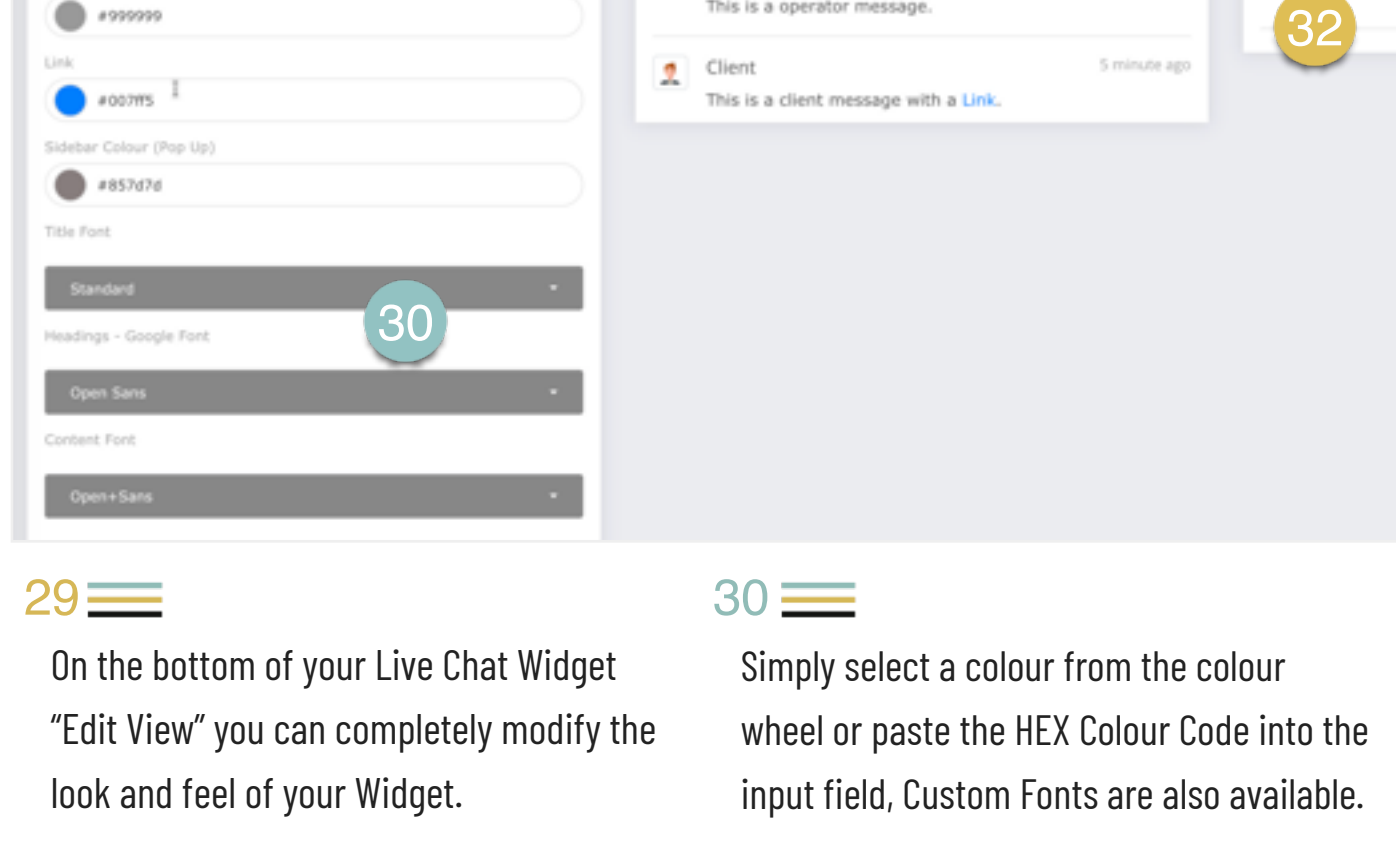


25 All major settings can be changed here, like: Departments, Operator, Language and more.

26 Select if you want to show the feedback form after the chat conversation or redirect the client to a contact form when busy or no answer.

27 You can set a EU-DSGVO message for your website visitors to accept it before they can chat with you.

28 Live Chat Widget Form configuration what will be used and what will be shown.



29 On the bottom of your Live Chat Widget "Edit View" you can completely modify the look and feel of your Widget.

30 Simply select a colour from the colour wheel or paste the HEX Colour Code into the input field, Custom Fonts are also available.

31 The Live Chat Conversation Preview will show all changes you make on the left in real time.

32 Also for the Contact Form, the live preview is changing in real time.