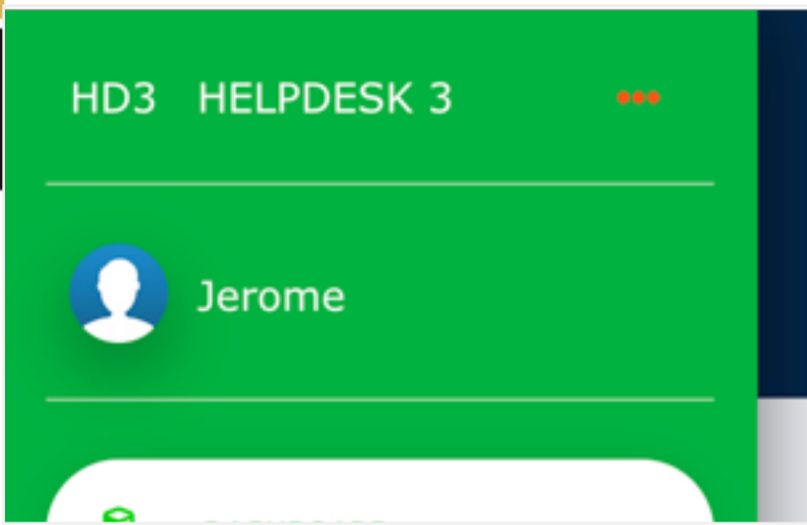
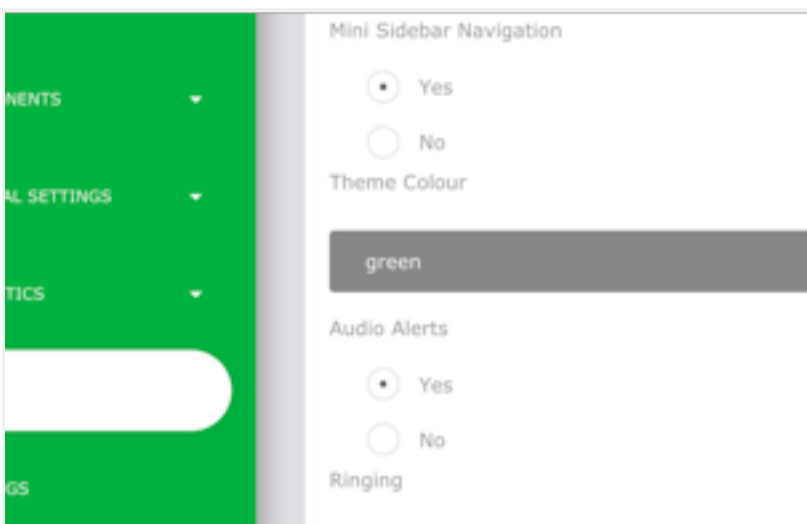


2. Navigation / Menu



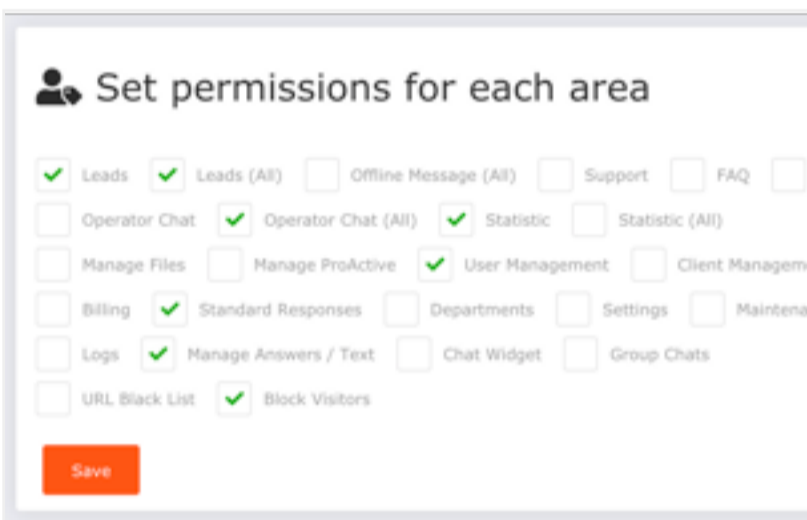
1

The Menu is located on the left hand side. It can be minimised with the 3 “...” dots on the top right corner of the menu. The menu behaviour and colour can also be changed in the operator user profile (Step 2).



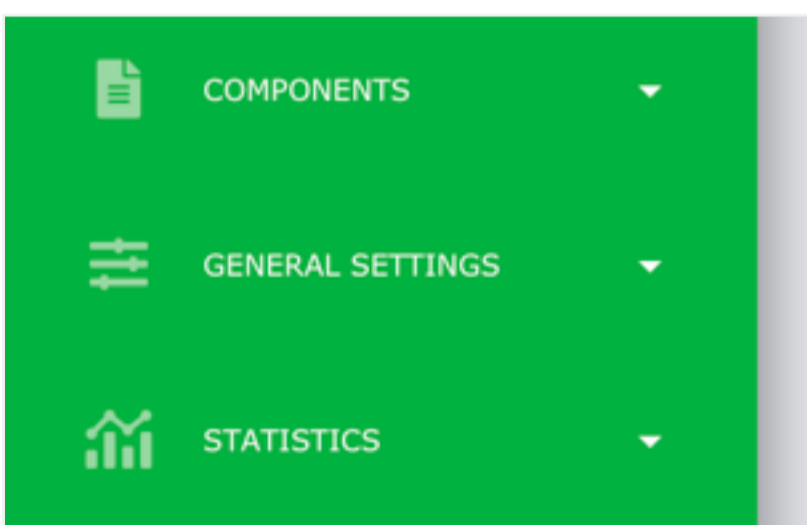
2

In your operator profile you have the option to change the behaviour and colour of the menu permanently.



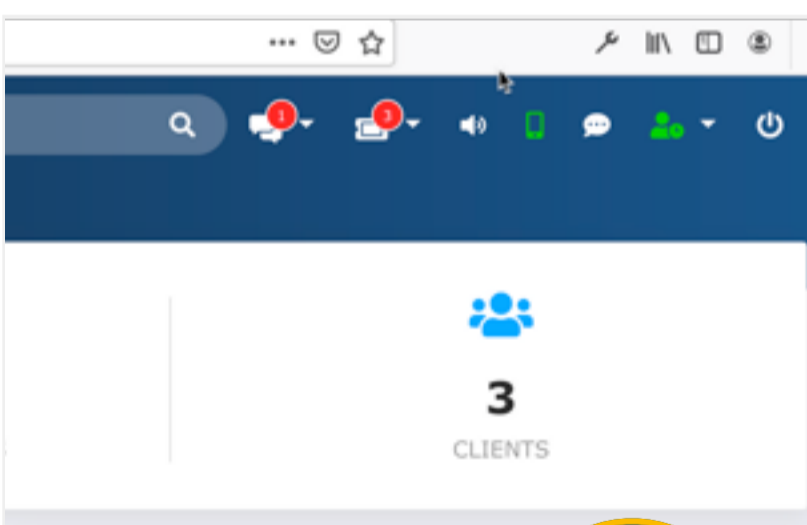
3

Access to certain areas are set in each operators profile. This is not necessary if you are a super operator. More information about giving access can be found here: <https://www.jakweb.ch/faq/a/256/>



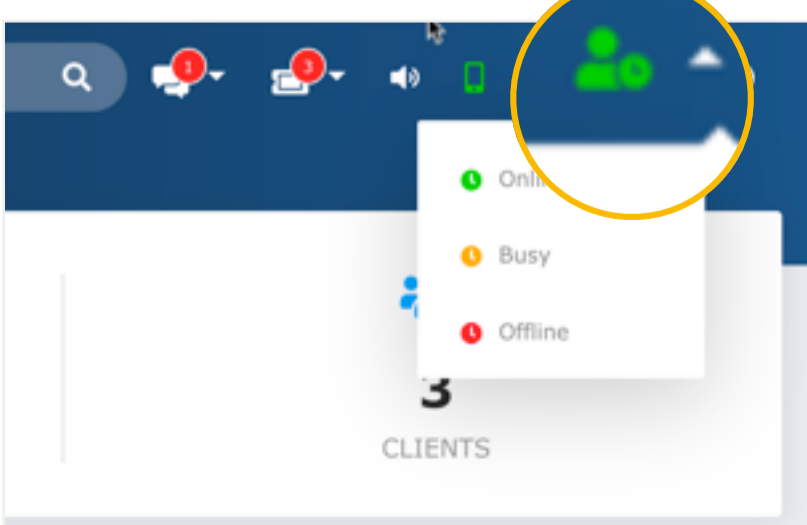
4

The menu has also sub menus marked with an arrow. By clicking on the main menu it will open sub menus with more options.



5

On the top right you have following menu entries: Search, Live Chat Conversations, Open Tickets, Sound Notification, Mobile Notification, Public Operator Chat, Your Online Status, Logout



6

The online status can be changed on the top right corner.

- Online (You can take chats)
- Busy (You can serve current chats)
- Offline (You can't take chats)