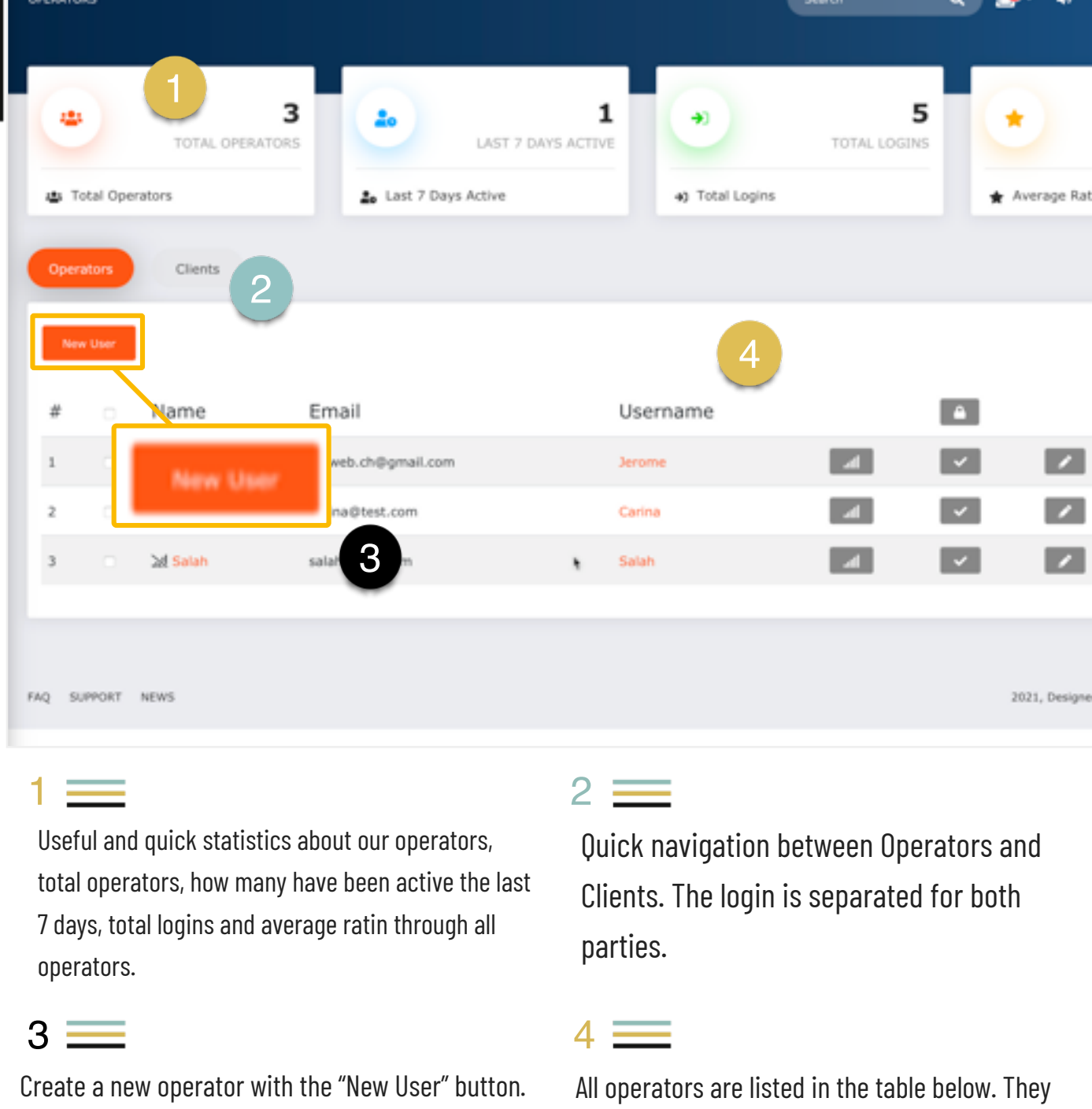


## 36. Users / Operators

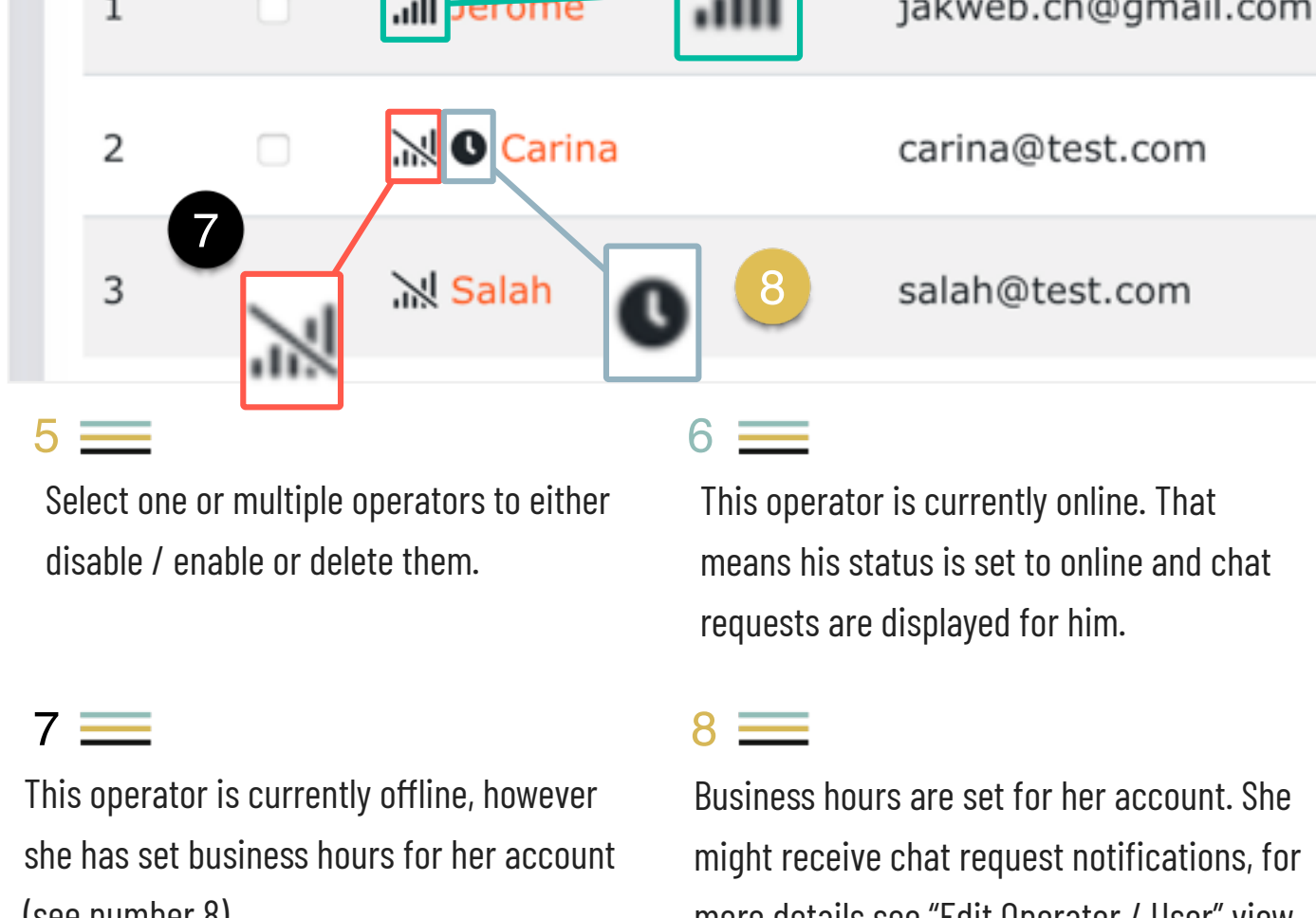


**1** Useful and quick statistics about our operators, total operators, how many have been active the last 7 days, total logins and average rate through all operators.

**3** Create a new operator with the "New User" button. To create a super operator please read following article: <https://www.jakweb.ch/faq/a/4/add-super-operators>

**2** Quick navigation between Operators and Clients. The login is separated for both parties.

**4** All operators are listed in the table below. They can be edited, disabled, deleted and each one has an extended statistic about their performance.

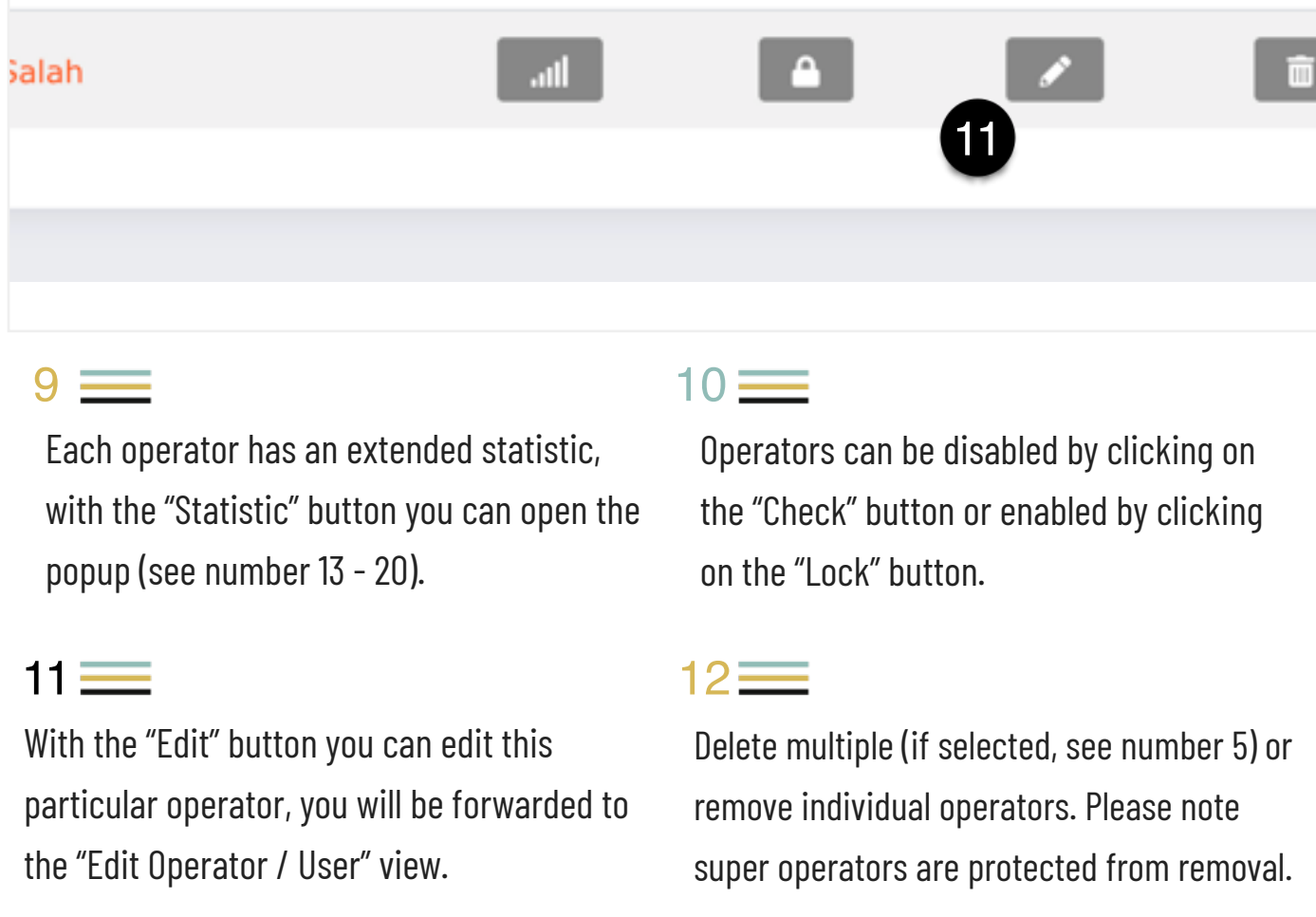


**5** Select one or multiple operators to either disable / enable or delete them.

**7** This operator is currently offline, however she has set business hours for her account (see number 8).

**6** This operator is currently online. That means his status is set to online and chat requests are displayed for him.

**8** Business hours are set for her account. She might receive chat request notifications, for more details see "Edit Operator / User" view.



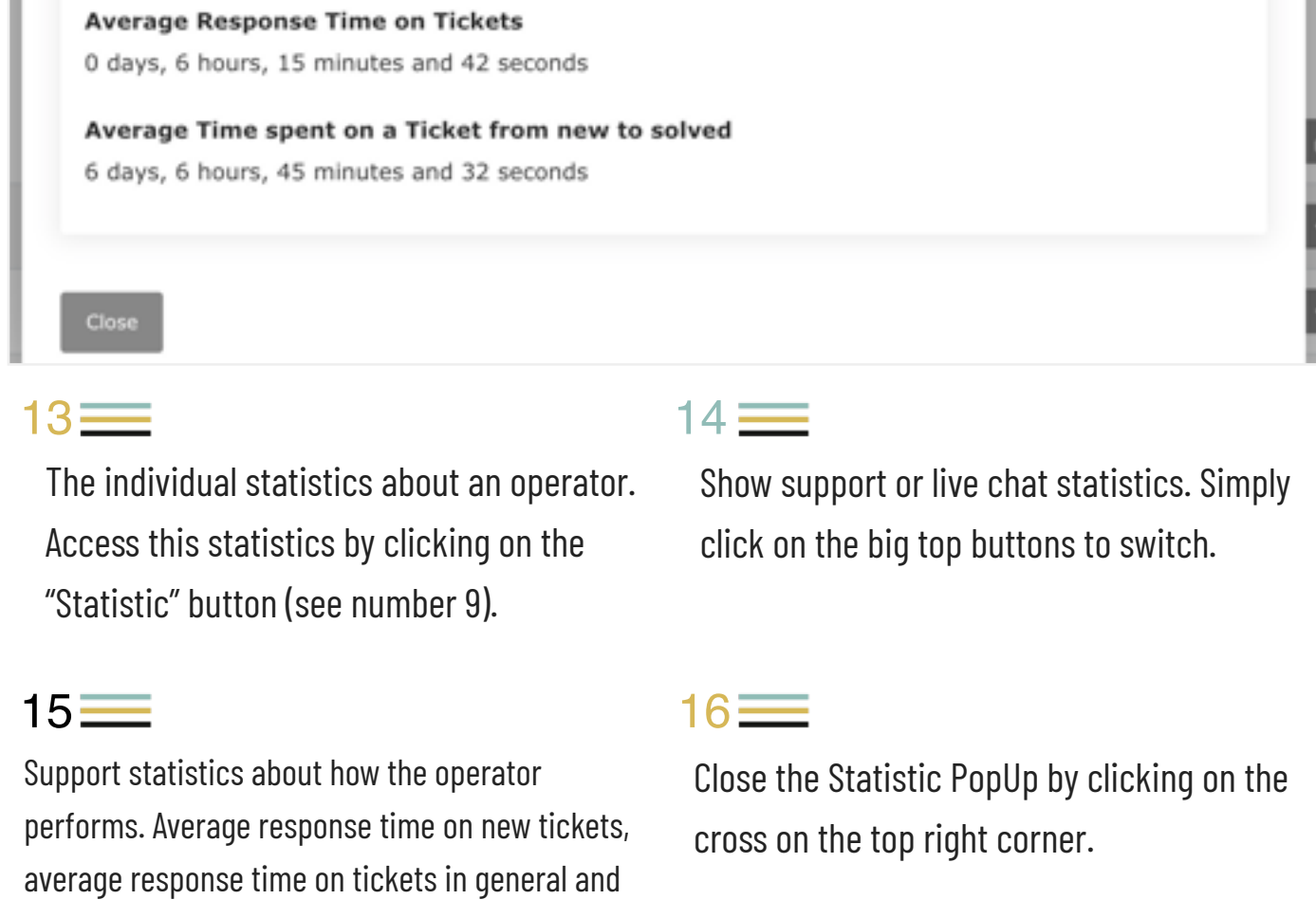
**9** Each operator has an extended statistic, with the "Statistic" button you can open the popup (see number 13 - 20).

**11** With the "Edit" button you can edit this particular operator, you will be forwarded to the "Edit Operator / User" view.

**10** Operators can be disabled by clicking on the "Check" button or enabled by clicking on the "Lock" button.

**12** Delete multiple (if selected, see number 5) or remove individual operators. Please note super operators are protected from removal.

## Operator Statistics

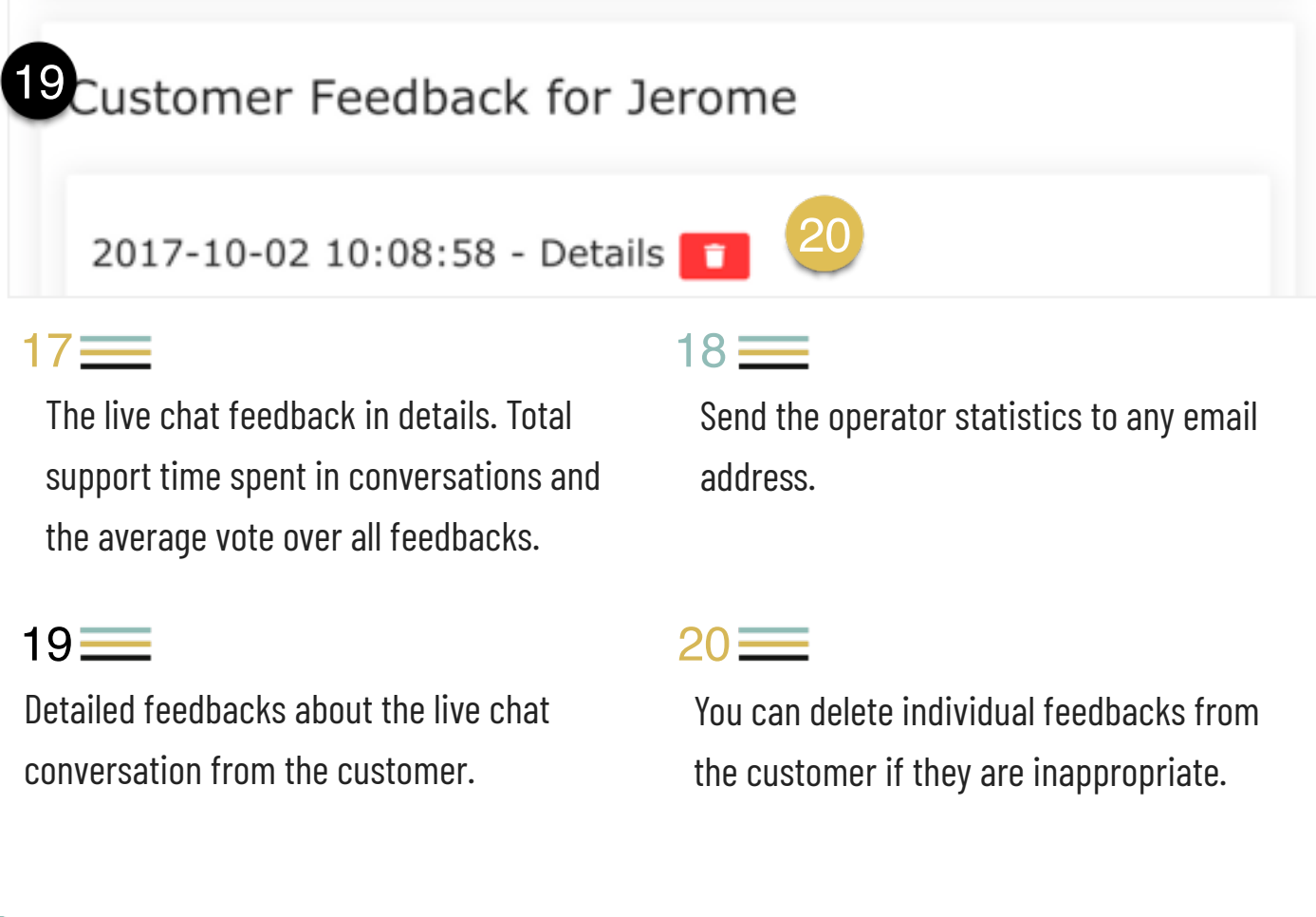


**13** The individual statistics about an operator. Access this statistics by clicking on the "Statistic" button (see number 9).

**15** Support statistics about how the operator performs. Average response time on new tickets, average response time on tickets in general and average time from new to solved.

**14** Show support or live chat statistics. Simply click on the big top buttons to switch.

**16** Close the Statistic PopUp by clicking on the cross on the top right corner.



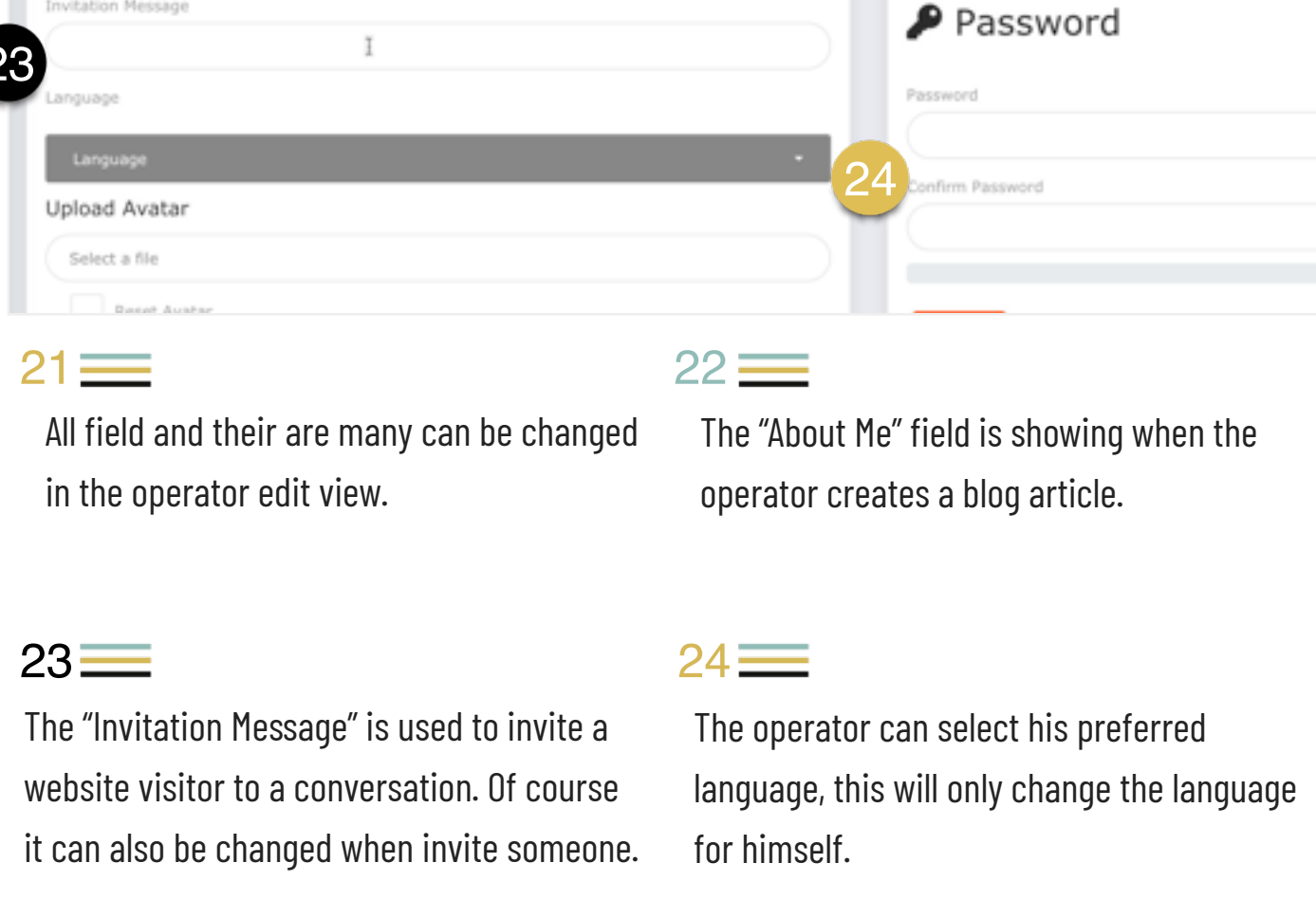
**17** The live chat feedback in details. Total support time spent in conversations and the average vote over all feedbacks.

**19** Detailed feedbacks about the live chat conversation from the customer.

**18** Send the operator statistics to any email address.

**20** You can delete individual feedbacks from the customer if they are inappropriate.

## Edit Operator / User

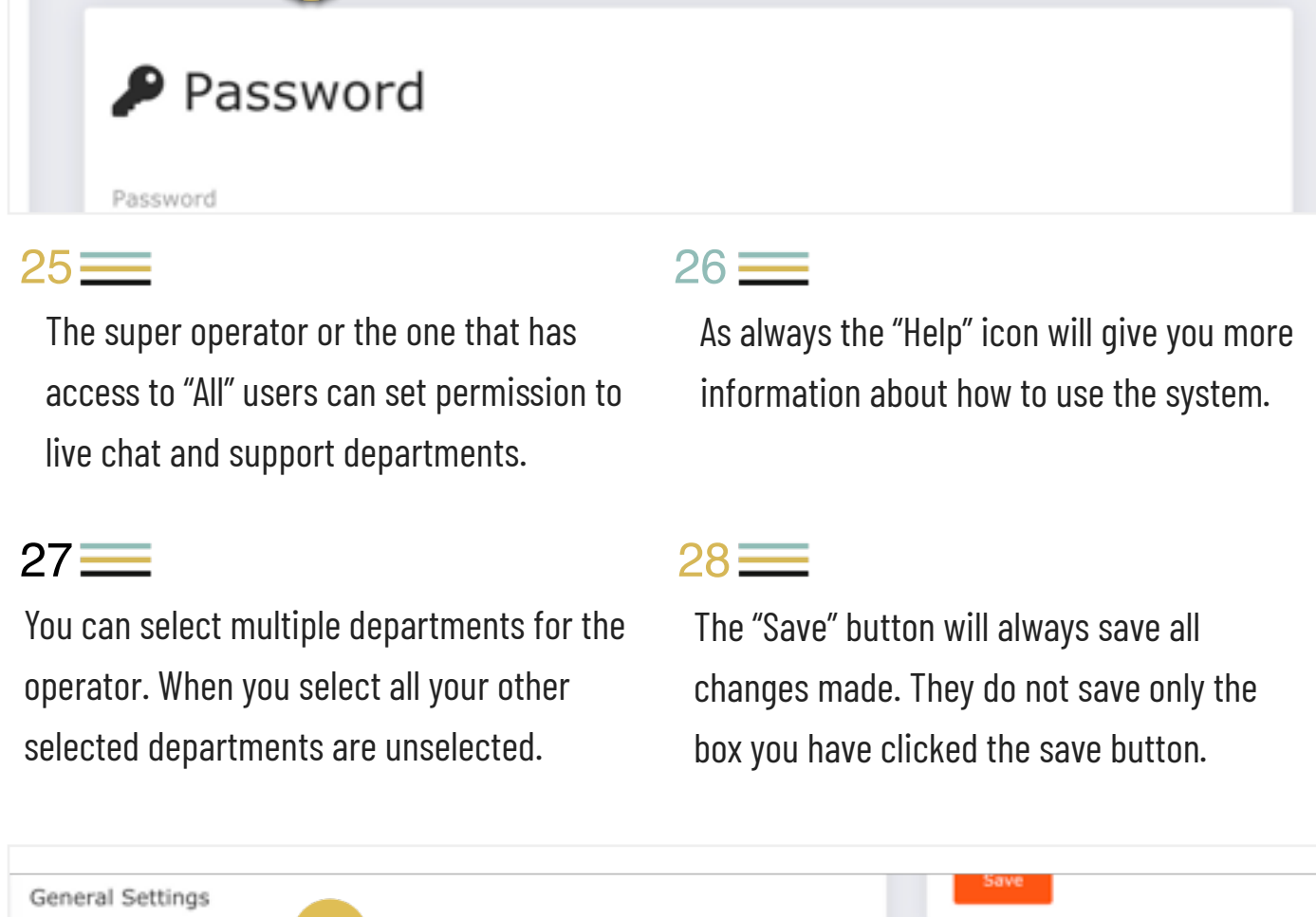


**21** All field and their are many can be changed in the operator edit view.

**23** The "Invitation Message" is used to invite a website visitor to a conversation. Of course it can also be changed when invite someone.

**22** The "About Me" field is showing when the operator creates a blog article.

**24** The operator can select his preferred language, this will only change the language for himself.

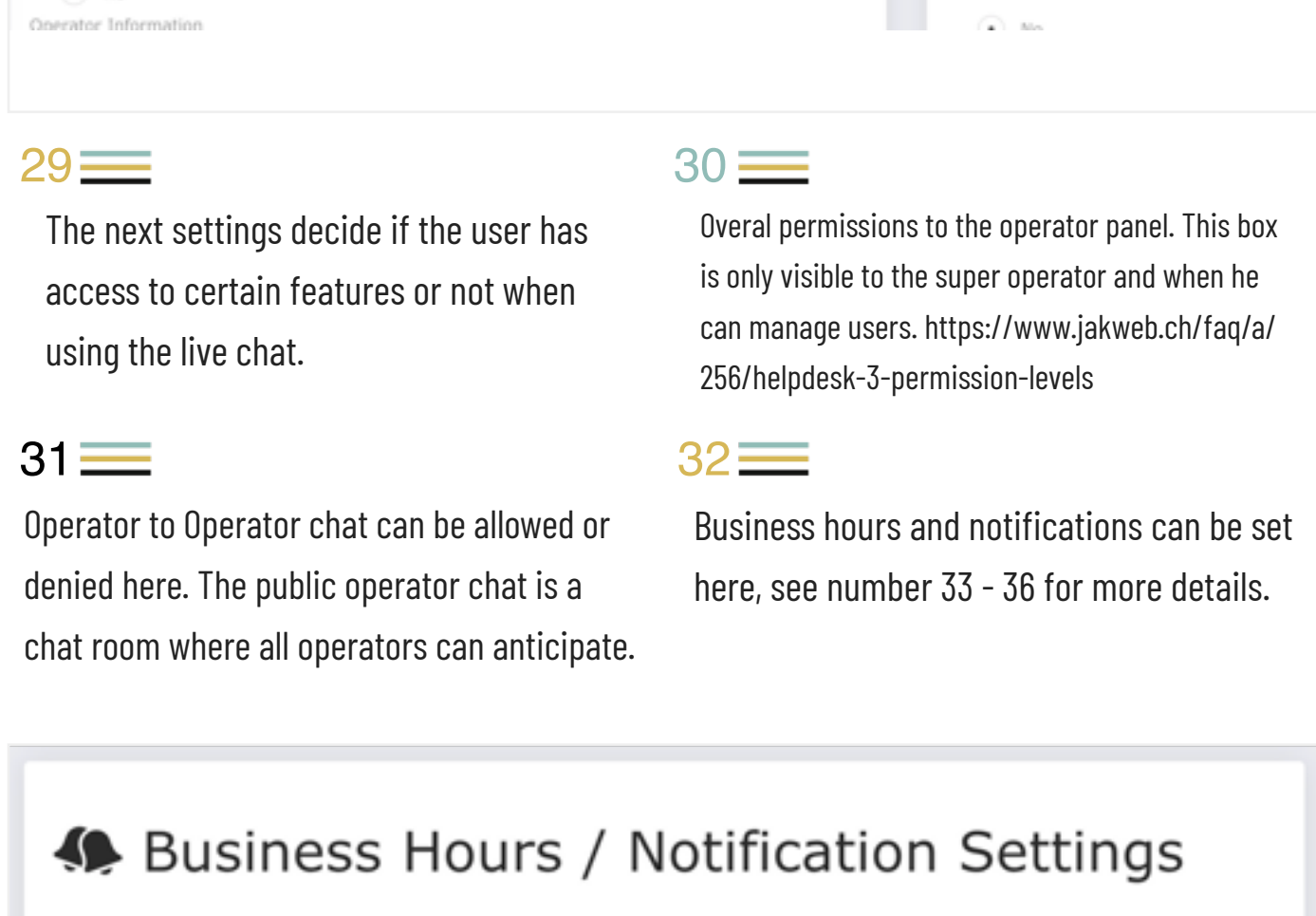


**25** The super operator or the one that has access to "All" users can set permission to live chat and support departments.

**27** You can select multiple departments for the operator. When you select all your other selected departments are unselected.

**26** As always the "Help" icon will give you more information about how to use the system.

**28** The "Save" button will always save all changes made. They do not save only the box you have clicked the save button.

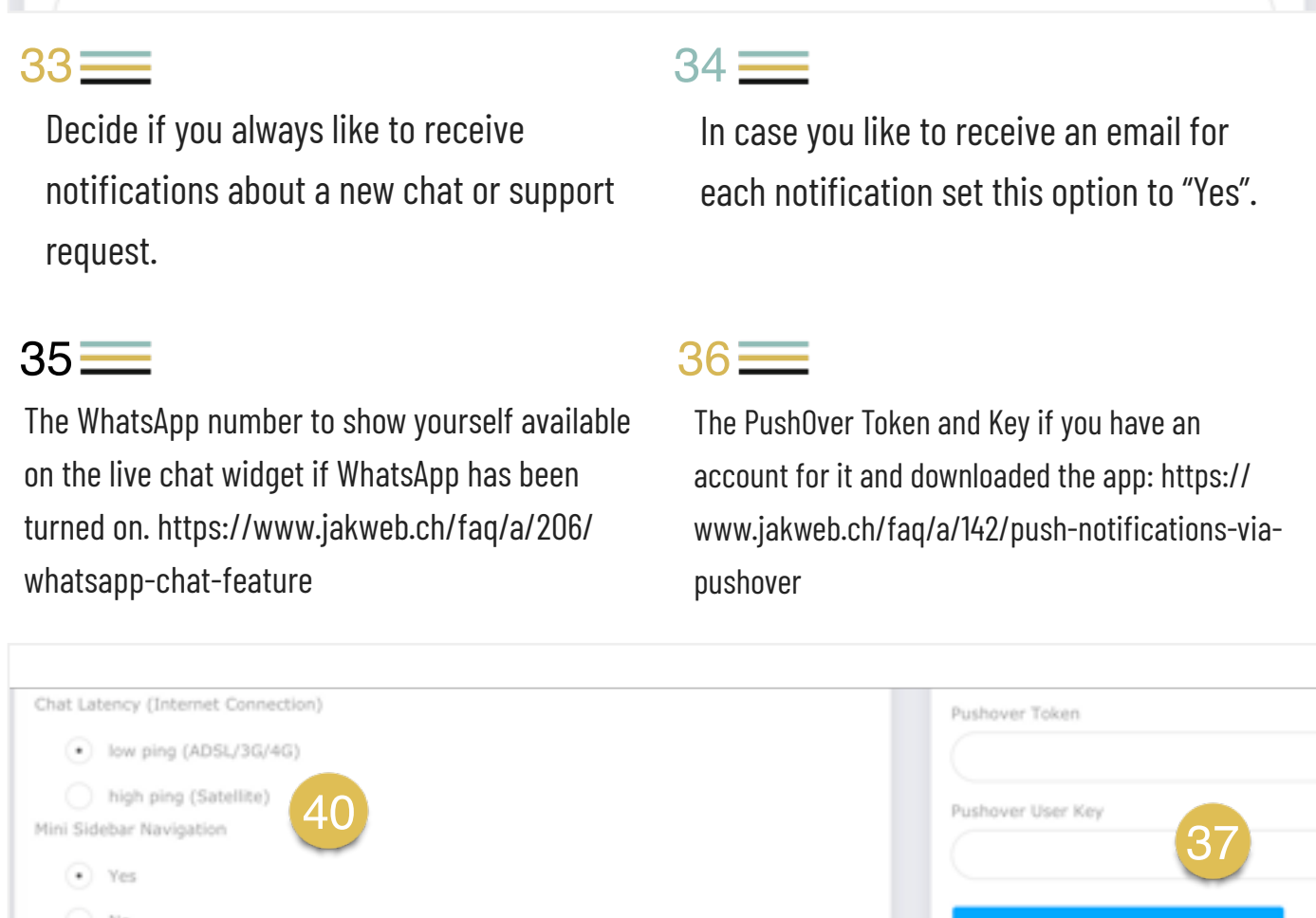


**29** The next settings decide if the user has access to certain features or not when using the live chat.

**31** Operator to Operator chat can be allowed or denied here. The public operator chat is a chat room where all operators can anticipate.

**30** Overall permissions to the operator panel. This box is only visible to the super operator and when he can manage users. <https://www.jakweb.ch/faq/a/206/helpdesk-3-permission-levels>

**32** Business hours and notifications can be set here, see number 33 - 36 for more details.

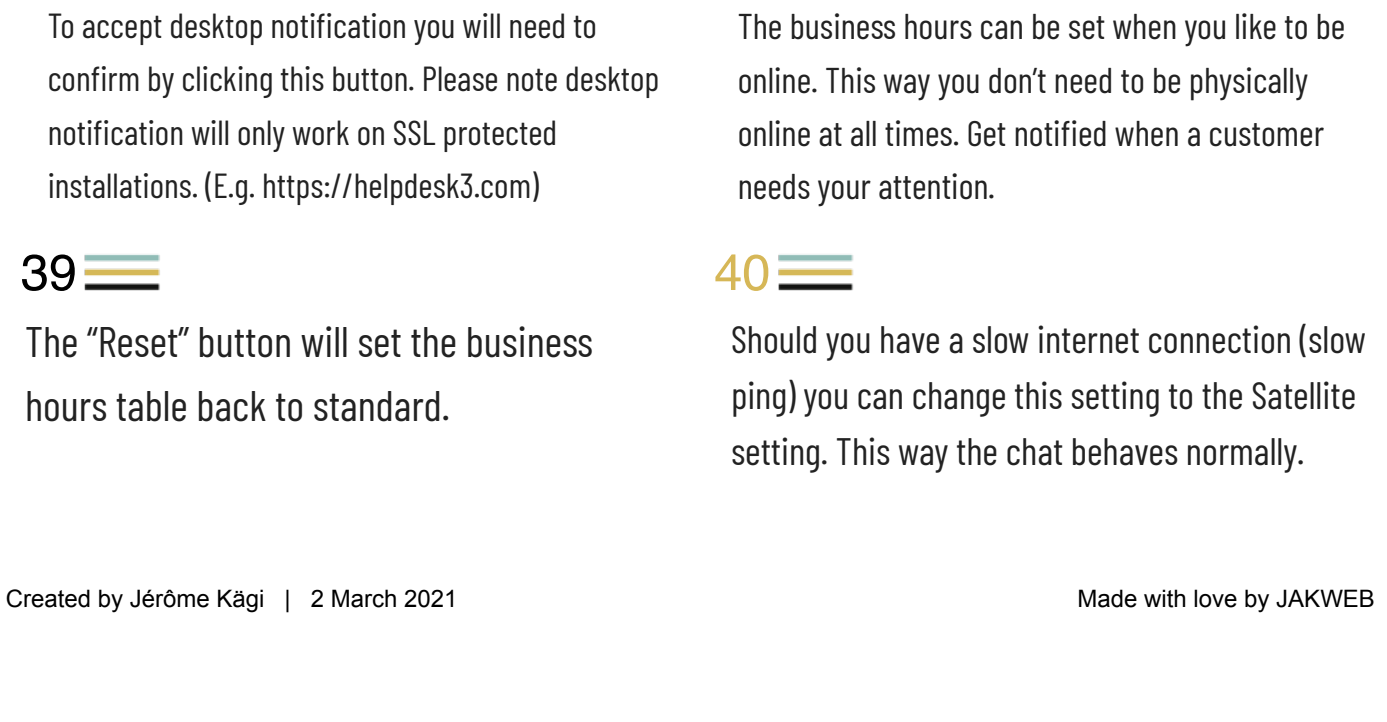


**33** Decide if you always like to receive notifications about a new chat or support request.

**35** The WhatsApp number to show yourself available on the live chat widget if WhatsApp has been turned on. <https://www.jakweb.ch/faq/a/206/whatsapp-chat-feature>

**34** In case you like to receive an email for each notification set this option to "Yes".

**36** The PushOver Token and Key if you have an account for it and downloaded the app: <https://www.jakweb.ch/faq/a/142/push-notifications-via-pushover>



**37** To accept desktop notification you will need to confirm by clicking this button. Please note desktop notification will only work on SSL protected installations. (E.g. <https://helpdesk3.com>)

**39** The "Reset" button will set the business hours table back to standard.

**38** The business hours can be set when you like to be online. This way you don't need to be physically online at all times. Get notified when a customer needs your attention.

**40** Should you have a slow internet connection (slow ping) you can change this setting to the Satellite setting. This way the chat behaves normally.