

User Guide 82 Live Chat

Version 2.2

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1. Version 2.2 Features

Hello and thank you for buying our plugin! We are always looking to improve our products so if you would like to suggest ways we can improve, we would really appreciate your feedback. Please mail features@82designs.co.uk

We also would appreciate your ratings to help promote our product, so if you wouldn't mind heading to our product page and rating us, that would be awesome!

And Finally!!! We love to show off our clients sites on our product page. If you are happy to show you use our product, please email us your website to show. It will help you get traffic so why not ;) Email sales@82designs.co.uk

The following features are now available in v2.1

- Allow users to interact with your staff from any page you add the shortcode to or select 'site wide' within the settings
- Even if your technicians are not online, let the user leave a message that gets forwarded to a nominated email address.
- **Style the Chat** to match your website
- **See what page the user has contact you from.** Really handy for product and retail sites to see which product the user wants to chat about
- **Browser notifications** - as a technician, get browser notifications when you get a new message.
- **Sessions continue** whether technicians or users leave the page. Allows both to move around the web and come back to their chat.
- **Have Multiple technicians and assign yourself to a chat!**
- **Archive chats** to go back and find a chat session
- **Reporting system** so you can see number of chats that were conducted by your team.
- **ONE TIME FEE** - this is a major selling point of this programme. Most good chat systems will charge a monthly license fee. This is \$18 for a life time product.
- Multi Language ready (we recommend GTranslate) WPML
- Multi side enabled - WPMU
- **NEW** - Mailchimp auto place your chat users into a nominated subscriber list in your Mailchimp account.
- **NEW** - Set an Auto prompt for your live chat to pop up once the user has been on the page a certain amount to time

The chat is also run using AJAX so all chats occur in real time and chat areas are updated automatically and without page refresh.

We are only as good as our feedback, so please do not hesitate to contact us (good or bad... but please be polite, we are more than happy to help) and request help, advice etc.

Please remember to quote your purchase code on any communication:
info@82designs.co.uk

2. Installing

Installing could not be simpler. Download your purchase from code canyon and head to your wordpress dashboard

- Go to plugins > Add New > Upload

Where it says 'Choose file' simply select where solivechat.zip is located once you downloaded. Click to upload.

Once uploaded, Click to 'Activate Plugin'.

You will now see '82 Live Chat' appear in your dashboard menu.

Head on over there and to login enter:

username: admin

password: password

(please note, these can be changed on login by accessing the agents section)

3. Getting Started

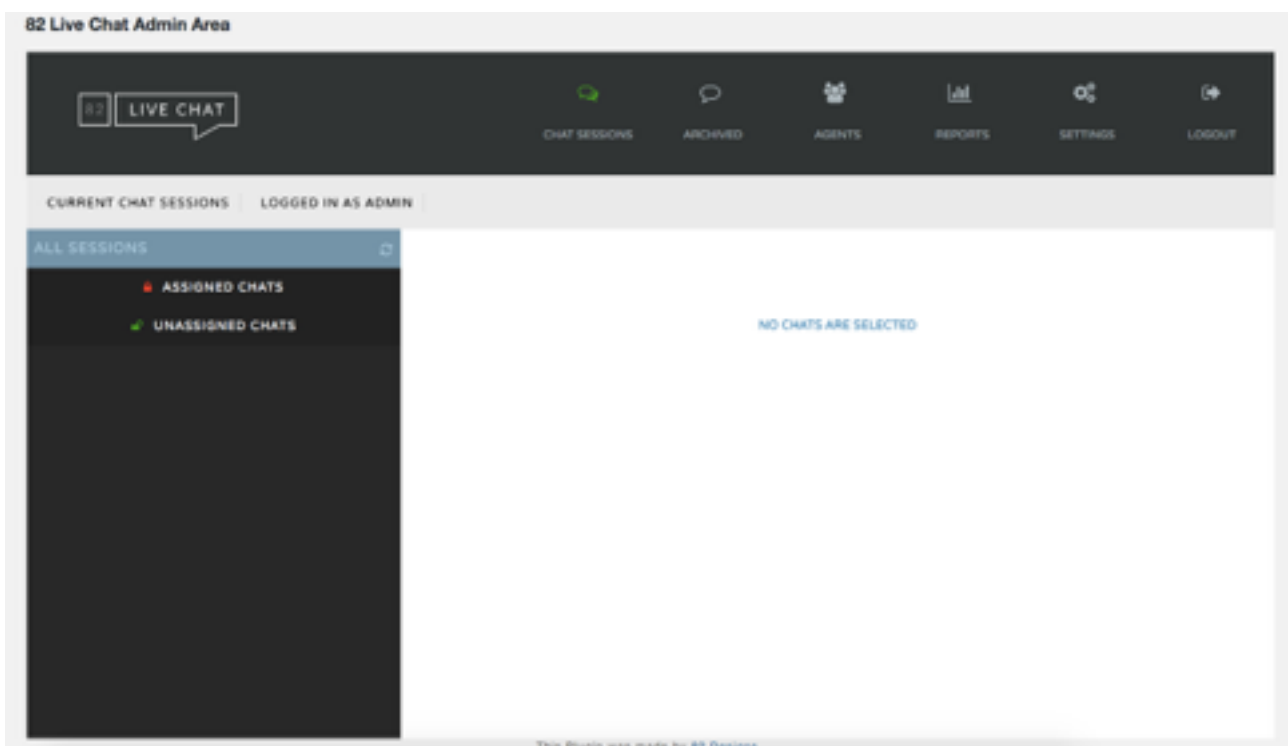
As above, we will start by heading to the 82 Live Chat section on the Dashboard Menu. If you are not logged in from following the instructions above, please use the following login details:

username: admin

password: password

(please note, these can be changed on login by accessing the agents section - we strongly advise you retain all usernames and passwords separately to ensure you can always login)

You will automatically be brought to the main chat session screen (1.1 which will be your default page). This will be where all chats will be conducted. Once a user initiates a chat, you will see the list of each user appear in the left section. Clicking on the user will show you the chat area. We will go into this a little further down.



1.1 - Default Chat Area

Take some time to familiarise yourself with the other menu items before your start.

- Archives - This is where all closed chat sessions will appear
- Agents - Add and Edit Chat technicians
- Reports - See what chats have been conducted
- Settings - Customise your chatbox

- Logout - Encourage your chat technicians to Logout when not using chat so users do not think they are live chatting. If no technicians are online, the front end user will see the “offline message” option.

Adding the chat to your site

The chat can be added site wide (via settings tab) or to individual pages using the shortcode [livechat] - remember to switch site wide to off if you wish to use the shortcode.

4. Adding a technician

Click on the “Agents” section of menu. If this is the first time you are seeing this page, you will see ‘Admin User’ in the left navigation.

To Edit

Click the user you wish to edit and their details will pop up. Edit any of the editable boxes (please make sure to note any changes you make to login details). Then Save the changes.

To Add

Click the Add Agent, button. You will see ‘New User’ appears in the left navigation. Click on this and then follow the edit section as above.

Wordpress Logins vs 82 Live Chat Logins

At present, there is no correlation to the WP User login and the 82 Live Chat Login, This means you could set up a particular chat login for WordPress you could give to multiple people and set up multiple users within the 82 live chat. This is beneficial for sites who want to restrict the number of WordPress logins and monitoring.

5. Customising the Chat Box for the Front end

The settings section is where you can match your chat box to your site.

The screenshot shows the '82 Live Chat Admin Area' interface. At the top, there's a navigation bar with icons for 'CHAT SESSIONS', 'ARCHIVED', 'AGENTS', 'REPORTS', 'SETTINGS', and 'LOGOUT'. The 'SETTINGS' tab is active. Below the navigation bar, the 'CHAT SETTINGS' section is displayed. On the left, there's a sidebar with a dark background containing the following settings categories: 'TAB BG COLOUR', 'TAB FONT COLOUR', 'TAB TEXT', 'FONT: QUICKSAND', 'MAIN TITLE', 'MAIN DESCRIPTION', and 'WIDTH'. The main content area on the right has a light background and contains the following settings: 'TAB BG COLOUR' with a color picker, 'TAB FONT COLOUR' with a color picker, 'TAB TEXT' with a text input field containing 'LIVE CHAT WITH OUR SUPPORT TEAM', 'FONT: QUICKSAND' with a dropdown menu showing 'Quicksand' and a 'SELECT FONT TO SEE DEMO-OF-TYPE' button, 'MAIN TITLE' with a text input field containing 'Welcome to Support test', 'MAIN DESCRIPTION' with a text input field containing 'We are sorry, it is out of business hours now. But please leave us a message so we can get in touch with', and 'WIDTH' with a text input field containing '320'. A 'SAVE CHANGES' button is located at the top right of the settings area.

1.2 - Settings section one

Tab refers to the tab section at the top that toggles the chat box. You can change all these main sections within the areas here.

Tab bg color - Background colour for the tab toggle

Tab Font colour - text colour for the tab. We recommend a contrasting colour

Tab Text - One line to your users to entice them to come chat with you

Font - Google font check. Preview font when select from drop down in the grey box

Main Title - This is the title of what appears in the Chat box

Main Description - smaller text, a little intro before the user starts the chat

Width - this is in pixels so enter a value (without px). Please note that mobile devices will auto default to 95% of the page.

Position Y - enter top or bottom for where you would like chat to sit on the page

Position X - enter Left of Right for where you would like chat to sit on the page

Offline Email - nominate an email address to get messages when technicians are offline

Offline Tab Text - change this to notify users that chat is offline but leave a message

Offline Message - This replaces the main description within the chat box when chat is offline

Business Hours - This will appear on the live chat when it is offline, notifying customers when to expect your technicians to be available.

Site Wide - If this is set to Yes then the chat will appear on ALL page. Set this to NO to set up on individual pages. Then all you need to do is insert [livechat] on the pages/posts where you wish the live chat to appear.

Popup - if you want to set this to Yes, then this will prompt a user by automatically sliding the chat box after a certain number of seconds on the page

Popup Time - Set the number of seconds here you want the popup to wait before popping up

Mailchimp API - Insert your API Key here. Log in to your mail chimp account, go to account > Extras > Api Keys. Request a new one and then copy and paste here.

Mailchimp subscriber list - Make sure you have a subscriber list set up in your mail chimp account. Then go to the list, access settings > Listnames and defaults and then select the list id

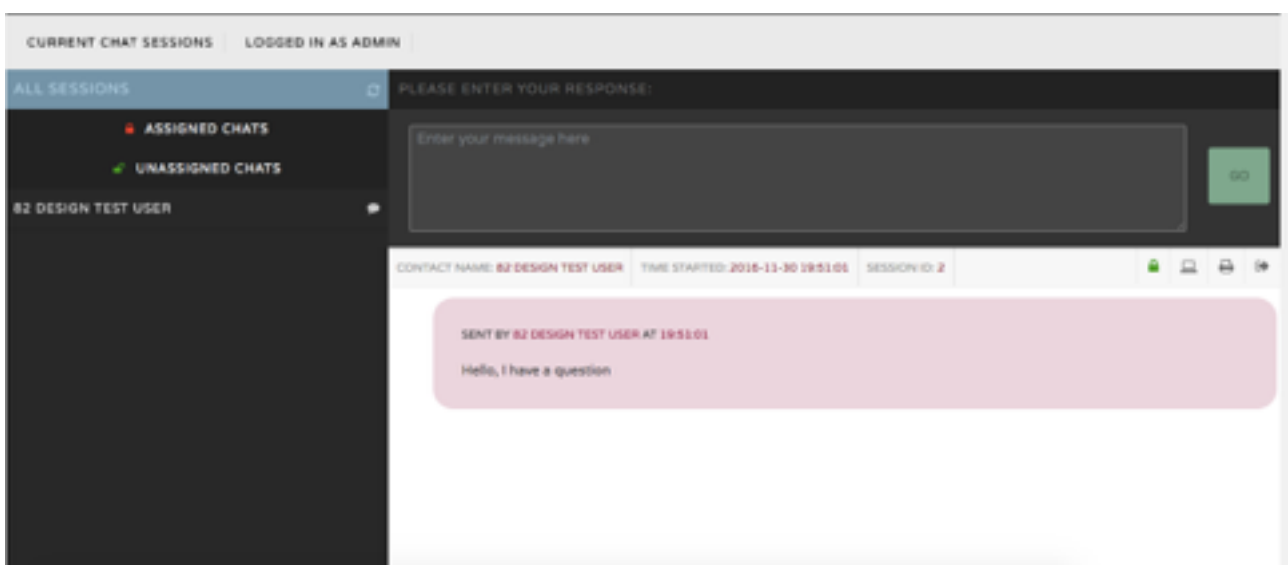
WIDTH <small>IN PIXELS. MOBILE WILL RESOLVE TO 100% OF SCREEN SIZE</small>	<input type="text" value="320"/>
CORNER RADIUS <small>ENTER NUMBER IN PIXELS E.G. 40</small>	<input type="text" value="3"/>
POSITION Y <small>ENTER TOP OR BOTTOM</small>	<input type="text" value="bottom"/>
POSITION X <small>ENTER LEFT OR RIGHT</small>	<input type="text" value="right"/>
OFFLINE EMAIL <small>YOUR EMAIL ADDRESS</small>	<input type="text" value="test@test.com"/>
OFFLINE TAB TEXT <small>ENTER TAB TEXT</small>	<input type="text" value="LIVE CHAT CLOSED: LEAVE A MESSAGE"/>
OFFLINE MESSAGE <small>ENTER OFFLINE TEXT</small>	<input type="text" value="Hello we are offline"/>
BUSINESS HOURS <small>ENTER TIMES LIVE CHAT IS AVAILABLE</small>	<input type="text" value="Available on Weekdays from 9-5"/>
SITE WIDE <small>IF YOU SELECT YES, THE LIVE CHAT WILL REMAIN ON ALL PAGES OF YOUR SITE. TO JUST USE ON CERTAIN PAGES, SELECT NO AND USE THE SHORTCODE [LIVECHAT] ON PAGES YOU REQUIRE</small>	<input type="text" value="Yes"/>

1.3 - Section 2 of Settings

6. Chat Sessions

The Chat session area is relatively easy to use. We will go through the process from start to finish:

1. User starts a chat from the front end
2. Technician receives a browser notification. If Chat not in list on the left, click refresh button
3. Chat user will appear in the 'Unassigned' Section. Click on the chat username and the chat area will then appear as below:



You now have various options. You can:

- respond to the user in the box labelled "Please enter your response"
- Assign the chat to yourself (padlock)
- See what page the user has come from (laptop)
- Print the chat (Printer)
- Archive/Close chat - (logout symbol next to printer icon)

Assigning your chats allow multiple technicians to realise when a queue is forming. Make sure you or the user closes the chat to ensure all chat sessions are finished effectively.

7. Browser Notifications

Browser notifications are a new feature that will enable the technicians to login then visit over sites in other tabs and do other work (providing the browser is left open)

On first logging in, your browser may prompt you to allow notifications. Make sure you click **ALLOW** to access this feature.

When a user sends a message, you will receive a message in the top right of your screen that looks like this:



You can click this notification to bring you straight to the Chat area and see the chat session. To close this notification, click the cross.

8. Mobiles

We are happy to say that we have made the chat function mobile friendly! Your users can not chat with you via their mobile phone as the chat box is fully responsive automatically.

We are looking into mobile push notifications and an app based product for technicians for future versions.