

Internal Chat-Widget

Internal chat widget enables easy and reliable interactions. mConnect Omnichannel offers internal chat widget that allows your staff to communicate with each other from wheresoever they are. You can integrate it in your ERP, website or where an internal chat is required in your organisation.

Share information securely:

As the internal chats are visible only to the sender and the recipient, the information that you share is very secure. You can send quotations, confidential information and other private messages very safely.

Save Time:

Manage your time efficiently with mConnect Omnichannel internal chat widget. Don't be running around from desk to desk to get an answer for simple questions or small clarifications and quick confirmations. Put a short word on the internal chat widget and keep proceeding with your work.

Reach out to your co-staff in the premise and in remote:

Internal chat widget provided by the mConnect omnichannel can be integrated in your ERP or website or anywhere your organisation would like to communicate. So if you have multiple branches; or retail stores; or you operate from various countries; or your staff require to travel to provide the service; whatever the reason may be, you can reach them out instantly.

Inform your availability:

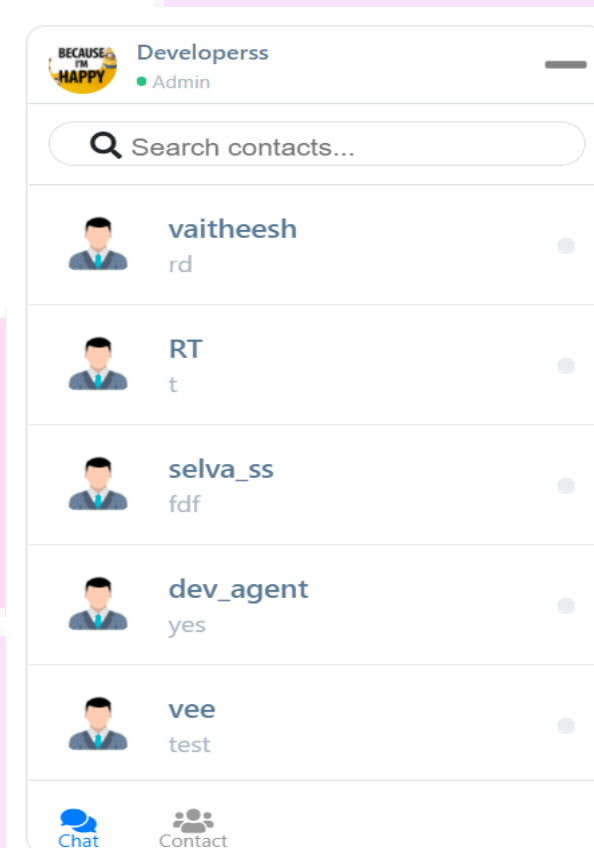
Put Away messages so that others who would like to contact you will know that you are not available and for what reason. It gives them an opportunity to contact you through other means while it is urgent and not to disturb you when there are genuine instances. Say for example, you are going to attend a client meeting, your co-staff who would call you for a coffee-break will understand that you should not be disturbed.

Respond instantly:

Whatever may be the case of the chat, you can respond immediately with mConnect Omnichannel chat solutions. This saves time from both the ends of chat and does not keep you waiting to get clear of simple things.

The Feature and its working process in realtime:

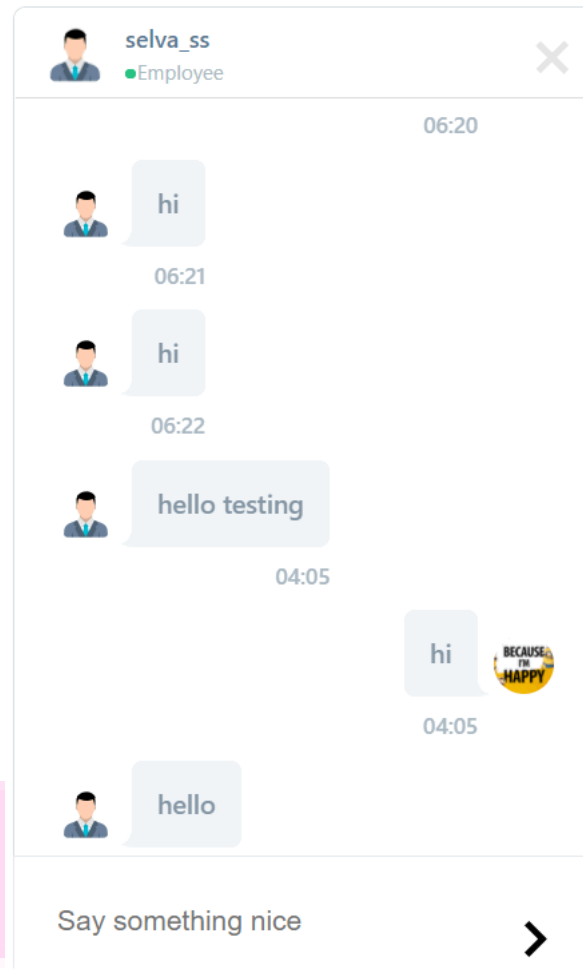
1. To reach the internal chat widget you have to go to the **Manage** menu and click on the **Agent** submenu.
2. Then click on the **Update/Edit** icon.
3. There will be a pop-up. In the pop-up, click on the **Go to Internal Chat** link.
4. The internal chat widget will open.
5. All the Agents will be listed out here and if they are logged in the Queue the icon corresponding will be green in colour and if they have logged out of the Queue, the colour of the icon will be red.
6. The Agent who wants to chat can click on the name of the person(agent) whom he wants to chat and the chat widget will open.
7. He can then send the chat and it will be received by the other agent and he can view and reply immediately.



Contact Icon:

Internal chat can also be carried out through clicking on the Contact icon.

When an Agent or Admin needs to chat with the other Agent, he has to click on the contact icon and the chat widget will open as a pop-up. He can click on the name of the agent that he wants to chat and the chat will be received at the other end as a pop up. And the agent from the receiving end can view and reply.



Chat Icon:

The chat icon will display the name of the Agents, and when you click on a specific agent, the chat widget of that particular agent will open and show all the messages sent and received so far with the time of the chats.

(X) Exit icon:

You have to click on the (X) Exit icon to exit from the chat.

Guidelines for integrating Internal Chat Solution with your Website

1. mConnect Omnichannel will provide a **Code Format** as given below:

CODE

```
<script>

function receiveMessage(e){var
t=JSON.parse(e.data),i=t.status_style;"openChat"!=t.operation_type?document.getElementById("ChatFrame").setAttribute("style","position: fixed; right: 0px; bottom: 0px; border: none; height: 200px; width: 200px;"):document.getElementById("ChatFrame").setAttribute("style",i)}$(document).ready(function(){$("body").append("<iframe src= 'Widget-URL' id='ChatFrame' style='position: fixed; right: 0px; bottom: 0px; border: none; height: 200px; width: 200px; '></iframe>"));window.addEventListener("message",receiveMessage,!1);

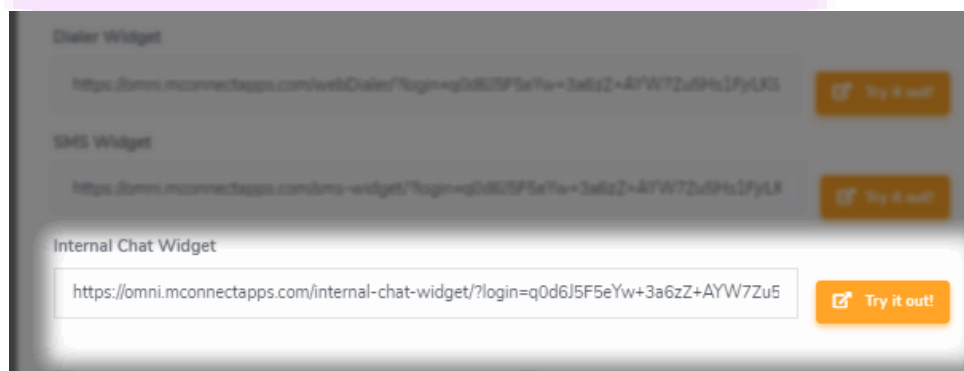
</script>
```

2. Insert the above **Code Format** in the **Script Tag** of the **Index Page** of your website. You can also customise the Code Format as per your desire.

3. Enter the **Widget-URL** of either the **Admin** or the **Agent** who will deal the Chat-widget of your website in the space provided for entering the Chat-widget URL.

To enter the Agent's URL: [Manage---> Agent--->Update--->Internal Chat Widget]

- Go to **Manage** and click on **Agent**.
- Click the **UPDATE** icon.
- In the space provided corresponding to **Internal Chat**, enter the Agent's URL.



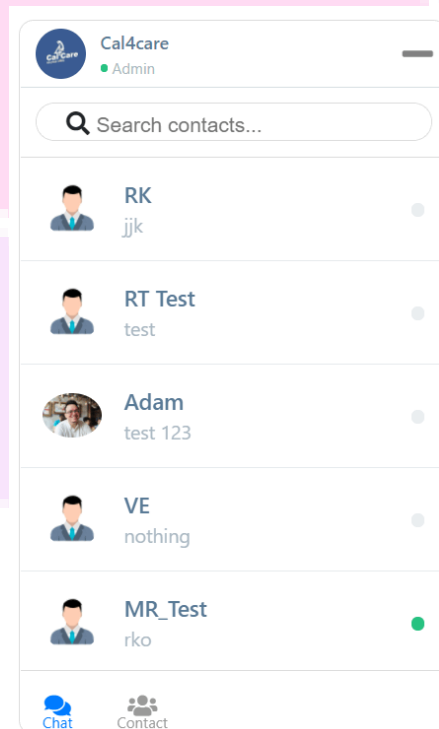
To enter the Admin's URL: [Settings-->App Settings-->Internal Chat Widget--> Copy the code in the Index Page].

- Go to **Settings** and click on **App Settings**.
- A Code Format will be provided under **Internal Chat Widget**.
- Copy this Code Format in the Index Page of your website.

Internal Chat Widget Code

Implement the following code to start chat

```
<script>
function receiveMessage(e){var t=JSON.parse(e.data),i=t.
</script>
```



After this process, you will be able to find the **Internal Chat-widget** in the Right Bottom Corner of your website. You can click on this and start the chat.

