

Help manual for Chat, Chat Settings and Chat Ratings

How to add Chat-widget?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- Click on **+Add Widget**.
- There will be a pop up: **Create New Widget**.
- Enter the name of the widget that you are going to create in **Widget Name**.
- Then click on **Submit**.
- You will get a notification: **Data Added Successfully**.
- The chat widget will get added and will be listed in the Drop Down List.

How to Delete the existing Chat-widget?

- Select the **Chat-widget (name)** from the Drop Down List.
- Click on the **Delete** icon.
- There will be a pop up asking for confirmation.
- Click on: **Yes, delete it!**
- The chat-widget will be deleted.
- You will see a success message.

How to change the name of the Chat-widget and the appearance?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- Edit the name of the widget in **Widget Name**.
- Click on the colour icon in **Widget colour** and select the colour.
- Click on **Save**.
- The name and the colour of the chat-widget will get updated.

How to make changes in Chat-widget appearance?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- Click on the **Advanced** icon in **Widget Appearance**.
- There will be a pop up: **Widget Appearance**.
- Select the widget appearance that you desire in **Widget Appearance** under **Widget Appearance**.
- Click on **Submit**.
- You will get a notification: **Data Added Successfully**.
- The widget appearance that you had opted will be displayed in the chat-widget of your website.

How to make changes in Chat-widget Position?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- Click on the **Advanced** icon in **Widget Appearance**.
- There will be a pop up: **Widget Appearance**.
- Under the title **Widget Position**, you will find four positions: Left edge, Left top corner, Right edge and Right Top Corner.
- Select the widget position that you desire.
- Click on **Submit**.
- You will get a notification: **Data Added Successfully**.
- The widget position that you had opted will be displayed in the chat-widget of your website.

About adding Attention Grabber to your Chat-widget:

Attention grabber is a gallery that will be visible when enabled. You can find many predefined attention grabbing sentences with images. You can also upload attention grabbers that you wish to add to your web chat-widget.

How to select an Attention Grabber for your chat-widget?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- Click on the **Advanced** icon in **Widget Appearance**.
- There will be a pop up: **Widget Appearance**.
- Under **Attention Grabber** there will be a **Button**. If it is in **Red colour** the Attention Grabber has been disabled.
- If you enable it, the **Button** becomes **Green** in colour and displays the **Gallery**.
- Click on the **Gallery**.
- You will enter the gallery of attention grabbing sentences and images.
- Select the one that you desire and click on **Submit**.
- You will get a notification: **Data Added Successfully**.
- The Attention Grabber that you had opted will be displayed in the chat-widget of your website.

How to upload an Attention Grabber for your chat-widget?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- Click on the **Advanced** icon in **Widget Appearance**.
- There will be a pop up: **Widget Appearance**.
- Under **Attention Grabber** there will be a **Button**. If it is in **Red colour** the Attention Grabber has been disabled and the Gallery will not be visible.
- If you enable it, the **Button** becomes **Green** in colour and displays the **Gallery**.
- Click on the **Gallery**.
- You will enter the gallery of attention grabbing sentences and images.
- There will be an option **Upload Image** to choose a file of Image Size 300 * 150 in px.
- Click on **Submit**.
- You will get a notification: **Data Added Successfully**.
- The Attention Grabber that you had uploaded will be displayed in the chat-widget of your website.

How to change the appearance of the mobile widget?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- Click on the **Advanced** icon in **Widget Appearance**.
- There will be a pop up: **Widget Appearance**.
- Select the widget appearance that you desire in **Mobile Widget**.
- Click on **Submit**.
- You will get a notification: **Data Added Successfully**.
- The widget appearance that you had opted will be displayed in the chat-widget of your mobile

Desktop Widget Preview:

This helps you to have a preview of all the changes that you make in the **Widget Appearance** page that pops up when you click on the **Advanced** button.

How to integrate the Chat-widget with my website or mobile?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- Use the code that is provided in **Widget Code**.
- The Chat-widget will get integrated and you can start to chat.

How to reach the chat widget and start a chat?

- Go to **Settings** menu and click on **Chat Settings** submenu.
- **Scroll to Direct Chat Link**
- A link will be provided here for your organisation.
- Click on **Click here to Start Chat** and you will be able to reach the chat-widget of your company's website and can start a chat.

On Click Behaviour:

Use this option to make your chat widget pop out by selecting pop out from DDL. And to maximise the widget select Maximise in the DDL.

Widget Settings:

- Handle Offline Email
- Enable and disable Aviator, Agent Name, and Departments.
- Set the Time for the countries that you desire. And the chat widget will be visible during that time in that country.

Consent Form:

Have a control over the display option.

Add, Update and Edit content.

Notification Sound:

Set the notification sound.

Widget Behaviour:

Hide or Show the widget when in offline, on load, and on mobile.

Notification Settings:

Enable and disable sound, browser tab and chat rating notifications.

Availability Restrictions:

You can configure the availability of your chat-widget according to the countries that you select.

Chat:

Click on the chat link and reach the website. Start a chat with the customer.

Chat Ratings:

After the customer interaction, ask the customer to rate the agent. If the Chat Ratings is enabled, the customer will be able to rate the Agent.

[click here](#) to see video...