





Agents

Chat Agents Agents

Agents

Add new agents, delete existing agents, activate or deactivate them.

New Agent

	Login Name	Password	Display Name	Email	Role	Skills		
	admin	30756	admin	lora@.com	Administrator			

Click on the photo

Tips

Max # of Chats

You can set a limit to the number of chats your agents can have at one time by editing the agents' profiles.

Returning Visitors

Chats from returning visitors will go to the agent that previously chatted with the visitor.

Display Name

The friendly name for the agent that appears in the chat.

Variables Allowed in Greeting Message

There are currently two variables allowed in the Greeting Message

%%user%%

- This variable will insert the visitor's login name into your Greeting Message
(example: Hello %%user%% ! How may I help you today?)

%%operator%%

- This variable will insert the operator's name into your Greeting Message.
(example: Hello %%user%% ! My name is %%operator%%, how may I help you today?)

Skills-based Routing

Skills are used to control the distribution of chats to agents based on the keywords of the conditions (location, page title, URL...). In this way, visitors requesting chats from a specific page of your website or a specific location can be directed to an agent with appropriate skills.

MyLivechat

Lara Nilsson

Account Console

Chat Agents

Agents

Departments

Auto Distribution

Deployment

Embedded Chat

Popup Chat

Chat Invitations

General Settings

Charts & Reports

Advanced Topics

ID: 7019440

Agent Console


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Chat AgentsAgents

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Add new agents; delete existing agents

New Agent

	Login Name	Password
	admin	30756

Agent: admin

Email

lora@.com

?

Login Name

admin

?

Password

30756

?

Display Name

admin

?

Account Type

Administrator

?

Max # of Chats

unlimited

?

Greeting Message

Welcome %%USER%%,
how can I help you today?

?

Account Status


☒ Enabled ☐ Disabled

?

☐ Notify user via email about new account

Save

Cancel



Change picture

Upload your own

Allowed file types: jpeg, jpg, gif, png

Maximum file size: 200K

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Agent Console


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Add new agents... delete existing agent

New Agent

	Login Name	Password
	admin	30756

Agent: admin

Email

login

Login Name

admin

Password

30756

Display Name

admin

Account Type

Admin

Max # of Chats

unlimited

Greeting Message

Wellcome to our website







Account Status

Enabled

☐ Notify user via email about new account

SaveCancel

Select an agent picture



Change picture

Upload your own

Allowed file types: jpeg, jpg, gif, png
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