

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

Display Name The friendly na

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

Chats from returning visitors will go to the agent that

Variables Allowed in Greeting Message

previously chatted with the visitor.

Returning Visitors

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?)

i 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.

https://mylivechat.com/dashboard/agents.ascx

(/> Deployment)

Popup Chat

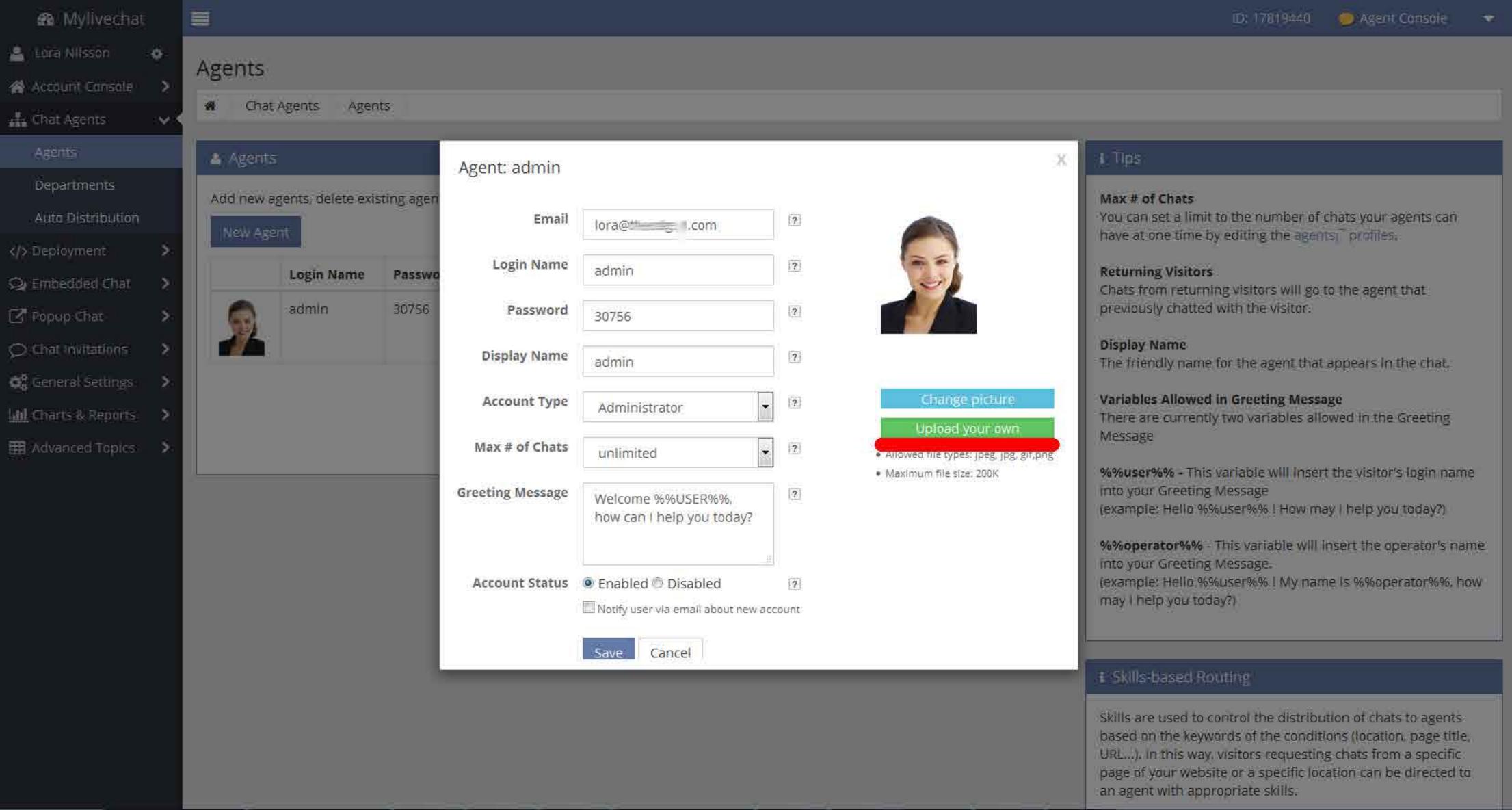
Embedded Chat

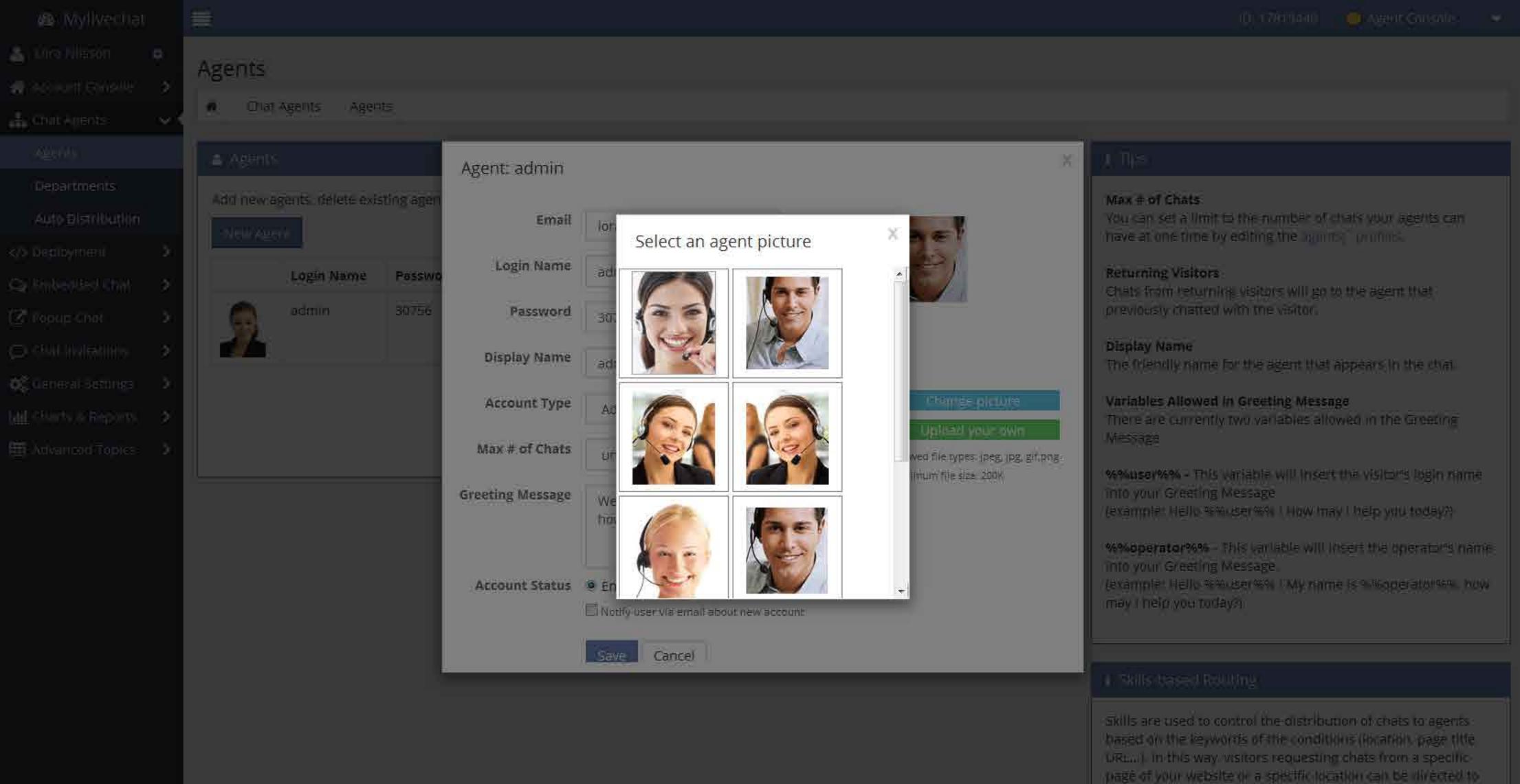
Chat Invitations

📬 General Settings

Charts & Reports

■ Advanced Topics





an agent with appropriate skills.