



# Widget Customizations Messaging SDK Android

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DYNAMICS 365 CONTACT CENTER

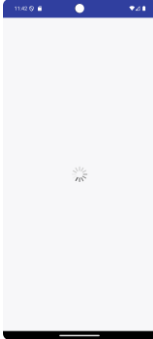
Version 1.00

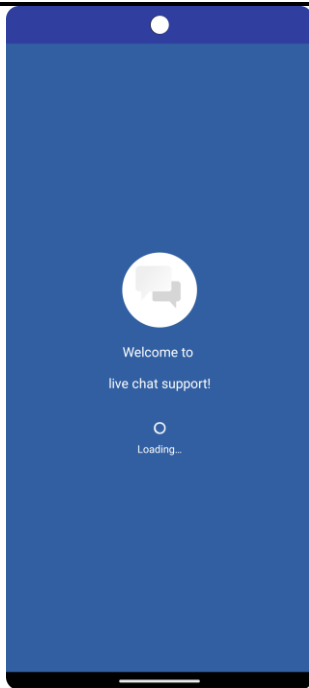
## Chat Widget Customization

LiveChatMessagingActivity is an Android Activity component which implements a messaging UI. SDK exposes styling properties which allows you to customize the look and feel of the Messaging UI.

- Styling properties mentioned in this page are of type either bool, color, integer, string and dimen. So, it must be added to its corresponding "types".xml resource file.

### Welcome/Loading Screen UI customization.

	<p>To customize the Welcome/Splash screen UI, override the styles listed below in the app's res-&gt;values-&gt;style.xml file.</p> <p>Alternatively, you can simply override the color names in the app's res-&gt;values-&gt;color.xml file.</p> <p><b>1.Container [While Screen - ConstraintLayout]:</b></p> <pre>&lt;style name="lcw_SpinnerLoadingContainerDefault"&gt;   &lt;item name="android:layout_width"&gt;match_parent&lt;/item&gt;   &lt;item name="android:layout_height"&gt;match_parent&lt;/item&gt; &lt;/style&gt;</pre> <p><b>2.ProgressBar [loader]:</b></p> <pre>&lt;style name="LCWSpinnerLoadingImageDefault"&gt; &lt;item name="android:layout_width"&gt;@dimen/lcw_spinnerLoaderImageWidth&lt;/item&gt;   &lt;item name="android:layout_height"&gt;@dimen/lcw_spinnerLoaderImageHeight&lt;/item&gt;   &lt;item name="android:src"&gt;@drawable/lcw_loading_animation&lt;/item&gt; &lt;/style&gt;</pre>
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### 3.Container [Blue Screen - ConstraintLayout]:

```
<style name="LCWsplashContainerDefault">
    <item name="android:layout_width">match_parent</item>
    <item name="android:layout_height">match_parent</item>
    <item name="android:background">@color/lcw_messagingTitleBackground</item>
</style>
```

### 4. Logo/Icon [White circular- ImageView]:

```
<style name="LCWsplashIconDefault">
    <item name="android:layout_width">@dimen/lcw_splashIconWidth</item>
    <item name="android:layout_height">@dimen/lcw_splashIconHeight</item>
    <item name="android:background">@drawable/lcw_switch_thumb</item>
    <item name="android:backgroundTint">@color/white</item>
    <item name="android:drawableTint">@color/white</item>
    <item name="android:src">@drawable/lcw_ic_chat_icon</item>
    <item name="android:padding">10dp</item>
</style>
```

### 5.TextView [Welcome to live chat support]:

```
<style name="LCWsplashWelcomeTextDefault">
    <item name="android:layout_width">wrap_content</item>
    <item name="android:layout_height">wrap_content</item>
    <item name="android:layout_marginVertical">20dp</item>
    <item name="android:gravity">center</item>
    <item name="android:text">@string/lcw_welcomeText</item>
    <item name="android:textSize">18sp</item>
    <item name="android:textColor">@color/white</item>
</style>
```

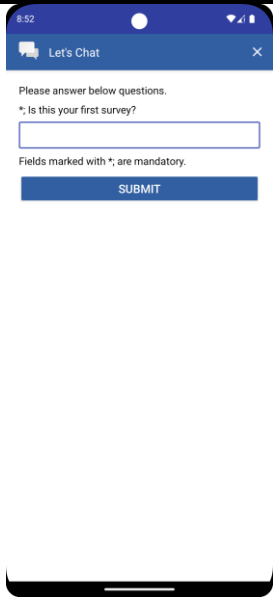
### 6. ProgressBar [Spinner]

```
<style name="LCWsplashLoadingProgressBarDefault"
parent="@android:style/Widget.ProgressBar.Small">
    <item name="android:layout_width">wrap_content</item>
    <item name="android:layout_height">wrap_content</item>
</style>
```

### 7. ProgressBar [Spinner]

```
<style name="LCWsplashLoadingTextViewDefault">
    <item name="android:layout_width">wrap_content</item>
    <item name="android:layout_height">wrap_content</item>
    <item name="android:layout_marginVertical">10dp</item>
    <item name="android:gravity">center</item>
    <item name="android:text">@string/lcw_loadingText</item>
    <item name="android:textSize">14sp</item>
    <item name="android:textColor">@color/white</item>
</style>
```

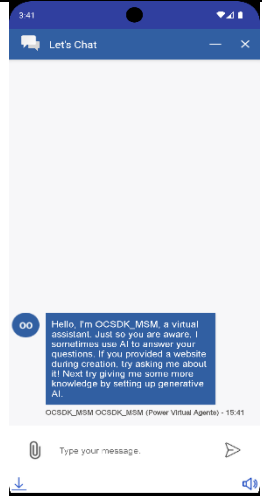
## Pre-chat survey UI customization.

	<p>To customize the pre-chat survey UI, override the styles listed below in the app's res-&gt;values-&gt;style.xml file.</p> <p>Alternatively, you can simply override the color names in the app's res-&gt;values-&gt;color.xml file.</p> <p><b>1.TextBlock [TextView]:</b></p> <pre>&lt;style name="LCWPreChatAdaptiveTextBlockStyle"&gt;   &lt;item name="android:textColor"&gt;@color/colorPreChatTextBlockTextColor&lt;/item&gt;   &lt;item name="android:background"&gt;@color/colorPreChatTextBlockBackgroundColor&lt;/item&gt;   &lt;item name="android:textSize"&gt;@dimen/preChatTextBlockTextSize&lt;/item&gt;   &lt;item name="android:paddingLeft"&gt;@dimen/preChatTextBlockPaddingLeft&lt;/item&gt;   &lt;item name="android:paddingTop"&gt;@dimen/preChatTextBlockPaddingTop&lt;/item&gt;   &lt;item name="android:paddingRight"&gt;@dimen/preChatTextBlockPaddingRight&lt;/item&gt;   &lt;item name="android:paddingBottom"&gt;@dimen/preChatTextBlockInputMinHeight&lt;/item&gt; &lt;/style&gt;</pre> <p><b>2.Input.Text [EditText]:</b></p> <pre>&lt;style name="LCWPreChatAdaptiveInputTexStyle"&gt;   &lt;item name="android:textColor"&gt;@color/colorPreChatTextInputTextColor&lt;/item&gt;   &lt;item name="android:background"&gt;@drawable/prechat_text_input&lt;/item&gt;   &lt;item name="android:textSize"&gt;@dimen/preChatTextInputTextSize&lt;/item&gt;   &lt;item name="android:paddingLeft"&gt;@dimen/preChatTextInputPaddingLeft&lt;/item&gt;   &lt;item name="android:paddingTop"&gt;@dimen/preChatTextInputPaddingTop&lt;/item&gt;   &lt;item name="android:paddingRight"&gt;@dimen/preChatTextInputPaddingRight&lt;/item&gt;   &lt;item name="android:paddingBottom"&gt;@dimen/preChatTextInputPaddingBottom&lt;/item&gt; &lt;/style&gt;</pre> <p><b>3.Action [Button]:</b></p> <pre>&lt;style name="LCWAdaptiveActionPositive"&gt; &lt;item name="android:backgroundTint"&gt;@color/colorPreChatActionButtonPositive</pre>
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	<pre> &lt;/item&gt; &lt;item name="android:textColor"&gt;@color/colorPreChatActionButtonPositiveText &lt;/item&gt; &lt;item name="android:minHeight"&gt;@dimen/preChatButtonMinHeight&lt;/item&gt; &lt;item name="android:textSize"&gt;@dimen/preChatButtonTextSize&lt;/item&gt; &lt;/style&gt;  &lt;style name="LCWAdaptiveActionDestructive"&gt;   &lt;item name="android:backgroundTint"&gt;@color/colorPreChatActionButtonDestructive&lt;/item&gt;   &lt;item name="android:textColor"&gt;@color/colorPreChatActionButtonDestructiveText&lt;/item&gt;   &lt;item name="android:minHeight"&gt;@dimen/preChatButtonMinHeight&lt;/item&gt;   &lt;item name="android:textSize"&gt;@dimen/preChatButtonTextSize&lt;/item&gt; &lt;/style&gt;  4. Choice Sets [Spinner] &lt;style name="LCWPreChatAdaptiveChoiceSetStyle"&gt;   &lt;item name="android:textColor"&gt;@color/colorPreChatTextInputTextColor&lt;/item&gt;   &lt;item name="android:background"&gt;@drawable/prechat_choice_input&lt;/item&gt;   &lt;item name="android:textSize"&gt;@dimen/preChatTextInputTextSize&lt;/item&gt;   &lt;item name="android:paddingLeft"&gt;@dimen/preChatTextInputPaddingLeft&lt;/item&gt;   &lt;item name="android:paddingTop"&gt;@dimen/preChatTextInputPaddingTop&lt;/item&gt;   &lt;item name="android:paddingRight"&gt;@dimen/preChatTextInputPaddingRight&lt;/item&gt;   &lt;item name="android:paddingBottom"&gt;@dimen/preChatTextInputPaddingBottom&lt;/item&gt;   &lt;item name="android:minHeight"&gt;@dimen/preChatChoiceSetMinHeight&lt;/item&gt; &lt;/style&gt; </pre>
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## Plain Bubble View in Conversation Screen

Plain bubble Conversation View along with an Initials for agent is the default view of LiveChatMessagingActivity.



To replace the default agent icon. Add an image drawables having following name to your resource folder

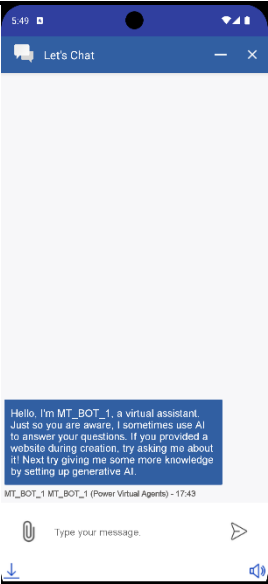
**ic\_agent\_avatar.png** for Agent Speech bubble icon.

AND below boolean

```
<bool
name="lcw_showAgentIconInitials">false</bool>
```

## Speech Bubble View in Conversation Screen

Name	type	default	example
lcw_useSpeechChatLine	bool	true	<pre>&lt;bool name="lcw_useSpeechChatLine"&gt;false&lt;/bool&gt;</pre>



To hide Speech bubbles. Set the following property in your APP bools.xml resource file.

```
<bool name="lcw_useSpeechChatLine ">false</bool>
```

## Styling Send Button

There are various properties for changing the look and feel of Send Button.

Name	type	default	description
lcw_useGradientButton	bool	false	 <p>To set linear gradient color background.</p> <pre>&lt;bool name="lcw_useGradientButton"&gt;true&lt;/bool&gt;</pre>
lcw_useArrowButton	bool	false	 <p>To display the right Arrow, send button.</p> <pre>&lt;bool name="lcw_useArrowButton"&gt;true&lt;/bool&gt;</pre>
lcw_messagingSendText Color	color	#FFFFFF	Change the Send button Text color.
lcw_messagingSimpleBackground	color	#315fa2	Change background color of Simple send button.
lcw_messagingArrowBackground	color	#315fa2	Change background color of Arrow send button.

lcw_messagingSendBorderColor	color	# ffffff	Change border color of all button types.
lcw_messagingSendBorderSize	dimention	3dp	Change border size of all button types.
lcw_messagingSendBorderRadius	dimention	0dp	Change border color of Simple and Gradient Button types. Cannot change border radius of Arrow Button.
lcw_messagingGradientStart	color	#2b548e	Gradient button background start color.
lcw_messagingGradientEnd	color	#c4d5ed 289728	Gradient button background end color.
lcw_messagingArrowColor	color	#FFFFFF	Set Arrow button arrow color.
lcw_messagingArrowPadding	dimention	20dp	Adjust the padding size to set the width and height of Arrow in Arrow Send Button.
lcw_messagingSendText	string	Send	Change the send button text.
lcw_messagingSendTextSize	dimention	16sp	Change the send button text size.
lcw_toggleSendStateAfterMsgSend	boolean	false	Set the send button to disabled state when Customer Text input contains 0 chars. Button will move to enabled state as soon as customer start typing.
lcw_hidePostChatSurveyPane	boolean	false	Hide the post-chat survey external link, internal link and loader.



lcw_delegateDeepLinkAndUrl	boolean	false	Delegate deep link and other url handling to sample app.
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## Styling Simple Send button using Background drawable:

SDK lets you set a drawable as the background of Messaging Simple Send button.

To set a background drawable, please add a drawable having the following name.

**bg\_simple\_button.png** or **bg\_simple\_button.xml**

## Styling Send button using style resource:

In addition to the above properties, SDK also lets you customize send button by overriding the default Send button style.

```
<style name="LCWSimpleSendButtonDefault.SimpleSendButton">  
    <item name="android:padding">50dp</item>  
</style>
```

```
<style name="LCWSendContainerDefault.SendContainer"></style>
```

## Configure Simple Send Button Disabled State

Application can configure to display a different background drawable when Simple send button is in disabled state.

When **lcw\_toggleSendStateAfterMsgSend** boolean property is turned on, please add a drawable having the following name.

**bg\_simple\_button\_disabled.png** or **bg\_simple\_button\_disabled.xml**

Customer message input can also set a different background drawable when Input contains 0 characters (Send button is in disabled State).

When footer is disabled after a Messaging state error (agent left, network disconnect etc), please add a drawable having the following name.

**bg\_simple\_button\_error.png** or **bg\_simple\_button\_error.xml**

## Styling CustomerTextInput

There are various properties for changing the look and feel of CustomerTextInput view.

Name	type	default	description
lcw_customerInputBorderColor	color	#ffffff	Set the CustomerTextInput border color.
lcw_customerInputBackgroundColor	color	#ffffff	Set the CustomerTextInput background color.
lcw_customerInputBorderSize	dimension	2dp	Set the CustomerTextInput border size.
lcw_customerInputBorderRadius	dimension	0dp	Set the CustomerTextInput border radius.
lcw_sendMessageOnEnter	Boolean	true	Let's you control how SDK reacts when user press enter button.
lcw_limitCustomerInput	Boolean	false	Let's you check if the customer input should be limited to no of characters.

### Styling CustomerTextInput using style resource:

In addition to the above properties, SDK also lets you customize CustomerTextInput by overriding the default CustomerTextInput style.

```
<style name="LCWCustomerInputDefault.CustomerTextInput">  
    <item name=""android:gravity">center</item>  
</style>
```

```
<style name="LCWMessagingInputContainerDefault.MessagingInputContainer"/>  
</style>
```

## Auto Growing Customer Input

Using the exposed Customer Input Style resources, application can configure the Customer Input to Grow and Shrink as user types

```
<style name="LCWCustomerInputDefault.CustomerTextInput">
    <item name="android:layout_height">wrap_content</item>
    <item name="android:maxLines">4</item>
</style>

<style name="LCWMessagingInputContainerDefault.MessagingInputContainer">
    <item name="android:layout_height">wrap_content</item>
</style>
<style name="LCWMessagingFooterDefault.MessagingFooter">
    <item name="android:layout_height">wrap_content</item>
</style>
```

## Configure Customer Text Input Disabled State

Customer message input can also set a different background drawable when Input contains 0 characters (Send button is in disabled State).

When **toggleSendStateAfterMsgSend** boolean property is turned on, please add a drawable having the following name.

**messaging\_input\_drawable\_disabled.xml**

## Styling Bubble View

There are various properties for changing the look and feel of Bubble views.

Name	type	default	description
lcw_agentBubbleBorder Size	dimention	2dp	Set the border size of agent message bubble view.
lcw_agentBubbleTextSize	dimention	16sp	Set the text size of agent message bubble view.
lcw_agentBubbleBorder Radius	dimention	5dp	Set the border radius of agent message bubble view.

lcw_customerBubbleBorderSize	dimention	1dp	Set the border size of customer message bubble view.
lcw_customerBubbleTextSize	dimention	16sp	Set the text size of customer message bubble view.
lcw_customerBubbleBorderRadius	dimention	5dp	Set the border radius of customer message bubble view.
lcw_typingBubbleBorderSize	dimention	0dp	Set the border size of agent typing message bubble view.
lcw_typingBubbleBorderRadius	dimention	5dp	Set the border radius of agent typing message bubble view.
lcw_typingBubbleTextSize	dimention	16sp	Set the text size of agent typing message bubble view.
lcw_systemBubbleBorderSize	dimention	0dp	Set the border size of system message bubble view.
lcw_systemBubbleBorderRadius	dimention	5dp	Set the border radius of system message bubble view.
lcw_systemBubbleTextSize	dimention	15sp	Set the text size of system message bubble view.
lcw_agentBubbleMarginLeft	dimention	5dp	Agent Bubble margin Left.
lcw_agentBubbleMarginTop	dimention	5dp	Agent Bubble margin Top.
lcw_agentBubbleMarginRight	dimention	70dp	Agent Bubble margin Right.
lcw_agentBubbleMarginBottom	dimention	0dp	Agent Bubble margin Bottom.

lcw_customerBubbleMarginLeft	dimension	70dp	Customer Bubble margin Left.
lcw_customerBubbleMarginTop	dimension	10dp	Customer Bubble margin Top.
lcw_customerBubbleMarginRight	dimension	10dp	Customer Bubble margin Right.
lcw_customerBubbleMarginBottom	dimension	10dp	Customer Bubble margin Bottom.
lcw_typingBubbleMarginLeft	dimension	0dp	Typing Bubble margin Left.
lcw_typingBubbleMarginTop	dimension	0dp	Typing Bubble margin Top.
lcw_typingBubbleMarginRight	dimension	0dp	Typing Bubble margin Right.
lcw_typingBubbleMarginBottom	dimension	0dp	Typing Bubble margin Bottom.
lcw_systemBubbleMarginLeft	dimension	0dp	System Bubble margin Left.
lcw_systemBubbleMarginTop	dimension	0dp	System Bubble margin Top.
lcw_systemBubbleMarginRight	dimension	0dp	System Bubble margin Right.
lcw_systemBubbleMarginBottom	dimension	0dp	System Bubble margin Bottom.
lcw_agentBubblePadding	dimension	10dp	Set padding for agent Bubble view.

lcw_customerBubblePadding	dimention	10dp	Set padding for customer Bubble view.
lcw_typingBubblePadding	dimention	20dp	Set padding for typing Bubble view.
lcw_systemBubblePadding	dimention	10dp	Set padding for system Bubble view.
lcw_agentBubbleBackground	color	#315fa2	Agent Bubble view background color.
lcw_customerBubbleBackground	color	#FFFFFF	Customer Bubble view background color.
lcw_typingBubbleBackground	color	#0000	Typing Bubble view background color.
lcw_systemBubbleBackground	color	#0000	System Bubble view background color.
lcw_agentBubbleBorderColor	color	#808080	Agent Bubble view border color.
lcw_customerBubbleBorderColor	color	#3c643c	Customer Bubble view border color.
lcw_typingBubbleBorderColor	color	#0000	Typing Bubble view border color.
lcw_systemBubbleBorderColor	color	#0000	System Bubble view border color.
lcw_agentBubbleTextColor	color	#FFFFFF	Agent Bubble message Text color.
lcw_customerBubbleTextColor	color	#000000	Customer Bubble message Text color.

lcw_typingBubbleTextColor	color	#605e5c	Typing Bubble message Text color.
lcw_systemBubbleTextColor	color	#605e5c	System Bubble message Text color.
lcw_useIconInBubbles	bool	false	To hide and show icon in Bubble View.
lcw_showSystemMessageImage	bool	false	To hide and show System message icon.
lcw_showTypingAnimation	bool	true	To show typing animation
lcw_showTypingAnimationText	bool	true	To show typing text

## Styling transcript bubble using Styles:

SDK lets you customize transcript bubbles by overriding the default style.

```
/** agent bubble container */
```

```
<style name="LCWAgentBubbleContainerDefault.AgentBubbleContainer"></style>
```

```
/** agent bubble text view where background drawable is added */
```

```
<style name="LCWAgentBubbleTextViewDefault.AgentBubbleTextView"></style>
```

```
/** customer bubble container */
```

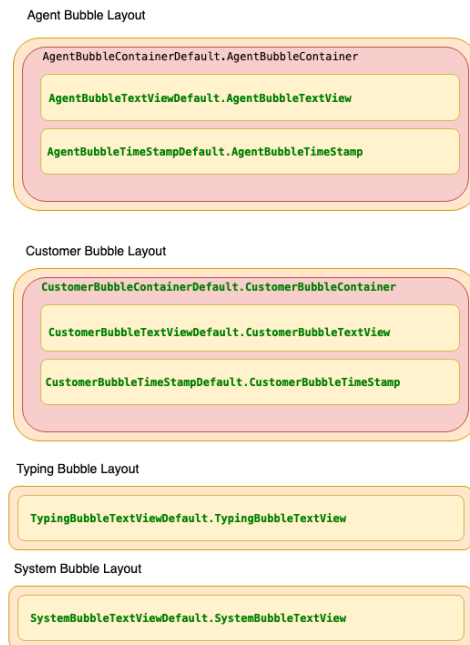
```
<style name="LCWCustomerBubbleContainerDefault.CustomerBubbleContainer"></style>
```

```
/** customer bubble text view where background drawable is added */
```

```
<style name="LCWCustomerBubbleTextViewDefault.CustomerBubbleTextView"></style>
```

```
<style name="LCWTypingBubbleTextViewDefault.TypingBubbleTextView"></style>
```

```
<style name="LCWSystemBubbleTextViewDefault.SystemBubbleTextView"></style>
```



## Styling Speech Bubble View

There are various properties for changing the look and feel of Speech Bubble view.

Name	type	default	description
lcw_agentSpeechMargin Left	dimention	0dp	Agent Speech margin Left.
lcw_agentSpeechMargin Top	dimention	0dp	Agent Speech margin Top.
lcw_agentSpeechMargin Right	dimention	0dp	Agent Speech margin Right.

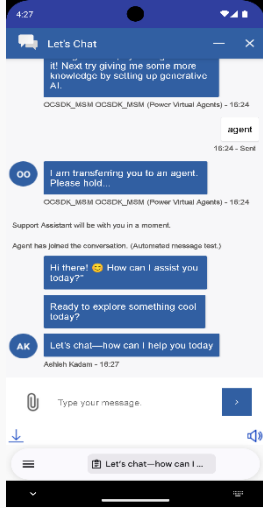
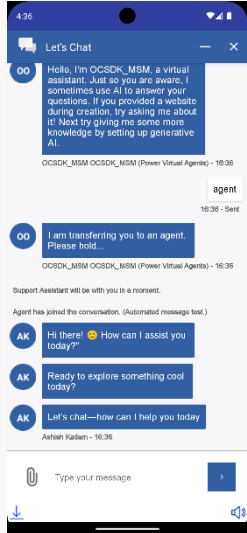


lcw_agentSpeechMarginBottom	dimention	10dp	Agent Speech margin Bottom.
lcw_customerSpeechMarginLeft	dimention	0dp	Customer Speech margin Left.
lcw_customerSpeechMarginTop	dimention	0dp	Customer Speech margin Top.
lcw_customerSpeechMarginRight	dimention	0dp	Customer Speech margin Right.
lcw_customerSpeechMarginBottom	dimention	0dp	Customer Speech margin Bottom.
lcw_agentSpeechPadding	dimention	20dp	Set padding for agent Speech view.
lcw_customerSpeechPadding	dimention	0dp	Set padding for customer Speech view.
lcw_typingSpeechPadding	dimention	0dp	Set padding for typing Speech view.
lcw_systemSpeechPadding	dimention	20dp	Set padding for system Speech view.
lcw_agentIconBorderSize	dimention	2dp	Set size of the border around Agent Speech icon.
lcw_customerIconBorderSize	dimention	2dp	Set size of the border around Customer Speech icon.
lcw_agentSpeechBackground	color	#f2f0d7	Agent Speech message background color.
lcw_customerSpeechBackground	color	#d5deed	Customer Speech mesasge background color.

## Styling Speech Bubble with Styles.xml

SDK also lets you customize transcript bubbles by overriding the default style resource

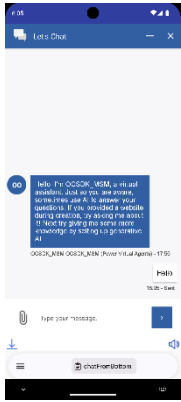

```
/** agent bubble container */  
<style name="LCWAgentBubbleContainerDefault.AgentBubbleContainer"></style>  
  
/** agent bubble text view where background drawable is added */  
<style name="LCWAgentBubbleTextViewDefault.AgentBubbleTextView"></style>  
  
/** customer bubble container */  
<style name="LCWCustomerBubbleContainerDefault.CustomerBubbleContainer"></style>  
  
/** customer bubble text view where background drawable is added */  
<style name="LCWCustomerBubbleTextViewDefault.CustomerBubbleTextView"></style>  
  
<style name="LCWTypingBubbleTextViewDefault.TypingBubbleTextView"></style>  
  
<style name="LCWSystemBubbleTextViewDefault.SystemBubbleTextView"></style>  
  
<style name="LCWAgentSpeechContainerDefault.AgentSpeechContainer"></style>  
  
<style name="LCWCustomerSpeechContainerDefault.CustomerSpeechContainer"></style>  
  
<style name="LCWAgentSpeechIconDefault.AgentSpeechIcon"></style>  
  
<style name="LCWCustomerSpeechIconDefault.CustomerSpeechIcon"></style>
```

lcw_group Msgs	bool	false	<p>Use this property to group agent and customer messages.</p> <p>Precondition: groupMsgByTimestampOnly set to false</p> 
lcw_group MsgByTimestampOnly	bool	true	<p>Use this property to group agent and customer messages by timestamp only.</p> 

## Activity

There are various properties that can be set to Activity Layout.

Name	type	default	description
lcw_messagingFooterBackground	color	#FFFFFF	Set the footer background color
lcw_messagingFooterTopBorderColor	color	#767676	Set the footer top border color
lcw_messagingFooterTopBorderSize	dimen	0.5dp	Set the footer top border size
lcw_messagingTitleTextColor	color	#ffffff	Set the color of Messaging activity title.
lcw_messagingTitleBackground	color	#315fa2	Set the background color of Messaging activity title.
lcw_messagingTitlePaddingLeft	dimen	10dp	Set the Messaging Activity Title left padding.
lcw_messagingTitleSize	dimen	18sp	Set the Messaging Activity Title text size.
lcw_messagingColorPrimaryDark	color	#303F9F	Set the Status bar color.
lcw_chatFromBottom	bool	true	Display and render messages from the bottom and push up as new messages arrive.

			 true	 false
lcw_forcePortrait	bool	false	Use this property to force the window to be in portrait mode	

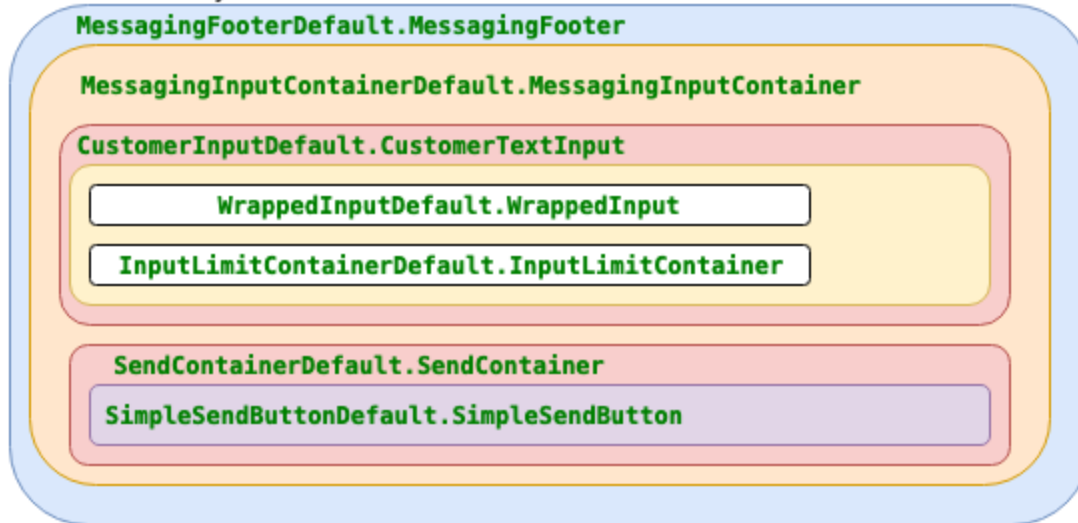
Styling Messaging Layout using **style** resource:

In addition to the above properties, SDK also lets you customize Activity layout by overriding the below style classes.

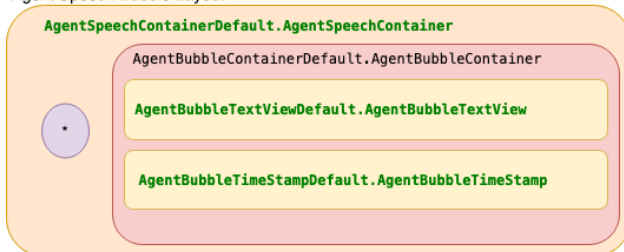
```
<style name="LCWTranscriptContainerDefault.TranscriptContainer">
</style>
```

```
<style name="LCWMessagingFooterDefault.MessagingFooter">
    <item name="android:layout_height">150dp</item>
</style>
```

### Footer Layout

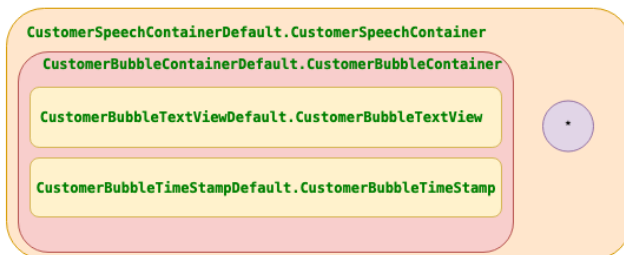


### Agent Speech Bubble Layout



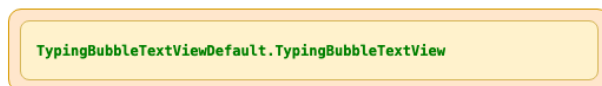
\* AgentSpeechIconDefault.AgentSpeechIcon

### Customer Speech Bubble Layout

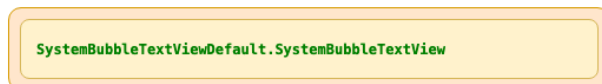


\* CustomerSpeechIconDefault.CustomerSpeechIcon

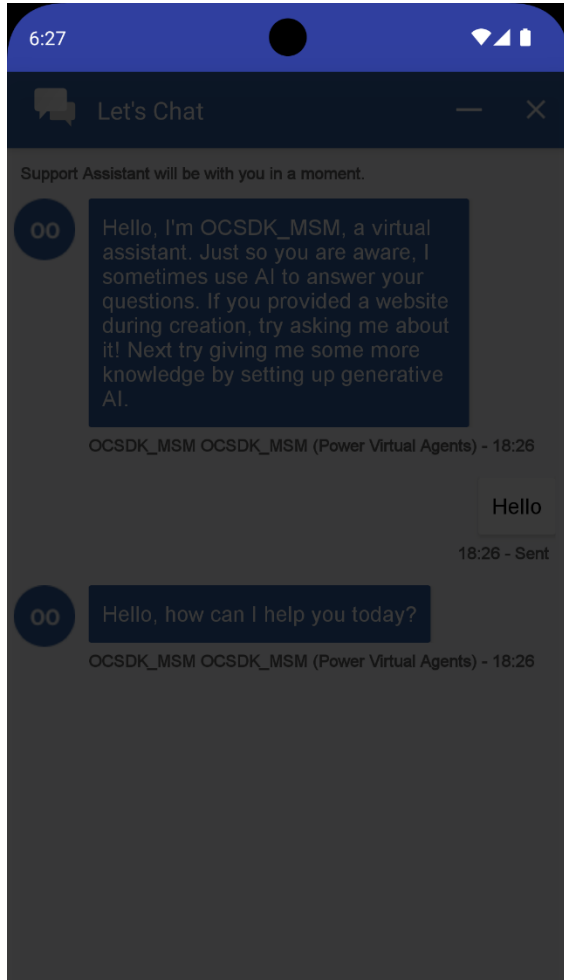
### Typing Bubble Layout



### System Bubble Layout



## Email Dialog Properties



### Email

This will be sent after our chat ends.

johnsmith@outlook.com

Submit

No thanks

Use below properties for customizing Email Dialog view.

Name	type	default	description
lcw_dialog_email_title_text_size	dimention	18sp	Set the email dialog title size.

lcw_dialog_email_txt_size	dimension	16sp	Set the email address text size.
lcw_dialog_email_body_bg	color	#FFFFFF	Set the email dialog background color.
lcw_dialog_email_positive_button_text_color	color	#FFFFFF	Set the email dialog Positive Button text color.
lcw_dialog_email_negative_button_text_color	color	#FFFFFF	Set the email dialog Negative Button text color.
lcw_dialog_email_title_color	color	#000000	Set the email dialog title text color.
lcw_dialog_email_title_bg	color	#FFFFFF	Set the email dialog title background color.
lcw_dialog_email_title	string	Email this chat transcript	Set the email dialog title.
lcw_dialog_email_positive_button_text	string	Submit	Set the email dialog Positive button text.
lcw_dialog_email_negative_button_text	string	No thanks	Set the email dialog Negative button text.
lcw_dialog_txt_email_hint	string	<a href="mailto:johnsmith@outlook.com">johnsmith@outlook.com</a>	Set the email address hint text.
lcw_dialog_email_body	string	This will be sent after our chat ends.	Set the email dialog description.



lcw_dialog_txt_email_error	string	Enter a valid email address	Set the email dialog error text.
lcw_email_success	string	Email will be sent after chat ends	Setting the text for the toast displayed email api request is successfull.
lcw_email_failure	string	Failed to send Email	Set the text for the toast displayed email api request is failed.

In addition to the above properties, SDK also lets you customize Email dialog by overriding the default styles.

```
<style name="LCWEmailDialogContainerDefault.EmailDialogContainer"></style>
```

```
<style name="LCWEmailDialogBodyDefault.EmailDialogBody"></style>
```

```
<style name="LCWEmailDialogTitleDefault.EmailDialogTitle"></style>
```

```
<style name="LCWEmailDialogContactIconDefault.EmailDialogContactIcon"></style>
```

```
<style name="LCWEmailDialogEditTextDefault.EmailDialogEditText"></style>
```

```
<style  
name="LCWEmailDialogEmailValidationErrorDefault.EmailDialogEmailValidationError"></style>
```

```
<style name="LCWEmailDialogButtonContainerDefault.EmailDialogButtonContainer"></style>
```

```
<style name="LCWEmailDialogNegativeButtonDefault.EmailDialogNegativeButton"></style>
```

```
<style name="LCWEmailDialogPositiveButtonDefault.EmailDialogPositiveButton"></style>
```

## Messaging App String Properties

Properties for changing various default strings messages used in the App.

Name	type	default	description
lcw_messaging_title	string	Messaging	Sets the action bar title.
lcw_messaging_close_text	string	Close	Sets the text of action bar item for closing the messaging session. For this property to have an effect, you must set <b>showCloseIcon</b> boolean property to false.
lcw_messagingInputText	string	Type your message.	Set the hint text displayed in customer input view.
lcw_network_reconnect_message	string	You're back online	Connection to network is restored.
lcw_network_disconnect_message	string	Network interruption occurred. Reconnecting...	
lcw_network_disconnect_notification	string	Unable to connect - Please check your internet connection	Notification when network connection is interrupted
lcw_network_reconnect_timeout_message	string	Taking longer than usual to connect.	Notification message changes when it takes longer than a given time (10 sec default)

lcw_msg_typing	string	...	Message that is displayed when agent is typing.

## Customizing Title Bar

### Close:

To replace the default close icon. Add an image drawable with following name to your resource folder

**ic\_action\_close.png.** Drawable must be added for all device resolution.

Close action bar menu item can be displayed as either button or as a popup option. By default, it displays as button. To display as popup option, set the below Boolean property to false.

Name	type	default	example
lcw_showCloseIcon	bool	true	<bool name=" lcw_showCloseIcon">false</bool>

### Email:

To replace the default Email icon. Add an image drawable with following name to your resource folder

**ic\_action\_mail.png.** Drawable must be added for all device resolution.

Use below property to set the visibility of email button.

Name	type	default	example
------	------	---------	---------

lcw_showEmailIcon	bool	true	<bool name=" lcw_showEmailIcon">true</bool>
-------------------	------	------	---

## Minimize:

To replace the default, Minimize icon. Add an image drawable with following name to your resource folder

**ic\_action\_minimize.png**. Drawable must be added for all device resolution.

Use below property to set the visibility of Minimize button.

Name	type	default	example
lcw_showMinimizeIcon	bool	true	<bool name="lcw_showMinimizeIcon">true</bool>

Additionally, below property can be used to set the visibility of Minimize button programmatically.

```
LiveChatMessaging.getInstance().hideMinimizeMenuIcon(true/false);
```

## Chime:

To replace the default Chime icon. Add an image drawable with following name to your resource folder

**ic\_stat\_volume\_off.png**. Drawable must be added for all device resolution.

**ic\_stat\_volume\_up.png**. Drawable must be added for all device resolution.

Use below property to set the visibility of chime button.

Name	type	default	example
lcw_showChimeIcon	bool	true	<bool name=" lcw_showChimeIcon">true</bool>

## Logo:

To display a logo image in the title bar, please set the below boolean property to true

Name	type	default	example
lcw_showLogoInTitleBar	bool	false	<bool name="lcw_showLogoInTitleBar">true</bool>

To replace the default logo image. Add an image drawable with following name to your resource folder

**ic\_chat\_icon.xml.**

## Title Image:

To display an image as title in the title bar, please set the below Boolean property to true

Name	type	default	example
lcw_showTitleImage	bool	false	<bool name="lcw_showTitleImage">true</bool>

To replace the default title image. Add an image drawable with following name to your resource folder

**ic\_title\_image.xml.**

In addition to the above properties, you can also override the default styles used by the SDK.

```
<style name="LCWToolbarTitleDefault.ToolbarTitleDefault">
    <item name=""android:gravity">center</item>
</style>
```

//Use this style class to change the look and feel of messaging toolbar.

```
<style name="LCWMessagingToolbarDefault.MessagingToolbar"></style>
```

In addition to **messaging\_title** string property, SDK allows you to set a multiline spannable text as title.

## Displaying Progress Dialog.

You can choose to display a progress dialog when previous conversation is retrieved. Usually this happens when LiveChatMessagingActivity is restored from minimized state.

Name	type	default	example
lcw_showSpinnerInRestore	bool	true	<pre>&lt;bool name="lcw_showSpinnerInRestore"&gt; true&lt;/bool&gt;</pre>

## Displaying Timestamp in transcript bubbles.

SDK allows you to display a timestamp along with the transcript bubbles. Following properties lets you style the time stamp.

Background drawable 

Name	type	default	example
lcw_showTimeStamp	bool	false	<pre>&lt;bool name="lcw_showTimeStamp"&gt;true&lt;/bool&gt;</pre> <p>Setting this property to true will display time stamp along with transcript bubbles</p>
lcw_timestampPadding	dimen	5dp	Use this property to change the timestamp log padding.
lcw_agentBubbleTimeStampTextSize	dimen	12sp	Use this property to change agent timestamp log text size.
lcw_customerBubbleTimeStampTextSize	dimen	12sp	Use this property to change customer time stamp log text size.
lcw_agentBubbleTimeStampTextColor	color	#605e5c	Use this property to change agent time stamp log text color.

lcw_alignBubbleTimeStamp	string	right	Use this property to change timestamp log gravity.
lcw_bubble_timestamp_format	string	HH:mm	Use this property to change timestamp log format.

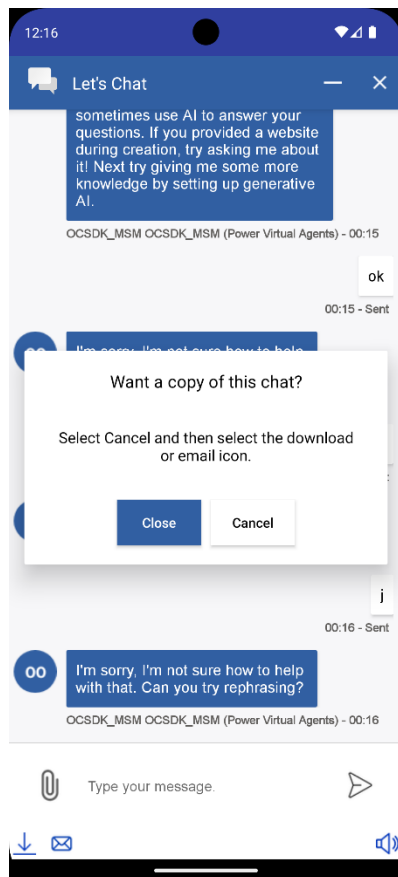
In addition to the above properties, SDK also lets you customize timestamp log by overriding the default style.

```
<style name="LCWAgentBubbleTimeStampDefault.AgentBubbleTimeStamp">
    <item name=""android:gravity">center</item>
</style>
```

```
<style name="LCWCustomerBubbleTimeStampDefault.CustomerBubbleTimeStamp">
    <item name=""android:gravity">center</item>
</style>
```

## Displaying Backpress Confirmation.

SDK lets you display a back press confirmation dialog when user presses back button.



Name	type	default	example
lcw_showCloseConfirmation	boolean	true	<code>&lt;bool name="lcw_showCloseConfirmation"&gt;true&lt;/bool&gt;</code> Setting this property to true will display a confirmation dialog
lcw_close_dialog_title_when_email_and_download_enabled	string	Want a copy of this chat?	Use this property to change the confirmation dialog title when email and download icon enabled

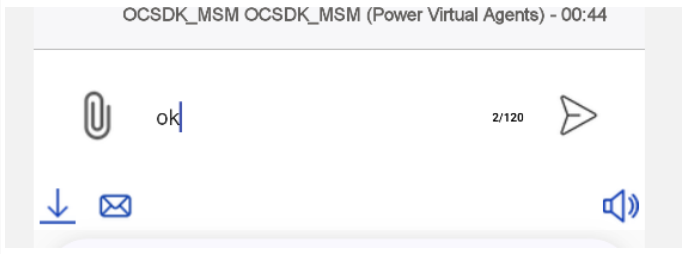


lcw_close_dialog_subtitle_when_email_and_download_enabled	string	Select Cancel and then select the download or email icon.	Use this property to change the confirmation dialog subtitle when email and download icon enabled
lcw_close_dialog_title_when_email_enabled	string	Want a copy of this chat?	Use this property to change the confirmation dialog title when only email icon enabled
lcw_close_dialog_subtitle_when_email_enabled	string	Select Cancel and then select the email icon.	Use this property to change the confirmation dialog subtitle when only email icon enabled
lcw_close_dialog_title_when_download_enabled	string	Want a copy of this chat?	Use this property to change the confirmation dialog title when only download icon enabled

lcw_close_dialog_subtitle_when_download_enabled	string	Select Cancel and then select the download icon	Use this property to change the confirmation dialog subtitle when only download icon enabled
lcw_dialog_close_positive_button_text	string	Close	Use this property to change the positive button text
lcw_dialog_close_negative_button_text	string	Cancel	Use this property to change the negative button text

## Displaying User Input Limit Counter

SDK has a feature which let application to display a character limit counter when responding to virtual agent

Name	type	default	example
lcw_limitCustomerInput	bool	false	<p>use this property to turn on the feature.</p> 

lcw_inputCharLimitThreshold	integer	0	Let's configure at what point character limit should display.
lcw_inputCharLimit	integer	120	Let's set the maximum character allowed to enter.

In addition to the above properties, SDK also lets you customize Link preview by overriding the default style.

```
<style name="LCWInputLimitTextView.InputTextTextView"></style>
```

```
<style name="LCWInputLimitContainerDefault.InputLimitContainer"></style>
```