
Live Expert Anywhere Admin Guide

Release 7.7.0

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CONTENTS

1	UI Configuration	1
1.1	How to Use This Guide	1
1.2	Live Expert Widget	2
1.3	Call Setup	2
1.4	Call Queue	5
1.5	Connecting	6
1.6	In Call	7
1.7	End Call Confirmation	8
1.8	Questionnaire	9
1.9	Callback Form	10

UI CONFIGURATION

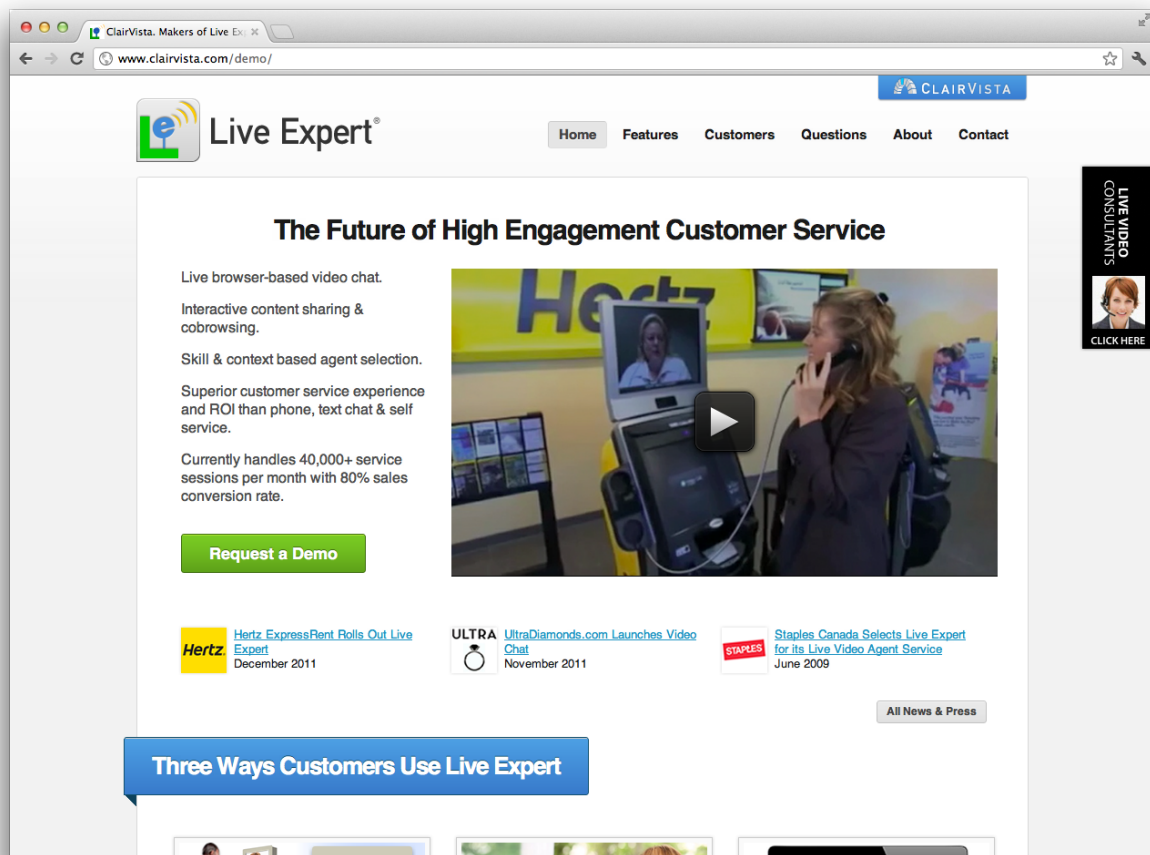
Note: A PDF version of this guide is available for [download](#).

1.1 How to Use This Guide

The following pages show the many user interface states in the LE Anywhere application.

Where images are used to create the UI, a file name is provided. The corresponding file can be found in an associated archive containing these sample assets. Some message configuration is done in text rather than images and will be indicated as such.

1.2 Live Expert Widget



1.2.1 Implementation Options

When using the Live Expert Widget, there are two implementation options:

1. **Flash movie** that is played once and paused on the last frame

File: /widget/movies/le-widget-tab-movie-2.swf

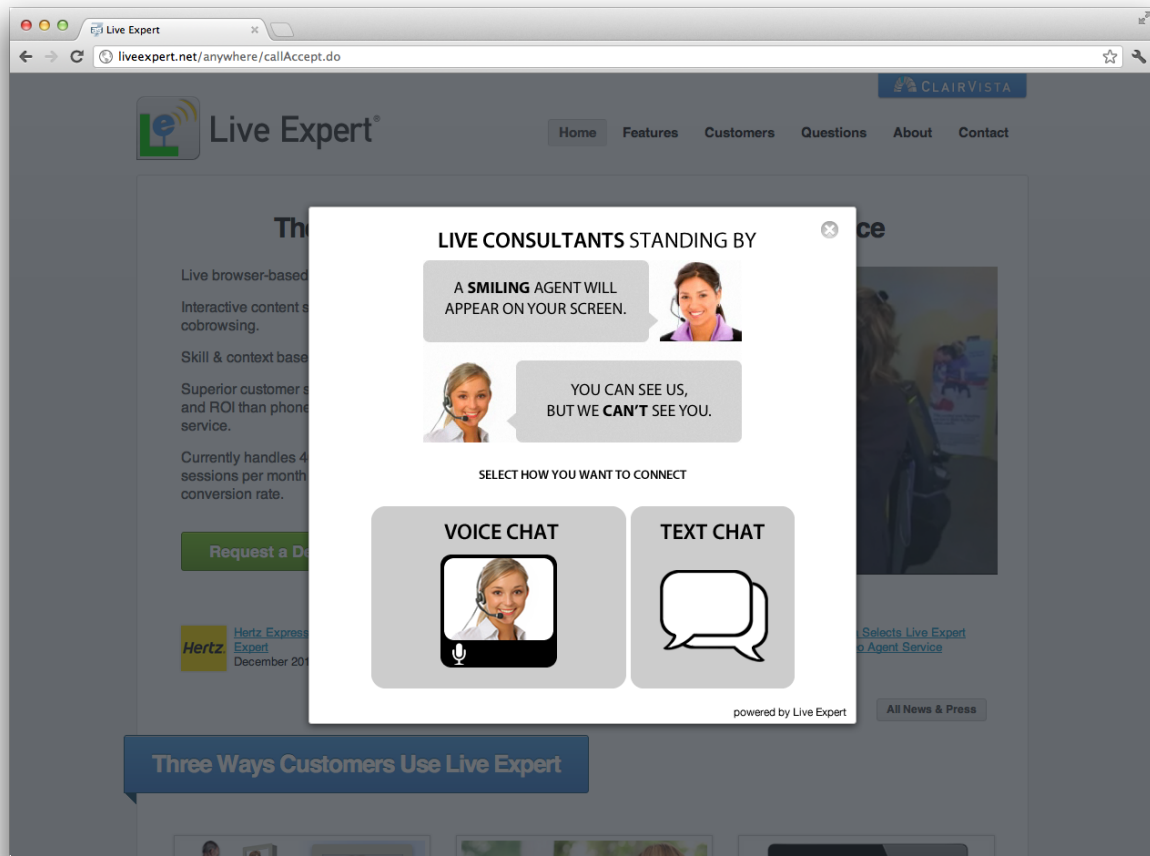
2. **Image**

File: /widget/imagesle-widget-tab-movie-flash-alternative.png

Alternatively, you may use the Direct Access API referenced in the Developer Guide.

1.3 Call Setup

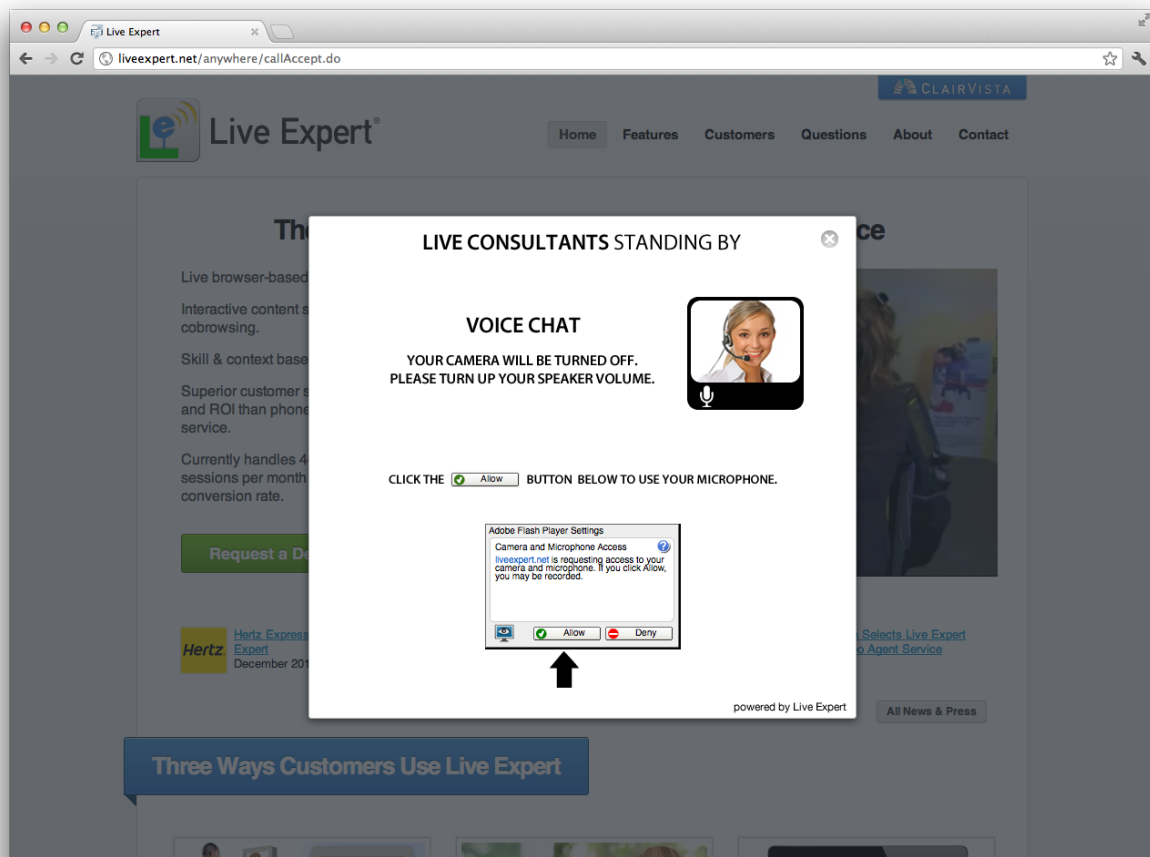
The call setup process can involve allowing a selection between the type of interaction a user wishes to have, or specified directly in your implementation.



1.3.1 Call Setup Dialog 1 - Call Type Options

1. **Title:** LIVE CONSULTANTS STANDING BY
File: /app/images/setup-all-background.png
2. **Movie:** A SMILING AGENT...
File: /app/movies/setup-main.swf
3. **Instructions:** SELECT HOW YOU WANT TO CONNECT
File: /app/images/setup-main-msg.png
4. **Voice Chat**
File: /app/images/setup-main-btn-callType2.png
5. **Text Chat**
File: /app/images/setup-main-btn-callType4.png

1.3.2 Call Setup Dialog 2 - Flash Privacy Permission



1. **Title:** VOICE CHAT...

File: /app/images/setup-main-head-noFlash.png

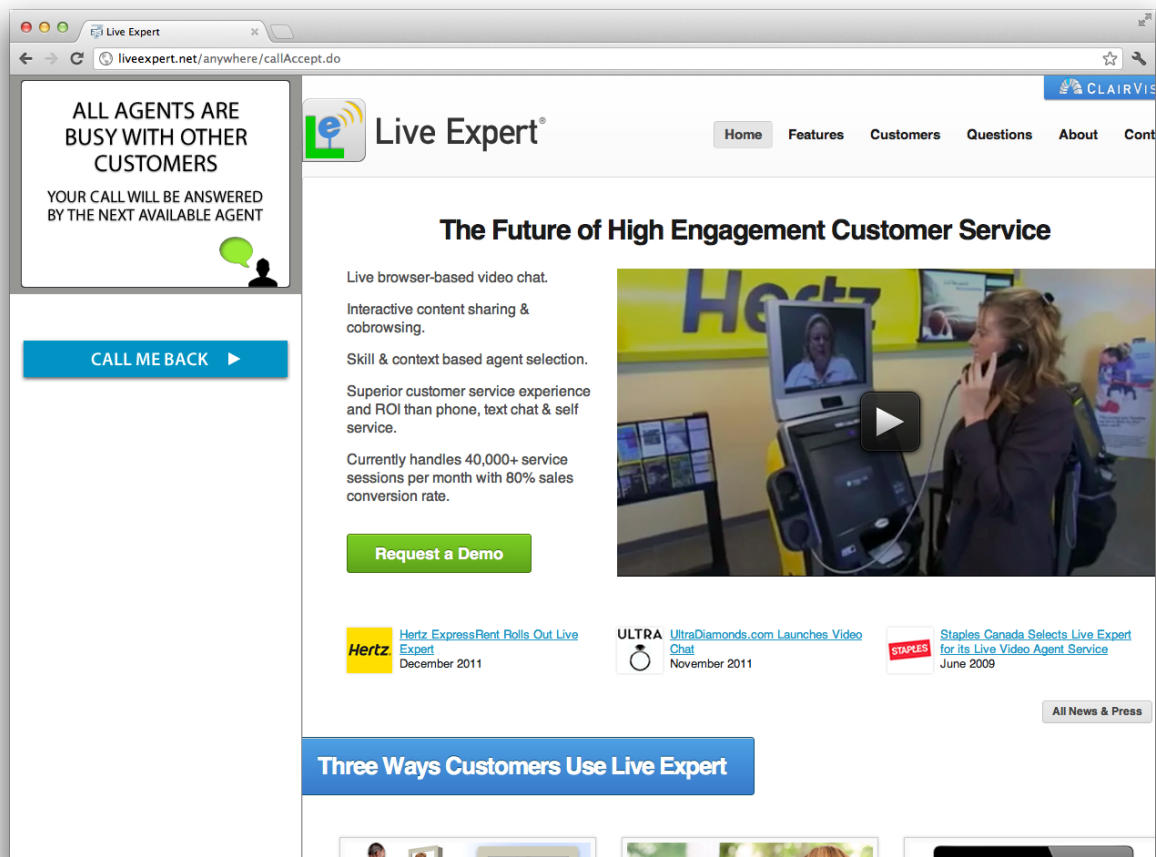
2. **Title:** Click the Allow Button...

File: /app/images/setup-security-msg.png

3. **Arrow**

File: /app/images/setup-security-body-arrow.gif

1.4 Call Queue



1. **Queue Message** - Can be either Flash movie or image file

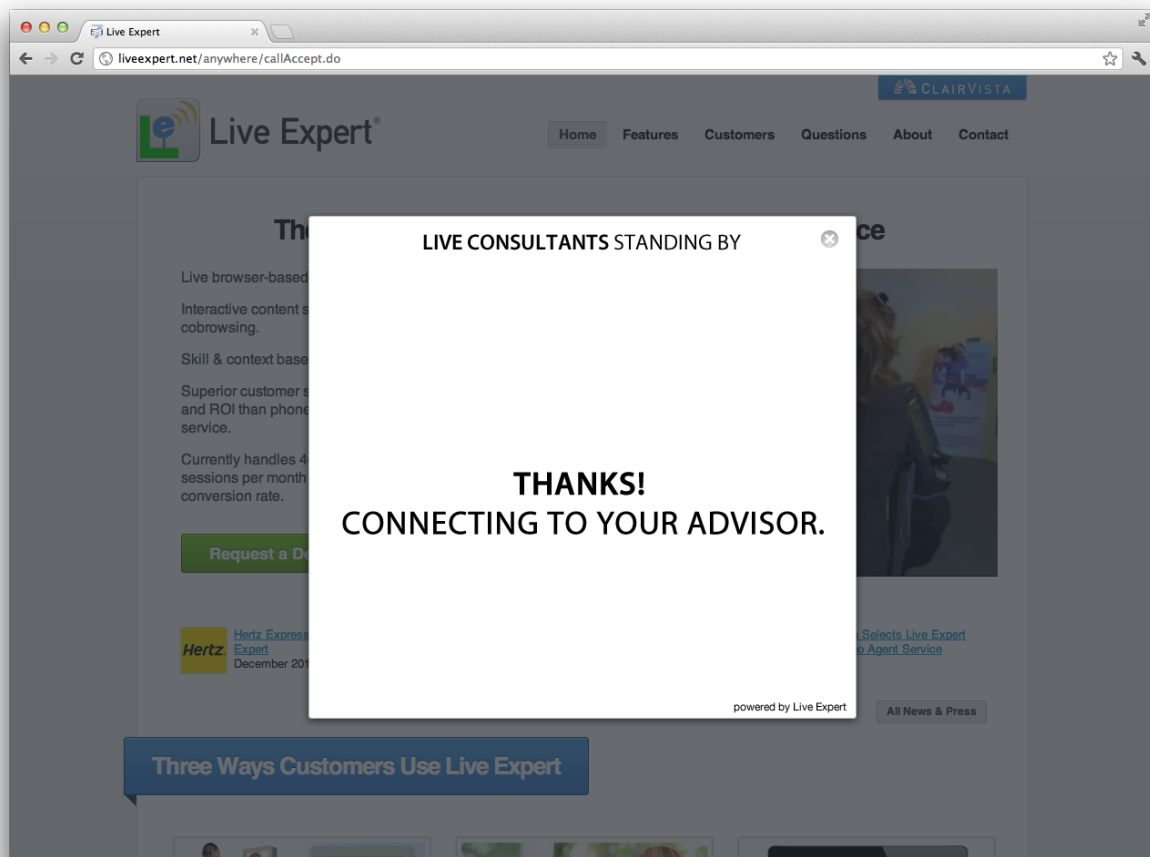
Flash file: /app/images/movieCallQueue.swf

Image file: /app/images/callQueueFlashAlternate.png

2. **Callback Button:** CALL ME BACK

File: /app/images/btnCallBack.png

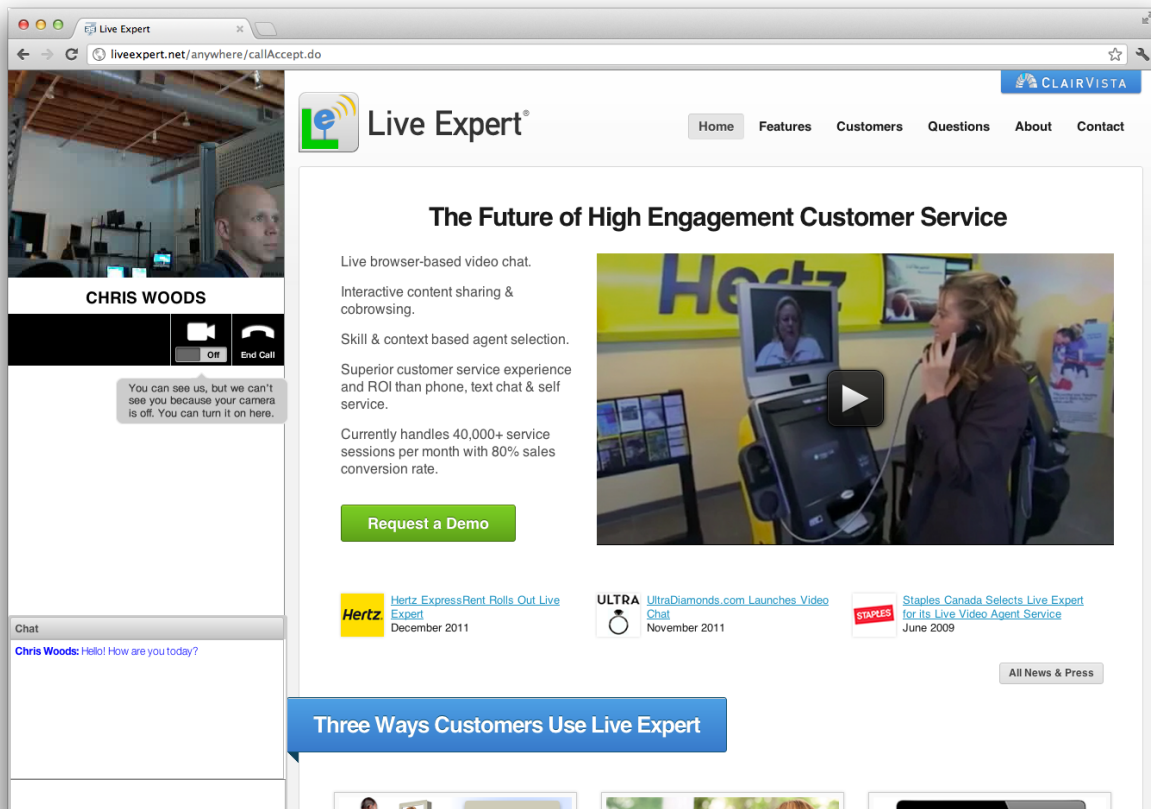
1.5 Connecting



1. **Connecting Image:** Thanks! Connecting to your advisor.

File: /app/images/setup-connect-msg.png

1.6 In Call



1. Agent Name

Options: font, type color, background color

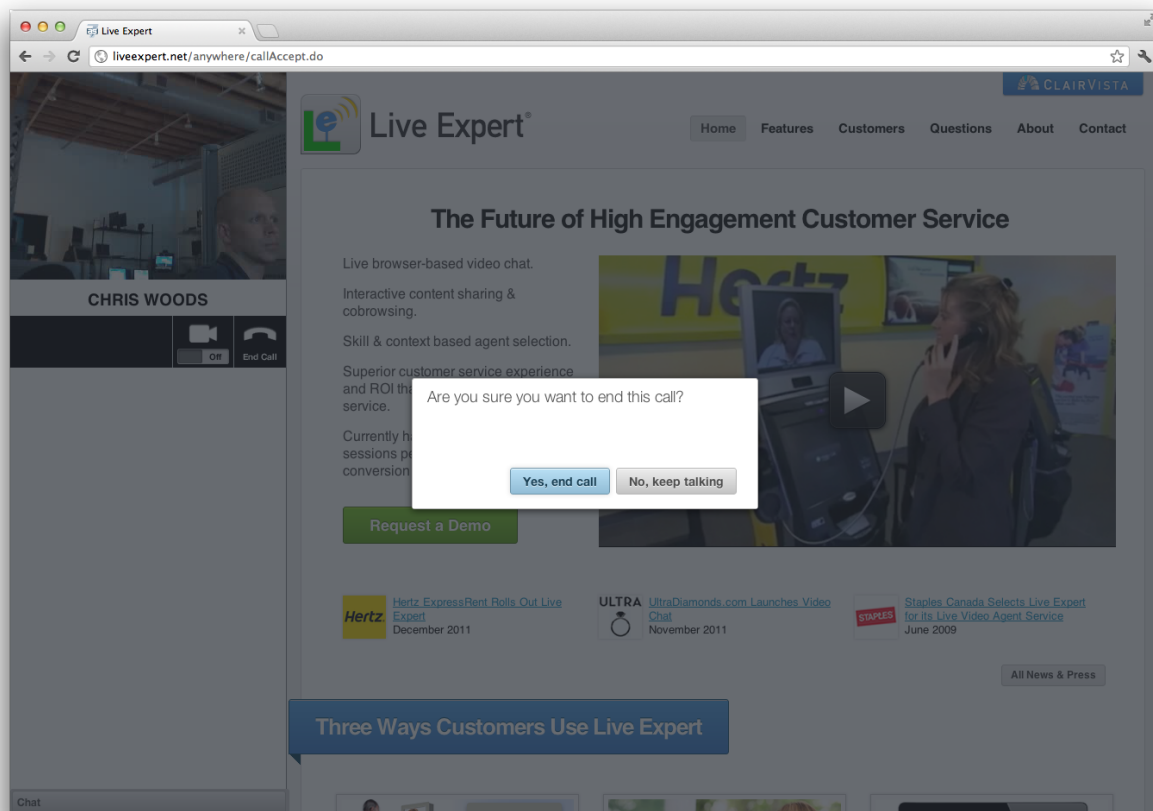
2. Text Chat

Options: font, type color, background color

3. Sidebar (underneath video and video controls):

Options: background image, background color

1.7 End Call Confirmation



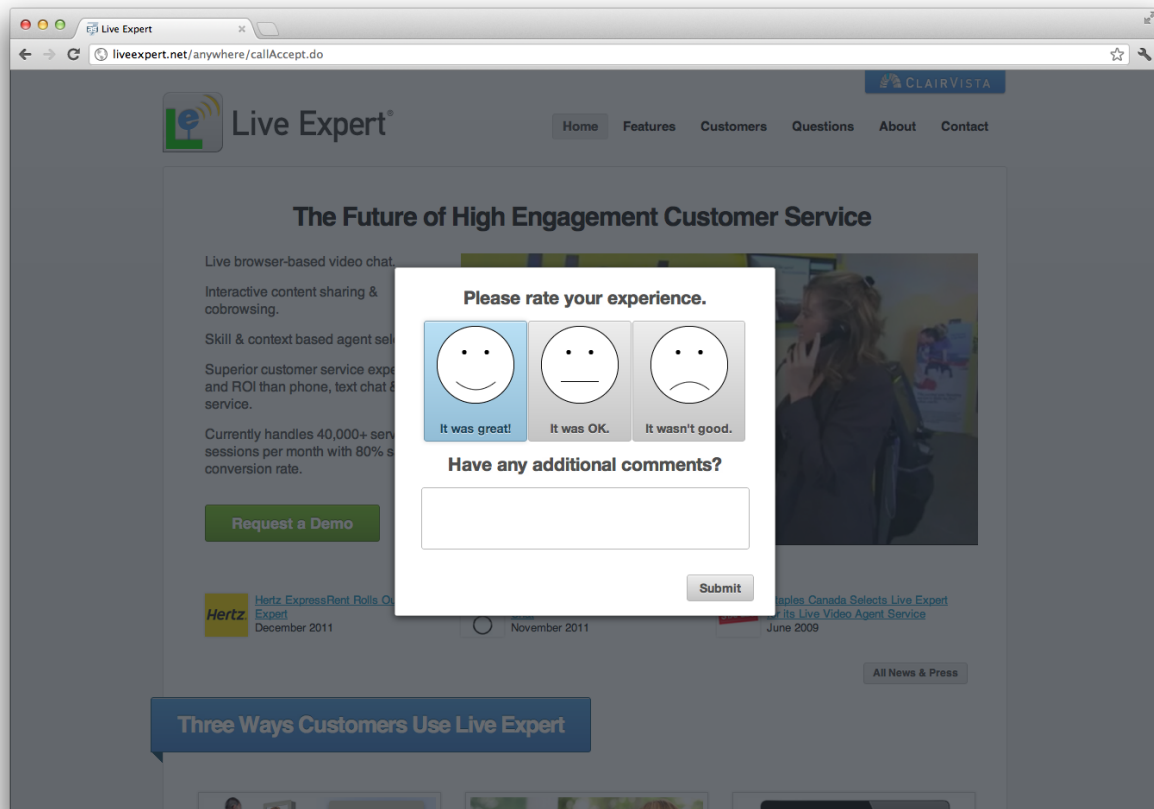
1. **Message Copy:** Are you sure you want to end this call?

Message configuration file

2. **Button Labels:** Yes - Yes, end call; No - No, keep talking

Message configuration file

1.8 Questionnaire



1. **Dialog Title:** Please rate your experience.
Options: Message copy, font, type color
2. **Images**
 - /app/images/Smiley-Happy.png
 - /app/images/Smiley-OK.png
 - /app/images/Smiley-Sad.png
3. **Comments Title:** Have any additional comments?
Options: Message copy, font, type color
4. **Button Submit:** Submit
Options: Label copy, font, type color

1.9 Callback Form

The screenshot shows a web browser window with the URL `liveexpert.net/anywhere/callAccept.do`. The page features a sidebar on the left with a message: "ALL AGENTS ARE BUSY WITH OTHER CUSTOMERS. YOUR CALL WILL BE ANSWERED BY THE NEXT AVAILABLE AGENT." Below this is a "CALL ME BACK" button. The main content area has a header "Live Expert" and a navigation menu. A central banner reads "The Future of High Engagement Customer Service". A modal form is overlaid in the center, titled "Consultation Service Hours: Weekdays: 10 - 8 & Weekends: 10 - 6 (CST). Please complete this form and we will call you during these hours, excluding holidays." The form contains input fields for "Phone Number", "Name", and "Email", followed by a "Comments" text area. At the bottom of the form are two dropdown menus labeled "Today" and "Anytime", and two buttons: "Yes!" and "No thanks.". The background of the website shows a video player with a play button and some news snippets.

1. **Top Message:** Consultation Service Hours:

Options: The message is configurable

2. **Button Labels:** Yes!, No thanks.

Options: Label values