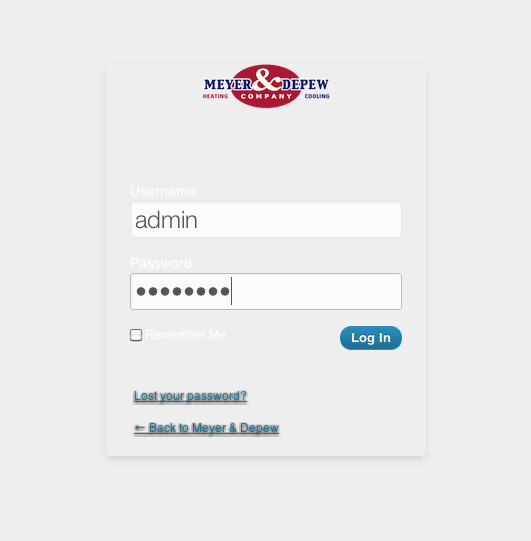
Meyer Depew Live Chat Interface Guide

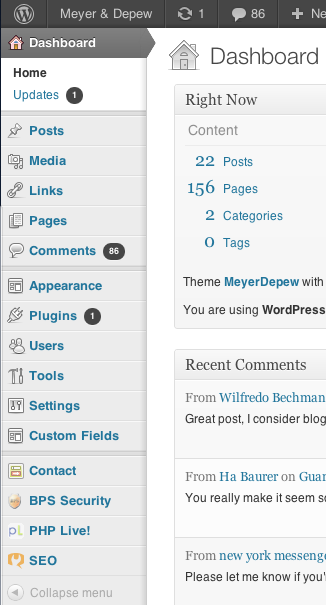
1) log into the site by visiting <http://www.meyer-depew.com/wp-admin>

a. user: mdp

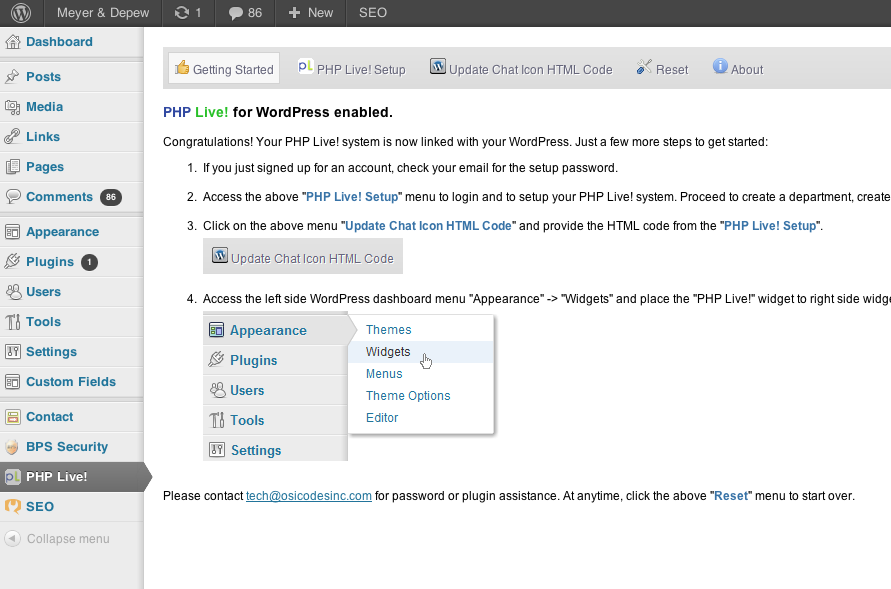
pass: m3y3rd3p3w



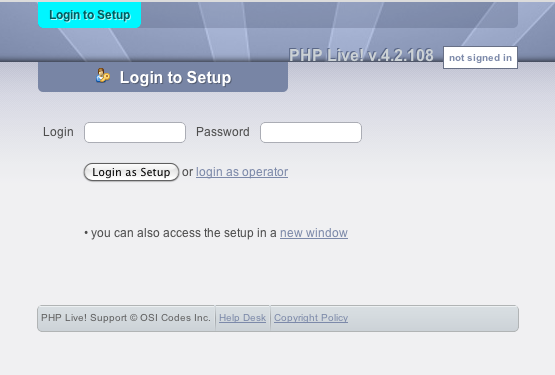
2) Click the PHP Live! Tab on the left sidebar



3) Click the PHP Live Setup button in the top menu.



4) Click Login is as operator. If you would like to change certain settings such as department or add operators, this can be done through the setup panel for which an admin login is needed. Please contact us for more information.



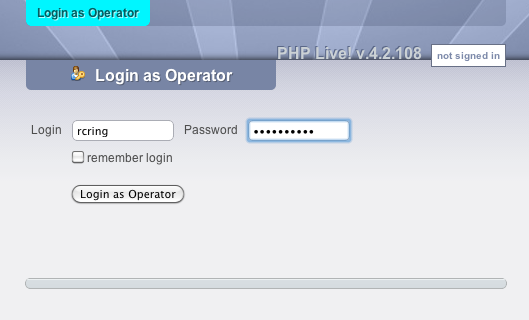
5) A new window will open that will require a login. Currently there are only 2 operators in the system, more can be created if necessary. Here you will login using either login.

a. user: rcring

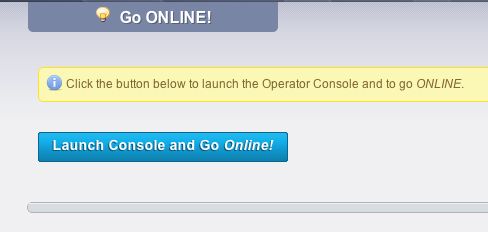
pass: meyerdepew

b. user: dmortensen

pass: meyerdepew



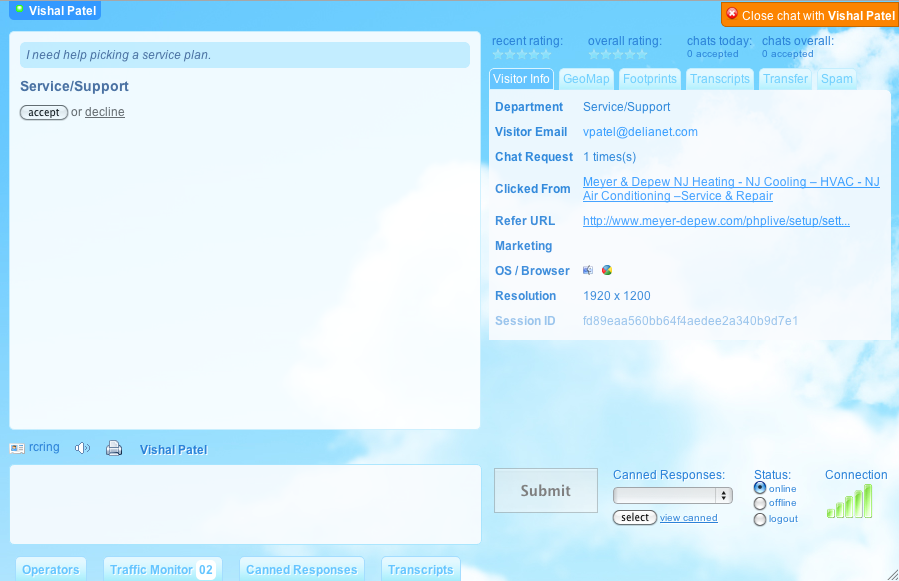
6) Once authenticated you will then be able to hit “Launch Console and Go online” doing so will open a new window with the chat interface in it and will trigger the site to display “chat live” and allow customers to chat with you.



7) Chat window opens and when a customer wants to chat you will be notified and be able to accept or decline. Declining will send it to the next representative that is signed in.

End chat with customer

Ability to accept or decline



Information on client

Ability to Change Status

8) If the chat window is closed the operator will appear offline.

FEATURES

1. Create multiple operators
2. Create multiple departments
3. Multiple operators can be signed in at once
4. Ability to have round-robin style distribution of customer chats
5. Location information and other analytics that will help with SEO/SEM
6. Canned responses
7. Transcripts of all conversations
8. Rating system on per operator and per chat

And many more…

Please contact Delia Associates if you need any further assistance or have any questions. Thank you.