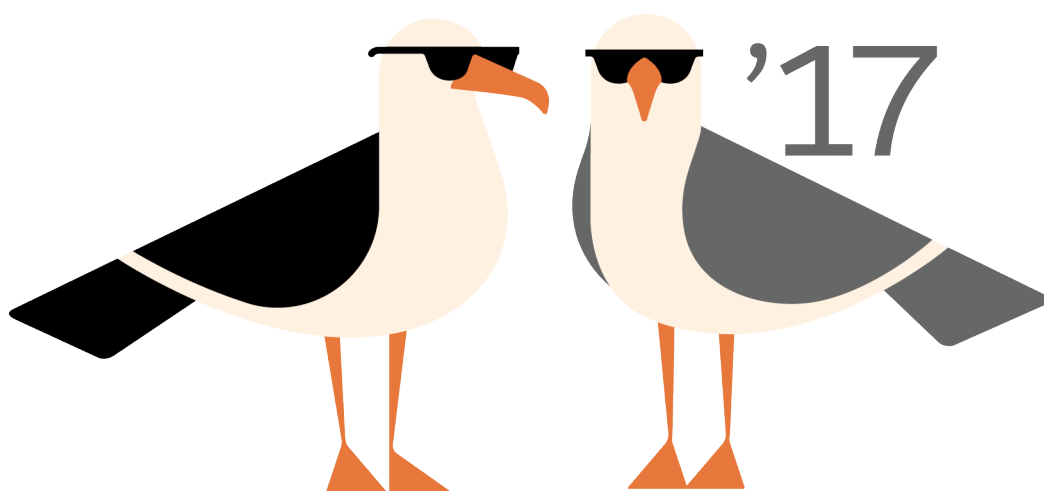




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# Snap-Ins Chat

Salesforce, Summer '17





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# SNAP-INS CHAT

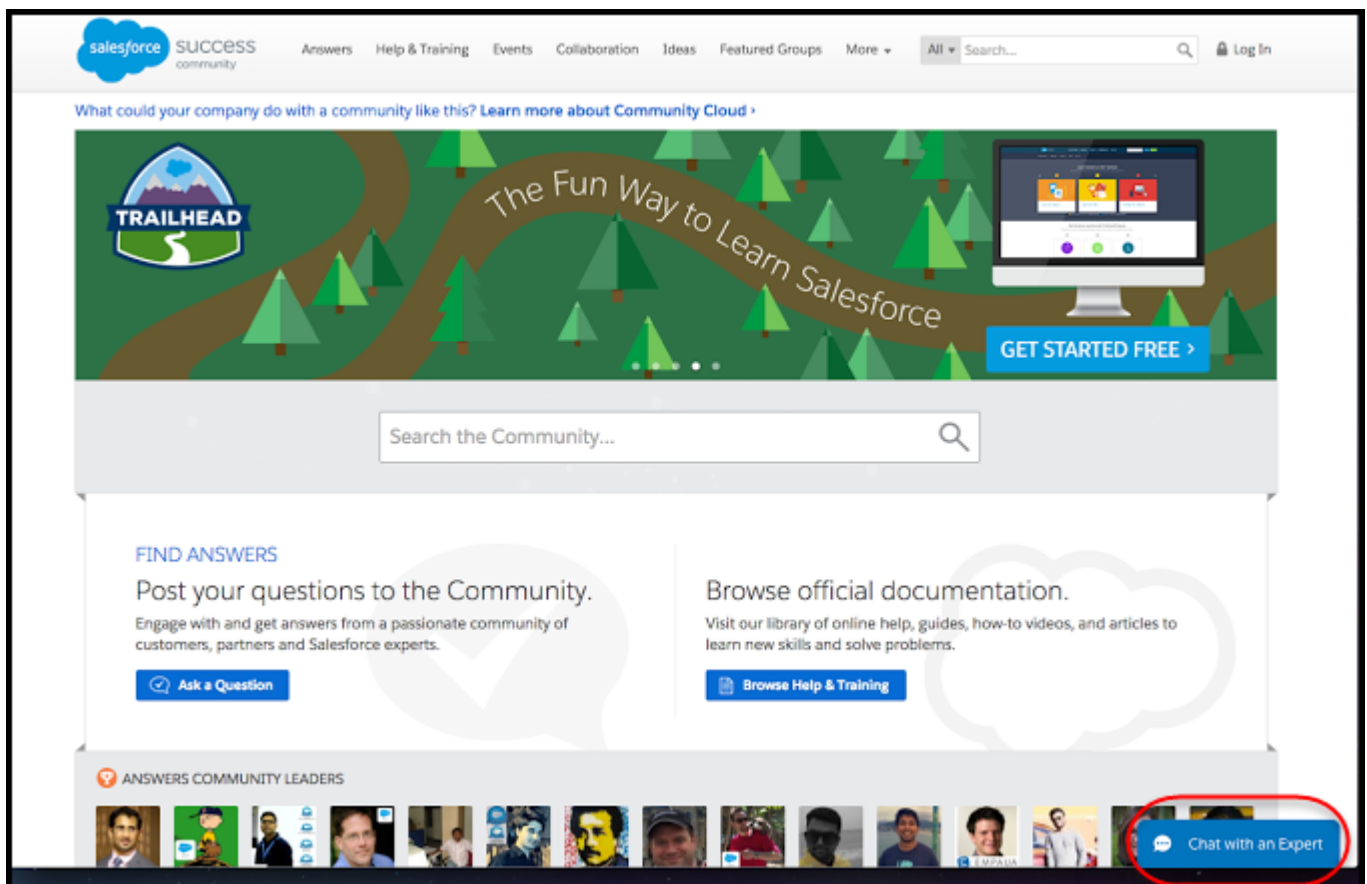
Add the Snap-ins chat widget to your website so customers can quickly get answers to their questions by chatting with an agent while browsing your site. Snap-ins chat uses Live Agent, but with a simpler setup, to power your chats.

The chat widget button sits unobtrusively on the web page. When customers want to chat, they just click the button to launch the chat.

## EDITIONS

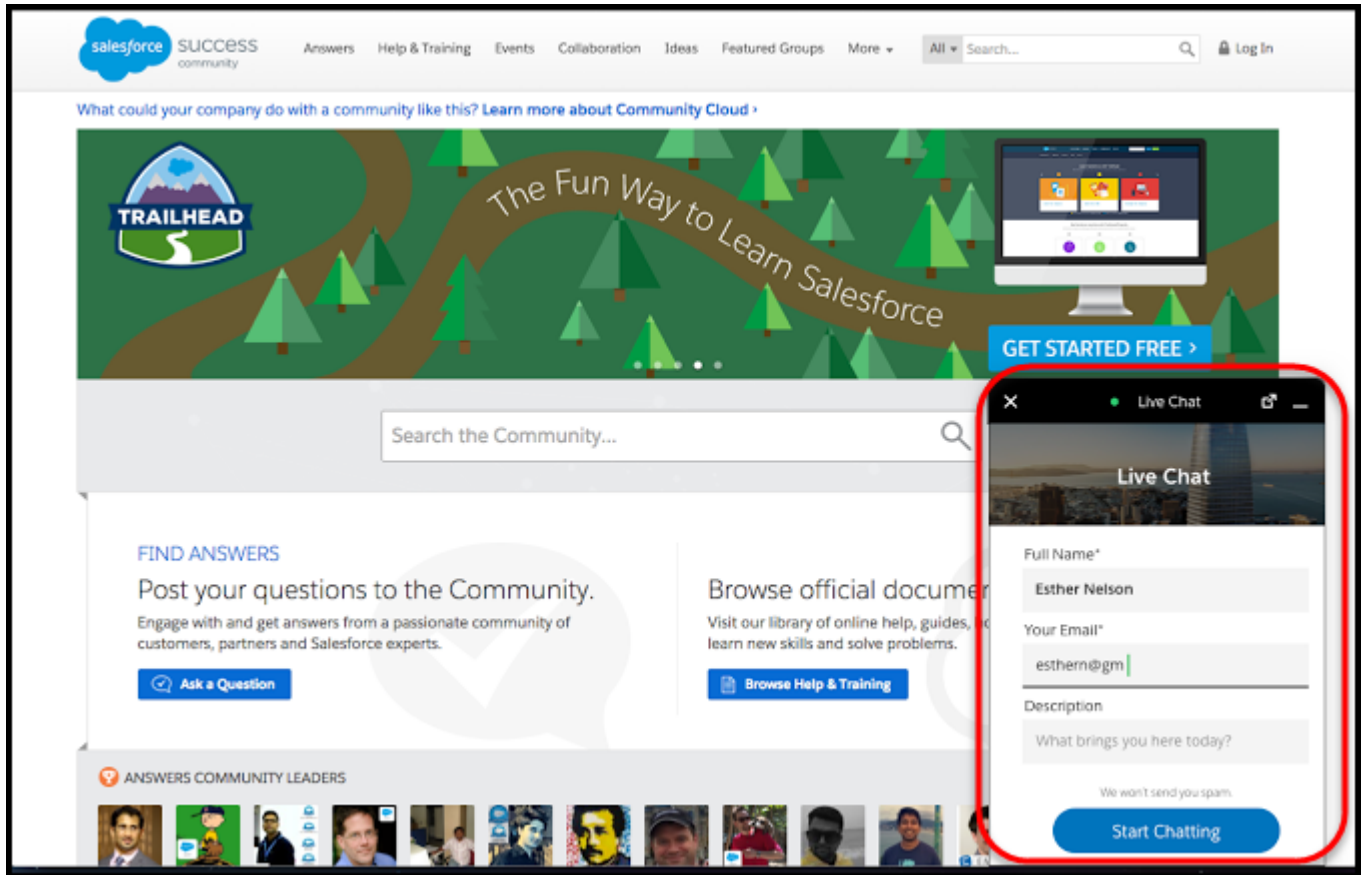
Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions



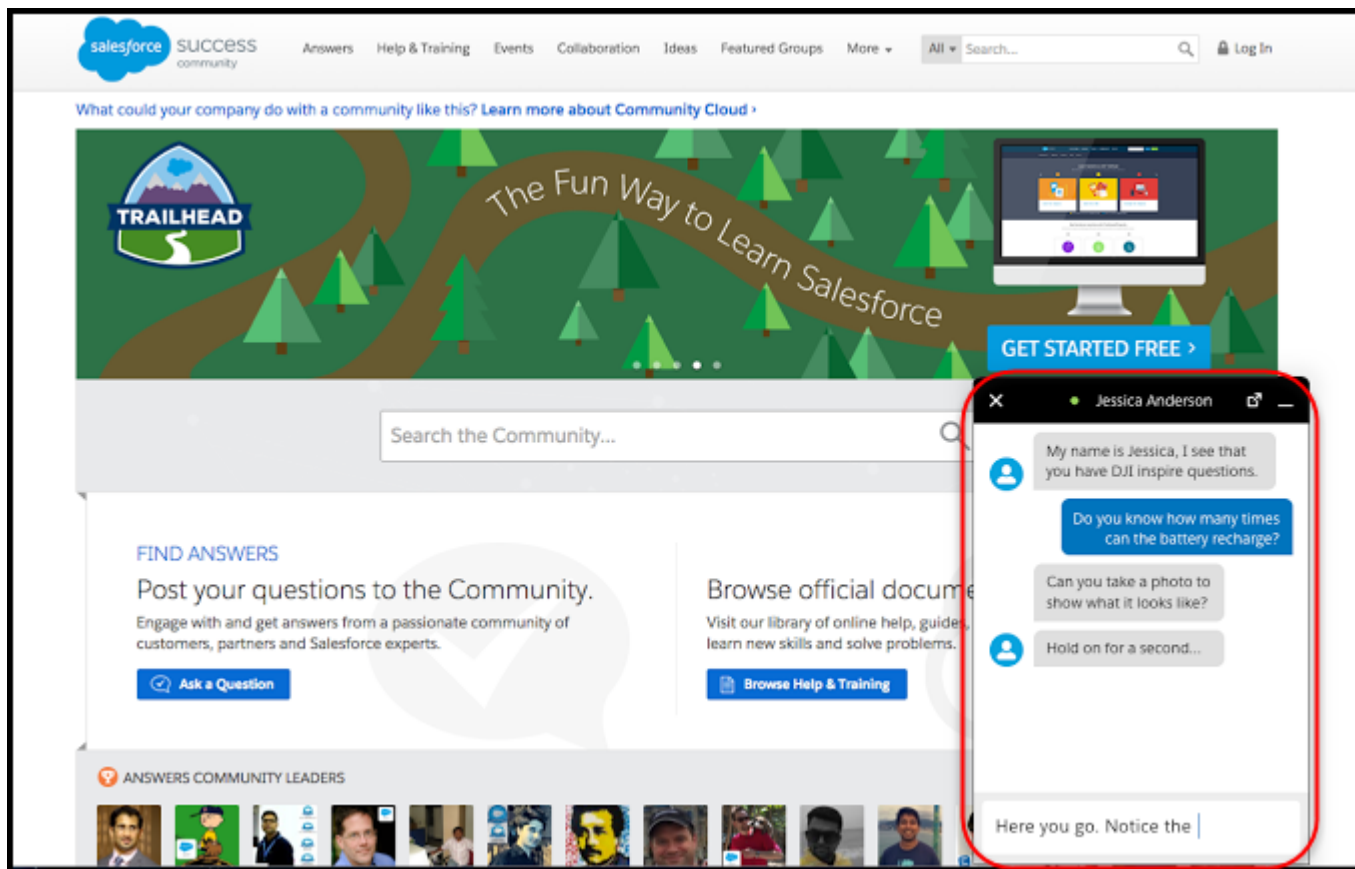
Customers fill out the brief pre-chat form, which helps agents gather basic information about the customer, like their contact information, and their needs.

## Snap-ins Chat



Customers can start chatting while viewing your web page and can minimize the chat window as they browse, so it's not in their way. The chat widget persists across your web pages, so customers can continue browsing other pages on your site while chatting with an agent.

## Snap-ins Chat



Snap-ins Chat uses a lightweight Live Agent deployment that you can quickly configure and simply add the chat code to the web pages where you want the chat widget to be available. When agents chat with customers via snap-in chat, the agents use Live Agent.

### [Set Up Snap-ins Chat for Your Website](#)

Ensure that your org meets the following prerequisites before starting to set up Snap-ins Chat. Follow these steps to configure the Snap-ins chat widget and add it to your web pages. The setup node for Snap-ins chat is available only in Lightning Experience.

### [Localization and Translation for Snap-ins Chat](#)

The primary language for a Snap-ins chat is set differently when Translation Workbench is enabled or disabled.

### [Snap-ins Chat Limitations](#)

Snap-ins Chat has the following limitations.

SEE ALSO:

[Set Up Snap-ins Chat for Your Website](#)

[Snap-ins Chat Limitations](#)

## Set Up Snap-ins Chat for Your Website

Ensure that your org meets the following prerequisites before starting to set up Snap-ins Chat. Follow these steps to configure the Snap-ins chat widget and add it to your web pages. The setup node for Snap-ins chat is available only in Lightning Experience.

To set up snap-ins chat, your org must meet these prerequisites:

- Lightning Experience must be enabled to set up snap-ins
- Service Cloud License
- Live Agent License
- Live Agent must be enabled in your org
- A Live Agent chat button and a Live Agent deployment must be set up and available in your org
- A Salesforce Community (preferable) or a Force.com site must be set up on your org and available for guest user access
- Ensure your browsers are supported for Snap-ins Chat. We support the same browsers as Lightning Communities. See [Browser Support for Communities](#) for more information.



**Note:** Administrators must use Lightning Experience to access the Snap-ins setup pages. However, other users in the org aren't required to have access to or use Lightning Experience with Snap-ins.

To set up Snap-ins Chat, follow these steps:

1. [Add Your Website to the CORS Whitelist](#)

Add the URLs of the web pages where you intend to add the Snap-ins chat widget to the CORS whitelist in your org. The web page where you add the Snap-ins Chat is the page that customers use to access chat.

2. [Create a Snap-ins Deployment](#)

Create a Snap-in deployment for each Snap-in widget that you're using. The setup node for Snap-ins chat is available only in Lightning Experience.

3. [Specify the Live Agent Settings for Your Snap-ins Chat Deployment](#)

The Snap-ins chat widget uses a Live Agent deployment ID and button so customers can chat with your agents. The Live Agent details that you provide are used to generate the chat widget code that you add to your web pages.

4. [Customize the Branding and Appearance of Your Snap-ins Chat Widget](#)

Select the colors and font used in the Snap-ins chat widget to reflect your company's brand identity.

5. [Customize the Pre-Chat Form](#)

Gather contact information from your customers and find out about their needs using a pre-chat form. You can create a pre-chat form that addresses different business needs and associates customer information with Salesforce records like leads, cases, and contacts. You can also customize the fields used on the form.

6. [Customize Labels for Snap-ins Chat](#)

You can customize most of the field labels for your Snap-ins from either Lightning Experience or Salesforce Classic.

7. [Copy the Snap-ins Chat Code Snippets and Paste the Code into Your Web Pages](#)

Salesforce generates a unique code snippet based on the information you provided during the Snap-ins Chat setup. Copy and paste the chat code snippet so you can add the Snap-ins chat widget to your web pages. Copy and paste the optional meta tag code snippet to make your web pages responsive to different form factors such as mobile and desktop.

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited, and Developer** Editions

### USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application



## 8. [Customize the Snap-ins Chat Widget Code](#)

Use a text or HTML editor to customize the optional parameters in the chat widget code snippet.

## 9. [Test the Snap-ins Chat Experience](#)

Now that you've add Snap-ins Chat in your web pages, it's time to test it out.

# Add Your Website to the CORS Whitelist

Add the URLs of the web pages where you intend to add the Snap-ins chat widget to the CORS whitelist in your org. The web page where you add the Snap-ins Chat is the page that customers use to access chat.

You can use HTTP and HTTPS domains with Snap-ins Chat.

1. From Setup, enter *CORS* in the *Quick Find* box, then select **CORS**.

2. Select **New**.

3. Enter an origin URL pattern.

The origin URL pattern must include the HTTP or HTTPS protocol and a domain name. The origin URL pattern can include a port. The wildcard character (\*) is supported and must be in front of a second-level domain name. For example, `https://*.example.com` adds all subdomains of `example.com` to the whitelist.

The origin URL pattern can be an IP address. However, an IP address and a domain that resolve to the same address are not the same origin, and you must add them to the CORS whitelist as separate entries.

SEE ALSO:

[Create a Snap-ins Deployment](#)

# Create a Snap-ins Deployment

Create a Snap-in deployment for each Snap-in widget that you're using. The setup node for Snap-ins chat is available only in Lightning Experience.

The Snap-ins Chat setup uses a Salesforce Community or Force.com site, so that you can associate users with a guest user profile. Check if you already have any communities or sites that you can use. If a site is already available, you can use that as your endpoint. Otherwise, create a site for this purpose.

1. From Setup, enter *Snap-ins* in the *Quick Find* box, then select **Snap-ins**.

2. In the Snap-ins configuration page, click **New Deployment**.

The snap-ins deployment page is displayed.

3. In the *Snap-in Deployment Name* field, enter a name for your snap-in.

The deployment name is shown in the list of snap-ins on the Snap-in page. If you have several snap-in deployments, use a descriptive name so it's easy to distinguish this snap-in from other snap-ins.

4. The *API Name* field is automatically populated.

5. In the *Site Endpoint* menu, select a Salesforce community or Force.com site from the dropdown list.

## EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

## USER PERMISSIONS

To set up Snap-ins Chat:

- [Customize Application](#)

## EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

## USER PERMISSIONS

To set up Snap-ins Chat:

- [Customize Application](#)

If nothing appears in the menu, it's because there aren't any communities or sites configured in your org.

**6. Click **Create**.**

The snap-in deployment is created.

After you've created a snap-in deployment, configure the Live Agent settings used in the snap-in chat widget.

SEE ALSO:

[Specify the Live Agent Settings for Your Snap-ins Chat Deployment](#)

## Specify the Live Agent Settings for Your Snap-ins Chat Deployment

The Snap-ins chat widget uses a Live Agent deployment ID and button so customers can chat with your agents. The Live Agent details that you provide are used to generate the chat widget code that you add to your web pages.

Before you specify the Live Agent settings, ensure that you have a Live Agent deployment and a Live Agent chat button available to use with the Snap-ins chat widget.

1. From Setup, enter *Snap-ins* in the **Quick Find** box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with by clicking the arrow beside the deployment name and selecting **View**.
3. In the Snap-ins configuration page, go to the **Live Agent Basic Settings** section and click **Start**.
4. In the **Live Agent Deployment** menu, select the Live Agent configuration that you want to use with snap-in chat from the dropdown list.
5. In the **Live Agent Button** menu, select the Live Agent button that you want to use with the snap-in chat widget from the dropdown list.
6. Click **Save**.

After you've provided the Live Agent settings, get the code to add the Snap-ins chat widget to your web pages.

### [Available Chat Features in Snap-ins Chat](#)

Most Live Agent features are supported with Snap-ins Chat. Enable the following features in your Live Agent configuration, deployment, and chat button to provide chat features for your support agents and chat visitors. Live Agent features can be enabled only in Salesforce Classic.

SEE ALSO:

[Available Chat Features in Snap-ins Chat](#)

[Copy the Snap-ins Chat Code Snippets and Paste the Code into Your Web Pages](#)

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

### USER PERMISSIONS

To set up Snap-ins Chat:

- **Customize Application**

## Available Chat Features in Snap-ins Chat

Most Live Agent features are supported with Snap-ins Chat. Enable the following features in your Live Agent configuration, deployment, and chat button to provide chat features for your support agents and chat visitors. Live Agent features can be enabled only in Salesforce Classic.

**Table 1: Supported Live Agent Features for Snap-ins Chat**

Live Agent feature:	Enable it in:	Description
Save Transcript for Visitors	Always enabled	Lets the chat visitor save their chat transcript. They can save the transcript during or after the chat.
Sneak Peek	Live Agent Configuration	Lets agents see what the chat visitor is typing before sending a chat message.
Agent File Transfer	Live Agent Configuration	Lets agents request a file from the chat visitor.
Chat Transfer (to agent, skill, or chat button)	Live Agent Configuration	Lets agents transfer a chat directly to another agent, or to an agent assigned to a particular skill or chat button. When a chat is transferred to a button or skill, the transfer request is sent to all available agents assigned to that button or skill, and the chat is transferred to the first agent to accept the request.
Customer Time-Out	Chat Button	Lets you set a warning and timeout for when the chat visitor is idle during a chat.
Post-Chat Page URL	Chat Button	Lets you provide a link at the end of each chat to direct chat visitors to more resources or a survey. Adding a post-chat link creates a button

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

 **Important:** You must use a version 2.0 code snippet with the following chat features:

- Agent File Transfer
- Customer Time-Out

# Customize the Branding and Appearance of Your Snap-ins Chat Widget

Select the colors and font used in the Snap-ins chat widget to reflect your company's brand identity.

Before you start, talk with the team that maintains your website to get the color codes for your company's brand. You can specify branding colors by entering their hex code or RGB code, or by selecting a color in the color palette.

**Important:** We don't support adding custom CSS to your snap-in. We support using only the branding options in setup and in the customizable parameters in the code snippet. If you have custom CSS in your snap-in, it's your responsibility to test your snap-in each release to ensure it functions properly.

The screenshots show how the branding elements appear in the chat widget.

## EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

## USER PERMISSIONS

- To set up Snap-ins Chat:
- Customize Application

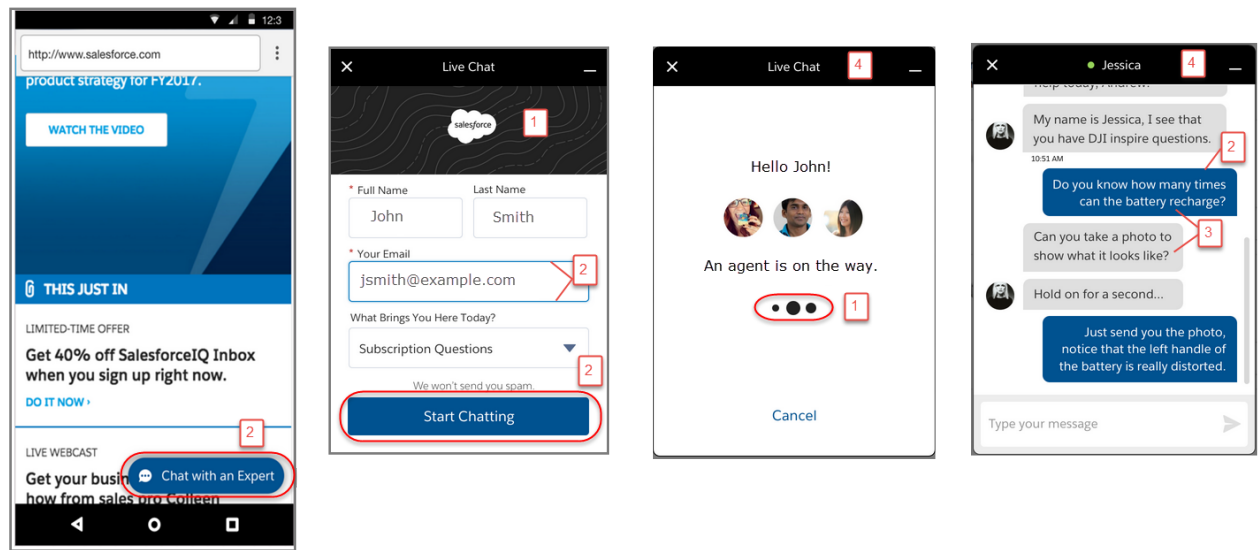




Table 2: Brand Elements That Can Be Customized in the Snap-ins Chat Widget

Brand Element	Description
Brand Primary	<p>Sets the color of the:</p> <ul style="list-style-type: none"><li>• Pre-chat image backdrop</li><li>• Pop message outlines</li><li>• Loading balls</li><li>• Loading balls when chat is minimized</li></ul> <p>By default, the color is set to hex #222222 (Night Black).</p> <p>In the screenshots, brand primary elements are indicated by [1].</p>

Brand Element	Description
Brand Secondary	<p>Sets the color of the:</p> <ul style="list-style-type: none"> <li>• Call to Action buttons, such as “Start Chat” or “Chat with an Expert”</li> <li>• Input field focus</li> <li>• Send button</li> <li>• Guest message chat payload</li> <li>• Secondary buttons</li> <li>• Chat when it is minimized and there’s a new message</li> </ul> <p>By default, the color is set to #005290 (Nimbostratus Blue).</p> <p>In the screenshots, brand secondary elements are indicated by [2].</p>
Contrast Primary	<p>Sets the color of the:</p> <ul style="list-style-type: none"> <li>• Chat body text</li> <li>• Chat input text</li> </ul> <p>By default, the color is set to #333333 (dark gray).</p> <p>The background color is white.</p> <p>In the screenshots, contrast primary elements are indicated by [3].</p>
Nav Bar	<p>Sets the color of the:</p> <ul style="list-style-type: none"> <li>• Chat widget’s navigation bar</li> <li>• Chat button when the chat is minimized</li> </ul> <p>By default, the color is set to hex #222222 (Night Black).</p> <p>In the screenshots, the nav bar element is indicated by [4].</p>
Font	<p>Sets the font used in the chat widget.</p> <p> <b>Note:</b> Some fonts aren’t supported on mobile browsers. If you select a font that isn’t available for a chat visitor’s mobile browser, the browser’s default font is displayed.</p> <p>The following fonts are supported in mobile browsers for both iOS and Android:</p> <ul style="list-style-type: none"> <li>• Georgia</li> <li>• Times New Roman</li> <li>• Arial</li> <li>• Courier New</li> </ul> <p>The following fonts are supported in mobile browsers for iOS only:</p> <ul style="list-style-type: none"> <li>• Trebuchet MS</li> <li>• Verdana</li> <li>• Lucida Console</li> </ul>

To customize the branding of the chat widget:

1. From Setup, enter *Snap-ins* in the **Quick Find** box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with.
3. In the Snap-ins configuration page, go to the Branding section and click **Edit**.
4. Select the colors that you want to show in the chat widget.  
Enter the color using the hex code. To enter an RGB code or to select a color from the palette, open the color palette by clicking the down arrow in the color field.
5. Click **Done**.
6. Repeat steps 4–5 for the remaining brand colors.
7. Select the font that you want to use in the Snap-ins chat widget.
8. Click **Finish**.

 **Important:** Changing the branding of an existing chat widget changes the code snippet for the chat widget. If you update the branding for an existing chat widget, you must update the code snippet on your webpages. If you customized the code snippet, you must add those customizations to the new code snippet.

SEE ALSO:

[Copy the Snap-ins Chat Code Snippets and Paste the Code into Your Web Pages](#)

[Customize the Snap-ins Chat Widget Code](#)

## Customize the Pre-Chat Form

Gather contact information from your customers and find out about their needs using a pre-chat form. You can create a pre-chat form that addresses different business needs and associates customer information with Salesforce records like leads, cases, and contacts. You can also customize the fields used on the form.

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

### USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application

When you design your pre-chat form, you can select a use case scenario that automatically associates information from the form with Salesforce records. When a customer enters their name or email address into the form, Salesforce matches the information with a Salesforce contact record or lead record. If no match is found, Salesforce creates a record.

For example, if you select the Service scenario, Salesforce relates the customer's information with Case and Contact records.

**Table 3: Use Cases for Associating Pre-Chat Information with Salesforce Records**

If you select:	Then Salesforce associates the pre-chat information with these record types:
Sales	Lead records
Service	Contact records Case records
Basic	Contact records

You can select the fields that are shown on the pre-chat form, change the order of the fields, and make fields required. To make the form more user-friendly to customers, add up to four fields.

To set up the pre-chat form:

1. From Setup, enter *Snap-ins* in the **Quick Find** box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with.
3. In the Snap-ins configuration page, go to the Pre-chat section and move the radio button to **Active**.
4. Click **Edit**.
5. Select the use case for the pre-chat form.
  - a. Select the main reason that customers use chat. The reason that you select affects the type of Salesforce record that's created from the information that customers enter into the pre-chat form.
  - b. Select the record type that's created from the pre-chat form. The drop-down menu shows record types that are available on the object.
  - c. Click **Next**.

6. Select the fields shown on the pre-chat form.
  - a. To change the order of the fields, use the up arrow and down arrow.



**Note:** For the Service scenario, fields are grouped by object. Contact fields always appear above Case fields.

- b. To add a field, click **+**. You can add only fields that are available on the object.
- c. To remove a field, click **X**.
- d. To require customers to fill out a field, select **Required** next to the field.
- e. Click **Save**.



**Note:** You can use the pre-chat APIs to send nonstandard pre-chat details along with what's available in setup. For more information, see [Override default behavior or create custom entities using Snap-ins pre-chat API](#).

## Customize Labels for Snap-ins Chat

You can customize most of the field labels for your Snap-ins from either Lightning Experience or Salesforce Classic.

1. From Setup, enter *Rename Tabs and Labels* in the **Quick Find** box, then select **Rename Tabs and Labels**.
2. Select the language for which you'd like to customize labels.
3. Click **Edit** next to Snap-ins.
4. If you want to change the tab name, enter the new name, then click **Save**.
5. Click **Next**.
6. Change the desired labels. The labels you change apply only to the selected language.
7. Click **Save**.

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

### USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application

## Copy the Snap-ins Chat Code Snippets and Paste the Code into Your Web Pages

Salesforce generates a unique code snippet based on the information you provided during the Snap-ins Chat setup. Copy and paste the chat code snippet so you can add the Snap-ins chat widget to your web pages. Copy and paste the optional meta tag code snippet to make your web pages responsive to different form factors such as mobile and desktop.

Ensure that you have access to the web pages where you want to add the chat widget. You might need to work with your company's webmaster.

When you add the chat code snippet to your web pages, customers can see and use the Snap-ins chat widget. If you're not ready for customers to access the chat yet, add the code snippets to a private web page.

You can customize the code to change certain aspects of chat widget's appearance.

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

### USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application



The `<meta>` tag code makes your web page responsive, so that the web page and the chat widget look good and perform well on different devices. For example, if a customer is looking at your web page and chat widget on a mobile phone, then the page and chat are resized to accommodate the smaller form factor.

This tag is the recommended `<meta>` tag for proper code snippet responsiveness. If your page is already responsive, then you might not need to add this snippet or change your `<meta>` tag. If you see issues with behavior on other devices, you can try updating your `<meta>` tag to code snippet that's provided. This tag is added to the head section of every page where the snap-in chat widget is used. If you don't include an appropriate `<meta>` tag, then the snap-in chat widget appears as it does on a desktop, regardless of the device used to access the page.

1. From Setup, enter *Snap-ins* in the **Quick Find** box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with.
3. In the Snap-ins configuration page, go to the **Snap-in Code Snippets** section and click **Get Code**.
4. Copy the chat code snippet and paste it immediately above the closing `</body>` tag on your web page to add the Snap-ins chat widget to the page.  
Paste the chat code snippet into every web page where you want the chat widget to appear. Don't place Snap-ins Chat on the same page or community as Live Agent chat buttons. Optionally, customize the chat code snippet.
5. Optionally, copy and paste the meta code snippet into the `<meta>` tag head section in every web page where you want the chat widget to appear.
6. Click **Done**.  
The code snippets page closes.

SEE ALSO:

[Customize the Snap-ins Chat Widget Code](#)  
[Customizable Parameters in the Snap-ins Chat Code](#)  
[Test the Snap-ins Chat Experience](#)

## Customize the Snap-ins Chat Widget Code

Use a text or HTML editor to customize the optional parameters in the chat widget code snippet.

You can customize certain [parameters](#) that affect the appearance and behavior of the snap-ins chat widget.

1. From Setup, enter *Snap-ins* in the **Quick Find** box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with.
3. In the Snap-ins configuration page, go to the **Snap-in Code Snippets** section and click **Get Code**.
4. Copy the chat code snippet to a text editor or HTML editor.
5. In the text editor or HTML editor, specify the image URLs for the chat widget parameters.
6. Save your changes.

After modifying the chat code snippet, [add the code](#) to every web page where you want the Snap-ins chat widget to appear.

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

### USER PERMISSIONS

To set up Snap-ins Chat:

- [Customize Application](#)

### Customizable Parameters in the Snap-ins Chat Code

You can customize certain parameters that affect the appearance and behavior of the Snap-ins chat widget so that the chat experience reflects your company's branding. Use these parameters to customize the pre-chat banner image, logo, waiting state image, and your agent's avatar picture. You also can customize the wording that appears on the chat button and on the chat widget when the chat is loading, when agents are online, when agents are offline.

#### SEE ALSO:


[Copy the Snap-ins Chat Code Snippets and Paste the Code into Your Web Pages](#)

[Customizable Parameters in the Snap-ins Chat Code](#)

## Customizable Parameters in the Snap-ins Chat Code

You can customize certain parameters that affect the appearance and behavior of the Snap-ins chat widget so that the chat experience reflects your company's branding. Use these parameters to customize the pre-chat banner image, logo, waiting state image, and your agent's avatar picture. You also can customize the wording that appears on the chat button and on the chat widget when the chat is loading, when agents are online, when agents are offline.

### Set the Domain for your Deployment (Required for Version 2.0 Code Snippets)

Parameter	Description
<code>embedded_svc.settings.storageDomain = "..."</code>	<p>To specify the domain for your deployment, set the parameter <code>storageDomain = "..."</code> to whatever top-level domain you use for chats.</p> <p>When you set the domain, visitors can navigate subdomains during a chat session. Make sure that each page where you want to allow chats contains the code snippet.</p> <p> <b>Important:</b></p> <ul style="list-style-type: none"> <li>The <code>storageDomain</code> parameter is available only for version 2.0 code snippets, and it's required. It's included as a code comment in your generated code snippet.</li> <li>Follow the format <code>mywebsite.com</code> for your domain. Don't include a protocol (<code>http://mywebsite.com</code> or <code>https://mywebsite.com</code>) or a trailing slash (<code>mywebsite.com/</code>).</li> </ul>

#### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

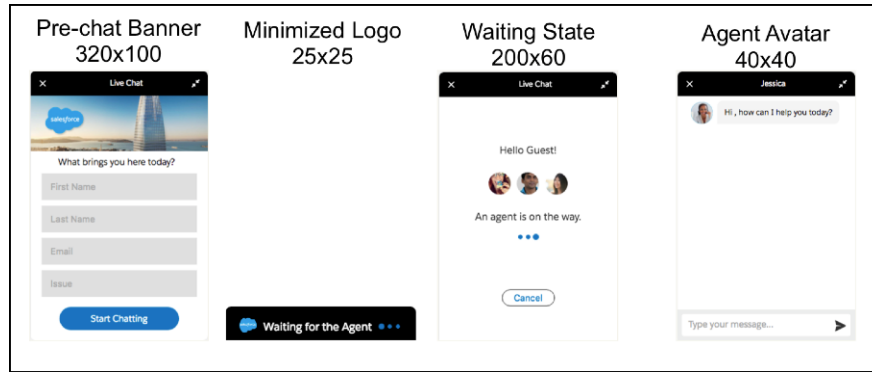
## Customize the Images Used in the Snap-ins Chat Widget

If the images are hosted in the same repository as the web page where you plan to add the chat widget, you can use either relative URL paths and names or full URLs. If the images are hosted elsewhere, use the full URLs for the images.

Before customizing the code, upload the image files that you want to use in the chat widget.

To customize this image:	Set this parameter:	Description
Pre-chat banner image	<code>embedded_svc.settings.prechatBackgroundImgURL = "..."</code>	Specify a URL to set the image shown in the pre-chat form between the greeting (for example, "Hello Guest!") and the subtext (for example, "An agent is on the way.").  The recommended image size is 320x100 pixels.
Logo for minimized waiting state	<code>embedded_svc.settings.smallCompanyLogoImgURL = "..."</code>	Specify a URL to set the logo shown when the chat is minimized.  The recommended image size is 25x25 pixels.
Waiting state image	<code>embedded_svc.settings.waitingStateBackgroundImgURL = "..."</code>	Specify a URL to set the background image when the chat is in a waiting state.  The recommended image size is 200x60 pixels.
Agent avatar	<code>embedded_svc.settings.avatarImgURL = "..."</code>	Specify a URL to set the image of the agent that appears when the agent is chatting.  The recommended image size is 40x40 pixels.

Create your images in .png format and use the following sizes to ensure that the images don't become distorted during the snap-in chat experience.



## Customize the Default Chat Button Used in the Snap-ins Chat Widget

### Parameter

### Description

`embedded_svc.settings.displayHelpButton =`

To show the default chat button that connects your customers to the chat widget, set the `displayHelpButton = true`;. The chat button lets your customers start a chat from your web page.

Valid values are `true` | `false`.

## Customize Whether the Prechat Form Appears in the Snap-ins Chat Widget

### Parameter

### Description

`embedded_svc.settings.initialInteractionState = "..."`

To specify whether the pre-chat form appears when a customer initiates a chat, set `initialInteractionState = "PRECHAT"`;

Valid values are `PRECHAT` | `WAITING`.

 **Note:** These values are case-sensitive.

By default, the parameter is set to show the pre-chat form. If you set it to `WAITING`, then the chat widget doesn't show the pre-chat form and immediately opens a chat window.

## Customize Wording Used in the Snap-ins Chat Widget

### Parameter



### Description

`embedded_svc.settings.onlineText = "..."`

To customize the text that appears in the chat button when agents are online, set the parameter `onlineText = "..."` to whatever text you want to show.

Parameter	Description
	If you don't specify a value, the default text shown is "Chat with an Expert."
<code>embedded_svc.settings.offlineText = "..."</code>	<p>To customize the text that appears in the chat button when agents are offline, set the parameter <code>offlineText = "..."</code> to whatever text you want to show.</p> <p>If you don't specify a value, the default text shown is "Agent Offline."</p>
<code>embedded_svc.settings.onlineLoadingText = "..."</code>	<p>To customize the text that appears in the chat button when the chat window is loading, set the parameter <code>onlineLoadingText = "..."</code> to whatever text you want to show.</p> <p>If you don't specify a value, the default text shown is "Loading."</p>

## Set the Language for your Deployment

Parameter	Description
<code>embedded_svc.settings.language = "..."</code>	<p>To customize the language for a deployment, set the parameter <code>language = "..."</code> to the desired language.</p> <p>You also need to take care of some other settings to make sure translation works properly. See <a href="#">Localization and Translation for Snap-ins Chat</a>.</p> <p> <b>Note:</b> We don't support an underscore format for languages (like <code>en_US</code>). Use http locale format (like <code>en-US</code> or <code>en</code>).</p> <p> <b>Important:</b> You must use a version 2.0 code snippet to set the language. In your version 2.0 code snippet, this parameter is already included and set to English (<code>en-US</code>).</p>

## Customize the Chat Window Size and Base Font Size

Parameter	Description
<code>embedded_svc.settings.widgetWidth = "..."</code>	<p>To customize the width of the chat window, add this parameter to your code snippet and set <code>widgetWidth = "..."</code> to whatever width you want to show in pixels (px) or percent (%).</p> <p>If you don't specify a value, the default size of 320px is used.</p>

Parameter	Description
<code>embedded_svc.settings.widgetHeight = "..."</code>	To customize the height of the chat window, add this parameter to your code snippet and set <code>widgetHeight = "..."</code> to whatever height you want to show in pixels (px) or percent (%).  If you don't specify a value, the default size of 498px is used.
<code>embedded_svc.settings.widgetFontSize = "..."</code>	To customize the base font size for the text in the chat window, add this parameter to your code snippet and set <code>widgetFontSize = "..."</code> to whatever base font size you want to show. We recommend selecting a size no smaller than 12px and no larger than 24px.  If you don't specify a value, the default size of 16px is used.

Keep the following in mind when setting sizes.

- You can enter values in px or percent (%), or em or rem.
- When you set the width in your code snippet, the max-width is set to none. Similarly, when you set the height, the max-height is set to none. This action prevents the chat window from auto-sizing if the browser window's height or width changes to less than the set height or width of the chat window.
- If the height of the browser window is less than 498px, the height defaults to 90% of the browser window's height.

SEE ALSO:

[Copy the Snap-ins Chat Code Snippets and Paste the Code into Your Web Pages](#)

[Customize the Snap-ins Chat Widget Code](#)

## Test the Snap-ins Chat Experience

Now that you've add Snap-ins Chat in your web pages, it's time to test it out.

To test the snap-in chat from the agent's perspective, log in to Salesforce as a Live Agent user with all the Live Agent support agent permissions.

1. Log in to Service Cloud and go online as the agent assigned to the appropriate button.
2. Test the chat from the customer's perspective. In another window in the same browser, initiate a chat by navigating to a web page where you've placed the code snippet and starting the chat.

The chat should be available.

3. On the customer side (that is, on your web page), verify that:
  - Pre-chat form looks how you expected
  - Chat window looks how you expected
4. On the agent side (that is, in the Salesforce Console for Service), verify that:
  - You receive a chat request when the chat is initiated

### EDITIONS

Available in: **Enterprise**,  
**Professional**, **Unlimited**,  
and **Developer** Editions

If the chat widget and experience appears as you expected, your customers can start using embedded chat to communicate with your agents.

## Localization and Translation for Snap-ins Chat

The primary language for a Snap-ins chat is set differently when Translation Workbench is enabled or disabled.

If you're using Translation Workbench:

- The language set in the visitor's Accept-Language HTTP header for their browser is used when it matches a language in the list of active Translation Workbench languages. When the visitor has multiple languages set for their browser, the highest-ranked language that matches a language in the list of active Translation Workbench languages is used.
- When there's no match, the language specified for the Site Guest User of the Site associated with your Snap-ins deployment is used.

If Translation Workbench is disabled, the language specified for the Site Guest User of the Site associated with your Snap-ins deployment is used.

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

## Snap-ins Chat Limitations

Snap-ins Chat has the following limitations.

The setup node for Snap-ins chat is available only in Lightning Experience.

The following Live Agent features aren't supported in Snap-ins Chat. When you enable any of these settings in the Live Agent Configuration, Button, or Deployment that you use with Snap-ins Chat, agents can't use them.

- Sensitive Data Rules
- Visitor Blocking

You can't use Snap-ins Chat on the same page or community as Live Agent chat buttons.

The Snap-ins chat window title shows the agent's name instead of the Live Agent Chat Window Title setting. When you enable this setting in the Live Agent Configuration, it doesn't work in the Snap-ins Chat.

If you want to use an existing Live Agent chat button for your Snap-ins, make sure the Pre-Chat URL field is blank. When this field is populated, Snap-ins Chat doesn't work. Use the pre-chat fields in Snap-ins Chat setup instead.

Other usage limitations for Snap-ins Chat:

- Visitors can't chat with an agent if they're using private browsing mode on iOS.
- You can't embed Snap-ins Chat into Lightning components. Use a Visualforce page, Community, or web property only.
- Field-level validation rules aren't supported with Snap-ins Chat.
- When you host your Snap-ins Chat deployment on a Visualforce page, you must access the page using HTTPS. If you use HTTP, the chat widget doesn't load.

### EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

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