✅ Web		⊘ Web	
⊘ Mobile		⊘ Mobile	
⊘ Server		⊘ Server	

Getting Started

When you enable Olark in the Segment web app, your changes appear in the Segment CDN in about 45 minutes, and then Analytics.js starts asynchronously loading Olark's `loader0.js` onto your page. This means you should remove Olark's snippet from your page.

Olark's chat box will appear on your page, as configured in your Olark account, and you can start chatting with visitors.

Olark is only supported in device mode (on the client).

Page

When you call `page`, we call Olark's `sendNotificationToOperator` function as `looking at *url*`. You must enable this option with the *pageview* flag, because it can sometimes be bothersome.

Identify

When you call `identify` on `analytics.js`, we send the following data to Olark:

- We call `api.chat.updateVisitorNickname` with `traits.name` and `traits.email`, or just their `traits.name` or just their `traits.email` or their `userId`. In that order of preference.
- We call `api.visitor.updateEmailAddress` with `traits.email` if you send it, or `userId` if that's an email.
- We call `api.visitor.updateFullName` with `traits.name` if you send it, or `traits.firstName` and `traits.lastName` appended with a space in between, if you send both first and last name.
- We call `api.visitor.updatePhoneNumber` with `traits.phone` if you send it.
- We call `api.visitor.updateCustomFields` with `traits`.

More documentation on the Olark API can be found in Olark's docs.

Track

When you call `track` or one of its helpers on analytics.js, we call Olark's `sendNotificationToOperator` function as `visitor triggered *eventName*`. You must enable this option with the *track* flag, because it can sometimes be bothersome.

Features

Customizing the chat box

All the settings you can change from your Olark settings pages, like targeted chat and your chat box design, still work exactly the same when Olark is enabled using Segment.

Olark JavaScript API

If you'd like to use the native Olark JavaScript functions after turning on Olark using Segment our `ready` function will allow you to do that. Since we still load the Olark library in the background you can access those functions like this:

```
analytics.ready(function(){
  olark('api.box.shrink')
});
```

Read the ready docs for more details

Record Live Chat Events

Using Olark through Segment gives you the ability to automatically record `track` events for live chat conversations. If you select this option, we'll collect the following events:
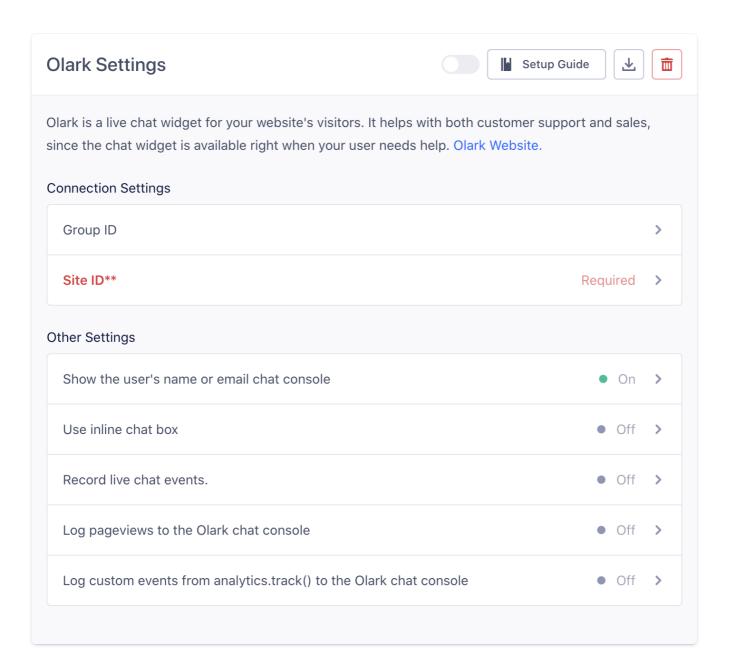
- Live Chat Conversation Started
- Live Chat Message Sent

Live Chat Message Received

These events will be sent to other tools in your stack that can accept track calls, so you can do things like analyze if users who chat spend more money over time.

To learn more about the live chat events you can capture with this destination, head on over to our Live Chat spec docs.

Olark Settings

◯   🔖 Setup Guide   ⬇   🗑

Olark is a live chat widget for your website's visitors. It helps with both customer support and sales, since the chat widget is available right when your user needs help. Olark Website.

Connection Settings

Group ID	›
Site ID**	Required ›

Other Settings

Show the user's name or email chat console	🟢 On ›
Use inline chat box	⚫ Off ›
Record live chat events.	⚫ Off ›
Log pageviews to the Olark chat console	⚫ Off ›
Log custom events from analytics.track() to the Olark chat console	⚫ Off ›

Settings

Segment lets you change these destination settings from the Segment app without having to touch any code.

SETTING	DESCRIPTION
Group ID	`string` . If you want to use Olark across multiple different websites under the same account, create an Olark Group and add the ID here.
Show the user's name or email chat console	`boolean` , defaults to `TRUE` . Show the user's name or email from analytics.identify() in the Olark chat console

SETTING	DESCRIPTION
Use inline chat box	`boolean`, defaults to `FALSE`. Configures whether the chat box should be inlined or not
Record live chat events.	`boolean`, defaults to `FALSE`. Automatically send Live Chat message events, conversation starts and ends to other tools you have enabled.
Log pageviews to the Olark chat console	`boolean`, defaults to `FALSE`. Log pageviews to the Olark chat console
Site ID *(required)*	`string`. You can find your Site ID on the Olark Install page. It should look something like this: `9385-174-10-1457`.
Log custom events from analytics.track() to the Olark chat console	`boolean`, defaults to `FALSE`. Log custom events from analytics.track() to the Olark chat console

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