Support chat (sometimes called Live chat) allows customer care departments to provide help to their website visitors and answer their questions in real time.

Setting up support chat

1. **Enable support chat** in **Settings -> Community -> Chat**.
2. Open the **Permissions** application and provide some roles with the **Enter support** permission for **Chat**.
3. Place one of the following web parts on a page. We recommend to place the web part on the master page to make support chat available on all pages.
   - The **Chat support request** web part displays a button that the visitors can use to initiate chat with support personnel.
   - The **Initiated chat** web part provides a way for support personnel to start chatting with on-line visitors from the **On-line users** interface in the **Users** application.
   - The **Automatically initiated chat** web part automatically sends the visitor a message after a specified period of time. If the visitor replies, a notification appears in the administration interface.

You can now go on-line using the support chat toolbar. The toolbar notifies you about new messages and allows you to switch between active conversations.

> ⚠️ **Using support chat with SSL**
>
> If you're using SSL on your websites, make sure you configure WCF for SSL.

Available support chat web parts

Chat support request

Displays a control that visitors click to start chatting with a support person. In this case, the site visitor initiates the chat and the support person receives a notification in the user interface.

You can set up forwarding support requests to email in **Settings -> Community -> Chat -> Support chat**. If you don't enter any email address into the **Send support messages to this email address** setting and no support person is online, support chat is not available for site visitors.

Initiated chat

When you place this web part on a page, you can start chat with visitors who are on the page. Please note that you need to enable the on-line users feature first.

You can chat only with registered users who are logged on. To initiate chat with a user, navigate to **Users -> On-line users** and click **Initiate chat**.

Automatically initiated chat

This web part automatically displays a predefined message to visitors who spend a specified amount of time on a page. When the message appears, visitors have two options:

- Reply – opens the support chat window. The visitor can now reply to the message, which in turn lights up a notification for support personnel in the administration interface.
- Close – closes the message without replying. This prevents the message from appearing again for one hour.

The message doesn't appear if no support person is on-line.

Going on-line

To go on-line in support chat, you must have the **Enter support** permission for **Chat**. When you have the Enter support permission, you access support chat from the system header at the top.

1. Click the **Support chat** icon in the top right corner of the screen.
2. Click **Go on-line**.

You are on-line in support chat. When a visitor sends their first message, the support chat icon shows a notification. Click the support chat icon to view active support chat requests.

> ✅ You can use canned responses to quickly insert commonly used text into your messages.