

The Chat application allows visitors of a website to communicate with each other in real time by means of text messages. Chat users can gather in chat rooms of various types, as well as talk one-on-one without interruption of other users. Also included is an option to set up live customer support chat featuring operator notifications in the administration interface and predefined (canned) responses. Other features include graphic smileys, BBCode tags and integration with the Bad words application.

The application comes as a set of web parts that can be either placed on a single page, allowing all the features to be accessed at one place, or spread across multiple pages to separate individual components (e.g. the log-on page, chat room list, etc.).

- [Learn what you need to do before you start setting up the chat application](#)
- [Learn how to set up basic chat functionality](#)
- [Learn which technologies the chat application uses](#)

The chat application comprises the following three features:

- chat rooms
- chat users
- support chat

Chat rooms

Chat rooms connect people who share a common interest or background. When a user joins a chat room, they can send text messages which all other users in the room will be able to read and respond to. Kentico offers a set of chat room types, including private and public rooms or password protected rooms.

- [View the complete list of chat rooms types](#)
- [Learn how to create and manage chat rooms](#)

Chat users

By default, any visitor of your website can enter the chat, regardless of whether they have a user account set up on the site. Every chat user only needs to choose a nickname which will represent them among the chatting community. The name with which the user logs in to the site will not be shown to other chat users.

- [Learn how to manage chat users](#)
- [Learn how to use chat on the live site](#)

Support chat

Chat in Kentico contains a special type of chat rooms aimed at providing on-line help and support to customers. These support rooms have one or more registered users acting as consultants, while site visitors can join and ask questions. The consultant is notified about new messages in the administration interface and is able to open a message dialog through there.

- [Learn how to set up and use support chat](#)