

# Live 2 support help

## User Manual



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# ProProfs Chat FAQs

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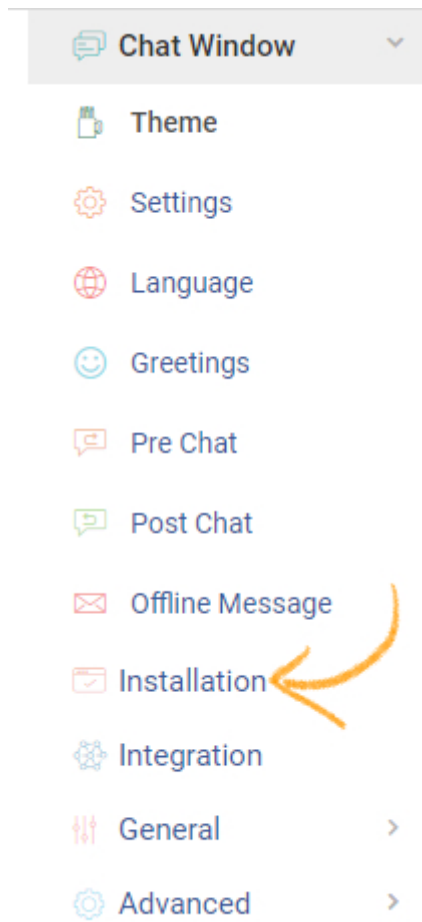
# Getting Started

# How to Install Live Chat on Your Website in 5 Minutes

**Follow these steps to install live chat on your website:**

Step 1. Click "[Sign Up](#)" on the ProProfs Chat website, it will take you to the sign-up form, fill out the form to set up your account.

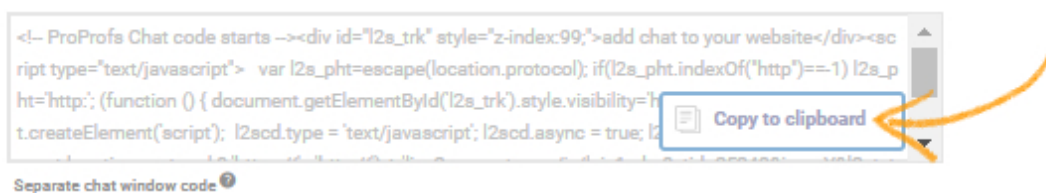
Step 2. After completing the form you will be redirected to the [chat window settings](#), navigate to the "Installation" tab where you will get the chat code.



Copy this code and paste it in all the web pages of your website just before the `</body>` tag.

## Install Live Chat

Copy & paste the below code just before the `</body>` tag on your webpage.



Send instructions to developer

Need help? Call 855.776.7763

Use one of the following services? Click below to see the specific easy-install instructions



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You can also send instructions to your developers by clicking "Send instructions to developer."

## Integrate with CMS

ProProfs integration with numerous CMS platforms allows you to add live chat on your website and offer seamless customer support.

## Integrate with Ecommerce

Integrate with numerous ecommerce platforms to install live chat on your website, boost your sales and offer delightful customer support.

### Related Articles:

[How do I Take a Product Tour?](#)

[How to Add an Operator?](#)

[How to Add My Company Logo?](#)

# How to Add/Delete an Operator

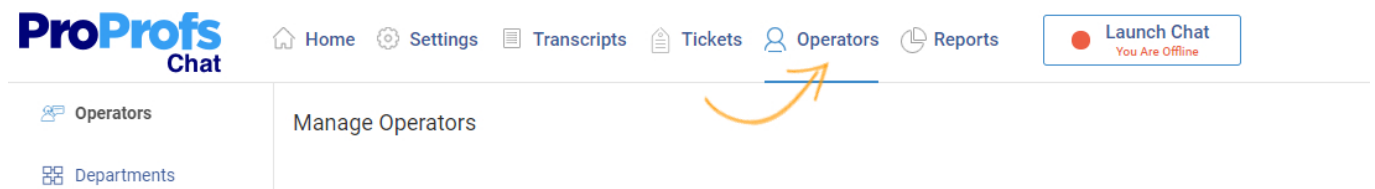
Add customer support operators to your site, so your visitors are never short on assistance. Operators can track real-time visitor activity on your website through the [Visitor Monitoring Window](#) and provide exceptional support through the [Visitor Conversation Window](#). Live chat operators are the solution to providing 24/7 interaction with customers. A Live Chat Support Operator is responsible for answering queries and assisting customers through chat. **Here's how your operators will appear in your dashboard:**

## Manage Operators

						<a href="#">Add Operator</a>
Name	Username	Chat Limit ?	Admin	Action	Routing Order ?	
Nathan	Nathan	10 ▼	✗		+	
Sauske	Sauske	10 ▼	✗		+	
Naomi	Naomi	10 ▼	✗		+	
Daniel	Daniel	10 ▼	✗		+	
Alex	Alex	10 ▼	✗		+	

Follow these steps to learn how to add or delete an operator:

**Step 1:** Click "Operators."



**Step 2:** Manage Operators tab loads up, click "Add Operator" to invite a new operator. You can also delete an existing operator by clicking the delete icon for that operator.

## Manage Operators

						<a href="#">Add Operator</a>
Name	Username	Chat Limit ?	Admin	Action	Routing Order ?	
Dimitri	dimitri	10 ▼	✗		+	
Nathan	Nathan	10 ▼	✓		+	

**Step 3:** Fill out the required information and click "Save." A pop-up message will confirm operator addition.



**ProProfs**  
Chat

[Home](#) [Settings](#) [Transcripts](#) [Tickets](#) [Operators](#) [Reports](#)

[Operators](#)  
[Departments](#)

Name\*

Bruce

Email \*

bruce@thisnext.com

Username\* ?

Bruce

Password \*

.....

Confirm password\*

.....

Welcome message

Welcome aboard!

Admin

Yes


No

Callback ?

Yes

No

Avatar



Back

Save

## More Live Chat Customization Options

Video About: [How To Customize Your Live Chat Window](#)

### Related Articles:

[How to Install Live Chat on Your Website?](#)

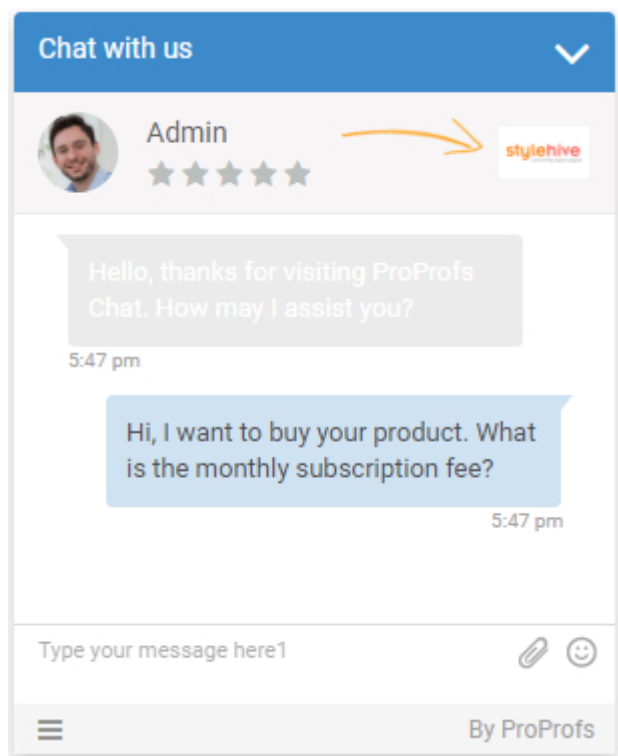
[How do I Take a Product Tour?](#)

[How to Add My Company Logo?](#)

# How to Add my Company Logo to the Chat Window

ProProfs Chat allows you to upload your own logo and make your chat more credible. Adding your branding to the chat window provides your visitors an intimate feel, like they are actually conversing with the brand. In addition to adding your logo, you can use several different tools when trying to raise your brand awareness and one of those tools is the [Chat Window Customization](#).

Here's how your logo will appear in the chat window:



Follow these steps to add your logo to the chat window:

**Step 1:** Navigate to "Settings" ----> "Chat Window" ----> "Theme." Click to open the "Advanced" options.

**ProProfs Chat**

Home Settings Transcripts Tickets

Chat Window

- Theme
- Settings
- Language
- Pre Chat
- Post Chat
- Offline Message
- Installation
- Integration
- General
- Advanced

Bubble Bar

Style

	Chat	
Help		

Color

☒ ☐ ☐ ☐ ☐ ☐

Custom Color

+ Advanced

**Step 2:** Locate the "Logo" option and click "Browse." Upload your Logo's image and click "Save" to secure and implement the changes.

**ProProfs**  
Chat

Home Settings Transcripts Tickets

Chat Window

Theme

Settings

Language

Pre Chat

Post Chat

Offline Message

Installation

Integration

General

Advanced

## Advanced

Visitor Text Color #4d4d4d

Operator Text Color #ffffff

Chatbox Position

Left

Right

Chatbox Size

Small

Medium

Large

Logo

Browse

Recommended size 350x200

CSS Customization

Save

### Related Articles:

[How to Install Live Chat on Your Website?](#)

[How do I Take a Product Tour?](#)

[How to Add an Operator?](#)

# Tour Videos

# Brand and theme capability

# Overview of Settings

# Providing Instant Support



# Enable Anytime, Anywhere Support

# Reports and Analytics

# Customize Live Chat Window

# Integrate Chat with Knowledge Base

# Settings

# Departments

With ProProfs you can direct chats to specific departments (for example, Sales or Support) in order to streamline help service.

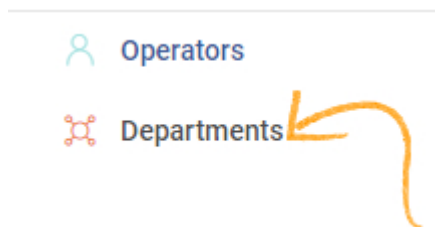
Once you enable departments, a department drop-down list will appear in Visitor Chat Window (pre-chat form). This allows visitors to choose which department they want to chat with, resulting in a more streamlined approach.

If you don't want to display department in pre-chat form, you can also use the department specific live chat codes on different web pages of your website.

Here are the steps to add departments to your ProProfs Chat:

**Step 1:** Log in to your chat dashboard.

**Step 2:** From the header menu navigate to "Operators" -----> "Departments"



**Step 3:** Enable the department feature by switching the toggle button to "Yes." Click the "Add Department" button to create a department.

## Departments

You can direct chats to specific departments (for example: Sales, Support, Billing) in order to streamline help service. You can embed a code on specific pages on your website that will automatically route chats to the appropriate department. You also have the option to enable department visibility, which allows visitors to select from a drop down list in your Chat Window. [Learn more...](#)



**Step 4:** Fill out the form, select the visibility and click on "save". (refer to the screenshot below)

Name \*

Offline email \*

Welcome message

Visibility ? ☒ Yes ☐ No

[Back](#) [Save](#)

**Note\*** The departments will only be shown to visitors if the "Visibility" is switched to "Yes".

**Step 5:** To directly send chats to the specific departments copy the chat code of the department and place it under the ProProfs chat code on your website/webpage.

(i) Click "Show Code" button to access the department's chat code.

## Departments

You can direct chats to specific departments (for example: Sales, Support, Billing) in order to streamline help service. You can embed a code on specific pages on your website that will automatically route chats to the appropriate department. You also have the option to enable department visibility, which allows visitors to select from a drop down list in your Chat Window. [Learn more...](#)

Enable ☒ Yes ☐ No [Add Department](#)

Department	Email	Visibility ?	Action	URL Rule ?
Product	alex@proprofs.com	✓		<a href="#">Show code</a> >
Sales	mark@thisnext.com	✓		>

(ii) Copy the chat code (highlighted part in the below example).

## Department

## Email

Product

alex@proprofs.com

```
<script> var dept_routing = "c5fbdfd5f71fd7b0d75f18242e76db0bMTA3OQ=="</script>
```

Place the above code on a specific page under your ProProfs Chat Code to send chats to this department.

**Note\*** After enabling chats for departments, make sure the existing operators are assigned to a department. Otherwise, the operators will not be able to handle any chats.

#### Related Articles:

[Add Canned Responses](#)

[Visitor Monitoring Window](#)

[Visitor Conversation Window](#)



# How Do I Add Canned Responses in Live Chat?

Reply to the same customer questions with [canned responses](#) and save valuable time and effort. Save answers to common questions to shorten your response time and save keystrokes on repetitive typing. With canned responses, you type it once, save it and reuse it in chats and tickets whenever you need.

Canned responses are predefined messages displayed to the operators with the intent of answering repeated questions consistently. It helps the operators with swift assistance to the customers, operators can search for particular canned responses through the search box.

## Examples:

### Welcome Messages

- Thanks for your patience and for the opportunity to serve you. How may I assist you?
- Thanks for the opportunity to chat with you. May I help you?
- Hi! I notice that you are looking for specific information on our web site. May I assist you with your search or direct you to the appropriate page?

### Anything

- Is there anything else I can assist you with?
- Can I be of any further assistance?
- Please do not hesitate to get in touch with us if you have any more questions. Is there anything else I can assist you with?

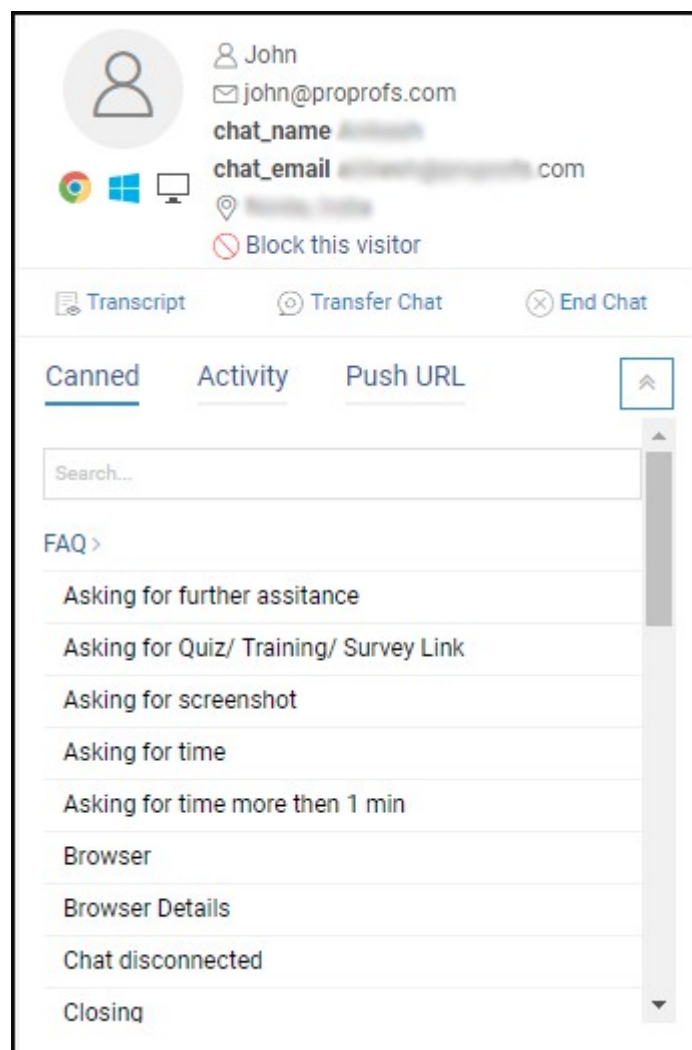
### Thanks

- Thank you for having visited our web site. We hope you will come back again.
- Thanks for chatting with me. I hope I was of assistance to you. Thank you.
- Before I say Good Bye I want you to know that we are always standing by to assist you in any way possible. Thanks.

### Confirmation:

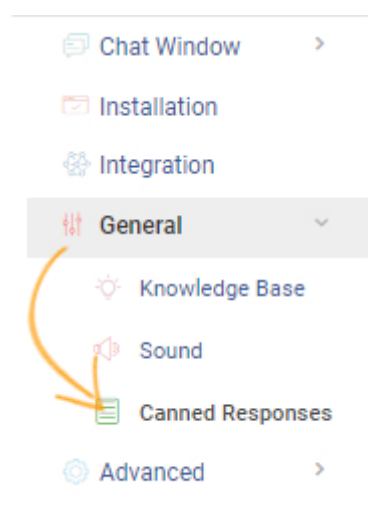
- I have just responded to your query and I hope it meets with your satisfaction. Are you still with me?

Here's how the Canned Responses appear to the operator in the [Visitor Conversation Window](#):



Here's how to add canned responses in live chat:

**Step 1:** Navigate to "Settings"-----> "General Settings" -----> "Canned Responses."



**Step 2:** To add a new canned response click "Add New."

## Canned Responses

Canned responses make it easy for operators to quickly respond to frequently asked questions. [Learn more](#)



**Step 3:** Customize your canned response, you can also select responses from the library and add them to your account.

### Add Response

Shortcut

Welcome Message

Select Pre-defined Messages

Text

Hi, Welcome to Acme Corp. how may I assist you?

Category

General

Save

Here's how the library of pre-defined messages will appear, select an appropriate message and click "Save" to add it to your live chat.

## Back

### Select Canned Responses

#### 1. Welcome Messages

- ☒ Thanks for your patience and for the opportunity to serve you. How may I assist you?
- ☐ Thanks for the opportunity to chat with you. May I help you?
- ☐ Thanks for having taken the time to visit our site. How may I help you?
- ☐ Hi! I notice that you are looking for specific information on our web site. May I assist you with your search or direct you to the appropriate page?

#### 2. Anything..

- ☐ Is there anything else I can assist you with?
- ☐ Can I be of any further assistance?
- ☐ Please do not hesitate to get in touch with us if you have any more questions. Is there anything else I can assist you with?
- ☐ May I be of any further assistance to you?



#### 3. Thanks..

- ☐ Thank you for having visited our web site. We hope you will come back again.
- ☐ Thanks for chatting with me. I hope I was of assistance to you. Thank you.
- ☐ Before I say Good Bye I want you to know that we are always standing by to

Operators can also save any specific response in their conversation with a visitor as a canned response. To learn more read [Visitor Conversation Window](#).

## How do I Delete/Edit Canned Responses?

To edit or delete canned responses, navigate to the specific response and click the edit or delete icon.

<input type="checkbox"/>	Title	Responses	Category	Action
<input type="checkbox"/>	Welcome Message	Hey welocome style	Welcome	<div>Edit</div>  

### Related Articles:

[Separate Chat Window](#)  
[Visitor Chat Window Settings](#)  
[Auto Chat Invitation](#)

# Real Time Visitor Monitoring

Video About: [How to Enable Anytime, Anywhere Customer Support](#)

Visitor Monitoring Window displays the list of visitors on your website along with details like geographical location, IP address, time spent on the page, and the web page they are currently on.

Here is how a fully functional [real-time visitor monitoring](#) window will look like:

Name	Status	Action	Duration	Page	Location	Operator
Damien Rosen @damien@live2support.com New visitor	...	Join	25m 23s	https://sa.live2support.com/cpn/index.php#page/dashboard	Atlanta, United States	<b>Online (3)</b> Nathan <span>1</span> Chat Limit: 10 Alex  <b>Offline (21)</b> Mike Sean Aman Dan
New visitor	...	Invite	10m 38s	https://www.proprofs.com/quiz-school/quiz_settings.php?id=2332698#advanced	-,-	
fgm.pere@sempartnersgroup.com Returning visitor(40)	...	Invite	1h 12m 12s	https://www.proprofs.com/quiz-school/report.php?title=problem-solving-15-minutes&show=score-reports	Madrid, Spain	
Returning visitor(2)	...	Invite	1m 59s	https://online83.projectbubble.com/manage/tasks/428497	Brandl, Germany	
Test test@proprofs.com New visitor	...	Invite	47m 35s	https://dev.live2support.com/dashboard/?sound_interface	Noida, India	
hankchen1978@gmail.com Returning visitor(2)	...	Invite	7m 30s	https://www.proprofs.com/training/mytrainings/?login=jocertz	Bangalore, India	

**To start monitoring visitors, follow these steps:**

Click "Launch Chat" on the dashboard. Your "Real-time visitor monitoring window" will pop up in a new tab.

Settings
Transcripts
Operators
Reports
**Launch Chat**

**Rating**  
**3.58** ★★★★★

**Missed Chats**  
**44**

Once the real time visitor monitoring window appears, you can see all the details and perform the associated actions.

- [Details](#)

- [Actions](#)

## Details:

1. [General Details](#)
2. [Advanced Details](#)
3. [Operators](#)

### General Details:

On the real-time visitor monitoring window, you can get the details of the following:

**Name** - By default, the visitors are depicted as "Visitor" in the order they visit the website. Once the visitor fills in the pre-chat form to chat with an operator, the name will appear under the "Name" column.

**Email** - When visitors fill out the pre-chat form, their email is visible along with the names under the "Name" column.

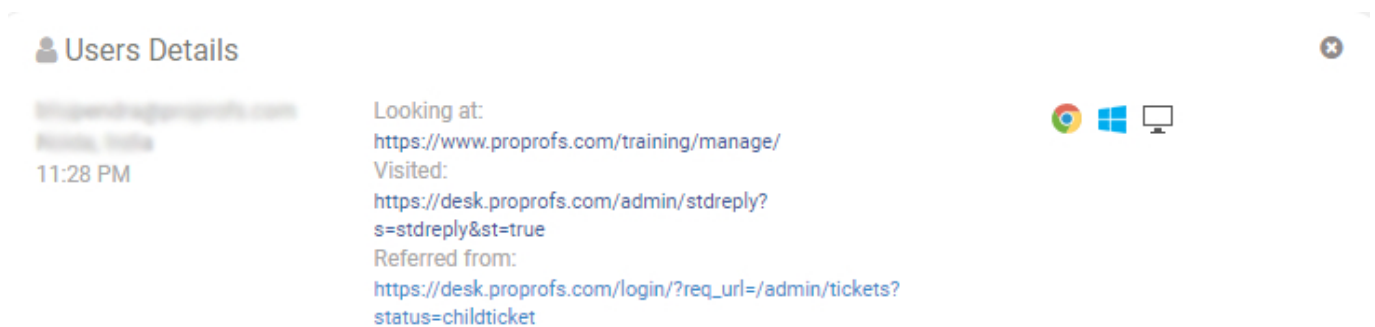
**Status** - The status column shows you what the visitor is doing on your website. A visitor could be either browsing, chatting or leaving the website. All statuses are depicted with an icon. You can hover over the icon to see the status.

**Duration** - It shows the duration of a visitor on your website.

**Page** - The page tells you the exact URL a visitor is browsing.

### Advanced Details:

Click visitor's name to access their advanced details:



**Users Details**

Looking at:  
<https://www.proprofs.com/training/manage/>

Visited:  
<https://desk.proprofs.com/admin/stdreply?s=stdreply&st=true>

Referred from:  
[https://desk.proprofs.com/login/?req\\_url=/admin/tickets?status=childticket](https://desk.proprofs.com/login/?req_url=/admin/tickets?status=childticket)

11:28 PM

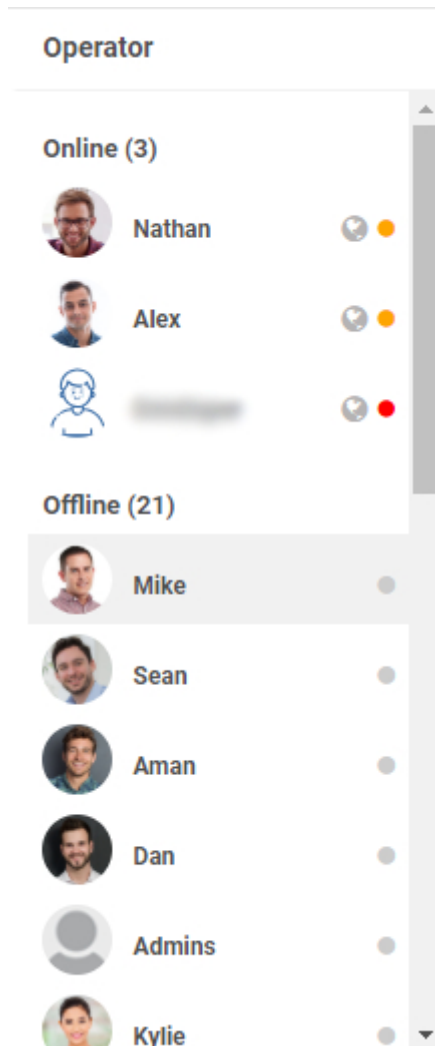
**Browser** - It shows which internet browser the visitor is using. (for example Chrome, Firefox, etc.)

**Operating System** - It shows which operating system the visitor is using. (for example Windows, iOS, etc.)

**Device Platform** - This shows which device the visitor is using to browse your website. (for example Mobile, Tablet, Desktop, etc.)

### Operators:

Here's what you can see in the operator column:



**Online** - Check which operators are online.

**Offline** - Check how many operators are offline.

**Engaged** - This shows how many operators are engaged in a conversation with a visitor.

## Actions:

You can perform the following actions from your real-time visitor monitoring window:

**Invite a visitor to chat** - Click the "Invite" button and invite a visitor to chat by prompting an automated greeting. Once the visitor accepts the invitation, the visitor chat window will open.

**Monitor chats between operators and visitors** - You can check if a visitor is already in a conversation with an operator. You can join the conversation anytime and monitor the chat in real time. (This feature is only accessible to administrators)

**Chat with an operator** - You can start chatting with an operator anytime by clicking the name of the operator you want to chat with.

### Related Articles:

[Pre Chat Form](#)

[Customize Offline Messages](#)

## How to Set up the Maximum Wait Time?



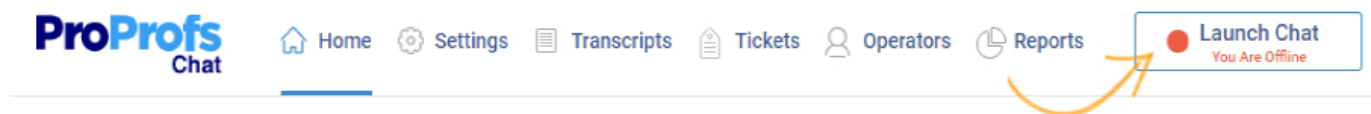
# Visitor Conversation Window

Visitor conversation window is equipped with all the essentials to provide exceptional support to your customers. With ProProfs Chat, you can track user's activity, transfer chats and much more via the operator's chat window.



Here are the steps to get you started:

**Step 1:** Login to your ProProfs Chat dashboard.


**Step 2:** From your dashboard, click on "Launch Chat."



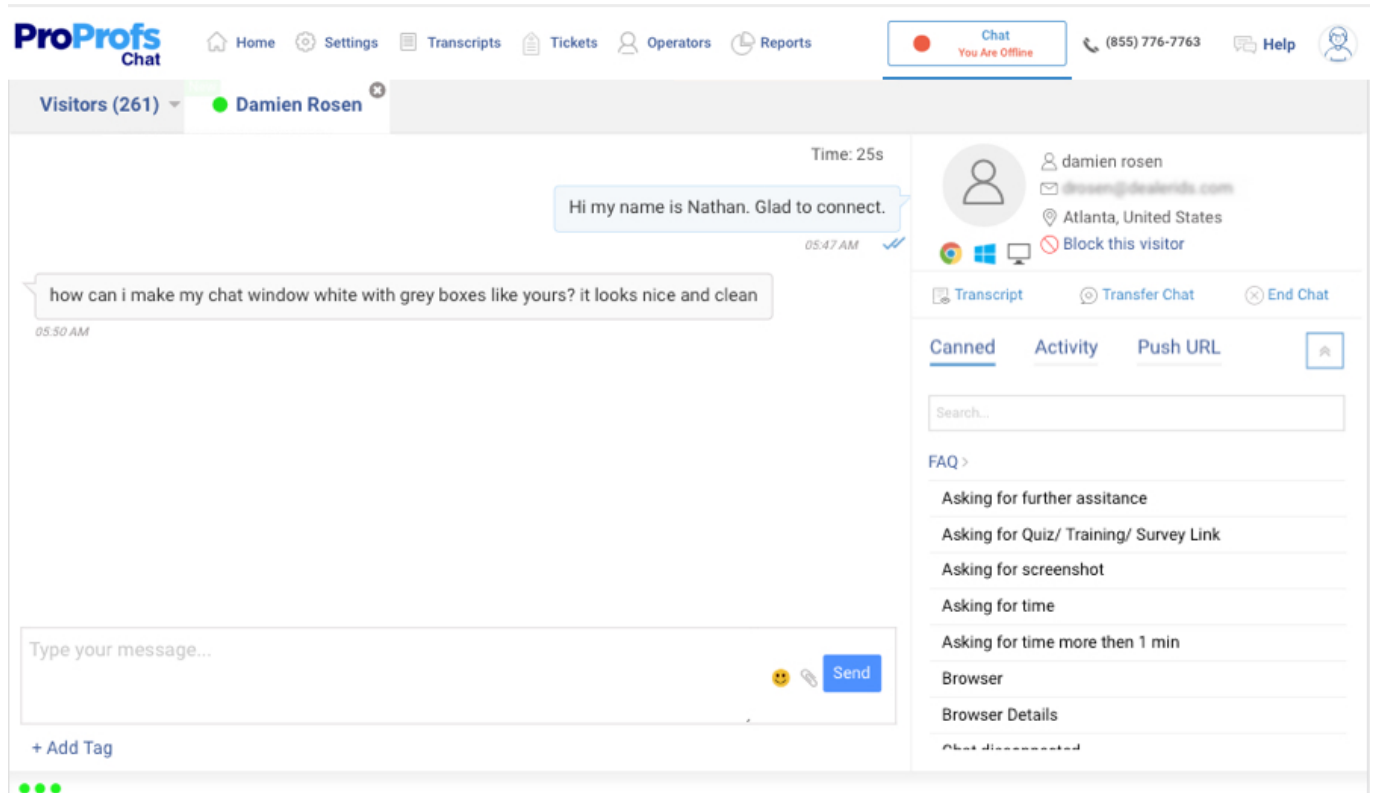
**Step 3(i):** Once you click on "Launch Chat," real-time monitoring window will appear. This window will show you all the visitors currently on your website. You can click "Invite," to pop an automated greeting on the visitor's screen and initiate chat. When your invitation is accepted by the visitor, the operator chat window will open(as depicted in Step 4).

Name	Status	Action	Duration
 New Visitor		<a href="#">Invite</a>	2m 04s

**Step 3(ii):** On the visitor monitoring window administrators can access ongoing chats between a visitor and an operator by clicking the "View" button.

Visitors (222) ▾			
Name	Status	Action	Duration
<b>John</b> john@...com Returning visitor(75)		<a href="#">View</a>	1h 9m 19s

**Step 4:** Any operator engaged in a conversation with a visitor does so through the visitor conversation window. Here's a preview:



## What can operators do through the conversation window:

Operators can do the following:

- [Add tags](#)
- [View visitor details](#)
- [Send canned responses](#)
- [View visitor activity](#)
- [Share instant links with push URLs](#)
- [Transfer chat to other operators](#)
- [Block visitors](#)




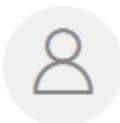
**Add Tags:** Operators can assign tags to the ongoing chat by clicking the "+ Add Tag" button at the bottom left their window, and selecting the appropriate tag to add. Operators can also search for a tag or create a new one using the search bar. To learn more about tags read '[Tickets and Tags.](#)'

### Tags

Bug	UX	Needs Co...	Feature/E...
Kb	Discsswit...	Addedor...	Survey
Moreinfo	New		

Add Tag...

**Visitor details:** You can see the visitor details such as Name, Email, Location, etc. The details allow you to know what browser, operating system and device the user is using. Under the details section, operators can find options to End Chat, view previous chat transcripts and transfer the chat.



John

john@proprofs.com

chat\_name [redacted]

chat\_email [redacted]@proprofs.com

[redacted]

Block this visitor

Transcript

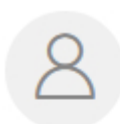
Transfer Chat

End Chat



**Canned Responses:** Canned responses help the operators with swift assistance to the customers, operators can search for particular canned responses through the search box.


The screenshot displays the ProProfs Chat interface. At the top, a visitor's profile is shown with a placeholder icon, the name 'John', email 'john@proprofs.com', a redacted chat name, a redacted chat email, and a location pin. Below this are browser icons (Chrome, Windows, and a generic PC icon) and a 'Block this visitor' button. A toolbar contains 'Transcript', 'Transfer Chat', and 'End Chat' buttons. Below the toolbar are three tabs: 'Canned' (selected), 'Activity', and 'Push URL', followed by an upward arrow icon. A search bar is present under the 'Canned' tab. A list of canned responses is shown, starting with 'FAQ >' and including items like 'Asking for further assistance', 'Asking for Quiz/ Training/ Survey Link', 'Asking for screenshot', 'Asking for time', 'Asking for time more then 1 min', 'Browser', 'Browser Details', 'Chat disconnected', and 'Closing'. A vertical scrollbar is on the right of the list.

**Activity:** You can see which product or page the visitor is browsing or have browsed while navigating through the website.






john


 


**chat\_name** 


**chat\_email** chat@proprofs.com

 Block this visitor

 Transcript


 Transfer Chat

 End Chat

Canned

Activity

Push URL



Looking At:  
<https://s01.live2support.com/dashboard/?transcript>

Page Visited By User:	Time Spent
<a href="https://s01.live2support.com/dashboard/?transcript">https://s01.live2support.com/dashboard/?transcript</a>	5m 34s
<a href="https://s01.live2support.com/dashboard/?home">https://s01.live2support.com/dashboard/?home</a>	6m 26s
<a href="https://www.proprofs.com/chat/login/">https://www.proprofs.com/chat/login/</a>	8m 48s

Referred From:  
<https://www.proprofs.com/chat/login/>

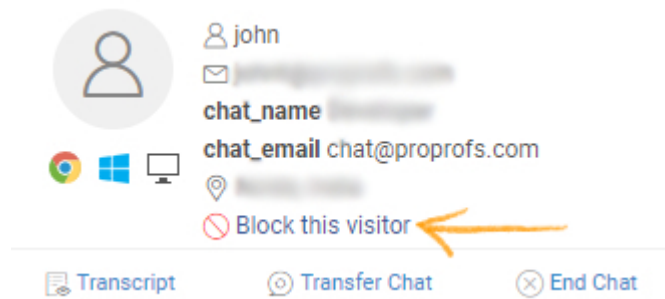
**Push URLs:** You can save links ready to be sent to a visitor at any anytime. This will save the operator's time in escorting visitors to the pricing page or any other relevant pages.

The screenshot shows the top section of the ProProfs Chat interface. At the top left is a visitor profile card for 'john' with a placeholder email and a 'chat\_name' field. Below this are icons for Google Chrome, Windows, and a desktop monitor, followed by a 'chat\_email' field with the value 'chat@proprofs.com' and a location pin icon. A 'Block this visitor' button is at the bottom of the card. To the right of the card are three buttons: 'Transcript', 'Transfer Chat', and 'End Chat'. Below these buttons is a tabbed interface with 'Canned', 'Activity', and 'Push URL' tabs. The 'Push URL' tab is selected, showing a list of canned responses: 'Order form', 'Login', 'Pricing', 'Contactus', 'Features', 'Terms of Usage', 'Steps to enable Live CHat', 'Help Manual', 'Benefit', and 'Affiliate'. A vertical scrollbar is on the right of the list.

**Transfer Chat:** Operators can use the "Transfer Chat" option to transfer the chat to any other operator.

This screenshot is similar to the one above but highlights the 'Transfer Chat' button. An orange arrow points from the 'Transfer Chat' button to a dropdown menu that appears below it. The dropdown menu contains the text 'Select one' and a blue 'Transfer' button.

**Block Visitor:** Click "Block this visitor" to block the visitor. Once blocked, the visitor won't be able to visit the website with the same IP address.



#### Related Articles:

[Redirect Chat to Specific Departments](#)

[Add Canned Responses](#)

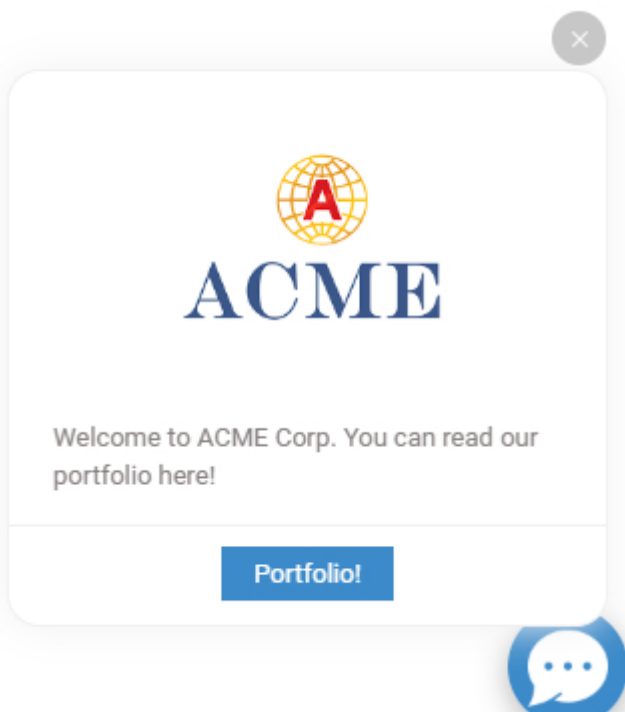
[Visitor Monitoring Window](#)

# What are Announcements?

[ProProfs LiveChat](#) allows you to notify visitors about upcoming products, features and service updates. Since announcements can be displayed on every web page that has LiveChat [integrated](#) into it, announcements help reach a wider audience than a website's notification page. It greatly improves customer service and can reduce customer tickets. Announcements can also be used to redirect users to newly created or updated self-help articles. The following article will guide you through the following:

- [How to Add an Announcement in ProProfs LiveChat](#)
- [The Announcement Editor Window](#)

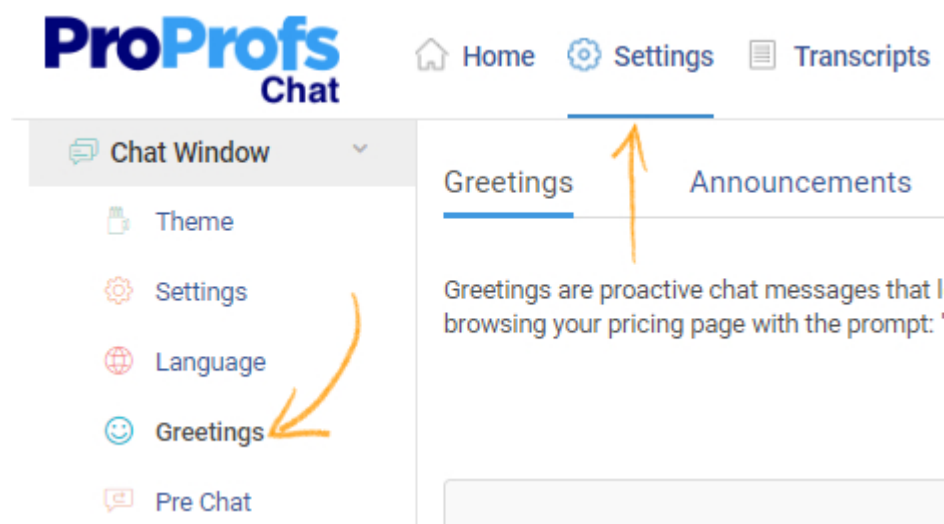
This is what an announcement looks like.



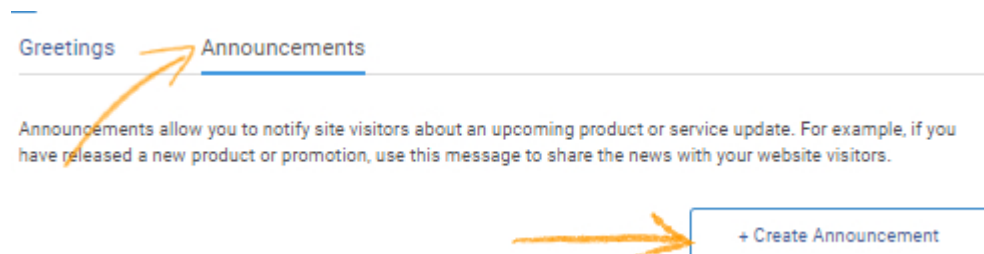
## How To Add An Announcement In ProProfs LiveChat

**Step 1:** Go to **Settings**—>**Greetings**.





**Step 2:** Next, Select the **Announcements** tab and click on **Create Announcement**.



**Step 3:** Name and edit your Announcement according to your requirements and click on **Save**.

**Note:** The name of the announcement can be seen only by you.

## The Announcement Editor Window

Given below is the Announcement Editor Window.

### On-Off Button:

The On-Off button is used to toggle the display status of the Announcement.

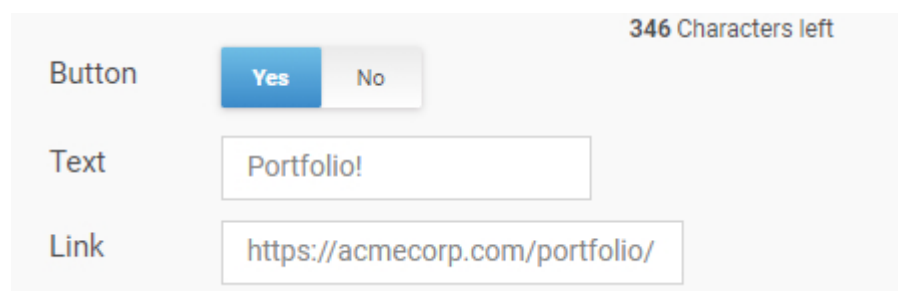
### If-Then Condition

The 'If' part is used to determine the conditions under which the announcement will be displayed. You can add multiple conditions with the Add button.

When using multiple conditions the 'Any' and 'All' clause can be toggled as per requirement. Under the 'All' clause, the announcement is displayed only when all the given conditions are fulfilled. Under the 'Any' clause, the announcement is displayed even if one condition is true. The text box next to 'Then' is used to write the text that will be displayed to the visitor.

## Button

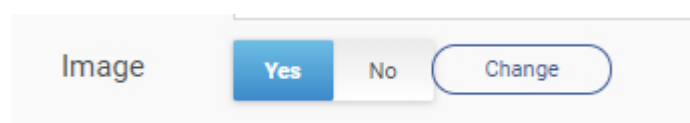
The button option is used when the announcement is being used to redirect to a different page. The 'Text' box is used for writing the text the button will display and the 'Link' is where the redirection link can be placed.



A screenshot of the 'Button' settings form. At the top right, it says '346 Characters left'. The form has three sections: 'Button' with 'Yes' (selected) and 'No' buttons; 'Text' with a text box containing 'Portfolio!'; and 'Link' with a text box containing 'https://acmecorp.com/portfolio/'.

## Image

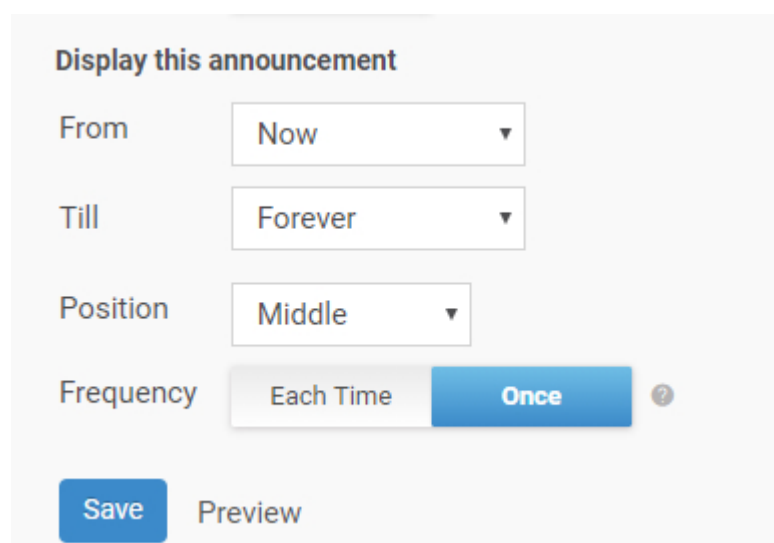
The image option is used when the announcement contains an image.



A screenshot of the 'Image' settings form. It has three elements: 'Image' with 'Yes' (selected) and 'No' buttons, and a 'Change' button.

## Display Settings

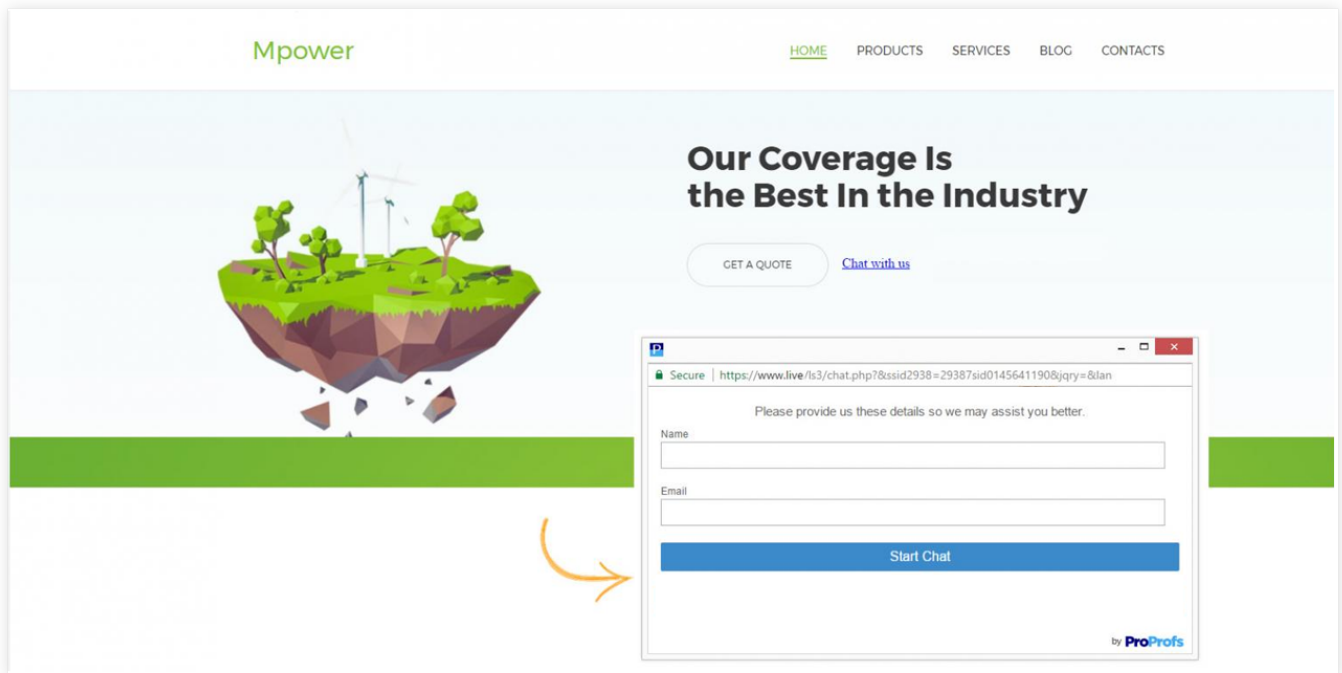
The display settings are used to determine the time period of an announcement's display, its position in the webpage and the number of times it will be shown to the visitor.



A screenshot of the 'Display Settings' form. It has a title 'Display this announcement' and four sections: 'From' with a dropdown menu set to 'Now'; 'Till' with a dropdown menu set to 'Forever'; 'Position' with a dropdown menu set to 'Middle'; and 'Frequency' with 'Each Time' and 'Once' (selected) buttons. At the bottom, there are 'Save' and 'Preview' buttons.

# Separate Chat Window

ProProfs Chat allows you to either embed chat on your website or launches it as a separate chat window. Here's how live chat appears in a separate chat window:



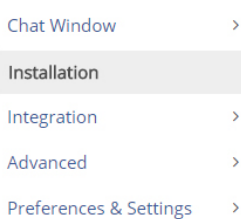
Follow these steps to install ProProfs Chat on your website:

Video About: [How To Add Live Chat Software to Your Website in Under 5 Mins](#)

**Step1.** From your dashboard, click on "Settings."

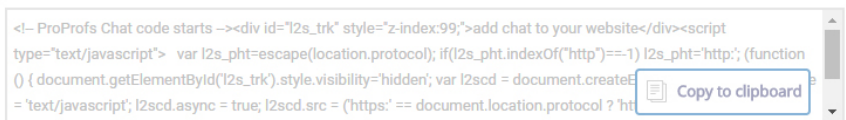


**Step2.** On the sidebar, click "Installation."



## Install ProProfs Live Chat

Copy & paste the below code just before the </body> tag on your webpage.



Separate chat window code

[Send instructions to developer](#)

Need help? Call **855.776.7763**

**Step3.** Click "separate chat window". (see screenshot below)

## Install ProProfs Live Chat

Copy & paste the below code just before the `</body>` tag on your webpage.

```
<!-- ProProfs Chat code starts --><div id="l2s_trk" style="z-index:99;">add chat to your website</div><script
type="text/javascript"> var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==1) l2s_pht='http:'; (function
() { document.getElementById('l2s_trk').style.visibility='hidden'; var l2scd = document.createElement('script'); l2scd.async = true; l2scd.src = ('https:' == document.location.protocol ? 'ht
```

Copy to clipboard

Separate chat window code ?

Chat window shall open in a new  
browser window. [Read More](#)

[Instructions to developer](#)

Need help? Call **855.776.7763**

Use one of the following services? Click below to see the specific easy-install instructions

**Step4.** Customise the Online and Offline chat text and click "Get code". Copy the code from the text box and paste it before the `</body>` tag.

### Separate window chat code

Copy & paste the following code just before the `</body>` tag on your webpage.

```
<!-- ProProfs Chat code starts --><div id="l2s_trk" style="z-index:99;">add chat to your
website</div><script type="text/javascript"> var l2s_pht=escape(location.protocol);
if(l2s_pht.indexOf("http")==1) l2s_pht='http:'; (function () {
document.getElementById('l2s_trk').style.visibility='hidden'; var l2scd =
```

Online text ?

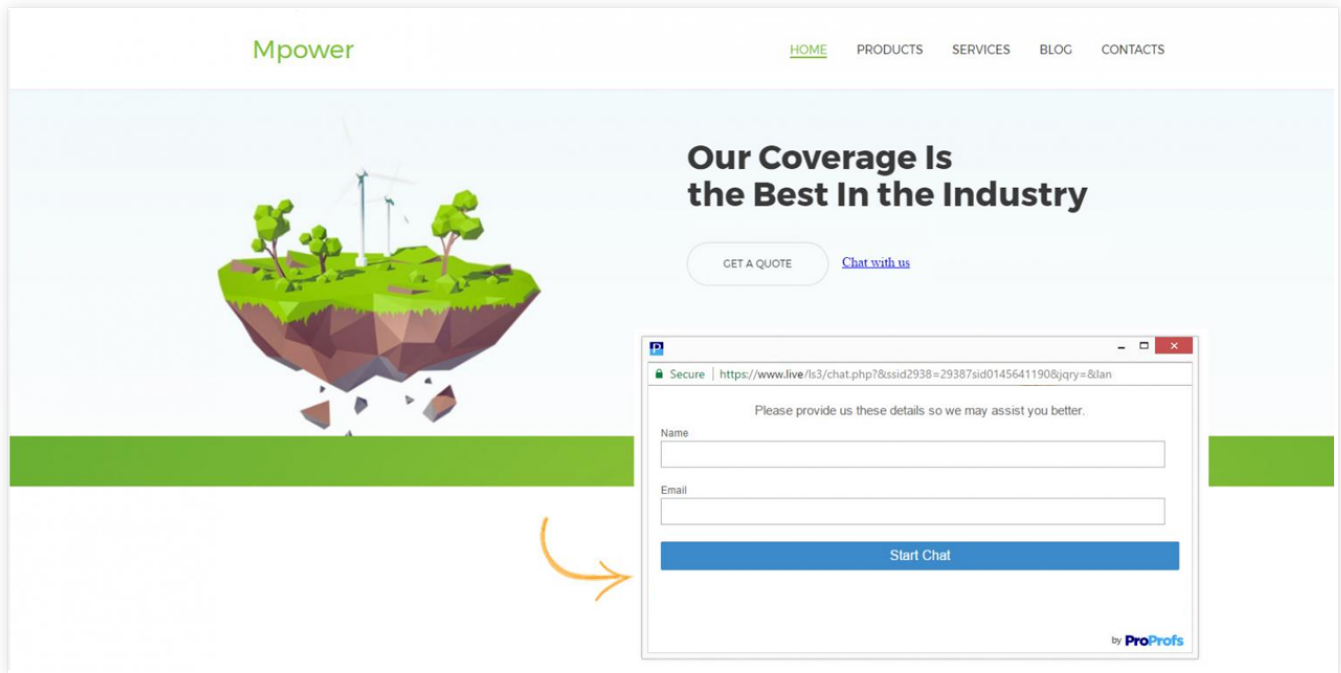
Chat with us

Offline text ?

Leave a message

Get Code

**Step5.** Paste the code in `</body>` tag of the page you want your live chat to pop up. Here's how live chat will appear:



#### Related Articles:

[Visitor Chat Window Settings](#)

[Auto Chat Invitation](#)

[Pre Chat Form](#)

# What Is Join Chat Functionality?

Join Chat is an administrator exclusive feature available in ProProfs Live Chat. With this feature, you can read chats between customers and operators in real time. You can also interfere in a chat conversation and provide insight into customer questions.

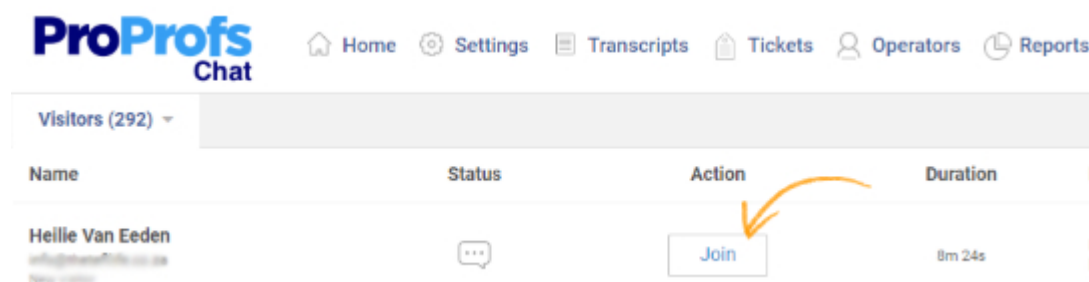
## Benefits of Join Chat Functionality:

- Allows you to monitor chats.
- You can provide solutions to customer questions that the operator fails to solve.
- It lets you personally assess the problem-solving skills of an operator.

## How to Use Join Chat Functionality

**Step 1:** Log in to your ProProfs Live Chat administrator account and go to your Chat dashboard.

**Step 2:** Under the 'Action' tab, click on the **Join** option to join the operator chat.



### Related:

[How to route chat to another operator?](#)

[How do operators enable automatic chat acceptance?](#)

[What are Announcements?](#)

# Visitor Chat Window Settings

Video About: [How to Customize Your Live Chat Window](#)

Make chat window an integral part of your website using [live chat customization](#). Create a seamless support experience for your site visitors with powerful chat window settings. Change the shape and style of your chat icon to help it blend well with the theme of your website.

Here's what all you can do with visitor chat window:

- [Theme](#)
- [Settings](#)
- [Language](#)
- [Pre Chat](#)
- [Post Chat](#)
- [Offline Messages](#)

## Theme

Here you can change the chat window design by providing various color and font options, you can make sure that your brand logo is visible in the chat window.

Follow these steps to change the theme of your chat window:

**Step 1:** Navigate to "Settings" -----> "Chat Window" -----> "Theme."

**Step 2:** You'll see a sample chat window on the right and options to change the color and theme of chat window on the left. Select a style(bubble or bar) and then select icon and theme color.



The screenshot displays the ProProfs Chat settings interface. At the top, a navigation bar includes links for Home, Settings (highlighted with an orange arrow), Transcripts, Tickets, Operators, and Reports. A 'Launch Chat' button indicates the user is offline. The left sidebar lists various settings categories: Theme, Settings, Language, Greetings, Pre Chat, Post Chat, Offline Message, Installation, Integration, General, and Advanced. The main content area is titled 'Theme' and provides instructions to customize the live chat window. It features two style options: 'Bubble' (selected) and 'Bar'. Below this is an 'Icon' section with a 3x3 grid of icons, including a speech bubble, 'Chat', a question mark, 'Help', a speech bubble with three dots, a refresh icon, a user avatar, another user avatar, and a 'Happy Birthday' icon. A 'Color' section offers a palette of colors and a 'Custom Color' field with the hex code #3c8ac9. On the right, a preview of the chat window shows a conversation with 'Anton' from 'stylehive'. A callout with an orange arrow points to the chat icon in the bottom right corner, stating 'Your visitors will click this icon to start chat'.

**Step 3:** Scroll down to change your avatar and logo, you can upload your own image for both. In "Advanced" options you can customize the visitor and operator text color, chat box position and size, and do the CSS customization.

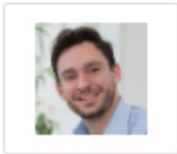
### Color



Custom Color

 #3c8ac9

### Avatar



### Name

Anton Clark

*\*Only first name will appear in chat window*

### Logo



Recommended size 350x200



+ Advanced



**Step 4:** Click "CSS Customization" in advanced options, a textbox with CSS code would appear (see screenshot below). Make changes as per your requirement and click "Save."

### CSS Customization ^

```
<style type="text/css">
#message{height:24px}
body{font-size : 12px;line-height:14px;color:#656565}
td{font-size:23px;color:#656565}
a {color : #3b5998; font-size : 12px;}
a:hover {color : #4gukuykd4d; font-size : 12px;}
.chat_announce{font-size:12px;color:#656565}
.chat_client{font-size:12px;color:#656565}
.chat_admin{font-size:12px;color:#656565}
input{font-size: 12px; border:1px solid #a7b3b7;padding:9px
6px;color:#656565;width:95%;border-radius:2px}
textarea{font-size: 14px; border:1px solid #a7b3b7;padding:8px
6px;color:#656565;width:95%;resize:none}
#wbody {left: 0px;right:0px;width: 100%; top: 80px; height:55%;}
.button {background-color:#3C8AC9; font-size: 16px;padding:8px 0px;
width:100%;border-radius: 2px; cursor:pointer; color:#fff;border:none}
#chtbar {border-bottom:1px solid #ddddd;}
</style>
```



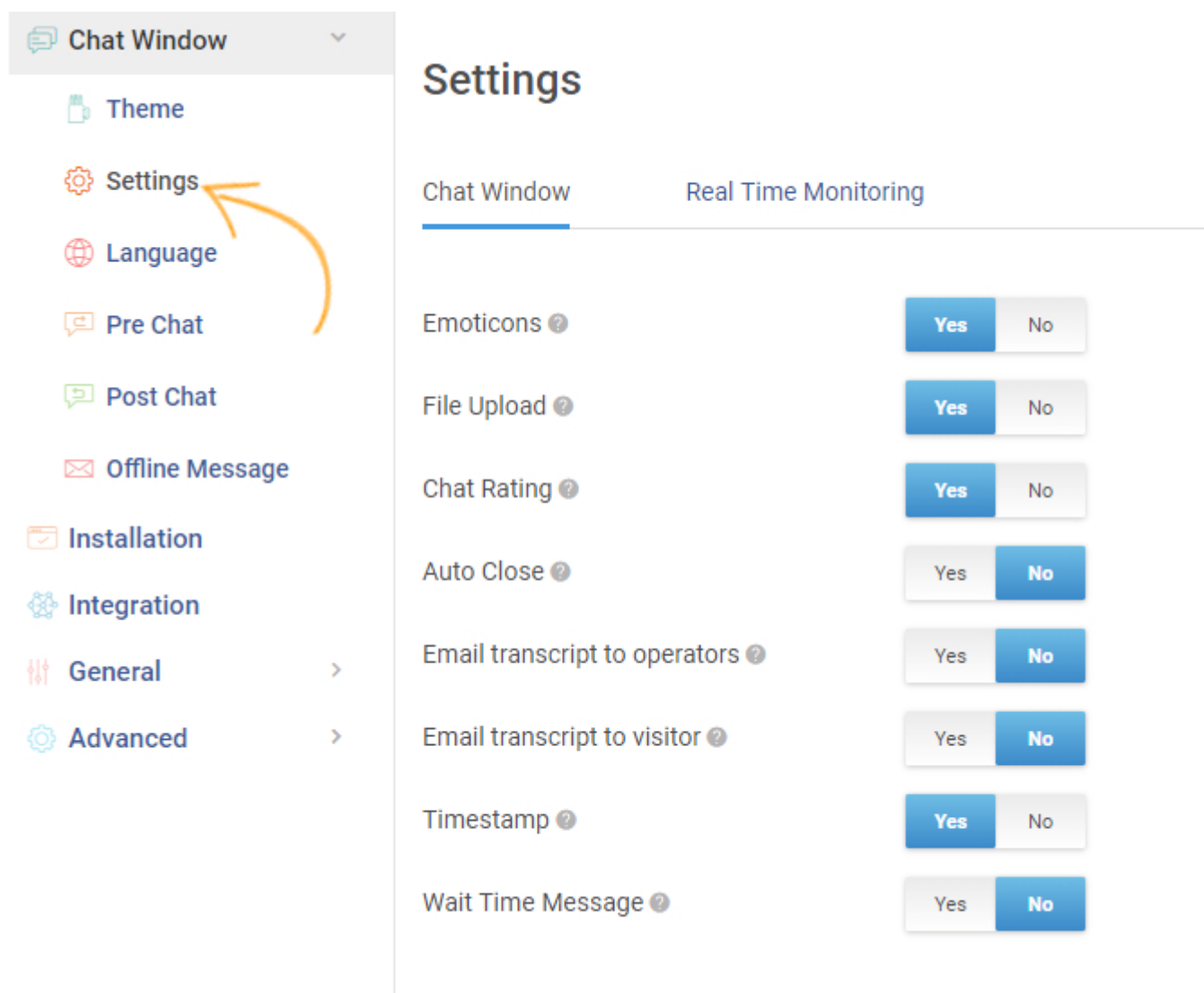
## Settings

You can enable emoticons in chat window settings to make the conversation more engaging for your site visitors. Also, allow your operators and site visitors to share files during a live chat. The software settings allow you to send a chat transcript automatically to operators once a session ends.

Let's look at how to customize the chat window settings:

**Step 1:** Navigate to "Chat Window" -----> "Settings."

**Step 2:** The settings section has two sub-divisions, navigate to the 'Chat Window' tab and enable the desired options, every option provides brief descriptions to help you understand the feature.



**Chat Window**

- Theme
- Settings**
- Language
- Pre Chat
- Post Chat
- Offline Message
- Installation
- Integration
- General
- Advanced

## Settings

Chat Window      Real Time Monitoring

Emoticons ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
File Upload ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Chat Rating ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Auto Close ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Email transcript to operators ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Email transcript to visitor ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Timestamp ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Wait Time Message ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**Step 3:** Similarly, switch to Real-Time Monitoring tab and enable desired options. Click "Save" to secure and implement the changes.

## Settings

[Chat Window](#)[Real Time Monitoring](#)

---

Maximum Wait Time ?

Yes

No

Auto Logout ?

Yes


No

Hide Visitors ?

Yes

No

Save



## Language Customization


You can delight visitors by providing support in their native language. Switching from one language to another has never been this easy. All you have to do is visit the language settings, click the drop-down option and choose the language that your operators will be using while providing support to your site visitors. The tool also allows you to customize languages based on the visitor's location.

Follow these steps to change the language settings:

**Step 1:** Navigate to "Chat Window" ----> "Language."

**Step 2:** To add new languages click "Add New Language."

### Language

[+ Add New Language](#) 

Language 

English ▼

**Step 3:** Select the language you want to add from the list and choose the status of the language. Click "Save."

## Add New Language Profile

Language Name

Select Status

[Back](#)

[Save](#)

**Step 4:** When you are done adding languages, you can customize the language settings which are divided into three categories.

**(i): Chat** - Language settings for live chat. Refer to the screenshot.

### Language

[+ Add New Language](#)

Language

[Chat](#)

[End Chat](#)

[Callback](#)

Customize the text that visitors see in the chat window. [Learn more](#)

Email Transcript ⓘ

Transcript Sent Message

Message Placeholder

Upload Error

[Save](#)

Color Theme ⓘ



#3c8ac9

[Get Chat Code](#)

**(ii): End Chat** - These messages will appear once the chat with a visitor is over.

## Language

[+ Add New Language](#)

Language

English ▼

Chat

End Chat

Callback

Customize the text that visitors see in the post-chat window. [Learn more](#)

Post Rating Message

How would you rate r

Poor

1/5

Fair

2/5

Average

3/5

Good

4/5

Excellent

5/5

Save

(iii) **Call back** - These messages are shown to the visitors when they request a callback.

## Language

[+ Add New Language](#)

Language

English ▼

Chat

End Chat

Callback

Customize the text that visitors see when they request a call-back. [Learn more](#)

Name

Name

Phone

Phone

Message

Message

Callback

Call Me Back

Contact Details

Please enter your name and phone number along with country and city code (optionally). Please leave a brief message if require.

**Step 5:** Click "Save" to secure the changes.

**Note\*** The text of all the messages can be changed as per your language change and

requirement.

## Pre Chat Form

With ProProfs, you can easily edit, customize or disable pre-chat form on your website. To get to Pre chat form settings, click on "Settings" from your dashboard and hit "Pre chat Form" under "Chat Window."

Navigate to "Chat Window" -----> "Pre Chat Form." Enable the form and customize the options. Click "Add field" to include more fields to the form. Click "Save" to implement the changes.

### Pre Chat Form

Enable



☒ Yes ☐ No 

Header

Chat Customer Support

Screen Message

Please provide us these details so we may assist you better.

Submit Button

Start Chat



[+ Add Field](#)

Name

☒ On ☐ Off

✗ Not Required



Email

☒ On ☐ Off

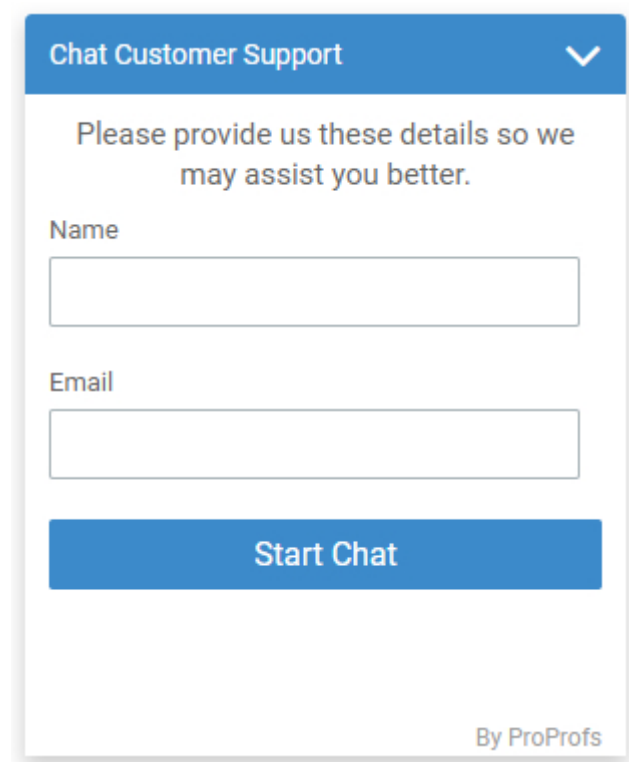
✗ Not Required



[Save](#)

Here's how the form will appear, subject to your customization:





The image shows a chat widget interface. At the top is a blue header bar with the text "Chat Customer Support" and a downward-pointing chevron icon. Below the header, the text "Please provide us these details so we may assist you better." is displayed. There are two input fields: one labeled "Name" and another labeled "Email". Below these fields is a blue button with the text "Start Chat". At the bottom right of the widget, the text "By ProProfs" is visible.

## Post Chat Form

With ProProfs, you can add a post chat survey for your visitors, which allows you to gather invaluable feedback.

Navigate to "Chat window" ----> "Post Chat." Enable the form to customize a post chat form for your visitors. To gather instant feedback, you can set up custom fields.

## Post Chat

Customize your post-chat survey or add a custom survey. [Learn more](#)

Enable

Yes

No



Survey Text



Custom Survey

Customize your survey text or add new question to the survey. [Learn more](#)

Post Rating Message

How would you rate my support?

Email

alex@proprofs.com

Submit Message

Feedback

Submit Button

Submit

+ Add Question

Add survey text in Post chat form.

On

Off

✗ Not Required



### Embed your survey:

Gather essential feedback by embedding a survey on the chat window which will appear to the visitors after the chat is over. Enter the survey URL and click "Save" to secure the changes. [Visit ProProfs Survey Maker to create your own survey!](#)

## Post Chat

Customize your post-chat survey or add a custom survey. [Learn more](#)

Enable

Yes

No



Survey Text



Custom Survey

Add a link to your custom survey. [Learn more](#)

URL

<https://www.proprofs.com/survey/BRQY5RC>

Save

Here's how the survey will appear to the visitor:

The preview shows a chat window titled "Chat with us" with a dropdown arrow. Inside the chat window, the survey question "How would you rate my support?" is displayed with five empty star icons for rating. Below the stars is a text input field labeled "Type feedback here" with a placeholder "Type here". At the bottom of the chat window is a blue "SUBMIT" button.

## Offline Messages

You can set up an offline message form for visitors when your operators are not active. Visitors can fill this form and live chat reps can connect with them later. Offline message form is fully customizable, and you can edit or add fields according to your business needs.



To edit the offline message form, follow these steps:

**Step 1:** Navigate to "Chat Window" -----> "Offline Message"

**Step 2:** Set up the custom fields for the offline message. You can add, edit or delete any field as per your requirement.








## Offline Message

Capture feedback or questions from visitors when operators are offline. [Learn more](#)

 Custom Fields	 URL
--	--

Header	<input type="text" value="Leave a message1"/>
Greeting	<input type="text" value="Sorry, we're offline. Please leave us a message &amp; we will get in touch soon!1"/>
Post Submit Message ⓘ	<input type="text" value="Thank you for your message. We shall respond 1short..."/>
Submit	<input type="text" value="Submit1"/>
Offline Subject ⓘ	<input type="text" value="Offline Message: ProProfs Chat1"/>
Email ⓘ	<input type="text" value="nagar@proprofs.com"/>

[+Add Field](#)

Name	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✗ Not Required	 
Email	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✗ Not Required	 
Message	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✗ Not Required	  


[+ Advanced](#)

### Step 3: Offline Survey Form URL

You can embed your own survey as an offline message. Enter the URL of the survey in the box and click "Save" to implement the changes. Create any desirable survey with [ProProfs Survey Maker](#) and include it as an offline message for your visitors.

## Offline Message

Capture feedback or questions from visitors when operators are offline. [Learn more](#)


 Custom Fields	 <b>URL</b>
--	---

Use your own offline message form

URL 

**Save**

Here's how the survey will appear to the visitor in the chat window:

**Leave a message** 

How likely are you to recommend this company to a friend or colleague?

Not likely Extremely likely

0	1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

10

Do you have any other comments, questions or concerns?

Type here

### Related Articles:

[Customize Offline Message](#)

[Auto Chat Invitation](#)

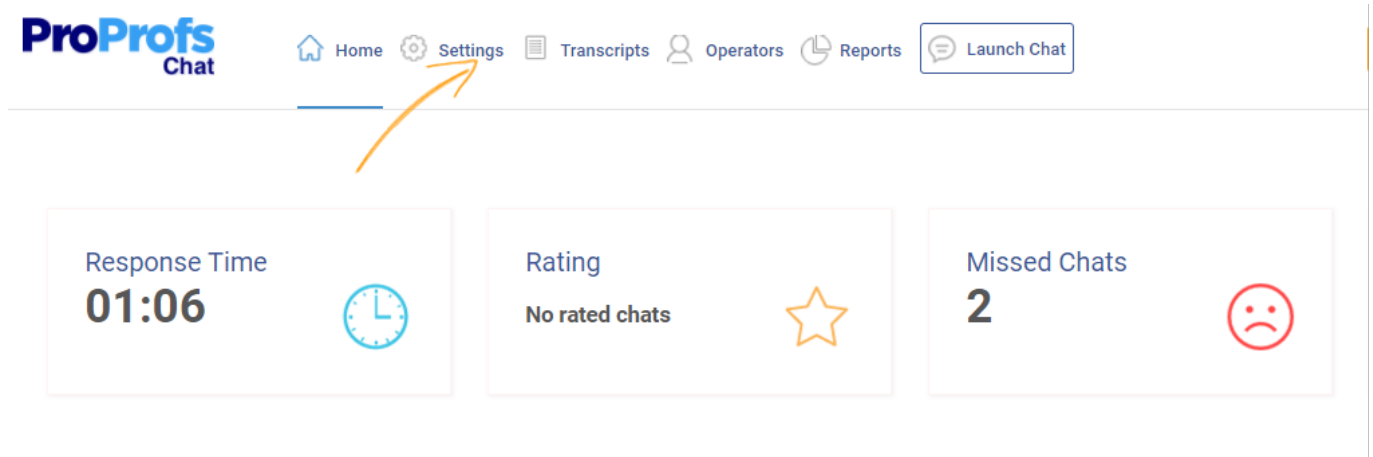
[Pre Chat Form](#)

# Invitation Pop-up

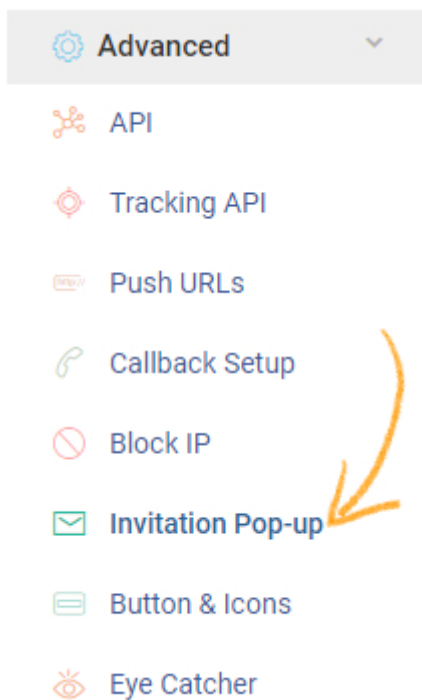
Invitation Pop-up allows you to invite a visitor to chat. This feature can help you assist your website visitors when they need you to solve their queries.

Follow these steps to set up an invitation pop-up:

Step1. Log in to your dashboard and navigate “Settings.”



Step 2. Under the “Advanced” section, click “Invitation Pop-up.”



Step 3. Enable 'Auto Invitation' to automatically send out chat invites to every visitor landing on your website. Manually enter 'Time Delay' which is the duration of time after which invitation will pop-up. Select 'Invitation Action,' you can choose to pop-up the chat invite on every page the visitor visits or once for each visitor session.

## Invitation Pop-up

Auto Invitation ?

Yes

No

Time Delay ?

1 sec

Invitation Action ?



By Page



By Session

Style



Chat Window



Invitation Popup

Save

Step 4. Select the pop-up invitation style. Chat window will pop-up the conversation window while invitation pop-up will pop the 'chat with us icon' as visible in the screenshot below. Click "Advanced" button to customize the settings and click "Save" to implement the changes.

## Invitation Pop-up

Auto Invitation ?

Yes

No

Time Delay ?

1 sec

Invitation Action ?



By Page



By Session

Style



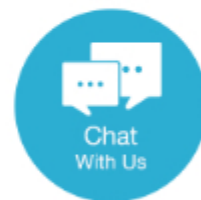
Chat Window



Invitation Popup

+ Advanced

Save



**Step 5.** From the advanced options, you can enable the pre-chat form for the proactive chat window.

Customize placement, icon type, border size & color, invitation close time and sound. Click "Save" to secure the changes.

## Advanced

Pre Chat Form ?

This will enable the [Pre Chat](#) form settings only for Proactive chat window.

Yes

No

Placement

Center ▼

Type



Image

A

Text

[Change Image](#)

Border Size & Color

0 px



Invitation Close Time ?

0 sec

Sound ?



00:00



00:00

[Change Sound](#)

Save

### Related Articles:


[Customize Offline Message](#)  
[Visitor Chat Window Settings](#)  
[Pre Chat Form](#)



# Pre-Chat Forms

ProProfs Live Chat provides the Pre-Chat Form feature that enables you to collect user information which can later be used to create potential leads, cases, and contacts. These PreChat Forms can be easily created, edited and customized.

**Here's what a pre-chat form looks like:**

Hi There, Need Help? 

Please provide us these details so we may assist you better.

Name\*

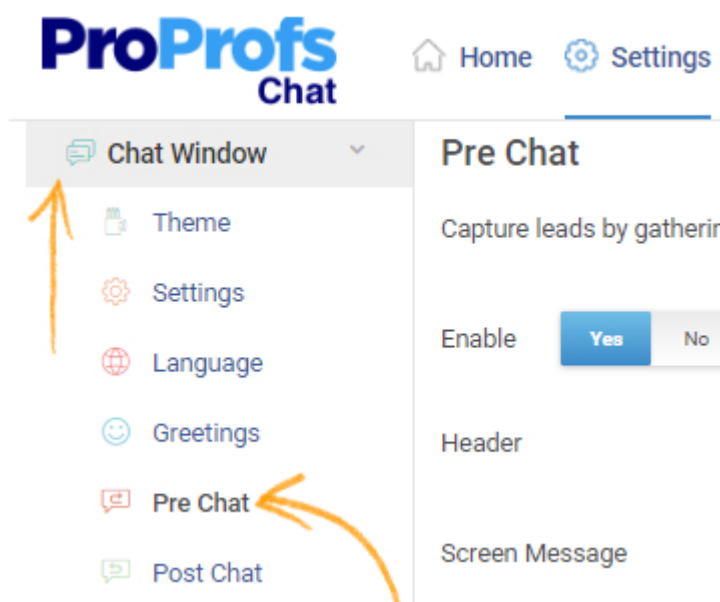
Email\*

Start Chat

By ProProfs

## How To Enable A Pre-Chat Form

**Step 1:** Go to **Settings**. Under **Chat Window**, select **Pre Chat**.



**Step 2:** Next, **Enable** Pre-Chat Form.


**Step 3:** Once you have customized a Pre-Chat Form, click **Save**.

## Customizing A Pre-Chat Form

The Pre Chat Form Editor has been shown below.

### Pre Chat

Capture leads by gathering important visitor information like name, email, etc. [Learn more](#)





Enable ☒ Yes ☐ No 

Header

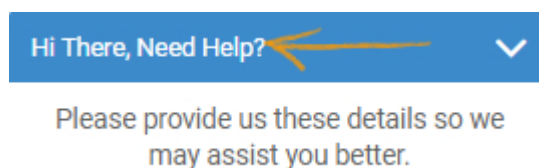
Screen Message

Submit Button

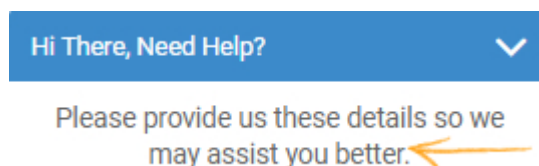
[+ Add Field](#)

Name	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required		
Email	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required		

- **Header:** The header is the text that appears at the top of the chat window.



- **Screen Message:** The screen message displays a welcome message to the user.



- **Submit Button:** Allows you to enter the text that will be shown on the submit button.

Start Chat

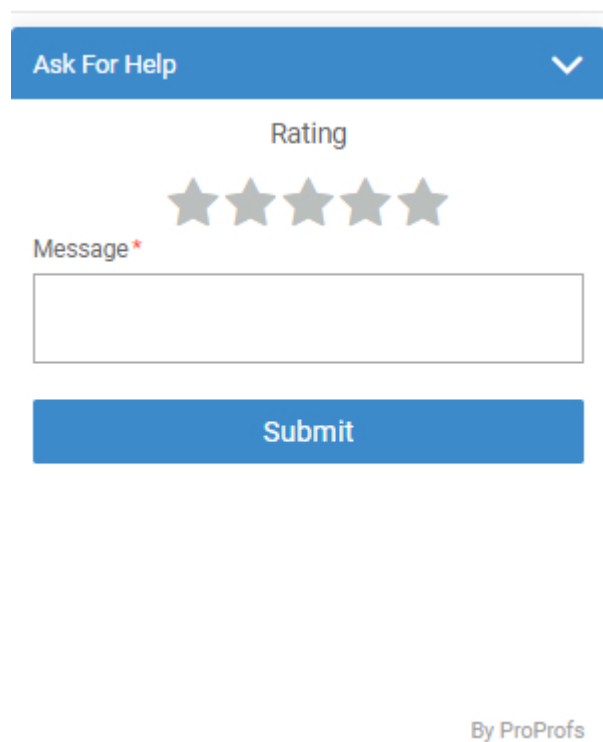
- **Add Field:** The Add Field button is used to add custom fields to a pre-chat form. The **Add Field** opens a new dialog box where you can enter the type of field you need, the name of the field, and whether or not the field is required. When the field is required, you can display a validation message.

### Add New Question

Type	<input type="text" value="Text"/>
Name	<input type="text"/>
Required	<input checked="" type="radio"/> Yes <input type="radio"/> No
Validation Message	<input type="text" value="This field is required"/>
<input type="button" value="Save"/>	

# Post-Chat Forms

ProProfs Live Chat provides the 'Post-Chat Form' feature which allows you to collect user feedback after a chat is over. The feedback can later be used to assess the abilities of your operators who handled the chat and the overall quality of the live chat service provided by you. Here's how a post-chat form looks like:



Ask For Help

Rating

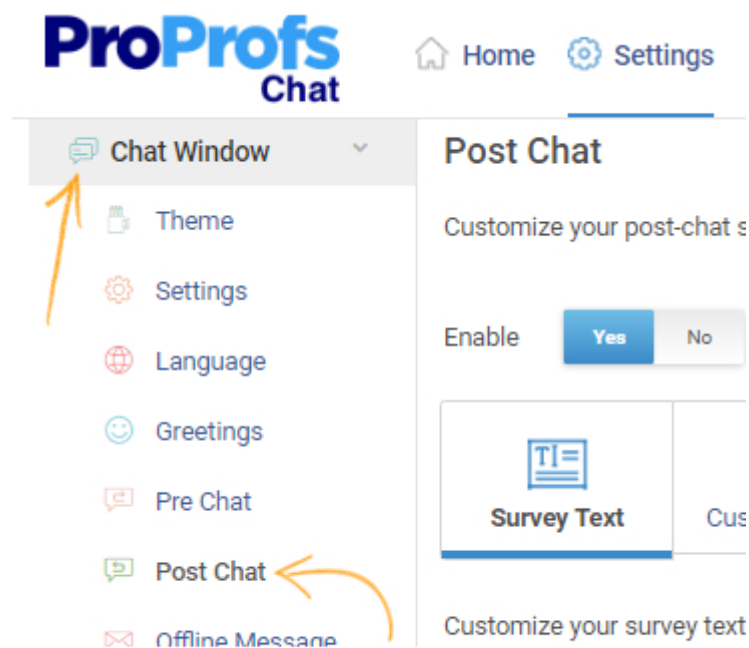
Message\*

Submit

By ProProfs

## How to Enable Post-Chat Form

**Step 1:** Go to **Settings**. Under **Chat Window**, select **Post Chat**.




**Step 2:** Toggle the **Enable** button to **Yes** as shown in the image above to enable the Post-Chat Form

**Step 3:** Once you have customized your Post-Chat Form, Click on **Save**.

## Customizing a Post-Chat Form

Here's a view of the Post-Chat Form Editor

Post Rating Message	<input type="text" value="Give Your Rating!"/>
Email 	<input type="text" value="admin@proprofs.com"/>
Submit Message	<input type="text" value="Thanks"/>
Placeholder Text	<input type="text" value="Enter your Feedback here"/>
Submit Button	<input type="text" value="Submit"/>

[+ Add Question](#)

Message

On


Off

✓ Required



- **Survey Text/ Custom Survey:** The **Survey Text** option lets you create a custom feedback survey with the editor shown above. With the **Custom Survey** option, you can link to an existing survey from [ProProfs Survey Maker](#).

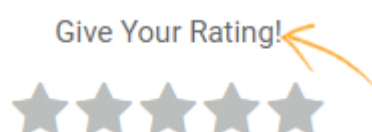
Enable ☒ Yes ☐ No 

 Survey Text	 Custom Survey
--	--

Add a link to your custom survey. [Learn more](#)

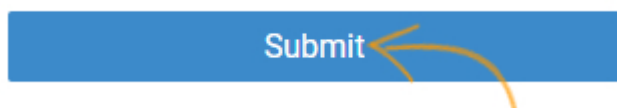
URL 

- **Post Rating Message:** This option lets you change the text above the rating bar.



- **Email:** This is the Email ID to which all the feedbacks will be sent.

- **Submit Message:** Enter the message that you want to display to the user after they click on the submit button.
- **Placeholder Text:** Enter the placeholder message that is displayed to the user in the feedback text box.
- **Submit Button:** Enter the text that you want to see on the submit button.



- **+Add Question:** It is used to add custom fields to a post-chat form. The **+Add Question** opens a new dialog box where you can enter the type of field you need, the name of the field, and whether or not the field is required. When the field is required, you can display a validation message.

**Related:**

[Pre-Chat Forms](#)

[Visitor Conversation Window](#)

[What Is Join Chat Functionality?](#)

# Customize offline message

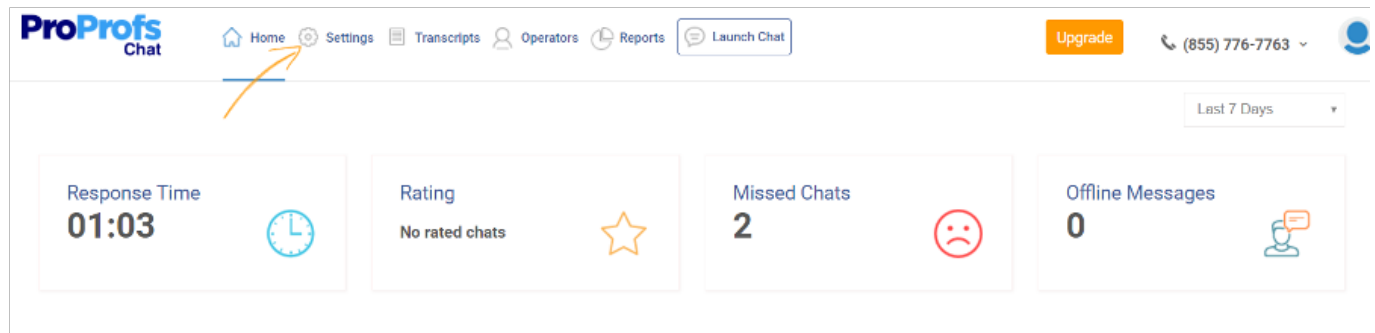
Customize offline message window with this option. You can add multiple fields like visitor email, name, phone number etc.

You can also use your own offline message window. Enter the URL of your personalized offline message window.

Follow the steps below to customize offline message:

Step 1- Log in to your Control Panel

Step 2- Click on **Settings** on your dashboard page







Step 3- Click on **Offline Message** under the Chat Window, this will open the Offline Message Form.



A screenshot of the 'Offline Message Form' in the ProProfs Chat settings. The left sidebar shows a 'Chat Window' dropdown menu with options: Theme, Logo, Settings, Language, Pre Chat, Post Chat, Offline Message (highlighted with an orange arrow), Installation, Integration, Advanced, and Preferences. The main content area is titled 'Offline Message Form' and has two tabs: 'Custom Fields' and 'Survey Link'. Below the tabs, there are four sections with text input fields: 'Header' (Contact Us), 'Greeting' (How can we help?), 'Post Submit Message' (Thanks for your message! We will get back to you shortly.), and 'Submit' (Submit). At the bottom, there is an 'Offline Subject' field with the text 'Offline Message: ProProfs Chat'.

Step 4- Fill in the required details in the blank fields provided.



## Offline Message Form

 Custom Fields	 Survey Link
Header	<input type="text" value="Contact Us"/>
Greeting	<input type="text" value="How can we help?"/>
Post Submit Message 	<input type="text" value="Thanks for your message! We will get back to you shortly."/>
Submit	<input type="text" value="Submit"/>
Offline Subject 	<input type="text" value="Offline Message: ProProfs Chat"/>
<a href="#">+Add Field</a>	



Step 5- Click **+Add Field** to add custom fields in the Offline Message Form

## Offline Message Form



Custom Fields



Survey Link

Header

Contact Us

Greeting

How can we help?

Post Submit Message ?

Thanks for your message! We will get back to you shortly.

Submit

Submit

Offline Subject ?

Offline Message: ProProfs Chat

 [+Add Field](#)

Step 6- Fill in the details of the custom fields in the given text boxes and click **Save**.

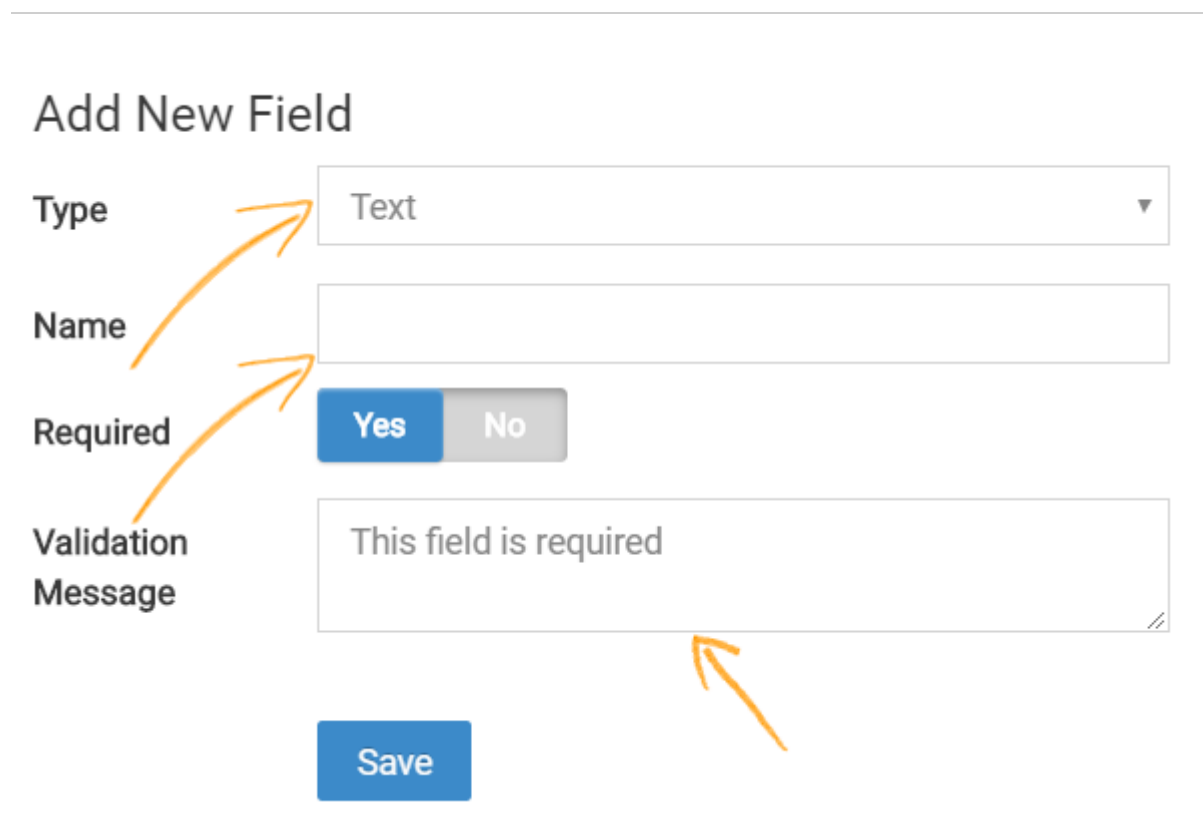
## Add New Field

Type

Name

Required ☒ Yes ☐ No

Validation Message

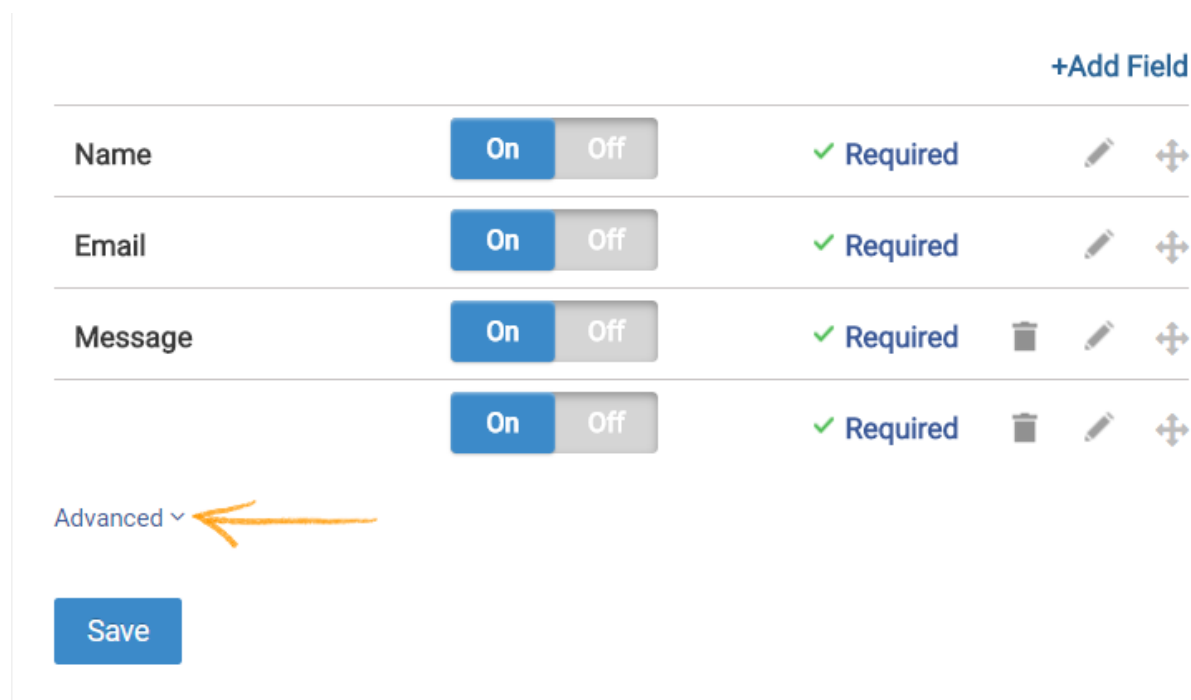


Step 7- Click **Advanced** in order to include additional information.

[+Add Field](#)











Name	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required		
Email	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required		
Message	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required		
	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required		

Advanced




Step 8- Click **Save** to customize your offline message

[+Add Field](#)

Name	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required			
Email	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required			
Message	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required			
	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	✓ Required			

Advanced ▾

Save



You have successfully customized your offline message.

## More Live Chat Customization Options

Video About: [How to Customize Your Live Chat Window](#)

### Related Articles:

[Add Canned Responses](#)

[Auto Chat Invitation](#)

[How to Set up the Maximum Wait Time?](#)

# How do I Set up the Maximum Wait Time?

Admins can set the maximum time duration for a visitor's chat to accepted.

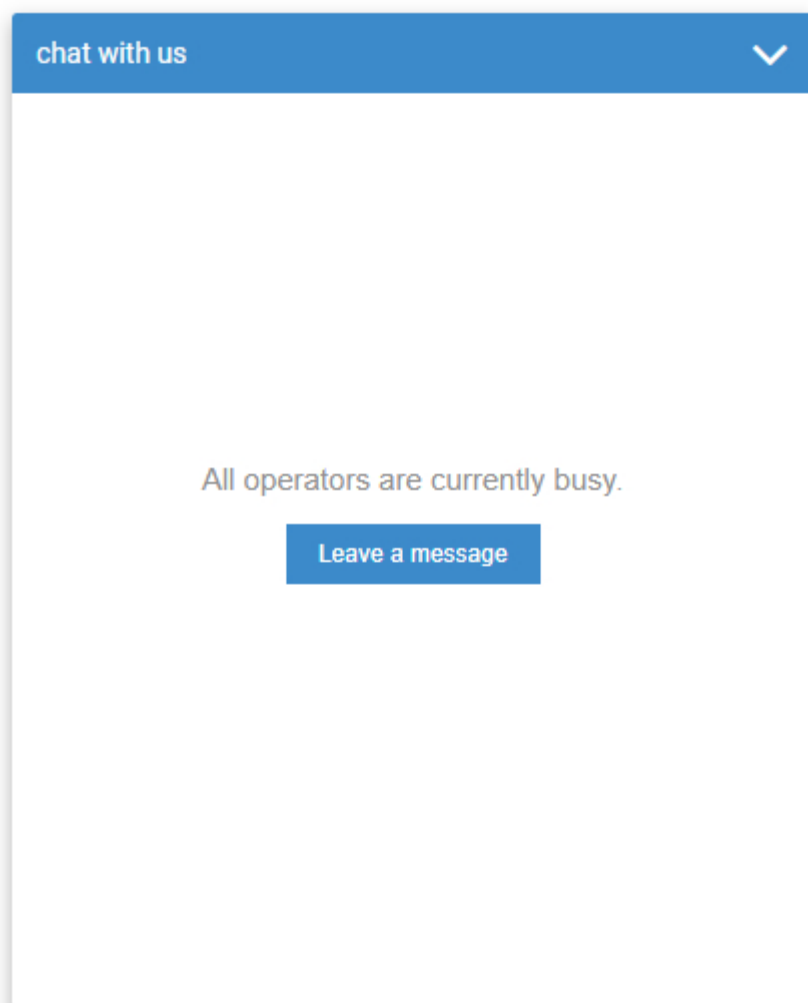
Here's how to set the maximum wait time:

Navigate to "Settings"----->Chat Window "Settings" -----> "Real Time Monitoring" and select "Yes" for "Maximum Wait Time," enter wait time in seconds in the field provided and click "Save."

The screenshot shows the ProProfs Chat administration interface. The top navigation bar includes links for Home, Settings, Transcripts, Tickets, Operators, and Reports. A left sidebar lists various settings categories: Chat Window (selected), Theme, Settings, Language, Pre Chat, Post Chat, Offline Message, Installation, Integration, General, and Advanced. The main content area is titled 'Settings' and has two tabs: 'Chat Window' and 'Real Time Monitoring' (which is active). Under the 'Real Time Monitoring' tab, there are four settings: 'Maximum Wait Time' (set to 25 seconds), 'Auto Logout', 'Hide Visitors', and 'Show visitor's IP'. Each setting has a 'Yes' or 'No' toggle. An orange arrow points from the 'Real Time Monitoring' tab to the 'Maximum Wait Time' setting. A 'Save' button is located at the bottom left of the settings area.

Setting	Yes	No	Value
Maximum Wait Time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	25 sec
Auto Logout	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Hide Visitors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Show visitor's IP	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Here's how the chat window will appear to the user during the 'maximum wait time.' The user can click "Leave a message" to directly go to the [offline message](#) form and skip the remaining waiting time.



## How to enable auto logout

ProProfs Chat allows you to set-up auto logout for your operators, so the operators automatically log out of the live chat at the specific time or after the set period.

Auto logout is a helpful feature that allows your operators to leave their dashboard without worrying about any unanswered chats.

For example, if you have set the auto logout for 5:30 PM, your operators will automatically become inactive at 5:30 PM, in case there is an ongoing chat which is not over by the set time, the operator will log out as soon as the chat is over.

Here's how you can enable the auto-logout feature:

Navigate to "Settings"---->Chat Window "Settings" ----> " Real Time Monitoring" and select "Yes" for 'Auto Logout.' Set a specific time or period for the setting and click "Save" to implement the changes.

## Settings

Chat Window

Real Time Monitoring

Configure the monitoring section operators use to see website visitors. [Learn more](#)

Maximum Wait Time ?

Yes No

Auto Logout ?

Yes No

Hide Visitors ?

Yes No

Show visitor's IP ?

Yes No

Show visitor's location ?

Yes No

By specific time ▾  
By specific time  
By time period

05:30 PM

Save

Start your no-obligation, free trial for ProProfs Chat today!

[Try it Free](#) [Take A Tour](#)

Related Articles:

[Add Canned Responses](#)

[Auto Chat Invitation](#)

[Visitor Chat Window Settings](#)

# Reports



# Introduction to Reports

## Related Articles:

[Timesheets](#)  
[Website Traffic Report](#)  
[Visitor Chat Transcript](#)

# Summary

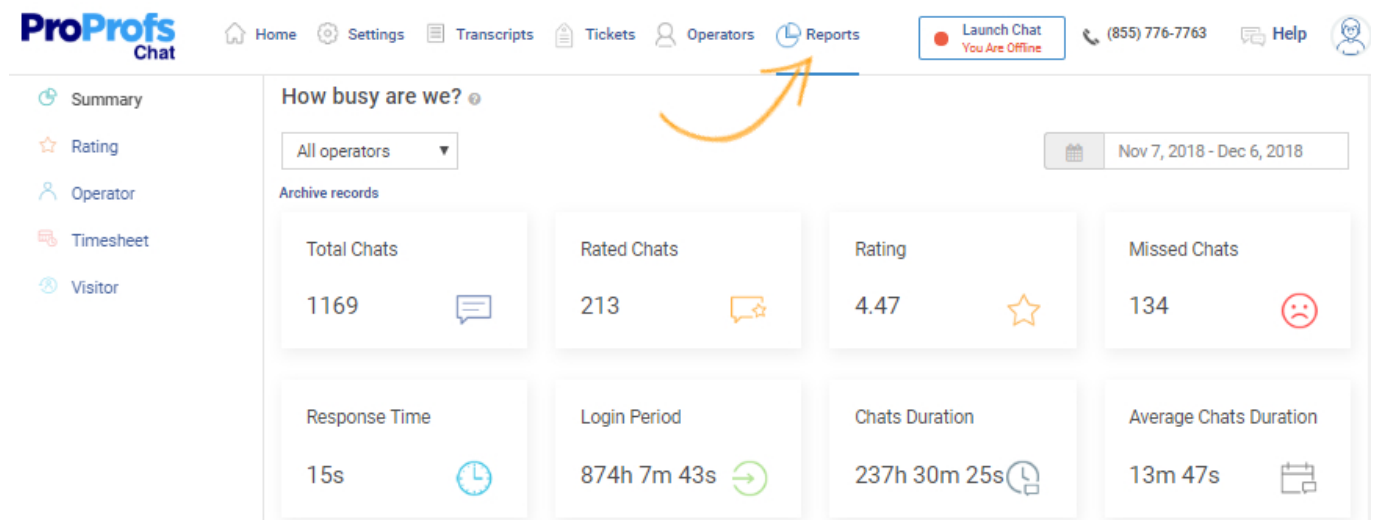
Video About: [How to Monitor Your Chat Operator Performance](#)

Reports display graphs and tabular data, giving you an overview of your chat and operator activity. The data is intended to help you optimize your customer support strategy and improve its efficiency.

The summary report answers all prominent questions related to your chat and operator activity and helps you analyze your team's performance.

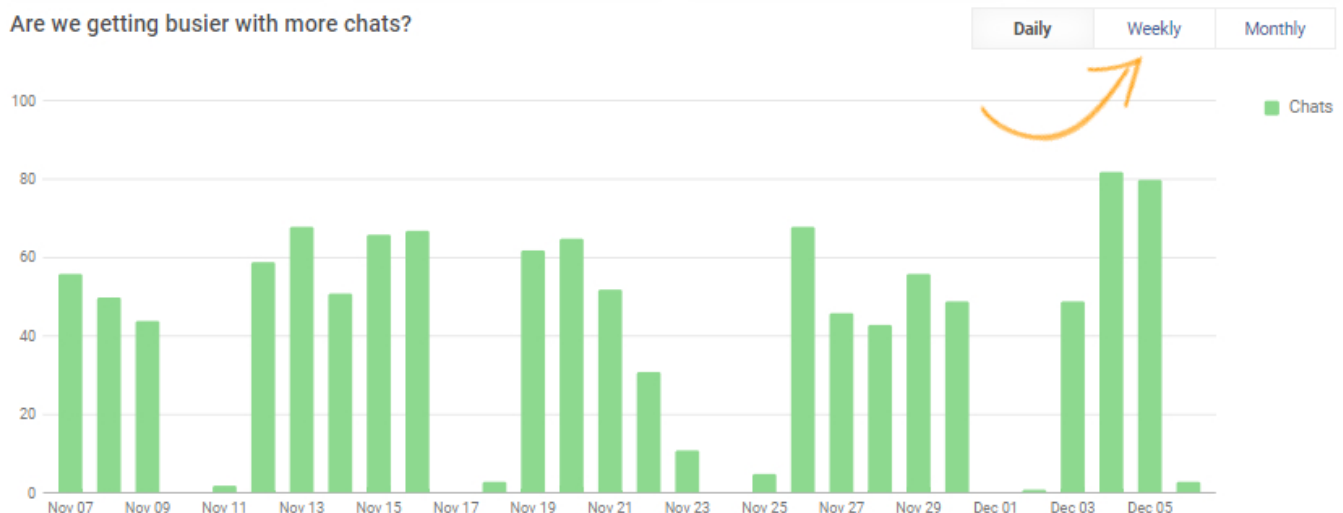
Here's how you can access the summary report:

Log in to your chat account and navigate to the "Reports" tab. Summary is the default report that loads up.



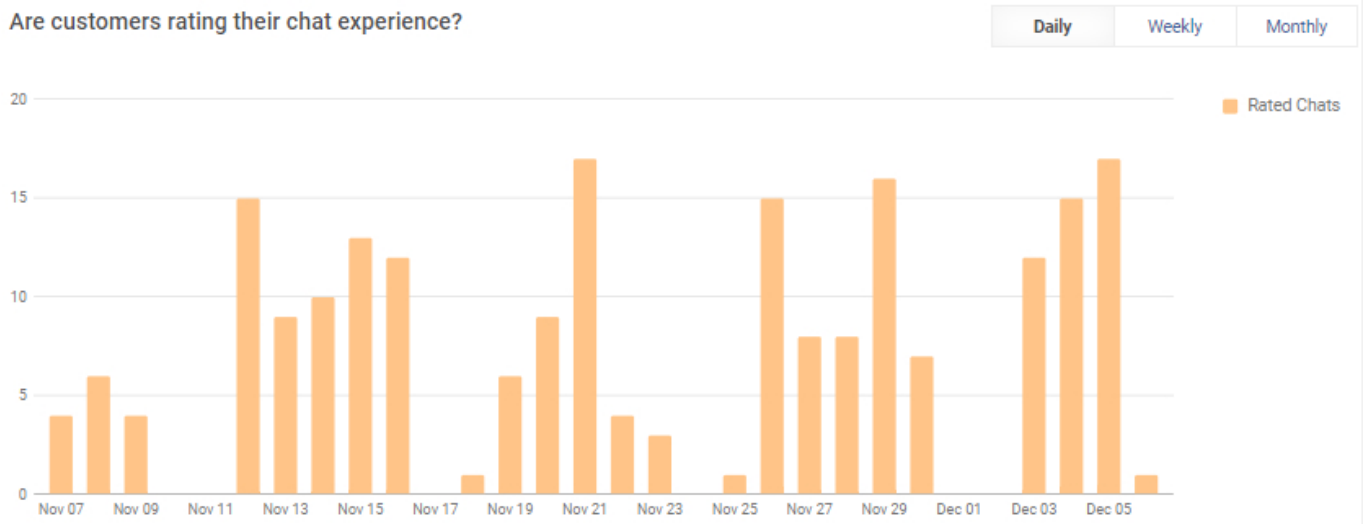
The summary reports allow access to data which answers questions like "How busy are we?" where you can view data for specific time periods and particular operators.

**Total Chats:** This section provides incoming chat data. You can view data for total 'Daily,' 'Weekly,' or 'Monthly' chats.



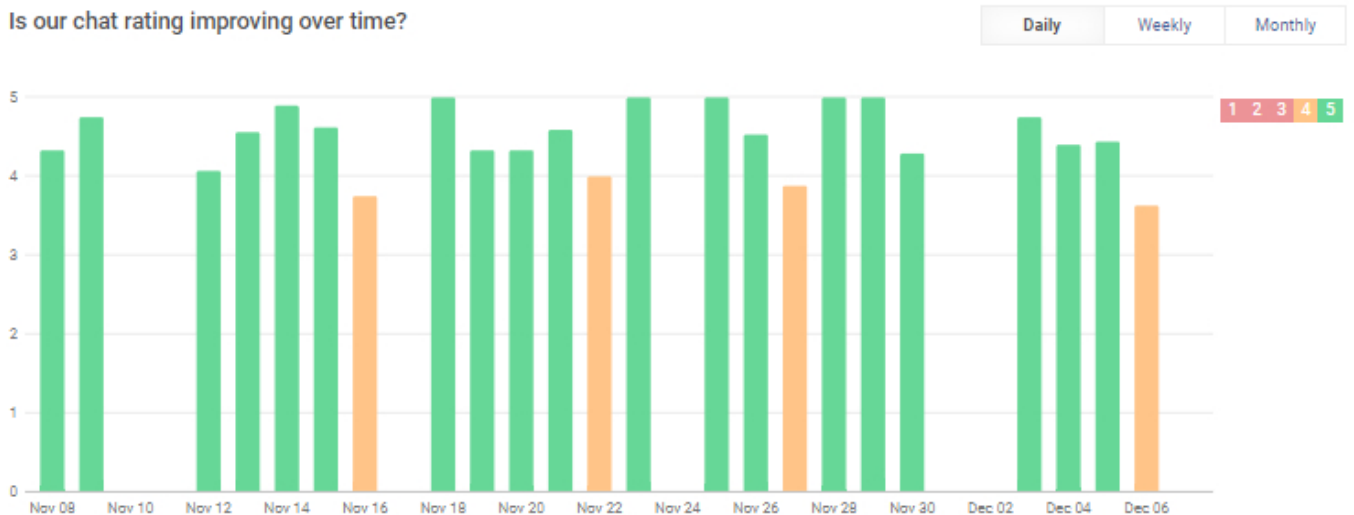
**Total Chats Rated:** You can view data for how many of the incoming chats are being rated.

### Are customers rating their chat experience?



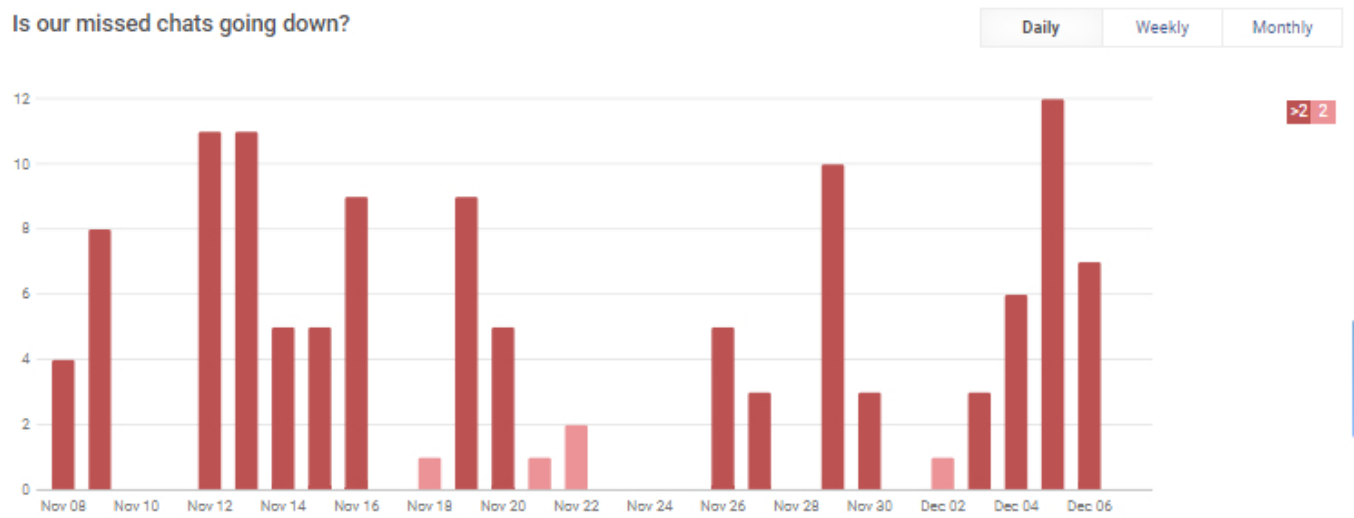
**Chat Ratings:** Data revealing what ratings have the chats been receiving. It helps in analyzing the quality of chat support.

### Is our chat rating improving over time?



**Missed Chats:** Data for how many chats were missed by the support staff. It helps in analyzing the efficiency of your chat support.

### Is our missed chats going down?



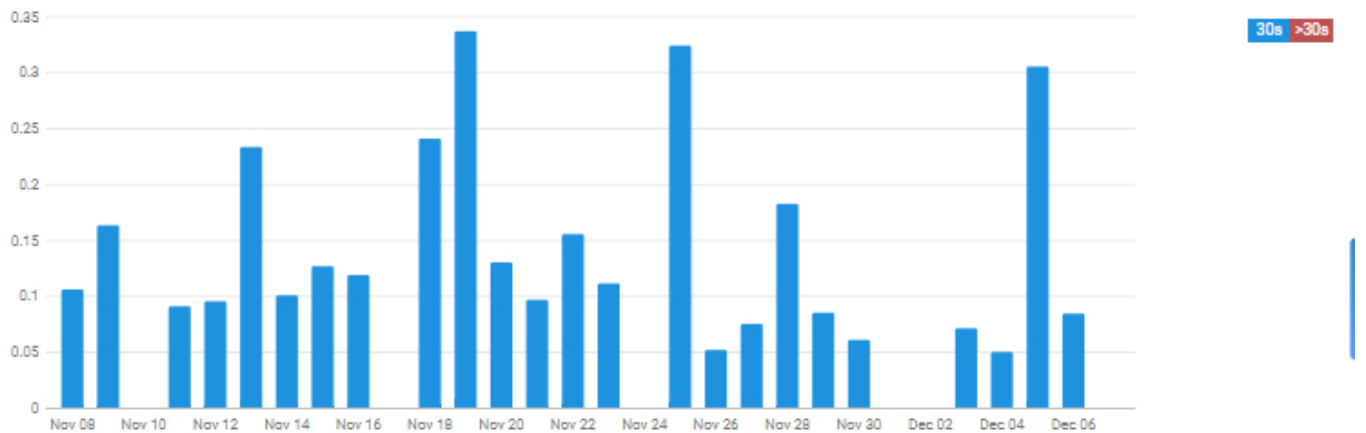
**Response Time:** Data for how much time did the operators take on average to respond to a chat request.

Is our response time going down?

Daily

Weekly

Monthly



**Active Status:** Representation of data for the total duration when your operators were active.

**Total Chat Time:** Data for how much time have your operators spent being engaged in chats.

**Average Time of Chat Sessions:** Data representing the average time for a chat session.

## Chat Summary

It offers comparative data for chat requests, accepted chats and missed chats.

Chat Summary

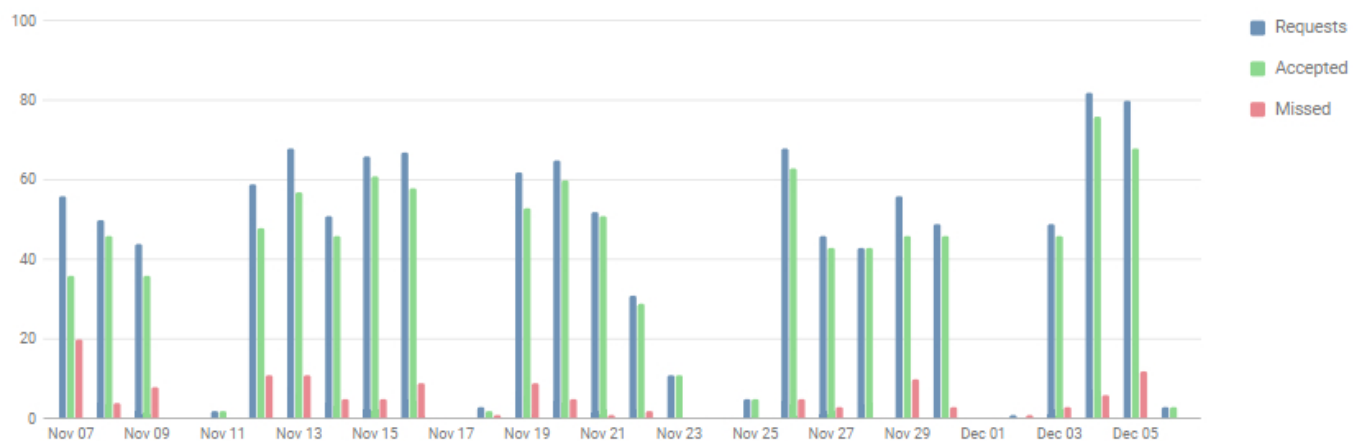
Daily

Weekly

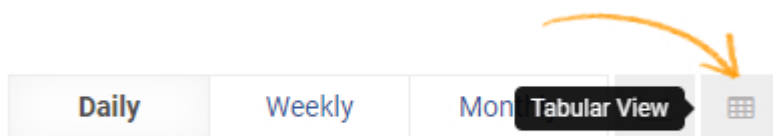
Monthly

Line

Bar



The chat summary data is also available in a tabular form. Click the "Tabular View" button marked by the arrow in the below image.



Here's a preview of the tabular view of chat summary. You can download the entire data on your local hard drive.

## Chat Summary

				Download			
Date	Requested	Accepted	Missed	View			
Nov 07,2018	56	36	20				
Nov 08,2018	50	46	4				
Nov 09,2018	44	36	8				
Nov 11,2018	2	2	0				
Nov 12,2018	59	48	11				
Nov 13,2018	68	57	11				
Nov 14,2018	51	46	5				

You can view chat summary for a particular day by clicking the "View" button.

## Chat Summary

Date	Requested	Accepted	Missed	View		
Nov 08,2018	50	46	4	View		
Nov 09,2018	44	36	8			

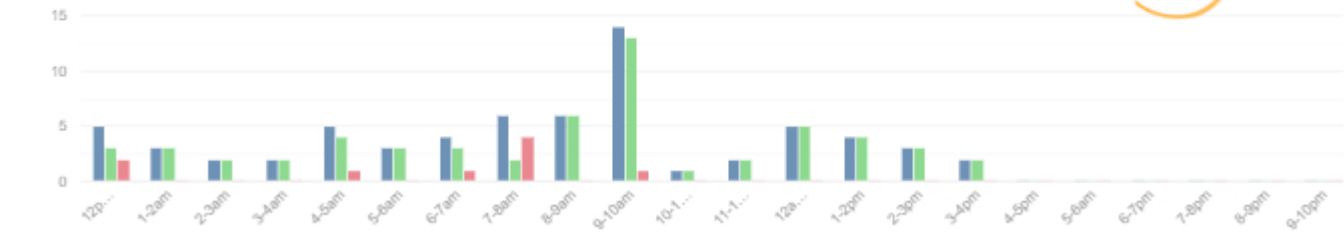
Chat summary for a particular day lists all chats for the day, you can download this data, view the transcript for any chat session by clicking the "View" button and access the 'Hourly Report.'

## Chat Requested By All Visitors

								View Hourly Report	
#	Operator	Request Time	Resp. Time	Duration	Closed By	Rating	Words	Transcript	
1.	Nathan	10:58:48 pm	17s	3m 23s	Visitor	★★★★★	68	View	
2.	Sean	3:50:00 pm	4s	7m 33s	Visitor	★★★★★	100		
3.	Mike	2:37:29 pm	1s	13m 26s	System	★★★★★	87		
4.	Mike	2:33:45 pm	3s	1h 14m 30s	Visitor	★★★★★	163		
5.	Sean	2:23:06 pm	4s	7m 29s	Visitor	★★★★★	88		
6.	Mike	2:13:36 pm	3s	10m 1s	Operator	★★★★★	76		

Here's a preview of how the hourly report would appear. You can also view this data in the tabular form.

Chat Requested By All Visitors



#	Operator	Request Time	Resp. Time	Duration	Closed By	Rating	Words	Transcript
1.	Mike	3:31:13 pm	5s	5m 33s	Operator	★★★★★	99	
2.	Mike	3:14:33 pm	3s	6m 23s	System	★★★★★	8	
3.	Mike	2:51:47 pm	1s	1m	Operator	★★★★★	11	
4.	Mike	2:48:11 pm	17s	5m 12s	Operator	★★★★★	34	
5.	Mike	2:41:45 pm	35s	36s	Operator	★★★★★	10	

Related Articles:

- Timesheets
- Visitor Reports
- Operator Performance Reports

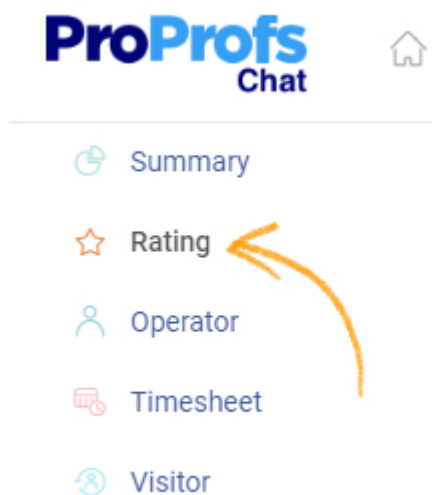
# Chat Rating Report

Video About: [How to Monitor Your Chat Operator Performance](#)

The [Chat Rating Report](#) displays the rating given by a visitor to an operator after a chat session. This helps in evaluating the operators' performance and helps them to work on areas of improvement.

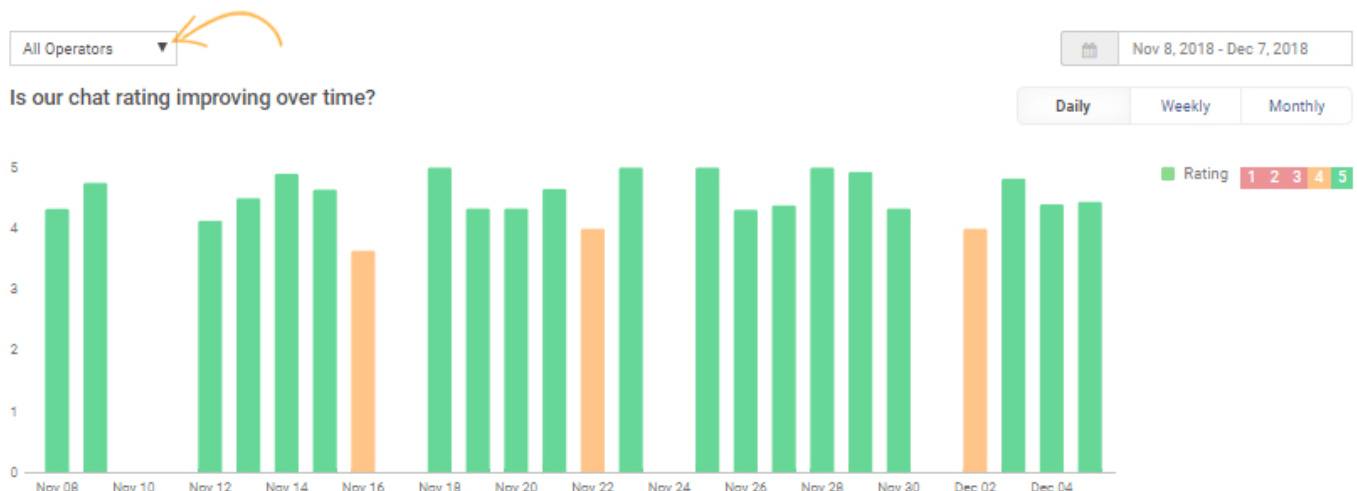
Here's how you can access chat rating report:

Navigate to the "Reports" tab from your dashboard, and select "Rating."



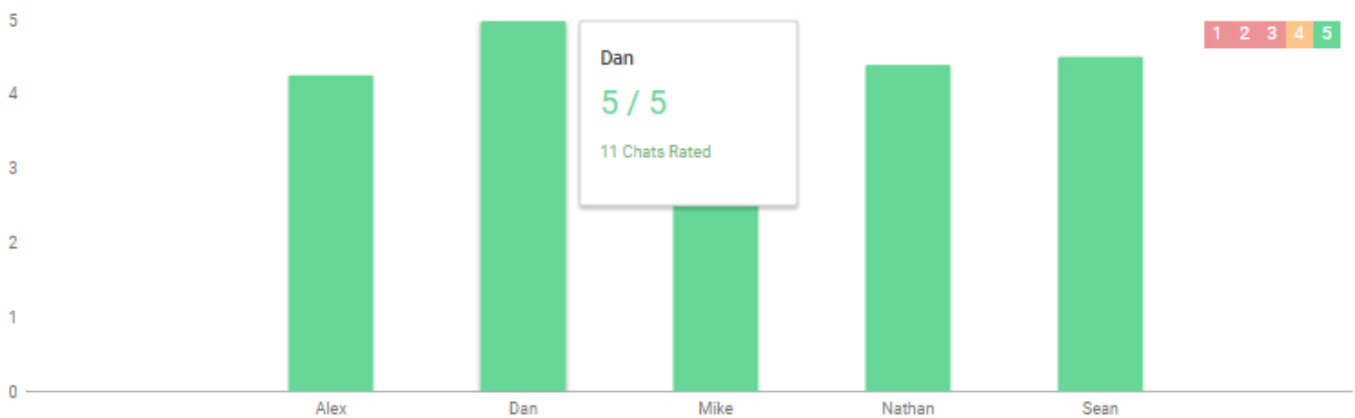
**Chat Rating:** It provides a graphical data for the average rating recieved in a day. You can choose to view this data for the weekly and monthly average rating. Also, you can select to view the particular report of an operator.

Are visitors happy with chat experience? ⓘ



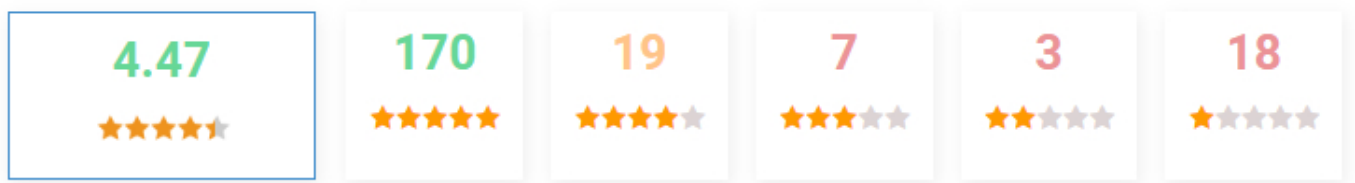
**Operator Rating:** It shows the average rating of your operators, and helps in analyzing their performance.

### Are visitors happy with our operators?




**Overall Average Rating:** It provides the average rating maintained by your support team, and also how many chats were rated 'five stars,' 'four stars' and so on.

### What is our average rating?



**Recently Rated Chats:** Tabular data for every rated chat. You can download this data and also view the chat transcript for all rated chats.

### What were my recently rated chats?



Visitor	Operator	Date	Duration	Rating	Words	Transcript
Daya	Alex	Dec 06	6m 8s	★★★★★	152	<a href="#">View</a> <a href="#">Transcript</a>
Andy	Sean	Dec 05	16m 58s	★★★★★	254	<a href="#">Transcript</a>
Yash	Alex	Dec 05	37m 13s	★★★★★	425	<a href="#">Transcript</a>
Ron Krsnek	Sean	Dec 05	11m 50s	★★★★★	193	<a href="#">Transcript</a>
Tom	Sean	Dec 05	9m	★★★★★	154	<a href="#">Transcript</a>
Ashanti Williams	Alex	Dec 05	6m 39s	★★★★★	211	<a href="#">Transcript</a>

### Related Articles:

[Timesheets](#)



Visitor Reports

Operator Performance Report

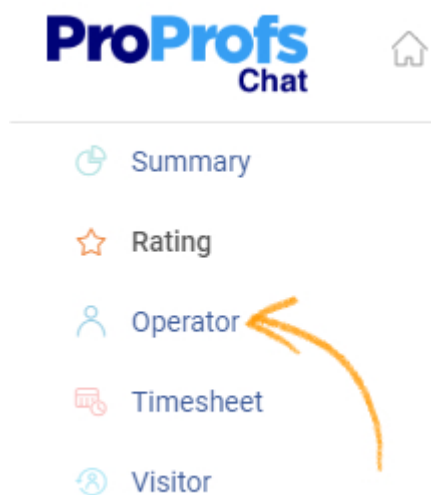
# Operator Performance Reports

Video About: [How to Monitor Your Chat Operator Performance](#)

The operator performance reports provide you with insightful data to analyze the performance of your operators. You can use the performance reports to identify which operators aren't working efficiently and also provide necessary feedback to them.

Here's how you can access the operator performance report:

Navigate to the **Reports** tab and select **Operator**.



**Operator Performance Report:** It provides data for all operators. Various sections of the performance reports are explained below.

How are operators performing?

Dec 1, 2018 - May 20, 2019

Operator	Requests ↕	Accepted ↕	Missed ↕	Rating ↕	Rated Chats ↕	Response Time ↕
Operator	183	179	4	3.24	17	22s
Operator	109	99	10	4.5	6	10s

**Operator:** The name of the operator.

**Requests:** The number of requests that have been received by the operator.

The **Accepted** and **Missed** section specifies exactly how many requests were fulfilled and how many were missed.

**Rating:** The rating section displays the average rating the operator has received. **Green color signifies a good rating, Orange signifies an average rating and red signifies a bad rating.** The ratings can help you identify which operators need help.

**Rated Chats:** This list specifies how many visitor chats rated the operator. Sometimes low rated operators might have a better operating record than a high rated operator simply because more of their chats have been rated. This number is an important factor when analyzing operator efficiency.

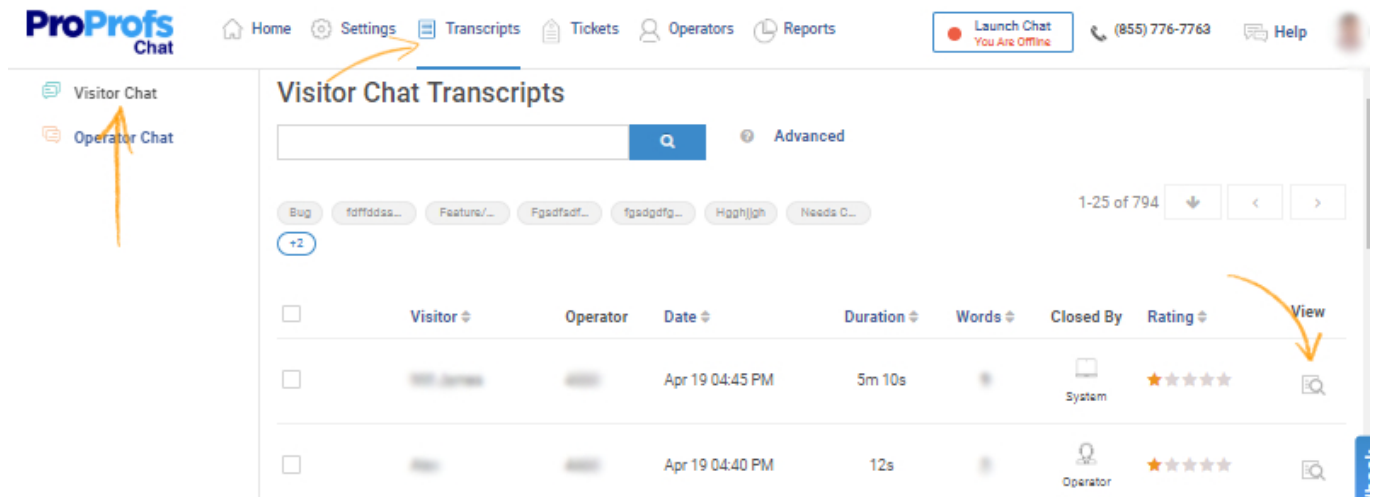
**Response time:** The average time an operator takes to respond to a request.

## How To Leave Feedback For Your Operators

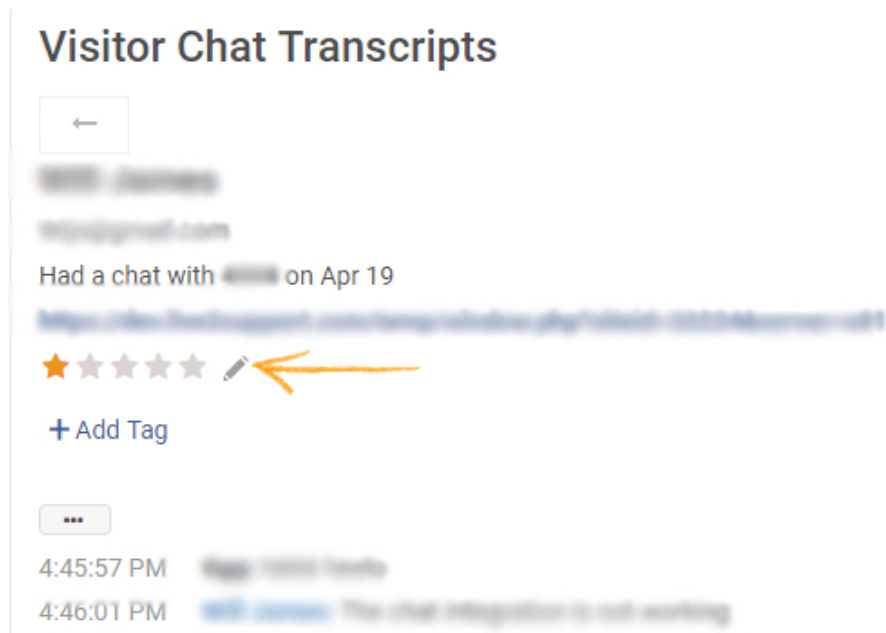
Giving Feedback to low-rated operators and transcripts is important. The following steps will show you how to do exactly that.

### Step 1: Go to Transcripts—>Visitor Chat.

This displays the latest fulfilled requests and also how much an operator has been rated. Click the **View** button to view the transcript between your operator and visitor.



**Step 2:** The window that opens shows you the details of the visitor and also the chats between the visitor and your operator. Click the **Edit Rating** icon.



**Step 3:** You can leave feedback in the internal note section for your operator in the section.

## Rating

★☆☆☆☆ Discard

## Note



Add an internal note here...

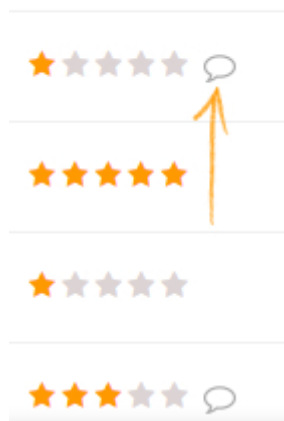


Save

Cancel

The feedback can be seen by your operator under the **Reports** tab in the **Rating** section. It appears as a small message cloud next to the rating. Hovering over it shows your comments.

### Rating ▾



### Related Articles:

[Summary](#)  
[Visitor Reports](#)  
[Chat Rating Report](#)

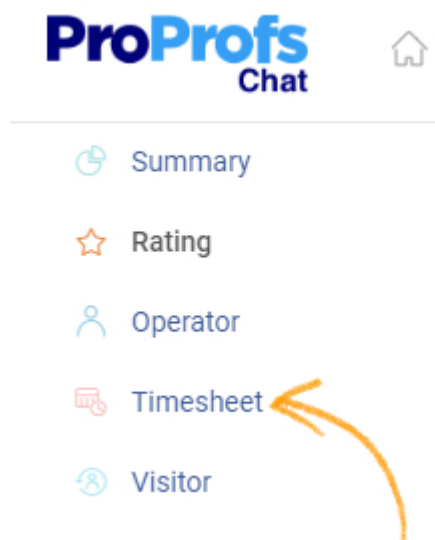
# Timesheets

Video About: [How to Monitor Your Chat Operator Performance](#)

Timesheet provides analytical data for operators' activities such as their login hours and active hours.

Here's how you can access timesheets for your chat account:



Navigate to the "Reports" tab and select "Timesheet."



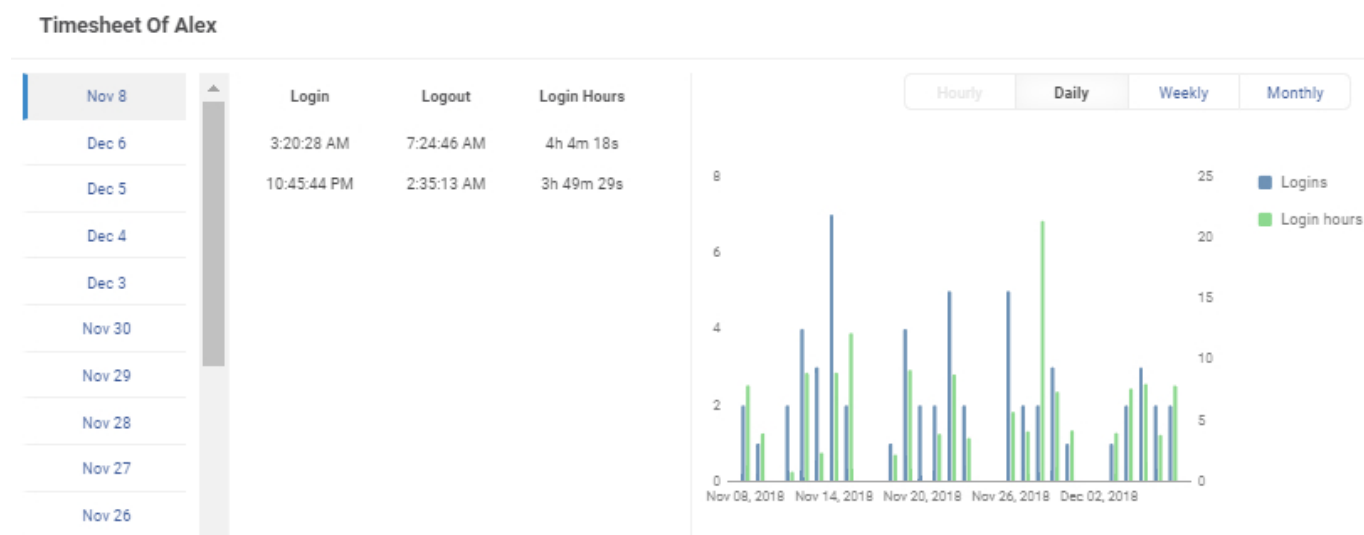
Timesheets provide you data for your operators' activities such as 'days logged in,' 'login hours' and 'active hours.' You can view and download data for any specific day or range of time for all or any particular operator.



Timesheets also provide specific data of every operator in tabular form. You can view operators' active days, login hours, active hours, and efficiency(percent of active time out of total login time). Click the "View" button to access a particular operator's timesheet.

Operator	Days	Login Hours ?	Active Hours ?	Efficiency ?	Details
Alex	22	139h 4m 57s	85h 50m 41s	62%	
Amber	17	125h 50m 12s	71h 7m 5s	57%	<b>View</b> 

Here's a preview of the operator timesheet:



#### Related Articles:

[Chat Rating Report](#)

[Visitor Chat Transcript](#)

[Operator Performance Reports](#)

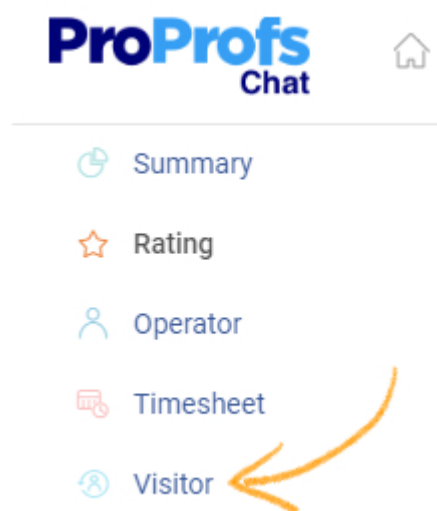
# Website Traffic Report

Video About: [How to Monitor Your Chat Operator Performance](#)

Website traffic report provides data for the number of visitors your website is attracting.

Here's how you can access the visitor reports:

Navigate to the "Reports" tab and select "Visitor."



Here's a preview of the website traffic report. It provides monthly data for total visits to your website.

## Is our website traffic growing?

Visitors: 16177134



### Related Articles:

[Chat Rating Report](#)  
[Visitor Chat Transcript](#)  
[Timesheets](#)

# Advanced

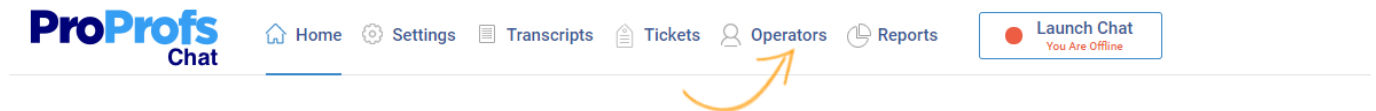


# How to route chat to another operator?

[Chat Routing](#) allows you to specify how incoming chat requests are routed (directed) to the available chat operators. Typically, chats can be routed to the available operators automatically, or they can enter a queue from which an operator can pick them up.

Here's how to enable Chat routing:

**Step 1:** Click "Operators" from the menu bar.



**Step 2:** Select "Yes" for chat routing, Click "Save."

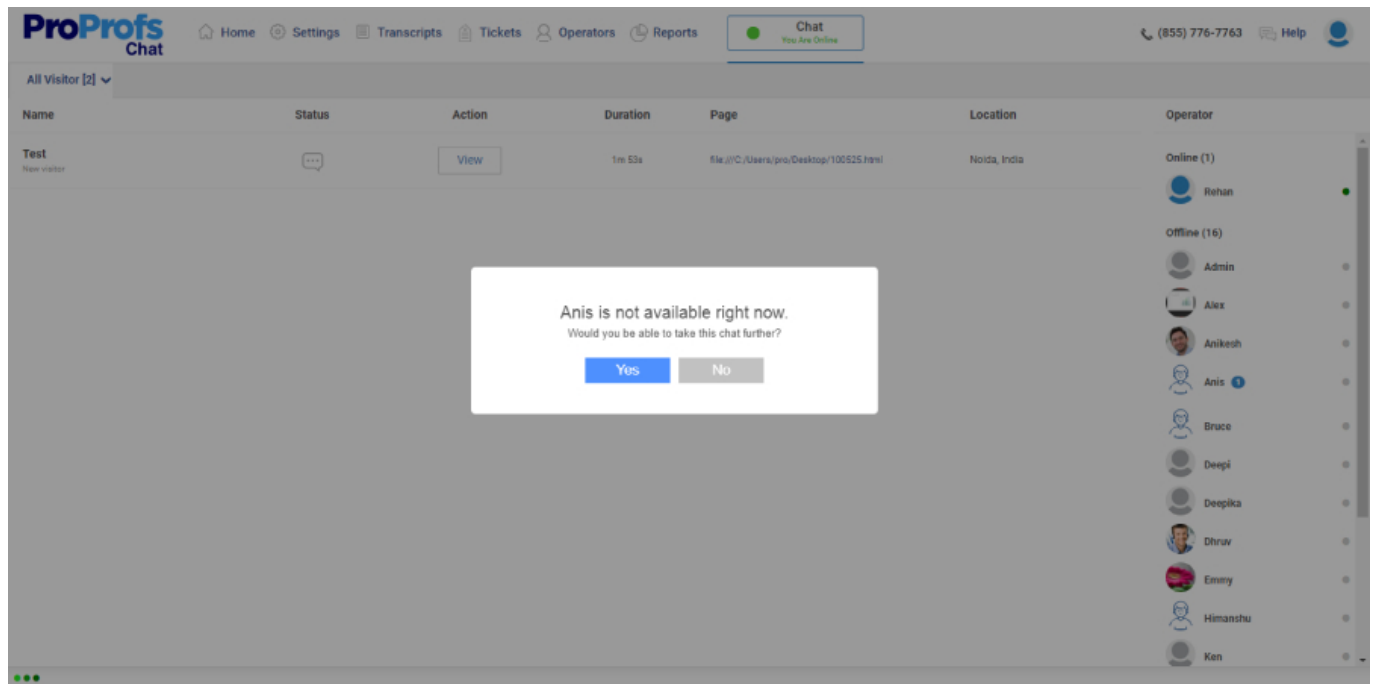
A screenshot of the 'Chat Routing' settings form. The form has two sections. The first section is 'Chat Routing' with a question mark icon. It has two buttons: 'Yes' (highlighted with an orange arrow) and 'No'. To the right of these buttons is a text input field containing '30 sec' and the label 'Chat Routing Time'. The second section is 'Allow Operator Selection' with a question mark icon. It has two buttons: 'Yes' and 'No'. At the bottom of the form is a blue 'Save' button.

**Step 3:** Set up the chat routing order for your operators, click and hold the icon, then drag and drop the operators to their respective order. You can also the Chat Limit for operators through the drop down option.

Name	Username	Chat Limit ?	Admin	Action	Routing Order ↑↓ ?
Emmy Dixon	Emmy	10 ▼	✓		+
Ken	Ken	10 ▼	✓		+
Alex	Alex	10 ▼	✓		+

An orange arrow points to the '+' icon in the 'Routing Order' column of the table.

**Step 4:** The below image depicts the use case, when an operator goes offline the next operator in the routing order gets a pop-up message seeking confirmation to take the chat further. Selecting "Yes" would transfer the chat to the operator, while selecting "No" would route the chat to the next operator.



Two rules can be set up for routing incoming chats:

1. **Broadcast:** With this setting, all chat operators get notified of all incoming chats. An operator will then need to accept the chat request to start chatting. This is the default setting.
2. **Automatic assignment:** With this setting, chats are evenly assigned among the available operators in a pre-assigned order.

Chat Request will go to the operator who is the least busy, then will rout automatically in its operator routing order. Every Operator will receive sound notification in its routing order, and chat request will be visible to all online operators.

There are certain scenarios where we have to look at how our routing feature behaves extensively.

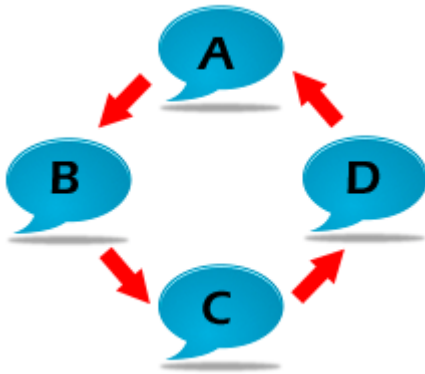
Scenario 1: In case [department](#) is disabled.

Every online operator will receive sound notification in its routing order. Assuming there are four Support operators:

Operator A, Operator B, Operator C, Operator D

If we define this routing order in the control panel (A B C D), this is how the chat routing will take place.

Case- 1: If all operators are free, chat request will go in the order that you have defined in the control panel.



(A B C D)

**Case- 2:** If all operators have some number of chats. Suppose:

- Operator A is handing 5 customers
- Operator B is handing 3 customers
- Operator C is handing 7 customers
- Operator D is handing 4 customers

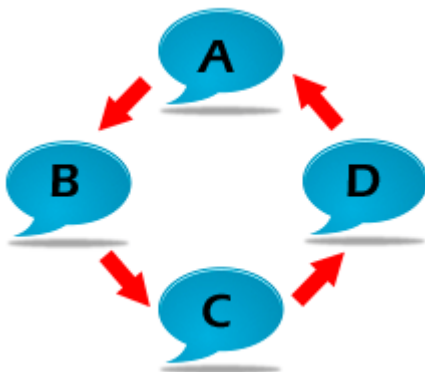
In this case, B has a minimum number of chats so chat request will start from B and routing will move in the order that you have defined in the control panel.

(B C D A)

**Case-3:** If all operators have the same chat numbers.

- Operator A is handling 4 customers
- Operator B is handling 4 customers
- Operator C is handling 4 customers
- Operator D is handling 4 customers

In this case, the chat routing will go as per:

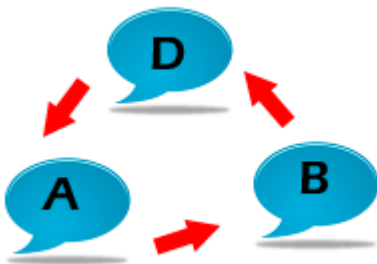


(A B C D)

**Case-4:** If some Operators are Offline.

- Operator A is handling 4 customers
- Operator B is handling 5 customers
- Operator C is Offline
- Operator D is handling 2 customers

Offline Operators will be skipped from routing order. Chat request will start from D because C is Offline and in this situation D has the minimum number of chat.



(D A B)

**In case department is enabled.**

Every online Operator of that department will receive sound notification in its routing order.

**Operator A, Operator B, Operator C, Operator D**

Assuming that we have three departments - Accounts, Sales and Support and we have four operators (A, B, C, D)

Operators & Departments settings are shown below :

Operators & Departments settings are shown below:

Account = A, B, C

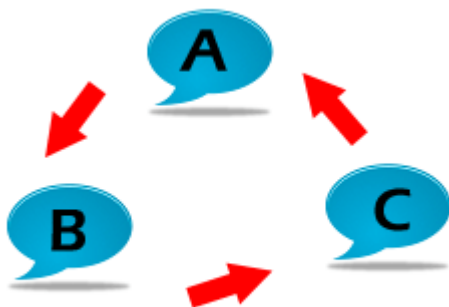
Sales = A, B, D

Support = A, D, C

If routing order in control panel is: (A B C D)

The following options will take place.

**Case-1:** If all operators are free, chat request will go department wise. If a visitor generates a chat with Accounts department.



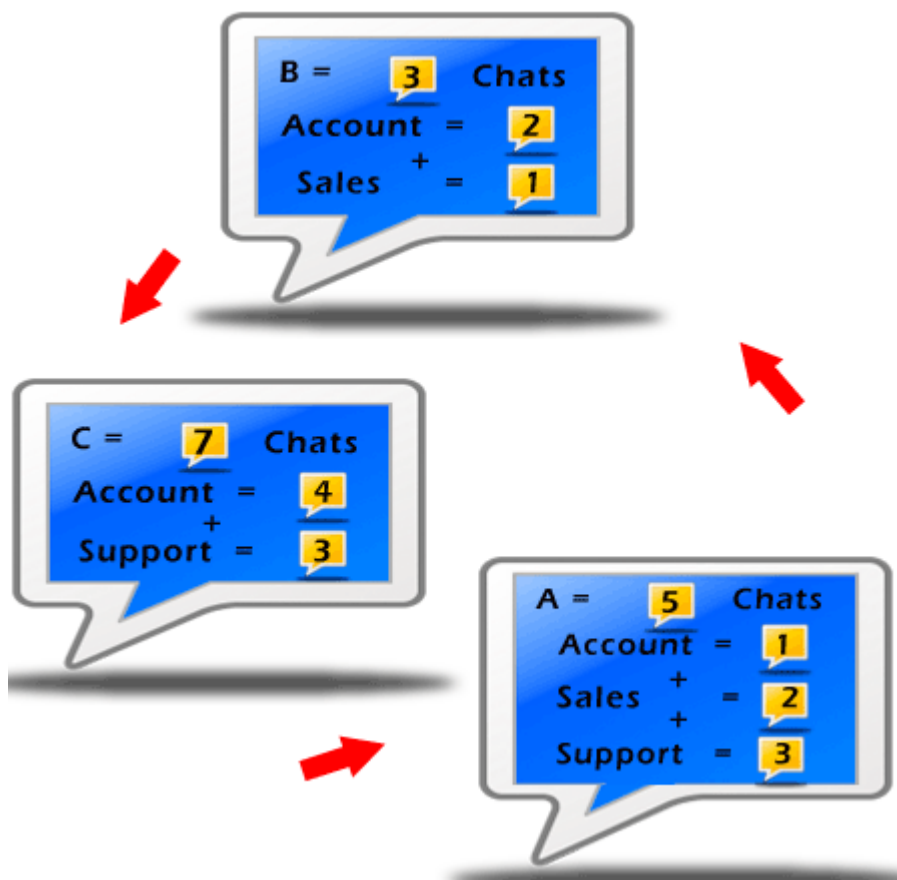
(A B C)

In this case, D will be skipped because the Accounts department is not assigned to operator D. The chat request will start from A because we have defined this routing order in control panel.

**Case-2:** If the following chatting order is taking place.

- Operator A is handling 5 customers
- Operator B is handling 3 customers
- Operator C is handling 7 customers
- Operator D is handling 4 customers

Now the visitor has generated a chat request from Accounts department.



(B C A)

In this case, D will be skipped because the Account department is not assigned to operator D and chat request will start from B since B has the minimum chats.

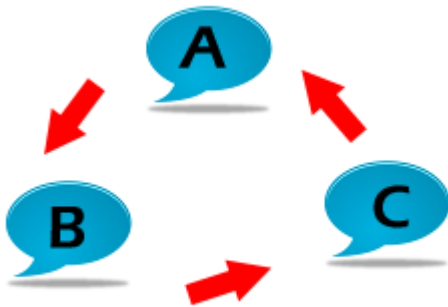
**Case-3:** If all the operators have the same chat numbers.

The Visitor has generated a chat with Accounts department.

- Operator A is handling 4 customers
- Operator B is handling 4 customers
- Operator C is handling 4 customers

- Operator D is handling 4 customers

In this case, a simple routing order will take place, which you have defined in the control panel. Operator D will be skipped because of another department.

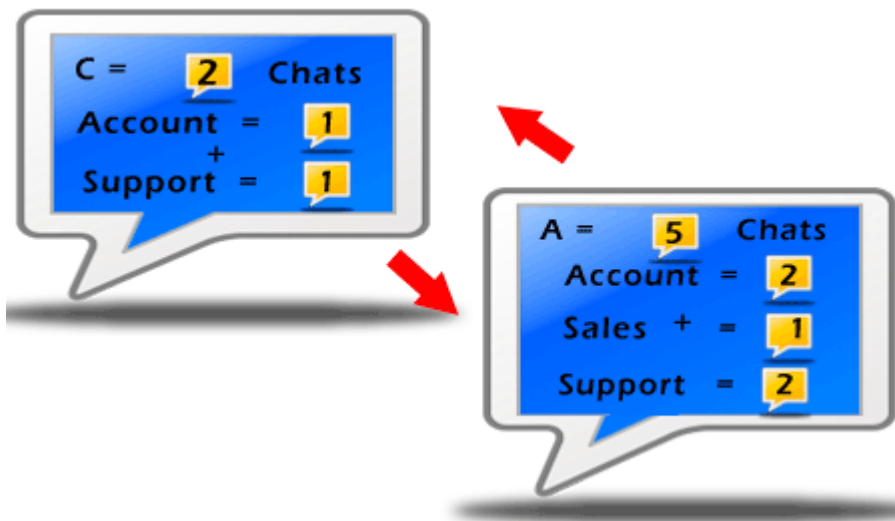


(A B C)

**Case-4:** If one operator is Offline, he/she will be skipped from routing order. Now a visitor has generated a chat with Accounts department.

- Operator A is handling 5 customers
- Operator B is Offline
- Operator C is handling 2 customers
- Operator D is handling 8 customers

In this case, chat request will start from C because B is Offline and in this situation C has a minimum number of chats. D operator will be skipped because of another department.



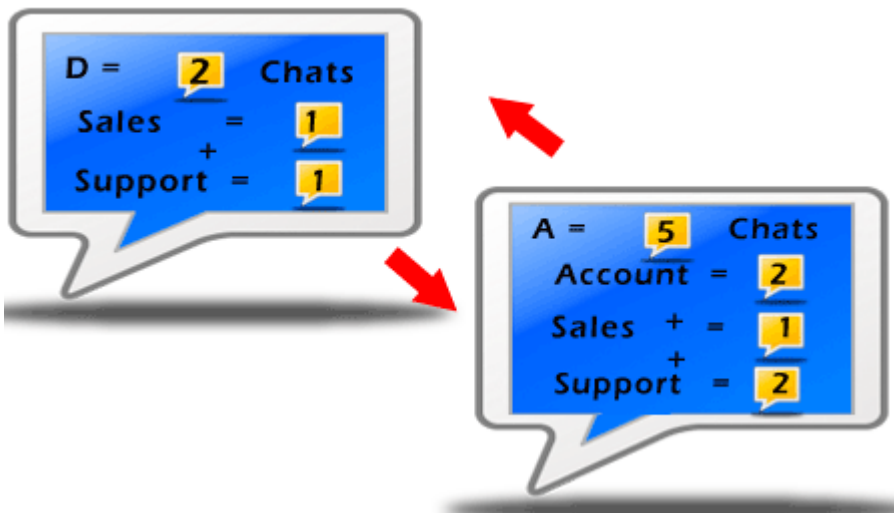
(C A)

**Case-5:** If one Operator is offline, then which particular operator will be skipped from routing order:

Now the visitor has generated a chat with the Sales department.

- Operator A is handling 5 customers
- Operator B is Offline
- Operator C is handling 1 customer
- Operator D is handling 2 customers

In that case, chat request will start from D because B is offline and in that situation D has a minimum number of chat requests. C operator will be skipped because of another department.



(D A)

**Case 6:** If multiple operators are offline then those operators will be skipped from routing order. Now a visitor has generated a chat request from the Sales department.

- Operator A is handling 5 customers
- Operator B is Offline
- Operator C is handling 1 customer
- Operator D is Offline



In this case, chat request will only go to A because D and B are offline and C belongs to the other department.

Related Articles:

[How Can Operators Enable Automatic Chat Acceptance?](#)

[How Can I Set a Chat Limit for Incoming Chat to an Operator?](#)

[How to Use Multiple Chat Windows on Your Website Using Single ProProfs Account?](#)



# How do Tickets Help Improve Customer Support?

ProProfs Chat allows you to support your customers even when operators are offline. Customers can raise support requests as tickets so their issues are recorded and can be resolved at the earliest.

A ticket is a request from the end user that defines issues and concerns they might be facing with the product or service. Support tickets are the most common form of problem resolution, especially in the absence of live chat support.

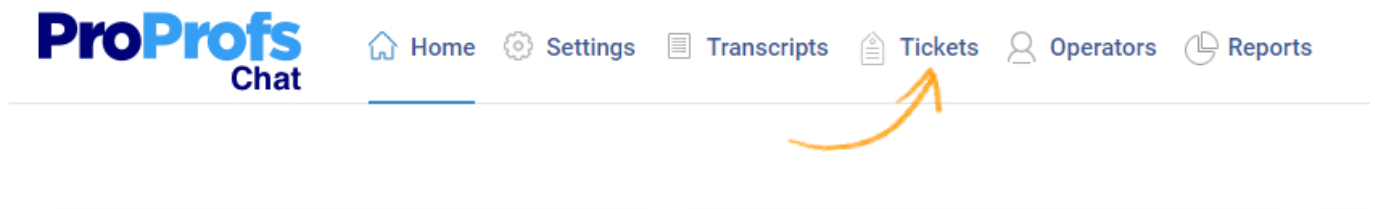
A user can submit a ticket through the [offline message form](#) when live chat support is not available.

Another scenario where users submit a ticket is when their chat request is not accepted by any operator.

User's chat request is kept on hold for the [maximum wait time](#) after which they can leave a message in form of a support ticket through the offline message form.

## How to resolve Tickets:

**Step 1:** Log in to your ProProfs chat account and navigate to the "Tickets" tab.



**Step 2:** On the tickets tab you can view the unresolved tickets as "open," the resolved tickets as "closed" and the responses sent to the users under the "sent" option.

Hover the cursor over the status option to view appropriate actions, you can select the checkboxes to apply an action to multiple tickets in one go. To manually resolve a ticket click on the ticket to open it.

ProProfs Chat

Home Settings Transcripts Tickets Operators Reports

Launch Chat  
You Are Offline

Open 5

Sent

Closed

Search by visitor email...

Status

Jim Bradely  
Offline Message: ProProfs Chat  
Give me some sunshine

Jerome Hutchinson  
Offline Message: ProProfs Chat  
Please convey the pricing structure.

MarieAnn Clarke  
Offline Message: ProProfs Chat  
Information required

Aron King  
Offline Message: ProProfs Chat  
Provide information about your products and services.

Kendal James  
Offline Message: ProProfs Chat  
I would like to have detailed information about your product.

**Step 3:** Frame an appropriate response to the user, or you can forward the ticket to another member of your team. Once resolved, you can close the ticket by clicking the drop-down action menu above.

ProProfs Chat

Home Settings Transcripts Tickets Operators Reports

Launch Chat  
You Are Offline

Open 5

Sent

Closed

Search by visitor email...

Open

Jerome Hutchinson  
hutchinsonjerome@stylehive.com

Please convey the pricing structure.

Reply Forward

To: hutchinsonjerome@stylehive.com

Subject: Offline message: ProProfs.com

From: no-reply@proprofs.com

B I U Font Size

Hi Jerome,

Greetings from the ProProfs Support Team!

We are hereby forwarding you the requested details. The pricing structure varies from product to product, and we have a separate struct of our products and services.]

## Resolve Tickets & Improve Revenue with Live Chat

Video About: [How to 10x Your Revenue using Sales Chat Software](#)

# How do I use Tags?

You can add tags to streamline your tickets and transcripts. Using tags, you can easily categorize and prioritize tickets and transcripts so that you can fetch them with one click.

Tags are words or combinations of words, you can use to add more context to tickets and transcripts. Tags in Live Chat are like labels for records, they offer you an easy way to fetch a particular bunch of tickets and transcripts and work on them.

For example, you can tag specific tickets as "Bugs" or "Error" and so on, for transcripts you might want to tag all sales inquiries with a tag like 'sales' or 'about\_sales.'

Tags also offer a statistical advantage, for example, you can go in and know that 40% of your tickets are related to one particular feature, and of that 20% were bugs and the remaining were questions. And of those questions, 75% could be covered in docs. It takes some setup, but it's super valuable to have that data and then watch the numbers shift.

This article describes the following processes:

- [How to add tags to a ticket](#)
- [How to add tags to a chat transcript](#)
- [How to search or sort tickets/transcripts using tags](#)

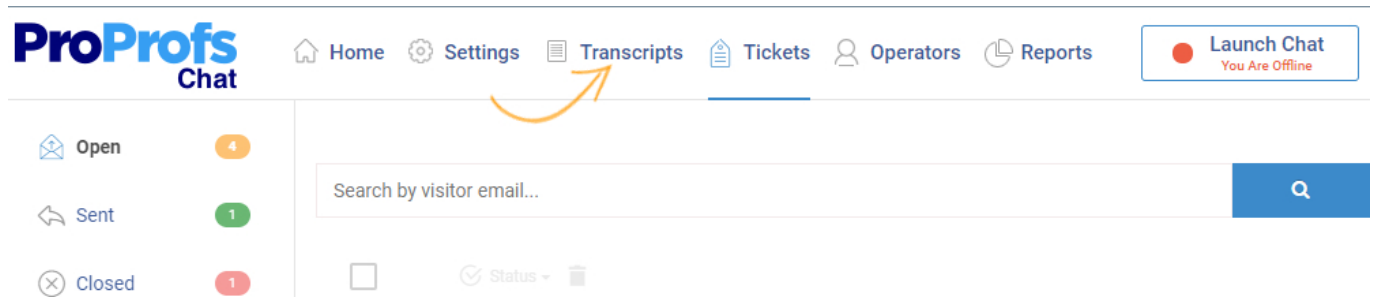
## How to add tags to a ticket:

Open a ticket and click the "+ Add Tags" button. Type the tag text and hit 'Enter' to save.

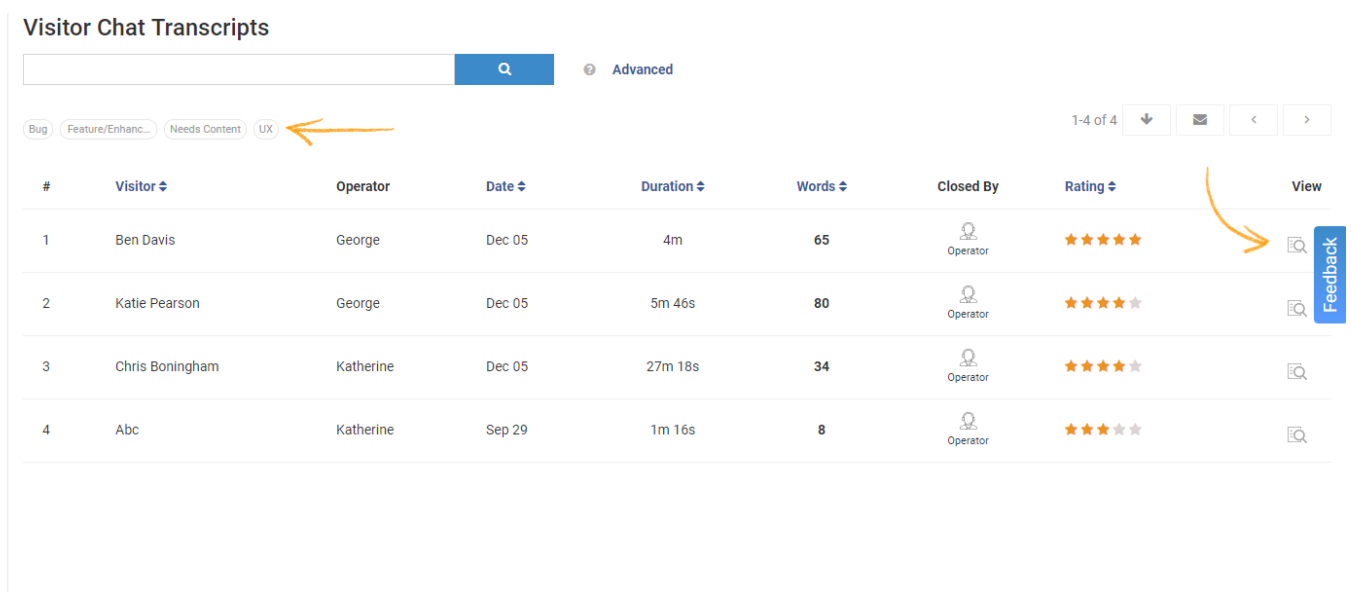
The screenshot displays the ProProfs Live Chat interface. On the left sidebar, there are three ticket status filters: 'Open' with 49 tickets, 'Sent' with 11 tickets, and 'Closed' with 27 tickets. The main area features a search bar labeled 'Search by visitor email...' with a magnifying glass icon. Below the search bar, there are navigation buttons: a back arrow, a checkmark icon with the text 'Open', and a trash can icon. A blue button labeled '+ Add Tags' is highlighted with an orange arrow. Below this button is the visitor's profile information, including a circular profile picture, the name 'Steve Smith', and the email address 'smith.steven@hotmail.com'. Below the profile information, the fields 'Name' and 'Email' are listed with their respective values: 'Steve Smith' and 'smith.steven@hotmail.com'.

# How to add tags to a chat transcript:

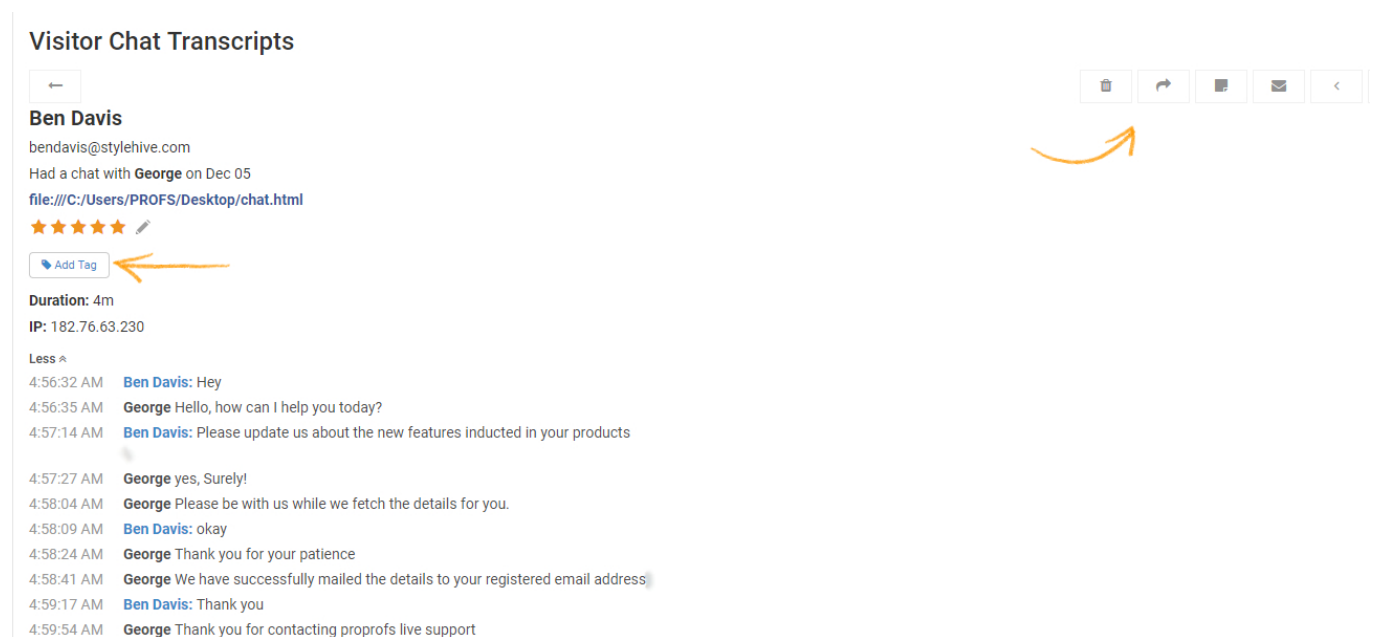
**Step 1:** From the menu bar, click the "Transcripts" tab.



**Step 2:** Tags can only be added individually to a transcript. Click the "view" icon for the transcript you wish to add a tag to.



**Step 3:** Click the "Add Tag" button to add a tag to the transcript.



## How to search or sort tickets/transcripts using tags:

**Tickets-** Navigate to the 'tickets' tab and sort tickets by clicking the desired tag. Refer to the screenshot below: Here we have sorted all the tickets which marked by the tag "Sales."

Search by visitor email...  Advanced

Bug Feature/Enha... Support **Sales** UX +5

1-2 of 2

<input type="checkbox"/>	Steve Smith	Offline Message: ProProfs Chat1	Jun 22, 2018
<input type="checkbox"/>	Helen	Offline Message: ProProfs Chat1	May 17, 2018

**Transcripts-** Navigate to the transcripts tab and sort visitor transcripts by clicking the desired tag. Refer to the screenshot below: Here we have sorted transcripts which are marked by the "Sales" tag.

### Visitor Chat Transcripts

Advanced

Bug Feature/... Needs C... **Sales** UX

1-3 of 3

#	Visitor	Operator	Date	Duration	Words	Closed By	Rating	View
1	Jay	Alex	Aug 21, 2018	2h 40m 47s	16	System	★★★★★	
2	Jay	Alex	Aug 21, 2018	38m 52s	4	Operator	★★★★★	

#### Related Articles:

[Chat Routing](#)

[Jumping Chat Icons](#)

[How Can I Set a Chat Limit for Incoming Chat to an Operator?](#)

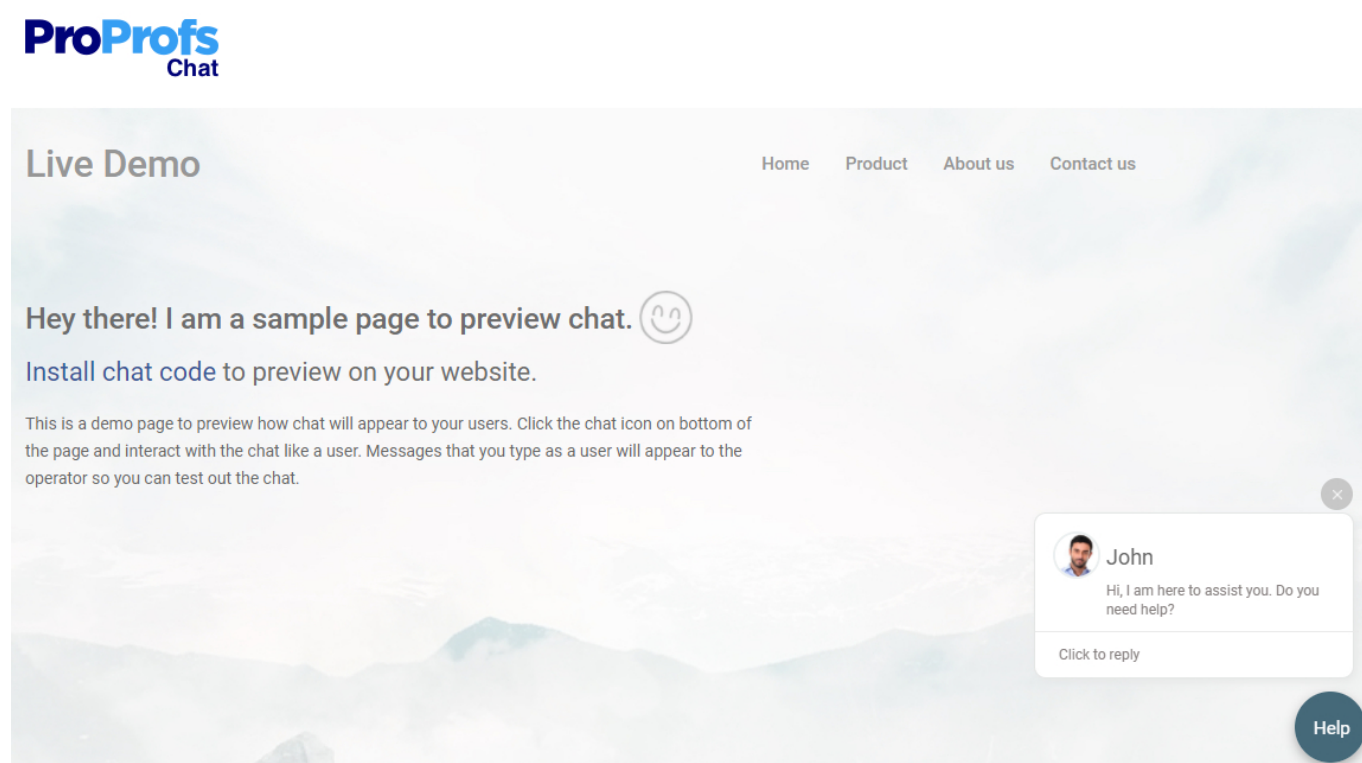
# Chat Greetings

**Chat Greetings** are proactive chat messages that let you welcome website visitors with custom messages based on user behavior.

A more personalized, and targeted chat invitation is the perfect way to start off a conversation and engage your website visitors.

For example: Greet people who have spent at least 10 sec on your pricing page with "Do you have any questions about our pricing?" Greet people who are on your 'about' page with "Do you have any questions about our company?"

Here's a preview of how it will appear on your website:



Follow these steps to enable greetings for your visitors:

**Step 1:** Log into your chat account and click "Settings," then click "Greetings" from the vertical menu.

**Step 2:** To customize default greetings click the 'expand tab' or click "Create Greeting" to add a new greeting.

### Greetings

Greetings are proactive chat messages that let you welcome website visitors with custom messages based on the user behavior. A more personalized, and targeted chat invitation is the perfect way to start off a conversation and engage your website visitors. For example, you can initiate chat with a visitor browsing your pricing page with, "Do you have any questions about our pricing?" [Learn more...](#)

**Step 3:** Switch the toggle button to "ON," enter a title for greeting in the text box, like "Spent 10 seconds on a page." Set up the conditions which should be met for this greeting to pop up. Enter the message in the 'greeting' text box, or you can use the default greeting. Click "Save" to enable chat greeting.



Spent 10 seconds on a page

When: Chat is online or offline

If: All of the following match:

Time spent on current page is greater than or equal to 10 Sec

Then: Greet With Message: Hey! How may I assist you? (72 Characters left)

Frequency: Multiple Single

Save Delete

Hey! How may I assist you?  
Click to reply

You can create unlimited greetings to cater your customer/visitor support better, set up greetings by setting up specific conditions for a more personalized and targeted chat invitation. In a way, every page on your website can have a personalized greeting to engage the visitors and turn them into customers.

The conditions include:

- Chat status: You can enable greeting for when chat is online, offline or for both online and offline chat.
- Set up greeting for 'time spent on current page,' a specific 'URL,' or for a returning visitor.
- On setting up the conditions, you can either choose to greet with a message or to expand the chat box. Chat Box expansion indirectly invites the visitor to seek help through live chat.
- Frequency: Setting the frequency to "Single" will allow greeting to appear once in a session while setting it to "Multiple" will allow greeting to appear every time the page is reloaded or visited.

**Enable Sound Notification:** Navigate to "Settings"-----> "General"-----> "Sound," and enable sound for 'Greetings' and click "Save" to implement the changes.

The screenshot shows the ProProfs Chat settings interface. The top navigation bar includes links for Home, Settings, Transcripts, Tickets, Operators, and Reports, along with a 'Launch Chat' button indicating 'You Are Offline'. The left sidebar lists various settings categories: Chat Window, Installation, Integration, General (selected), Greetings, Knowledge Base, Button & Icons, Eye Catcher, Sound, Canned Responses, and Advanced. The main content area is titled 'Sound Settings' and contains four toggle switches: 'New Visitor' (Yes/No), 'Chat Request' (Yes/No), 'New Message During Chat' (Yes/No), and 'Greetings' (Yes/No). An orange arrow points to the 'Yes' button for the 'Greetings' toggle. To the right of these toggles are two audio player controls, each showing a play button, a progress bar, and a '00:00' duration. A 'Change Sound' link is positioned to the right of the first audio player. A 'Save' button is located at the bottom left of the settings area.

## Take a Complete Tour of ProProfs Chat

Video About: [Tour of the Best Live Chat Software](#)

### Related Articles:

[Chat Routing](#)

[Tickets and Tags](#)

[Co-browsing With ProProfs Chat](#)

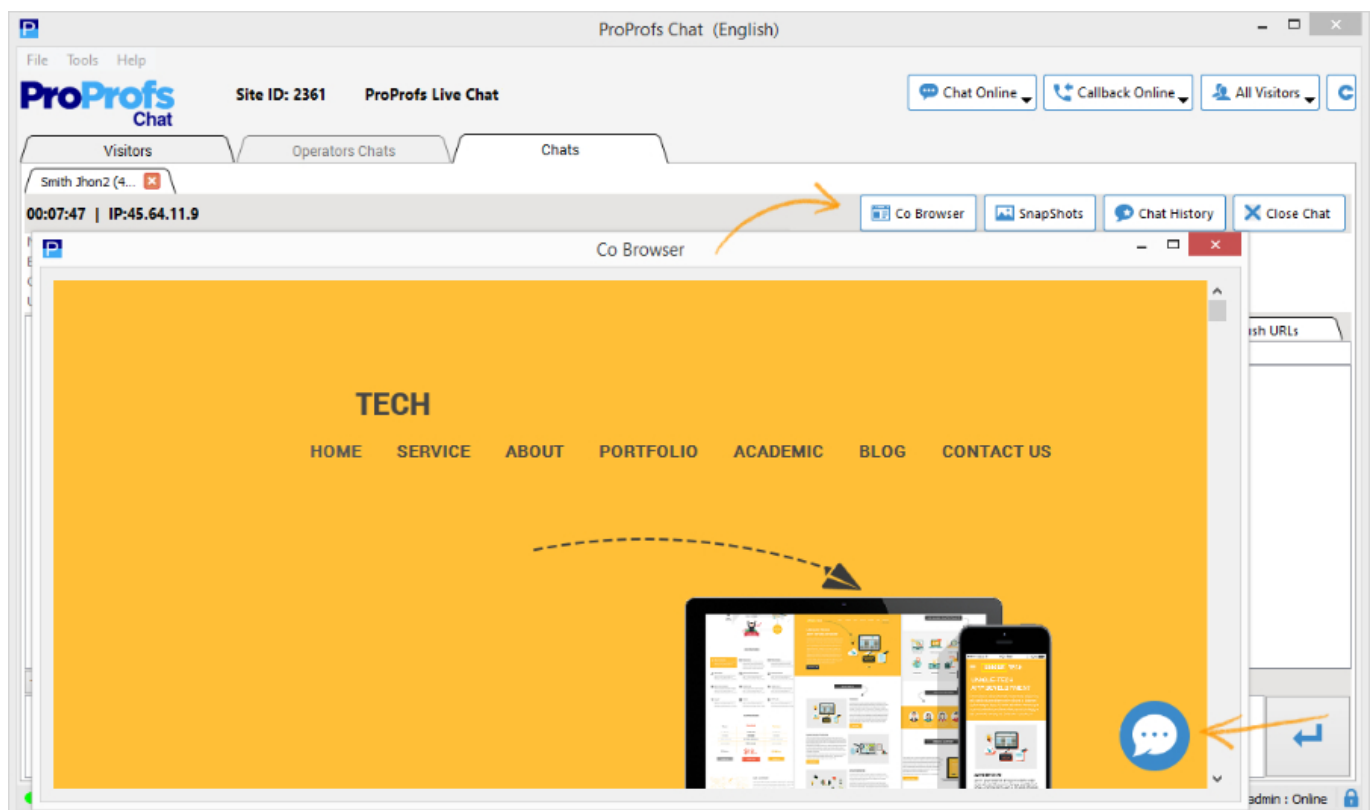
# Co-browsing

**Co-browsing** is the advance feature of ProProfs Chat, which has fully customized web page viewing capability that enables live chat support operators to remotely access the web page of your website on which site visitors visited during a chat session resulting in higher levels of customer satisfaction.

ProProfs Chat provides a dynamic co-browsing option for chat operators. In the specific context of live chat software, co-browsing permits support operators to view the web page of your website on which site visitors visited during a chat session. This feature is activated by clicking the appropriate icon in ProProfs operator chat window. Co-browsing enables chat operators to directly access the page being visited on website by site visitors. The moment a site visitor clicks a new page, the screen view available to the chat operator attending to the site visitor changes instantly. Chat operators can not only direct customers to specific web pages on the website and view these pages simultaneously, but also explain them to customers in real time through live chat.

## Working of Co-browsing

When a chat session is going on, the operator can click on Co-browsing button available in operator chat window to see the visitor's page which opens in a new window. The page will change at the operator end as the visitor clicks on another page.



## Relevance of Co-browsing during Chat Session

With Co-browsing, Chat operators can not only direct customers to specific web pages on the website and view these pages simultaneously, but also explain them to customers in real time through live chat. This feature can go a long way in making it possible for chat operators to further explain specific products and services displayed on their websites. It also comes as a

valuable asset to analyze technical diagrams, schematics and other graphical representations of specific products presented on the company's website.

## Provide Support Anytime, Anywhere

Video About: [How to Enable Anytime, Anywhere Customer Support](#)

### Related Articles:

[Chat Routing](#)  
[Tickets and Tags](#)  
[Chat Greetings](#)

# Live Chat Icons

Customize chat icons to grab a visitor's attention instantly. You can place the icons anywhere on your website and customize them to match the layout of your web pages.

ProProfs Live Chat enables you to customize:

- [Chat Icons](#)
- [Multiple Chat Icons](#)
- [Jumping Chat Icons](#)

## Chat Icons

A chat icon is the first step to engage your website visitors, you can customize them to grab their attention instantly. Here's how to customize chat icons in ProProfs Live Chat:

**Step 1:** Navigate to "Settings" -----> "General" -----> "Buttons & Icons." Under the 'Chat Icons' tab click the 'edit' buttons to customize online and offline chat icons.

**ProProfs Chat**

Home Settings Transcripts Tickets Operators Reports

Chat Window Installation Integration

**General**

Greetings Knowledge Base **Buttons & Icons** Eye Catcher Sound Canned Responses Advanced

### Buttons & Icons

Chat Icons Multiple Chat Icons Jumping Chat Icon

Grab visitor's attention with attractive chat icons. You can place these anywhere on a web page.

**Online**

**Offline**

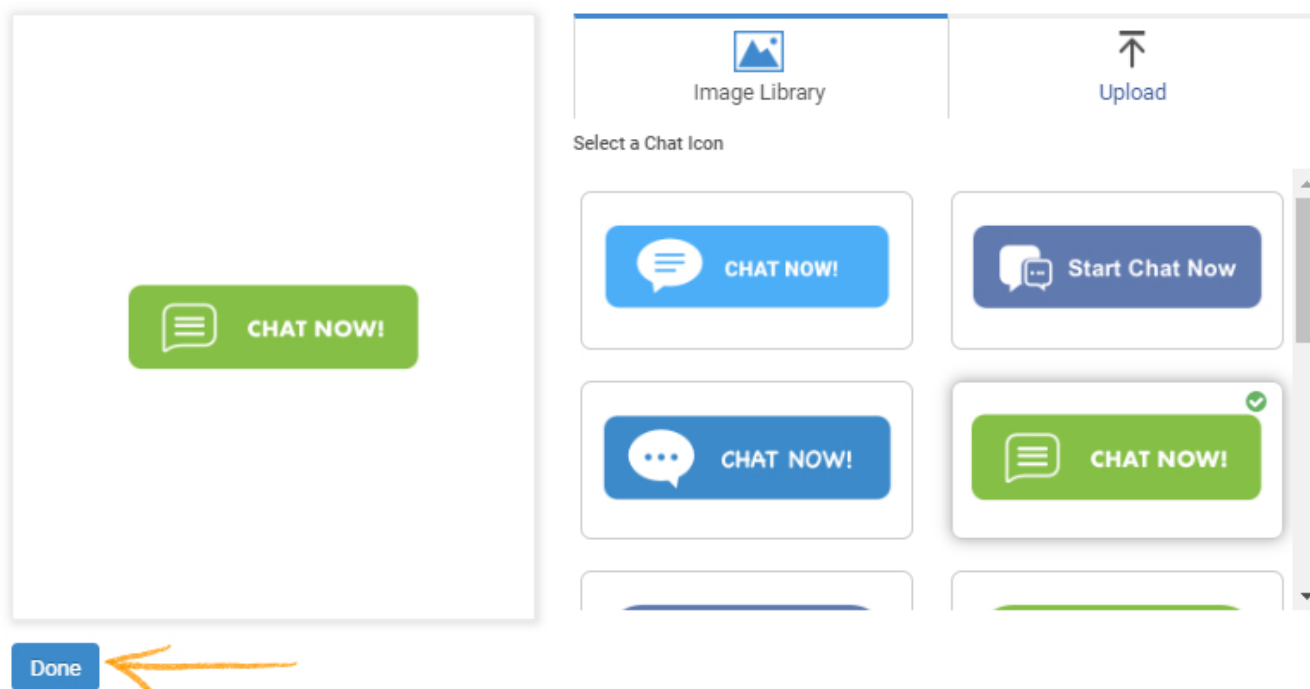
Hide offline chat icon when operators are unavailable Yes No

Save

You can also select to hide the chat icons when operators are offline.

**Step 2:** Select an appropriate icon from the image library or upload one from your local drive.

Click "Done" to save the changes.



## Multiple Chat Icons

You can place multiple "live help" icon/text on different locations of your web page.

Here's how you can place multiple icons on a web page:

**Step 1:** Customize the location and appearance of your second or third icon.

### Buttons & Icons

Chat Icons

Multiple Chat Icons

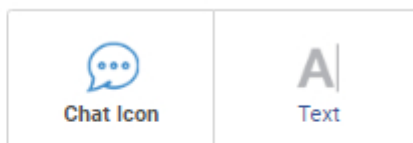
Jumping Chat Icon

Place multiple chat icons on a single web page. It can either be an icon or even a text.

Chat Icon

2nd Chat icon ▼

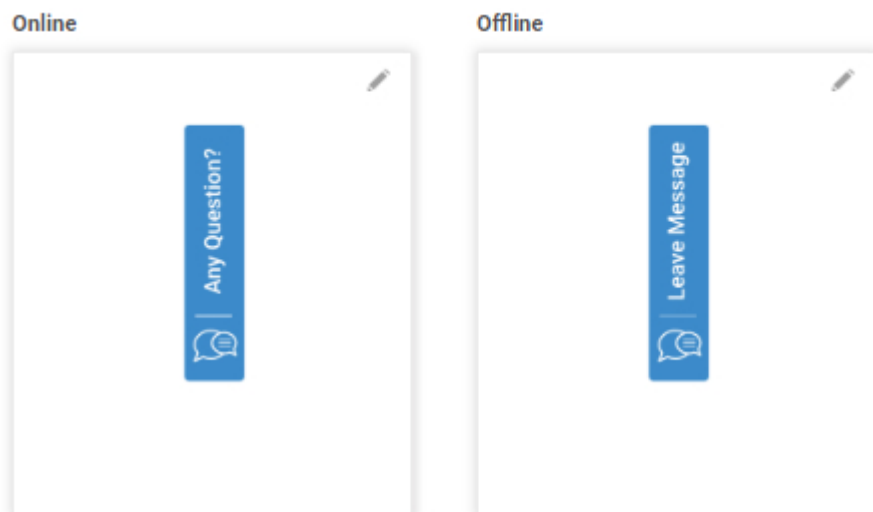
Type Of Codes



Chat Icon Location

Left middle fixed icon ▼

**Step 2:** Click to view the 'additional code,' copy the code and paste it before `</body>` tag in the webpage you want the additional icon to appear.



Get Additional Codes



Place additional code for customized chat icon in your webpage.

```
<div id="l2s_trk2"></div>
<script type="text/javascript">
var l2simgon2 = "https://s01.live2support.com/uploads/chaticon/images/chat_copyon3.png";
var l2simgoff2 = "https://s01.live2support.com/uploads/chaticon/images/chat_copyoff3.png";
</script>
```

## Jumping/Bouncing Chat Icons

With ProProfs Chat, you can place jumping/bouncing icons on any of your web pages. This helps you to draw the attention of visitors to initiate a chat.

Here's how you can place jumping icons on your web page:

**Step 1:** Select the positioning, size, floating speed and other specifications. You can also upload icon images for offline and online mode.

## Buttons & Icons

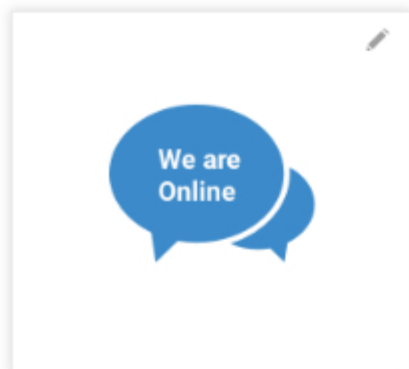
Chat Icons

Multiple Chat Icons

Jumping Chat Icon

Jumping chat icons with customizable animation to delight your visitors.

Online



Offline

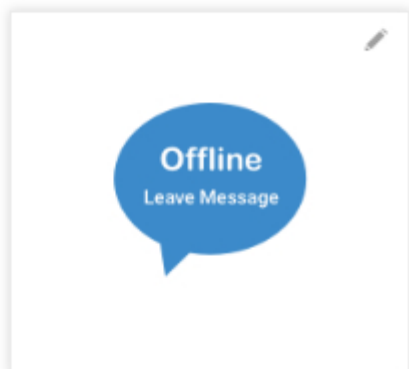


Image Width

113 px

Image Height

113 px

Vertical Position

0 px

Horizontal Position

0 px

Animation Type

Top to bottom

**Step 4:** Click to view the 'additional code,' copy the code and paste it before </body> tag in the webpage you want the jumping icon to appear.

Float Speed

7000

Jquery Enable ?

Yes

No

Get Additional Codes

```
<script type="text/javascript" src="https://s01.live2support.com/jsall/jquery-l2slayers.php"></script>
<script type="text/javascript">
var l2secl="N";
$(document).ready(setTimeout('func3()',250));
function func3() {
var l2s_lyid='l2s_trk2';
var floatdiv='top2bottom';
var divwidth='113px';
var divheight='113px';
var YposCord='0px';
var XposCord='10%';
var l2s_spd=7000;
var Ypos='top';
var Xpos='right';
var l2sclose='http://wb11.live2support.com/ls3/images/closejmp.gif';
```



## More Live Chat Customization Options

Video About: [How to Customize Your Live Chat Window](#)

### Related Articles:

[Chat Routing](#)  
[Tickets and Tags](#)  
[Multiple Icons](#)

# Customization of Style Sheet

Customization of style sheet allows you to customize the visitor interface according to the look and feel of your website. You can customize the color of the visitor interface window, text font, font size, text color, etc.

Find below the detailed explanation of Style Sheet.

**Section: 1-** Under this section, you can define your text size and text style of the window by edit in style sheet below.. Please note all changes will be made at visitor interface.

```
<style> body,input,select,a { font-size:12px;font-family: verdana; }
```

The screenshot shows a visitor interface form with the following elements:

- Name**: A text input field.
- Email address**: A text input field.
- File Attachment (Max 4MB)**: A section containing a "Choose File" button and the text "No file chosen".

Annotations on the right side of the form:

- text size**: A red label pointing to the input fields.
- text style**: A red label pointing to the "Choose File" button and "No file chosen" text.

**Section: 2-** Under this section, you can define your text fields border according to your need. Please note all changes will be made at visitor interface.

```
#wbody input, #wbody texture, #wbody select {  
  
border: 1px solid #0858C2;  
  
}
```



The image shows two form fields. The first field is labeled "Name" and the second is labeled "Email address". Both fields have a red border around them, and a red label "Border" points to the border of the "Name" field.

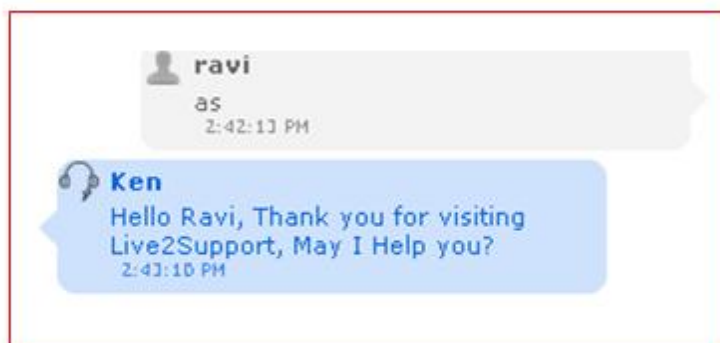
**Section: 3-** Under this section, you can define your chat announce color and font. Please note that all changes will be made at visitor interface.

```
#head {background-color: #0858C2;}  
  
.chat_announce { color:#008800; }
```

**You are now chatting with : Ken**

**Section: 4-** Under this section, you can decorate text used in the presentation of hyperlink option. You can define your message timing color font. Please note all changes will be made at visitor interface.

```
.chat_admin, .chat_admin .showmsgtm { color:#0964dc; text-align:left; padding-left:5px; }
```



**Section: 5-** Under this section, you can change the background color of Send & Logout/Close button. You can also change the text style, size, the width of the border and border color of the buttons. Please note all changes will be made at visitor interface.

```
input.button, input.send_logout { background-color: #0858C2 !important; font-weight:bold; }  
  
input.button:hover, input.send_logout:hover {  
background-color: #0964dc !important; font-weight:bold;  
}
```



**Section: 6-** Under this section, you can change the background color of other buttons except for send & logout (like email, continue, etc.). You can also define focus on the fields, and width of the border and border color of the buttons. Please note all changes will be made at visitor interface.

```
input:focus, textarea:focus, select:focus {  
  background-color: #0964dc !important; font-weight:bold;  
}
```

Name

\*

focus

## More Live Chat Customization Options

Video About: [How to Customize Your Live Chat Window](#)

### Related Articles:

[Chat Routing](#)

[Tickets and Tags](#)

[Advanced Tracking](#)

# How to use multiple chat windows on your website using single ProProfs Chat account

You can use different chat windows on different pages of your website and a unique window for a specific department which can be customized as per department need. You can change language, font, text, fields & header images of the chat window as per your requirement. Similarly, you can use different chat invitations for different pages of your website. You can customize it by logging into the ProProfs Chat Control Panel.

Find below the possible scenario, where you can use these settings:

**Use this feature without making department.**

Add the languages as per your requirement.

Visitors Window Customization Edit Chat Window Messages.

Click on Add new language button at the bottom of the web page to add a new language.

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

**There are two different cases**

**Case 1-** If you want to customize all the chat windows in one particular language, create all

language profiles in the same language.

**Eg-** If you want to create three different windows in English, create three language profiles in English (English A, English B, English C) and customize them.

## Visitor Window Language Profiles (English)








Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.






English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		






English (2607)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		

english (1353)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		

**Case 2-** If you want to use different chat windows in different languages, create different profiles in different languages.

**Eg-** If you want three chat windows (English, Spanish, and Portuguese), create three language profiles respectively.



## Visitor Window Language Profiles (English)

Select Language:








English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.






English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		







Portuguese (2569)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		

Spanish (2608)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		

 Add New Language

## Now you can easily use different chat window on different pages.

**If you want to use different header images, follow the below mentioned steps.**

Visitors Window Customization Edit Chat Window Messages Change Character Set & Header Image URL.

### Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

#### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

(Select the image and click on Save Changes)

**If you want to use different invitation, follow the below mentioned steps.**

Visitors Window Customization Edit Chat Window Messages Manage Pro-Active/Auto Chat Invitation.

[Home](#) > [Visitors Chat Window](#) > [Pro-active/Auto chat Invitation](#)

## Manage Pro-Active/Auto Chat Invitation (English)

Select Language: English ▼

Enable Auto Invitation <a href="#">?</a>	<input type="checkbox"/>
Invitation Type	<input type="radio"/> Chat Window Invitation <input checked="" type="radio"/> Friendly Invitation
Time Delay (after number of seconds you want to open invitation)	<input type="text" value="10"/> Seconds <input type="radio"/> By Page <a href="#">?</a> <input checked="" type="radio"/> By Session <a href="#">?</a>
Invitation Placement	<span>Center ▼</span>
Custom Chat Invitation <a href="#">?</a>	Invitation Image: <a href="#">More Chat Invitation Images..</a> <input type="text" value="images/invib-en1.gif"/> <a href="#">Verify Image URL</a>
<a href="#">[Advance Options]</a>	
<div> <input type="button" value="Preview"/> <input type="button" value="Save"/> </div>	

(Make changes as per your website look and feel and click on Save Changes)

**If you want to use different Pre chat form, follow the below mentioned steps.**

Visitors Window Customization [Edit Chat Window Messages](#) [Manage Customized Pre chat Form.](#)

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

(Make changes as per your website look and feel and click on Save Changes)

**If you want to use different Post chat form, follow the below mentioned steps.**

Visitors Window Customization Edit Chat Window Messages Manage Customized Survey Form.

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

(Make changes as per your website look and feel and click on Save Changes)

**If you want to use different offline message form, follow the below mentioned steps.**

Visitors Window Customization Edit Chat Window Messages Manage Customized Leave Message Form.

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

(Make changes as per your website look and feel and click on Save Changes)

Once you have made the changes, go to

**Codes & Graphics for Your Webpage > Get Codes to Insert in Your Webpages.**

You would see three options on the top of the page. Select the second option Codes with advance features option.



You would get four options

Select the language profile, you made changes on from Select Language.

## Advance Options

Select Department: [\[?\]](#)

If department option is enabled and you want to display status graphic of particular department on the page and chat request directly transfer to that department then select appropriate department.

Default ▼

Select Language: [\[?\]](#)

If you have created multiple languages profile for your visitor chat window then select language profile to activate on these codes.

Default ▼

Default

hindi2

hindi2

english

English

English

Arabic

Spanish

Portuguese

English

Arabic

French

 Get Code

Click on Get Code option. Copy the codes and place them where you want to display the icon of the particular language profile.

 Get Code

```
<!-- live2support.com tracking codes starts --><div id="l2s_trk" style="z-index:99;"></div><script type=
l2slheight=350; var l2slwidth=350; var l2slay_mnst="#l2snlayer {}";var l2slv=3; var l2slay_hbgc="#0278c7";
l2slay_bcolor="#0278c7"; var l2sdialogofftxt="offline live chat"; var l2sdialogontxt="online live chat"; v
var l2senblyr=true; var l2slay_pos="R"; var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http
(function () { document.getElementById('l2s_trk').style.visibility='hidden';
var l2scd = document.createElement('script'); l2scd.type = 'text/javascript'; l2scd.async = true; l2scd.sr
document.location.protocol ? 'https://' : 'http://') + 'sa.live2support.com/js/l2sjs1.php?stid=12516&jqy=
document.getElementsByTagName('script')[0]; l2sscr.parentNode.insertBefore(l2scd, l2sscr); })(); </sc
live2support.com tracking codes closed -->
```

**If you want this feature with department.**

Add the languages and department as per your requirement.

Visit the below mentioned page to know how to add departments.

[http://www.Live2Support.com/onlinehelp/add-edit\\_departments.htm](http://www.Live2Support.com/onlinehelp/add-edit_departments.htm)



Add languages as per your requirement.

Visitors Window Customization Edit Chat Window Messages.

For adding a new language clicks on Add new language button on the bottom of the web page.

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

Now you can easily use different chat windows on different pages with department.

**If you want to use different header images, follow these steps.**

Visitors Window Customization Edit Chat Window Messages Change Character Set & Header Image URL.

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

(Select the image and click on save changes)

**If you want to use different invitation, follow these steps.**

Visitors Window Customization Edit Chat Window Messages Manage Pro-Active/Auto Chat Invitation.

[Home](#) > [Visitors Chat Window](#) > [Pro-active/Auto chat Invitation](#)

## Manage Pro-Active/Auto Chat Invitation (English)

Select Language: English ▼

Enable Auto Invitation <a href="#">[?]</a>	<input type="checkbox"/>
Invitation Type	<input type="radio"/> Chat Window Invitation <input checked="" type="radio"/> Friendly Invitation
Time Delay (after number of seconds you want to open invitation)	<input type="text" value="10"/> Seconds <input type="radio"/> By Page <a href="#">[?]</a> <input checked="" type="radio"/> By Session <a href="#">[?]</a>
Invitation Placement	<span>Center ▼</span>
Custom Chat Invitation <a href="#">[?]</a>	Invitation Image: <a href="#">More Chat Invitation Images..</a> <input type="text" value="images/invib-en1.gif"/> <a href="#">Verify Image URL</a>
<a href="#">[Advance Options]</a>	
<div><input type="button" value="Preview"/> <input type="button" value="Save"/></div>	

(Make changes as per your website look and feel and click on save changes)

**If you want to use different Pre chat form, follow these steps.**

[Visitors Window Customization](#) [Edit Chat Window Messages](#) [Manage Customized Pre chat Form.](#)

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

(Make changes as per your website look and feel and click on save changes)

**If you want to use different Post chat form, follow these steps.**

Visitors Window Customization Edit Chat Window Messages Manage Customized Survey Form.

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

(Make changes as per your website look and feel and click on save changes)

**If you want to use different offline message form, follow these steps.**

**Visitors Window Customization Edit Chat Window Messages Manage Customized Leave Message Form.**

## Visitor Window Language Profiles (English)











Select Language: English ▼

You can define different language profiles here which you can select from "Code Section" option otherwise default profile will be used.

If you have websites in different languages and you want visitor should see chat window in that language then define your language profile here.

English (2598)

### Edit Visitor Window Language Text

 Character Set & Header Image URL	Default	 Delete
 Department Messages		
 Prechat Form		
 Chat Window Messages		
 File Transfer Messages		
 After Chat Window Messages		
 Leave Message Form		
 CallBack Window Messages		
 Survey Form		

 Add New Language

(Make changes as per your website look and feel and click on "save changes")

After making changes go to

Codes & Graphics for Your Webpage Get Codes to Insert in Your Webpages.

You would see three options on the top of the page. Select the second option Codes with advance features option.

You would get four options

Select the department you want to display on the particular window.



▶ Default Codes

▶ **Advance Codes**

▶ Chat Icon

▶ Eye Catcher

▶ Multiple Icons

▶ Page Specific Invitation

▶ Advance Tracking

▶ Jumping/Bouncing Icon

▶ Addons/ Plug-ins

### Advance Options

Select Department: [?]

If department option is enabled and you want to display status graphic of particular department on the page and chat request directly transfer to that department then select appropriate department.

Default

**Default**

Support

Sales

Marketing

Technical

English

abcde

ab

PRODUCTION

multiple languages profile for your visitor chat window

profile to activate on these codes.

Window Style

**\*\*Once Checked and Code Generated. Old style sheet will be replaced with Current theme.**

**Get Code**

Select the language profile you edited from Select Language.

## Advance Options

Select Department: [\[?\]](#)

If department option is enabled and you want to display status graphic of particular department on the page and chat request directly transfer to that department then select appropriate department.

Default ▼

Select Language: [\[?\]](#)

If you have created multiple languages profile for your visitor chat window then select language profile to activate on these codes.

Default ▼

Default

hindi2

hindi2

english

English

English

Arabic

Spanish

Portuguese

English

Arabic

French

 Get Code

Click on Get Code option. Copy the codes and place them wherever you want to show the icon of the particular language profile.

 Get Code

```
<!-- live2support.com tracking codes starts --><div id="l2s_trk" style="z-index:99;"></div><script type=
l2slheight=350; var l2slwidth=350; var l2slay_mnst="#l2snlayer {}";var l2slv=3; var l2slay_hbgc="#0278c
l2slay_bcolor="#0278c7"; var l2sdialogofftxt="offline live chat"; var l2sdialogontxt="online live chat"; v
var l2senblyr=true; var l2slay_pos="R"; var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http
(function () { document.getElementById('l2s_trk').style.visibility='hidden';
var l2scd = document.createElement('script'); l2scd.type = 'text/javascript'; l2scd.async = true; l2scd.sr
document.location.protocol ? 'https://' : 'http://') + 'sa.live2support.com/js/l2sjs1.php?stid=12516&jqry=
document.getElementsByTagName('script')[0]; l2sscr.parentNode.insertBefore(l2scd, l2sscr); })(); </sc
live2support.com tracking codes closed -->
```

Repeat the process to add other languages.



## More Live Chat Customization Options

Video About: [How to Customize Your Live Chat Window](#)

### Related Articles:

#### [Block IP Address](#)

[How Can Operators Enable Automatic Chat Acceptance?](#)

[How Can I Set a Chat Limit for Incoming Chat to an Operator?](#)

# Block IP Address

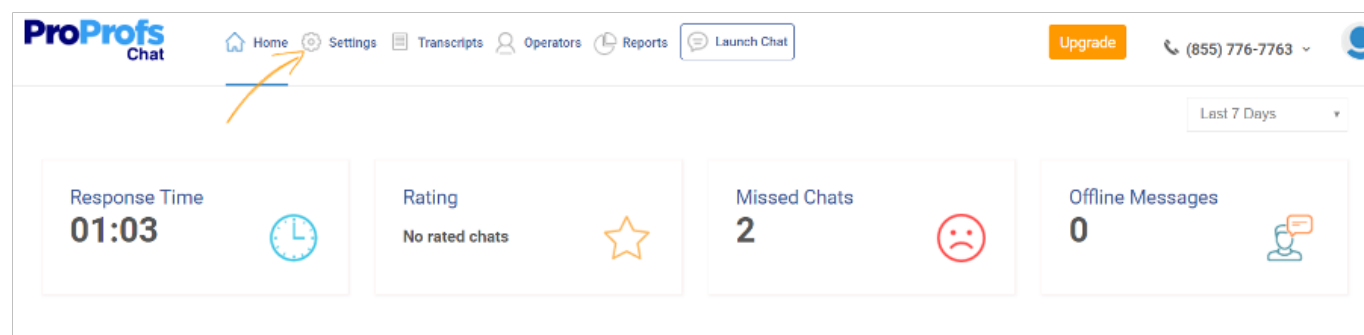
This feature allows you to block the visitors who are not genuine.

Blocking the IP address would disable the chat icon on your website for the visitors coming from the Blocked IP Address.


## To Block IPs:





Step 1 Log in to your Control Panel.

Step 2: Click on **Settings** in the top right corner of your screen



Step 3: On the Settings page, click on **Preferences**




 Home Settings Transcripts Opera


Chat Window ▾













Theme  
Logo  
Settings  
Language  
Pre Chat  
Post Chat  
Offline Message  
  
Installation  
Integration  
Advanced >  
Preferences ▾

### Theme

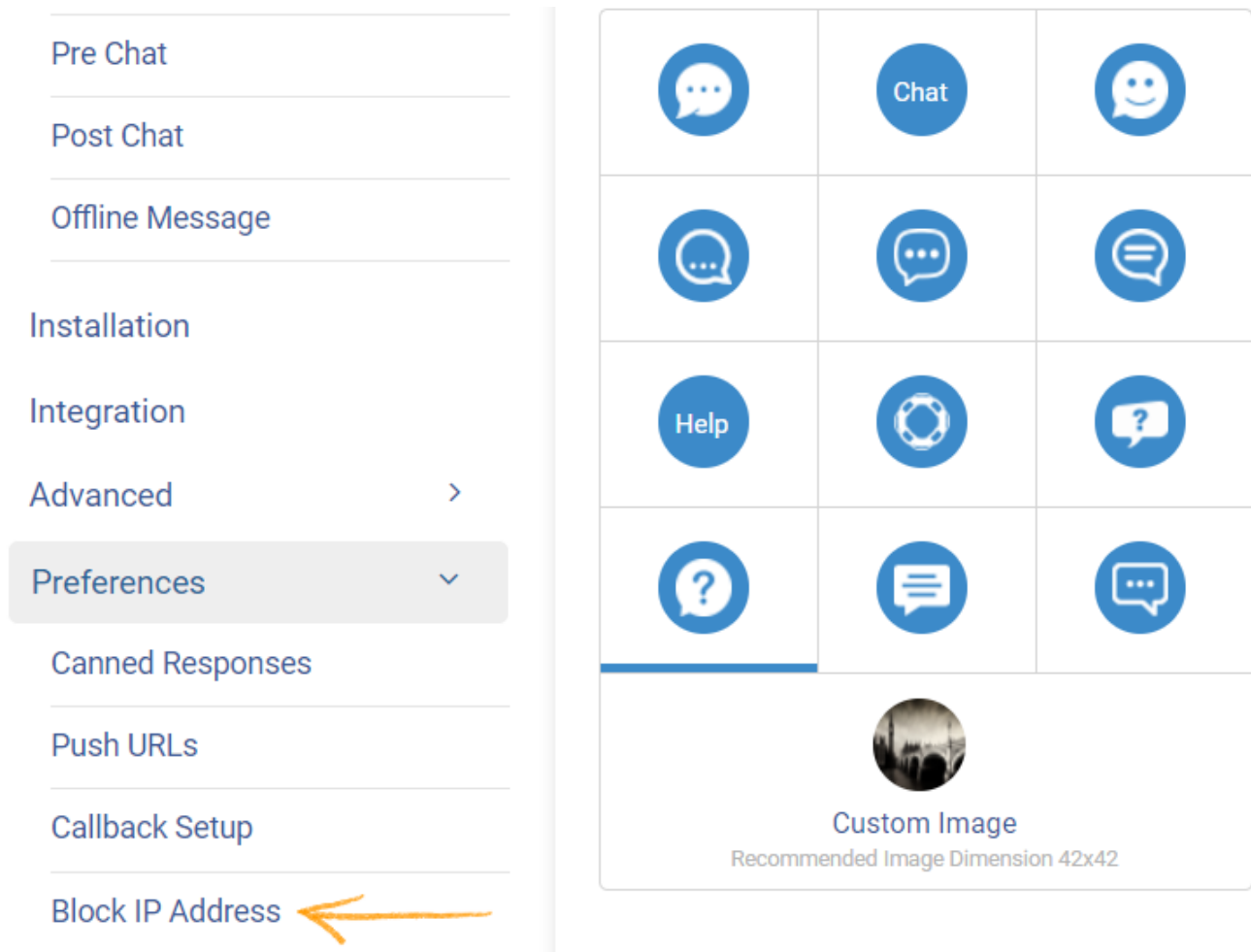
#### Chat Style

  
Bubble

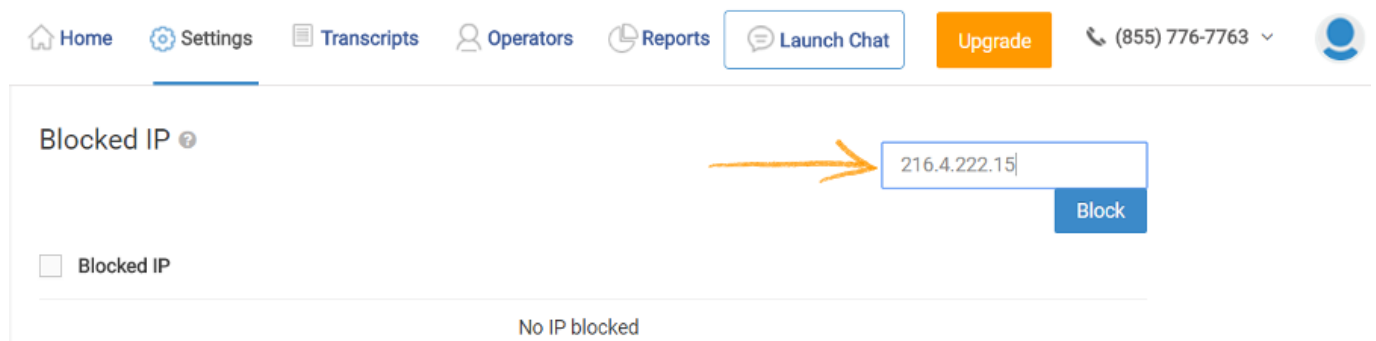
  
Bar

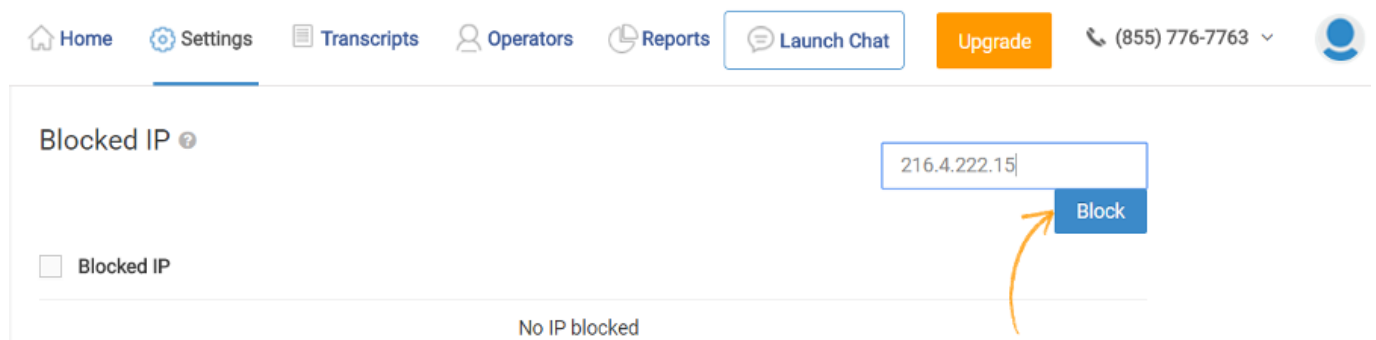
Step 4: After clicking on Preferences, click on **Block IP Address**



Step 5: Enter the IP Address in the given text box



Step 6: Click **Block** to add the IP address in the blocking list



You have successfully added the IP address to your blocking list .

**Note\*** To unblock any IP address, highlight the IP address, tick **Blocked IP** in the mini checkbox, and then an Unblock icon will appear. Click **Unblock** to unblock all selected IP addresses that were unblocked earlier.

#### Related Articles:

[Chat Routing](#)  
[Tickets and Tags](#)  
[Chat Greetings](#)

# Manage Ad Campaigns

The visitors coming through ad campaign are the paid visitors, so the main goal of support operator is to convert those site visitors into customers.

**With this feature, you can determine:**

- Which advertising source is beneficial for you.
- Which source is providing maximum visitors.
- Where you should invest your advertising budget & where you should decrease your budget.
- what kind of strategies you should opt to increase your advertisement & promotion.

In this feature, you can set a specific color for each source, so that in visitor monitoring window, you can determine which source is fetching you visitors. Then you can set your advertising budget accordingly.

The screenshot displays the Live2Support(English) application window. The interface includes a menu bar (File, Tools, Help) and a status bar at the bottom. The main area is divided into three tabs: Visitors, Operators Chats, and Chats. The Visitors tab is active, showing a table of visitor data. The table has columns for Visitor's IP, Visits, Status, Duration, Visitor Name, Current Page, and Depa. The Operators Chats tab is also visible, showing a list of operators. The status bar at the bottom displays the current time (0:0:0:14), number of visitors (9), operator status (Operator(Online) : 1), chat count (Chats : 0), and admin status (admin : Online).

Visitor's IP	Visits	Status	Duration	Visitor Name	Current Page	Depa
2.29.168.189	1	In Site	00:01:41		/nt_subnet.php	
217.7.152.178	3	In Site	00:12:37		/nt_mxrecords....	
212.25.17.146	1	In Site	00:21:30		/linux/wc.php	
41.66.236.98	1	In Site	00:23:55		/jspop.php	
152.62.44.58	1	In Site	00:29:44		/linux/read.php	
141.113.85.95	1	In Site	00:49:21		/linux/wc.php	
86.57.161.95	1	In Site	01:23:46		/index.php	
46.218.239.218	1	In Site	01:32:57		/linux/rmdir.php	
85.186.121.76	1	Leaving Site	01:33:27		/nt_subnet.php	

Operators Chats:

- abhinav (abhi)
- Continuing Educa
- alan (alan)
- andre.bastos (a
- anu (anu)
- arnold (arnold)
- britz (britz)
- cuya (cuya)
- Faisal (faisal)
- fernandez (ferr
- jerry (jerry)
- katie (katie)
- kelly (kelly)
- Sales (ken)

Status Bar: 0:0:0:14 | Visitors : 9 | Operator(Online) : 1 | Chats : 0 | admin : Online

## How to Add Ad Campaign in your Live Support

Add/Edit Ad Campaign allows you to Add/Edit campaigns for your website. This feature helps you to add and save campaigns for future use. Once created, Campaigns can be edited at any time through Add/Edit Ad Campaign option from Customization and Preferences options.

## To set up a list of Campaigns:

- Login to ProProfs Chat Control Panel.
- Click on Add/Edit Ad Campaign under Preference and Setting. This takes you to the Add/Edit Ad Campaign page which displays a list of campaigns that you have already set. You can add a new campaign by clicking on the Add/Edit Ad Campaign link at the top right side of the page.

I	<input type="checkbox"/>	google websie	<a href="#">Edit</a> / <a href="#">Delete</a> / <a href="#">Get Code</a>
i.e. <a href="http://www.yourdomain.com/?l2s_trk=code">http://www.yourdomain.com/?l2s_trk=code</a>			



## Add New Campaign

This takes you to the Add Campaign page.


- **Code:** Paste code for new ad campaign.
- **Define Color:** Assign a color to a particular campaign so that visitor's IP from that campaign can be displayed in that color in visitor monitoring window.
- **Brief Description:** Describe new ad campaign.
- Click Add Campaign to save ad campaign.
- Click Reset to reset all fields and start over again.

## Manage Advertisement Campaign

Add Campaign	
Code	<input type="text"/> (i.e. google2) <i>Please do not use ' (single quote) in text and not more then 10 char.</i>
Choose Color	<input type="checkbox"/> # <input type="text" value="CCCCCC"/> i.e. 048BB8
Brief Description	<input type="text"/>
<div style="text-align: right;"> <input type="button" value="Save"/> <input type="button" value="Reset"/> </div>	

You can edit previously set Predefined Ad Campaigns from Add/Edit Advertisement Campaigns page. Add/Edit Advertisement Campaign page displays a list of predefined campaigns with links to Edit, Delete or get the code for that campaign.

**Edit:** This link opens the campaign for editing. You can modify any of the information in Ad Campaign using this option.

Add Campaign	
Code	<input type="text"/> (i.e. google2) <i>Please do not use ' (single quote) in text and not more then 10 char.</i>
Choose Color	<input type="color"/> #CCCCCC i.e. 048BB8
Brief Description	<input type="text"/>
<div style="text-align: right;">  <input type="button" value="Save"/> <input type="button" value="Reset"/> </div>	

[« Back](#)

**Delete:** Delete Ad Campaign and remove it from the list of campaigns.

**Get Code:** Facilitates getting code for ad campaign from an external source.

	<input type="checkbox"/>	google websie	<a href="#">Edit</a> / <a href="#">Delete</a> / <a href="#">Get Code</a>
--	--------------------------	---------------	--

[+ Add New Campaign](#)

Type your URL (including http://):

[Continue](#)

[Close](#)

To get the codes for external use, click on get codes. A window will pop-up where you need to give URL of website for which you have started campaigning and click on the continue button after which you will get codes for external use, which you can paste in the page where you want to display an ad of your website. This code will be pasted where you will paste the URL address of a landing page. This will count the number of visitors that are coming from that ad campaign.



I	<input type="checkbox"/>	google websie	<a href="#">Edit</a> / <a href="#">Delete</a> / <a href="#">Get Code</a>
<i>i.e. http://www.yourdomain.com/?l2s_trk=code</i>			

[+ Add New Campaign](#)

Copy following URL :

http://www.yourdomain.com/?l2s\_trk=code&l2s\_trk=google

Live2Support © 2003-2015

[X Close](#)

This is the URL that you need to place on your landing page along with the advertisement.

#### Related Articles:

[Chat Routing](#)  
[Tickets and Tags](#)  
[Chat Greetings](#)

# Advanced Tracking

Advanced tracking in enables you to pass custom information as variables from your web pages to ProProfs Chat.

You can pass custom id, order information related to the customer or any other information available in your database to ProProfs.

- Advanced Tracking
- [Invisible Tracking](#)

ProProfs provides an option for passing custom information variable from your web pages to ProProfs. You can pass custom identification information, order information related to this customer or any other information you want to pass from your web page to ProProfs. This information will be available to you in visitor monitoring window and in the support operator chat window. Using this feature many customer specific information can be immediately available to support operator as soon as he or she picks chat.

For example, you can pass customer name, order no. and city

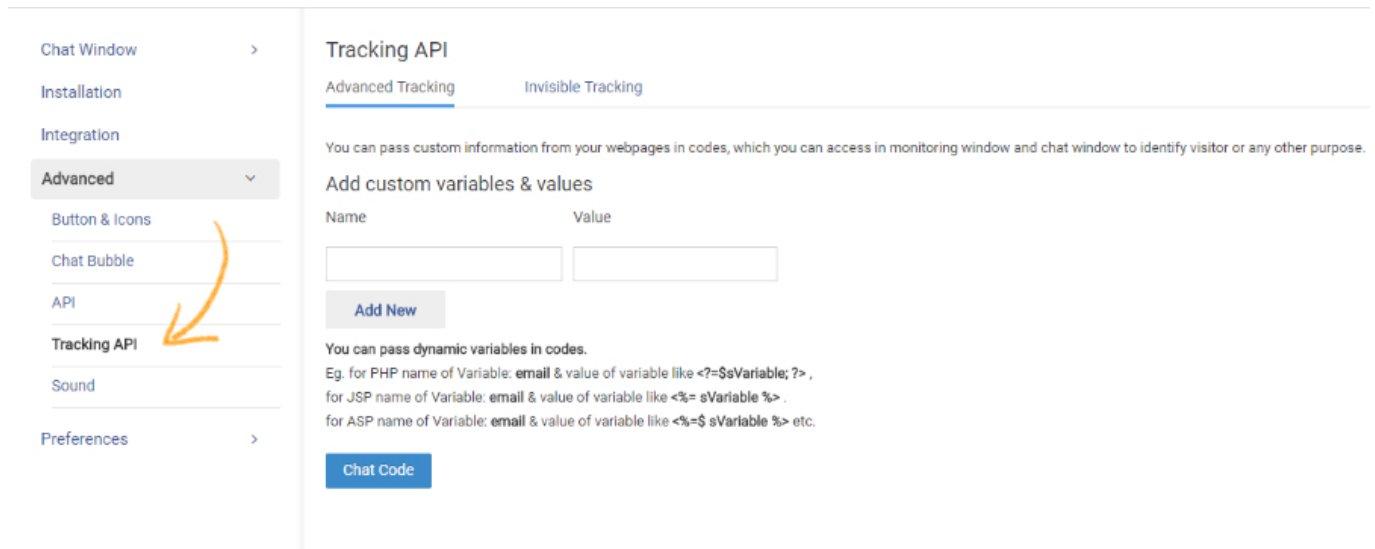
In 1st box in "add custom variables & values" window you can type "customer name" and in second box you can type the name of customer or the name of variable (if you are using PHP `<?=$sVariable; ?>` or if you are using ASP `<%= $ sVariable %>`, same way for any other language you are using in your web page) you will be using in your web pages to substitute value. This way you can pass any number of variable information.

1. Once you added all require variable then click on "Done" and "Add Custom Variables & Values" window will close.
2. Copy all code, and paste them in your web pages just above the ProProfs codes.

The following is the sample of additional codes which you need to place just before the ProProfs tracking codes :

```
<script type="text/javascript">
var l2s_cv='cname=<?=$custname;?>;l2scv;address=<?=$custadd;?>;l2scv;ccity=<?=$city;?>
</script>
```

Custom information will be available to support operators in visitor monitoring window as well as chat window. It helps the support operator to know the visitor's specific information as soon as a chat is accepted. See the images below:



For example, you can pass customer name, order no. and city.

- In "Add a Custom Variables & Values" window, you can type the customer name and in the second box you can type the name of customer or the name of variable.
- If you are using PHP then the variable would be: `<?=$sVariable; ?>` or if you are using ASP then `<%= $ sVariable %>`
- This way you can pass any number of variable information. After adding all the variables click on "Done" and "Add a Custom Variables & Values" window will be close.
- The following codes would be visible in your ProProfs Chat codes additionally:

**var**

```
l2s_cv='cname=<?=$scustname;?>;l2scv;caddress=<?=$scustadd;?>;l2scv;ccity=<?=$scity;?>';
```

- In this case, your web page must substitute information correctly for your own scripting variables: **\$scustname**, **\$scustadd**, **\$scity**. Click on Get Code button now, copy all code, and paste them in your web pages.

## Invisible Tracking

For Invisible Tracking, just copy and paste the code on the page of your website before `</body>` tag.

## Tracking API

Advanced Tracking

Invisible Tracking

You can track visitors while keeping your live chat window hidden. After enabling this feature, visitors landing on your website will not see the live chat icon. However, you will still be able to track visitors on the real time monitoring window.

To enable this feature, simply copy the code below and paste it in your website before the </body> tag

```
<!-- proprofs.com tracking codes starts --><div id="l2s_trk" style="z-index:99;">add chat to your website</div><script type="text/javascript"> var  
l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1) l2s_pht='http:.'; (function () { document.getElementById("l2s_trk").style.visibility='hidden';  
var l2scd = document.createElement('script'); l2scd.type = 'text/javascript'; l2scd.async = true; l2scd.src = ('https:' == document.location.protocol ? 'https://' :  
'http://') + 'live2support.com/js/l2s1.php?stid=29299&l2stxt='; var l2sscr = document.getElementsByTagName('script')[0]; l2sscr.parentNode.insertBefore(l2scd,  
l2sscr);})(); </script><!-- proprofs.com tracking codes closed -->
```

## Take a Complete Tour of ProProfs Chat

Video About: [Tour of the Best Live Chat Software](#)

### Related Articles:

[Chat Routing](#)  
[Tickets and Tags](#)  
[Multiple Icons](#)

# How do I set a chat limit for incoming chats to an operator?

The Chat Limit feature is only applicable for operators when [Autochat](#) is enabled. Admins can set up limitations for the system to automatically accept incoming chats for operators. For example, if an admin sets an operator's chat limit to 10, then the system will automatically accept 10 incoming chats for the operator.

Here's how you can set operator chat limit:

Navigate to "Operators" from the admin dashboard. Select 'chat limit' for operators through the drop-down menu.

## Manage Operators

Name	Username	Chat Limit ?	Admin
Nathan	Nathan	10	✓
Alex	Alex	10	✓

## What happens when incoming chats exceed the limit?

The system does not automatically assign more chats to an operator already handling the maximum number of chats. The incoming chats appear in the operator's dashboard with an option to "Accept" the request (refer to screenshot below). The chat request will continue until the user cancels the request or an operator accepts the request.

If "[Maximum Wait Time](#)" is enabled then the user's request will be active for the time duration set in "maximum wait time."

After an incoming chat request has waited for "maximum wait time" to be connected to an operator, the system assumes all operators are busy. The user requesting chat is then shown a form ( [offline message form](#)) so they can leave a message.

The screenshot shows the ProProfs Chat interface. At the top, there's a navigation bar with links for Home, Settings, Transcripts, Tickets, Operators, and Reports. A 'Chat' button indicates 'You Are Online'. Below this, a 'Visitors (207)' dropdown is visible. The main area displays a table of incoming chat requests:

Name	Status	Action	Duration	Page	Location
Elen elen@gmail.com New visitor	Incoming Chat	Accept	21s	https://www.proprofs.com/chat/login/?action=logged_out	Noida, India
Emmy emmy@gmail.com Returning visitor(46)		Join	1h 47m 27s	https://s01.live2support.com/dashboard/?operators	Noida, India
New visitor		Invite	1m 7s	https://www.proprofs.com/quiz-school/testimonials/	Mountain View, United States

An orange arrow points to the 'Accept' button for Elen's chat request. On the right side, there's a sidebar showing operator status: 'Online (3)' with Alex (Chat Limit: 1), Nathan, and Developer, and 'Offline (21)'.

#### Related Articles:

##### [Customization of Style Sheet](#)

[How Can Operators Enable Automatic Chat Acceptance?](#)

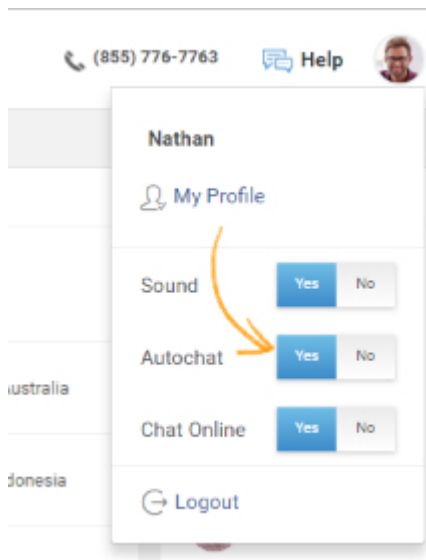
[How to Use Multiple Chat Windows on Your Website Using Single ProProfs Account?](#)

# How do operators enable automatic chat acceptance?

ProProfs Live Chat allows automatic chat acceptance for operators through the Autochat feature. When Autochat is enabled for a particular operator, the system will automatically accept incoming chats for the operator. Incoming chats which will be automatically accepted depends upon the operator's [chat limit](#).

Here's how operators can enable "Autochat" through their dashboard:

Log in to your operator dashboard/visitor monitoring window, enable "Autochat" from your profile options.



## Provide Support Anytime, Anywhere

Video About: [How to Enable Anytime, Anywhere Customer Support](#)

### Related Articles:

#### [Advanced Tracking](#)

[How Can I Set a Chat Limit for Incoming Chat to an Operator?](#)

[How to Use Multiple Chat Windows on Your Website Using Single ProProfs Account?](#)

# Visitor Chat Transcript

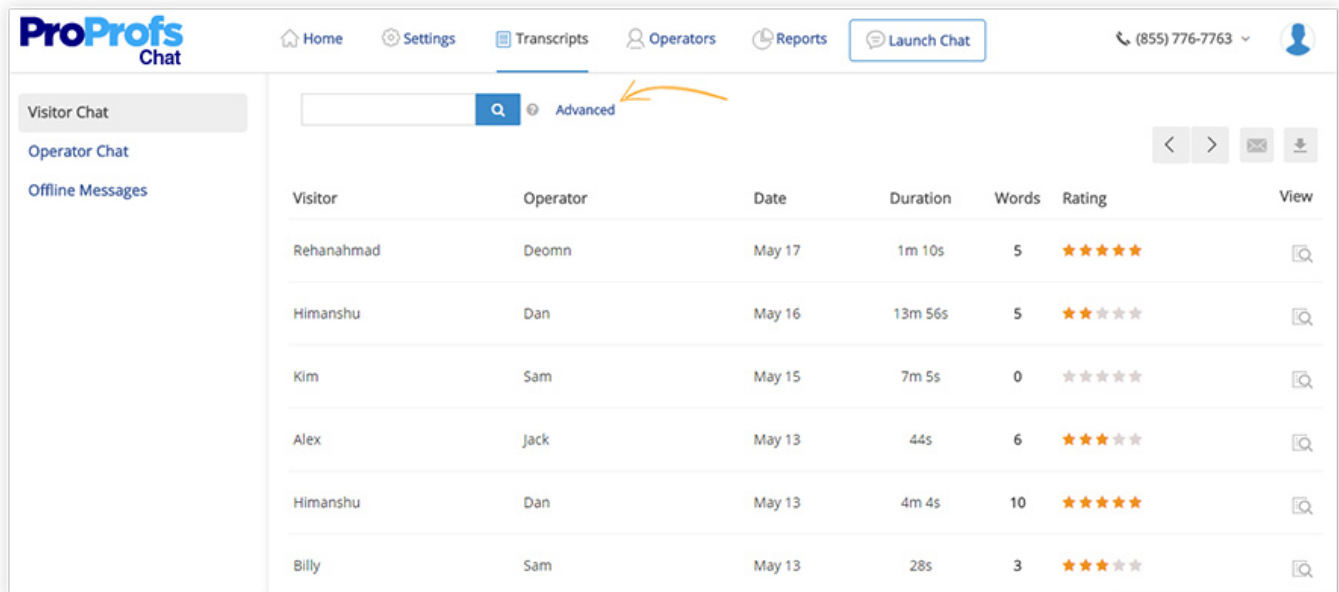
The entire conversation which happens between the website visitors/customers and chat operators is contained inside the visitor chat transcript.

This allows you to keep an archive of all your chats on file and can be used by your chat operators for training and evaluation purposes.

To access your visitor chat transcripts:

**Step1.** Log in to Chat Dashboard.

**Step2.** Click on "Visitor Chat" under "Transcripts." Click "Advanced."



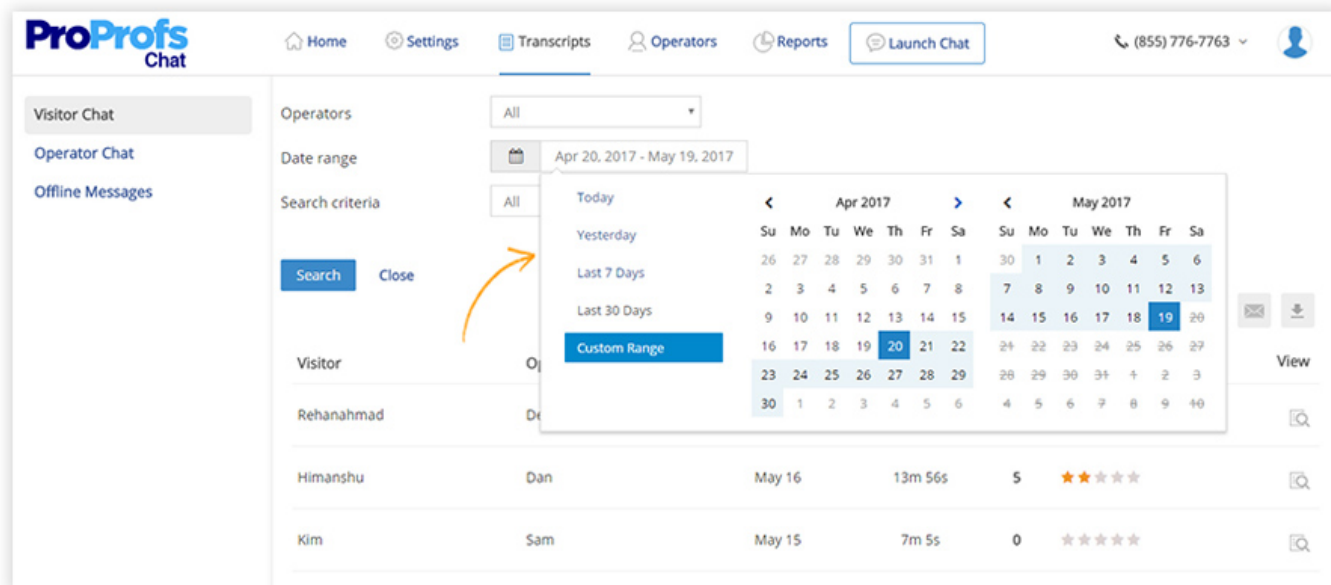
The screenshot shows the ProProfs Chat dashboard. The top navigation bar includes links for Home, Settings, Transcripts, Operators, Reports, and a Launch Chat button. The 'Transcripts' section is active, and the 'Advanced' tab is selected, indicated by an orange arrow. The left sidebar shows 'Visitor Chat' as the selected category. The main content area displays a table of chat transcripts.

Visitor	Operator	Date	Duration	Words	Rating	View
Rehanahmad	Deomn	May 17	1m 10s	5	★★★★★	
Himanshu	Dan	May 16	13m 56s	5	★★★★★	
Kim	Sam	May 15	7m 5s	0	★★★★★	
Alex	Jack	May 13	44s	6	★★★★★	
Himanshu	Dan	May 13	4m 4s	10	★★★★★	
Billy	Sam	May 13	28s	3	★★★★★	

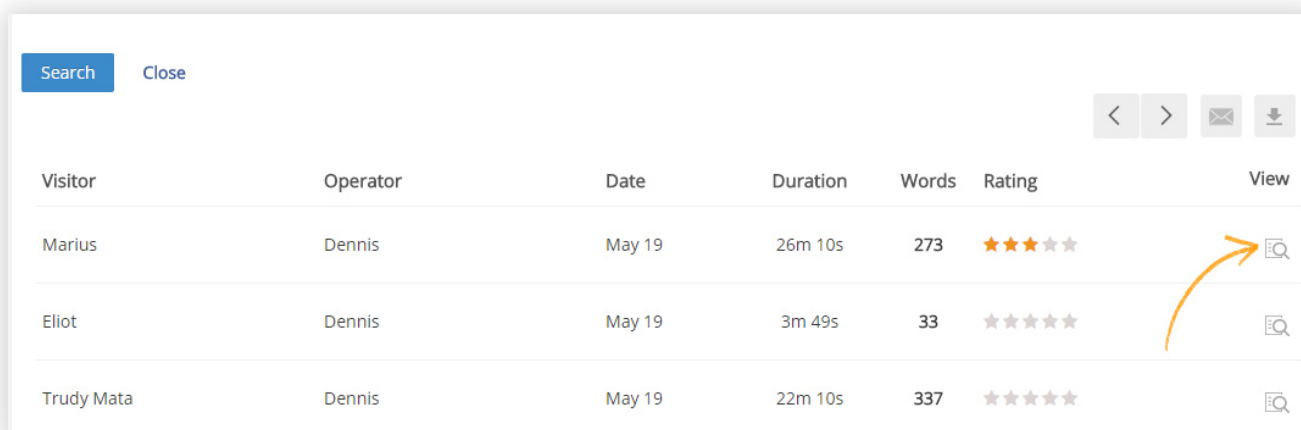
**Note\*** In the "Advanced" tab, you can select any operator from the operator's drop down. This allows you to see the transcripts for the selected operator with additional information like visitor's name, date, and duration of the chat.

**Step3.** To get operator specific chat transcript, select an operator from the drop-down, select the "Date range" and "Search criteria." Then, click on "Search."



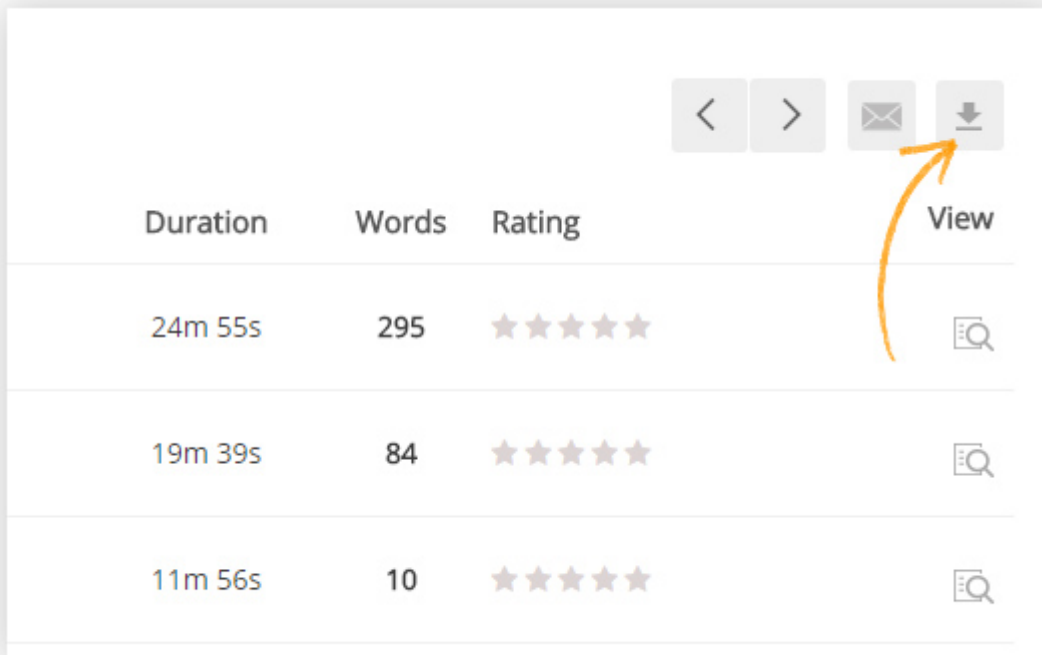


**Step4.** Once you click on "Search," a list of chat transcripts of the selected operator will appear. You can click on the magnifying glass icon under the "View" column to see any chat transcript. (refer to the screenshot below)






#### Downloading chat transcripts:

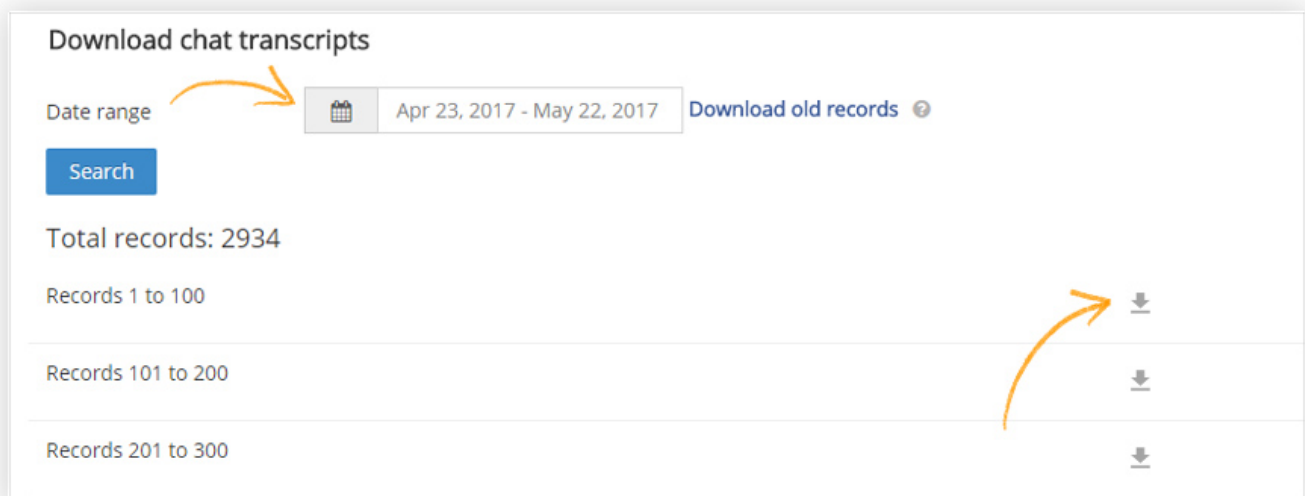
**Step1.** To download chat transcripts, click on the "Download" icon above the "View" column. (see image below)



The screenshot shows a table with three columns: Duration, Words, and Rating. There are three rows of data. To the right of the table, there are navigation icons: a left arrow, a right arrow, an envelope icon, and a download icon. An orange arrow points from the download icon to the word 'View' below it.



Duration	Words	Rating	
24m 55s	295	★★★★★	
19m 39s	84	★★★★★	
11m 56s	10	★★★★★	

**Step2.** Once you click on "Download" icon, you will be taken to the archive of chat transcripts. Here you can select the "Date range" and download transcripts of any period. (see image below)



The screenshot shows a form titled 'Download chat transcripts'. It has a 'Date range' label with a calendar icon and a date range 'Apr 23, 2017 - May 22, 2017'. There is a 'Search' button and a 'Download old records' link. Below the form, there is a list of records with download icons. An orange arrow points from the 'Date range' label to the calendar icon, and another orange arrow points from the 'Download old records' link to the download icon in the records list.

Download chat transcripts

Date range  Apr 23, 2017 - May 22, 2017 [Download old records](#) 

[Search](#)

Total records: 2934

Records 1 to 100

Records 101 to 200

Records 201 to 300

#### Related Articles:

[Chat Rating Report](#)

[Visitor Reports](#)

[Operator Performance Reports](#)

# APIs

# PreChat Form API

ProProfs Live Chat Software allows you to collect user information and also validate their details before initiating a chat through the [PreChat Form feature](#). PreChat Form API provides for direct 3rd party API integration of ProProfs Chat with your server/database. With PreChat Form API, you can validate user details before initiating the chat and simultaneously transfer the user details to your own server for future use. Once successfully validated, you can initiate your chat with the visitor.

Following variables will be posted to your script using a standard form after PreChat Form API is enabled:

*l2s\_id - Site ID,*

*l2s\_sessid - Visitor session ID,*

*l2s\_ip - Visitor IP address,*

*l2s\_name - Visitor name,*

*l2s\_email - Visitor email,*

*& All custom variables passed from webpages (If any)*

*Following variables will be posted to your script using customizes form.*

*l2s\_id - Site ID,*

*l2s\_sessid - Session ID,*

*l2s\_ip - IP address,*

*l2s\_name - Visitor name,*

*l2s\_email - Visitor email,*

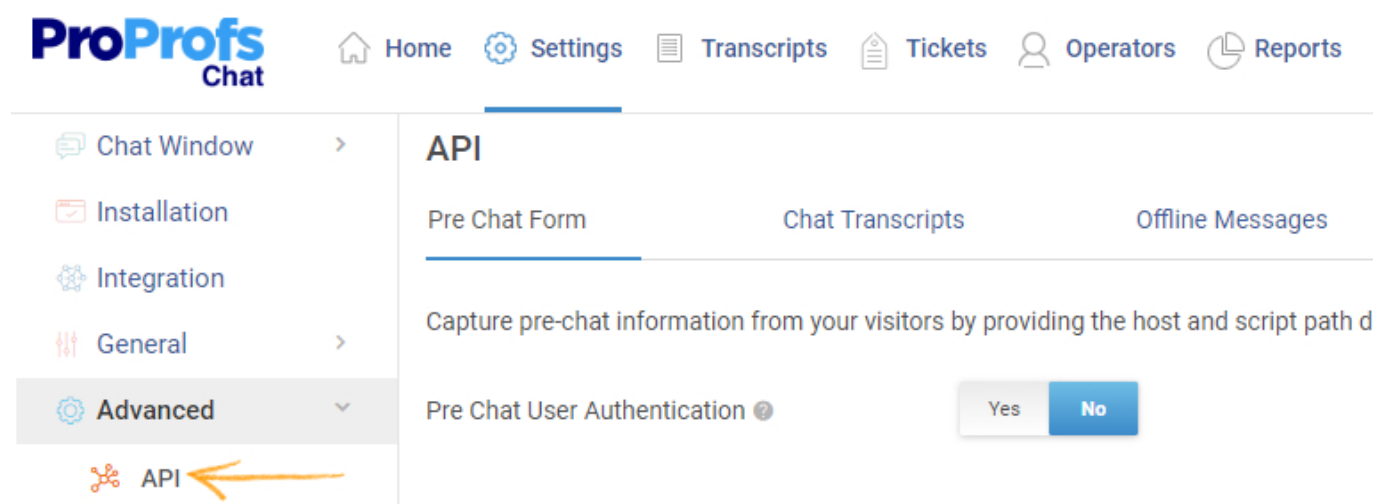
*& All custom variables*

All fields in customized form(like fld\_1, fld\_2, fld\_3 ... fld\_n)

## How to enable PreChatForm API

The following steps will show how PreChat Form API can be activated in ProProfs Live Chat.

**Step 1:** Go to **Settings—>Advanced—>API**.



**ProProfs Chat**

Home Settings Transcripts Tickets Operators Reports

Chat Window

Installation

Integration

General

**Advanced**

**API**

## API

Pre Chat Form Chat Transcripts Offline Messages

Capture pre-chat information from your visitors by providing the host and script path d

Pre Chat User Authentication ? Yes No

**Step 2: Enable Pre Chat User Authentication.** Enter the name of the website in **Host** and the server link in the **Script Path**. Click on **Check Connection**. If the connection is successful, click on **Save**.

Capture pre-chat information from your visitors by providing the host and script path details to your database. [Learn more](#)

Pre Chat User Authentication ?

Yes No

Host ?

www.proprofs.com

Script Path ?

/cpn/zendesk/createTicket.php

Port

☐ Default ☒ Secure

Save

Check Connection

# Chat Transcripts API

After chat session, there are options available to set up an email address for automatically sending the chat transcript.

You can allow the system to post chat transcript automatically after each chat session to your application or 3rd party application. Simply specify the URL and other details. After each chat session, the transcript will be posted to the specified URL, which you can add to your customer log etc.

Post transcript after chat session

l2s\_id - Site ID,

l2s\_sesid - Session ID,

l2s\_ip - IP Address,

l2s\_name - Visitor name,

l2s\_email - Visitor email,

l2s\_question- Question(Custom form)

l2s\_logid - Operator ID

l2s\_msg - Chat transcript text


l2s\_date - Date of chat

& All custom variables passed from web page.

Enable & disable Message

☐ Enable ☒ Disable

Host 

Script path 

Port

☒ Default ☐ Secure

# Send offline messages to a helpdesk/ticketing software via API

If you use standard or custom off-line message form option on submission of off-line message an email will be sent to the specified email id, and data will also be posted to URL you specify along with other information.

## Offline messages (Leave a message)

**Following variables will be posted via the script path.**

l2s\_sesid- Session ID

l2s\_sid - Account ID

l2s\_ip - IP Address

l2s\_name - Name

l2s\_email - Email address

l2s\_msg - Message

l2s\_date - Date

**In case of a customized offline message from:**

l2sesid- Session ID

l2sid - Account ID

l2ip - IP address

and number of fields created will be accessible in the form of fld\_1, fld\_2, fld\_3.....fld\_n

Enable & disable message

☐ Enable ☒ Disable

Host 

Script path 

Port

☒ Default ☐ Secure

# GDPR



# ProProfs' Commitment to GDPR

Here, at ProProfs we are committed to protecting your data and respecting your privacy. The General Data Protection Regulation (GDPR), a new regulation, is a set of security principles and protocols laid by the European Union to protect the data interests of European Citizens. The regulation is in effect from May 25th, 2018. [Learn More](#)

## What is GDPR?

The General Data Protection Regulation (GDPR) aims to ensure that corporations inside or outside the European Union become more transparent about how they collect, handle and process personal data of European Citizens. The primary goal of GDPR compliance is to eliminate security gaps when it comes to collecting data from the users and allow total data control back to the users. The GDPR laws vary depending upon your location and the role you play in respect to the EU citizens. Find out more specific information on GDPR on [Wikipedia](#).

With GDPR in effect, most organizations that collect, maintain, or process EU residents' personal data (regardless of the organization's global location) are required to implement specific procedures and safeguards for that data. We at ProProfs have made GDPR compliance a priority and are working to ensure we reach the required levels of transparency and compliance.

## Where can I read ProProfs' privacy policy?

ProProfs shares the GDPR's commitment to transparency, fairness, and accountability which is why we have updated our [Privacy Policy](#) and [Terms of Service](#). Please check them out and email us at [privacy@proprofs.com](mailto:privacy@proprofs.com) if you have any questions!

## How do I add cookie consent to my website?

Cookie Consent is a part of privacy legislation that requires websites to get consent from visitors to store or retrieve any information on your device. If GDPR requires you to add a cookie consent to your website you can use free solutions like '[Cookie Consent by Insites](#)' to add cookie consent to your website.

# How does ProProfs Live Chat support data portability?

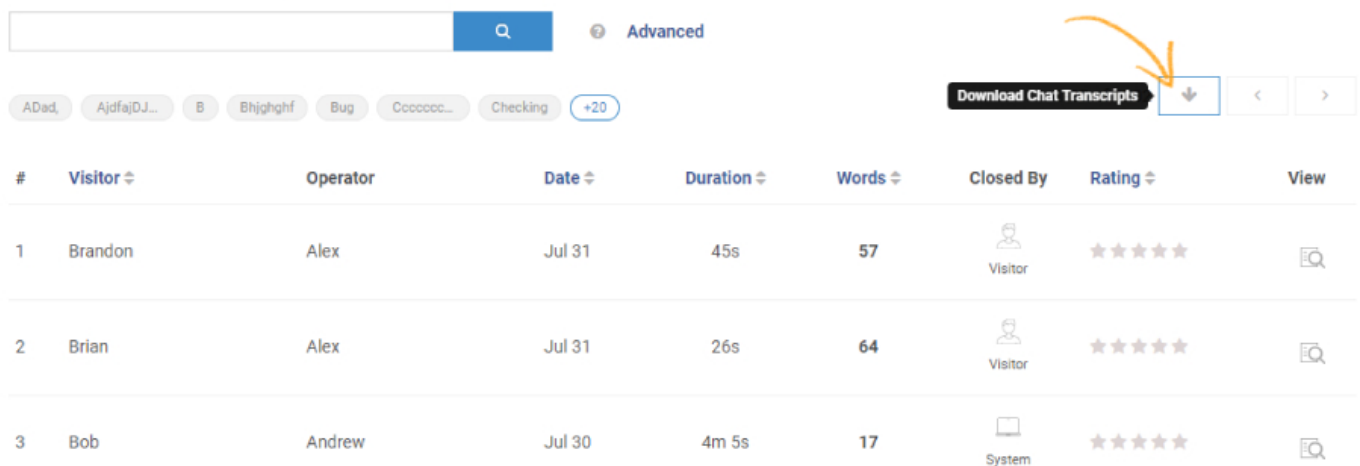
With GDPR in effect from 25th May 2018, every user has the right to access their data. Administrators can access their end-users data and help serve their users' data rights. [Learn more about GDPR and Data Portability.](#)

ProProfs Live Chat allows customers to download visitor chat transcripts and various reports.

Here's how you can download the visitor chat transcripts:

**Step 1:** Navigate to "Transcripts" ----> "Visitor Chat Transcripts," click the 'download chat transcripts' button to download all transcripts of your visitors. Additionally, you can search for a particular transcript using the search box, and then download the particular transcript.

## Visitor Chat Transcripts



The interface includes a search bar, a 'Download Chat Transcripts' button, and a table of chat transcripts. An orange arrow points to the download icon on the button.

#	Visitor	Operator	Date	Duration	Words	Closed By	Rating	View
1	Brandon	Alex	Jul 31	45s	57	Visitor	★★★★★	
2	Brian	Alex	Jul 31	26s	64	Visitor	★★★★★	
3	Bob	Andrew	Jul 30	4m 5s	17	System	★★★★★	

## Step 2:

(i) To download all transcripts of a particular visitor, click "Advanced."

## Visitor Chat Transcripts



The interface shows a search bar and an 'Advanced' button. An orange arrow points to the 'Advanced' button.

(ii) Generate a custom search, select "Visitor Name" as the search criteria, select 'All' for operators and customize 'date range.' Click "Search." The search will fetch all transcripts of that visitor, click the 'download' icon to export all transcripts.

## Visitor Chat Transcripts

Operators




Date Range

Search Criteria

**Search** Close

ADad, AjdfajDJ... B Bhghghf Bug Cccccc... Checking +20

1-5 of 5  < >

#	Visitor	Operator	Date	Duration	Words	Closed By	Rating	View
1	Andrew	Mike	Jul 31	26s	64	 Visitor	★★★★★	
2	Andrew	Nathan	Jul 30	4m 5s	17	 System	★★★★★	

To export various reports refer to the [Reports](#) section of the Chat Help site.

# Integrations

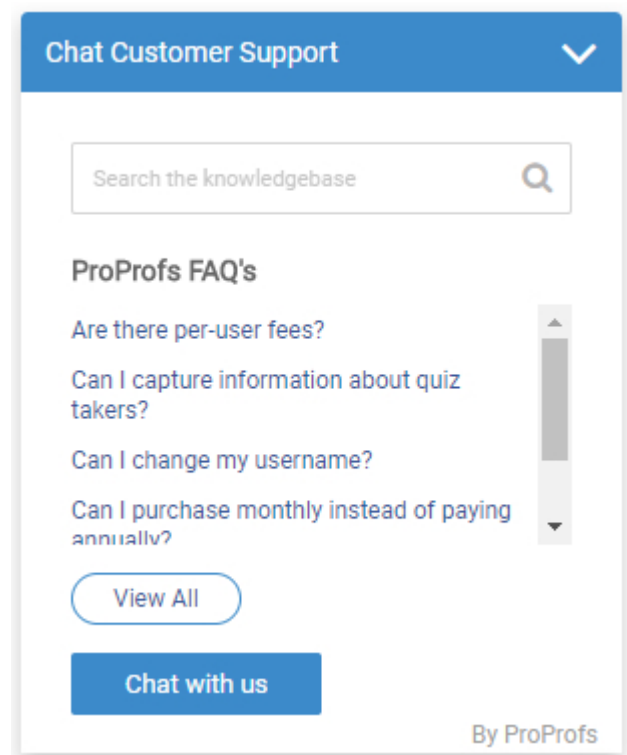
# ProProfs

# Live Chat Integration with Knowledge Base

Video About: [How to Integrate Chat with Your Knowledge Base](#)

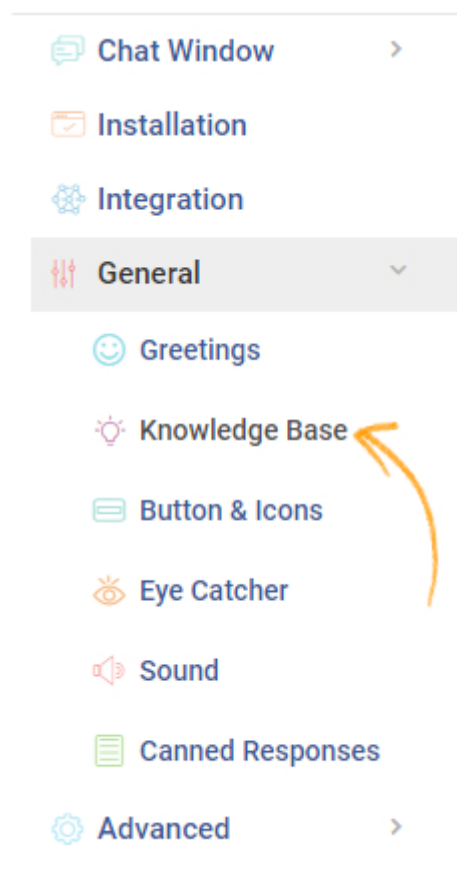
Reduce chat tickets & improve user experience with [Knowledge Base accessibility through the chat window](#). Users can opt for self-help and still connect to the operator if their question is unanswered.

Here's how the chat will appear with Knowledge Base integration:

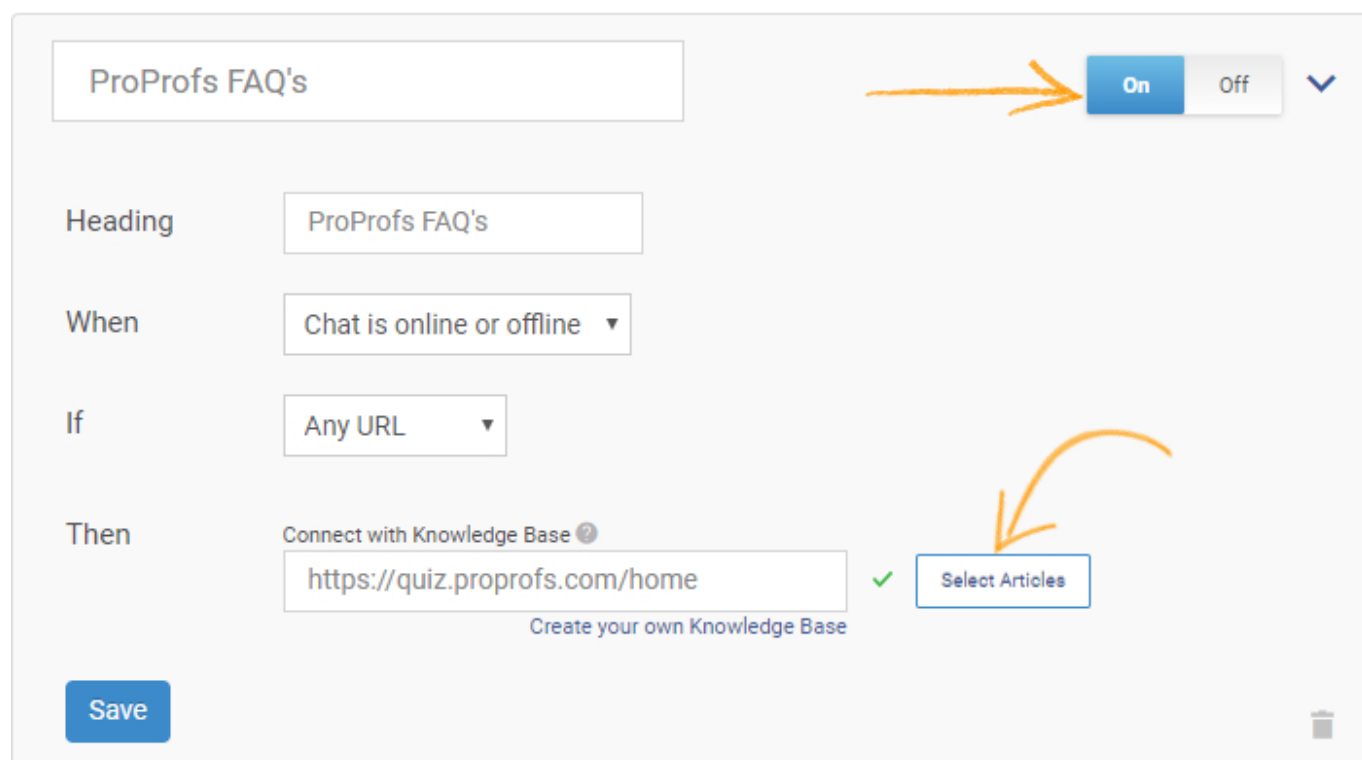


**How to integrate Knowledge base with chat:**

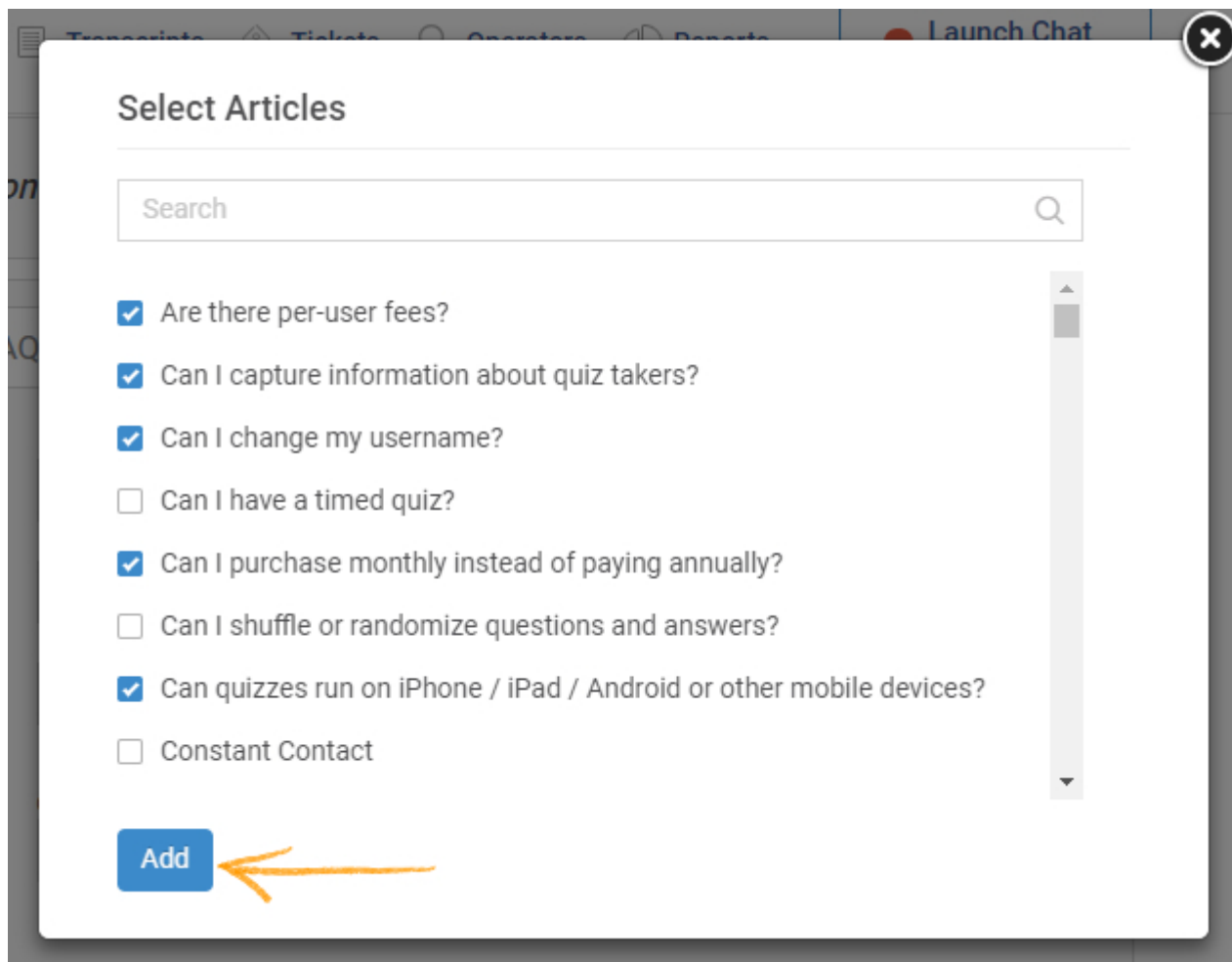
**Step 1:** Navigate to "Settings" -----> "General" -----> "Knowledge Base."



**Step 2:** Turn "On" the Knowledge Base integration. Set up the conditions. Enter the URL of Knowledge Base and click "Select Article" to set up a minimum of 5 articles to show in the chat window.



**Step 3:** Select articles from the list and click "Add."



**Step 4:** Click "Save" to secure and implement the changes.



Google

# Google Analytics Integration with ProProfs Live Chat

[ProProfs Chat Google Analytics Integration](#) enables you to record visitors' live chat actions in your Google Analytics account. The integration pushes the data to your Google Analytics account via the Analytics JavaScript.

You need to save your account id (e.g. UA-123456-1) in your dashboard and then follow these steps to see statistics in your Google Analytics account.

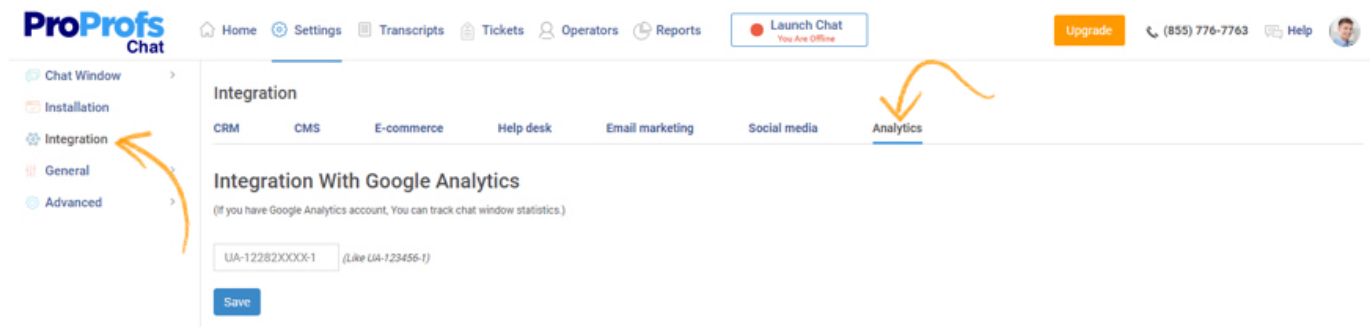
If you want to track chat form, offline messages form and survey form statistics in Google Analytics, you need to generate code for multiple domains from your Google analytics account or replace existing codes in your web pages with the following codes after replacing your Google Analytics account Id (UA-xxxxxx-x).

```
<!-- Google Analytics -->
<script>
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function(){
(i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o),
m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(a,m)
})(window,document,'script','//www.google-analytics.com/analytics.js','ga');
ga('create', 'UA-XXXX-Y', 'auto'); // Replace with your property ID.
ga('send', 'pageview');
</script>
<!-- End Google Analytics -->
```

**To integrate ProProfs Chat with Google Analytics:**

**Step 1:** Log in to ProProfs chat control panel with your valid credentials.

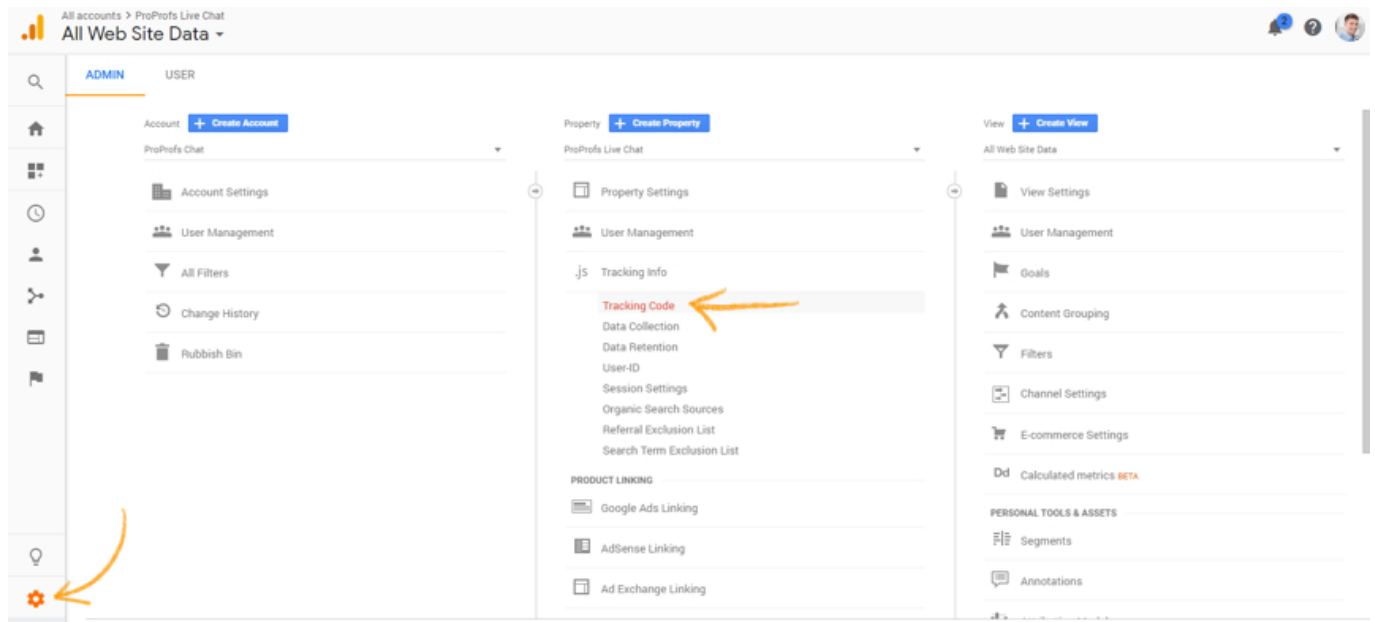
**Step 2:** Navigate to "Settings" -----> "Integration" -----> "Analytics," paste your Google Analytics account Id (UA-xxxxxx-x).



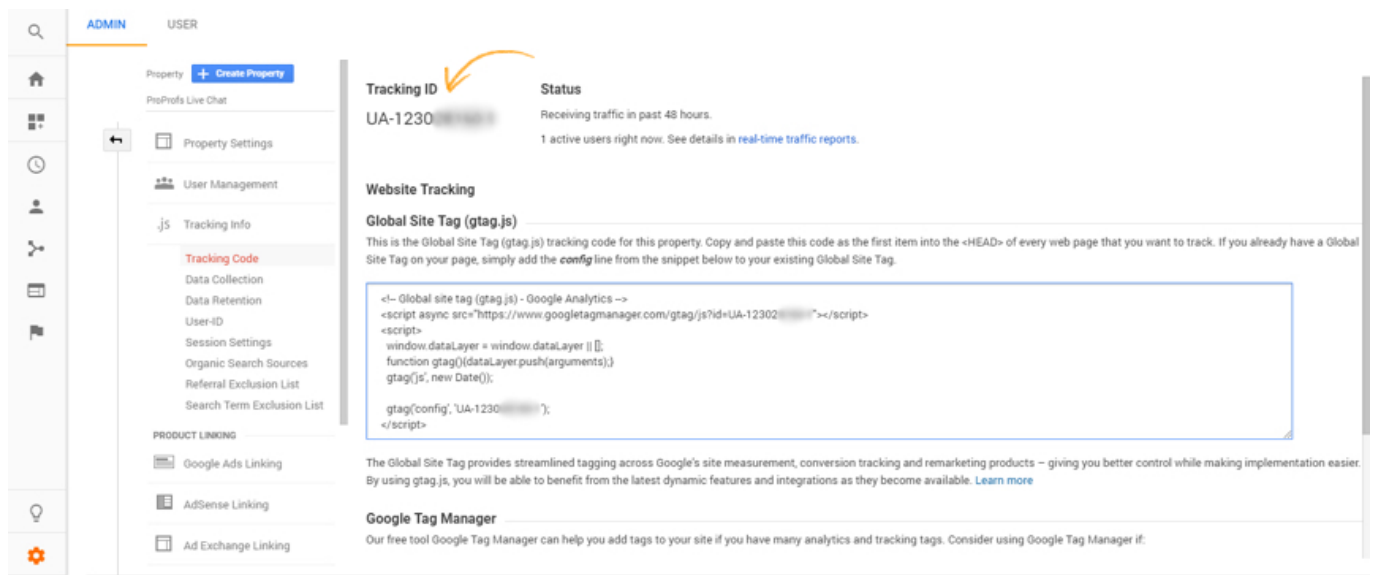
**Make sure you have both the ProProfs Chat code and Google Analytics tracking code installed on your sites to log all the information coming from ProProfs Chat to your Google Analytics account.**

**Here's how you can retrieve your Google Analytics account Id (UA-xxxxxx-x) and script:**

(i) Navigate to "Admin" -----> "Tracking code."



(ii) Copy the Tracking code.



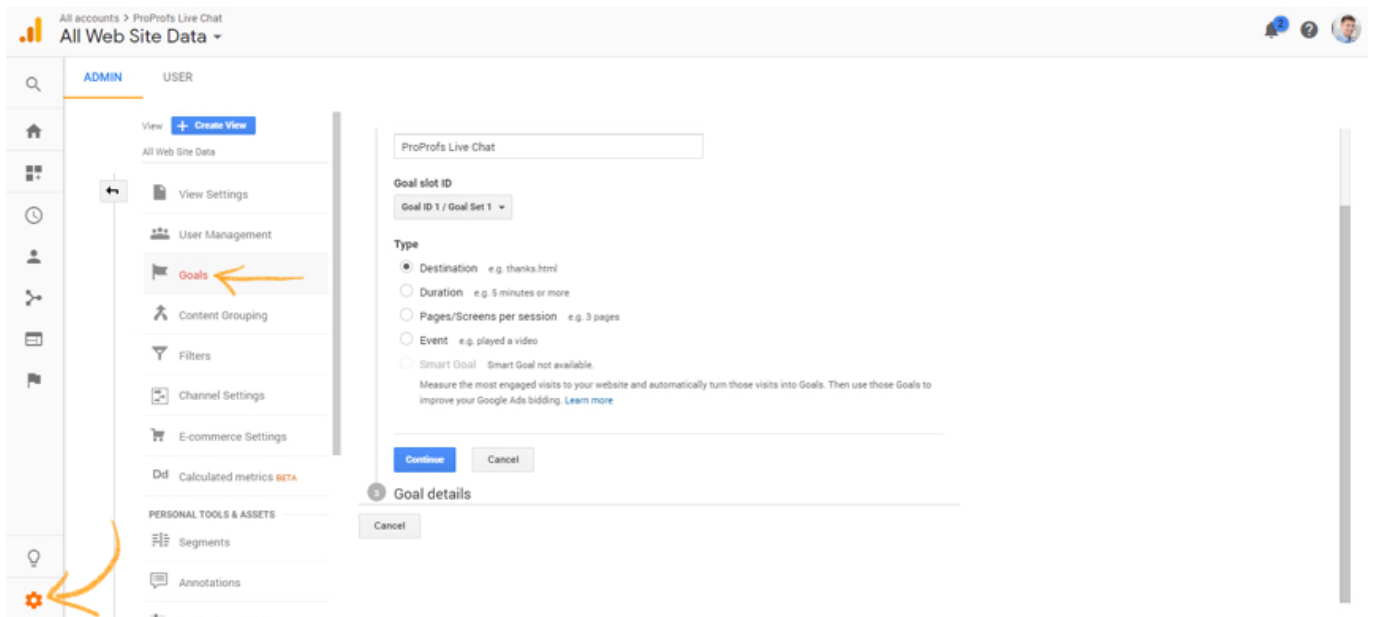
You can now set goals for different Chat window URLs given below, or you can see reports without setting goals in your account under 'Visitors' -----> 'Custom Variables' for chats from separate chat IPs.

Add multiple goals with the following URLs:

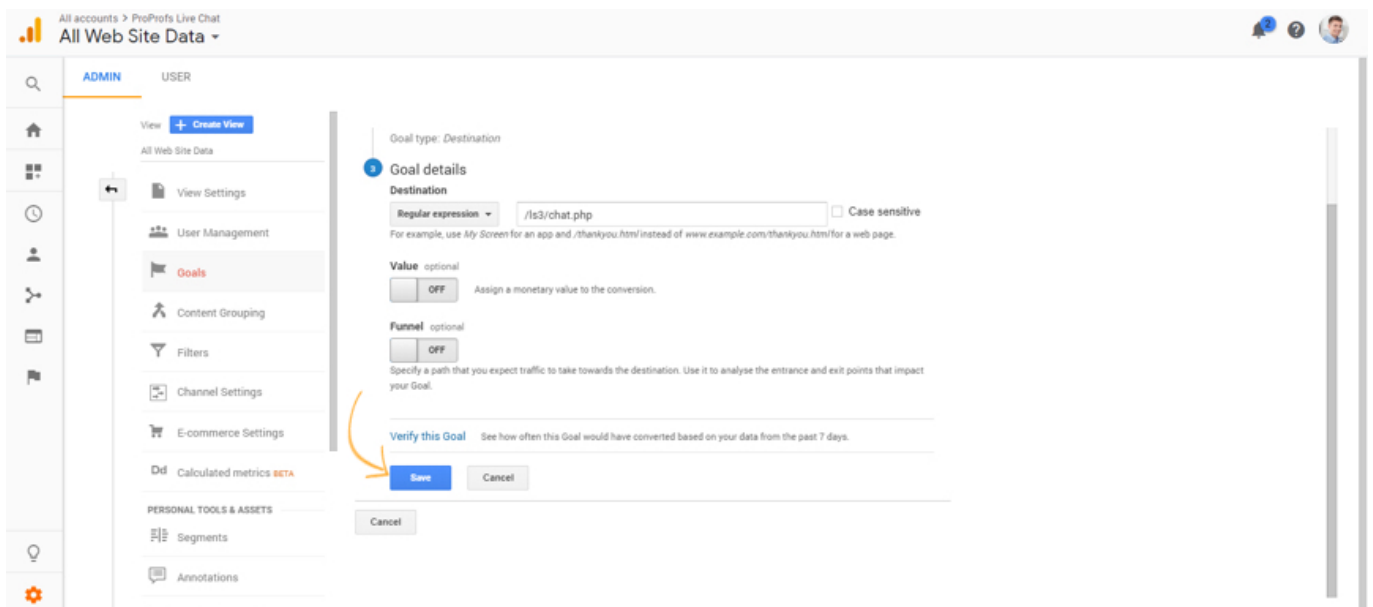
- For Online Chat window (URL: /ls3/chat.php )
- For Offline Message(URL: /ls3/zvcmail.php)
- For Survey Form (URL: /ls3/zvcp\_sur.php)

**Follow these steps to set goals:**

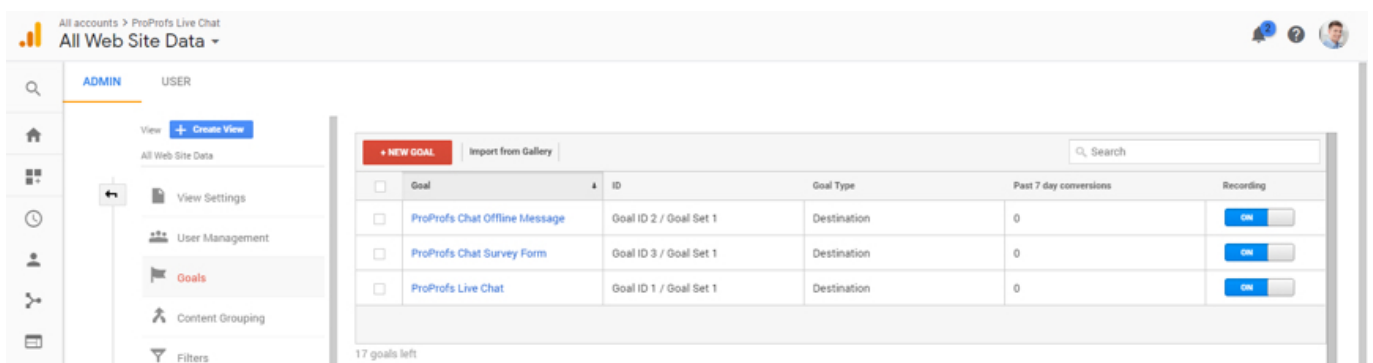
(i) Navigate to "Admin" -----> "Goals," to set goals for ProProfs Chat in your Google Analytics account.



(ii) Create goals and click "Save" to secure the changes.



(iii) Here's how the goals will appear:



## Default reports added in your Google Analytics account

To check out, the default report, navigate to "Reports"-----> "Audience" -----> "Custom" and select "Custom Variables."

You will see the activities for every visitor from a particular IP address.

Site Usage

Goal Set 1

Ecommerce

Views:

Views: [Table Icon] [List Icon] [Map Icon] [Print Icon]

Visits

1,997

?

Hits

6,596

?

Pages/Visit

2.83

?

Avg. Time on Site

00:02:05

?

% New Visits

89.88%

?

Bounce Rate

37.01%

?

% of Site Total: 100.00%

% of Site Total: 100.00%

Site Avg: 0.00 (100.00%)

Site Avg: 00:00:00 (100.00%)

Site Avg: 0.00% (100.00%)

Site Avg: 0.00% (100.00%)

Custom Variable

None

Visits ↓

Hits

Pages/Visit

Avg. Time on Site

% New Visits

Bounce Rate

1. 220.227.254.26

29

67

2.31

00:01:58

65.52%

44.83%

2. 119.235.49.50

18

26

1.44

00:00:15

88.89%

66.67%

3. 121.241.49.66

15

43

2.87

00:00:38

66.67%

13.33%

4. 67.136.98.122

5

38

7.40

00:13:02

0.00%

20.00%

5. 68.171.231.16

5

5

1.00

00:00:00

100.00%

100.00%

6. 203.199.182.178

4

15

3.75

00:00:42

75.00%

0.00%

7. 76.175.157.244

4

11

2.75

00:00:19

0.00%

50.00%

8. 161.58.86.197

3

3

1.00

00:00:00

33.33%

100.00%

9. 174.157.36.169

3

3

1.00

00:00:00

33.33%

100.00%

10. 208.54.7.134

3

6

2.00

00:01:08

33.33%

33.33%

Filter Custom Variable: containing

Go

Advanced Filter

Go to: 1

Show rows: 10

1 - 10 of 1,800

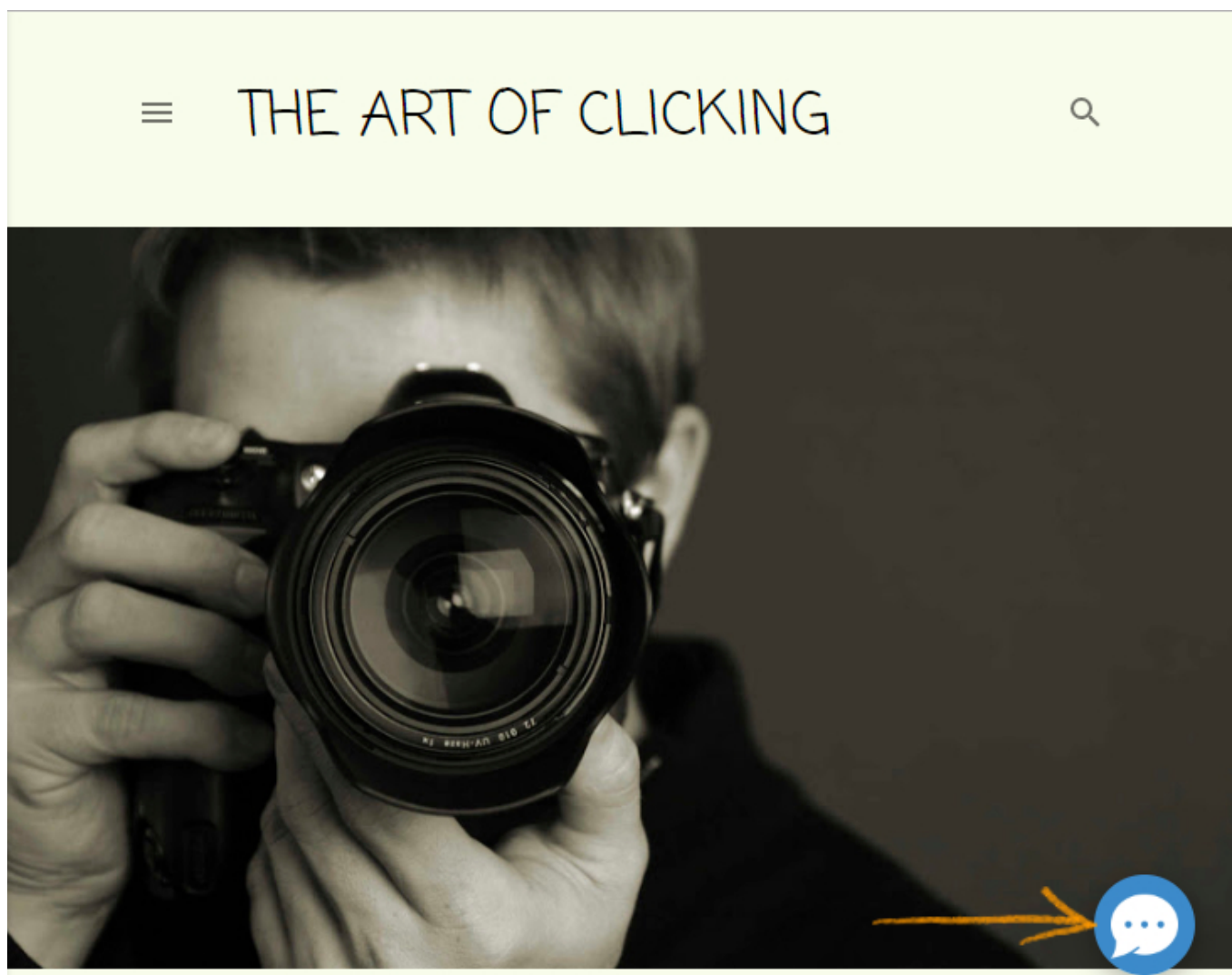
Once you create and save goals, you can see the record after 24-48 hours for Google Analytics to start tracking. This is the standard processing latency" time for all data in Google Analytics.

# Integrating Blogger With ProProfs Live Chat

Adding Proprofs Live Chat to your Blogger helps you interact with your readers and also provide direct answers to any queries they might have. It provides you with a more direct connection with your users. Blogger integration can also help in sending canned responses to new readers and establish a line of communication between you and them.

The following steps will show you how to integrate ProProfs Live Chat into your blog.

**Here is how your blog will look after Live Chat Integration:**



## Integrating Blogger With ProProfs Live Chat

**Step 1:** Go to Settings -----> Installation

ProProfs Chat

Home Settings Transcripts Tickets Operators Reports

Launch Chat Go Online

Try Demo or Install Chat

Chat Window

- Theme
- Settings
- Language
- Greetings
- Pre Chat
- Post Chat
- Offline Message
- Installation
- Integration
- General
- Advanced

### Theme

Customize the live chat window to match the look and feel of your website. [Learn more](#)

Style

Bubble Bar

Icon


**Step 2:** Copy the given code and open your Blogger account.

## Install Live Chat

Copy and paste the code below before the `</body>` tag on your web page. [Learn more](#)

```
<!-- ProProfs Chat code starts --><div id="l2s_trk" style="z-index:99;">add chat to your website</div><script type="text/javascript"> var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1) l2s_pht="http:; (function () { document.getElementById("l2s_trk").style.visibility="hidden"; var l2scd = document.createElement("script"); l2scd.type = 'text/javascript'; l2scd.async = true; l2scd.src = ('https:' == document.location.protocol ? 'https://proprofs.com/js/l2s/' : 'http://proprofs.com/js/l2s/') + 'l2s.js'; document.body.appendChild(l2scd); })();</script>
```

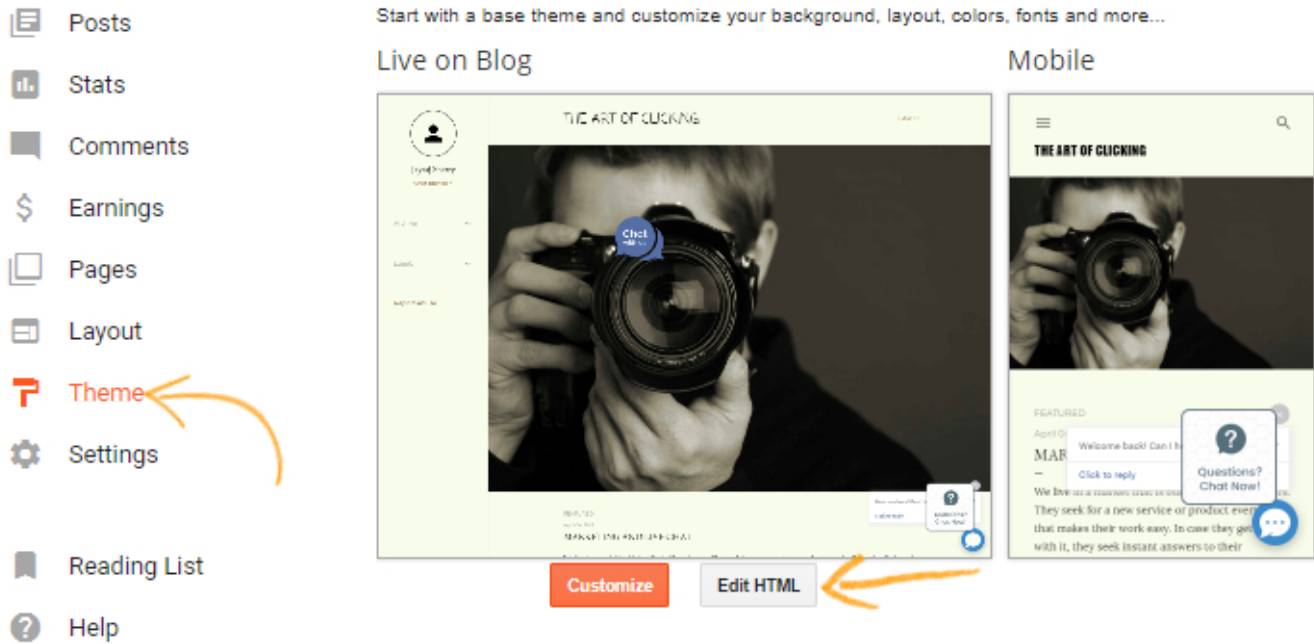
Copy to clipboard

Separate chat window code ?

[Send instructions to developer](#)

**Step 3:** In your Blogger account, Go to Themes -----> Edit HTML.





**Step 4:** Paste the code before '</body>' command and click on 'Save'.



#### Related Articles:

[Live Chat](#)  
[Chat to Wordpress Website](#)

[Google Analytics Integration with ProProfs](#)  
[Add ProProfs Live](#)





# CRM

# Integrate Salesforce With ProProfs Live Chat

ProProfs and Salesforce share and transfer information to manage sales and support workflow. It drives Salesforce performance and profitability by keeping the chat operator up to date on any communication with the new or already existing visitor.

[ProProfs Chat and Salesforce CRM integration](#) enable the sales and support team to move the relevant information collected during live chat sessions directly to the Salesforce CRM.

With this integration new leads, customer's information and contacts will be created automatically as soon as you start a live chat from ProProfs.

Chat transcripts along with the other details collected via ProProfs Chat will be added to Salesforce to support sales leads for future reference.

If a user visits the site multiple times and is part of multiple chats with operators, the information will add as a lead in Salesforce every time the user takes part in a chat session.

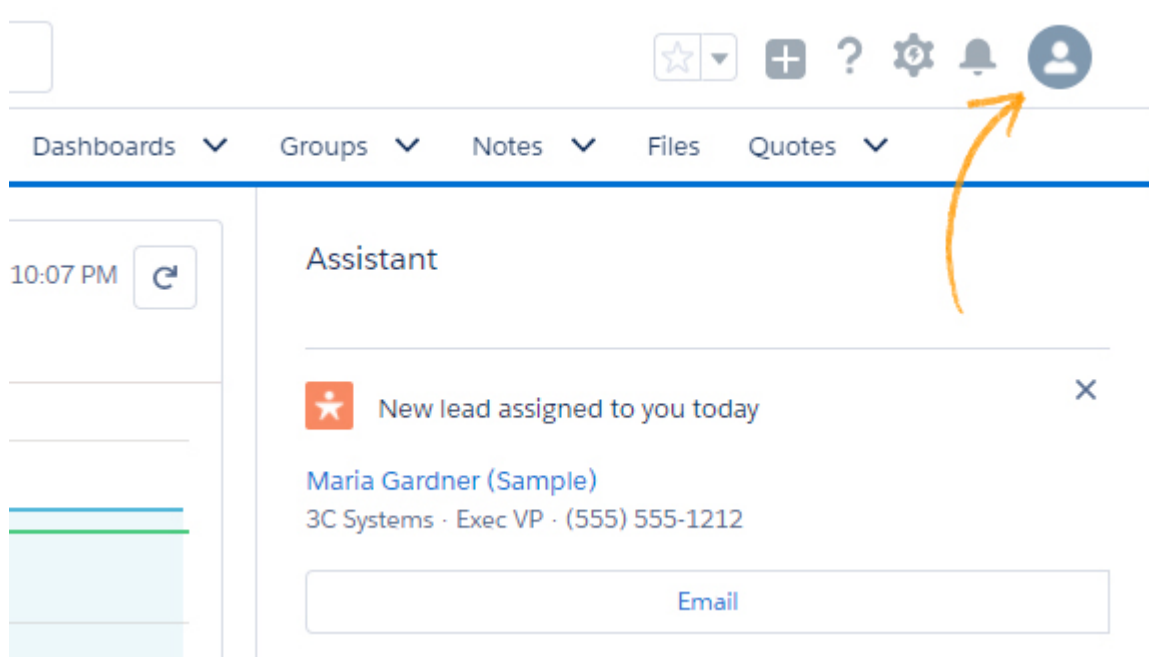
ProProfs provides the following sales driving features:

- Stored customers data can be pulled out at any time for any reference.
- Updated information of customers brings familiarity.
- Increase chat efficiency and support functions.
- Enhance customer interaction.
- Real-time traffic analysis.

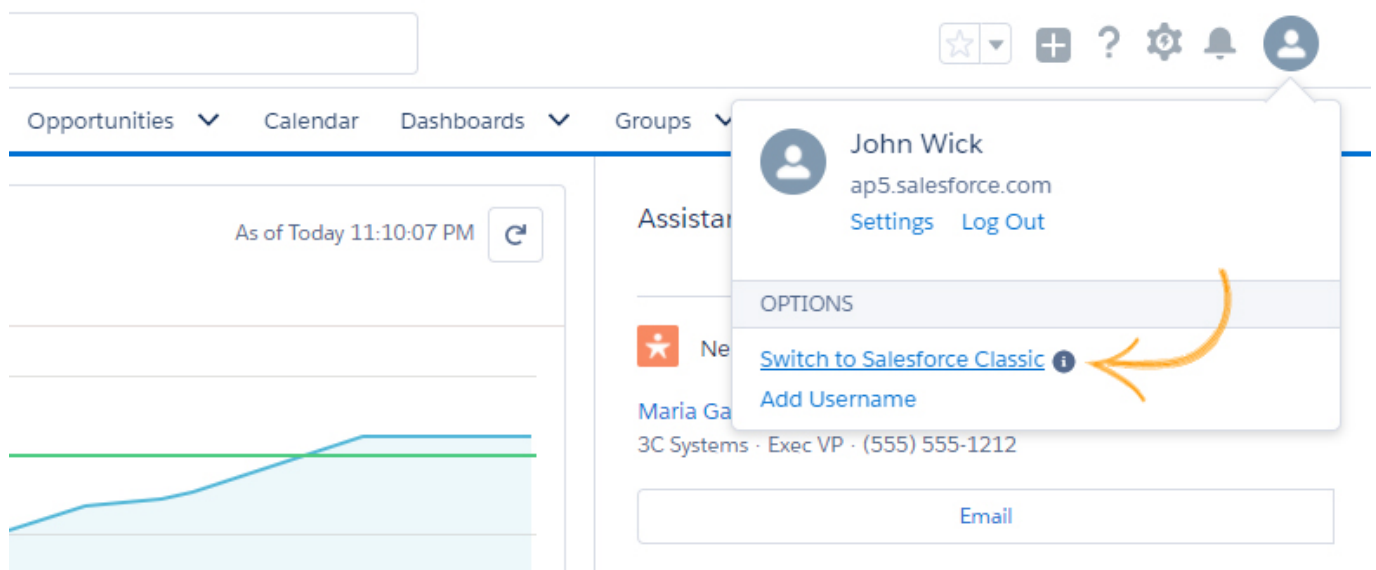
**Salesforce has two experiences; Classic view and lightning experience. So, in order to perform this integration, you would need to switch your salesforce to classic view. Here's how you can do it:**

**Step1.** Login to your Salesforce account.

**Step2.** From your dashboard, click on "**View Profile**". (see screenshot below)



**Step3.** Then click on "**Switch to Salesforce Classic**" as shown below.



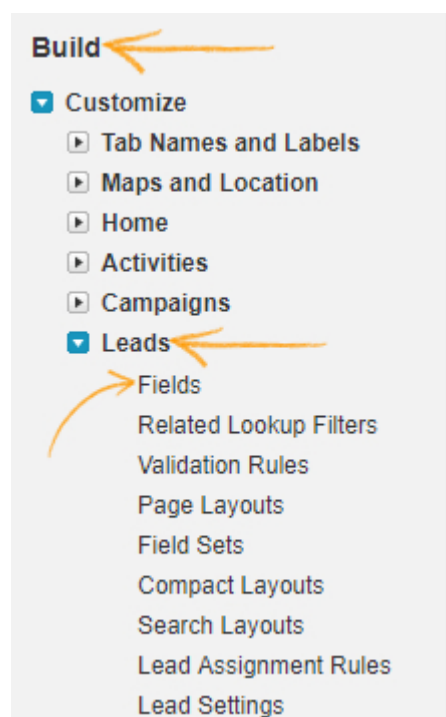
Now, you just need to follow these simple steps mentioned below to integrate ProProfs Chat with Salesforce.

Follow these steps for Salesforce security token:

**Step 1:** Click **Setup** on the top right-hand side of the Salesforce page

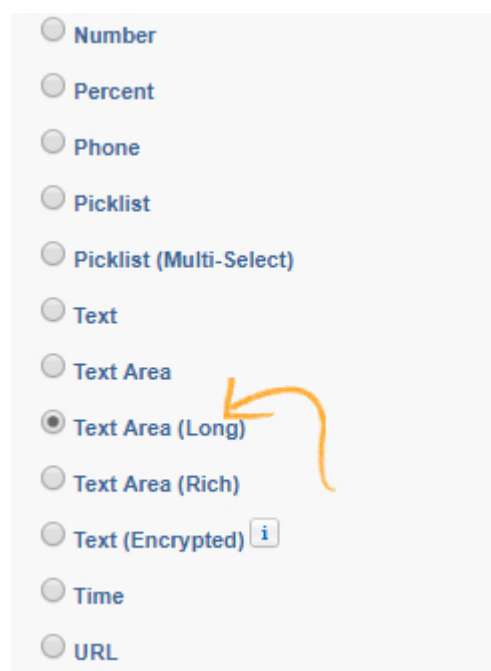


**Step 2:** Now, go to the left-hand side menu, **Build Customise Lead Fields**.



### Step 3:


- Create a new field with data type **Text Area (Long)**.



- Name the field "**Chat Transcript**" in the **Field Label** box. Then, Press **Next**

Step 2. Enter the details Step 2 of 4


[Previous](#) [Next](#) [Cancel](#)

Field Label  

You are currently using 0 out of 1,638,400 characters on this object. You have 1,638,400 additional characters to allocate to this field.


Length   
(Max 131,072)

# Visible Lines

Field Name  

Description

Help Text



Default Value

Use formula syntax: Enclose text and picklist value API names in double quotes : ("the\_text"), include numbers without quotes : (25), show percentages as decimals: (0.10), and express date calculations in the standard format: (Today() + 7). To reference a field from a Custom Metadata type record use: \$CustomMetadata.Type\_\_mdt.RecordAPIName.Field\_\_c

[Previous](#) [Next](#) [Cancel](#)

- Set the field level security and then Press **Next**.

**Step 3. Establish field-level security**
**Step 3 of 4**

[Previous](#) [Next](#) [Cancel](#)

**Field Label** Chat Transcript

**Data Type** Long Text Area

**Description**

Select the profiles to which you want to grant edit access to this field via field-level security. The field will be hidden from all profiles if you do not add it to field-level security.

Field-Level Security for Profile	<input checked="" type="checkbox"/> Visible	<input type="checkbox"/> Read-Only
Contract Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marketing User	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Read Only	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Solution Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standard User	<input checked="" type="checkbox"/>	<input type="checkbox"/>
System Administrator	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Previous](#) [Next](#) [Cancel](#)

- Click on **Save**.

**Step 4. Add to page layouts**
**Step 4 of 4**

[Previous](#) [Save & New](#) [Save](#) [Cancel](#)

**Field Label** Chat Transcript

**Data Type** Long Text Area

**Description**

Select the page layouts that should include this field. The field will be added as the last field in the first 2-column section of these page layouts. The field will not appear on any pages if you do not select a layout.

To change the location of this field on the page, you will need to customize the page layout.

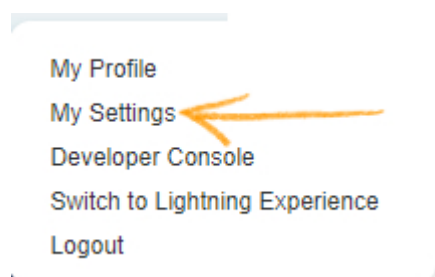
<input checked="" type="checkbox"/> Add Field	Page Layout Name
<input checked="" type="checkbox"/>	Lead Layout

When finished, click Save & New to create more custom fields, or click Save if you are done.

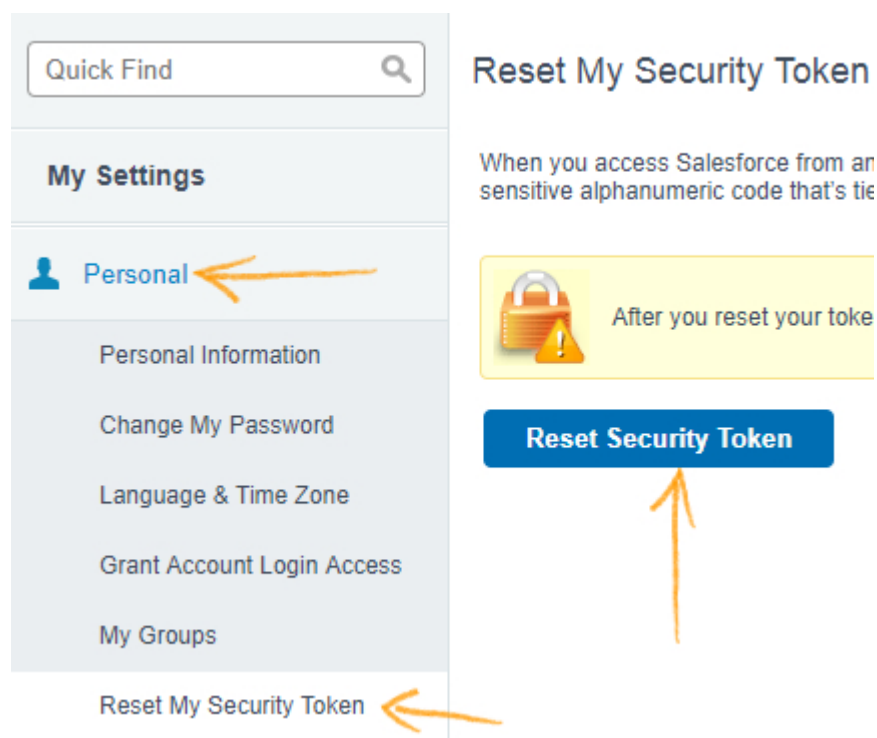
[Previous](#) [Save & New](#) [Save](#) [Cancel](#)

#### Step 4:

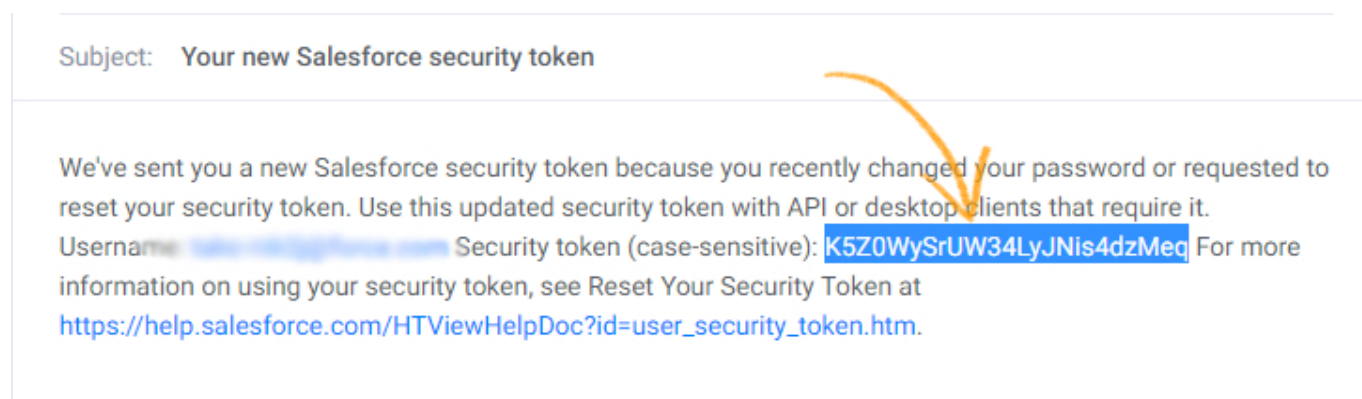
- Then go to **User My Settings**



- **Personal Reset my Security Token** and click on “Reset Security Token”.

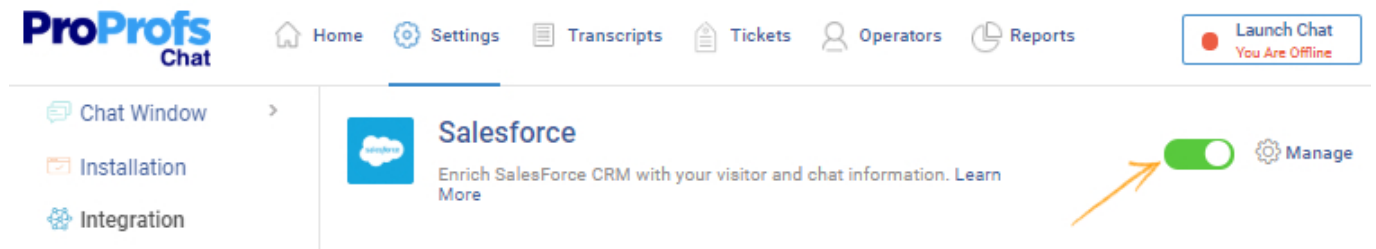


**Step 5:** Now check your mail, you will find the “Security Token” in the mail.



**Step 6:** Login to ProProfs Chat. Then **Settings Integration**. Next, enable Salesforce.





**Step 7:** Click on **Manage** and Enter Your User ID, Password and Security Token then click on **Save**.

The screenshot shows a modal window titled 'SalesForce' for configuring the integration. It contains three input fields: 'User ID \*', 'Password \*', and 'Token \*'. Below these fields is a blue 'Save' button. The modal has a close button (X) in the top right corner.

**Step 8:** After integration, whenever a lead is generated, the user details would be available in Salesforce.

Lead Detail

Lead Owner		<a href="#">Edit</a>	<a href="#">Delete</a>	<a href="#">Convert</a>	<a href="#">Clone</a>	<a href="#">Find Duplicates</a>	Phone	
Name							Mobile	
Company							Fax	
Title							Email	
Lead Source							Websites	
Industry							Lead Status	Open - Not Contacted
Annual Revenue							Rating	
							No. of Employees	
Address							Current Generation(s)	
Product Interest							Primary	
SIC Code								
Number of Locations								
Created By		4/8/2019 10:15 PM					Last Modified By	
Description								
Chat Transcript		[09-04-2019 10:45:00]						
		[09-04-2019 10:45:01]						
		[09-04-2019 10:45:02]						
			<a href="#">Edit</a>	<a href="#">Delete</a>	<a href="#">Convert</a>	<a href="#">Clone</a>	<a href="#">Find Duplicates</a>	

## Related Articles:

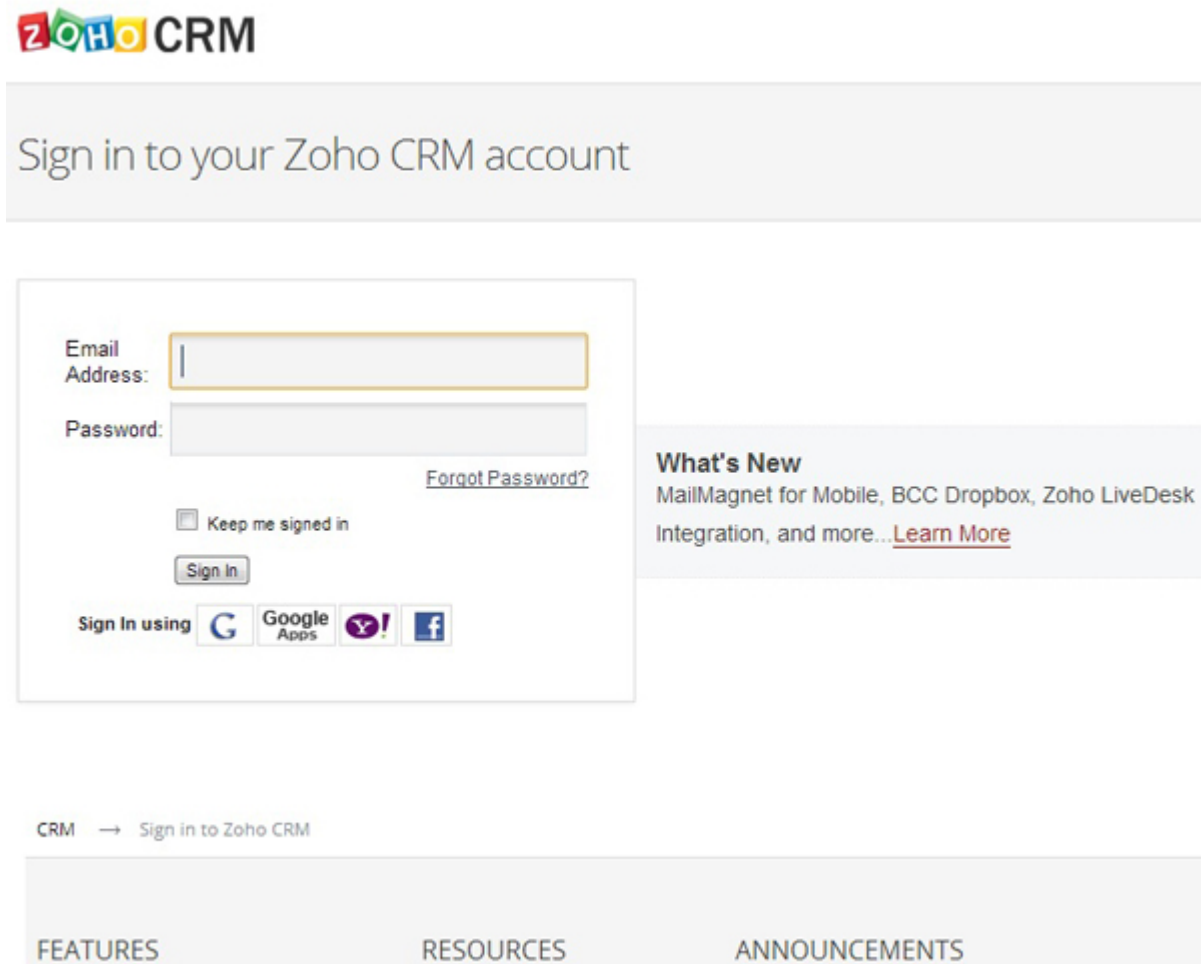
[MS Dynamics Integration With ProProfs Live Chat](#)  
[Infusionsoft Integration With ProProfs Live Chat](#)  
[Nutshell Integration With ProProfs Live Chat](#)

# Zoho CRM Integration with ProProfs Live Chat

ProProfs live chat application provides seamless integration with Zoho CRM, the popular CRM platform. Now all your chat sessions and visitor information can be stored in Zoho CRM directly with just simple integration.

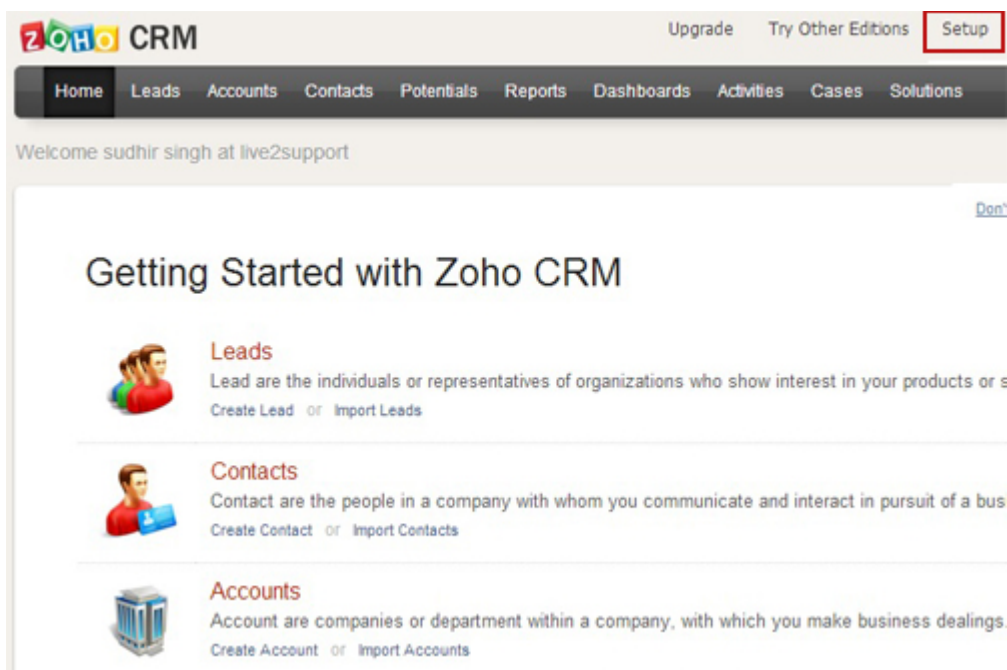
Follow these step to [integrate ProProfs with Zoho CRM](#).

- Log in to your Zoho CRM account.

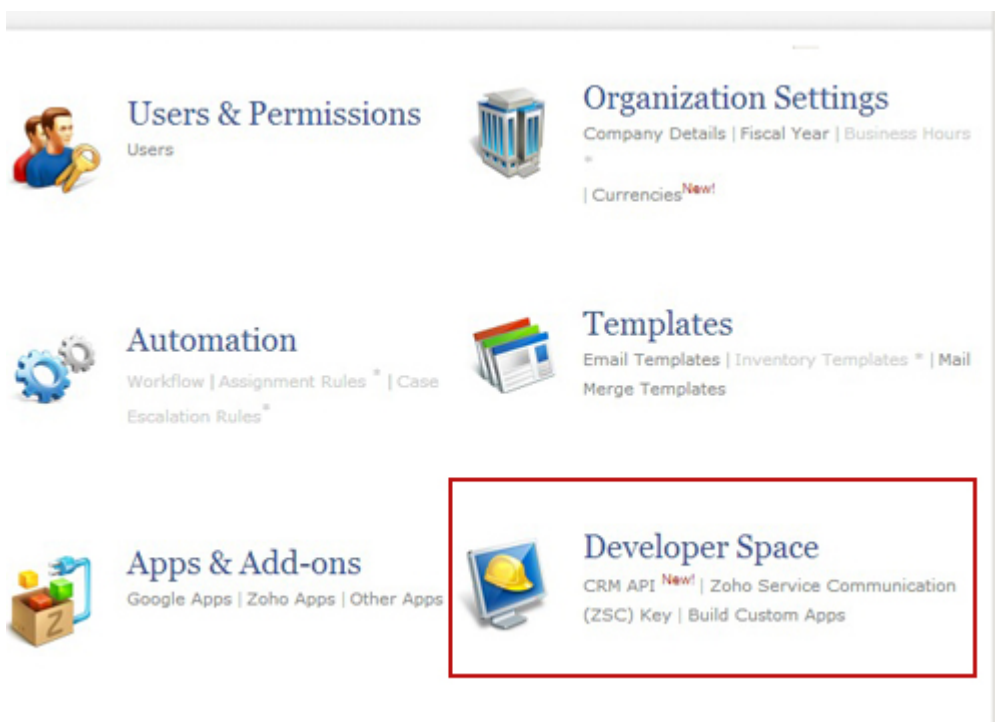


The screenshot shows the Zoho CRM login interface. At the top left is the Zoho CRM logo. Below it is a light gray box with the text "Sign in to your Zoho CRM account". The main login form is a white box containing fields for "Email Address:" and "Password:". Below the password field is a link for "Forgot Password?". There is a checkbox for "Keep me signed in" and a "Sign In" button. At the bottom of the form are social login options: "Sign In using" followed by icons for Google, Google Apps, Yahoo!, and Facebook. To the right of the login form is a "What's New" section with the text "MailMagnet for Mobile, BCC Dropbox, Zoho LiveDesk Integration, and more..." and a "Learn More" link. At the bottom of the page, there is a navigation bar with links for "CRM", "Sign in to Zoho CRM", "FEATURES", "RESOURCES", and "ANNOUNCEMENTS".

- Click on Setup from the top link



- Now go to Developer space CRM API and click on (To manage your authentication tokens, click here).



Developer Space
CRM API
Zoho Service Communication (ZSC) Key
Build Custom Apps

CRM API
Help

Zoho CRM provides REST API to integrate your CRM account with third-party software or services. A valid user's Authentication Token is necessary for the integration. The user should have "Zoho CRM API Access" permission to access API.

**Generating Authentication Token:**

To generate the Authentication Token, you can use either of the following modes.

**API Mode**

```
https://accounts.zoho.com/apiauthtoken/nb/create?SCOPE=ZohoCRM/crmapi&EMAIL_ID=[Username/EmailID]&PASSWORD=[Password]
```

You will get the required token as a response.

**Browser Mode**

```
https://accounts.zoho.com/apiauthtoken/create?SCOPE=ZohoCRM/crmapi
```

If you want to create the token now, click on the above URL.

To manage your authentication tokens [click here](#)

Usage Information

- Now you authentication token or Zoho CRM API will be generated.

Zoho Accounts
Welcome sudhir singh
Home Profile Settings Groups

User Profile Photo
Upload your Profile Photo
Preferences
Allowed IP Address
Authorized Websites
Linked Accounts
Active Sessions
Active Authtokens
Activity History
Close Account

Settings
Manage your preferences and access information.
Active Authtokens
Access and manage all the active secret auth tokens of your account.

Token	Scope Name
ce17685e2be507c3c86b668fda7c1d18	crmapi

- Now Login into your ProProfs Chat control panel.

- Click on CRM Integration.

### Preferences & settings



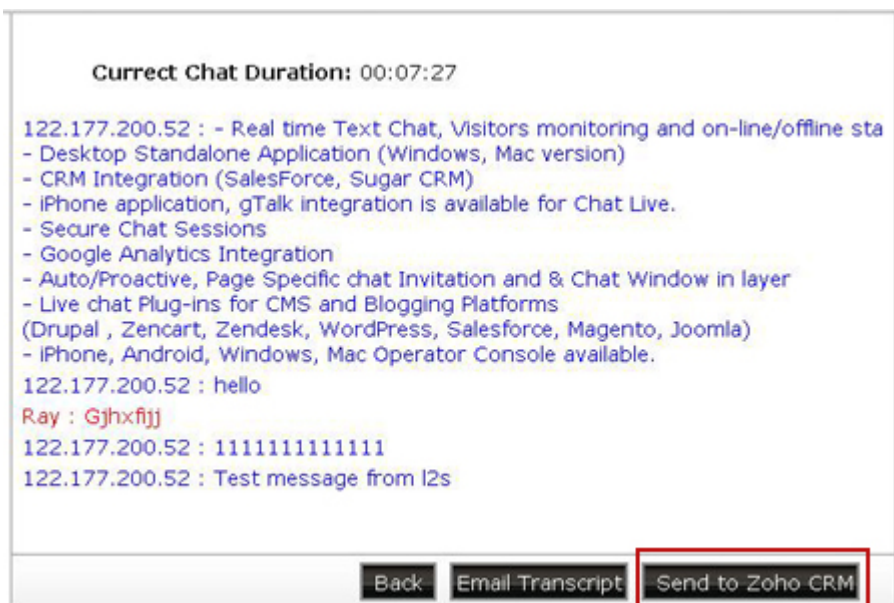
- Customize Preferences
- Add/Edit Predefined Responses
- Add/Edit Push URL
- Pro-active/Auto chat Invitation
- 3rd Party Integration
- Add/Edit ad Campaign
- IP Blocking
- Enable/Disable Callback
- CRM Integration

- Checkmark the **"Enable Zoho CRM Button."** Then enter your Salesforce login iD, and password also enters the security token of your sales force account and click on **"Save changes."**

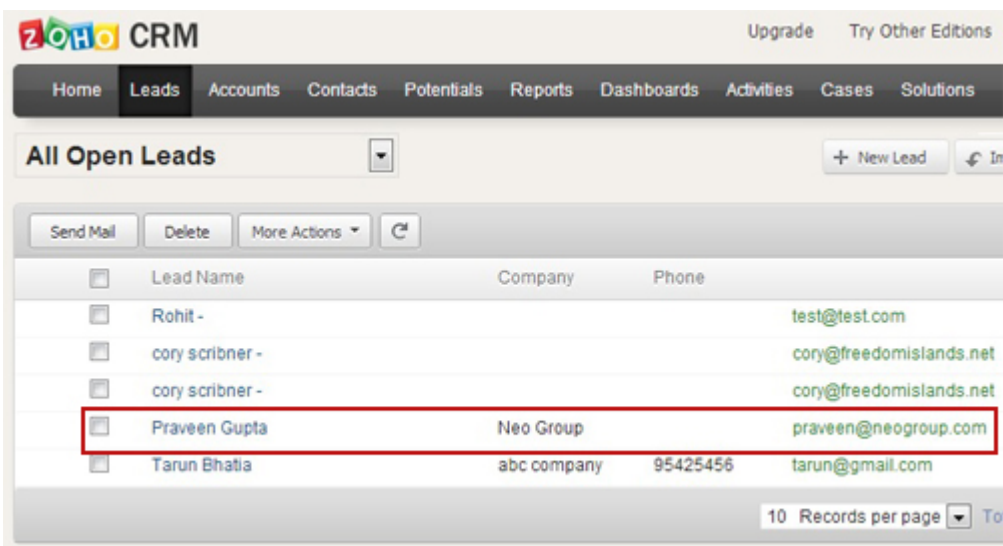
CRM Integration	
Enable CRM	<input type="radio"/> Sales Force <input checked="" type="radio"/> Zoho CRM <input type="radio"/> Disabled
User ID	<input type="text" value="sam@gmail.com"/>
Password	<input type="text" value="1234qwer"/>
Token	<input type="text" value="12DGWGkwhcdwhf123"/>
<input type="button" value="Save Changes"/>	

- Go to MIS Reports Visitor Chat Transcripts into the ProProfs control panel. Then click on View the chat transcript. In the bottom of the webpage, you can see the button of **"Send to Zoho CRM."**

Search Chat Transcripts			
Chat Executive: ray			
<input checked="" type="radio"/> Date Range	From	<input type="text" value="2013-05-01"/>	To <input type="text" value="2013-05-31"/>
<input type="radio"/> User Name	<input type="text"/>		
<input type="radio"/> Email:	<input type="text"/>		
<input type="radio"/> IP:	<input type="text"/>		
<input type="radio"/> Containing Text	<input type="text"/>		
<input type="button" value="Search&gt;&gt;"/>			
IP	Date Time	Executive	Department
122.177.200.52	2013-05-22 05:52:51 PM	ray	-
Visitor Name :		Visitor Email :	
Country/State(Province)/City: INDIA/ASSAM/GUWAHATI			
Total Chat Duration: 00:07:52			
User URL: file:///C:/Documents and Settings/RITESH/Desktop/est.html			
Referrer: ---			
<input type="button" value="Add Note"/>			



- Now you can see that your chat session is posted to your Zoho CRM account.
- Go to your Zoho CRM account and you able to see the lead for chat transcript.



- There you can see your all imported chat session.



Upgrade Try Other Editions Setup Help

[Home](#)
[Leads](#)
[Accounts](#)
[Contacts](#)
[Potentials](#)
[Reports](#)
[Dashboards](#)
[Activities](#)
[Cases](#)
[Solutions](#)

←
Edit
Delete
Clone
Convert
More Actions

cory scribner -

Created On : 141 days ago

Lead Owner

: sudhir singh

Email

: cory@freedomislands.net

Phone

:

Mobile

:

Lead Status

:

in

f

t

Lead Information

Lead Owner:	sudhir singh	Company:	
Title:	ellaine(-)	Lead Name:	cory scribner -
Phone:		Email:	cory@freedomislands.net
Mobile:		Fax:	
Lead Source:	L2S Chat: 96.54.238.143	Website:	
Industry:		Lead Status:	
Annual Revenue:		No of Employees:	
Email Opt Out:		Rating:	
Modified By:	sudhir singh Tue, 1 Jan 2013 03:27:26 PM	Created By:	sudhir singh Tue, 1 Jan 2013 03:27:26 PM
		Skype ID:	

Description Information

Ellaine [10:13:31]: I / name is Ellaine. How may I assist you?

Ellaine [10:13:53]: Hi Cory! How are you today?

96.54.238.143 [10:14:12]: Hi, my wife is still hoping to get her email account set up that we paid for like 3 weeks ago...

96.54.238.143 [10:14:28]: Everlyn said she would have it done, but its still not working

96.54.238.143 [10:14:50]: and now i have sent the request for it in 5 or 6 times

Ellaine [10:14:53]: I am sorry to hear that. Let me go ahead and check on it.

96.54.238.143 [10:15:14]: sure, the address we are looking for is lindsay@freedomislands.net

Ellaine [10:18:44]: I am still checking on it Cory. Please give me more time for this.

96.54.238.143 [10:18:57]: no problem

96.54.238.143 [10:19:11]: im just working on promotions while i wat

96.54.238.143 [10:19:15]: wait\*

Ellaine [10:21:52]: Our technical support elves are working on it right now. Please bear with us and we apologize for any inconvenience this might have caused you.

96.54.238.143 [10:23:51]: no problem thank you

96.54.238.143 [10:24:02]: any idea on a rough timeline?

Ellaine [10:26:10]: Please wait for Everlyn. She will call you right now. Is it okay to contact you by phone?

Ellaine [10:27:03]: About the timeline, we cannot tell yet. Everlyn will explain it to you further.

Ellaine [10:32:43]: Cory, are you still there?

96.54.238.143 [10:33:04]: yeah sorry

96.54.238.143 [10:33:13]: just had to run my daughter to daycare

Ellaine [10:33:53]: Is it okay to call you up right now?

Ellaine [10:34:33]: Everlyn will call you up to explain some things about your POP email.

96.54.238.143 [10:34:33]: yep

96.54.238.143 [10:34:40]: ok

## Related Articles:

[MS Dynamics Integration With ProProfs Chat](#)  
[Infusionsoft Integration With ProProfs Chat](#)  
[Salesforce Integration With ProProfs Chat](#)

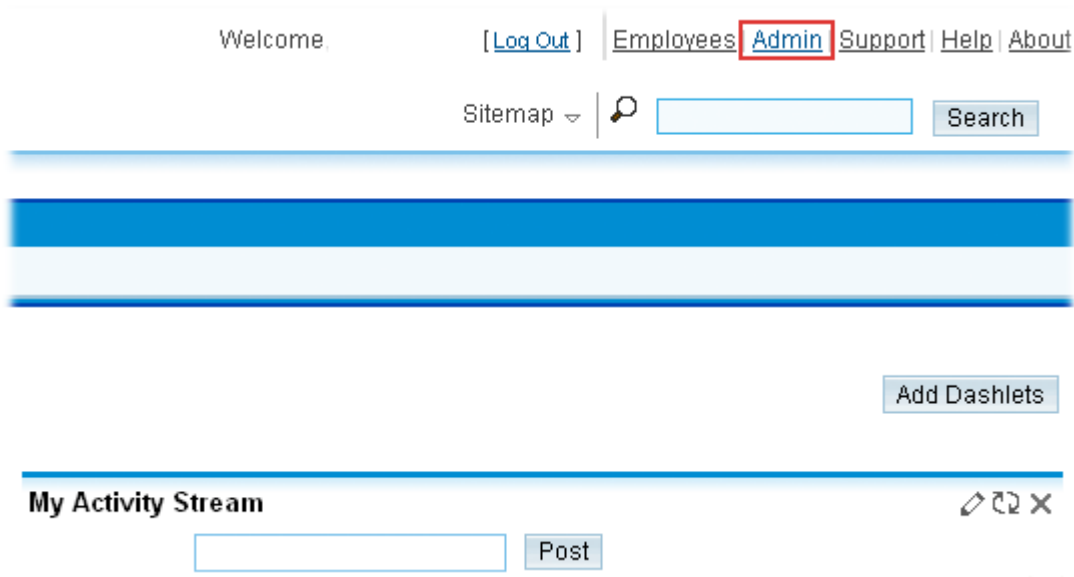
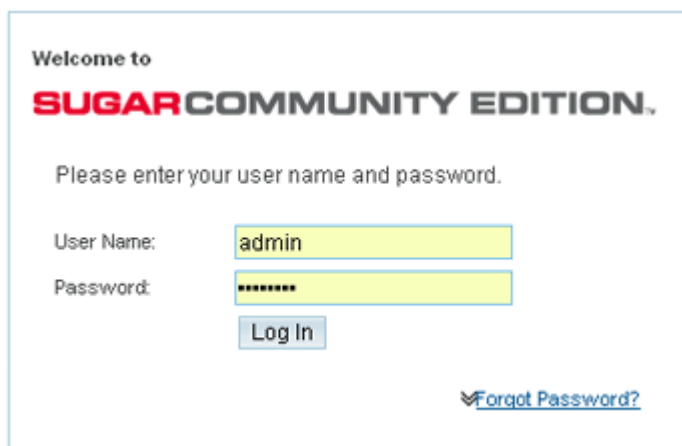


# Sugar CRM Integration with ProProfs Live Chat

ProProfs live chat application provides seamless integration with Sugar CRM, the popular CRM platform that has come to be known as the flagship of the open source movement. Now all your chat sessions and visitor information are automatically stored in Sugar CRM with just simple integration.

Follow these step to [integrate ProProfs with Sugar CRM](#).

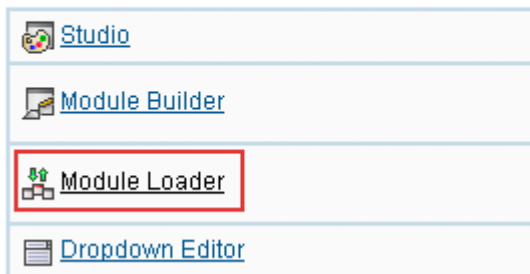
- You need to download the module for Sugar CRM ( [Download](#) ).
- Log in to your Sugar CRM. Click the “Admin” area.



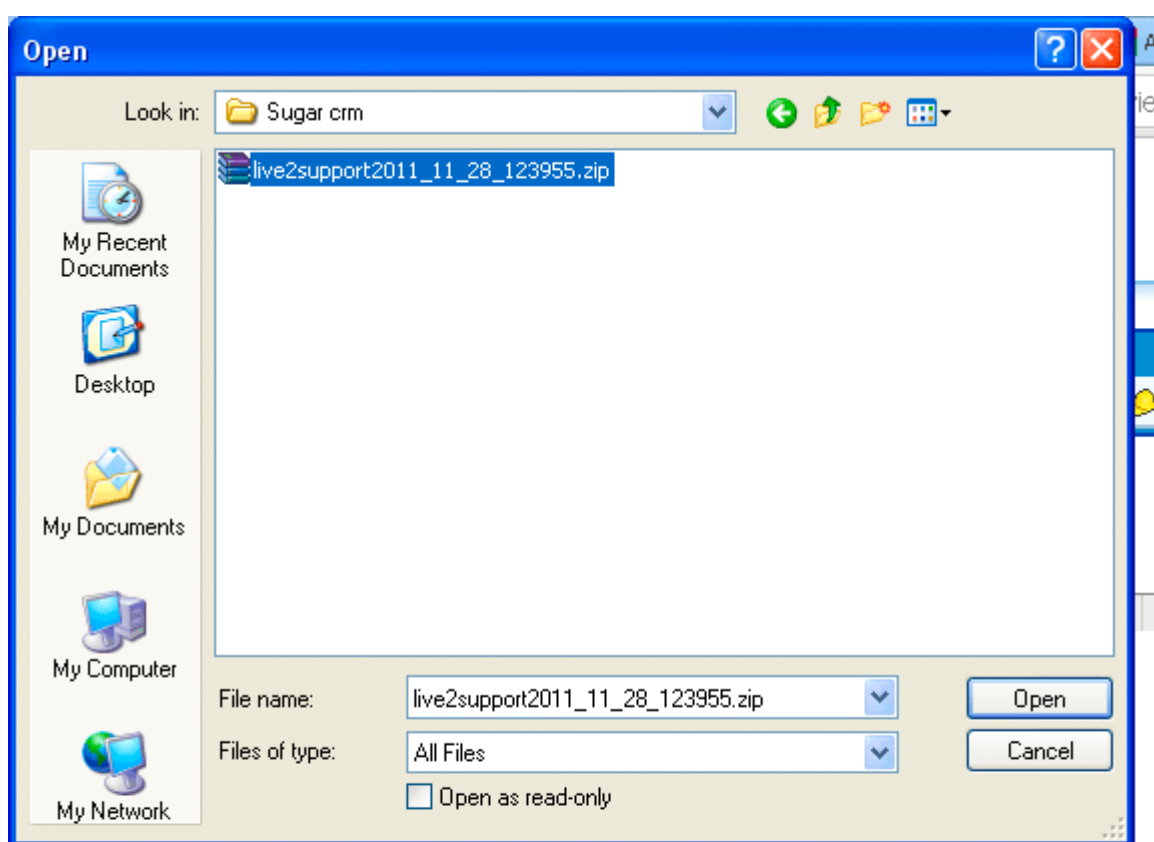
- Then go to “Module Loader” in the Development Tool Section.

## Developer Tools

Create and edit modules and module layouts, manage :



- Browse the file and upload ProProfs Chat module in Sugar CRM.



- Now install the module in Sugar CRM.



<b>Sales</b>	Marketing	Support	Activities	Collaboration	All
Home	Accounts	Contacts	Opportunities	Leads	Administration
Last Viewed:   Prune tracker t  task  Dana Porto  Jim Brennan					

Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

## Ready To Install

License

Readme

Please read the following License Agreement:

GNU AFFERO GENERAL PUBLIC LICENSE  
Version 3, 19 November 2007

Copyright (C) 2007 Free Software Foundation, Inc. <<http://fsf.org/>>  
Everyone is permitted to copy and distribute verbatim copies  
of this license document, but changing it is not allowed.

Preamble

☒ Accept ☐ Deny

Commit

Cancel

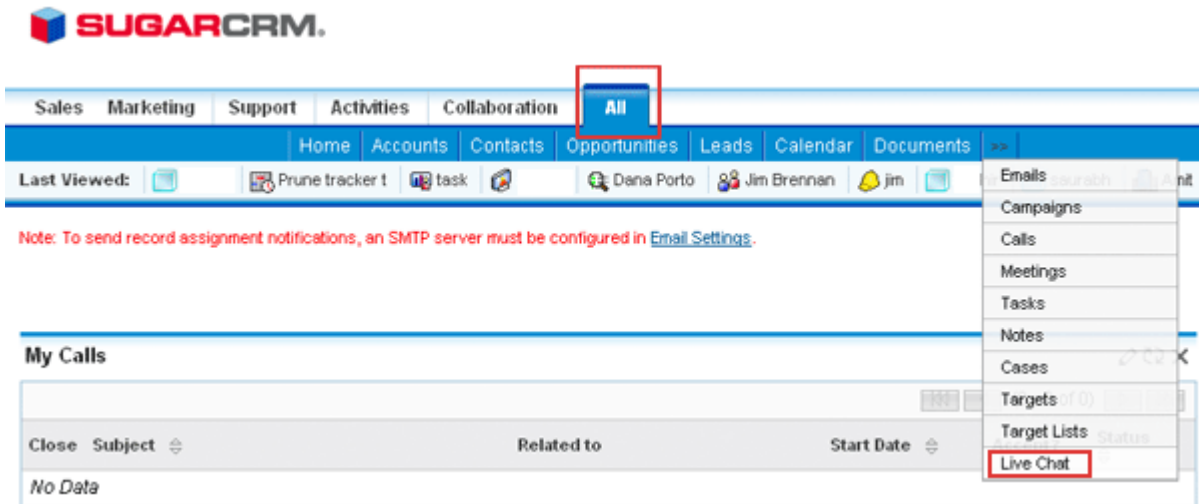


<b>Sales</b>	Marketing	Support	Activities	Collaboration	All
Home	Accounts	Contacts	Opportunities	Leads	Administration
Last Viewed:   Prune tracker t  task  Dana Porto  Jim Brennan					

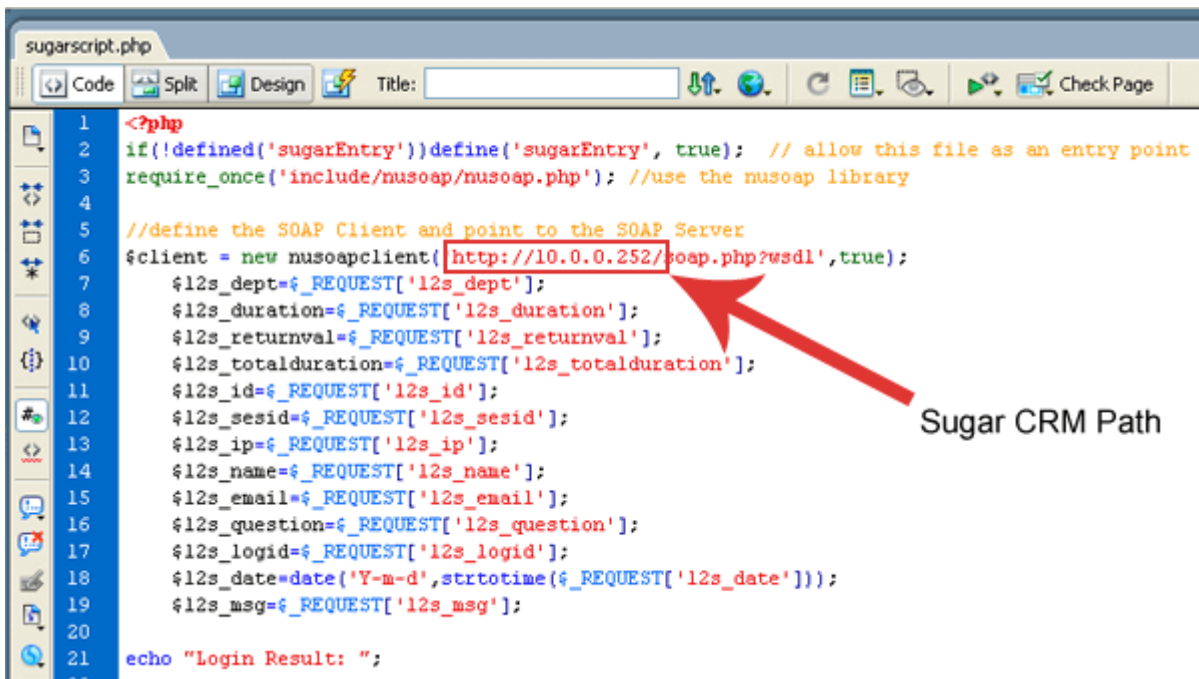
Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

5%

- After installation, a Live Chat Link will appear in "All" tab. There you can see all the fields related to the chat transcript.



- Download the PHP script file ( [Download](#) ) and change Sugar CRM path in the PHP file then upload this script on your server.



- Login into ProProfs control panel. Go to “Preferences & Settings 3rd Party Integration”.

## Preferences & settings



- |                                   |                           |
|-----------------------------------|---------------------------|
| - Customize Preferences           | - Add/Edit ad Campaign    |
| - Add/Edit Predefined Responses   | - IP Blocking             |
| - Add/Edit Push URL               | - Enable/Disable Callback |
| - Pro-active/Auto chat Invitation | - CRM Integration         |
| - 3rd Party Integration           |                           |

- Click on the "Chat transcript" tab. There is an option of "Enable & disable Message" select the "Enable" Button.

## Integration [Beta]

Support ! Live Chat with your own application or third party application. The following level of integrations

Pre Chat Form
**Chat Transcripts**
Offline Messages

Enable & disable Message
☒ Enable
☐ Disable

Host
*(i.e www.yourDomain.com OR YourDomain.com)*

Script Path
*(i.e. /yourscript.php OR /yourscript.asp etc.)*

Port
☐ Default
☒ Secure

Check Connection
Save Changes

- Place your website address in "Host" option and the Name of the file of sugar CRM that you upload on your server in "Script Path" option.
- In "Port" you can leave it at "Default" HTTP, If you want the HTTPS connection then select the "Secure" mode.
- Then click on "Check connection" an "Save changes."

Enable & disable Message
☒ Enable
☐ Disable

Host
*(i.e www.yourDomain.com OR YourDomain.com)*

Script Path
*(i.e. /yourscript.php OR /yourscript.asp etc.)*


Port
☐ Default
☒ Secure

Check Connection
Save Changes

Now all the chat session will automatically store in your Sugar CRM account.

Actions ▾ Selected: 0		(1 - 1 of 1)			
<input type="checkbox"/>	Name	IP Address	Date	Login ID	Email ID
<input type="checkbox"/>	<a href="#">Mark</a>	12.32.365.23	10/12/2011	Ray	mark@test.com
Actions ▾ Selected: 0		(1 - 1 of 1)			

[Print](#) [Back to top](#)

 » Mark

Edit

Duplicate

Delete

Find Duplicates

View Change Log

Create

(1 of 1)

Name:	Mark	Date:	10/12/2011
Login ID:	Ray	IP Address:	12.32.365.23
Email ID:	mark@test.com	Site ID:	1
Total duration:	20.31	Returnval:	
Session ID:	2566656899	Question:	What is Live chat
Duration:	00.12.30	Department:	Sales

Chat Transcript: Customer Care [12:40:47]: Hello , Thank you for visiting Live2Support, May I Help you?  
99.59.24.70 [12:41:13]: how can i use this service with my iphone  
Customer Care [12:42:16]: Please visit following URL to see how our application works on iPhone  
99.59.24.70 [12:43:15]: i did not get the url  
Customer Care [12:43:39]: <http://live2support.com/how-iphone-app-works.php>  
Customer Care [12:44:06]: Do you have account with live2support.com  
99.59.24.70 [12:46:40]: thank you--also i been testing the service but i could not get it to work--could not communicate or it was taking to long.  
Customer Care [12:47:32]: Please let me know the issue that you are facing.  
99.59.24.70 [12:49:08]: i long on to my website and the scrip appears with the graphic but its taking to long to connect to me to respond.  
Customer Care [12:49:35]: Please let me know your site id (account no.)  
99.59.24.70 [12:49:55]: its 19403  
Customer Care [12:49:57]: and the website address where you are facing this issue.  
99.59.24.70 [12:50:24]: zeisco.com  
Customer Care [12:50:57]: Please wait let me check  
99.59.24.70 [12:51:35]: ok  
Customer Care [12:53:39]: I check you account and this is working fine at our end  
Customer Care [12:54:07]: Please let me know you are using the webbase interface or window application.  
Customer Care [12:55:32]: Are you there?  
99.59.24.70 [12:56:11]: Im not sure where i would go to respond to any inquiries-sorry  
Customer Care [12:57:03]: This page will give you an idea how our application works and integrated. This is small video presentation, you need to click on Play to view.  
Customer Care [12:57:07]: <http://www.live2support.com/howwork.php>  
Customer Care [12:57:28]: I suggest you to use our Window application.

## Related Articles:

[MS Dynamics Integration With ProProfs Chat](#)  
[Infusionsoft Integration With ProProfs Chat](#)  
[FogBuzz Integration With ProProfs Chat](#)

# InfusionSoft Integration with ProProfs Live Chat

InfusionSoft is a complete sales and marketing automation software suite to help small businesses make their sales and marketing process simple. With its powerful features of CRM, Email and Social Marketing, it helps businesses streamline their processes, create targeted campaigns and boost sales. InfusionSoft is used by thousands of small businesses around the globe.

## Redefine the way you serve your customers with the combination of InfusionSoft and ProProfs

Deploying our Live Chat solution with InfusionSoft helps you deepen your relationships with the customers in many ways. ProProfs Chat brings together everything you need into a Live Chat solution to provide excellent customer service.

With [Infusionsoft ProProfs integration](#), chat transcript will be posted to your infusion soft account at the end of every chat session.

## How to integrate ProProfs Chat with InfusionSoft?

We have made the integration process of ProProfs Chat with different CRMs and other applications are totally hassle-free and quick. It takes not more than 10 minutes to enjoy live chat facility into your InfusionSoft system. To get started.


For this, Following details are required.

- Application Name
- API Key
- Action ID

### Step 1.

First, you need to log in your InfusionSoft account for above details.

Infusionsoft.

 email@example.com

 password

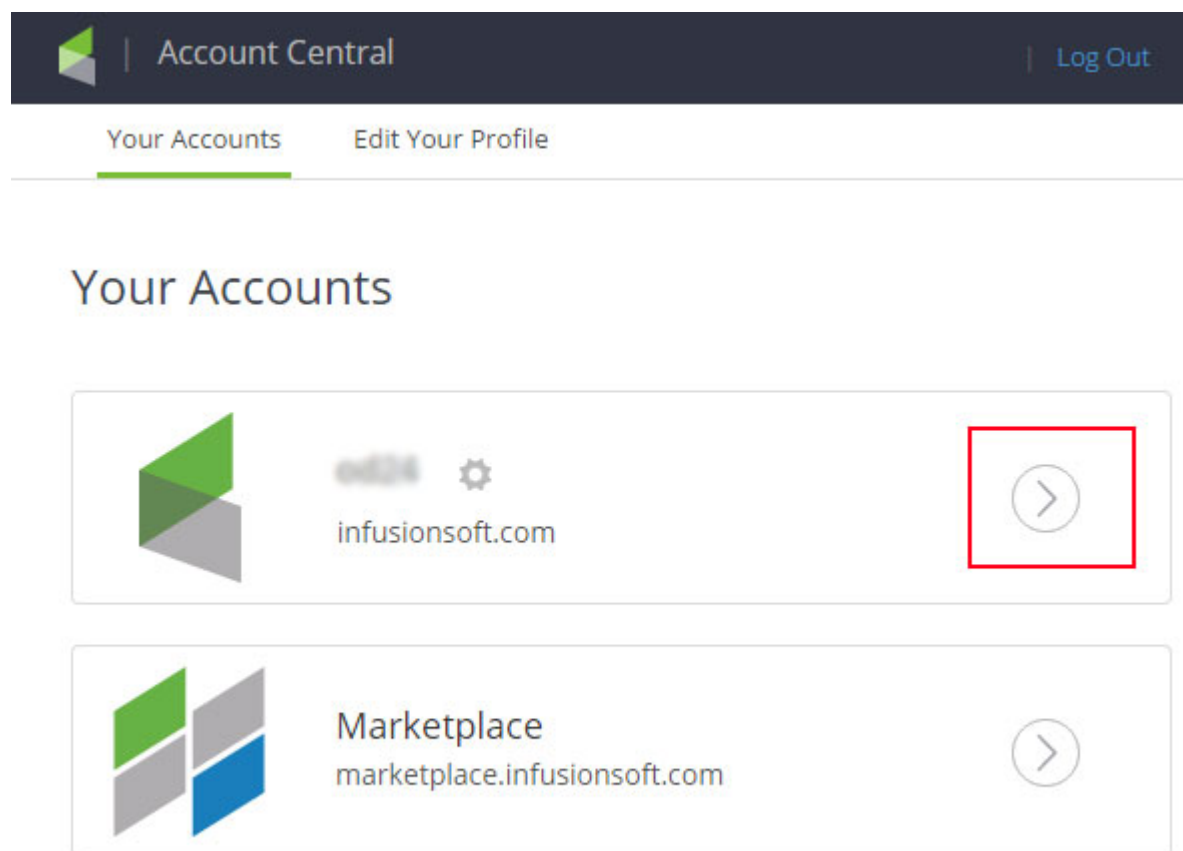
Log In

[Forgot your password?](#)

Infusionsoft. ID Haven't created your Infusionsoft ID?  
[Click here to get started](#)

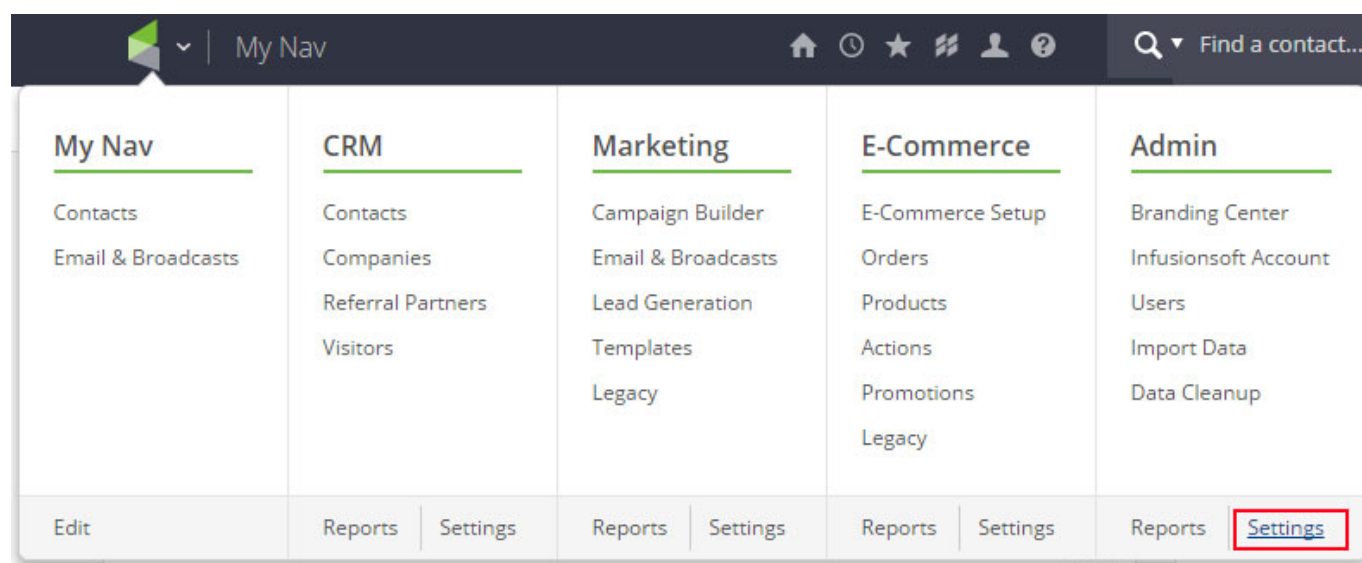
## Step 2.

Get Application Name: Your InfusionSoft account denotes your application name. For example, if your Infusion soft URL is: myapp.infusionsoft.com, then “myapp” is your Application Name.



## Step 3.

Get API KEY: See following screens to see how to get API Key  
Click on Admin Setting



Now click on Application



## Miscellaneous

Application Settings

General

**Application**

Main Nav

Collaboration Settings

Relationships

Lead Distribution Rules

Content Packages

Content Subscriptions

Usuario Settings

Usuario

Teams

### API

API Passphrase:

Encrypted Key:

Allowed IP List:

Incoming Action Set: (Add)

Actions

Incoming Action Set: (Update)

Actions

#### Step 4.

Create Action ID:

After getting the API key, You need to create action ID to assign the chats to users. For this, You need to go CRM section settings (See following screen).

Admin

My Nav

CRM

Marketing

E-Commerce

Admin

Start Page

Customize Now

Contactos

Empresas

Afiliaciones

Visitors

Campaign Builder

Email & Broadcasts

Lead Generation

Templates

Legacy

E-Commerce Setup

Ordenes

Products

Actions

Promotions

Legacy

Branding Center

Infusionsoft Account

Usuarios

Import Data

Data Cleanup

Edit

Reports

**Settings**

Reports

Settings

Reports

Settings

Reports

Settings

2,278

1

1

Now click on Action "Action Set" to create the new action for Chat transcripts.

 CRM



Find a contact

Contactos ▾ Empresas ▾ Afiliaciones ▾ Visitors Reports ▾ Settings

## Action sets

Name

[Add an Action Set](#)

Now do the following settings during action set creation (See following screens)

## Manage Action Set

Action Set

[Visible To](#)

## Action Set Info

Name

## Actions

No actions yet. Select an action from the "Add New Action" drop-down below.

Add New Action ▾

Add New Action

Apply/Remove tag

Start/Stop a Campaign (Legacy)

Start/Stop a Follow-Up Sequence

Send an Email, Fax, etc.

**Assign a contact to a user**

Create an Appointment

Create a Task

Set a contact field to a specific value

Create Afiliacion

Apply a Note template

Cancel a Subscription

Run another action set

Share this record with a user

Share this record with a group of users

Distribute record to another Infusionsoft application

Send an http post to another server

Copy actions from a saved action set

Create an Orden

CRM

Contactos ▾ Empresas ▾ Afiliaciones ▾ Visitors Reports ▾ Settings

## ⚙️ Action sets

Name contains  Search

[Add an Action Set](#)

Actions ▾

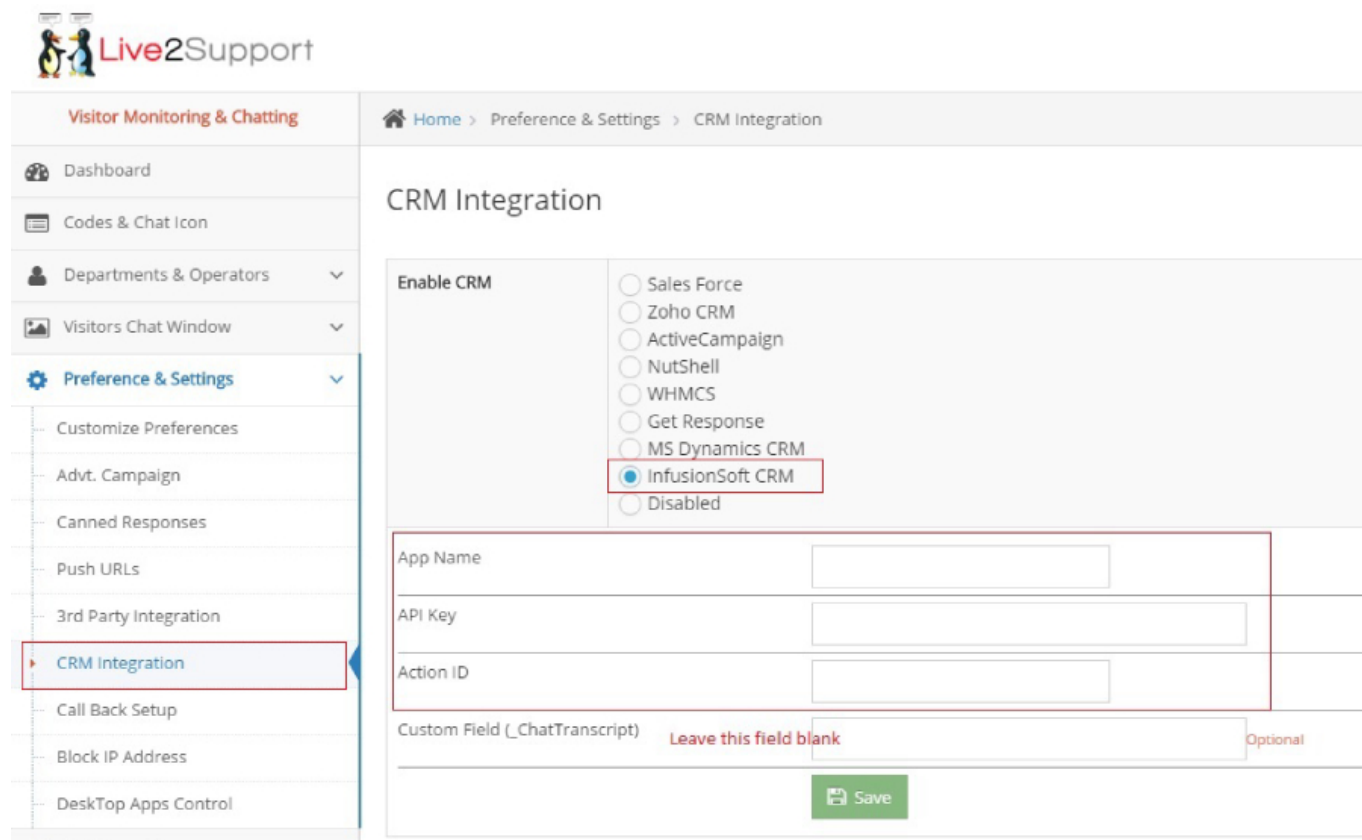
1-50 of 51 50 ▾ per page < 1 2 >

<input checked="" type="checkbox"/>	Edit	Id	Name	Linked to
<input checked="" type="checkbox"/>	<a href="#">[Edit]</a>	135	Chat Transcript	

*Action ID will be in numeric i.e. 135*

**Step 5.**

1. Now Login into ProProfs Control Panel
2. Go to Control Panel Preferences Settings CRM Integration
3. Check Radio button of InfusionSoft CRM
4. Enter Your Application name Name, API Key, Action ID and Leave Chat Transcript field blank then click on Save Change



Live2Support

Visitor Monitoring & Chatting

Home > Preference & Settings > CRM Integration

### CRM Integration

**Enable CRM**

- ☐ Sales Force
- ☐ Zoho CRM
- ☐ ActiveCampaign
- ☐ NutShell
- ☐ WHMCS
- ☐ Get Response
- ☐ MS Dynamics CRM
- ☒ InfusionSoft CRM
- ☐ Disabled

App Name

API Key

Action ID

Custom Field (\_ChatTranscript) Leave this field blank Optional

Once you save the details, InfusionSoft Integration is done.

Now Do the test chat and close it. You will see the chat transcript in contact (Search with email) in “Notes” Section of that contact.

Page 210

#### Related Articles:

[MS Dynamics Integration With ProProfs Chat](#)

[Nutshell Integration With ProProfs Chat](#)

[Sugar CRM Integration With ProProfs Chat](#)

# FogBugz Integration with ProProfs Live Chat

FogBugz is a leading bug tracking system to help developers and teams roll out software by meeting deadlines, cooperating with teammates, maintaining control of the projects and integrating with source control. It also helps you eliminate hidden risks, make clear decisions and estimate your projects appropriately.

## Extend your FogBugz's capability with ProProfs integration

ProProfs offers a powerful and easy to use chat solution to help organizations provide most convenient chat support service to their customers. With [ProProfs Chat and FogBugz integration](#); you can reply instantly to common problems through chat. Live chat solution from ProProfs comes with a flexible pricing option to enable you to opt for the most fitting choice for your business.

## How to integrate ProProfs with FogBugz?

Our chat solution has helped many organizations to deliver excellent customer support service through live chat consistently. Integrating ProProfs Chat with other systems is so easy and quick. It offers a prompt Add-on to set up live chat facility into your FogBugz system. You just follow the below steps, and you are all set to start managing chat in your FogBugz CRM system.

**Step 1.** First download API library for FogBugz and make a script using that library. Upload the script file and library file on your server.

**Step 2.** Now Login into ProProfs control panel and go to "3rd Party Integration" Option

### Preferences & settings



- Customize Preferences
- Add/Edit Predefined Responses
- Add/Edit Push URL
- Pro-active/Auto chat Invitation
- 3rd Party Integration
- Add/Edit ad Campaign
- IP Blocking
- Enable/Disable Callback
- CRM Integration

**Step 3.** Enter API Script URL into chat transcript and offline messages (Host Name and script path)



## 3rd Party/CRM Integration

With this feature, You can integrate live2support Live Chat with your CRM (i.e you can valid customers before chat and after post chat transcript to your system as well as off-line message too.)

Pre Chat Form	<b>Chat Transcripts</b>	Offline Messages
---------------	-------------------------	------------------

At present, This option is available to setup email address for sending chat transcript automatically after each chat session.

After chat session there are options available you can setup email address for automatically send chat transcript.

Now you can also a system to post chat transcript automatically after each chat session to your application or 3rd party application. You can simply specify url address and other details. After each chat session, transcript will be posted to the url you specify, which you can add to your customer log etc.

### Post Transcript after Chat Session

l2s\_id - Live2support ID,  
l2s\_sesid - Session ID,  
l2s\_ip - IP Address,  
l2s\_name - Visitor Name,  
l2s\_email - Visitor Email,  
l2s\_question- Question(Custom Form)  
l2s\_logid - Operator ID  
l2s\_msg - Chat Transcript Text  
l2s\_date - Date of Chat  
& All Custom Variables passed from web page.

<b>Enable &amp; disable Message</b>	<input checked="" type="radio"/> <b>Enable</b> <input type="radio"/> <b>Disable</b>
<b>Host</b>	<input type="text" value="livechatsoftwares.com"/> (i.e <i>www.yourDomain.com</i> OR <i>YourDomain.com</i> )
<b>Script Path</b>	<input type="text" value="/fogbugznewcase.php"/> (i.e. <i>/yourscrip.php</i> OR <i>/yourscrip.asp</i> etc.)
<b>Port</b>	<input checked="" type="radio"/> <b>Default</b> <input type="radio"/> <b>Secure</b>
<input type="button" value="Check Connection"/> <input type="button" value="Save Changes"/> <span style="color: red; font-weight: bold;">← Click here</span>	



## 3rd Party/CRM Integration

With this feature, You can integrate live2support Live Chat with your CRM (i.e you can valid customers before chat post chat transcript to your system as well as off-line message too.)

Pre Chat Form

Chat Transcripts

Offline Messages

Now you can also setup a system to post off-line messages to your application (trouble ticket system or Email management system).

If you use standard or custom off-line message form option on submission of off-line message email will be sent to the email id you specified information, and data will also be posted to url you specify along with other information.

### Post Offline Messages

*Following variables will be posted to your script.*

l2s\_sessid- Session ID  
l2s\_sid - Live2Support Account ID  
l2s\_ip - IP Address  
l2s\_name - Name  
l2s\_email - Email Address  
l2s\_msg - Message  
l2s\_date - Date


*Incase of customized offline message from:*

l2s\_sessid- Session ID  
l2sid - Live2Support Account ID  
l2ip - IP Address  
and number of field created will be accessible in the form of fld\_1, fld\_2, fld\_3.....fld\_n


<b>Enable &amp; disable Message</b>	<input checked="" type="radio"/> <b>Enable</b> <input type="radio"/> <b>Disable</b>
<b>Host</b>	<input type="text" value="livechatsoftware.com"/> (i.e <b>www.yourDomain.com</b> OR <b>YourDomain.com</b> )
<b>Script Path</b>	<input type="text" value="/fogbugznewcase.php"/> (i.e. <b>/yourscript.php</b> OR <b>/yourscript.asp</b> etc.)
<b>Port</b>	<input checked="" type="radio"/> <b>Default</b> <input type="radio"/> <b>Secure</b>
<input type="button" value="Check Connection"/> <input type="button" value="Save Changes"/> <span>← Click here</span>	

**Step 4.** Click on **Save Change**



**Step 5.** Now Login into your FogBugz CRM account and able to see the transcript as new cases.

 **FogBugz** [List Cases](#) [New Case](#) [Send Email](#) [Filters▼](#) [Schedule](#)





**FILTER**  

 **First 50 open cases** [+ Refine Further](#)  
sorted by [Project](#) sorted by [Milestone](#) sorted by [Priority](#)

**CASES IN INBOX**

<input type="checkbox"/>		Case	Title	Status
<input type="checkbox"/>			1 "Welcome to FogBugz" Sample Case	Active
<a href="#">+ Add Case</a>				

**CASES IN SAMPLE PROJECT**

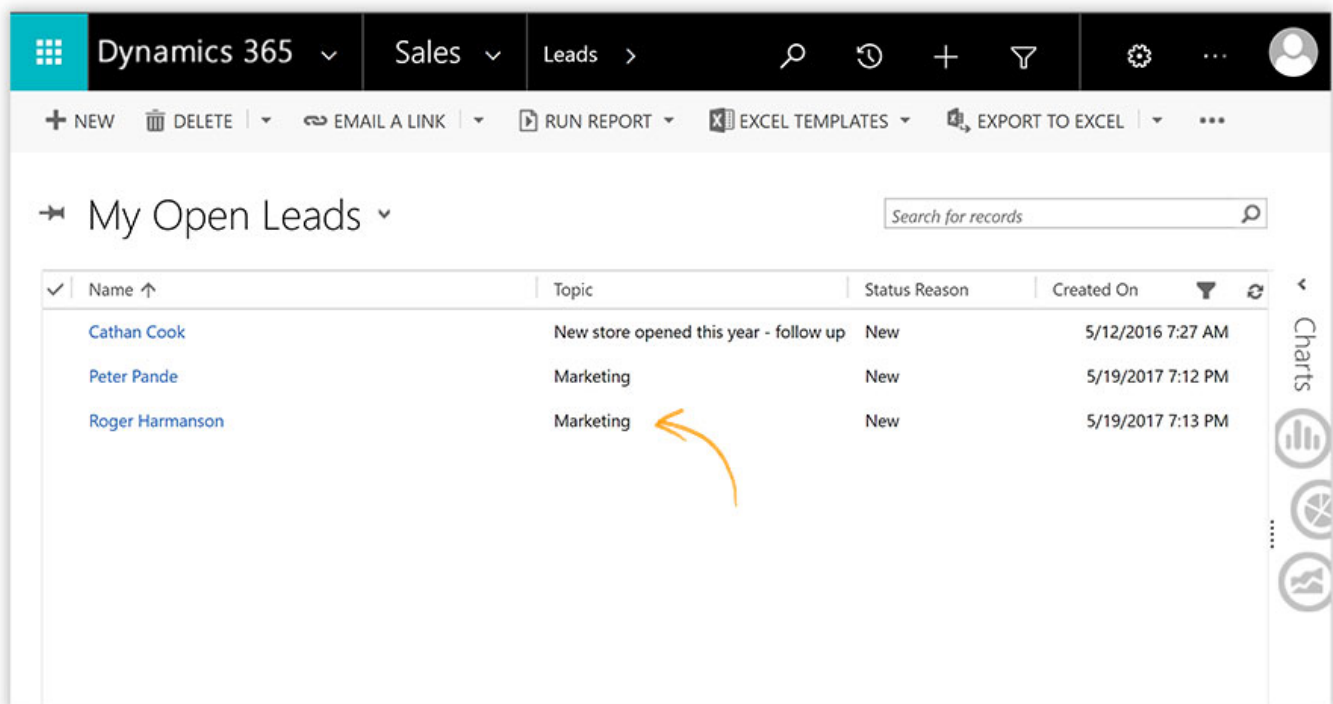
<input type="checkbox"/>		Case	Title	Status
<input type="checkbox"/>			2 Test New Ticket via API689 11222Just testing out the functio	Active
<input type="checkbox"/>			3 Test case for fogbugz Just testing out the functionality hello	Active
<a href="#">+ Add Case</a>				

**Related Articles:**  
  
[Infusionsoft Integration With ProProfs Chat](#)  
[Salesforce Integration With ProProfs Chat](#)  
[Zoho CRM Integration With ProProfs Chat](#)

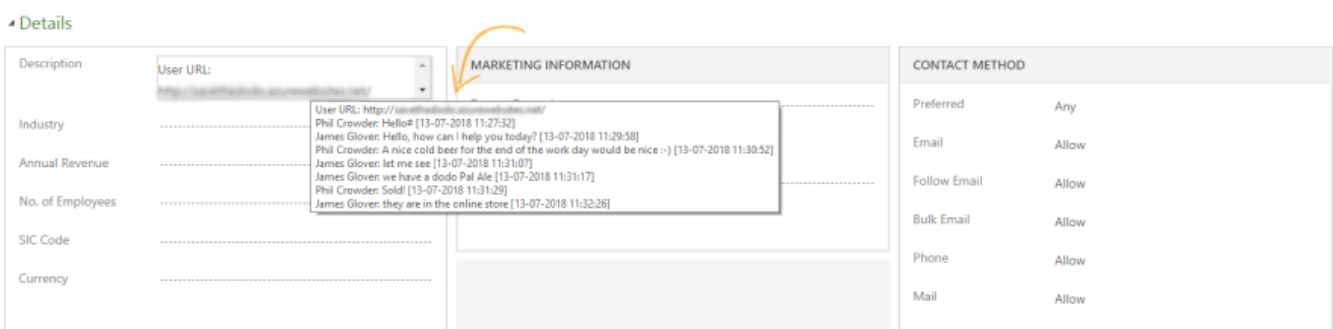
# Microsoft Dynamics 365 Integration with ProProfs Live Chat

[ProProfs Chat Integration with MS Dynamics 365](#) helps in reaching out to website visitors proactively to drive more sales. Use Microsoft Dynamics 365 CRM to assemble leads and cases, expand email marketing lists and monitor sales!

Access Leads in MS Dynamics 365: Integration allows you to view leads and cases from chat in the MS Dynamics 365 CRM. Here is an example of how it appears.



**Live Chat Transcript:** Access chat transcripts from MS Dynamics, e.g., Roger Harmanson is a lead from chat you can view his details along with the chat transcript.



**This integration has the following benefits:**

- Drives up sales by adding new leads in CRM automatically for your sales reps.
- Reduce the time and cost of data capture. By automatically having the case and lead information in Microsoft Dynamics CRM.

- Add additional levels of productivity to sales, marketing, and customer service departments.
- Enhance personalized conversation by having full access to cases and contacts.
- Track your website visitors' IP address using ProProfs visitor monitoring feature.
- Send Callback requests to the MS Dynamics CRM.

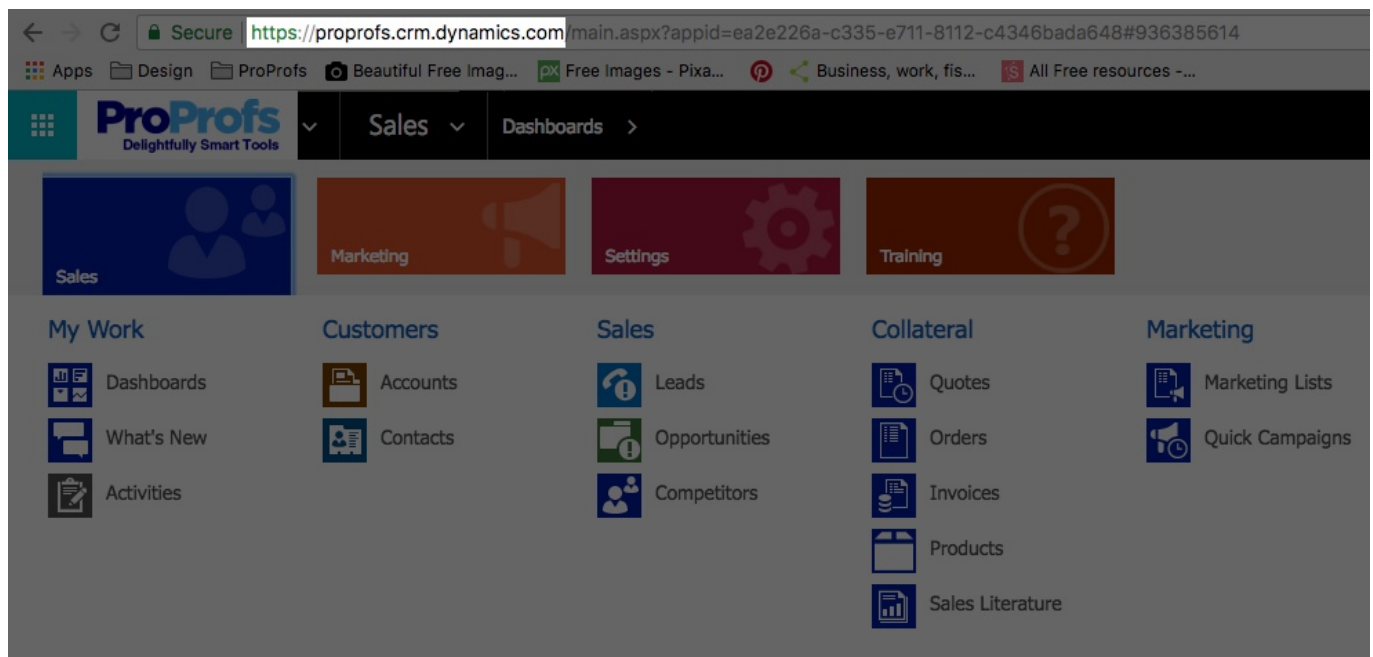
### Requirements For On-premise:

1. The server must be https enabled.
2. Prefer to choose a domain (e.g., <https://proprofs.api.crm.dynamics.com>) instead of the path (<https://proprofs.api.crm.dynamics.com/integration>) to install the MS Dynamics CRM.
3. Login using Microsoft Dynamics CRM Username which has Admin rights.
4. To store contacts in the CRM, you need to add Name and Email field in the pre-chat form (URL: <https://s01.live2support.com/cpn/index.php#page/prechat>)

To Integrate MS Dynamics 365 with ProProfs chat, you will need an organization service URL. Follow these steps to get the URL from MS Dynamics 365

**Step 1:** Log in to your MS Dynamics portal with your credentials.

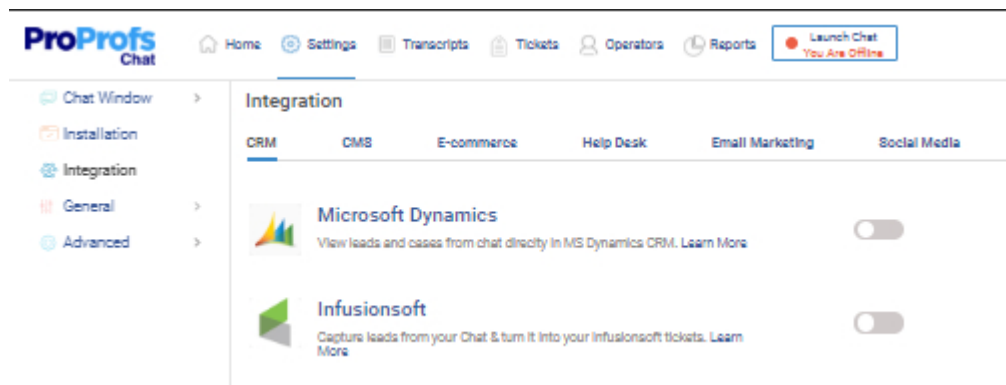
**Step 2:** After logging in, copy the highlighted part of the URL.



## How to Integrate ProProfs Chat with MS Dynamic CRM

**Step 1:** Log in to ProProfs Chat.

**Step 2:** Go to **Settings**—>**Integration**.



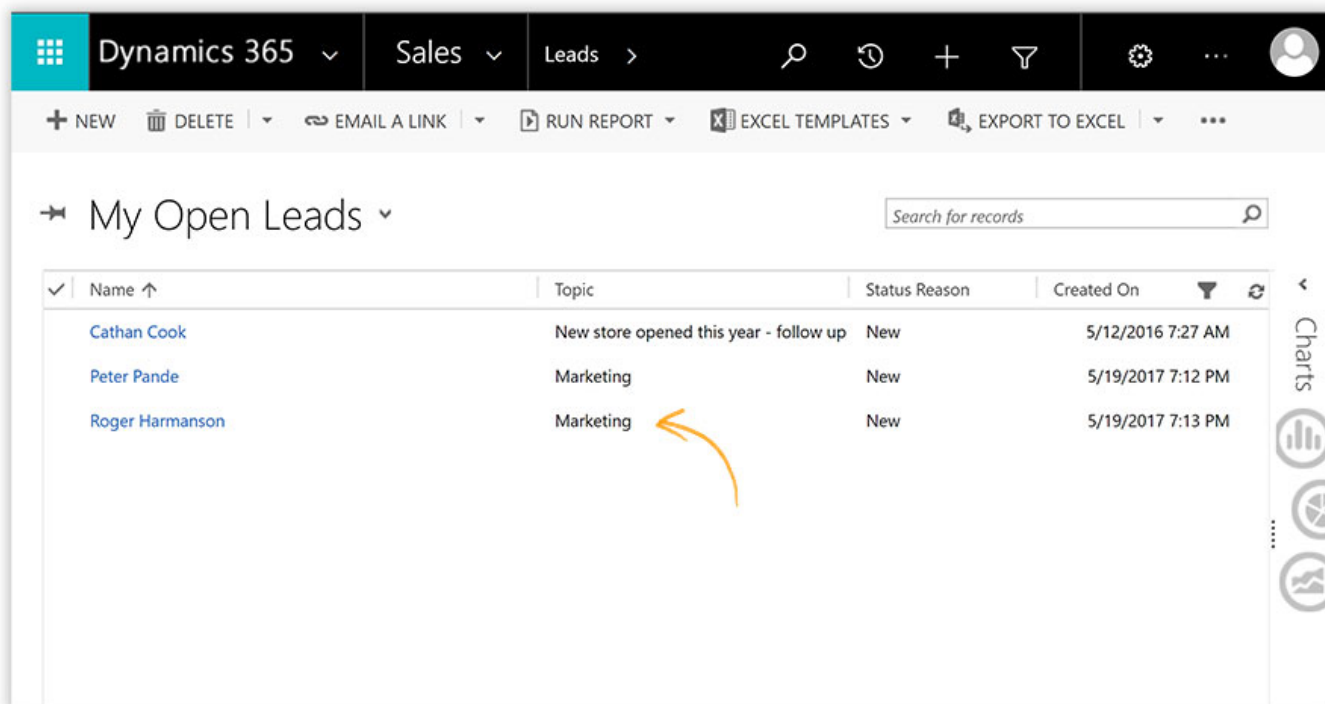
**Step 3:** Click to enable Microsoft Dynamics.

Enter Domain URL (copied part of the URL in Step 2), User ID/Email, Password, Token, or tick On-Premise (if you want to integrate ProProfs Chat with Microsoft Dynamics CRM On-Premises). You can also enable lead, case and contact creation instantly. Once done, click **Save**.

The screenshot shows the 'Microsoft Dynamics' configuration form. It has the following fields and options:

- Dynamics CRM URL**: A text input field containing 'https://live2support.crm5.dynamics.com/'.
- User ID/Email**: A text input field.
- Password**: A password input field with masked characters.
- On Premise**: A toggle button with 'Yes' (selected) and 'No' options.
- Create Lead**: A toggle button with 'Yes' (selected) and 'No' options.
- Create Contact**: A toggle button with 'Yes' (selected) and 'No' options.
- Create Case**: A toggle button with 'Yes' (selected) and 'No' options.
- Save**: A blue button at the bottom left.

**Step 4:** After completing this integration, the user data (Name, Email, Phone Number) from ProProfs Chat will get added to MS Dynamics as Leads. Here is how your leads will appear in the MS Dynamics CRM.



The screenshot shows the Microsoft Dynamics 365 interface for the Sales Leads view. The top navigation bar includes 'Dynamics 365', 'Sales', and 'Leads'. Below this is a toolbar with options like 'NEW', 'DELETE', 'EMAIL A LINK', 'RUN REPORT', 'EXCEL TEMPLATES', and 'EXPORT TO EXCEL'. The main area is titled 'My Open Leads' with a search bar. A table lists three leads with columns for Name, Topic, Status Reason, and Created On. An orange arrow points to the 'Marketing' topic of the third lead.

Name	Topic	Status Reason	Created On
Cathan Cook	New store opened this year - follow up	New	5/12/2016 7:27 AM
Peter Pande	Marketing	New	5/19/2017 7:12 PM
Roger Harmanson	Marketing	New	5/19/2017 7:13 PM

#### Related Articles:

[Infusionsoft Integration With ProProfs Chat](#)

[Sugar CRM Integration With ProProfs Chat](#)

[Zoho CRM Integration With ProProfs Chat](#)

# Nutshell Integration with ProProfs Live Chat

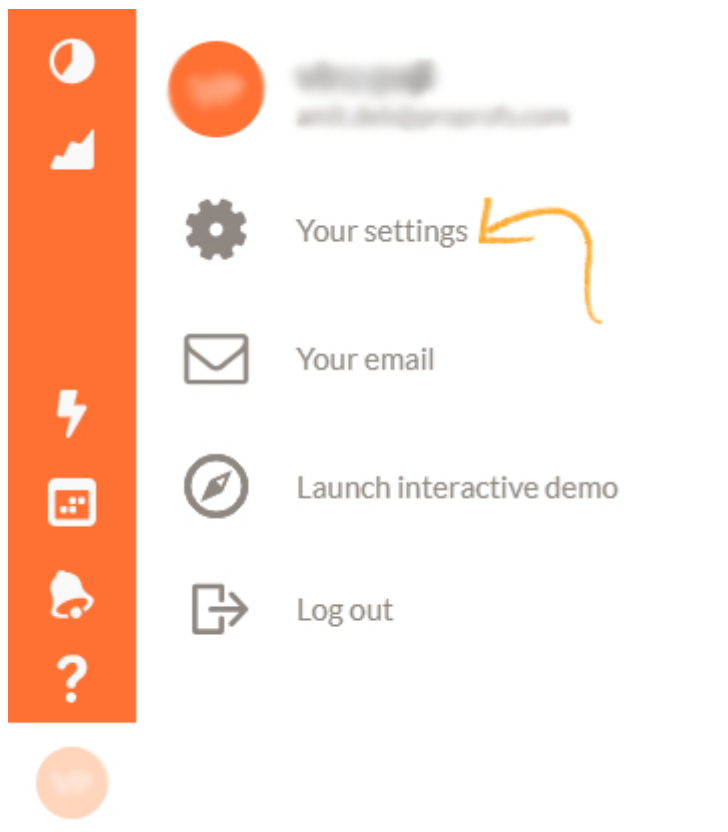
Nutshell integration is an upgraded web-based application which allows you to work effectively as well as efficiently to save your time. It also helps you to manage your business leads, contacts and accounts. With [ProProfs and Nutshell CRM integration](#) your transcripts would be sent to Nutshell automatically and logged as activities. The main feature of this integration includes it's smooth and easy to use interface with a powerful management tool. Android and iPhone apps both include Nutshell's detailed sales analytics data.

## The salient features of this powerful integration include:

- The reports or data is easy to store
- Powerful sales transcript automation
- Track your leads and sales representative's activities
- It can be integrated with Google applications

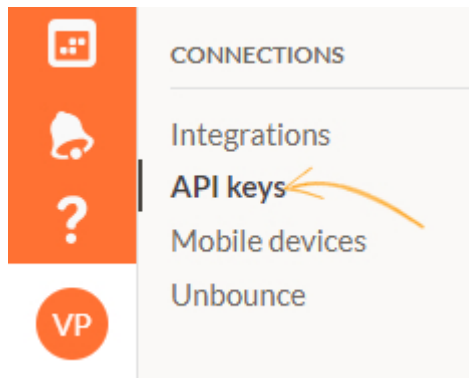
## Follow These Steps For Nutshell CRM Integration With ProProfs Chat:

**Step 1:** Login to your Nutshell account and go to **Your Settings**.

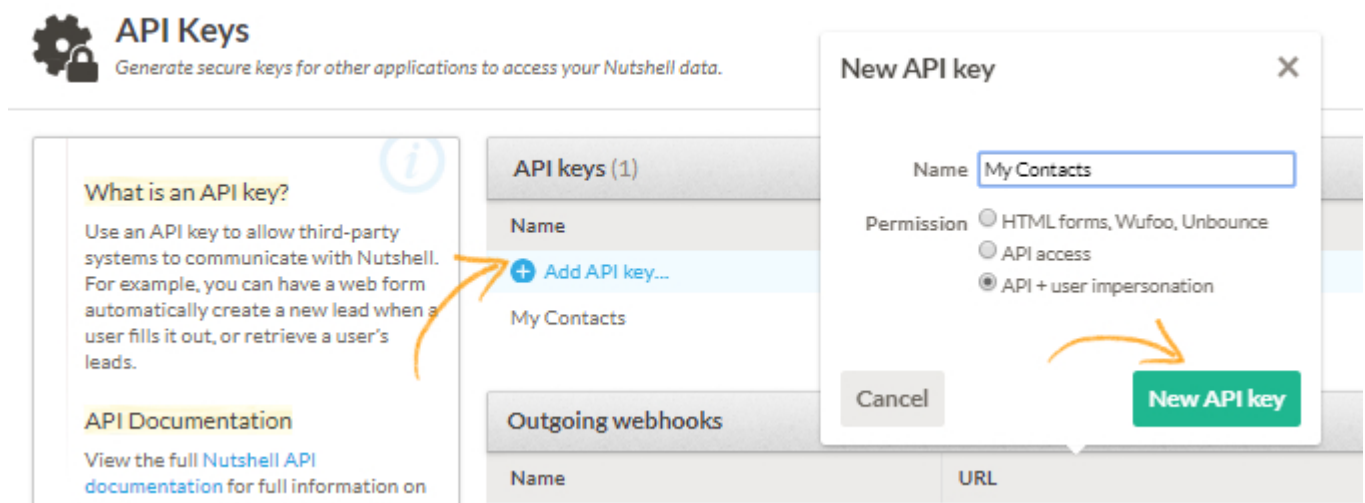




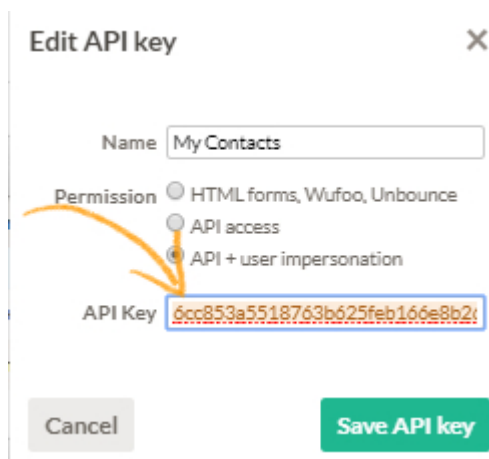
**Step 2:** Then, under the **Connections** Tab, Select **API Keys**.



**Step 3:** Click **Add API key**. Give the API key a name and click **New API Key**. Make sure the permission given is **API+ user impersonation**.

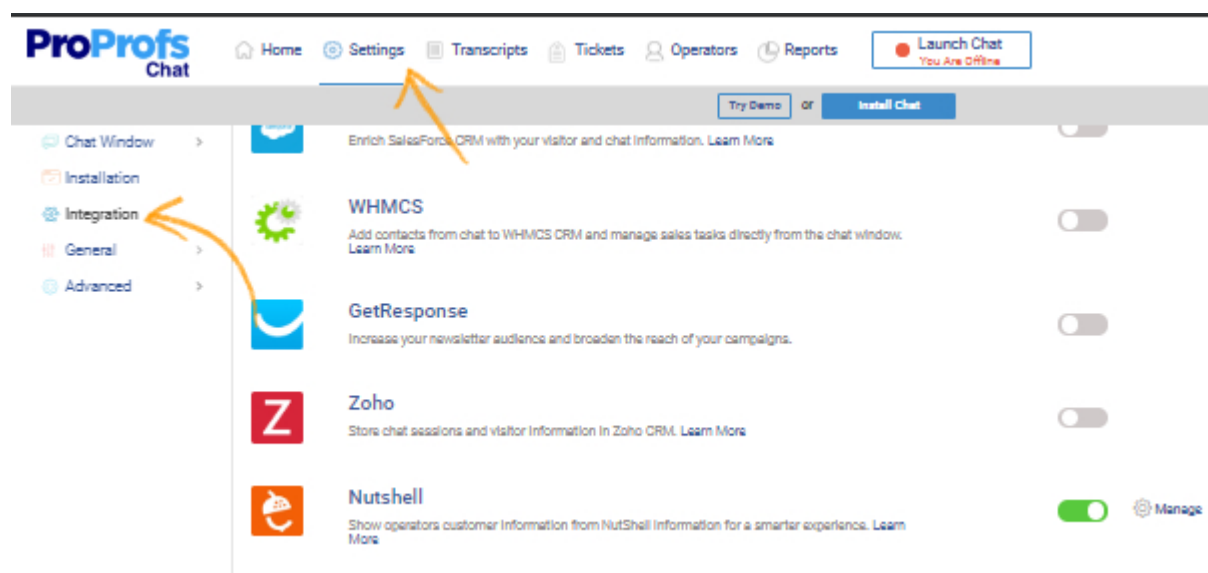


**Step 4:** Open the newly formed API Key by clicking it. Next, copy the API address.



**Step 5:** Next login into your ProProfs Chat Account and go to **Settings—>Integration**.

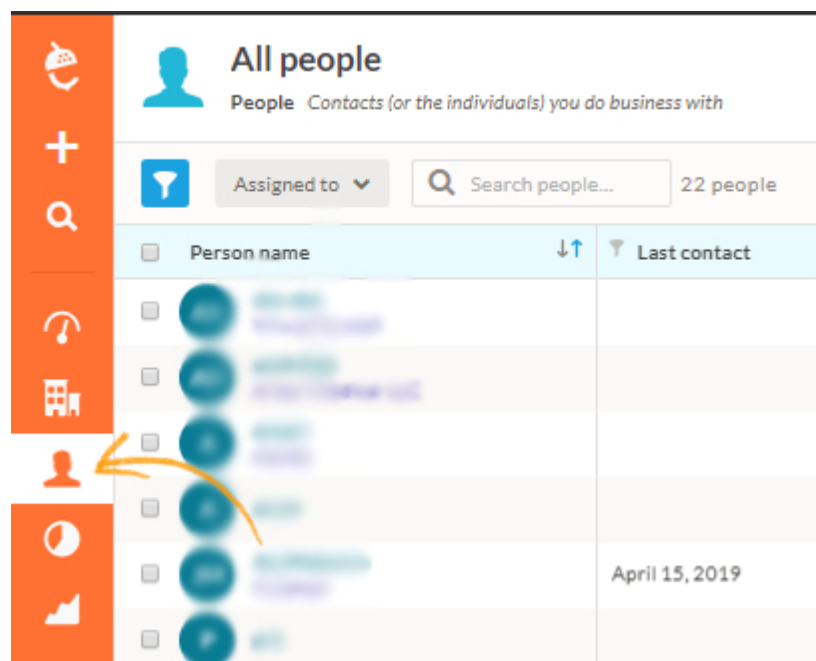




**Step 6:** Enable Nutshell under **Integration**. Next, enter your Nutshell **User ID** and the copied **API Key**. Click on **Save**.

The screenshot shows a modal window titled 'Nutshell' for configuring the integration. It contains two input fields: 'User ID' and 'API KEY', both marked with a red asterisk and a question mark icon. The 'API KEY' field contains the text 'https://app.nutshell.com/api/v1/public/lead/301'. A blue 'Save' button is located at the bottom left of the form. A close button (X) is in the top right corner of the modal.

**Step 7:** You can then see your contacts by clicking the **People** icon in your Nutshell dashboard.



#### Related Articles:

[MS Dynamics Integration With ProProfs Live Chat](#)

[Infusionsoft Integration With ProProfs Live Chat](#)

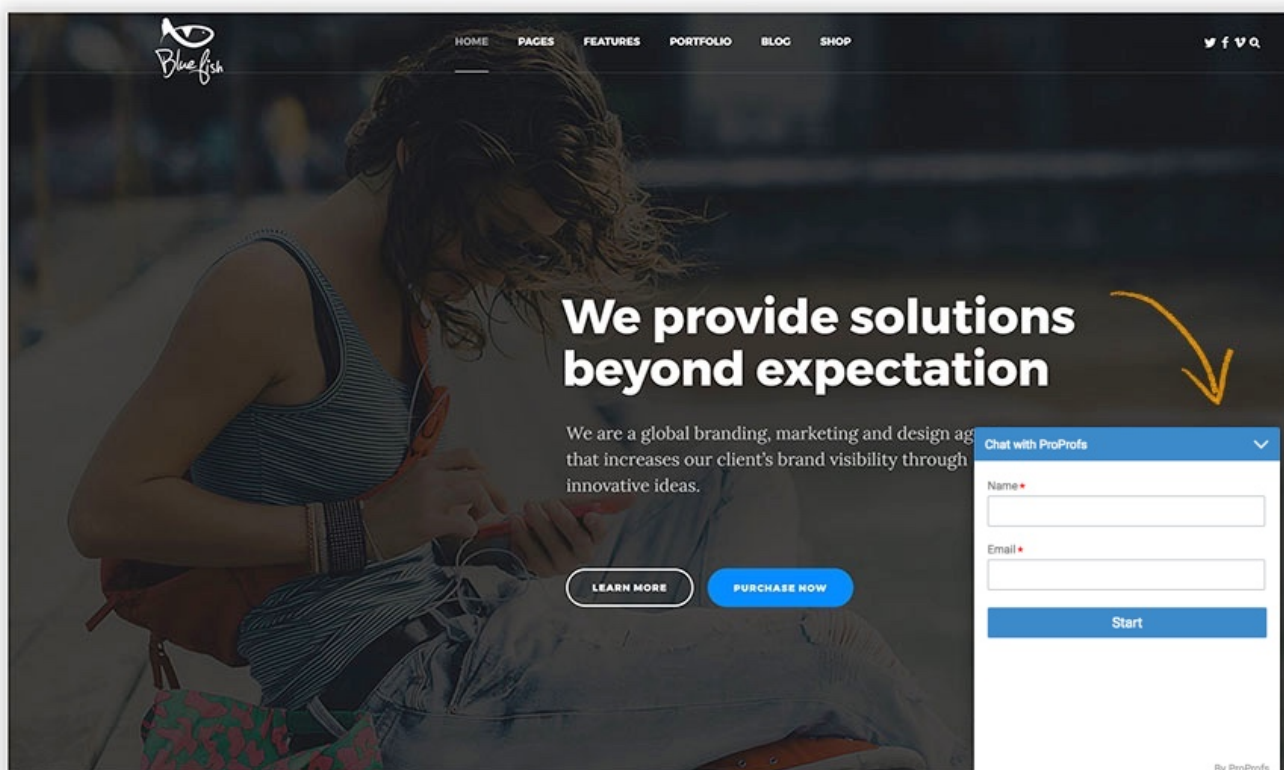
[FogBugz Integration With ProProfs Live Chat](#)

# CMS

# Add ProProfs Live Chat to Wordpress Website

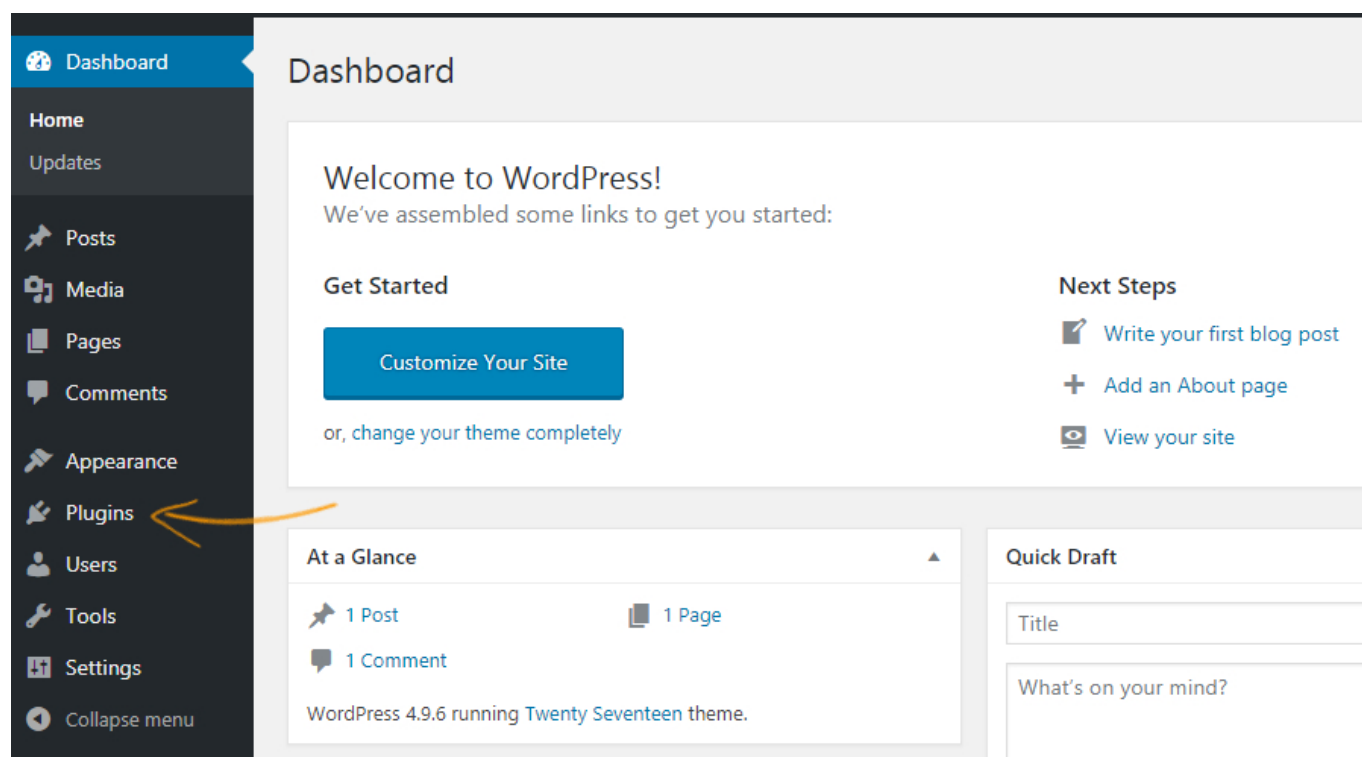
[ProProfs Chat plugin for WordPress](#) is a live chat plugin that one can use to add customer support to their website. This is the best live chat software which helps you to connect with website visitors and existing customers. With our live chat plugin for WordPress, we not only help you increase your leads but also boost customer delight.

Here's how the ProProfs Chat will appear on your WordPress website:

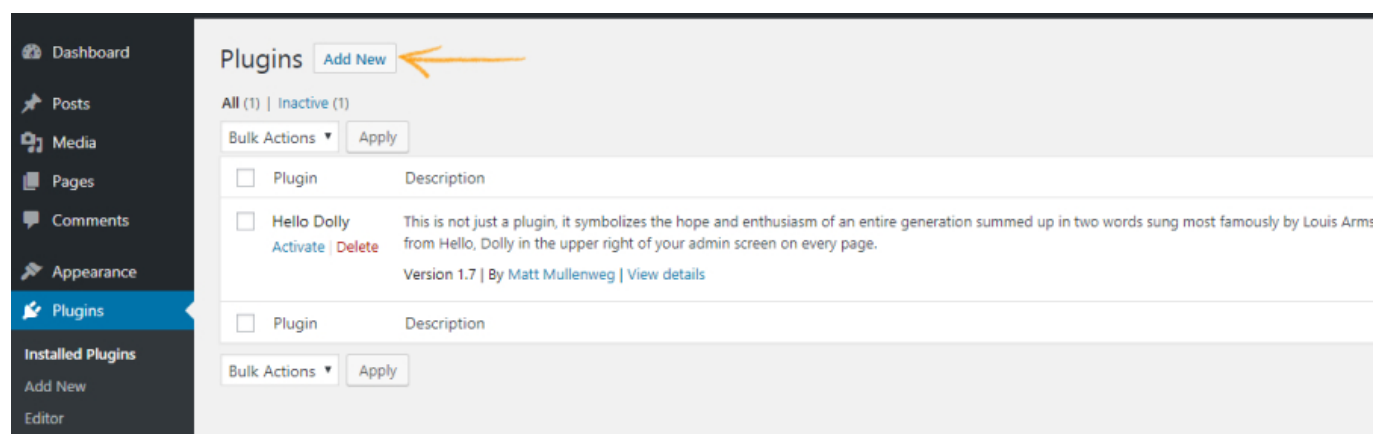


Follow these steps to install ProProfs Chat on your WordPress site:

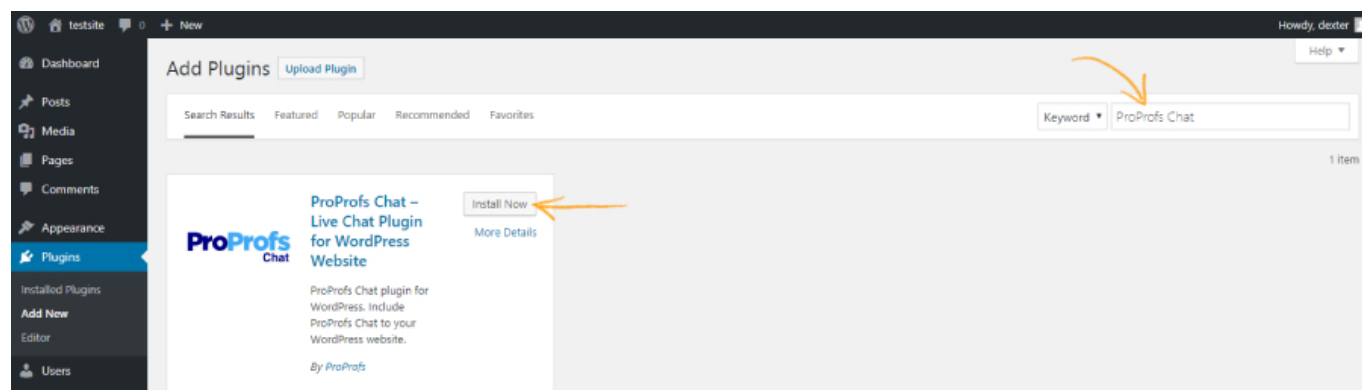
**Step 1.** Navigate to the Plugins section in your “WordPress dashboard.”



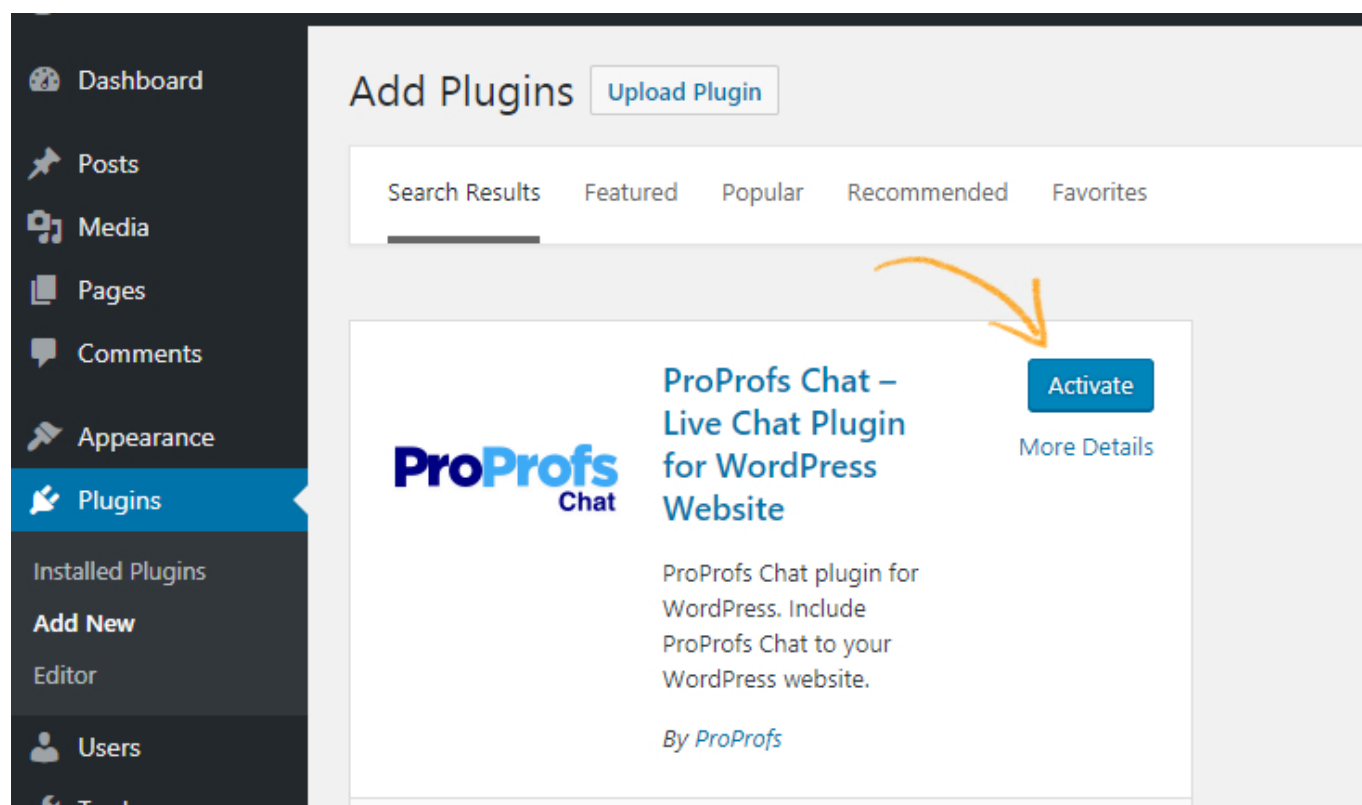
**Step 2.** Click the “Add New” button.



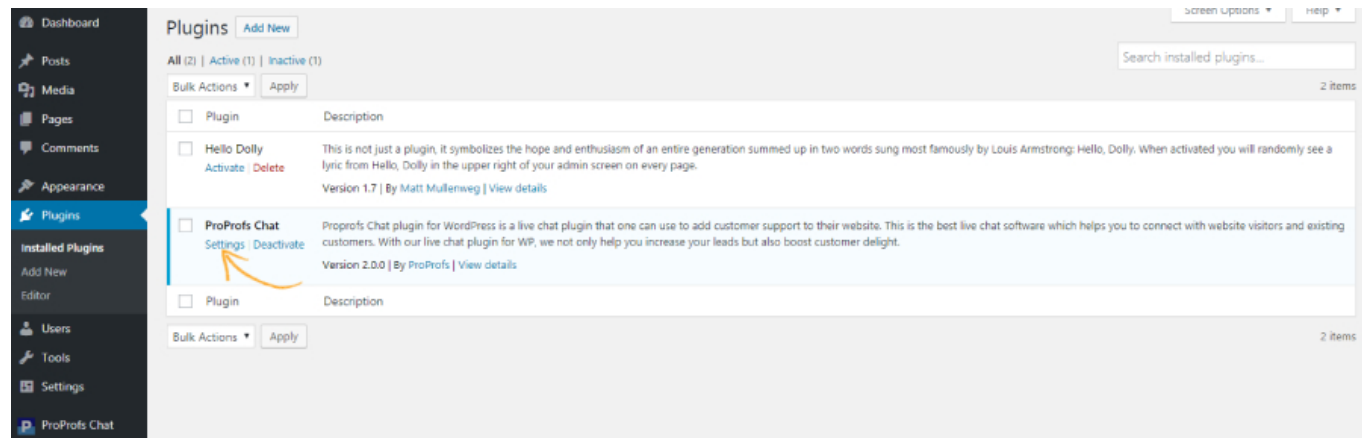
**Step3.** Enter “ProProfs Chat ” in the search section. You will find ProProfs Chat – Live Chat Plugin for WordPress Website. Click the “Install Now” button to proceed.



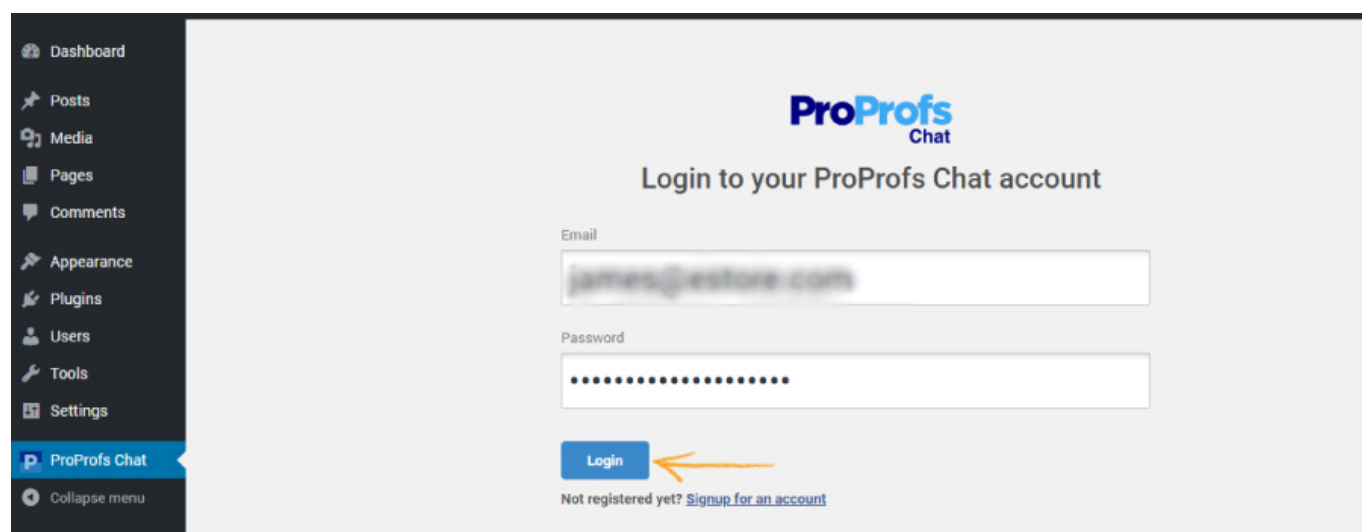
**Step 4.** When the installation is successfully completed click the “Activate button.”



**Step 5.** Navigate to the plugins section and click the “Settings” button under the ProProfs Chat plugin.

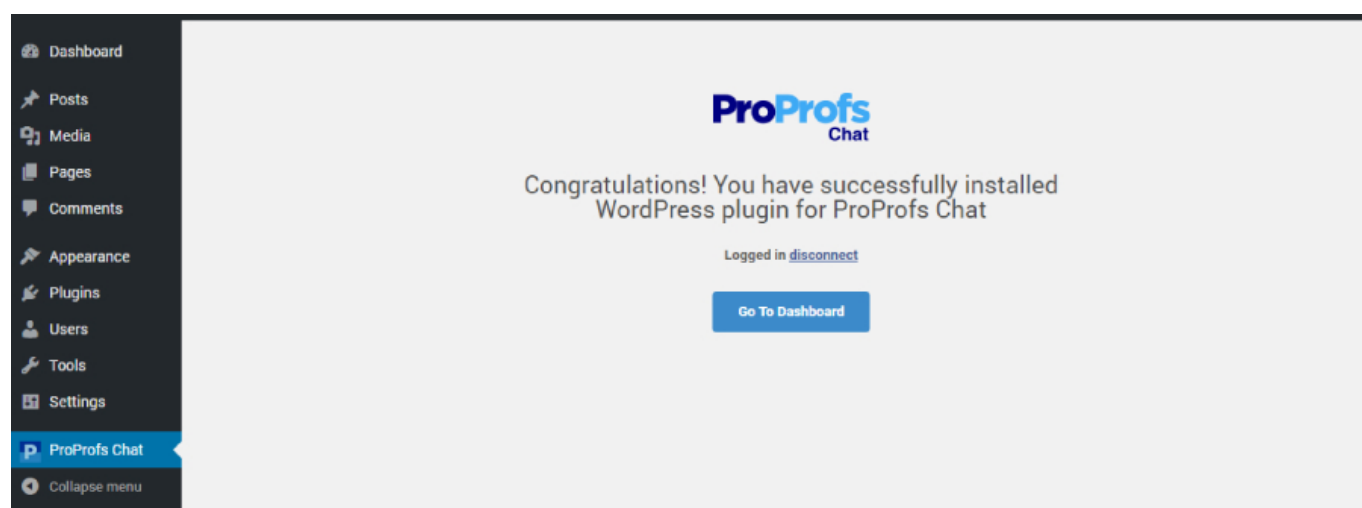


**Step 6.** Login to your ProProfs Chat account with your valid credentials.



The screenshot shows the WordPress dashboard sidebar on the left with the 'ProProfs Chat' menu item highlighted. The main content area displays the 'ProProfs Chat' login interface. It includes the ProProfs Chat logo, the heading 'Login to your ProProfs Chat account', and two input fields for 'Email' (containing 'james@estore.com') and 'Password' (masked with dots). A blue 'Login' button is positioned below the password field, with a yellow arrow pointing to it. At the bottom, there is a link for 'Not registered yet? [Signup for an account](#)'.

**Step 7.** You will get the following response once the integration is complete. You can click **Go To Dashboard** option to go to your Chat dashboard.



#### Related Articles:

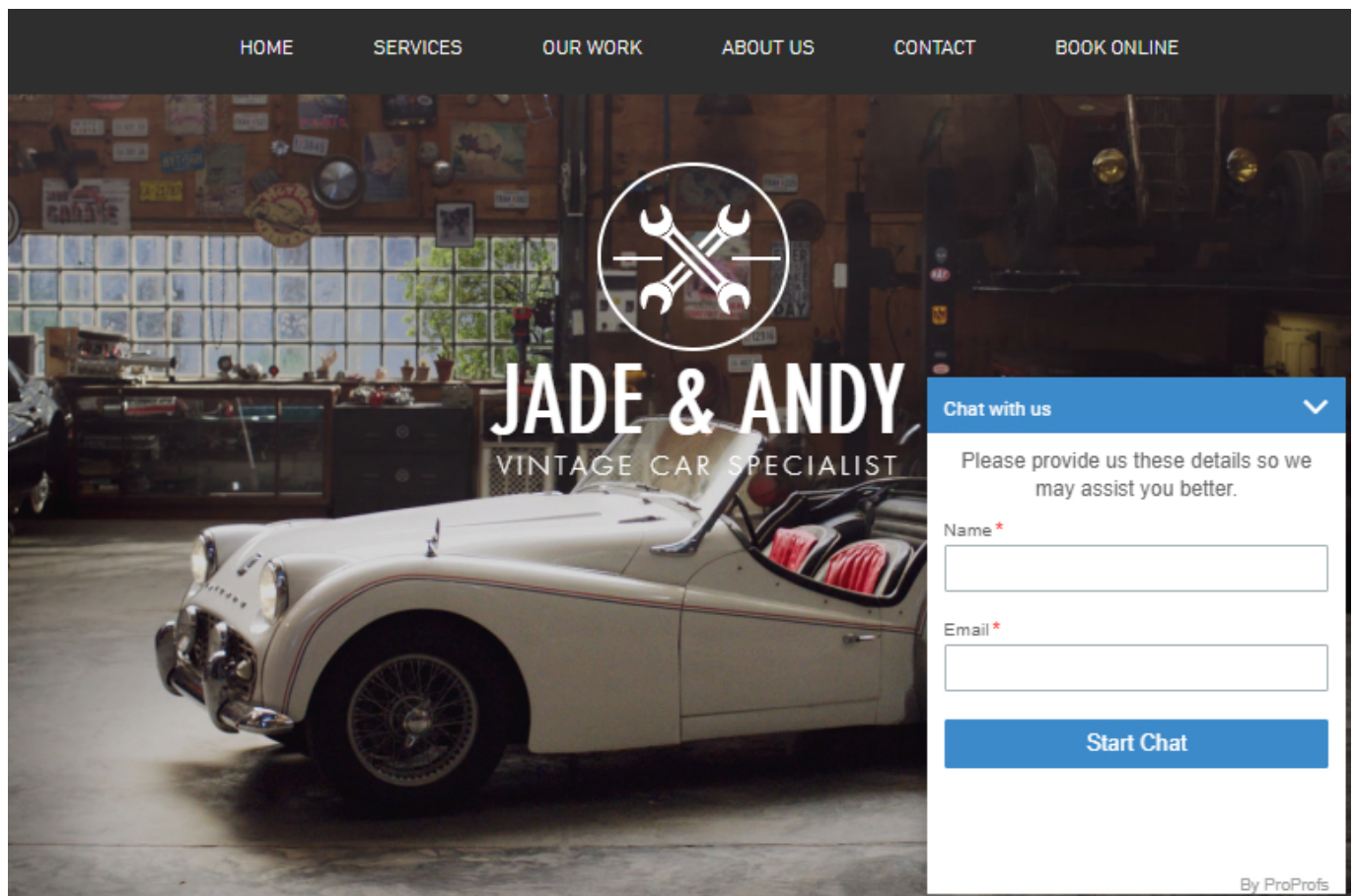
- [Wix Integration With ProProfs Live Chat](#)
- [Joomla Integration With ProProfs Live Chat](#)
- [Drupal ver 8.x Integration With ProProfs Live Chat](#)

# Add ProProfs Live Chat To A Wix Website

Wix is a versatile cloud-based website builder that lets you create and customize a website. ProProfs Live Chat supports integration to a Wix based website. [Integrating Live Chat with Wix](#) lets you engage with visitors directly through chat.

You can start conversations in real time, thereby improving customer service and also simultaneously providing customer support where needed. You can initiate [conversations through greetings](#) and also notify visitors about upcoming changes through [chat announcements](#).

How your Wix website will look after Live Chat Integration:

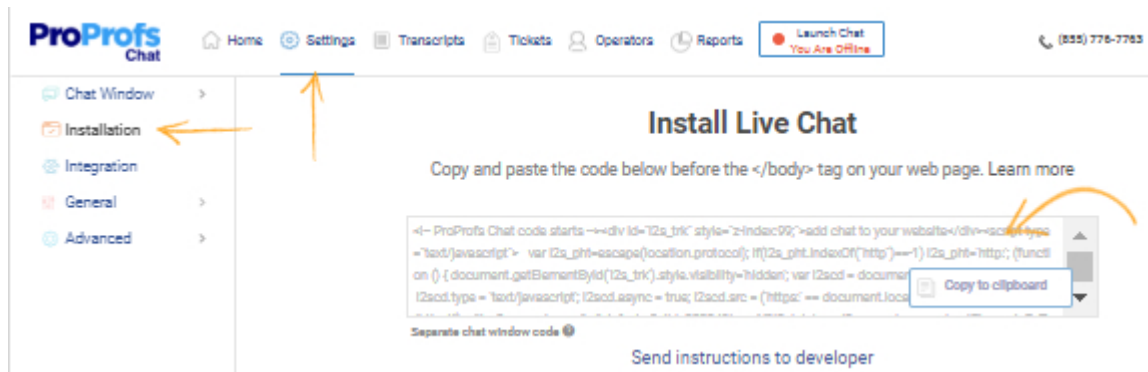


## Here's How You Can Integrate ProProfs Live Chat With Your Wix Website:

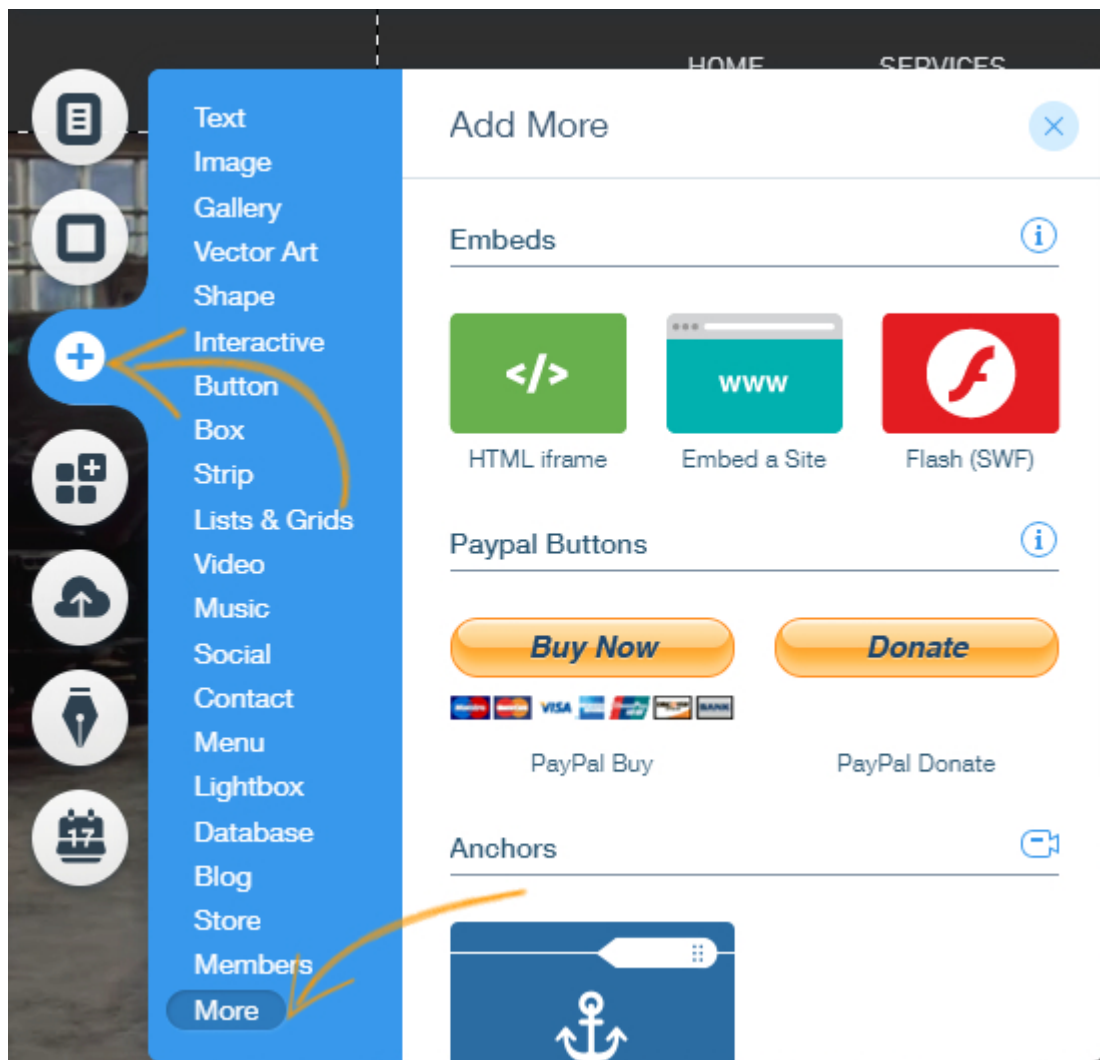
**Step 1:** Login to ProProfs Chat.

**Step 2:** Navigate to **Settings** and click the **Installation** tab. Copy the Chat Installation Code.

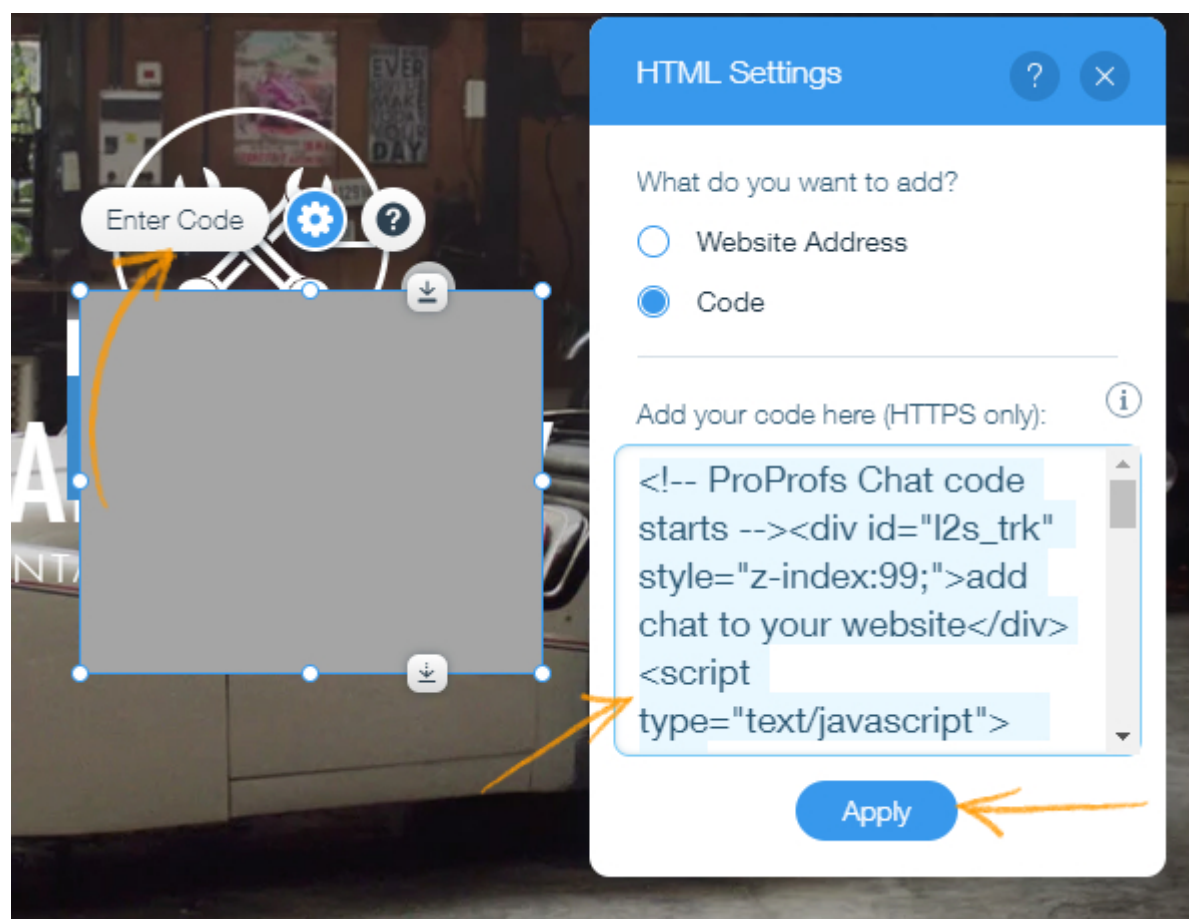




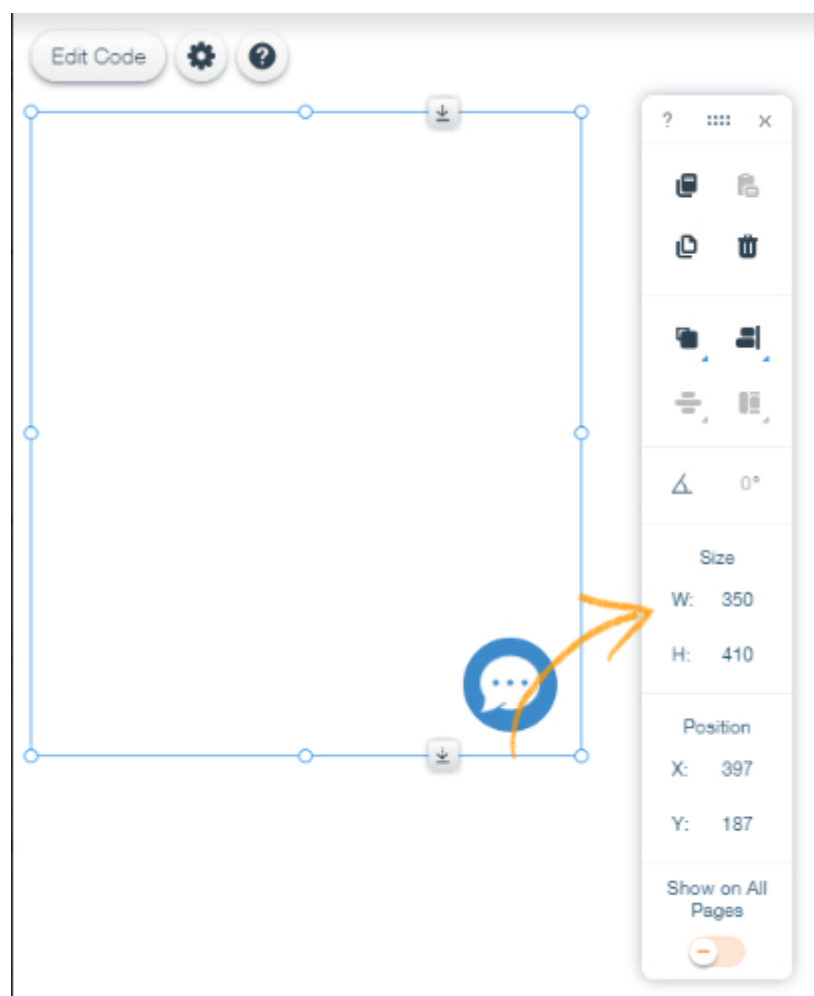
**Step 3:** Login to your Wix account. Go to the Wix Website Editor and Click on the **Add** tab (it's the plus sign on the menu to the left in WIX editor). Then click **More** at the bottom of the list.



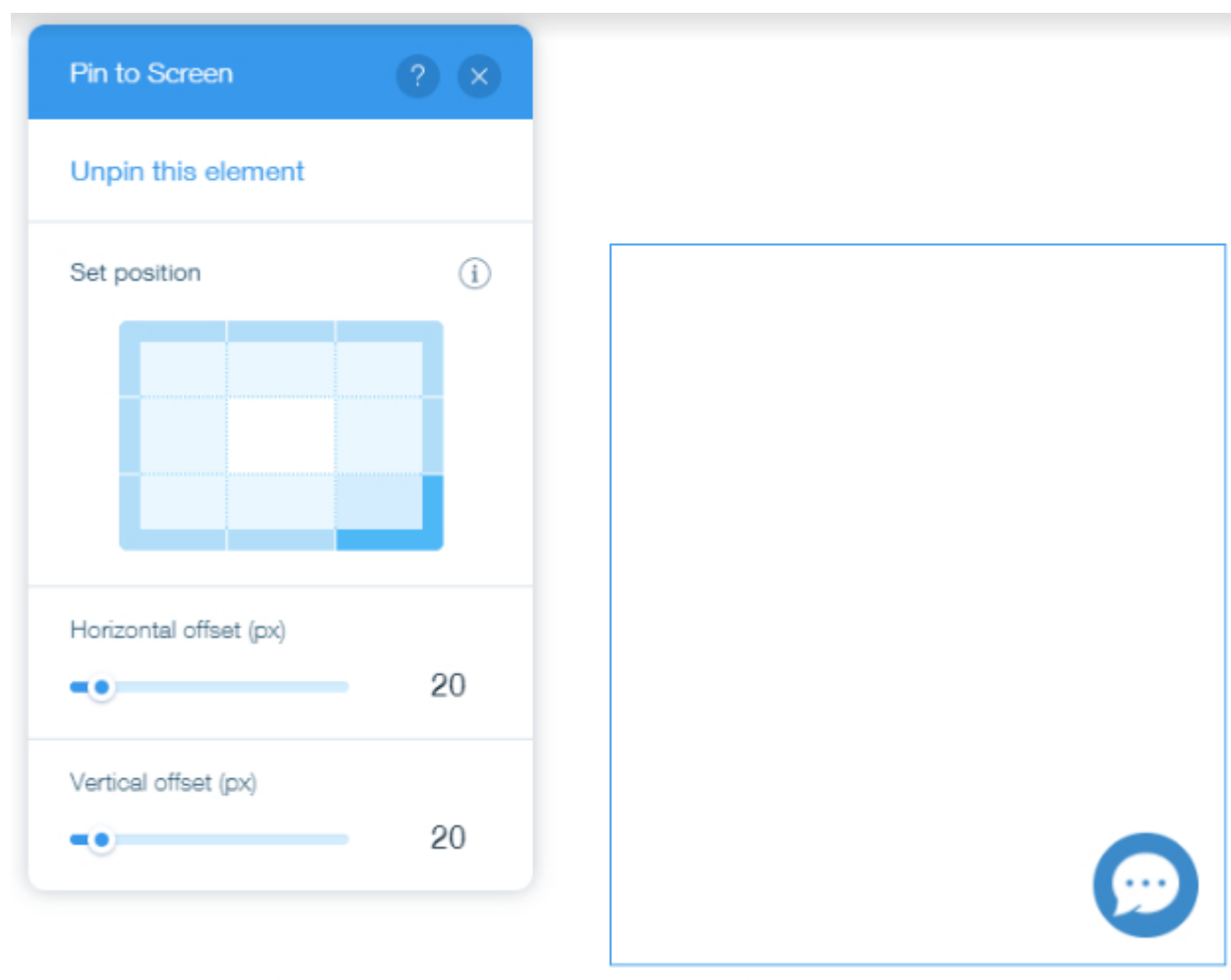
**Step 4:** Click on **HTML Iframe** and then Click on **Enter Code**. A new window will open up. Paste the ProProfs Live Chat Code here. Once done, Click on **Apply**.



**Step 5:** You have to 'resize' the HTML box. Click the HTML box to select and highlight it. Then, change the size (Width: 350 and Height: 410) from the settings toolbar. The box is now big enough for the chat window to expand when clicked.



**Step 6:** Right-click and select **Pin to screen**. Set the position to bottom right corner of your website or select a location of your choice for the chat window to appear.



**Step 7:** Save the changes and click **Preview** from the top right of the Wix dashboard. Check the chat window. To sync the Wix website with ProProfs chat go back to the editor and click **Publish**.

#### Related Articles:

[WordPress Integration With ProProfs Live Chat](#)

[Joomla Integration With ProProfs Live Chat](#)

[Drupal ver 6.x & 7.x Integration With ProProfs Live Chat](#)

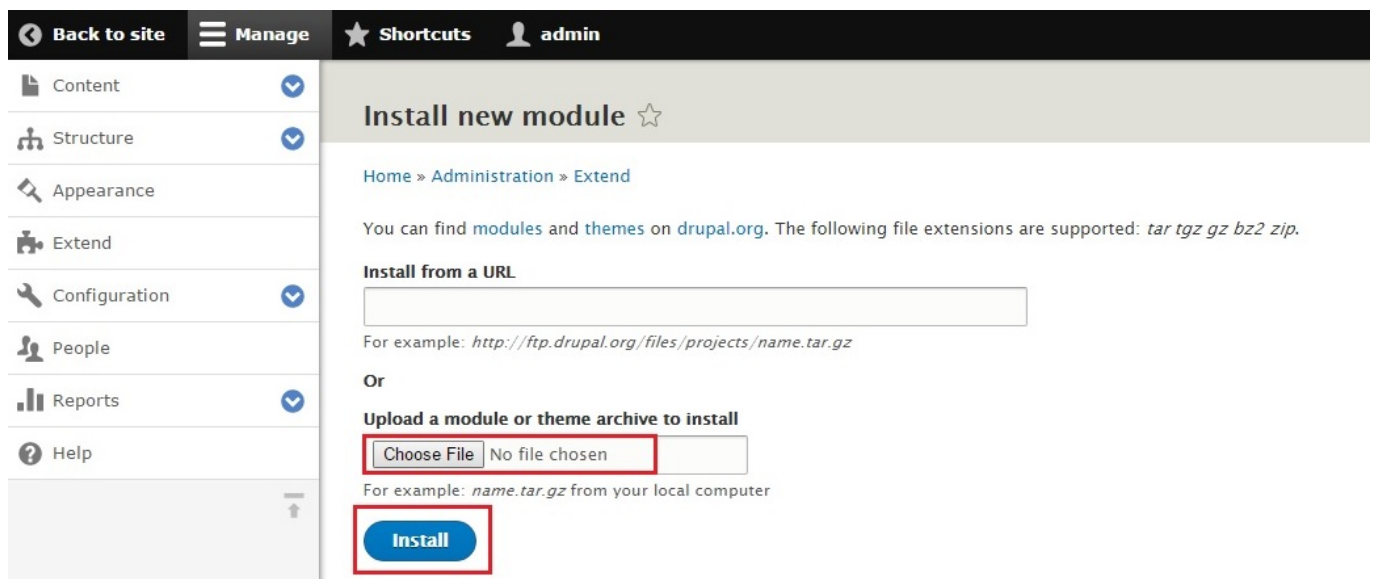
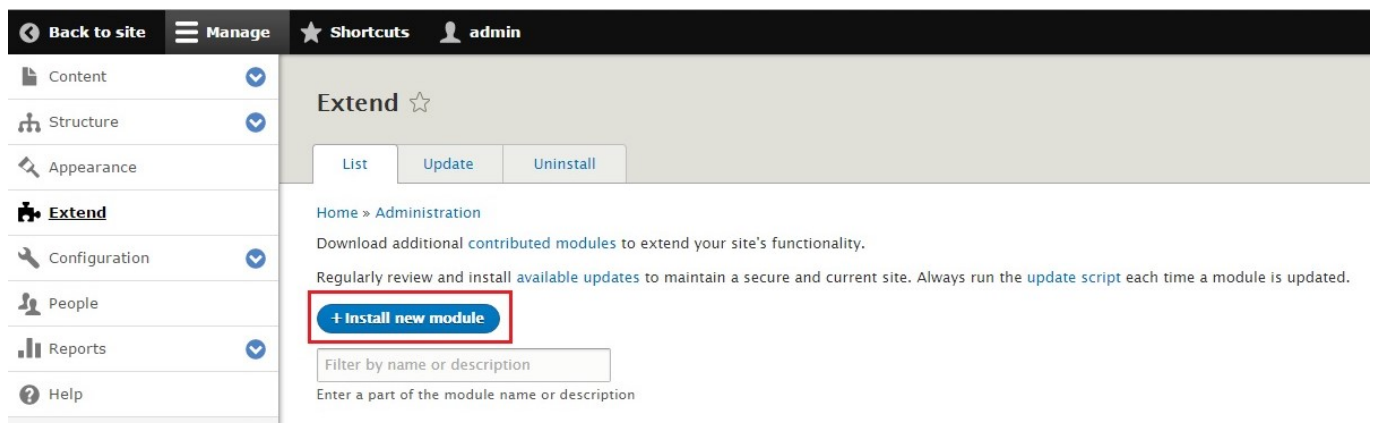
# Add ProProfs Live Chat to Drupal ver 8.x Website

We provide free trial to enjoy the ultimate benefits of [ProProfs live chat and Drupal integration](#) on your website.

\* [Download](#) the Module file for Drupal Ver 8.xxx.

To setup live chat on your Drupal CMS you need to :

1. First login into your control panel to get codes for live chat.
2. Go to Extend section then click on Install new module button.
3. Choose ProProfs Chat downloaded module file and install



The screenshot shows the Drupal CMS interface. The top navigation bar includes 'Back to site', 'Manage', 'Shortcuts', and a user profile 'admin'. The left sidebar contains a menu with 'Content', 'Structure', 'Appearance', 'Extend' (highlighted), 'Configuration', 'People', 'Reports', and 'Help'. The main content area is titled 'Extend' and has tabs for 'List', 'Update', and 'Uninstall'. Below the tabs, there is a section for 'Home » Administration' with instructions on downloading contributed modules and installing updates. A blue button '+ Install new module' is present. Below this is a search filter 'Filter by name or description' with the placeholder text 'Enter a part of the module name or description'. The modules are listed under two categories: 'CORE (EXPERIMENTAL)' and 'CUSTOM'. Under 'CUSTOM', the 'live2support' module is selected with a checked checkbox and is highlighted by a red rectangle. Below the 'live2support' module, another red rectangle highlights the 'Install' button.

Back to site Manage Shortcuts admin

Content Structure Appearance **Extend** Configuration People Reports Help

## Extend

List Update Uninstall

Home » Administration

Download additional [contributed modules](#) to extend your site's functionality.

Regularly review and install [available updates](#) to maintain a secure and current site.

Always run the [update script](#) each time a module is updated.

[+ Install new module](#)

Filter by name or description

Enter a part of the module name or description

▼ **CORE (EXPERIMENTAL)**

- ☐ **Inline Form Errors** ▶ Enables inline form errors.
- ☐ **Migrate** ▶ Handles migrations
- ☐ **Migrate Drupal** ▶ Contains migrations from older Drupal versions.

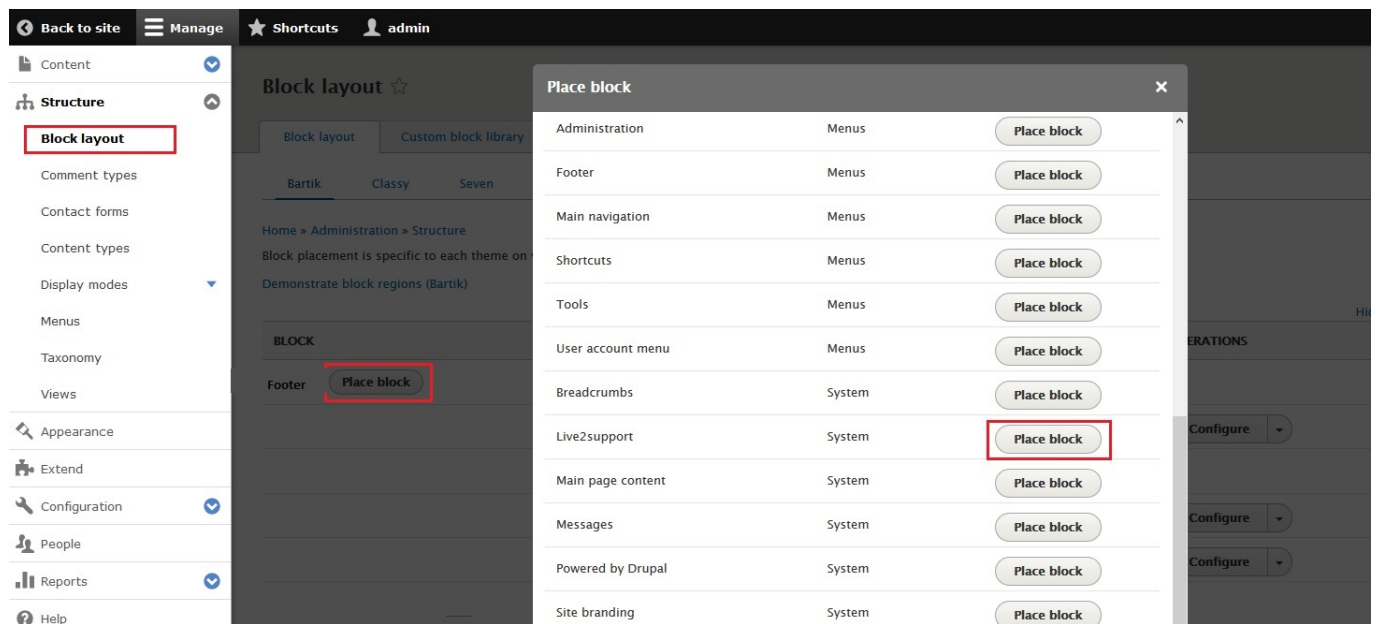
▼ **CUSTOM**

- ☒ **live2support** ▶ live2support Module

[Install](#)

Once Module is installed. Block for live chat will be created. Now go to Structure block, See following screen for block section.

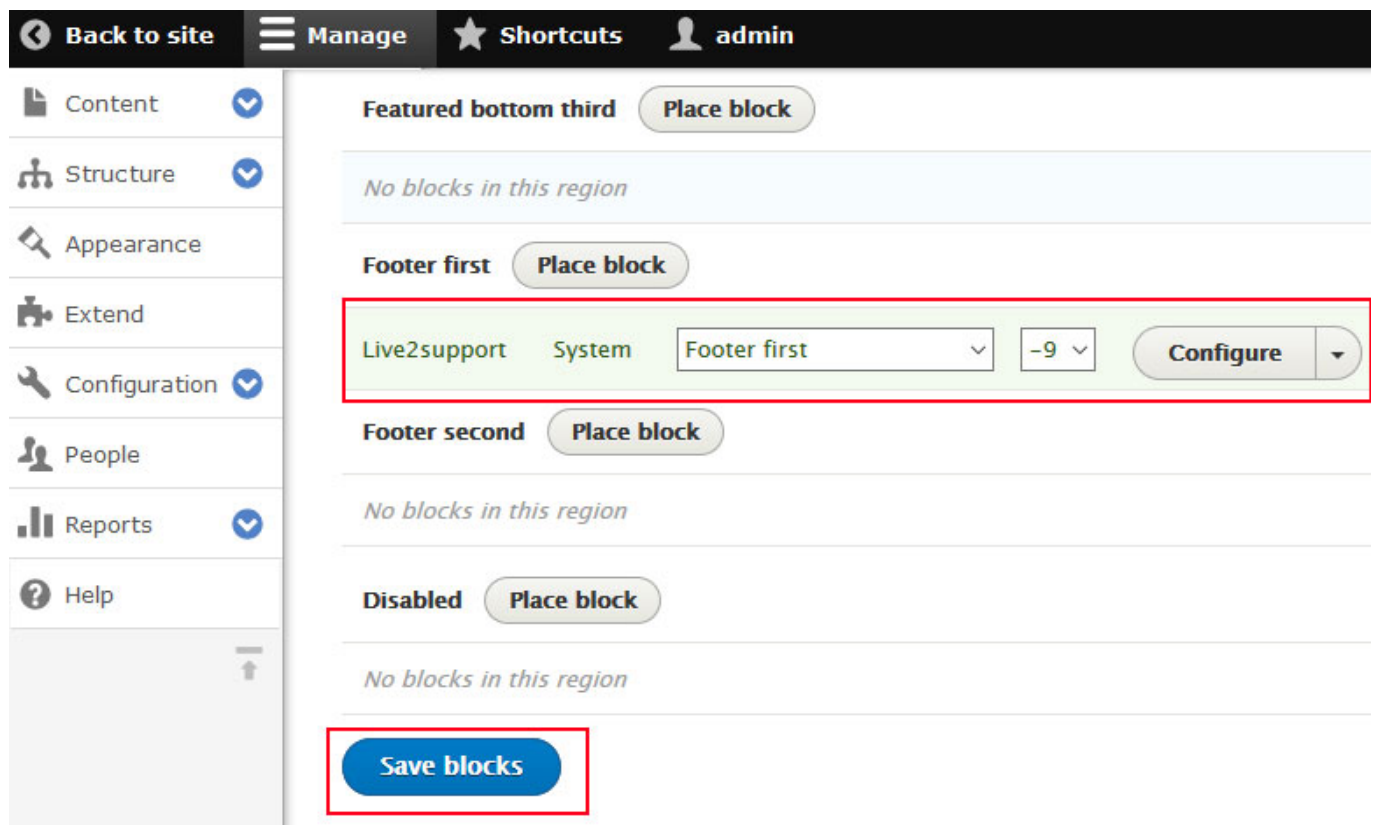
click on "Place Block" Either in footer OR place where you want to display chat icon. select ProProfs Block and place block.



The screenshot shows the Drupal CMS interface. On the left, the 'Structure' menu is expanded, and 'Block layout' is selected. The main content area shows the 'Block layout' configuration page for the 'Bartik' theme. The 'Footer' region is highlighted, and a 'Place block' dialog is open. The dialog shows a list of blocks, and the 'Live2support' block is highlighted.

Block	Type	Action
Administration	Menus	Place block
Footer	Menus	Place block
Main navigation	Menus	Place block
Shortcuts	Menus	Place block
Tools	Menus	Place block
User account menu	Menus	Place block
Breadcrumbs	System	Place block
Live2support	System	Place block
Main page content	System	Place block
Messages	System	Place block
Powered by Drupal	System	Place block
Site branding	System	Place block

Now you need to configure ProProfs block after selecting the section (i.e. Footer first) where you want to place block.



The screenshot shows the Drupal CMS interface. On the left, the 'Configuration' menu is expanded, and 'Block layout' is selected. The main content area shows the 'Block layout' configuration page for the 'Bartik' theme. The 'Footer first' region is highlighted, and the 'Live2support' block is selected. The 'Configure' button is highlighted.

Block	Type	Region	Weight	Action
Live2support	System	Footer first	-9	Configure

During configure live chat, you need to place the ProProfs codes, which you already have from ProProfs control panel. Leave "Display Title" blank.



[Back to site](#) [Manage](#) [Shortcuts](#) [admin](#)

Content

Structure

Appearance

Extend

Configuration

People

Reports

Help

## Configure block

[Home](#) » [Administration](#) » [Structure](#) » [Block](#)

**Block description:** Live2support

**Title \***

Live2support

Machine name: live2support

☐ Display title

**Place Liv2Support Codes below**

<!-- live2support.com tracking codes staindex:99;">online chat software<  
l2slay\_mnst="#l2slayer {}";var l2slv=3; vlay\_bcolor="#0097c2"; var l2sdialc  
l2sminimize=true; var l2senblyr=true; vcape(location.protocol); if(l2s\_pht.  
document.getElementById('l2s\_trk').style.  
var l2scd = document.createElement('scri12scd.async = true; l2scd.src = ('h

**Visibility**

**Content types**  
Not restricted

**Pages**  
Not restricted

**Roles**  
Not restricted

**Content types**  
☐ Article  
☐ Basic page

**Region**

Footer first

Select the region where this block should be displayed.

Save block

Delete

Drupal integration has been completed. Chat icon will be on your website.

### Related Articles:

- [Wix Integration With ProProfs Live Chat](#)
- [Joomla Integration With ProProfs Live Chat](#)
- [WordPress Integration With ProProfs Live Chat](#)

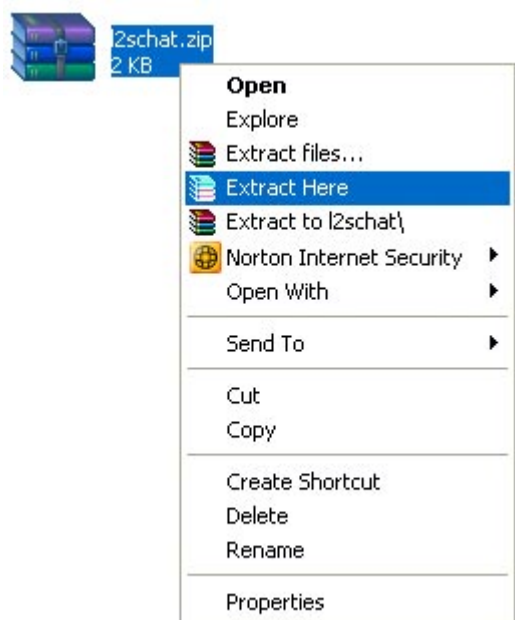


# Add ProProfs Live Chat to Drupal ver 6.x & 7.x Website

We provide free trial to enjoy the ultimate benefits of live chat on your Drupal website.

To setup live chat on your Drupal CMS you need to :

1. First download the plug-in of our live chat.
2. Then login into your control panel to get codes for live chat plug-in.
  - [Click Here for Chat integration on Drupal 8.xxx](#)
  - [Download](#) the Module file for Drupal-6.xxx.
  - [Download](#) the Module file for Drupal-7.xxx.
  - Then right click on that ProProfs Chat live chat zip file and unzip the live chat plug in to proceed further.



- Go to (l2schat folder) in that folder you will find a text file of "l2score.txt".



- Edit that file and copy the codes from ProProfs Chat control panel and paste that codes in that file. Then save that file.

```

l2scode.txt - Notepad
File Edit Format View Help
<!-- live2support.com tracking codes starts --><div id="l2s_trk"
style="z-index:99;"><a href="http://live2support.com"
style="font-size:1px;">Live Chat Software</a></div><script
type="text/javascript"><!--
var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1)
l2s_pht='http: '; function l2s_load() { document.write('<scr'+ 'ipt
type="text/javaScr'+ 'ipt"
src="'+unescape(l2s_pht)+'//sb.live2support.com/js/ljs1.php?stid=15848"
defer=true>'+ '</scr'+ 'ipt>'); }
l2s_load(); document.getElementById('l2s_trk').style.visibility='hidden';
//--></script><!-- live2support.com tracking codes closed -->

```

- copy l2schat folder into drupal sites all modules.
- Go to Modules and check mark l2schat module, Then click save configuration.

| LiveChat                            |              |         |  |
|-------------------------------------|--------------|---------|--|
| Enabled                             | Name         | Version | Description                                  |
| <input checked="" type="checkbox"/> | Live2Support | 1.2.1   | This module provides a Live Chat on website. |

- Then Go to Structure Blocks.

**Structure** localhost

[Home](#) » [Administration](#)

**Blocks**  
Configure what block content appears in your site's sidebars and other regions.

**Content types**  
Manage content types, including default status, front page promotion, comment settings, etc.

**Menus**  
Add new menus to your site, edit existing menus, and rename and reorganize menu links.

**Taxonomy**  
Manage tagging, categorization, and classification of your content.

- Then Go to Blocks Disabled section and find Live Chat.

| Block     | Region                                | Weight                         | Operations                |
|-----------|---------------------------------------|--------------------------------|---------------------------|
| Syndicate | <input type="text" value="- None -"/> | <input type="text" value="0"/> | <a href="#">configure</a> |
| User menu | <input type="text" value="- None -"/> | <input type="text" value="0"/> | <a href="#">configure</a> |
| Live Chat | <input type="text" value="- None -"/> | <input type="text" value="0"/> | <a href="#">configure</a> |
| about     | <input type="text" value="- None -"/> | <input type="text" value="0"/> | <a href="#">configure</a> |

- Finally set position for your live chat icon.

**Footer**

Live Chat

Footer

**Related Articles:**

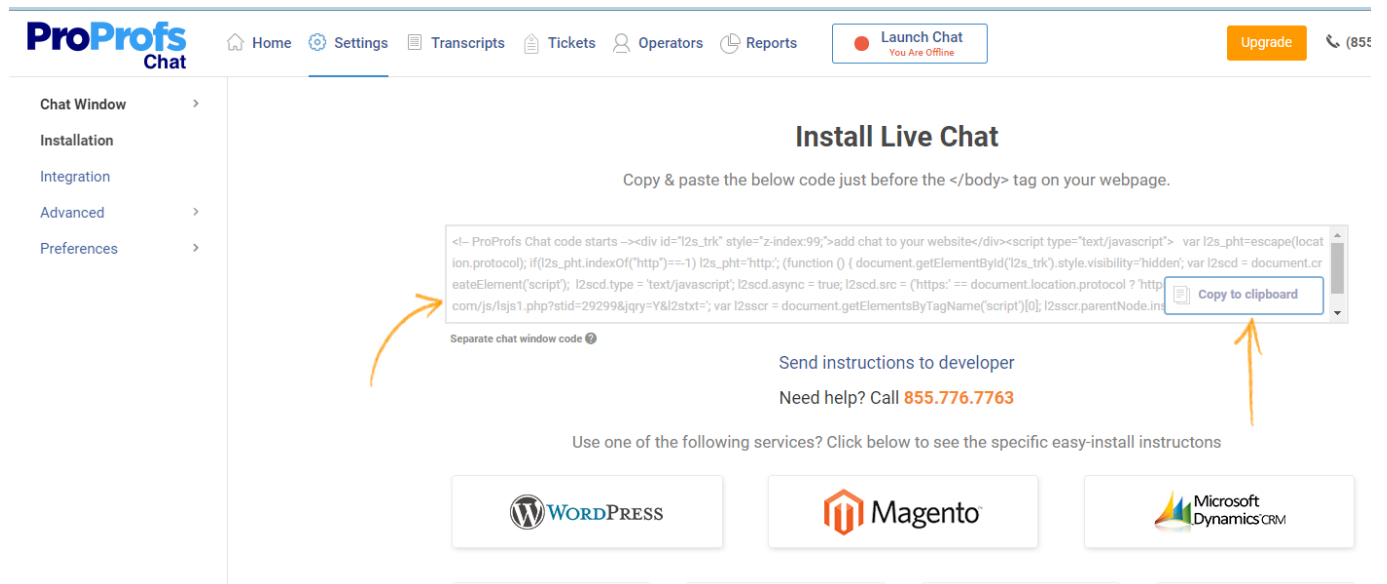
[Wix Integration With ProProfs Live Chat](#)

[WordPress Integration With ProProfs Live Chat](#)

[SquareSpace Integration With ProProfs Live Chat](#)

# Add ProProfs Live Chat to Squarespace Website

**Step 1:** Navigate to settings and then click on the “*installation*” tab and **copy the chat installation code**, click on “*copy to clipboard*” to copy the code.



**ProProfs Chat**

Home Settings Transcripts Tickets Operators Reports Launch Chat You Are Offline Upgrade (855)

**Install Live Chat**

Copy & paste the below code just before the </body> tag on your webpage.

```
<!-- ProProfs Chat code starts --><div id="l2s_trk" style="z-index:99;">add chat to your website</div><script type="text/javascript"> var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1) l2s_pht="http:"; (function () { document.getElementById("l2s_trk").style.visibility="hidden"; var l2scd = document.createElement("script"); l2scd.type = "text/javascript"; l2scd.async = true; l2scd.src = ("https:" == document.location.protocol ? "https://www.proprofs.com/js/l2s1.php?stid=29299&jqy=Y&l2stxt=" : "http://www.proprofs.com/js/l2s1.php?stid=29299&jqy=Y&l2stxt="); var l2sscr = document.getElementsByTagName("script")[0]; l2sscr.parentNode.insertBefore(l2scd, l2sscr); })();
```

Copy to clipboard

Separate chat window code ⓘ

Send instructions to developer

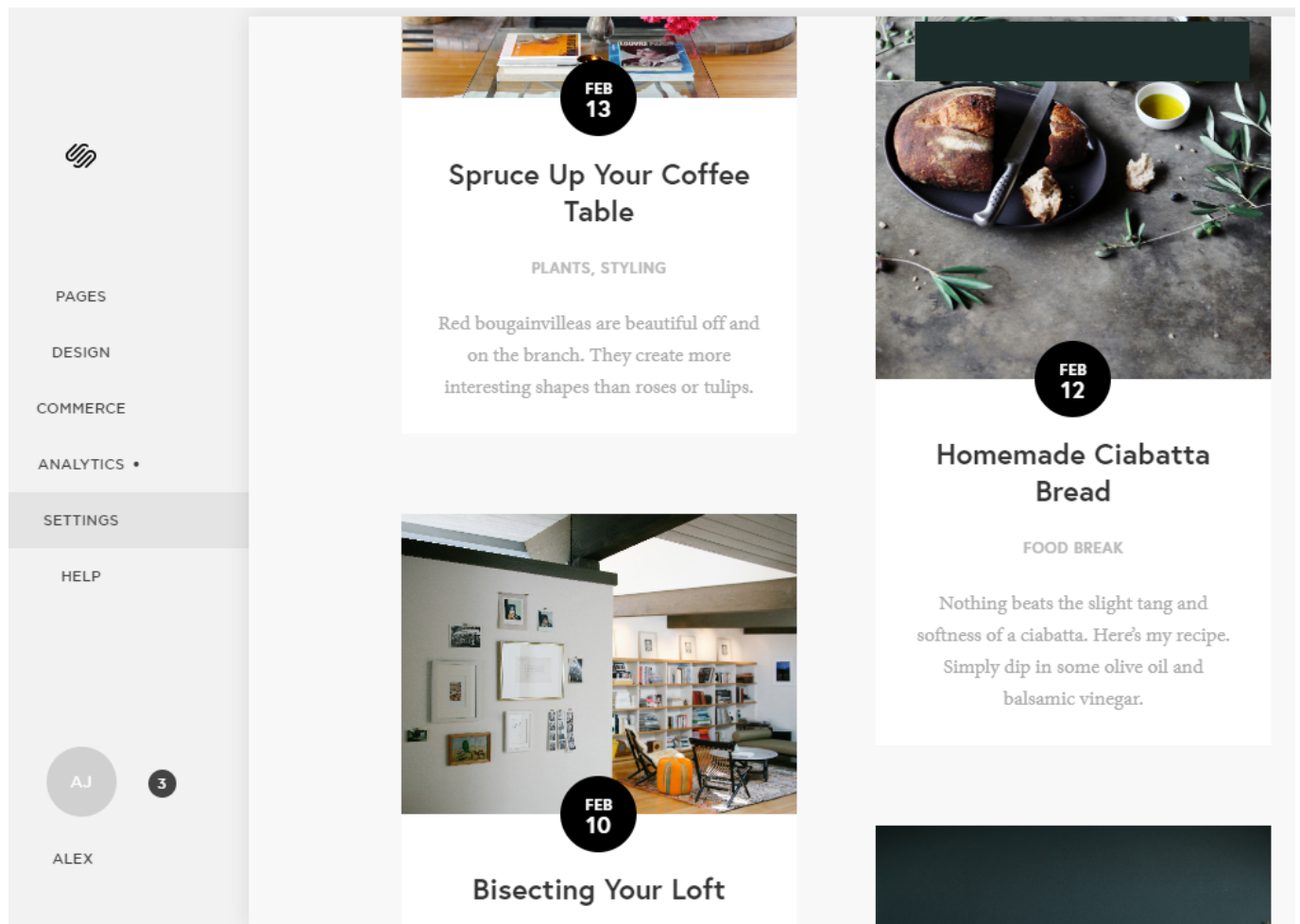
Need help? Call 855.776.7763

Use one of the following services? Click below to see the specific easy-install instructions

WordPress Magento Microsoft Dynamics CRM

**Step 2:** Login to your Squarespace Admin section.

**Step 3:** Navigate to “*settings*.”



**SETTINGS**

**Spruce Up Your Coffee Table**

PLANTS, STYLING

Red bougainvilleas are beautiful off and on the branch. They create more interesting shapes than roses or tulips.

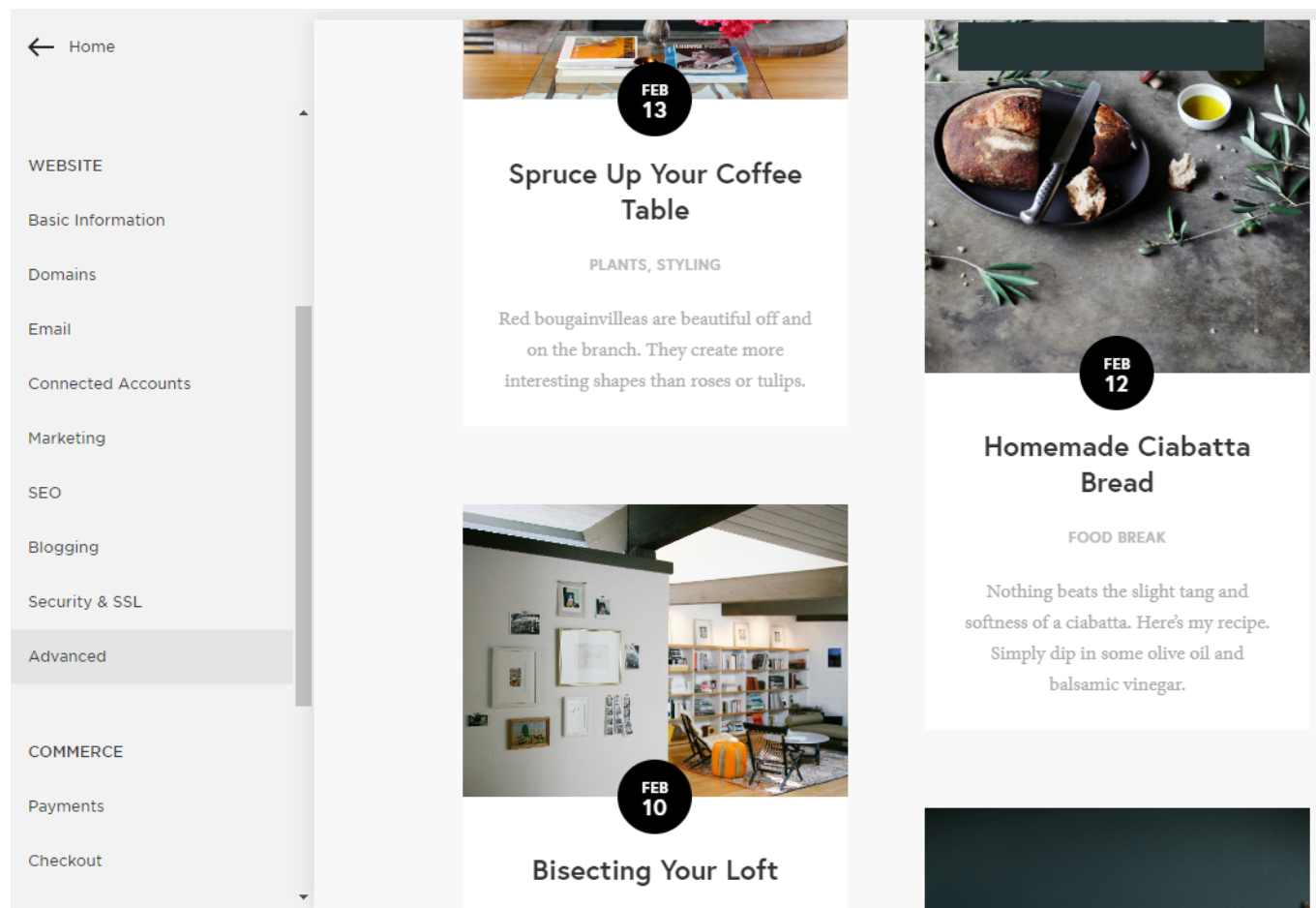
**Homemade Ciabatta Bread**

FOOD BREAK

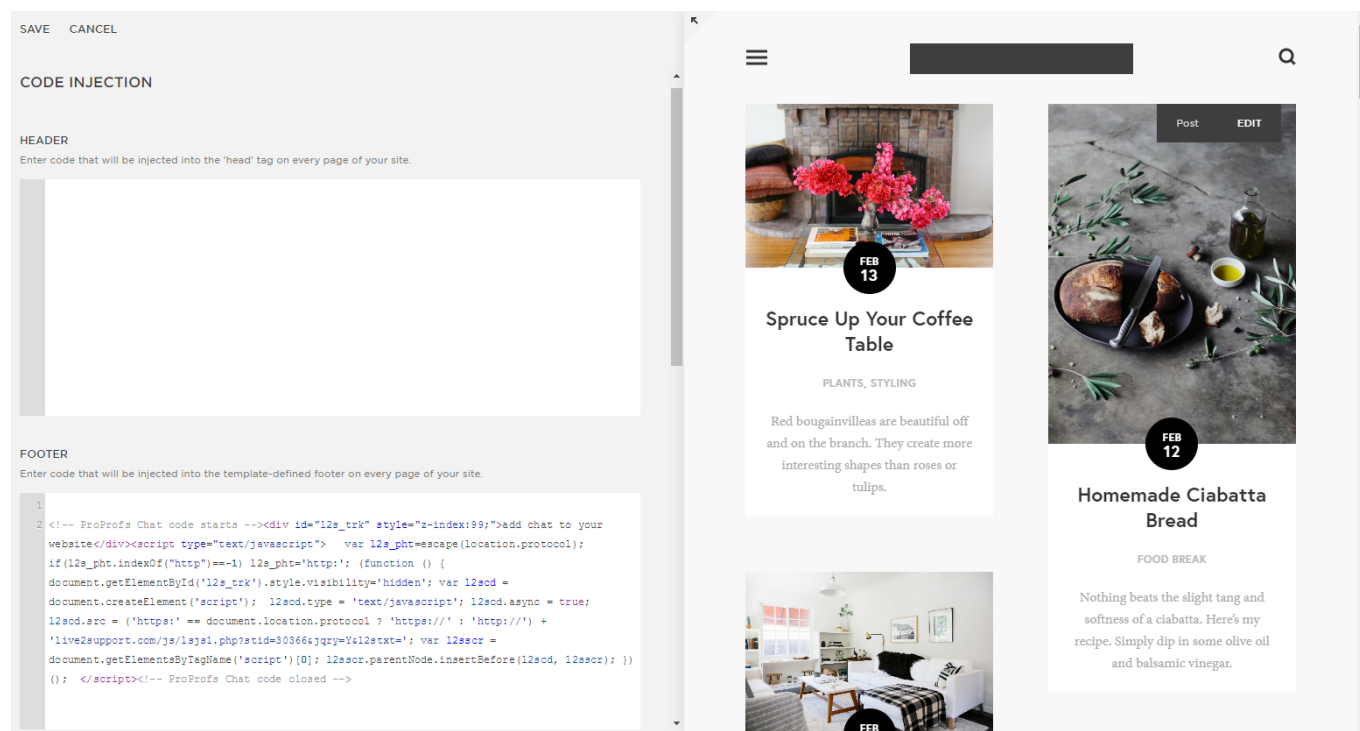
Nothing beats the slight tang and softness of a ciabatta. Here's my recipe. Simply dip in some olive oil and balsamic vinegar.

**Bisecting Your Loft**

#### Step 4: Navigate to “advanced.”




**Step 5:** Navigate to “Code Injection.” Now scroll down to the “Footer.” Paste the ProProfs chat code in the footer box, then click on “Save Settings” to save the chat code.



Here's how your SquareSpace website would look after completing the above steps:



[Blog](#) [ADD POST](#) [MANAGE POSTS](#) [SETTINGS](#)




**FEB 10**

### Bisecting Your Loft


LOFTS

Discover how to make the most of your loft space by creating a second floor that doesn't make you feel like a giant.




**FEB 8**

### Open Kitchen Dining



**FEB 9**

### Midnight & Suflowers



**FEB 11**


### Shelves over Cabinets

KITCHENS

If you have beautiful dishware and cookware, show them off with minimalist shelving. They'll also be easier to access!

[Post](#) [EDIT](#)

even more spacious.




**FEB 5**

### Evolved Daybed

LIVING ROOMS, FURNITURE

Sometimes you want a living room that can double as a guest room. The daybed is a great couch solution that's easy to convert.




**FEB 7**

### Chairs for the Foyer

FURNITURE, PLANTS

For the "no shoes" households: give your foyer a lush look with potted trees and antique wooden chairs.



**FEB 7**

### Alignment

STYLING

Creating the best layout for your framed artwork can be a challenge. Luckily, these core design tenets can help you get started.

#### Contact Us

How can we help?

Name\*

Email\*

Message\*

[Send](#)

## The of

Hank I  
playw  
dream

## Related Articles:

- [Live Chat in DotNetNuke](#)
- [Live Chat in Joomla](#)
- [Live Chat in Weebly](#)

Copyright © 2014 ProProfs

Page 243

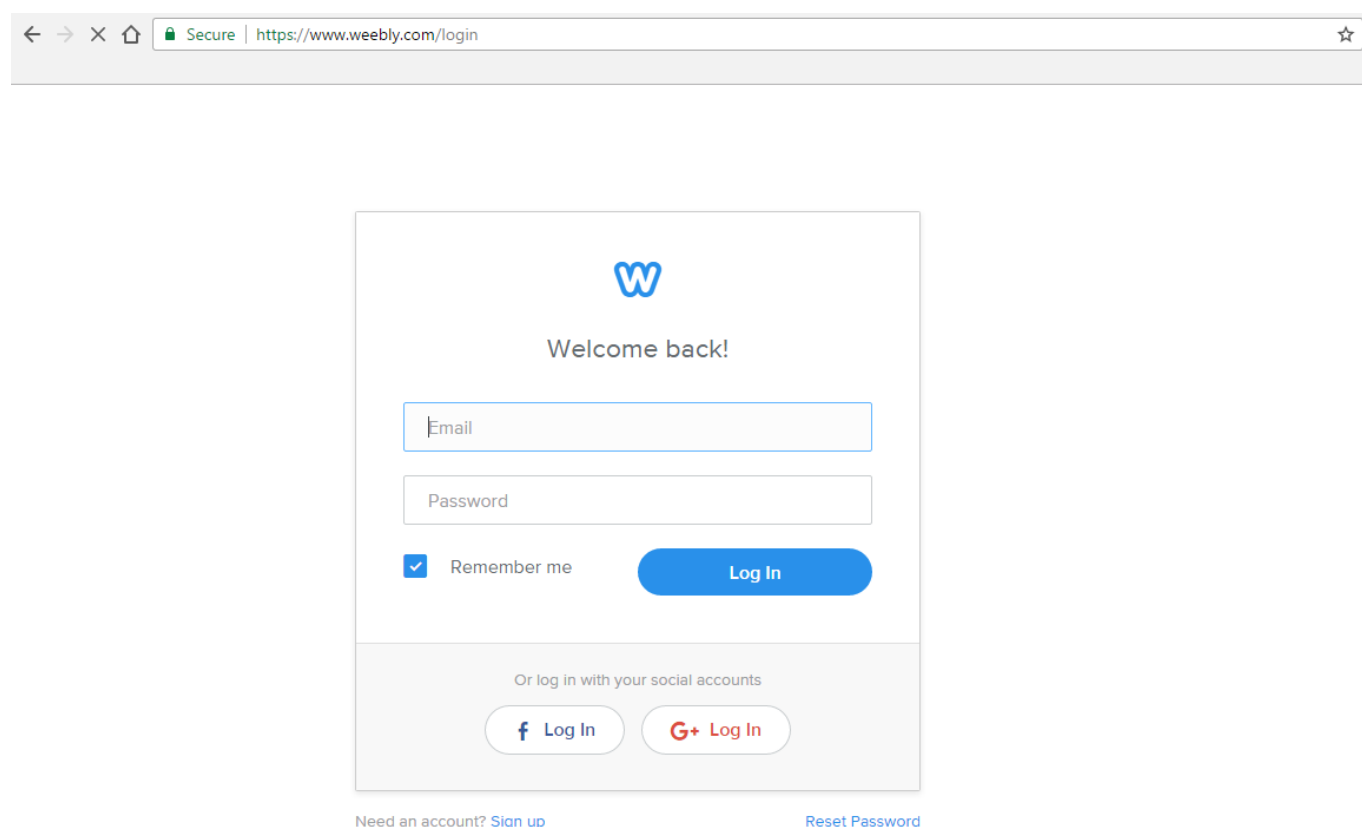
# Add ProProfs Live Chat to Weebly Website

**Step 1:** Navigate to settings and then click on the “*installation*” tab and **copy the chat installation code**, click on “*copy to clipboard*” to copy the code.

The screenshot displays the ProProfs Chat installation interface. The top navigation bar includes links for Home, Settings, Transcripts, Tickets, Operators, and Reports, along with a 'Launch Chat' button and an 'Upgrade' button. The left sidebar lists 'Chat Window', 'Installation', 'Integration', 'Advanced', and 'Preferences'. The main content area is titled 'Install Live Chat' and instructs users to 'Copy & paste the below code just before the </body> tag on your webpage.' A code block contains the ProProfs chat script. An orange arrow points to the code block, and another orange arrow points to the 'Copy to clipboard' button. Below the code block, there are links for 'Send instructions to developer' and 'Need help? Call 855.776.7763'. At the bottom, there are buttons for 'WordPress', 'Magento', and 'Microsoft Dynamics CRM'.

**Step 2:** Login to your Weebly administrator account with your valid credentials.

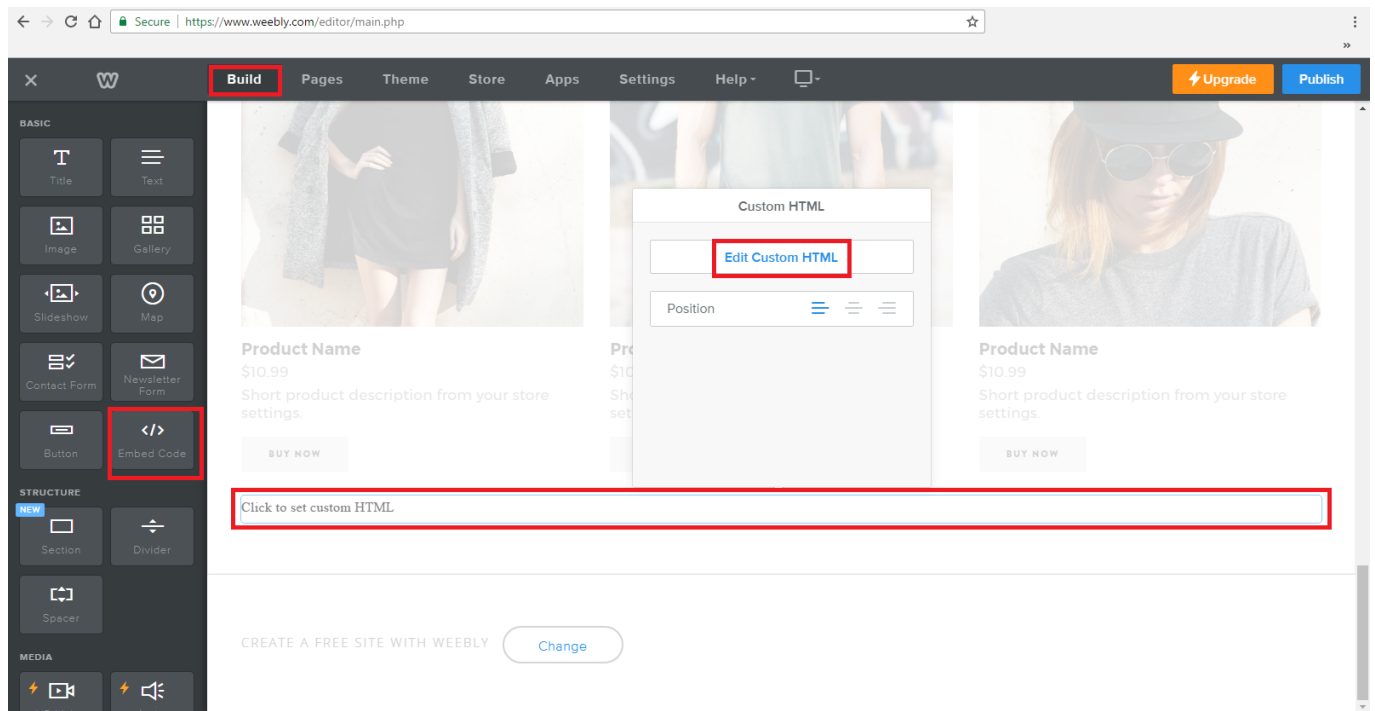
<https://www.weebly.com/login>



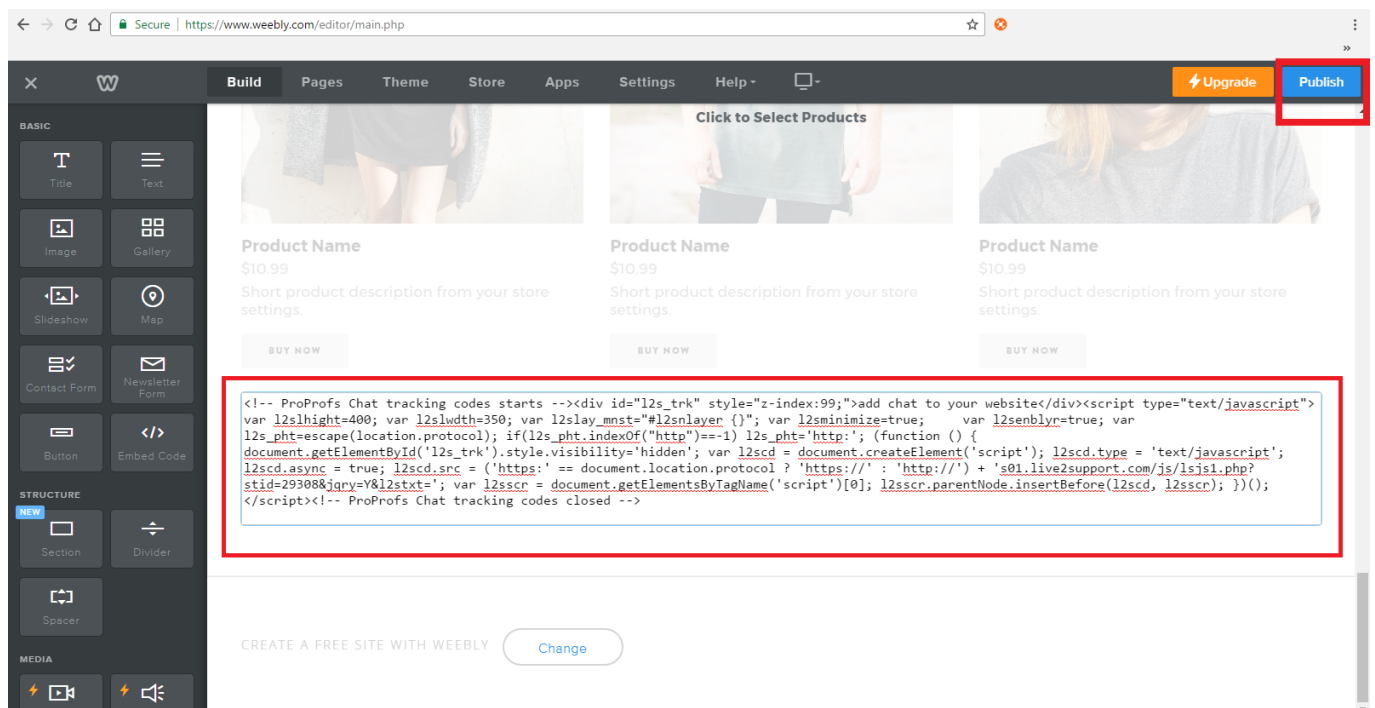
The image shows a web browser window with the address bar displaying "Secure | https://www.weebly.com/login". The main content area features the Weebly logo (a blue 'W') at the top, followed by the text "Welcome back!". Below this are two input fields: "Email" and "Password". A checkbox labeled "Remember me" is checked, and a blue "Log In" button is positioned to its right. Below these fields, a section titled "Or log in with your social accounts" contains two buttons: "f Log In" (Facebook) and "G+ Log In" (Google+). At the bottom of the form, there are two links: "Need an account? Sign up" and "Reset Password".

**Step 3:** Navigate to Weebly's site editor <https://www.weebly.com/editor/main.php> click on Build option and then on select Embed code option after click, drag and drop this option to website's footer section. Click on add custom HTML option and then go to Edit custom HTML.





**Step 4:** Now paste the ProProfs chat installation code and click on Publish button to save the changes.



**Step 5:** Visit your website to see the ProProfs chat.

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Please provide us these details so we may assist you better.

Name

Email

Start Chat

by ProProfs

**Related Articles:**

[Wix Integration With ProProfs Live Chat](#)

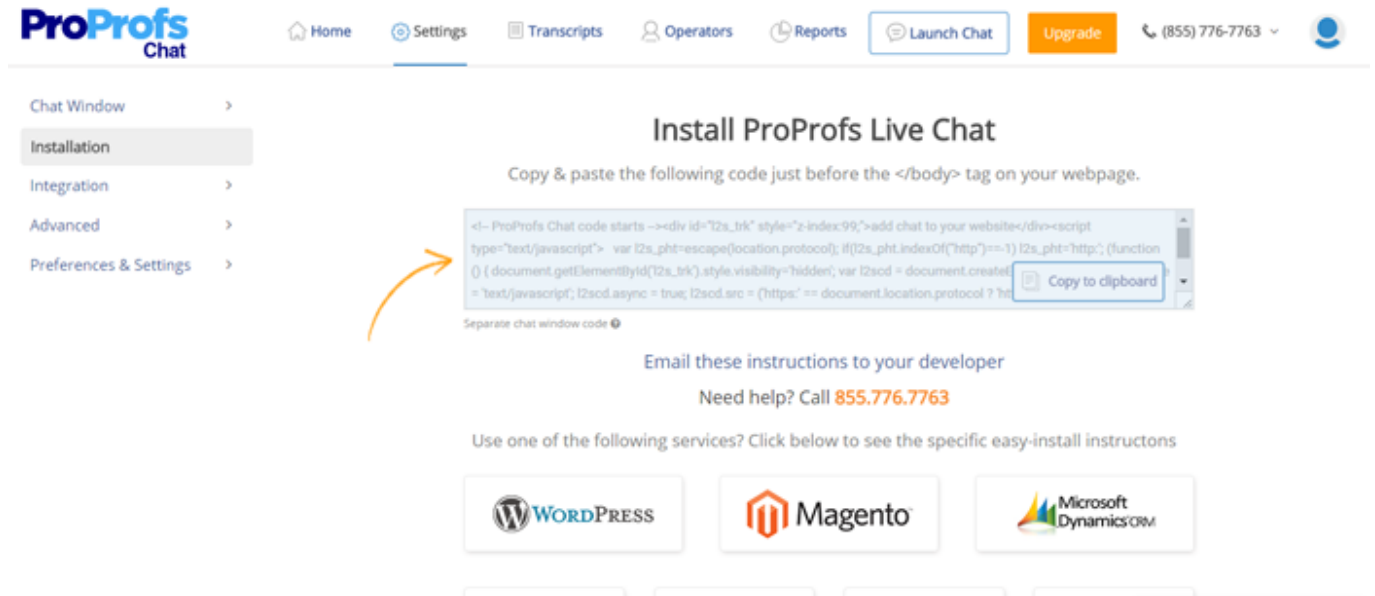
[Live Chat in Kentico](#)

[Light CMS Integration With ProProfs Live Chat](#)

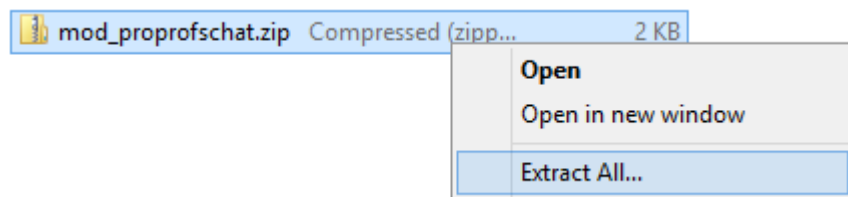
# Add ProProfs Live Chat to Joomla Website

**Step 1:** Log in to your ProProfs Chat account and navigate to "Settings."

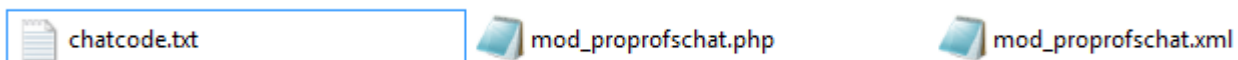
**Step 2:** Locate and Click the "Installation" tab, then click "Copy to Clipboard" to copy the chat Installation code.



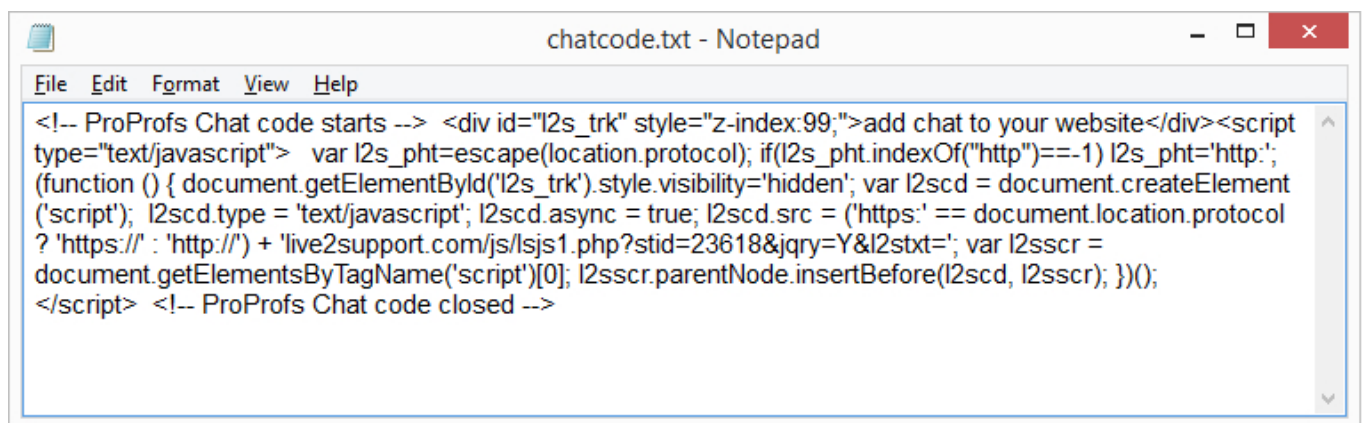
**Step 3:** [Click Here](#) to download the plug-in application. Right-click the ProProfs Live Chat zip file and Unzip the live chat plug-in to proceed further.



**Step 4(i):** Navigate to (mod\_proprofschat ) to find a text file of "chatcode.txt."

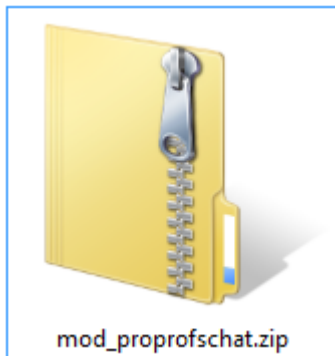


**(ii):** Open the file to paste the "ProProfs chat code" to it, save the file after implementing the changes.



**(iii):** Go to the main folder (mod\_proprofschat), Right-click the folder, hover on "Send to" Select Compressed

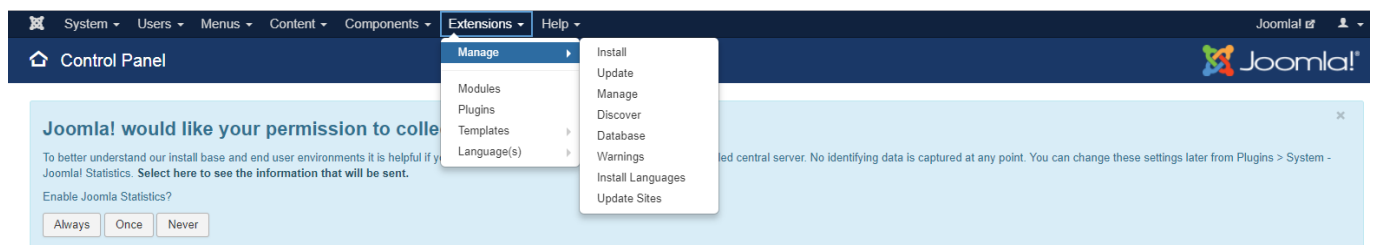
(Zipped) folder. Congrats! You have successfully executed your ProProfs chat plug-in.



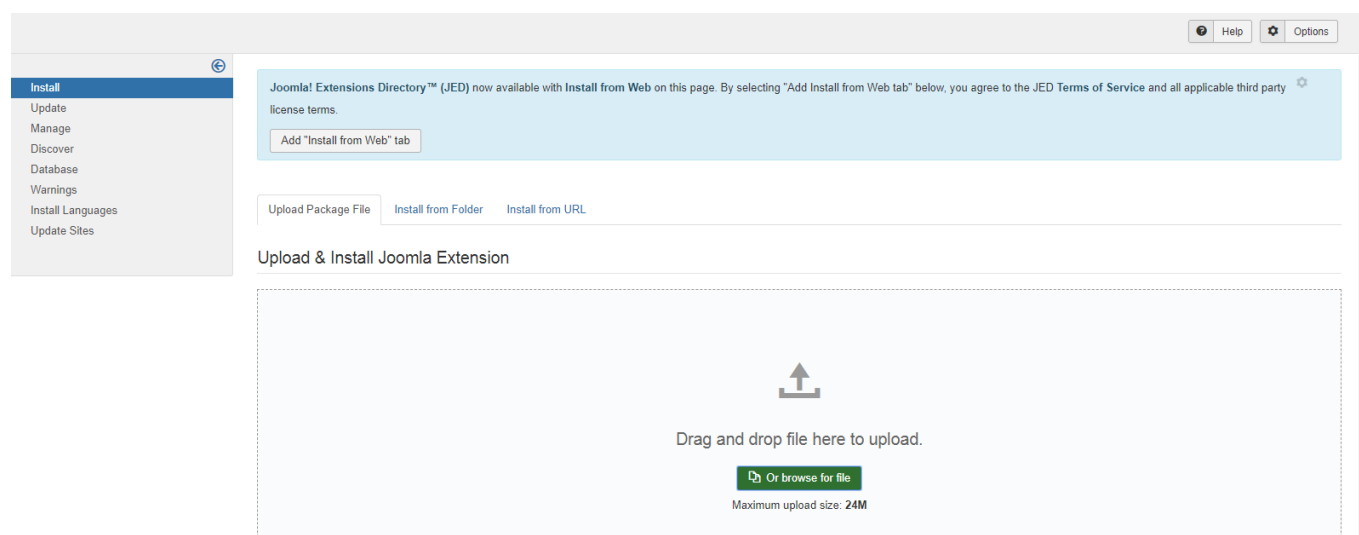
**Step 5(i):** Login to your Joomla admin account to get started.



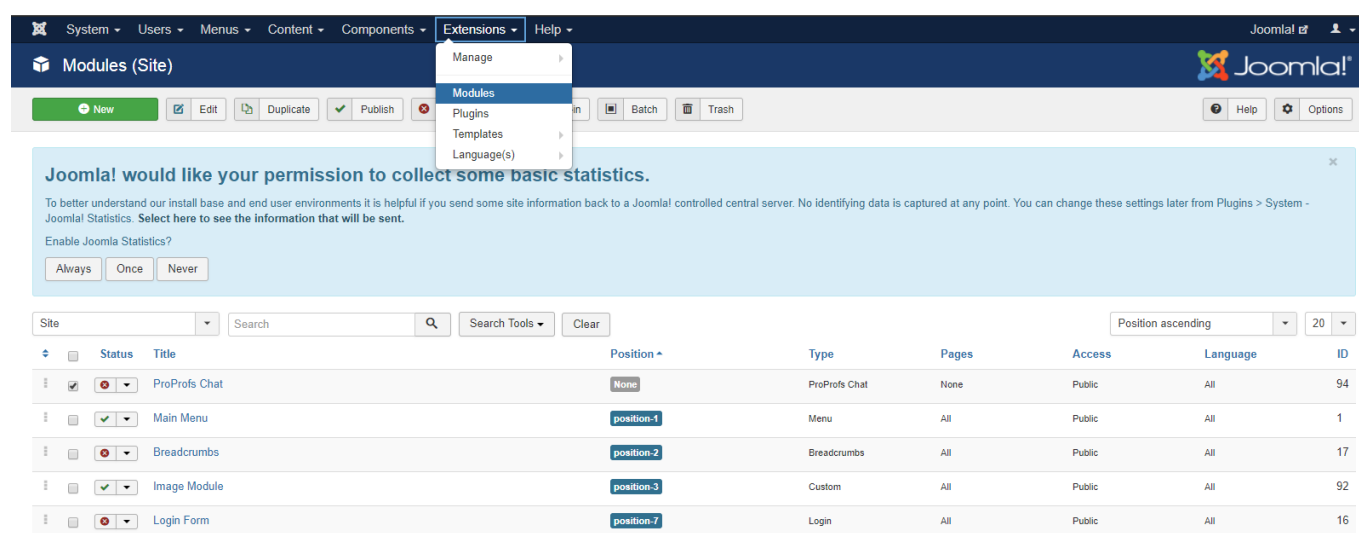
**(ii):** Navigate to “Extensions” Manage, and click “install.”



**(iii):** Browse the plug-in you have downloaded and edited, and upload the “mod\_proprofschat.zip” file.



(iv): After the successful upload of the module, navigate to “Extensions Modules.” Select the ProProfs Chat Module and click "Edit."



(v): In the options menu select "Module" section. Choose the position, status, access, and ordering of the module where you want to display the chat box on your Joomla website. Click “Save” to secure and implement the settings and publish the module.

The screenshot shows the Joomla! administrator interface for the 'ProProfs Chat' module. The top navigation bar includes links for System, Users, Menus, Content, Components, Extensions, and Help. The main header displays 'Modules: mod\_proprofschat' and the Joomla! logo. Below the header is a toolbar with buttons for Save, Save & Close, Save & New, Save as Copy, and Close. The main content area has a title field set to 'ProProfs Chat' and tabs for Module, Menu Assignment, Advanced, and Permissions. The 'Module' tab is active, showing the 'ProProfs Chat' title and a 'Site' icon. A description states: 'Live chat software for live help, online sales and customer support. Plugin allows to easily integrate your Joomla!-based website with LiveChat solution.' On the right side, there are configuration options: 'Show Title' (Show/Hide buttons), 'Position' (dropdown), 'Status' (Published dropdown), 'Start Publishing' (calendar), 'Finish Publishing' (calendar), 'Access' (Public dropdown), 'Ordering' (1. ProProfs Chat dropdown), 'Language' (All dropdown), and a 'Note' field.

System Users Menus Content Components Extensions Help Joomla! Help

Modules: mod\_proprofschat

Save Save & Close Save & New Save as Copy Close

Title \* ProProfs Chat

Module Menu Assignment Advanced Permissions

**ProProfs Chat**

Site

Live chat software for live help, online sales and customer support. Plugin allows to easily integrate your Joomla!-based website with LiveChat solution.

Show Title  
Show Hide

Position  
Type or Select a Position

Status  
Published

Start Publishing

Finish Publishing

Access  
Public

Ordering  
1. ProProfs Chat

Language  
All

Note

(Vi): Refresh your website to check the ProProfs Chat enabled on your Joomla website.



# Joomla Website

Search ...

Home



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## Latest Articles

- [Getting Started](#)

## Login Form



## Getting Started

Joomla

It's easy to get started creating your website. Knowing some of the basics will help.

### What is a Content Management System?

A content management system is software that allows you to create and manage webpages easily by creation of your content from the mechanics required to present it on the web.

In this site, the content is stored in a *database*. The look and feel are created by a *template*. Joomla! is a template and your content to create web pages.

### Logging in

To login to your site use the user name and password that were created as part of the installation process. In you will be able to create and edit articles and modify some settings.

### Creating an article

Once you are logged-in, a new menu will be visible. To create a new article, click on the "Submit Article" menu.

The new article interface gives you a lot of options, but all you need to do is add a title and put something in the content area. To make it easy to find, set the state to published.

You can edit an existing article by clicking on the edit icon (this only displays to users who have the right to edit).

### Template, site settings, and modules

The look and feel of your site is controlled by a template. You can change the site name, background colour and more by editing the template settings. Click the "Template Settings" in the user menu.

## Chat with ProProfs

Name \*

Email \*

Start

By ProProfs

## Related Articles:

[Wix Integration With ProProfs Live Chat](#)

[WordPress Integration With ProProfs Live Chat](#)

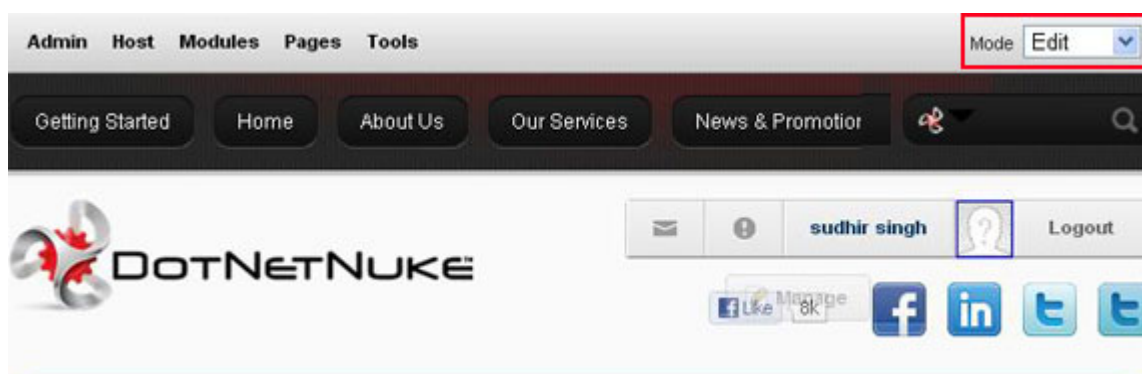
[WHMCS Integration With ProProfs Live Chat](#)



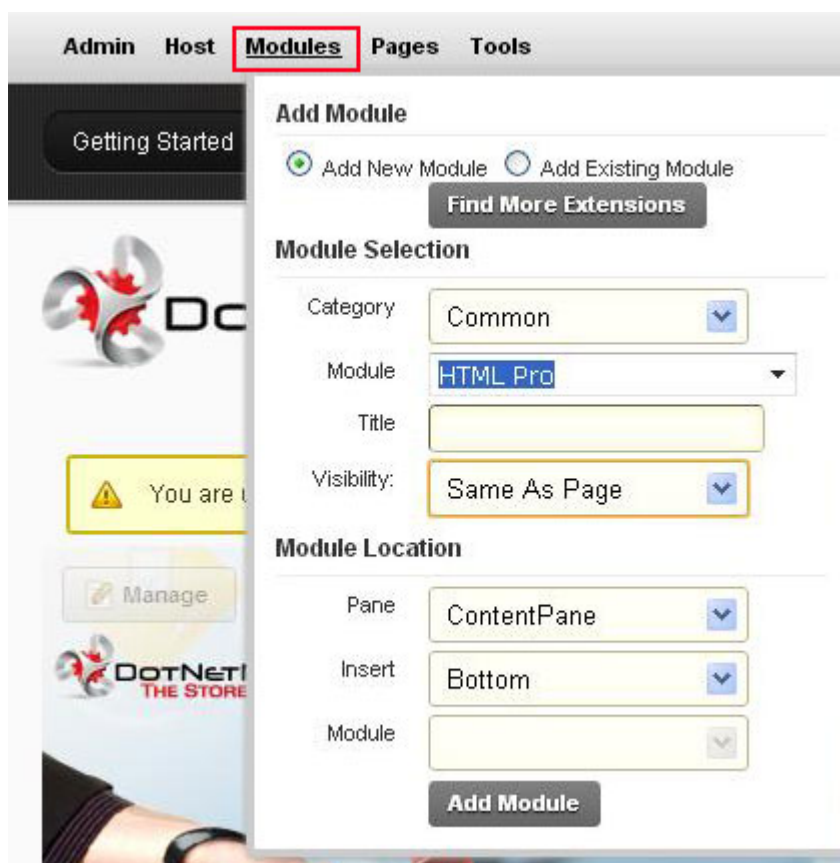
# Add ProProfs Live Chat to DotNetNuke Website

You need to follow these steps to integrate [ProProfs Chat software with DotNetNuke](#).

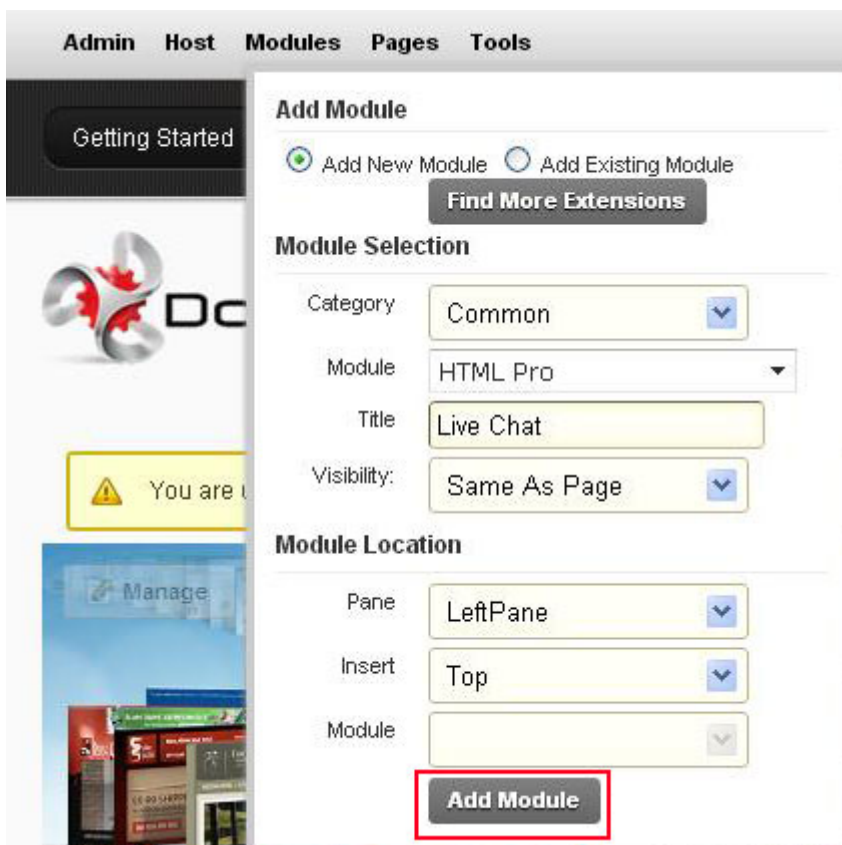
- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on “Get code” option & copy those codes.
- Login to your Dotnetnuke admin panel and go to Edit mode.



- Go to Modules section and choose appropriate options on module section and module location.

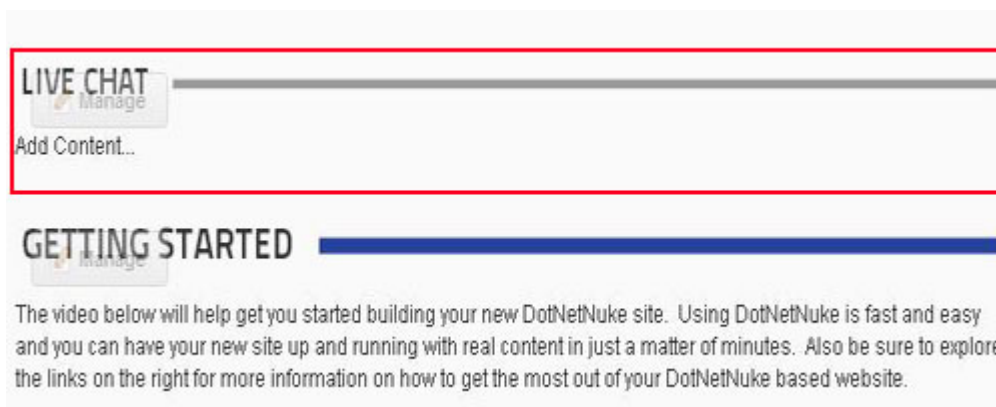


- Click on Add Module button.

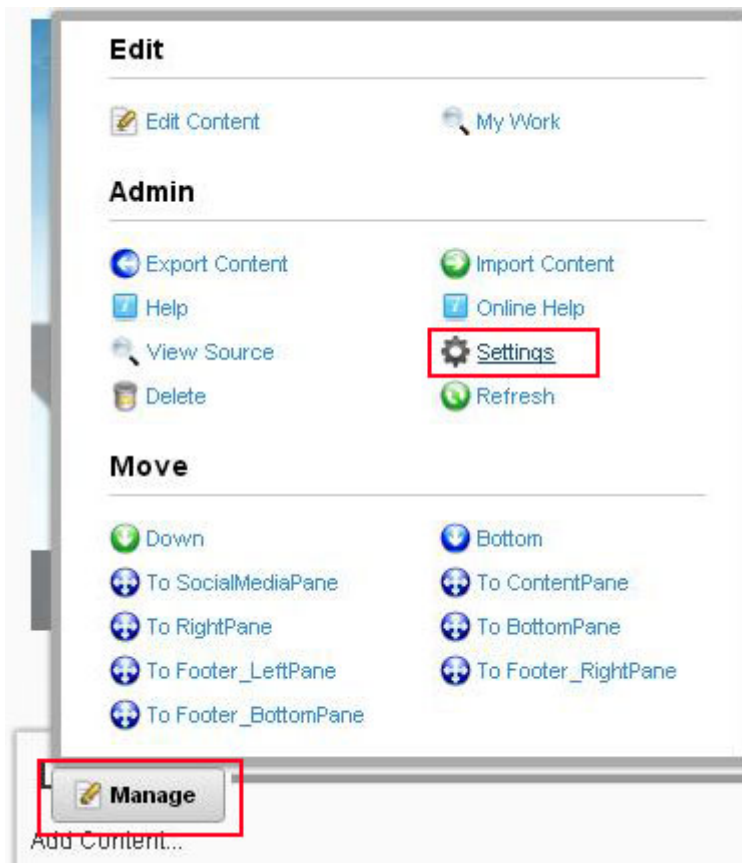


The screenshot shows the 'Add Module' dialog box in a CMS interface. The dialog has a title bar with 'Admin Host Modules Pages Tools'. Inside, there are two radio buttons: 'Add New Module' (selected) and 'Add Existing Module'. Below them is a 'Find More Extensions' button. The 'Module Selection' section contains a 'Category' dropdown set to 'Common', a 'Module' dropdown set to 'HTML Pro', a 'Title' text box containing 'Live Chat', and a 'Visibility' dropdown set to 'Same As Page'. The 'Module Location' section contains a 'Pane' dropdown set to 'LeftPane', an 'Insert' dropdown set to 'Top', and an empty 'Module' dropdown. At the bottom, there is an 'Add Module' button highlighted with a red rectangle.

- Module will appear on your page.



- Now click on Live Chat module Manage Setting.



- Insert code into Advance setting -> footer section and click on update button.

## Advanced Settings

- Display Module On All Pages? ☒
- Only Display Search Results Once ☐
- Add to new pages only? ☐
- Hide Admin Border ☐

My Website > Getting Started > Module

Display module on all Pages?

Only Display Search Results Once

Add to new pages only?

Hide Admin Border

Header:

Footer:

<!-- live2support.com tracking codes starts --><div id="l2s\_trk" style="z-index:99;"><a href="http://live2support.com" style="font-size:1px;">Live Chat</a></div><script type="text/javascript"><!--var l2s\_pht=escape(location.protocol); if(l2s\_pht.indexOf("http")==-1) l2s\_pht="http: "; function l2s\_load() { document.write("<scr+ipt type="text/javascript+>";

Start Date:

End Date:

Added to Pages

Update

Delete

Cancel

My Website > Getting Started > Module

Display module on all Pages? ☒

Only Display Search Results Once ☐

Add to new pages only? ☐

Hide Admin Border ☐

Header:

Footer: ☒ `<!-- live2support.com tracking codes starts --><div id="l2s_trk" style="z-index:99;"><a href="http://live2support.com" style="font-size:1px;">Live Chat</a></div><script type="text/javascript"><!-- var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1) l2s_pht="http: "; function l2s_load() { document.write("<scr+ipt type="text/javascript+>";`

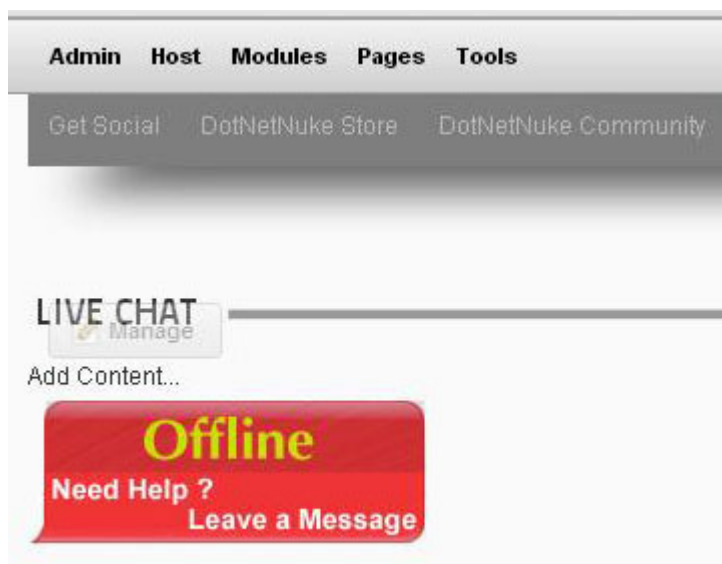
Start Date:

End Date:

Added to Pages

**Update** Delete Cancel

- Live Chat Appear on your website. You have added live chat into DotNetNuke successfully.



#### Related Articles:

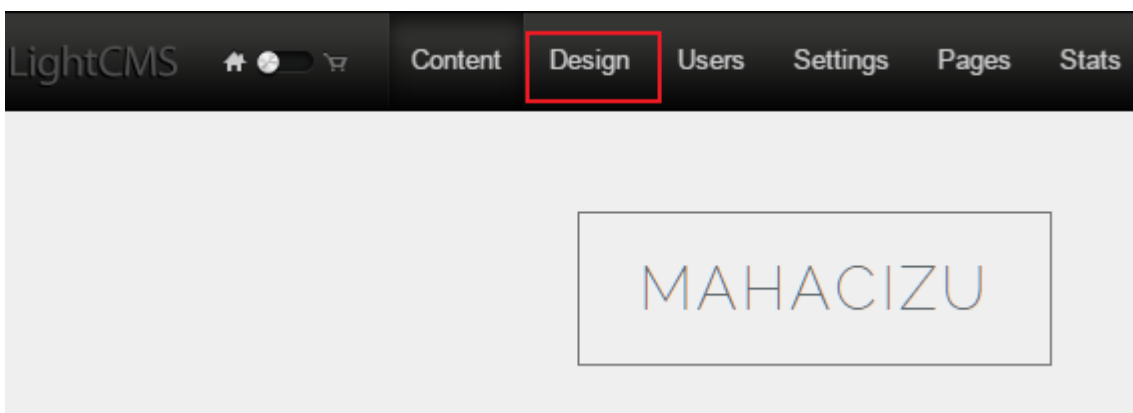
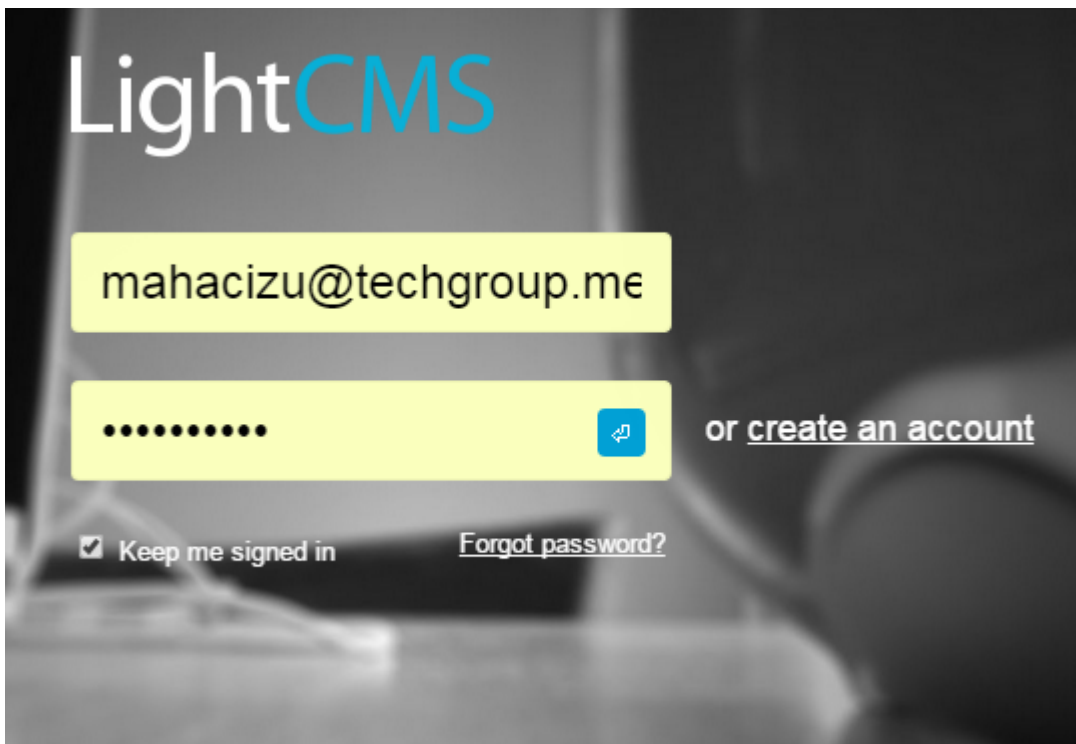
[Wix Integration With ProProfs Live Chat](#)

[WordPress Integration With ProProfs Live Chat](#)  
[Joomla Integration with ProProfs Live Chat](#)

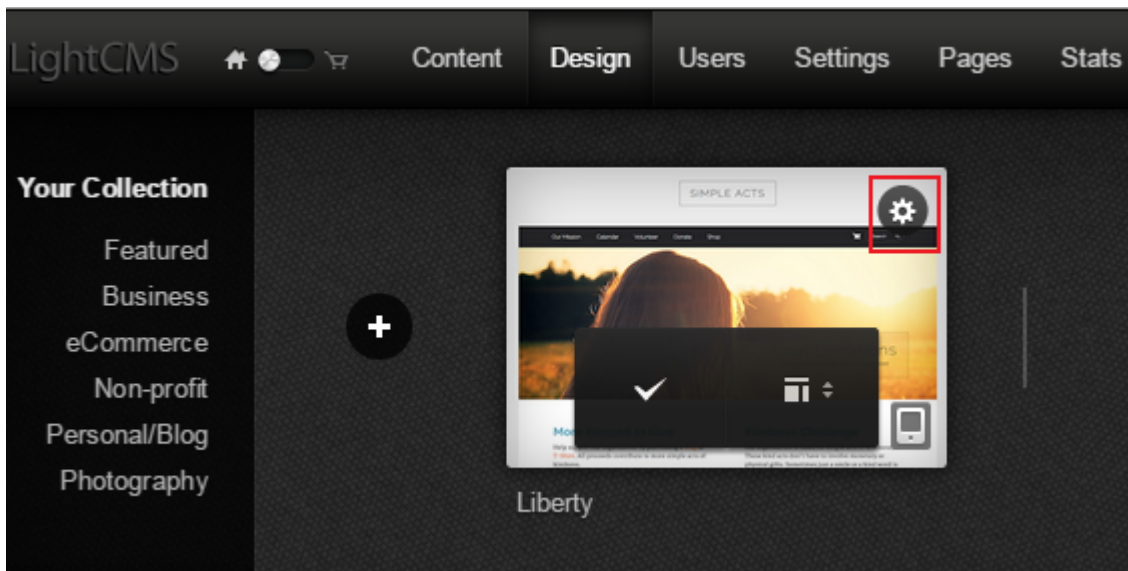
# LightCMS Integration with ProProfs Live Chat

You need to follow these steps to integrate [ProProfs Chat with Light CMS](#).

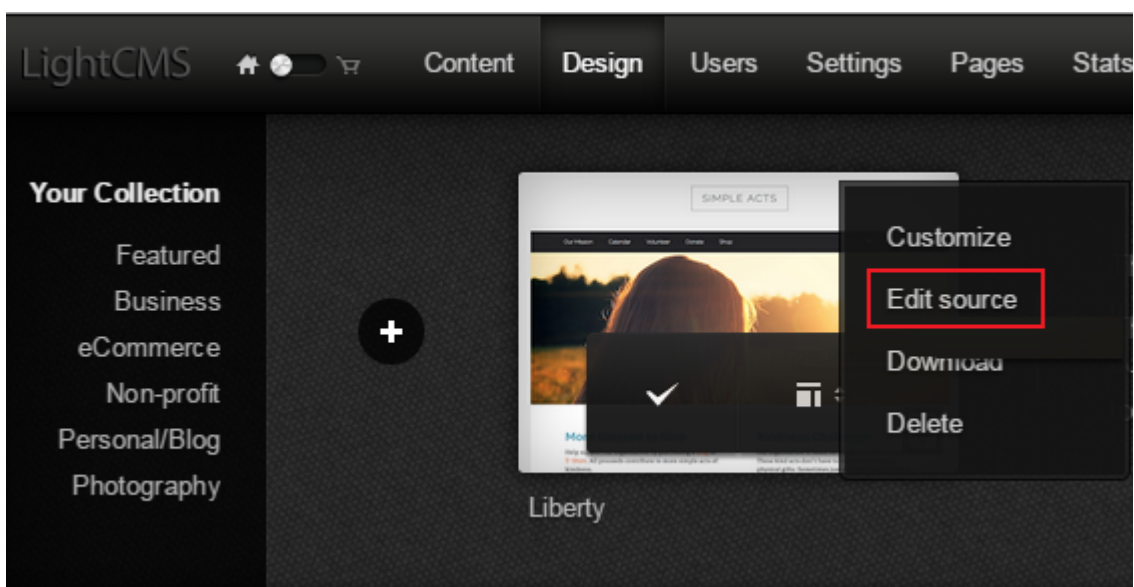
- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login to your Light CMS account & click on Design.



- Select Option Menu.



- Then go to Edit Source from the following options.



- Select page from right bar menu in which you want to place the code.
- Place your ProProfs codes into that page.

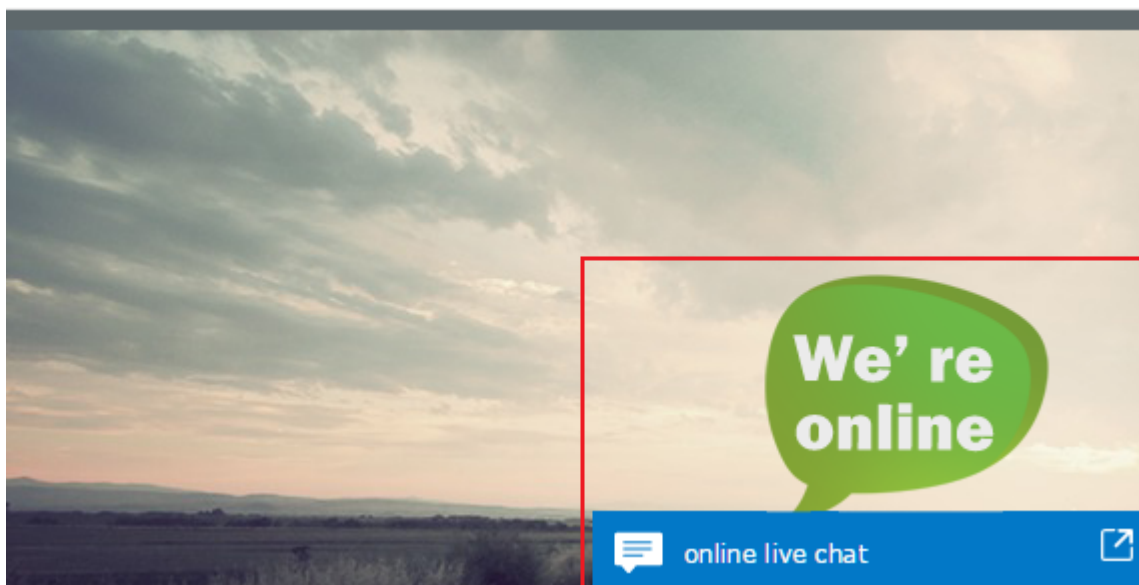
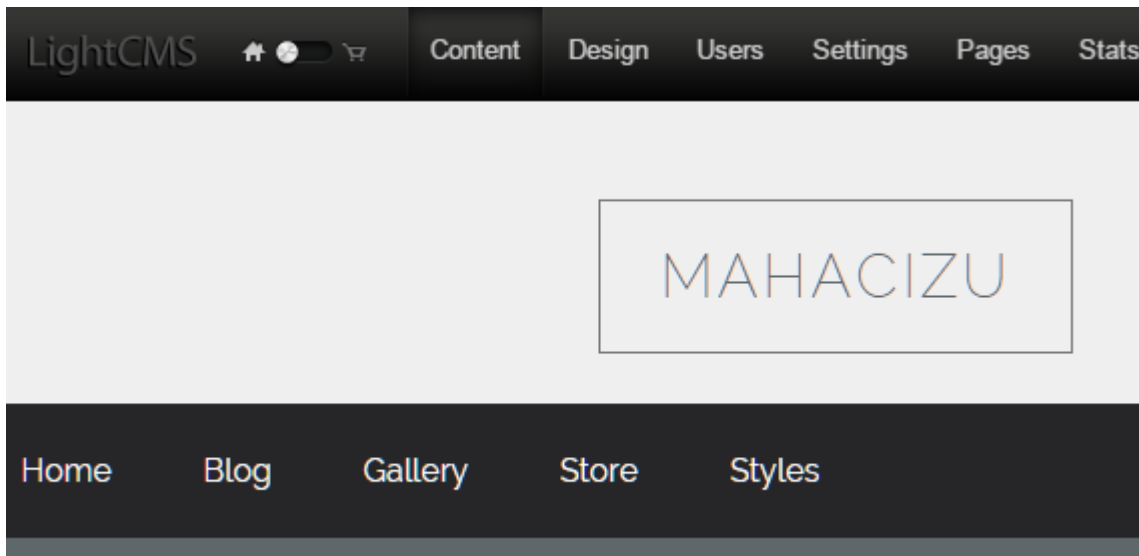


```

50      <$region name="special"></$region$>
51    </div>
52    <div class="bottom-content" id="bottom-content">
53      <div class="spotlight" id="spotlight" data-cmsadmin-layout-sidebar-b="true">
54        <div class="box">
55          <$region name="spotlight"></$region$>
56        </div>
57        <div class="box">
58          <$region name="spotlight_a"></$region$>
59        </div>
60        <div class="box">
61          <$region name="spotlight_b"></$region$>
62        </div>
63      </div>
64      <div class="two-column">
65        <div class="left">
66          <$region name="bottom"></$region$>
67        </div>
68        <div class="right">
69          <$region name="bottom_a"></$region$>
70        </div>
71      </div>
72      <div class="one-column">
73        <$region name="full_a"></$region$>
74      </div>
75    </div>
76  </div>
77  <footer>
78    <$include virtual="footer.inc" /$>
79  </footer>
80 </div>
81 </body>
82 <!-- live2support.com tracking codes starts --<div id="l2s_trk" style="z-index:99;"></div>
83 var l2scd = document.createElement('script'); l2scd.type = 'text/javascript'; l2scd.async
84 </html>
85

```

- Select Click on **Save**.
- Live Chat Appear on your website. You have added live chat into Light CMS successfully.



#### Related Articles:

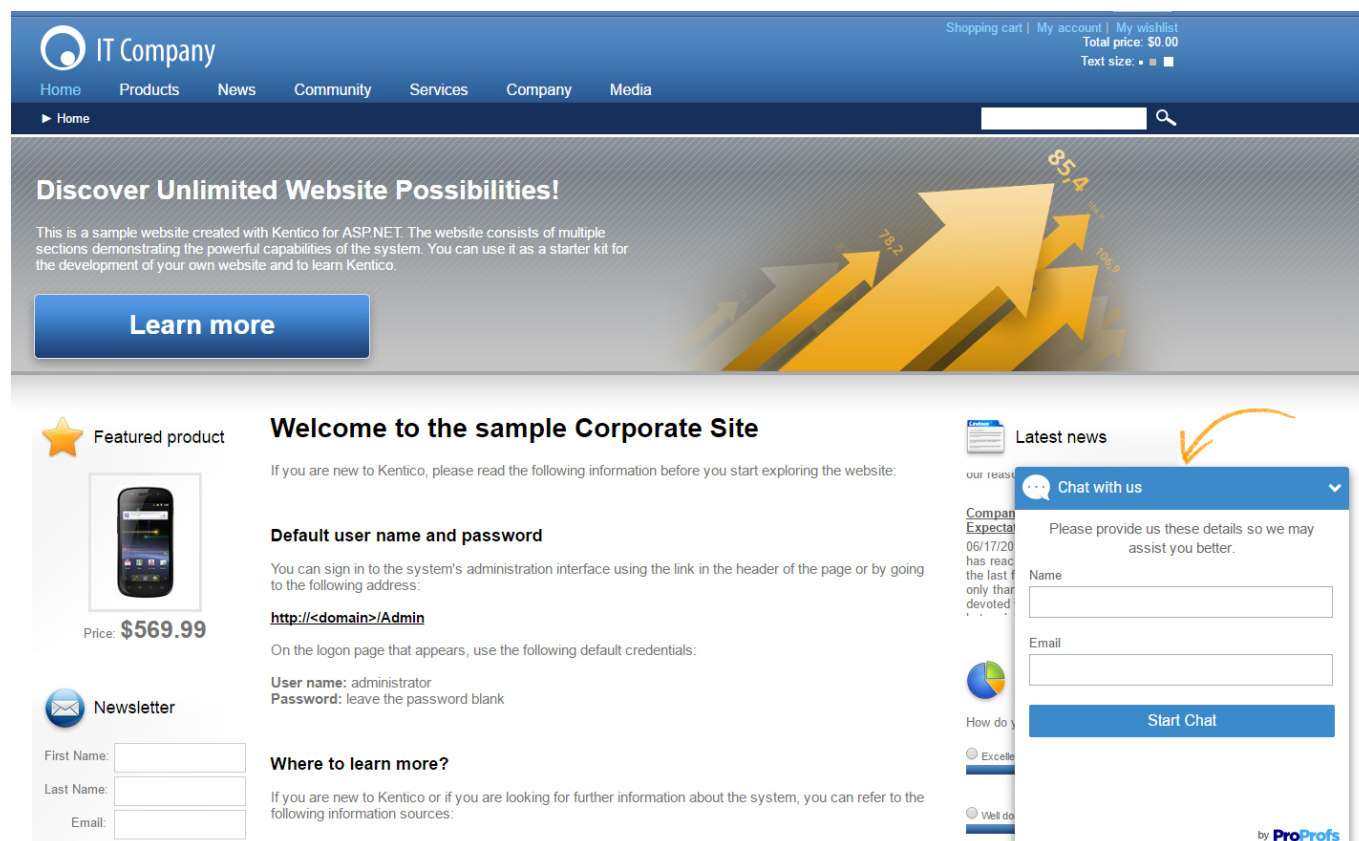
- [Drupal ver 8.x Integration With ProProfs Live Chat](#)
- [Drupal ver 6.x & 7.x Integration With ProProfs Live Chat](#)
- [SquareSpace Integration With ProProfs Live Chat](#)

# Kentico Integration with ProProfs Live Chat

Integrating ProProfs with your Kentico CMS based website enables you to provide excellent support to your customers via live chat.

Our live chat's exciting features and user-friendly functionality helps you discover more possibilities for customer delight.

Here's how your Kentico website will look after completing this integration:



**Step1.** From your ProProfs Chat dashboard, navigate to settings and click on installation. Copy the installation code. (see image below)

[Home](#)
[Settings](#)
[Transcripts](#)
[Operators](#)
[Reports](#)
[Launch Chat](#)

[\(855\) 776-7763](#)

[Chat Window](#)
[Installation](#)
[Integration](#)
[Advanced](#)
[Preferences & Settings](#)
[Accounting & Payment](#)

## Install ProProfs Live Chat

Copy & paste the below code just before the </body> tag on your webpage.

```
<!-- ProProfs Chat code starts --><div id="l2s_trk" style="z-index:99;">add chat to your website</div><script type="text/javascript"> var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1) l2s_pht="http"; (function () { document.getElementById(l2s_trk).style.visibility="hidden"; var l2scd = document.createElement("script"); l2scd.type = "text/javascript"; l2scd.src = (l2s_pht=="https://" ? "https://" : "http://") + "live2support.com/js/ljs1.php?stid=29387"; document.getElementsByTagName("script")[0].parentNode.appendChild(l2scd); })();
```

Copy to clipboard

Separate chat window code

[Send instructions to developer](#)

Need help? Call **855.776.7763**

Use one of the following services? Click below to see the specific easy-install instructions

WordPress

Magento

Microsoft Dynamics CRM

zendesk

osCommerce

PrestaShop

shopify

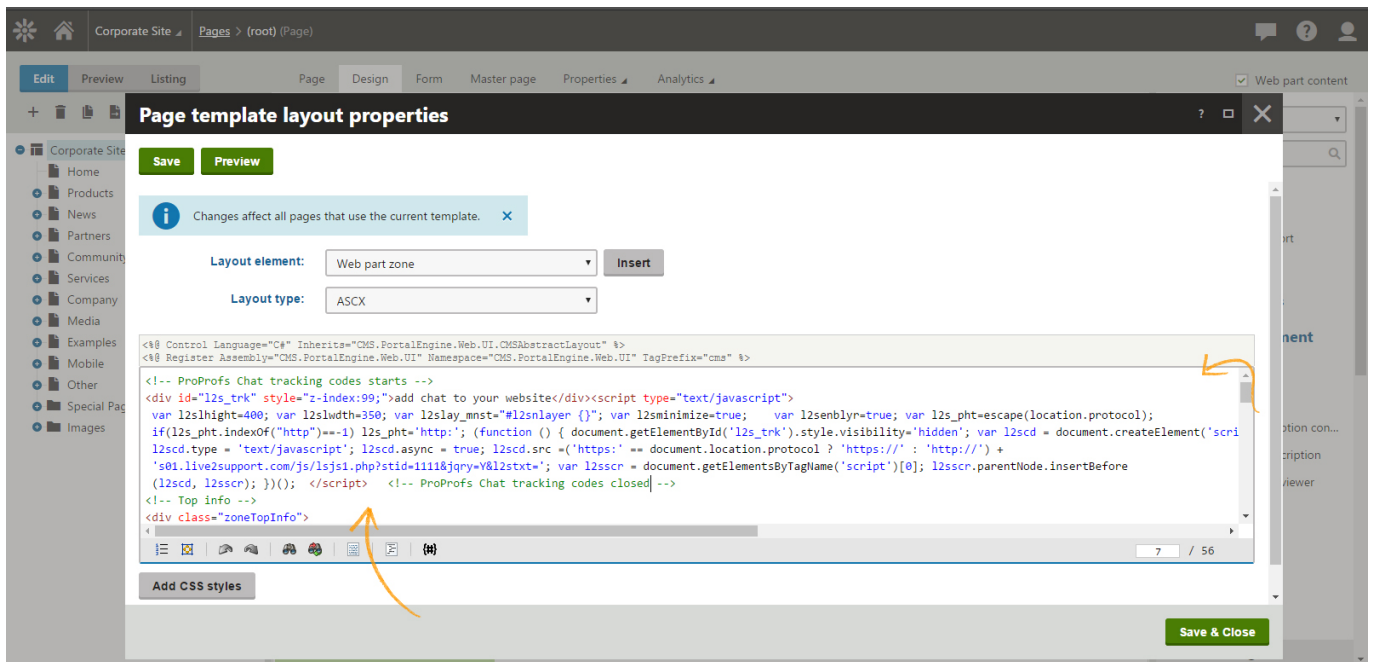
Copyright © 2005 - 2017 ProProfs.com

Chat with ProProfs

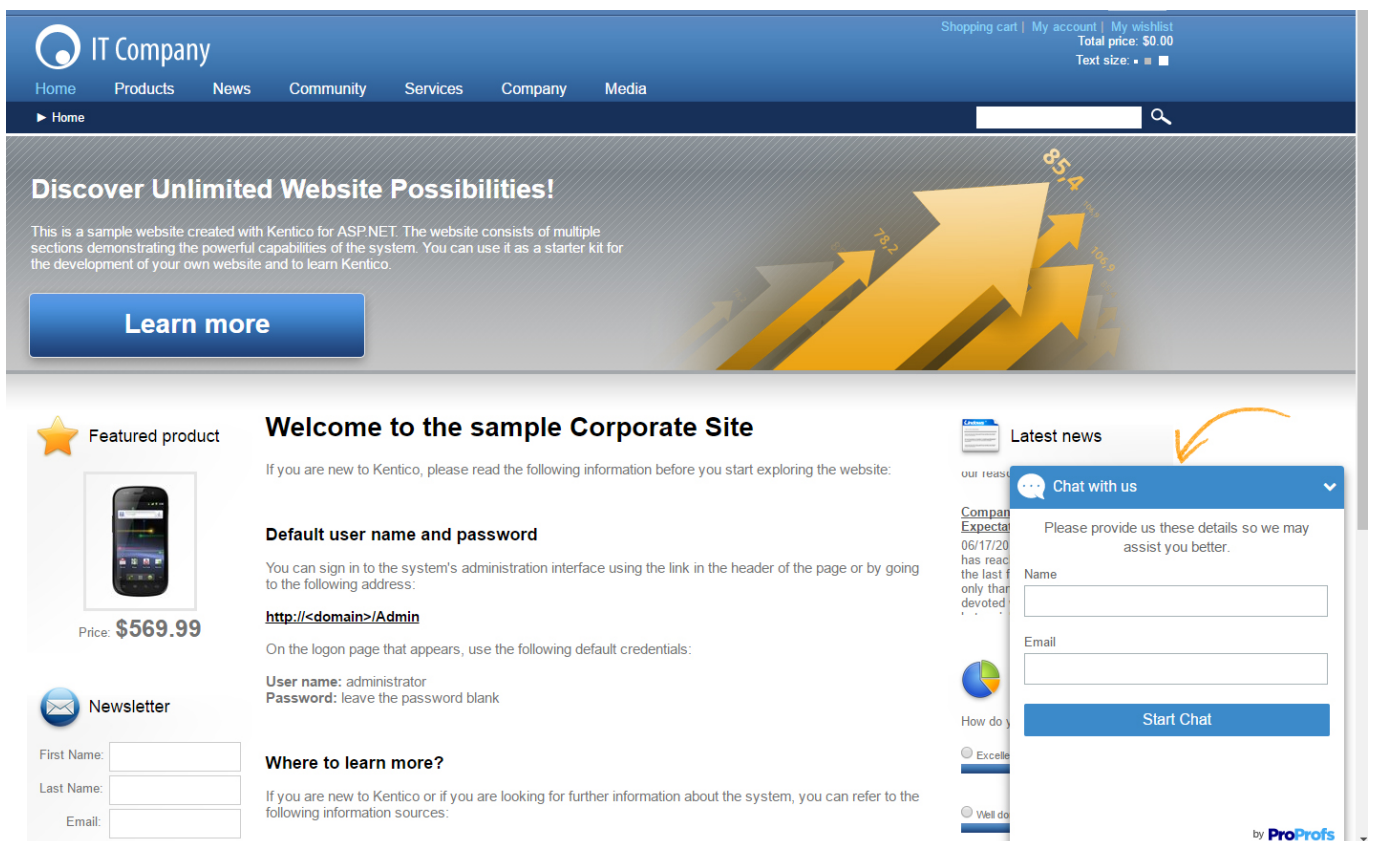
**Step2.** Now, Login to your Kentico CMS admin panel.

**Step3.** Navigate to "Edit Layout" section. (see image below)

**Step 4.** Paste ProProfs Chat as shown in the image below and click on "Save".



**Step5.** ProProfs Chat is now ready to delight customers on your Kentico website.



## Related Articles:

[WordPress Integration With ProProfs Live Chat](#)  
[Weebly Integration With ProProfs Live Chat](#)

## DotNetNuke Integration With ProProfs Live Chat

# WHMCS Integration with ProProfs Live Chat

The WHMCS is one of the largest providers of frequent billing software for customer support services. It can recognize a registered client and get direct access to their ticket, profile and other specific information from chat interface. The chats are logged under WHMCS ticket history; it can detect if a site visitor is logged into your WHMCS installation and hence provides links to diverse WHMCS functionality. The link allows opening the WHMCS web area to view a client's summary, view orders, manage products and services, invoices, emails, view or edit support tickets.

**ProProfs and WHMCS integration is studded with powerful features:**

- You can send high quality, customized and professional looking invoices.
- PDF versions can be attached, including invoice notification and payment reminder notices
- You can invoice or bill your customers in multiple currencies
- WHMCS is all about integration and automation, it manages emails, password change, upgrades, suspensions and more
- It provides automated billing which features automatic invoicing, payment processing, transaction logging, payment reminders, refund and cancelation of mass scale billing
- With WHMCS you have all the product configuration options and functionality you need to run a successful and automated online business
- It offers products which can be customized when ordering and also offer a wide range to choose from
- It lets you manage domain purchases in an automated way, The WHMCS web area gives its user all the tools they need from a domain registrar
- Domain locking can be performed to protect data from transferring
- It support to post your latest news and updates on your websites
- It can be installed quickly and readily
- Multiple languages
- Android Applications and iPhone are available
- It has a portal look, but can be integrated as much or as little as you want

## Step 1.

Go to ProProfs Control Panel Preferences Settings CRM Integration

### Preferences & settings



- |                                   |                           |
|-----------------------------------|---------------------------|
| - Customize Preferences           | - Add/Edit ad Campaign    |
| - Add/Edit Predefined Responses   | - IP Blocking             |
| - Add/Edit Push URL               | - Enable/Disable Callback |
| - Pro-active/Auto chat Invitation | - CRM Integration         |
| - 3rd Party Integration           |                           |

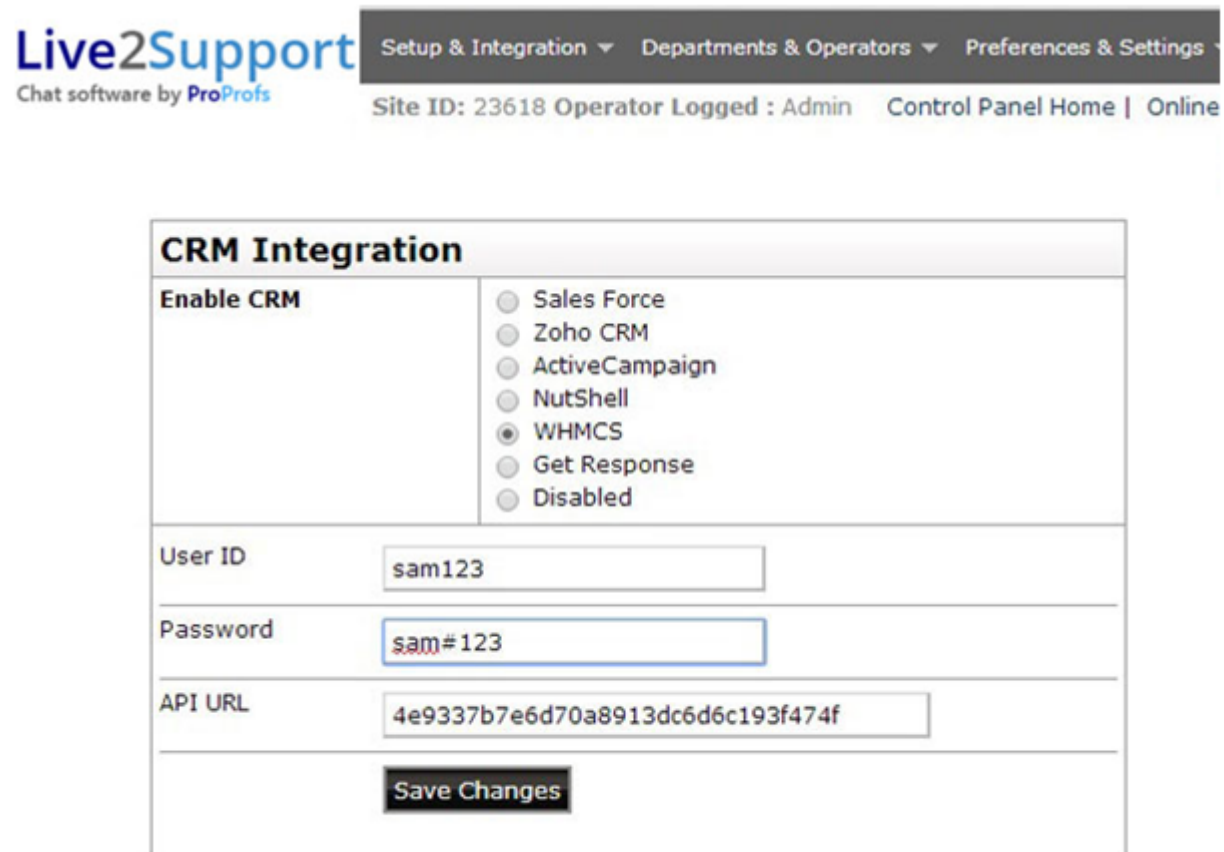


## Step 2.

Select WHMCS from option

## Step 3.

Enter Your User ID , Password and WHMCS Api URL(Example : <http://yourdomain.com/includes/api.php>) then click on Save Change




The screenshot shows the Live2Support interface. At the top, there is a navigation bar with 'Setup & Integration', 'Departments & Operators', and 'Preferences & Settings'. Below this, a status bar shows 'Site ID: 23618 Operator Logged : Admin' and links for 'Control Panel Home' and 'Online'. The main content area is titled 'CRM Integration'. It features a section 'Enable CRM' with a list of radio buttons: Sales Force, Zoho CRM, ActiveCampaign, NutShell, WHMCS (selected), Get Response, and Disabled. Below this are three input fields: 'User ID' with the value 'sam123', 'Password' with the value 'sam#123', and 'API URL' with the value '4e9337b7e6d70a8913dc6d6c193f474f'. A 'Save Changes' button is located at the bottom of the form.

| CRM Integration                             |   |
|---|---|
| Enable CRM                                  | <input type="radio"/> Sales Force<br><input type="radio"/> Zoho CRM<br><input type="radio"/> ActiveCampaign<br><input type="radio"/> NutShell<br><input checked="" type="radio"/> WHMCS<br><input type="radio"/> Get Response<br><input type="radio"/> Disabled |
| User ID                                     | <input type="text" value="sam123"/>   |
| Password                                    | <input type="text" value="sam#123"/>  |
| API URL                                     | <input type="text" value="4e9337b7e6d70a8913dc6d6c193f474f"/>   |
| <input type="button" value="Save Changes"/> |   |

## Step 4.

After Integration you will get new Ticket of Live Chat Transcript





The Complete Billing & Support Solution

**Logged Out**  
 You have been successfully logged out.

**Username**

**Password**

☐ Remember me until I logout.

Language: Default ▼

IP Logged: 192.168.1.65
Powered by [WHMCS](#)

[Forgot your password?](#)

## Support Tickets

 [Help](#)

Search/Filter

Auto Refresh

6 Records Found, Page 1 of 1

Jump to Page: 1 ▼

With Selected:

| <input type="checkbox"/> | Department | Subject                              | Submitter                    | Status | Last Reply ▲ |
|--------------------------|------------|--------------------------------------|------------------------------|--------|--------------|
| <input type="checkbox"/> | support    | <a href="#">#452851 - API Ticket</a> | <a href="#">sudhir.singh</a> | Open   | 6d 2h 46m    |
| <input type="checkbox"/> | support    | <a href="#">#528589 - API Ticket</a> | <a href="#">sudhir.singh</a> | Open   | 6d 0h 52m    |
| <input type="checkbox"/> | support    | <a href="#">#100309 - API Ticket</a> | <a href="#">sudhir.singh</a> | Open   | 6d 0h 51m    |
| <input type="checkbox"/> | support    | <a href="#">#618519 - API Ticket</a> | Sudhir1 singh                | Open   | 5d 23h 56m   |
| <input type="checkbox"/> | support    | <a href="#">#943239 - API Ticket</a> | Sudhir1 singh                | Open   | 5d 23h 56m   |
| <input type="checkbox"/> | support    | <a href="#">#912382 - API Ticket</a> | Sudhir1 singh                | Open   | 5d 23h 48m   |

With Selected:

« Previous Page Next Page »

## Support Tickets

#912382 - API Ticket Open [Close](#)

**Add Reply** Add Note Other Tickets Client Log Options Log

Tools

Set to Answered & Return to Ticket List

Add Response »

Attachments

Choose File No file chosen

+ Add More

**Sudhir1 singh**  
[sudhir1@crmpanel.com](mailto:sudhir1@crmpanel.com)  
Block Sender  
Edit Delete

Posted on Tuesday 28th January at 12:43  
This is a sample ticket opened by the API

### Related Articles:

[Wix Integration With ProProfs Live Chat](#)  
[Light CMS Integration With ProProfs Live Chat](#)  
[Kentico Integration With ProProfs Live Chat](#)

# E-commerce

# 3dcart Integration with ProProfs Live Chat

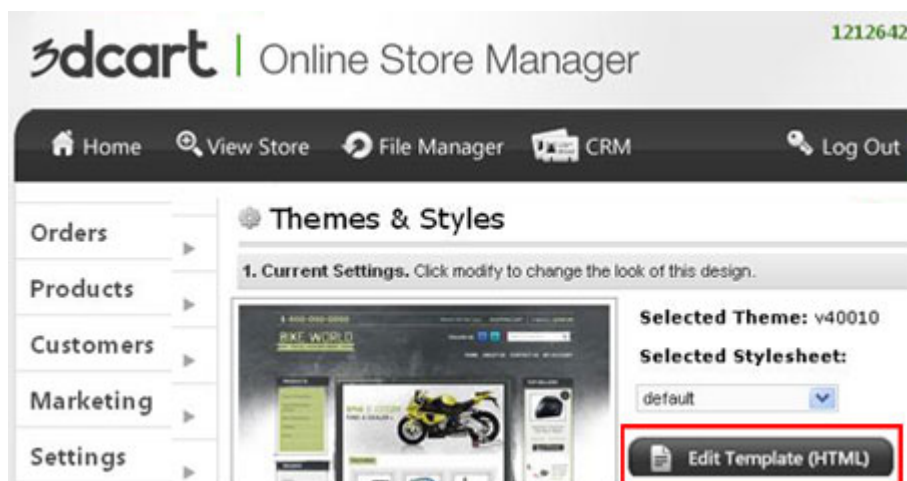
## Live Chat with 3D Cart

Follow these steps for [ProProfs Chat and 3D Cart integration](#):

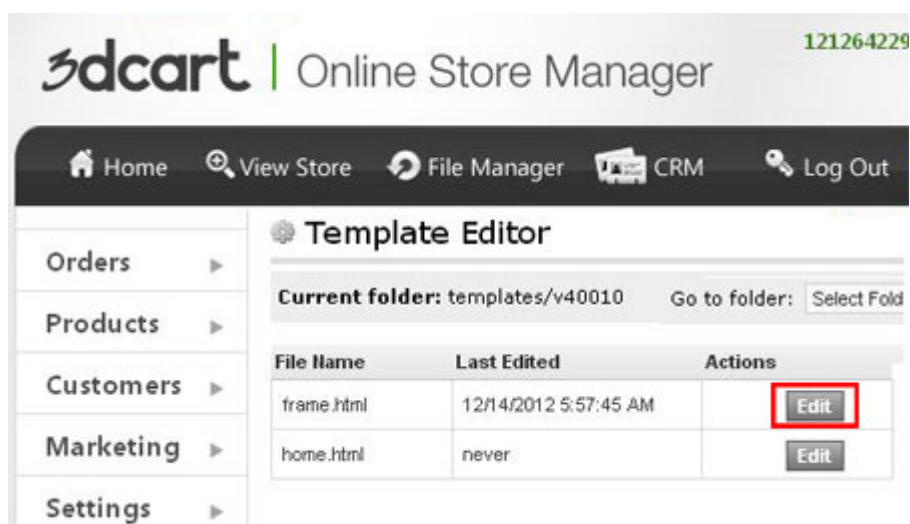
- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login to the admin panel of your 3D Cart Account & click on Design Your Store.



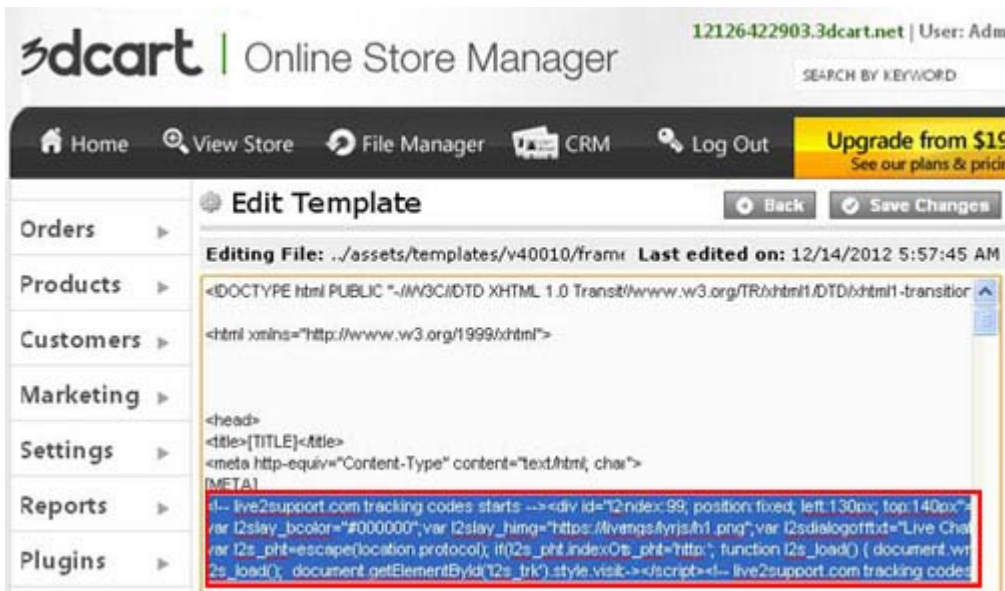
- Select **Edit Template (HTML)**.



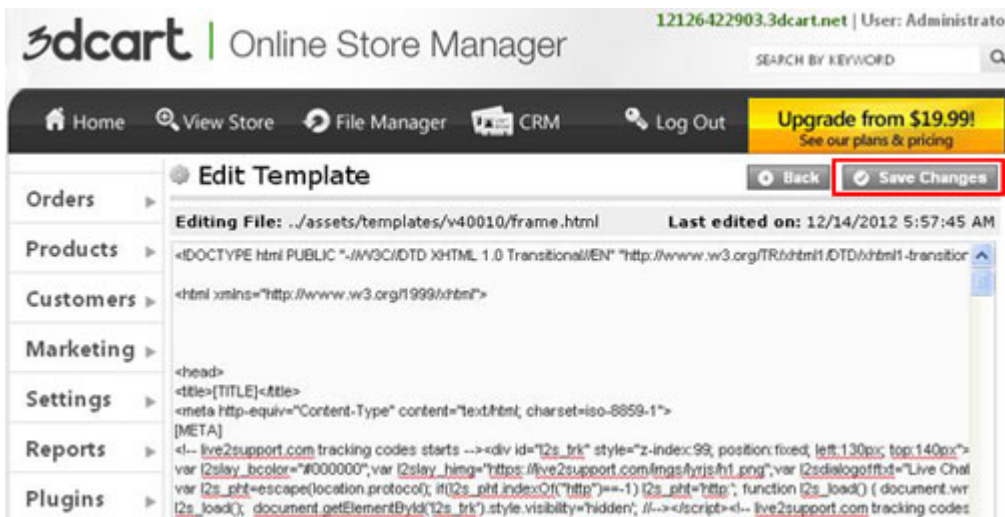
- Click on **frame.html** or **home.html** Edit.



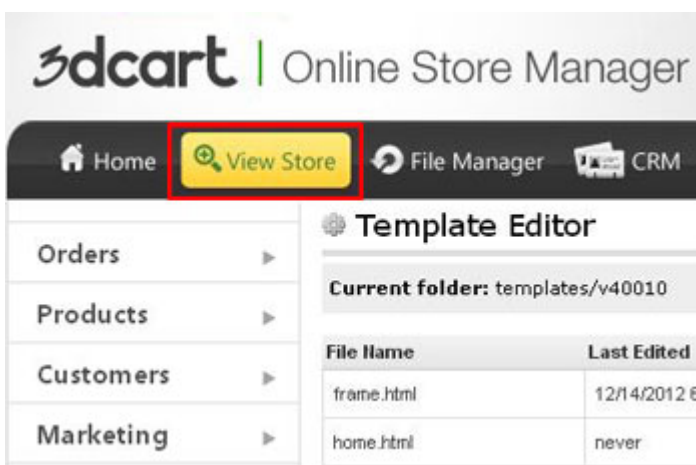
- Place your ProProfs codes into the **frame.html** or **home.html** content box.

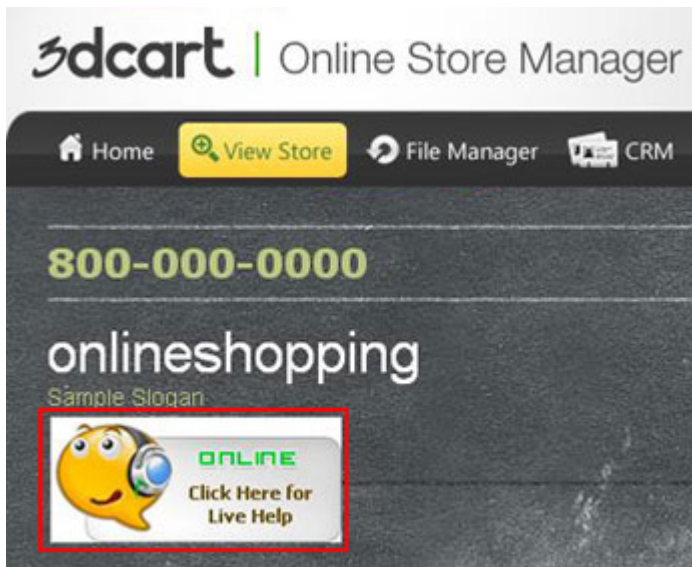


- Select Click on Save.



- Click on View Store, live chat icon will be displayed on your web page.





#### Related Articles:

- [Adding ProProfs Live Chat in Shopify](#)
- [Adding ProProfs Live Chat in Magento](#)
- [Adding ProProfs Live Chat in Spark Pay](#)

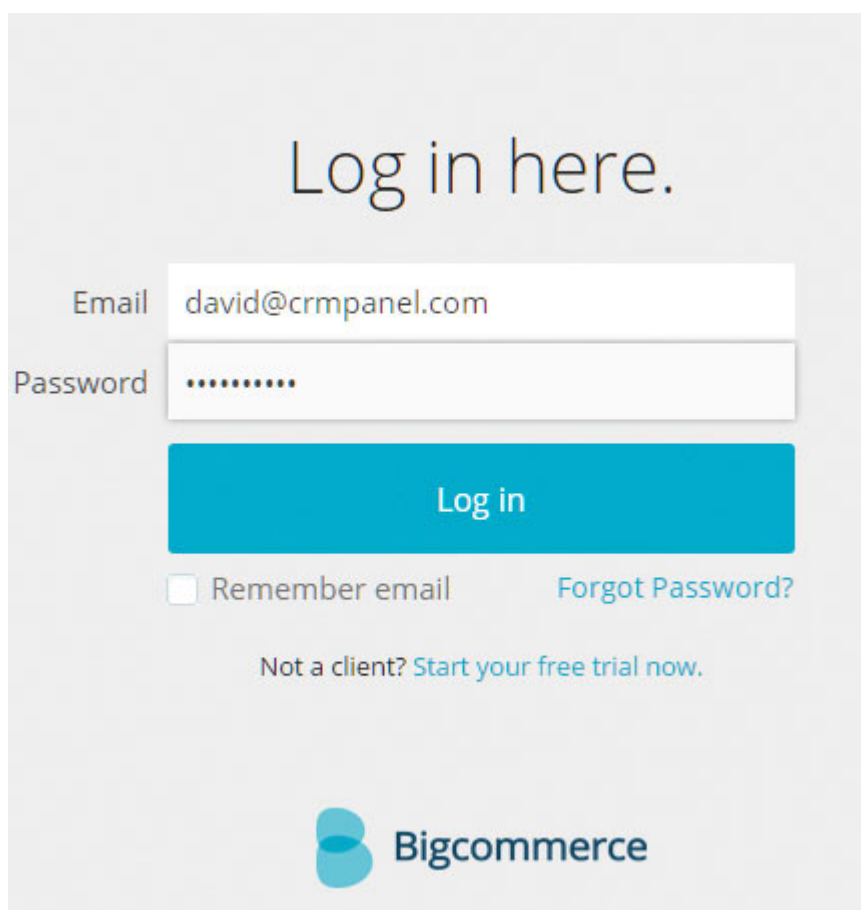


# BigCommerce Integration with ProProfs Live Chat

## Live Chat in BigCommerce

Follow these steps for [ProProfs and BigCommerce integration](#):

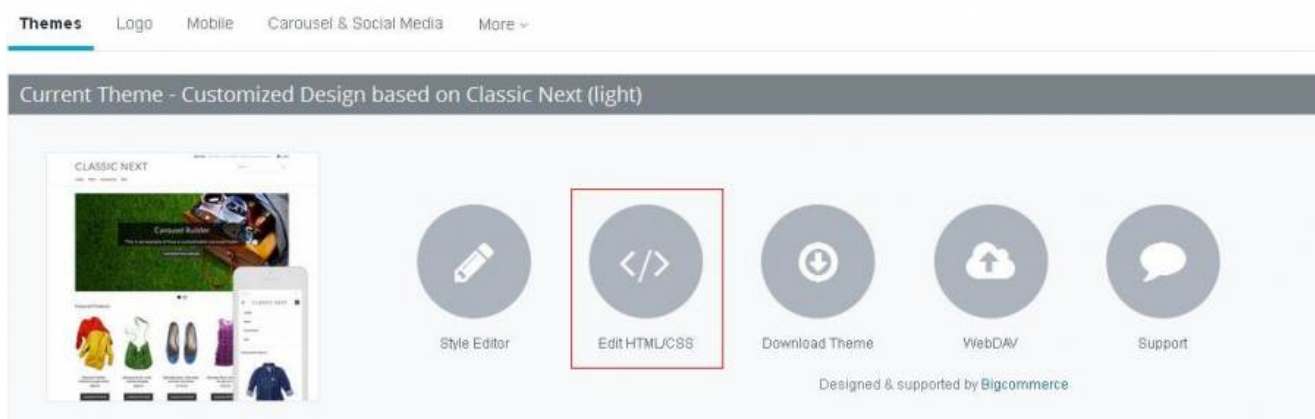
- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login to the admin panel of your BigCommerce & click on Settings > Design

A screenshot of the BigCommerce login page. The page has a light gray background. At the top, the text "Log in here." is displayed in a large, dark font. Below this, there are two input fields: "Email" with the value "david@crmpanel.com" and "Password" with a masked password ".....". A blue "Log in" button is positioned below the password field. Under the button, there is a checkbox labeled "Remember email" and a link "Forgot Password?". At the bottom of the login area, there is a link "Not a client? Start your free trial now." and the BigCommerce logo, which consists of a blue circular icon and the word "Bigcommerce" in a dark font.

- Now Click on Edit HTML/CSS.



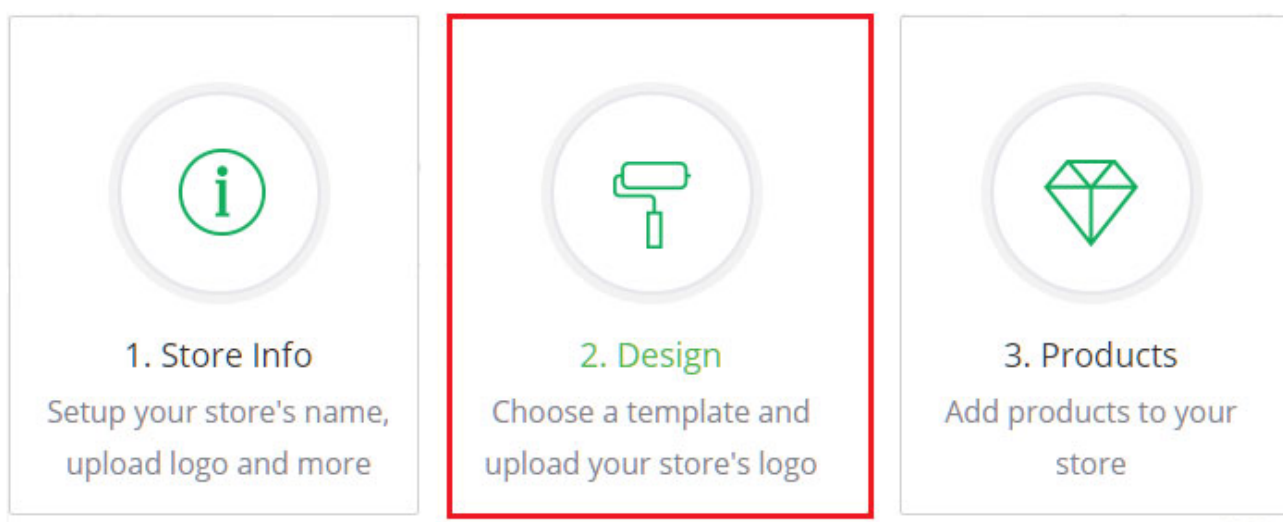
## Store Design



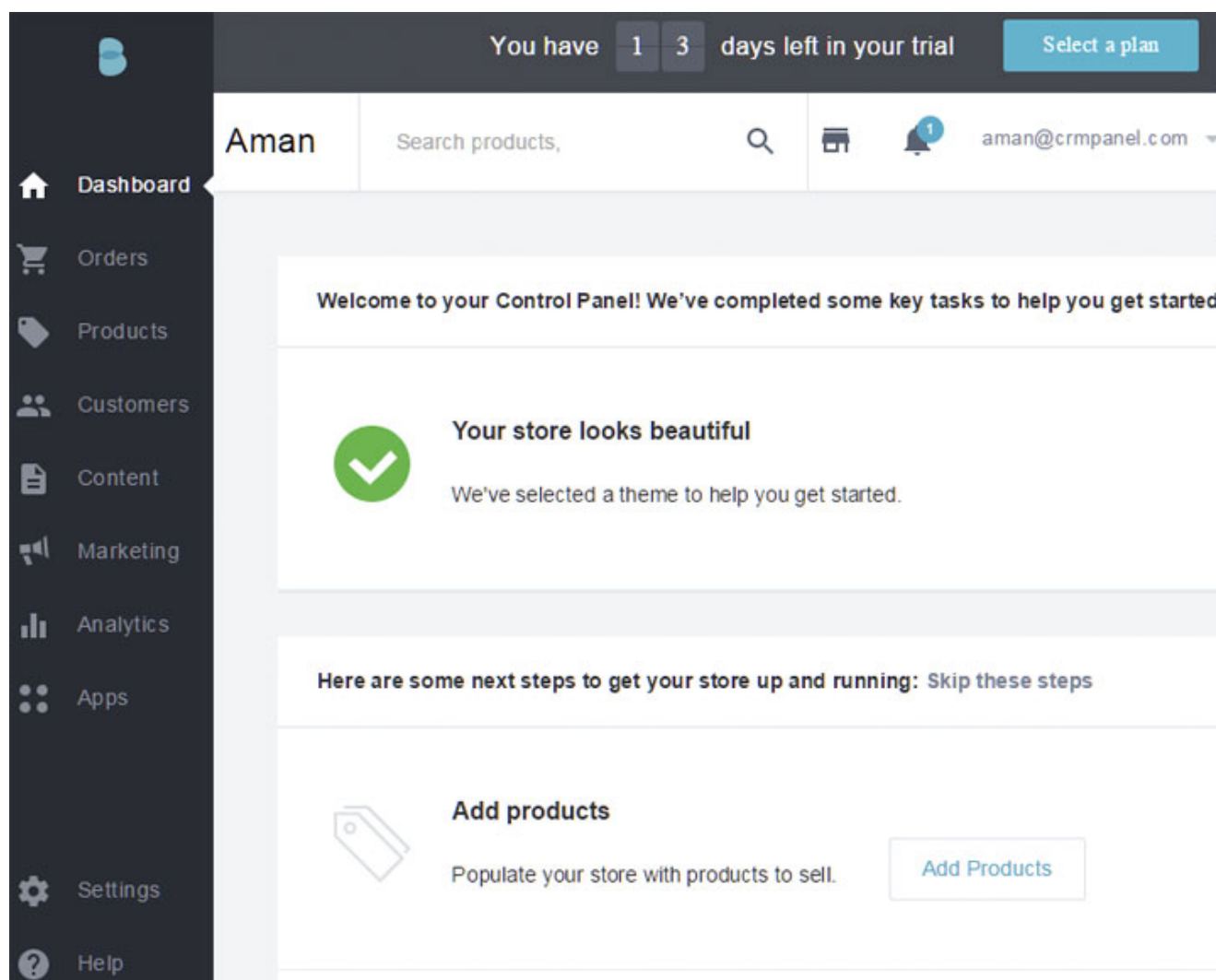
- Select Header File from Left side list of file and Save the file.

Hi Administrator, this is your control panel.

You have 15 days left days in your 3dcart account



- Click on View Store, live chat icon will be displayed on your web page



#### Related Articles:

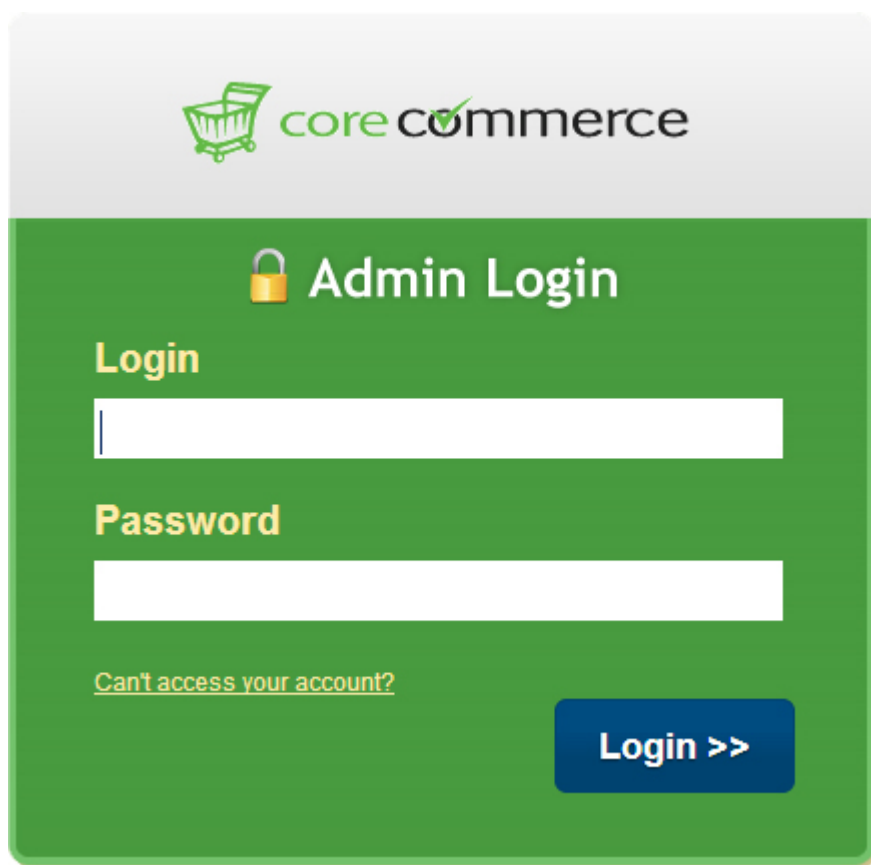
[Adding ProProfs Live Chat in Shopify](#)  
[Adding ProProfs Live Chat in Magento](#)  
[Adding Live Chat in CS-Cart](#)

# CoreCommerce Integration with ProProfs Live Chat

## Live Chat in CoreCommerce

Follow these steps for [ProProfs Chat and CoreCommerce integration](#):

- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login to the admin panel of your **CoreCommerce**.

The image shows the CoreCommerce Admin Login interface. At the top, there is a grey header bar with the CoreCommerce logo, which consists of a green shopping cart icon and the text 'corecommerce' in a green sans-serif font. Below the header is a green rectangular box with rounded corners. Inside this box, at the top, is a yellow padlock icon followed by the text 'Admin Login' in white. Below this, the word 'Login' is written in yellow. There are two white input fields: the first is for the username and the second is for the password. Below the password field, the text 'Can't access your account?' is written in yellow and underlined. At the bottom right of the green box is a blue button with the text 'Login >>' in white.

- Now Go To Design Advance Option.



Navigation bar: Orders, Customers, Inventory, Site Content, **Design**

| TEMPLATES   | STORE DESIGN  |  |
|---|---|--|
| <b>Template Layouts</b><br>Create or customize templates for different areas of your store. | <b>Fonts, Borders and Colors</b><br>Set and modify your sitewide font, border and color settings. | <b>Header and Footer</b><br>Change the look and feel of your header and footer.  |
| <b>Edit Emails</b><br>Edit the design and content for all store emails.                     | <b>Logos</b><br>Set up your store's logo.   | <b>Sidebar Widgets</b><br>Choose which widgets you want to display and modify their functionality and appearance.          |
| <b>Design Setup Wizard</b>  | <b>Navigation</b><br>Change the contents of your site's navigation menu.                          | <b>Advanced Options</b><br>Edit your design's HTML and CSS files in the admin and choose the button family for your store. |
|   | <b>Homepage Design Options</b><br>Modify your store's homepage.                                   | <b>Manage Store Images</b><br>Customize the default images for your store.   |

- Choose file from Select a file to edit option

## Advanced Options

▶ **Edit HTML/CSS**

Button Images

### THEME ACTIONS

---

Restore All Files **RESTORE ALL** ?

Publish All Files **PUBLISH ALL** ?

### EDIT HTML/CSS

---

**i** This page will allow you to edit your design's CSS and HTML files. You can use [many tokens](#) in the HTML files to control dynamic behavior. Use the dropdown below to select which file you want to edit.

Select a file to edit

Please Choose ▼

Please Choose

**Templates**

footer.html

**header.html**

secure.footer.html

secure.header.html

**CSS**

main.css

mobile-store.css

- Place your ProProfs codes into the header.html or Selected File content box.

Copyright © 2014 ProProfs

Page 282

```

51         if($numOfItems > 0) {
52             foreach($cart->getItems() as $item) {
53                 echo '<li class="element-textstr"><span class="ddcar
54             }
55         }>
56         <li class="border-dashed-top" id="drop-cart-info">
57             <span class="element-textstr">
58                 <?php echo $lang->xsprintfkey('str_x_items_in_cart'.
59                 <strong class="drop-cart-price highlighted-number">
60             </span>
61             </li>
62             <li><a href="##VIEW_CART_URL##" class="border-dashed-top">#
63             ##ELSE##
64             <li><span class="element-title">##LANG_STR_SHOPPING_CART##<
65             <li><span class="element-textstr">##LANG_STR_NO_ITEMS_IN_CAI
66             <li><a href="##MERCHANT_URL##">##LANG_BTN_CONTINUE_SHOPPING#
67             <?php } ?>
68         </ul>
69     </li>
70 </ul>
71
72     <span id="mobile-menu-button"><span class="icon-menu"></span></span>
73 <nav>
74     ##MENU_BAR_V2##
75 </nav>
76 </div>
77 </div>
78
79 <div class="l_w_mx_wrapper">
80     <div class="left_and_middle_content_wrapper">
81         <div id="content-middle" class="content-middle relative-element">
82
83         var l2scd = document.createElement('script'); l2scd.type = 'text/javascript'; l2scd.async =
84         <?php if(PRODUCT_DETAIL_CMD == $cmd && isset($product) && $product->isS
85
86     </div>
87 </div>

```

- Select Click on Publish.

## Advanced Options

► Edit HTML/CSS

Button Images

### THEME ACTIONS

Restore All Files

RESTORE ALL


?

Publish All Files

PUBLISH ALL

?

### EDIT HTML/CSS

 This page will allow you to edit your design's CSS and HTML files. You can use [many tokens](#) in the HTML files to control dynamic behavior. Use the dropdown below to select which file you want to edit.

Select a file to edit

header.html ▼

### FILE ACTIONS

Restore header.html

RESTORE


?

Publish to header.html

PUBLISH

?

- Now go to Your Store, live chat icon will be displayed on your web page.

 [View my store](#)



Orders



Customers



Inventory

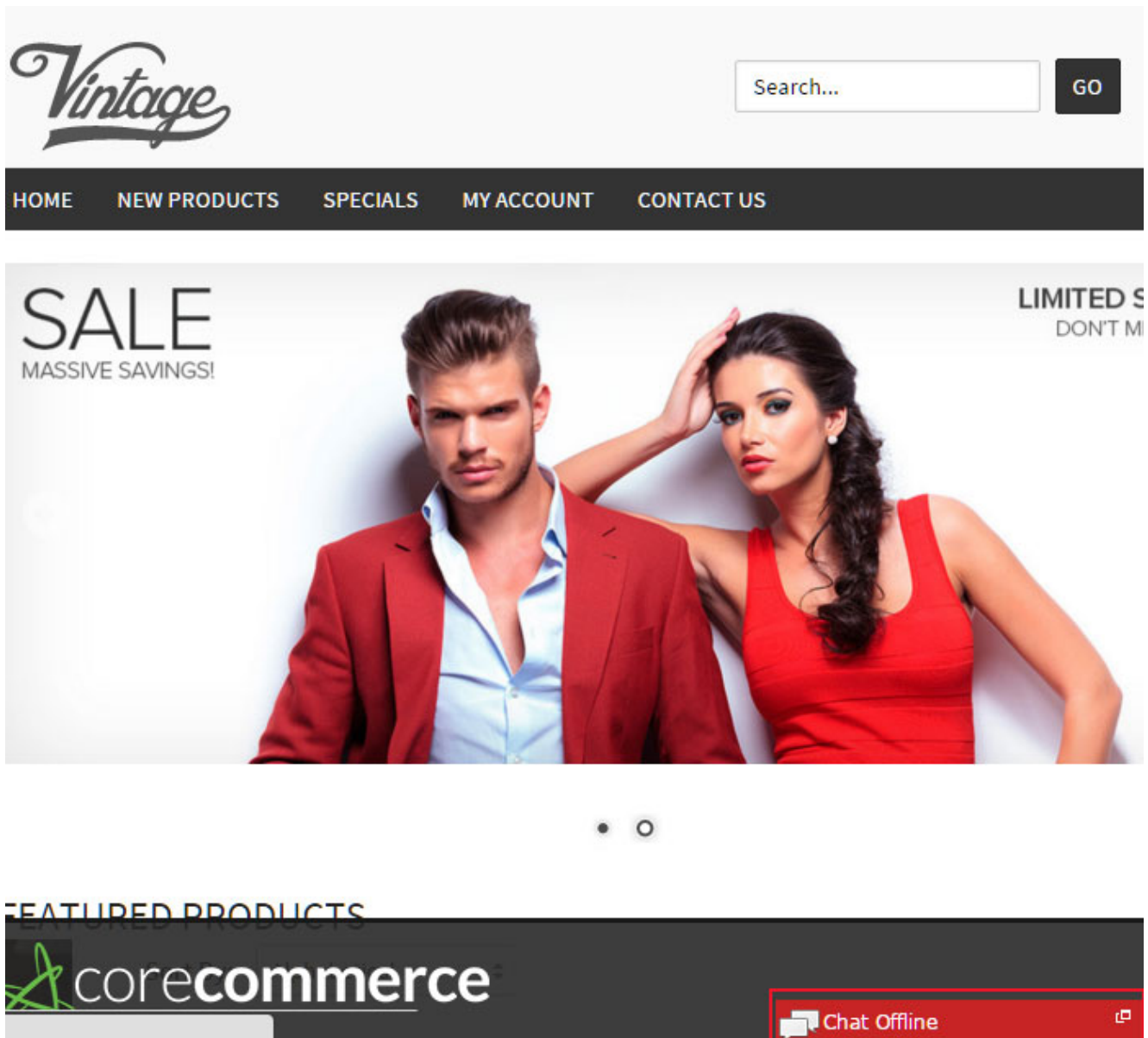


Site Content



Design





#### Related Articles:

[Adding ProProfs Live Chat in OpenCart](#)

[Adding ProProfs Live Chat in Magento](#)

[Adding ProProfs Live Chat in osCommerce](#)



# CS-Cart Integration with ProProfs Live Chat

## Live Chat in CS-Cart

Bring together ProProfs live chat solution expertise with your CS-Cart based E-commerce website gives you the ultimate solution to engage with your customers in real-time. [Integrate ProProfs Chat with CS Cart](#) to provide real time customer support and monitor your website visitors at your maximum comfort. Turn opportunities into solid leads with ProProfs Chat.

### How to integrate ProProfs with CS-Cart?

You can integrate ProProfs live chat to your CS-Cart website in just minutes without any hassle. What you need to do is just follow the below steps:

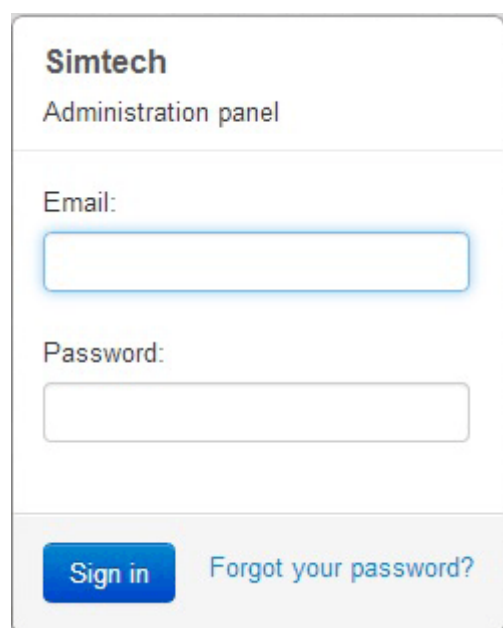
**Step 1.** Log into ProProfs Control Panel.

**Step 2.** Click **Get Codes to Insert** in your web page under Codes & Graphics for your webpage.

**Step 3.** Choose Codes for Graphics Status Display (Default).

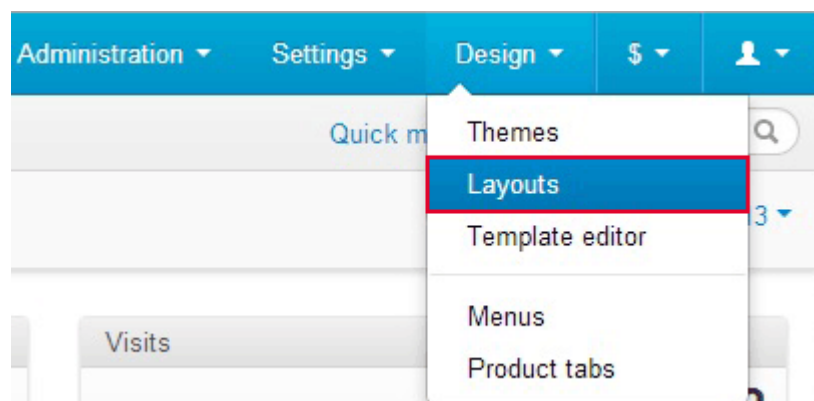
**Step 4.** Click **Get Code** option & copy those codes.

**Step 5.** Log into admin of **Cs-cart store**.

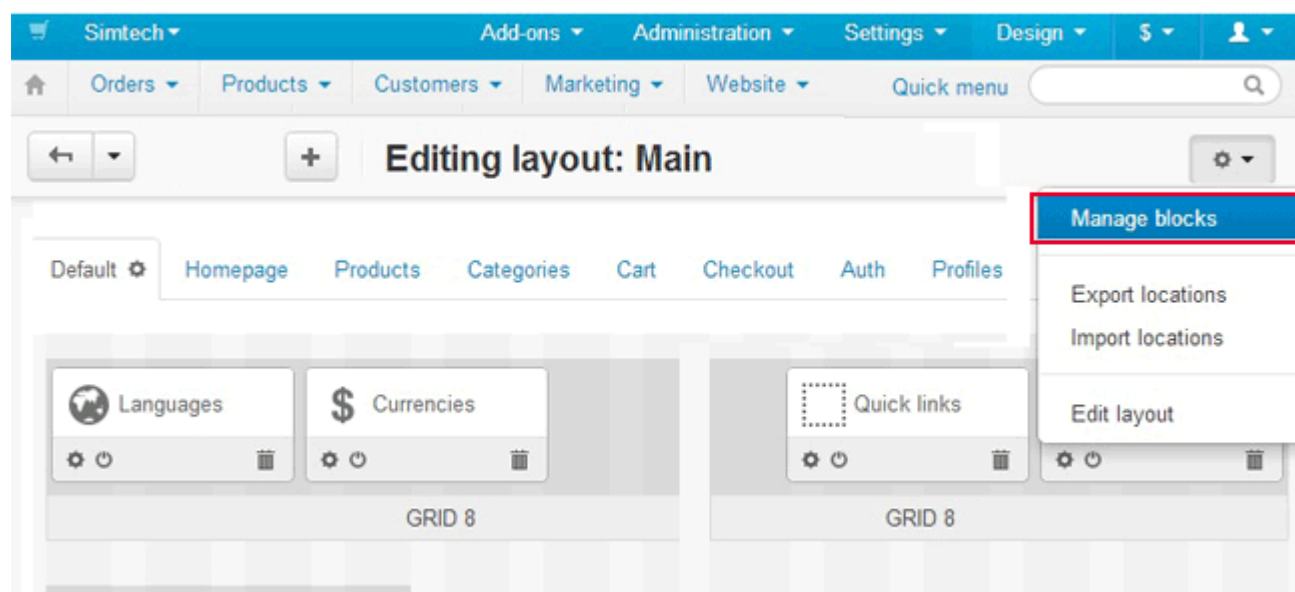


The image shows a login form for the 'Simtech' administration panel. At the top, the text 'Simtech' is displayed in a bold, dark font, followed by 'Administration panel' in a smaller, lighter font. Below this, there are two input fields: one for 'Email:' and one for 'Password:'. The email field is highlighted with a blue border. At the bottom of the form, there is a blue 'Sign in' button and a link that says 'Forgot your password?' in blue text.

**Step 6.** Then go to upper menu design layout
























**Step 7.** Now go to Manage Block and create new html block and add ProProfs live chat code in content section



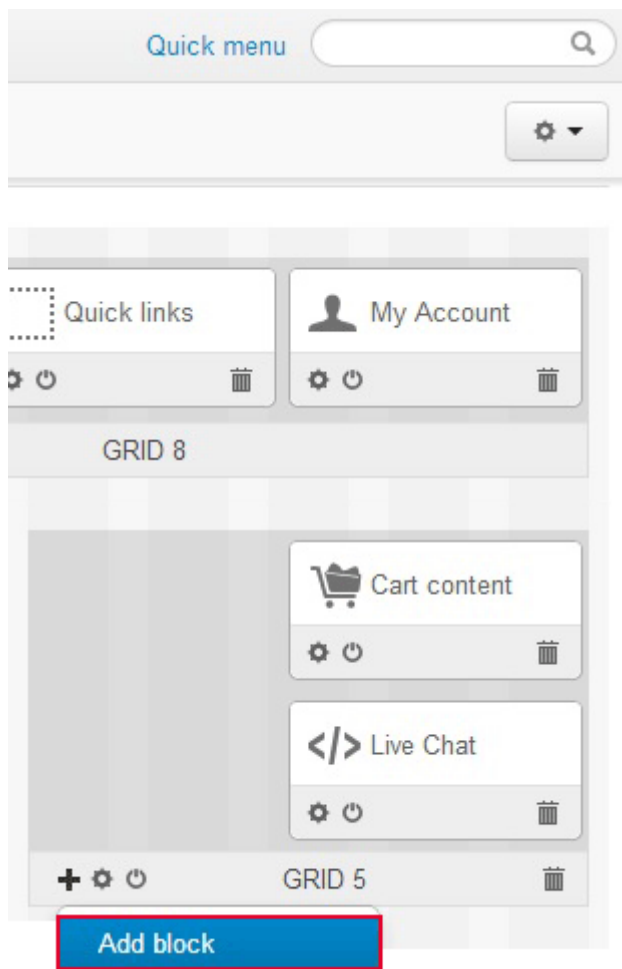
## Manage blocks

[Edit Existing Blocks](#)

Create New Block

|   |  |   |
|---|--|---|
|  <b>Banners</b><br>Visual and text banners                     |  <b>Breadcrumbs</b><br>Navigation breadcrumbs                         |  <b>Cart content</b><br>Current cart content             |
|  <b>Categories</b>   |  <b>Checkout</b><br>Current order information                         |  <b>Currencies</b><br>Currency selector                  |
|  <b>Get event access key</b><br>Event access key request field |  <b>Gift certificate ...</b><br>Gift certificate input and validation |  <b>Gift registry menu</b><br>Events management menu     |
|  <b>HTML block</b><br>Any HTML content                         |  <b>HTML block with S...</b><br>Any HTML/Smarty content               |  <b>Languages</b><br>Language selector                   |
|  <b>Menu</b><br>Different types of menus                      |  <b>My account</b><br>Customer profile access                        |  <b>News</b>  |
|  <b>Pages</b><br>Store pages                                 |  <b>Payment methods</b><br>Available payment methods                |  <b>Product filters</b><br>Product filtering option    |
|  <b>Products</b>   |  <b>RSS feed</b><br>RSS feed subscription icon                      |  <b>Shipping methods</b><br>Available shipping methods |





## Adding block to grid

Use Existing Block

Create New Block



### 404

Block with a particular template



### About CS-Cart

Any HTML/Smarty content



### Auth information

Block with a particular template



### Bottom my account

Block with a particular template



### Breadcrumbs

Navigation breadcrumbs



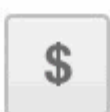
### Cart content

Current cart content



### Copyright

Block with a particular template



### Currencies

Currency selector



### Customer service

Any HTML/Smarty content



### Demo store

Any HTML/Smarty content



### Get access key

Event access key request field



### Gift certificate ...

Gift certificate input and validation



### Hot deals



### Languages

Language selector



### Live Chat

Any HTML content



### Logo

Block with a particular template



### Main banners

Visual and text banners



### My Account

Customer profile access



### Newest products



### Order information

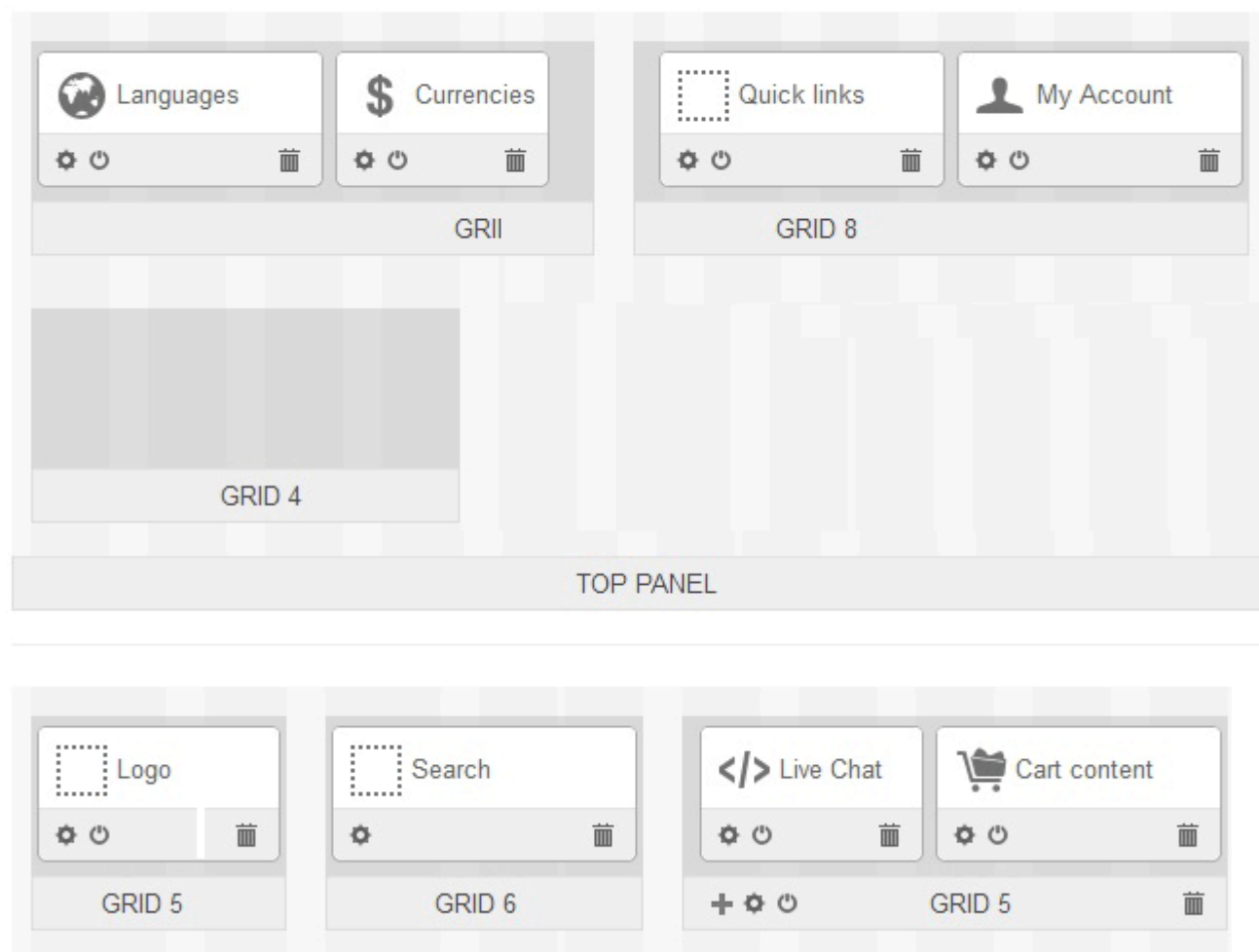
Current order information



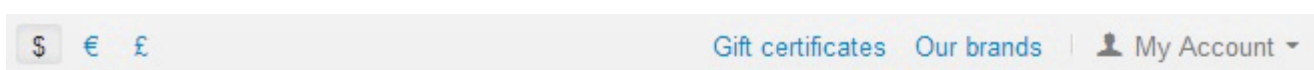
### Order summary

Current order information


## Editing layout: Main





**Step 9.** Now live chat ready for your cs-cart store/website



## Demo Store

Search products 

 Cart is empty 



### Related Articles:

[Adding ProProfs Live Chat in Shopify](#)  
[Adding ProProfs Live Chat in Magento](#)

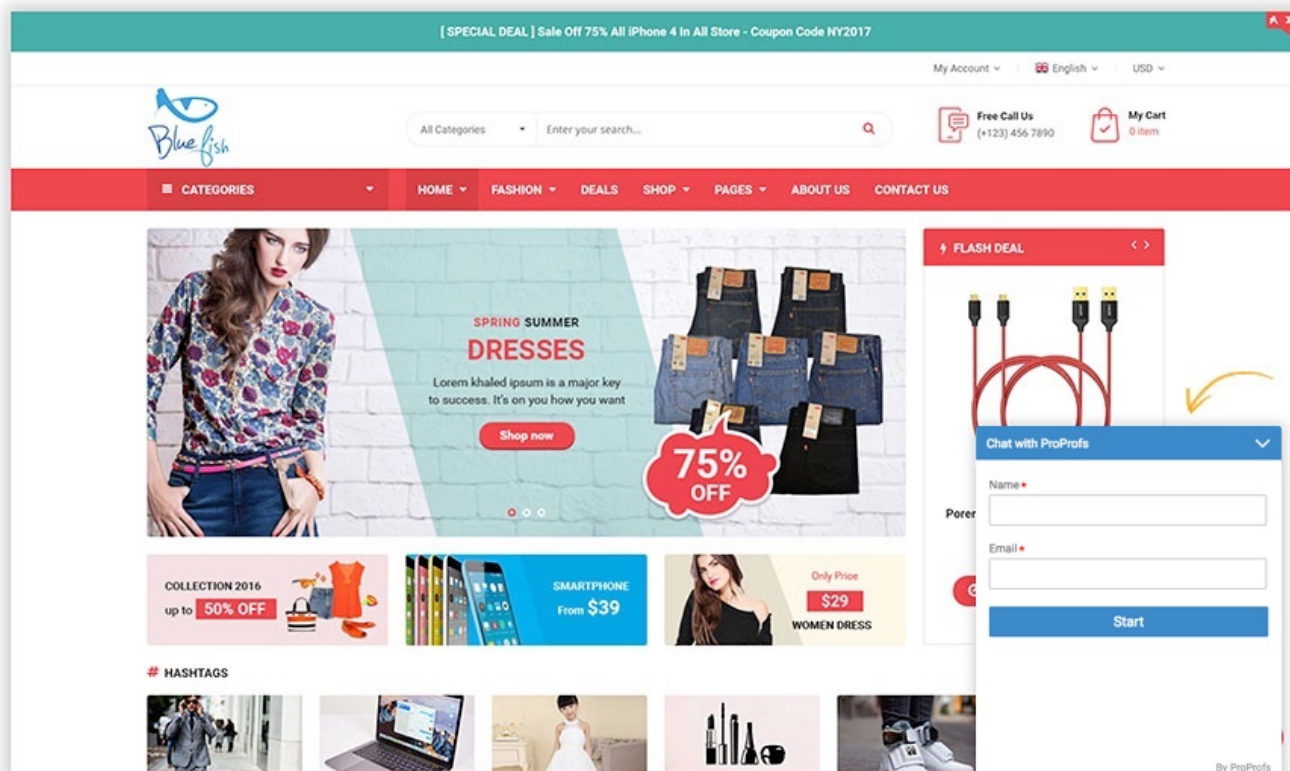
## Adding ProProfs Live Chat in PrestaShop



# Add ProProfs Live Chat to Your Magento Website

It's easy to [integrate ProProfs Chat to your Magento website](#). Once you complete this integration, you can offer support to your customers by chatting with them in real time, monitor visitors, capture leads and much more.

This is how a Magento site will look like after adding ProProfs Chat:



To perform this integration, follow these simple steps:

**Step1.** Login to your ProProfs Chat account.

**Step2.** Navigate to "Settings" and click on "Installation". Copy the chat installation code. (Refer to the screenshot below)

The screenshot shows the ProProfs Chat website's installation page. The header includes the ProProfs Chat logo, navigation links (Home, Settings, Transcripts, Operators, Reports, Launch Chat), an Upgrade button, and a contact number (855) 776-7763. The left sidebar lists 'Chat Window', 'Installation' (highlighted), 'Integration', 'Advanced', and 'Preferences & Settings'. The main content area is titled 'Install ProProfs Live Chat' and instructs users to 'Copy & paste the following code just before the </body> tag on your webpage.' A code block contains the JavaScript code for the chat widget. An orange arrow points from the 'Installation' link in the sidebar to the code block. Below the code block is a 'Copy to clipboard' button. Further down, there are links to 'Email these instructions to your developer' and 'Need help? Call 855.776.7763'. At the bottom, there are buttons for 'WordPress', 'Magento', and 'Microsoft Dynamics CRM'.

**Step3.** Now, login to your Magento account.

**Step4.** From your Magento dashboard, navigate to "Store" followed by "Design". Then, go to HTML head option and paste ProProfs Chat code in the "Miscellaneous Scripts". Save changes.

The screenshot shows the Magento Configuration page. The left sidebar has a 'Configuration' link at the top, with an orange arrow pointing to it. Below it, the 'Store View' is set to 'Default Config'. The main content area is divided into two columns. The left column has a 'GENERAL' section with 'Design' highlighted, indicated by an orange arrow. The right column shows the 'Design Theme' section, with 'HTML Head' highlighted by an orange arrow. Under 'HTML Head', there are fields for 'Favicon Icon', 'Default Title', 'Title Prefix', 'Title Suffix', 'Default Description', 'Default Keywords', and 'Miscellaneous Scripts'. The 'Miscellaneous Scripts' field contains the ProProfs Chat code, with an orange arrow pointing to it. A 'Save Config' button is located at the top right of the configuration area, also indicated by an orange arrow. At the bottom, there is a 'Display Demo Store Notice' dropdown set to 'No' and a 'Search Engine Robots' section.

## Related Articles:

[Adding ProProfs Live Chat in Shopify](#)  
[Adding ProProfs Live Chat in Volusion](#)  
[Adding ProProfs Live Chat in X-Cart](#)

# OpenCart Integration with ProProfs Live Chat

## Adding ProProfs Live Chat in OpenCart

You need to follow these steps to [integrate ProProfs Chat Software with OpenCart](#). These steps will help you in adding ProProfs Chat Button on your OpenCart page.

- [Download](#) the plug-in application.
- [Download](#) the plug-in application.
- Then right click on that live chat zip file and unzip the live chat plug in to proceed further.



- Simple, Place the following files in right directories.

```
admin/controller/module/l2s_livechat.php
admin/language/english/module/l2s_livechat.php
admin/view/template/module/l2s_livechat.tpl
catalog/controller/module/l2s_livechat.php
```

```
catalog/language/[english]/module/l2s_livechat.php  
catalog/view/theme/[default]/template/module/l2s_livechat.tpl
```

- Log into the admin section of your OpenCart Site e.g yoursite.com/admin.
- Select Extensions - > Modules and click install on ProProfs Live Chat.

The screenshot shows the OpenCart Admin interface. On the left is a dark sidebar with the OpenCart logo and user name 'John Doe Administrator'. Below the logo are menu items: Dashboard, Catalog, Extensions, Sales, Marketing, System, Tools, and Reports. At the bottom of the sidebar are three progress bars for 'Orders Completed', 'Orders Processing', and 'Other Statutes', all showing 0%. The main content area is titled 'Modules' with a breadcrumb 'Home / Modules'. A light blue notification box at the top of the main area says: 'After you have installed and configured a module you can add it to a layout here!'. Below this is a 'Module List' table. The table has two columns: 'Module Name' and 'Action'. The 'Live2Support Live Chat' module is highlighted with a red box, and its 'Add' button (a green square with a white plus icon) is also highlighted with a red box. Other modules listed include Account, Affiliate, Banner, Bestsellers, Carousel, Category, Checkout by Amazon Button, Filter, and Google Hangouts.

| Module Name               | Action |
|---------------------------|--------|
| Account                   |        |
| Affiliate                 |        |
| Banner                    |        |
| Bestsellers               |        |
| Carousel                  |        |
| Category                  |        |
| Checkout by Amazon Button |        |
| Live2Support Live Chat    |        |
| Filter                    |        |
| Google Hangouts           |        |

- Extensions - > Modules and click Edit on ProProfs Live Chat.

The screenshot shows the OpenCart administrator dashboard. The left sidebar contains navigation links: Dashboard, Catalog, Extensions, Sales, Marketing, System, Tools, and Reports. Below these are three progress bars for 'Orders Completed', 'Orders Processing', and 'Other Statuses', all showing 0%. The main content area is titled 'Modules' and includes a breadcrumb 'Home / Modules'. A light blue notification banner at the top of the main area states: 'After you have installed and configured a module you can add it to a layout here!'. Below this is the 'Module List' table.

| Module Name               | Action |
|---------------------------|--------|
| Account                   |        |
| Affiliate                 |        |
| Banner                    |        |
| Bestsellers               |        |
| Carousel                  |        |
| Category                  |        |
| Checkout by Amazon Button |        |
| Live2Support Live Chat    |        |
| Filter                    |        |
| Google Hangouts           |        |

- Place Your Live Chat Code into ProProfs Live Chat Code text area.

The screenshot shows the OpenCart administrator interface. The top navigation bar includes the OpenCart logo, the user name 'John Doe Administrator', and icons for notifications, a search function, and a help icon. The left sidebar contains a menu with 'Dashboard', 'Catalog', 'Extensions', 'Sales', 'Marketing', 'System', 'Tools', and 'Reports'. The main content area is titled 'Live2Support Live Chat' and shows the 'Edit Live2Support Live Chat Widget' form. This form has two fields: 'Live2Support Live Chat Code :' which is currently empty, and 'Status:' which is set to 'Inactive'. At the bottom of the page, the footer text reads 'OpenCart © 2009-2015 All Rights Reserved. Version 2.0.2.0'.

- After place code, status should be active and save changes.

The screenshot shows the OpenCart administrator interface. On the left is a dark sidebar menu with the OpenCart logo and the user 'John Doe Administrator'. The menu items are: Dashboard, Catalog, Extensions, Sales, Marketing, System, Tools, and Reports. Below the menu is a summary box showing 'Orders Completed 0%', 'Orders Processing 0%', and 'Other Statuses 0%'. The main content area is titled 'Live2Support Live Chat' and shows the 'Edit Live2Support Live Chat Widget' configuration. It includes a 'Live2Support Live Chat Code' field with a text area containing JavaScript code for the live chat widget, and a 'Status' dropdown menu set to 'Active'. At the bottom, it says 'OpenCart © 2009-2015 All Rights Reserved. Version 2.0.2.0'.

John Doe Administrator

Dashboard

Catalog

Extensions

Sales

Marketing

System

Tools

Reports

Orders Completed 0%

Orders Processing 0%

Other Statuses 0%

## Live2Support Live Chat

Home / Modules / Live2Support Live Chat

### Edit Live2Support Live Chat Widget

Live2Support Live Chat Code :

```
<!-- live2support.com tracking codes starts --><div id="l2s_trk" style="z-index:99;"></div><script type="text/javascript"> var l2slheight=400; var l2slwidth=350; var l2slay_mngst="#l2s_nlayer{}";var l2slv=3; var l2slay_hbgc="#0097c2"; var l2slay_bgcolg="#0097c2"; var l2sdialogofftxt="Live Chat Offline"; var l2sdialogontxt="Live Chat Online"; var l2sminimize=true; var l2senblyr=true; var l2slay_pqs="R"; var
```

Status: Active

OpenCart © 2009-2015 All Rights Reserved.  
Version 2.0.2.0

- Then Select System- > Design Layouts and configure module to show in which template section.

The screenshot displays the OpenCart administrator interface. On the left, a dark sidebar contains the user profile 'John Doe Administrator' and a list of navigation menus: Dashboard, Catalog, Extensions, Sales, Marketing, System (expanded), Tools, and Reports. The 'System' menu is expanded, revealing sub-items: Settings, Design, Layouts (highlighted with a red arrow), Banners, Users, Localisation. The main content area is titled 'Layouts' and shows a 'Layout List' table. The table has two columns: 'Layout Name' and 'Action'. The 'Home' layout is selected, and its edit icon is highlighted with a red box.

| Layout Name | Action |
|-------------|--------|
| Account     |        |
| Affiliate   |        |
| Category    |        |
| Checkout    |        |
| Compare     |        |
| Contact     |        |
| Default     |        |
| Home        |        |
| Information |        |

- In Edit Layout section add new module set module, position, sort order and save changes.



- Save Your Current change configuration.

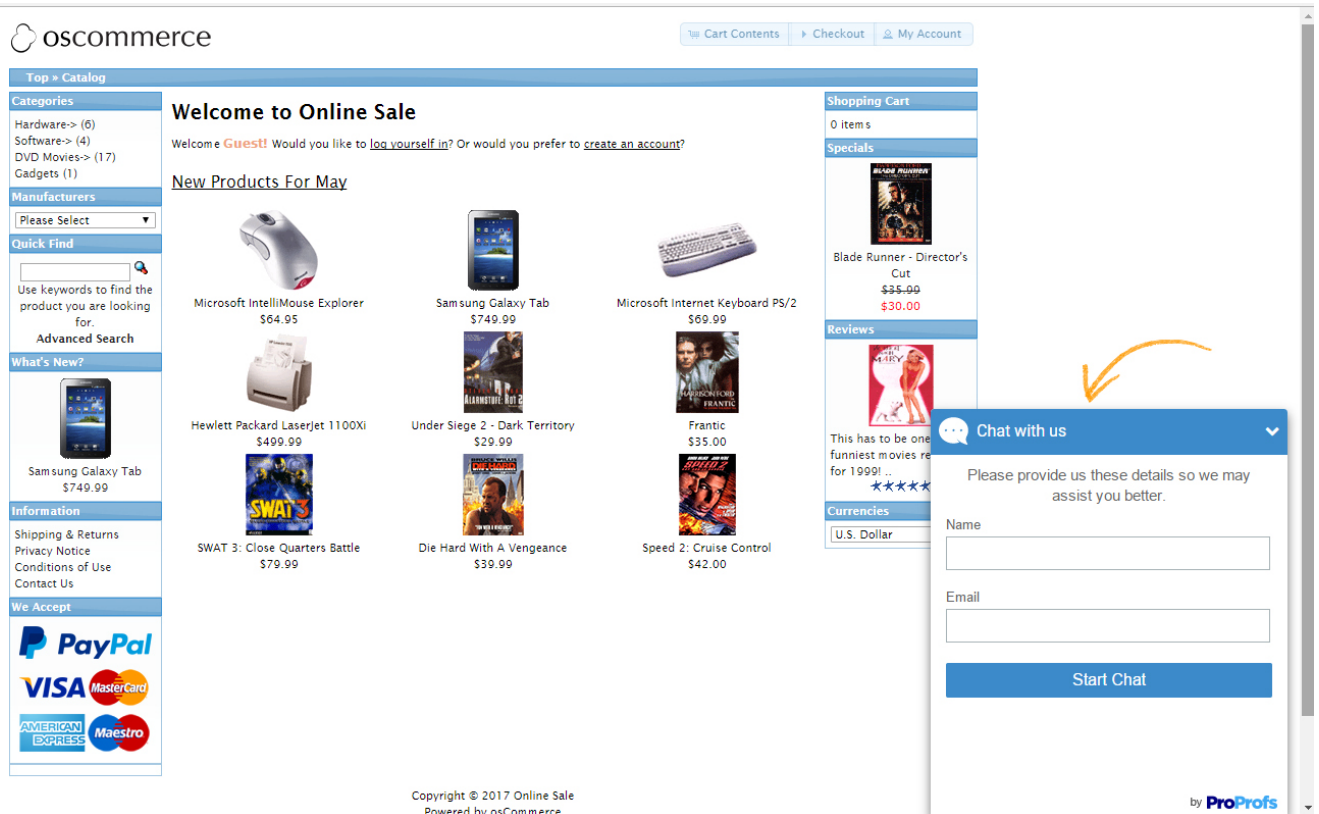
[Adding ProProfs Live Chat in Shopify](#)  
[Adding ProProfs Live Chat in Magento](#)  
[Adding ProProfs Live Chat in ZenCart](#)

# Add ProProfs Live Chat to Your osCommerce Website

Add more power to your business with [ProProfs Chat and osCommerce integration](#).

Offer live chat support to your customers, reduce the shopping cart abandonment, monitor visitor behavior, capture leads and more.

Here's how your osCommerce website would look with ProProfs Chat:



This integration enriches following features:

- Avail all kinds of offers and discount coupons through live chat.
- Get foot prints of the visitor locations.
- Update your visitor with new product launch, offers on key items and shipping details.
- Instant view of the pages being browsed by the visitor.
- Engage customers and reduce shopping cart abandonment.

Follow these simple steps to Integrate ProProfs Chat with your osCommerce website:

**Step1.** Login to ProProfs Chat.

**Step2.** Navigate to Settings and then click on "Installation", Copy the chat installation code.

Home Settings Transcripts Operators Reports Launch Chat
(855) 776-7763

Chat Window >  
**Installation**  
Integration >  
Advanced >  
Preferences & Settings >  
Accounting & Payment

## Install ProProfs Live Chat

Copy & paste the below code just before the </body> tag on your webpage.

```
<!-- ProProfs Chat code starts --><div id="l2s_trk" style="z-index:99;">add chat to your website</div><script type="text/javascript"> var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1) l2s_pht="http"; (function () { document.getElementById(l2s_trk).style.visibility="hidden"; var l2scd = document.createElement("script"); l2scd.type = "text/javascript"; l2scd.src = ("https:" == document.location.protocol ? "https://" : "http://") + "live2support.com/js/ljs1.php?stid=29387"; document.getElementsByTagName("script")[0].parentNode.appendChild(l2scd); })();
```

Copy to clipboard

[Send instructions to developer](#)  
Need help? Call **855.776.7763**

Use one of the following services? Click below to see the specific easy-install instructions

WordPress

Magento

Microsoft Dynamics CRM

zendesk

osCommerce

PrestaShop

shopify

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Chat with ProProfs

**Step3.** Upload "bm\_l2s\_chat.php to /catalog/includes/modules/boxes/" via ftp. [Download](#) plugin

**Step4.** Login to your osCommerce administration panel.

**Step5.** Navigate to Modules Boxes.

oscommerce

Administration | Online Catalog | Support Site

Catalog  
Configuration  
Customers  
Localization  
Locations / Taxes  
**Modules**  
Action Recorder  
Boxes  
Content  
Dashboard  
Header Tags  
Order Total  
Payment  
Shipping  
Social  
Bookmarks  
Orders  
Reports  
Tools

### Boxes

| Modules                  | Sort Order | Action | Best Sellers |
|--------------------------|------------|--------|--------------|
| Best Sellers             | 5030       |        |              |
| Card Acceptance          | 1060       |        |              |
| Categories               | 1000       |        |              |
| Currencies               | 5090       |        |              |
| Information              | 1050       |        |              |
| Languages                | 5080       |        |              |
| Manufacturer Info        | 5010       |        |              |
| Manufacturers            | 1020       |        |              |
| Order History            | 5020       |        |              |
| Product Notifications    | 5040       |        |              |
| Product Social Bookmarks | 5050       |        |              |
| Reviews                  | 5070       |        |              |
| Search                   | 1030       |        |              |
| Shopping Cart            | 5000       |        |              |
| Specials                 | 5060       |        |              |
| What's New               | 1040       |        |              |

+ Install Module (1)

**Step6.** Install live chat module.

oscommerce

Administration | Online Catalog | Support Site

Logged in as: alex (Logout)

→ Catalog

→ Configuration

→ Customers

→ Localization

→ Locations / Taxes

→ Modules

→ Orders

→ Reports

→ Tools

**Boxes**

Modules

ProProfs Live Chat Module

Module Directory: D:/xampp/htdocs/oscommerce-2.3.4/catalog/includes/modules/boxes/

Sort Order

Action

ProProfs Live Chat Module

+ Install Module

ProProfs Live Chat Module

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oscommerce

Administration | Online Catalog | Support Site

Logged in as: alex (Logout)

→ Catalog

→ Configuration

→ Customers

→ Localization

→ Locations / Taxes

→ Modules

→ Orders

→ Reports

→ Tools

**Boxes**

Modules

Best Sellers

Card Acceptance

Categories

Currencies

Information

ProProfs Live Chat Module

Languages

Manufacturer Info

Manufacturers

Order History

Product Notifications

Product Social Bookmarks

Reviews

Search

Shopping Cart

Specials

What's New

Module Directory: D:/xampp/htdocs/oscommerce-2.3.4/catalog/includes/modules/boxes/

Sort Order

Action

Best Sellers

Edit

Remove Module

Show global and category best sellers

Enable Best Sellers Module

Content Placement

Right Column

Sort Order

5030

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**Step7.** Edit "Live Chat module" settings and paste HTML button code.

oscommerce

Administration | Online Catalog | Support Site

Logged in as: alex (Logout)

→ Catalog

→ Configuration

→ Customers

→ Localization

→ Locations / Taxes

→ Modules

→ Orders

→ Reports

→ Tools

**Boxes**

Modules

Best Sellers

Card Acceptance

Categories

Currencies

Information

ProProfs Live Chat Module

Languages

Manufacturer Info

Manufacturers

Order History

Product Notifications

Product Social Bookmarks

Reviews

Search

Shopping Cart

Specials

What's New

Module Directory: D:/xampp/htdocs/oscommerce-2.3.4/catalog/includes/modules/boxes/

Sort Order

Action

ProProfs Live Chat Module

Enable Live Chat Module

Do you want to add the module to your shop?

True

False

Chat Button Placement

Should the module be loaded in the left or right column?

Left Column

Right Column

Sort Order

Sort order of display. Lowest is displayed first.

0

Chat Button HTML code

Paste Chat Button HTML code here

ProProfs Chat trackingcode

Box title

Enter Box title here. Leave blank to disable the title bar.

Save

Cancel

osCommerce Online Merchant Copyright © 2000-2017 osCommerce (Copyright and Trademark Policy)

**Step8.** Save and Enable the module and ProProfs Chat will be displayed on your online shop.

The screenshot shows an oscommerce online store interface. The main content area displays a 'Welcome to Online Sale' message and a grid of 'New Products For May' including various electronics and movies. The left sidebar contains navigation links for categories, manufacturers, and search options. The right sidebar shows a shopping cart, specials, and reviews. A ProProfs chat window is overlaid on the right side, featuring a 'Chat with us' header, a message prompt, input fields for name and email, and a 'Start Chat' button. An orange arrow points to the chat window. The footer includes copyright information and the ProProfs logo.

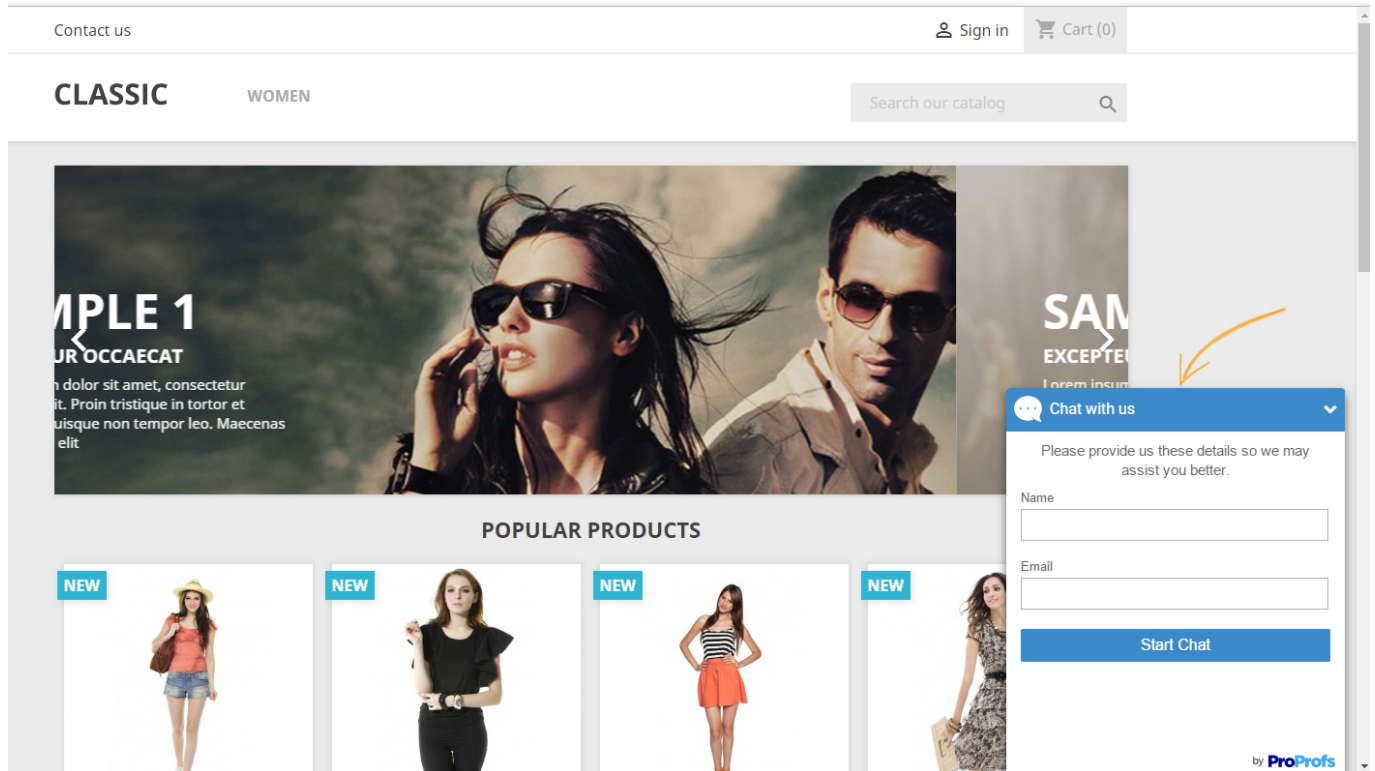
## Related Articles:

- [Adding ProProfs Live Chat in 3D Cart Integration](#)
- [Adding ProProfs Live Chat in Magento](#)
- [Adding ProProfs Live Chat in Spark Pay](#)



# How to Add Live Chat to PrestaShop Website

Here's how your PrestaShop would look like with ProProfs Chat:

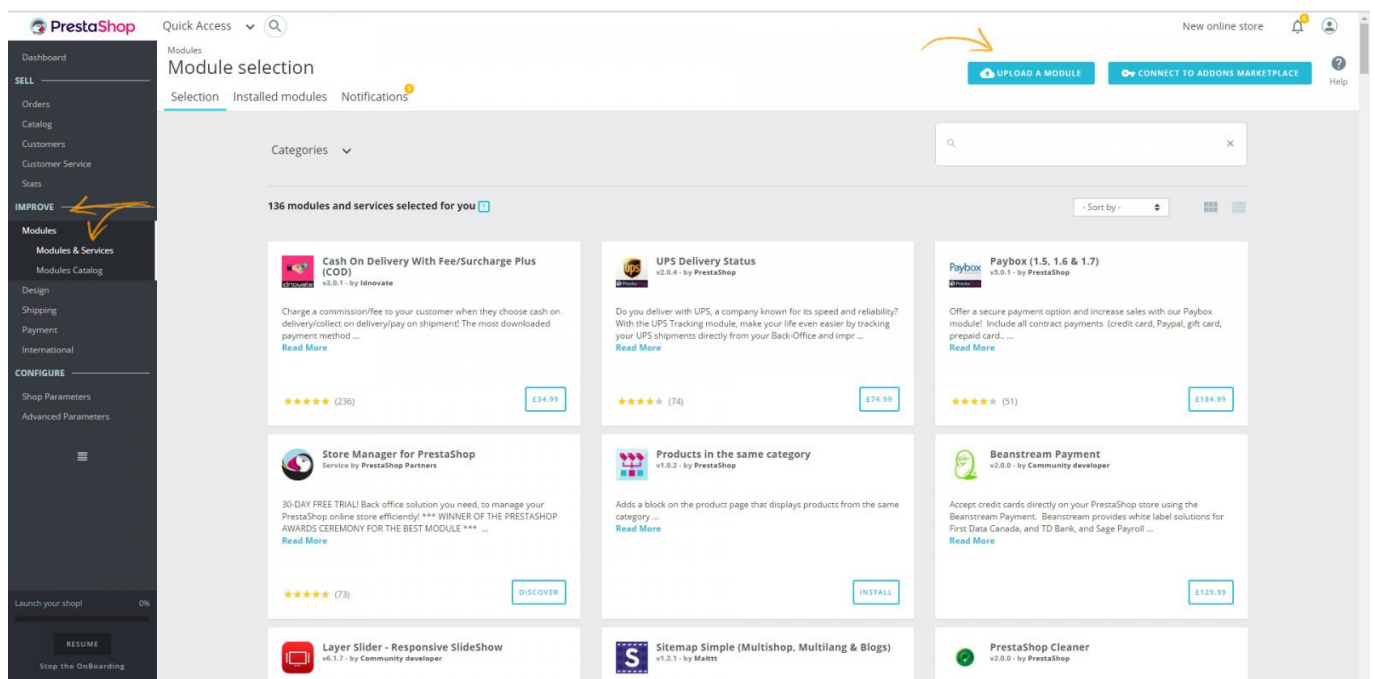


You need to follow these steps to [integrate ProProfs Chat Software with PrestaShop](#).

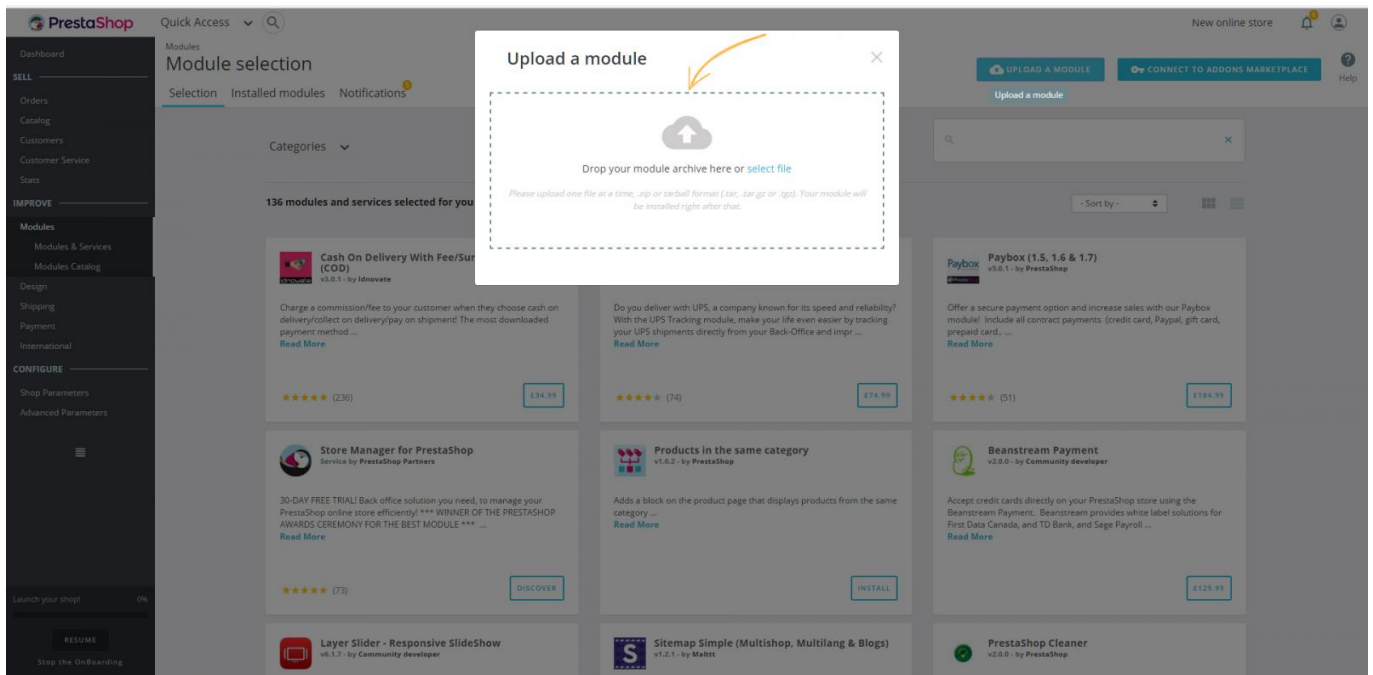
**Step1.** [Download](#) the plug-in application.

**Step2.** Login to your PrestaShop administrator account with valid credentials.

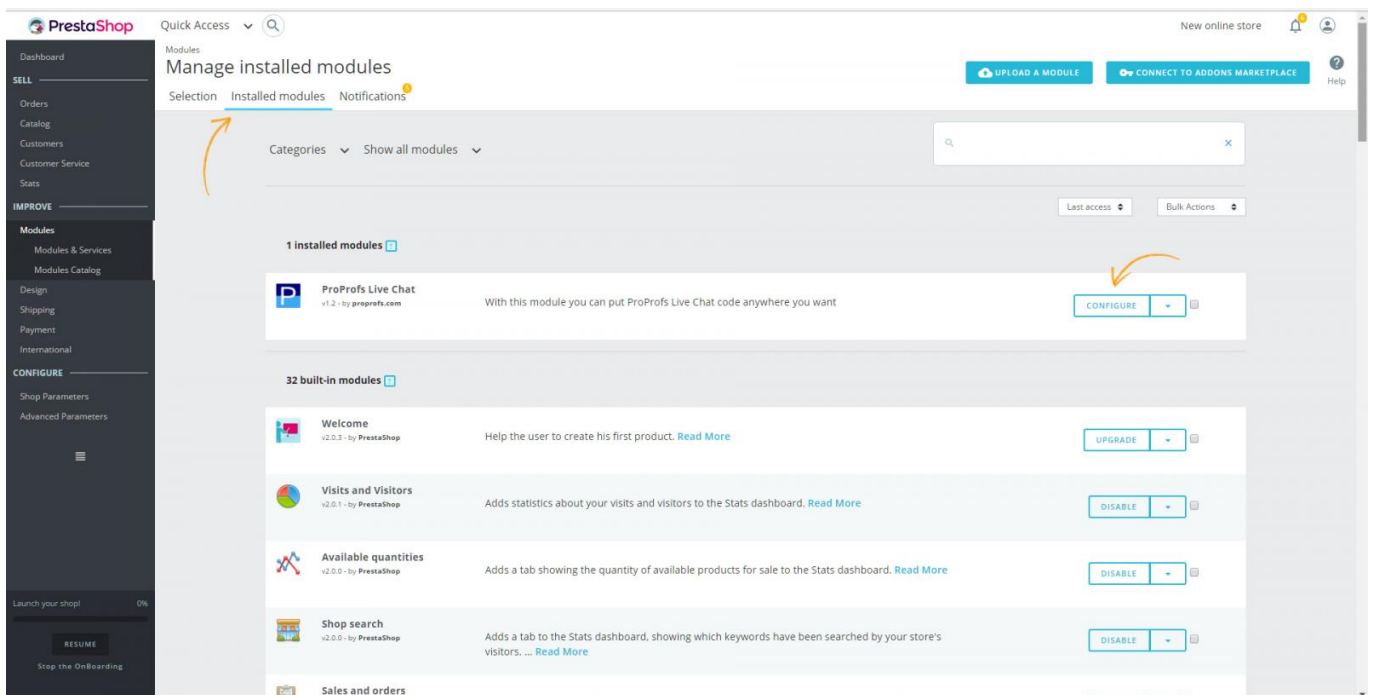
**Step3.** Navigate to "Improve" section, Click on "Modules & Services". Click on Upload a Module button to upload ProProfs live chat plugin.



**Step4.** Click on Select file link and upload ProProfs live chat plugin for PrestaShop.



**Step5.** Navigate to installed modules and then click on configure button to edit module and insert ProProfs Chat code.



**Step6.** Choose position to show the ProProfs Chat on your store. Paste ProProfs Chat code into text area and click on Save Settings button.



**PrestaShop** Quick Access  Search

Modules / [Livechat](#) / [Configure](#)

**Configure**  
ProProfs Live Chat

**Live Chat configuration**

Where to display Live Chat ?

- header: ☒
- top: ☐
- left column: ☐
- right column: ☐
- footer: ☐
- home: ☐

**Live Chat configuration**

Enter the HTML/JS/css code here

```
<!-- ProProfs Chat code starts -->
<div id="l2s_trk" style="z-index:99;">add chat to your website</div><script type="text/javascript"> var
l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==1) l2s_pht="http"; (function () {
document.getElementById(l2s_trk).style.visibility="hidden"; var l2sdc = document.createElement("script");
l2sdc.type = "text/javascript"; l2sdc.async = true; l2sdc.src = (l2sdc.src = ("https:" == document.location.protocol ? "https://" :
"http://") + "live2support.com/js/ljs1.php?std=20387&gry=Y&l2sdc=") + l2sdcsrc + "&l2sdc=" +
document.getElementsByTagName("script")[0].l2sdc.parentNode.insertBefore(l2sdc, l2sdcsrc); }()); </script>

<!-- ProProfs Chat code closed -->
```

[Save Settings](#)

**Step7.** Now you can chat with customers on your PrestaShop website.

Contact us [Sign in](#) [Cart \(0\)](#)

**CLASSIC** **WOMEN**  Search our catalog

**EXAMPLE 1**  
UR OCCAECAT  
n dolor sit amet, consectetur  
it. Proin tristique in tortor et  
uisque non tempor leo. Maecenas  
elit

**POPULAR PRODUCTS**

**NEW**

**NEW**

**NEW**

**NEW**

**Chat with us**

Please provide us these details so we may assist you better.

Name

Email

[Start Chat](#)

by **ProProfs**

**Note\*** To get ProProfs Chat installation code, Go to your ProProfs Chat dashboard, click on "Settings" and click on "Installation".

## Related Articles:

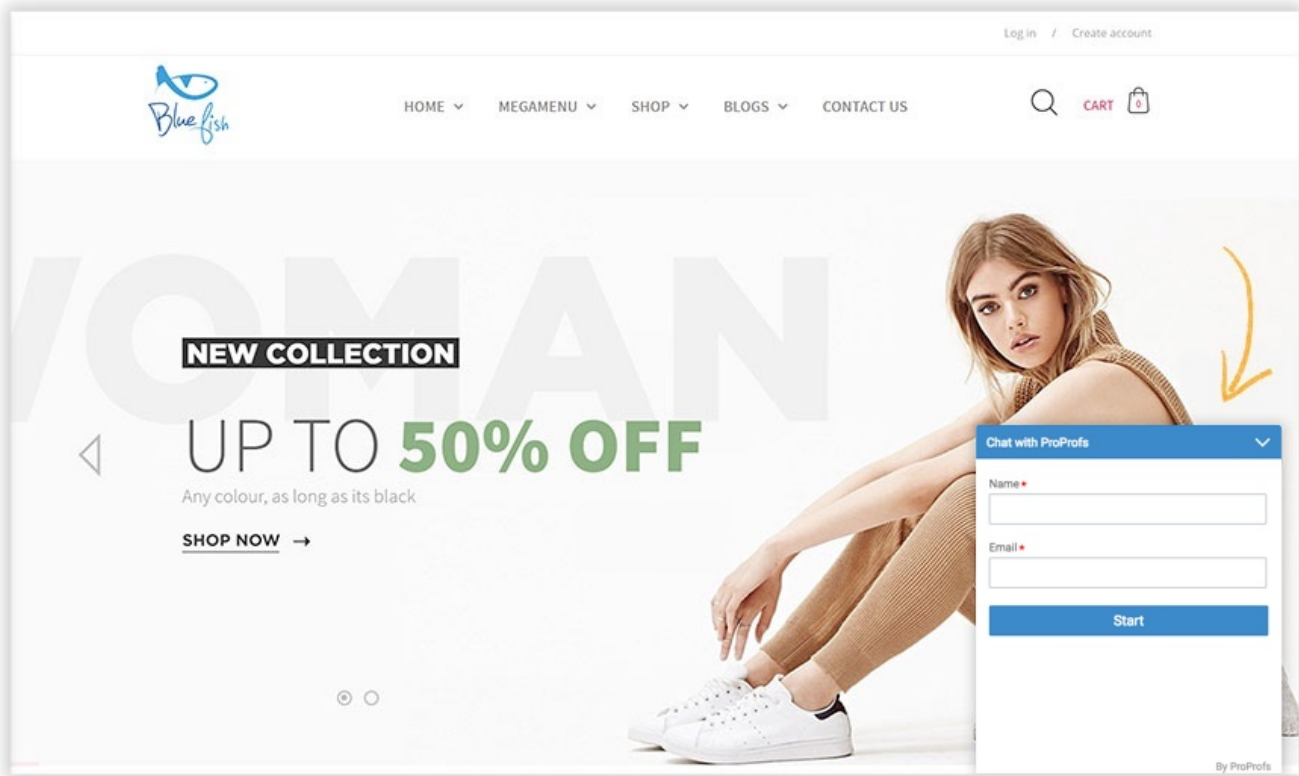
[Adding ProProfs Live Chat in Shopify](#)

[Adding ProProfs Live Chat in Magento](#)

[Adding ProProfs Live Chat in BigCommerce](#)

# Add ProProfs Live Chat to Your Shopify Website

Here's how your Shopify website would look after completing this integration:



You need to follow these steps to [integrate ProProfs Chat Software with Shopify](#).

**Step1.** Login to ProProfs chat control panel with your valid login credentials.

**Step2.** Navigate to "Settings" and then click on the installation, Copy the chat installation code.

**Step3.** Login to your Shopify account with your valid credentials.



**Step4.** Navigate to online store option.



**Step5.** Navigate to themes > Edit HTML/CSS.



**Step6.** Click on "theme.liquid" option available in the Layout section.

**Step7.** Paste your ProProfs Chat code into the "theme.liquid" content box.

**Step8.** Then click the save button.



**Step9.** Click the preview button, a Live chat window will be displayed on your store's web page.

#### Related Articles:

[Adding ProProfs Live Chat in CS-Cart](#)

[Adding ProProfs Live Chat in Magento Integration](#)

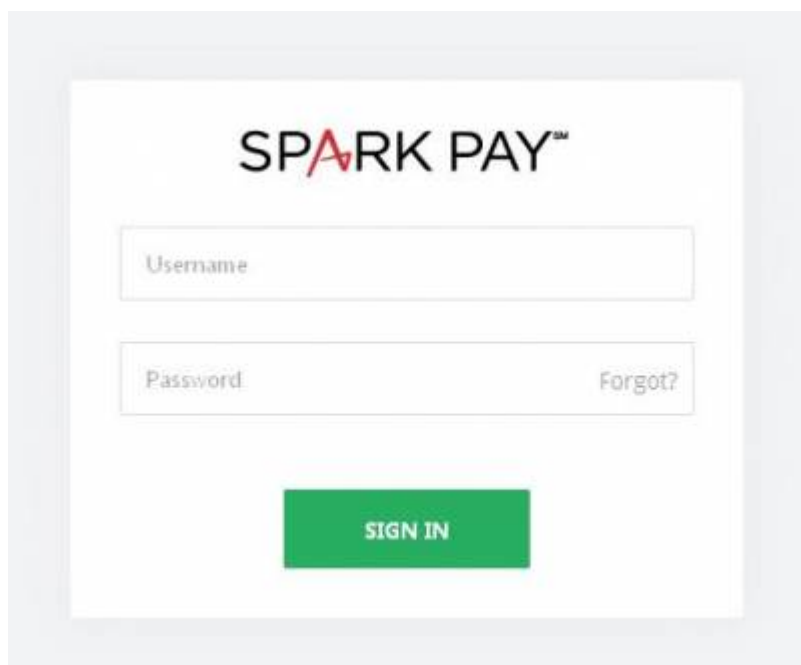
[Adding ProProfs Live Chat in CoreCommerce Integration](#)

# Spark Pay Integration with ProProfs Live Chat

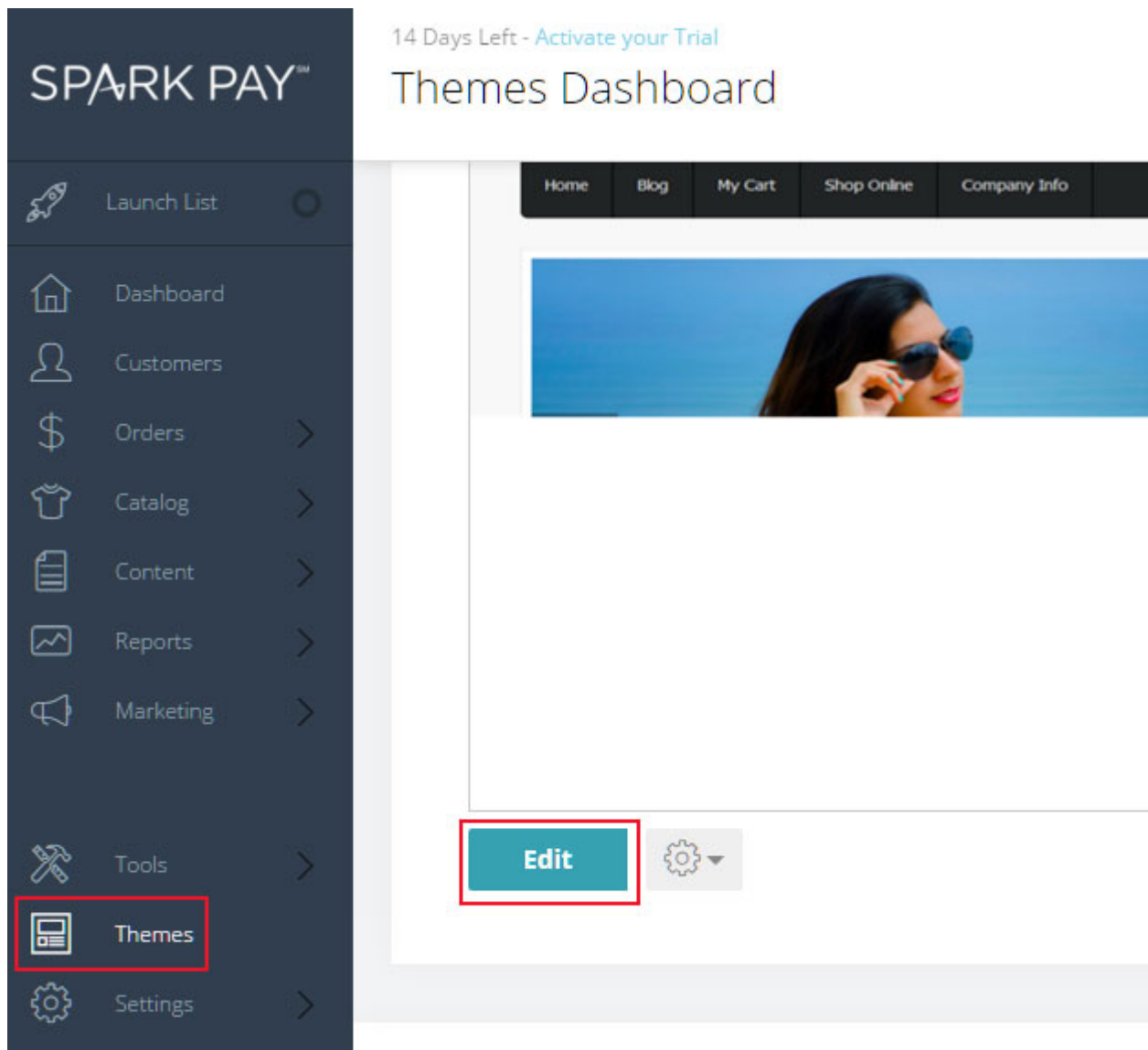
## Live Chat in Spark pay

Follow these steps for [ProProfs Chat and Spark pay integration](#):

- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login to the admin panel of your Spark pay Account.



- Now click on Themes > Edit button..\*



- Click on Footer > HTML Editor. Place your ProProfs codes into the Selected Section\* .
- Select Click on Save.

14 Days Left - [Activate your Trial](#)

# SPARK PAY™

## Footer - HTML Editor

Theme by: [Spark Pay](#) [Help](#) [More Actions](#) [Save](#)

[Launch List](#)

- [Dashboard](#)
- [Customers](#)
- [Orders](#)
- [Catalog](#)
- [Content](#)
- [Reports](#)
- [Marketing](#)
- [Tools](#)
- [Themes](#)
- [Settings](#)

▼ Theme

- Start
- Global Theme Settings
- Global CSS Editor
- Theme Files
- Buttons
- Head Tags
- Header
- Left Column
- Right Column
- Footer
  - Widgets
  - HTML Editor**
  - CSS Editor

```

159 figured it'd be good idea to put it in the footer -->
160 <div class="modal fade" id="iframe-modal" tabindex="-1" >
161 <div class="modal-dialog">
162 <div class="modal-content">
163 <div class="modal-header">
164 <button type="button" class="close" data-dismiss=
165 <h4 class="modal-title">Modal title</h4>
166 </div>
167 <div class="modal-body rel">
168 <div class="progress progress-striped active abs'
169 <div class="progress-bar w-100"></div>
170 </div>
171 <iframe class="rel" id="modal-iframe" name="moda:
style="border:none;" frameborder="0" seamless=""></iframe>
172 </div>
173 <!-- live2support.com tracking codes starts --><div
type="text/javascript"> var l2slheight=400; var l2slwidth=:
l2slay_hbgc="#c72424"; var l2slay_bcolor="#c72424"; var l2s
R"; var l2sminimize=true; var l2senblyr=true; var l2slay_pc
if(l2s_pht.indexOf("http")==-1) l2s_pht='http:'; (function
document.getElementById('l2s_trk').style.visibility='hidder
var l2scd = document.createElement('script'); l2scd.type =
('https:' == document.location.protocol ? 'https://' : 'htt
stid=15848&jqry=Y&l2stxt='; var l2sscr = document.getElemen
l2sscr.parentNode.insertBefore(l2scd, l2sscr);})(); </scr
174 </div><!-- /.modal-content -->
175 </div><!-- /.modal-dialog -->
176 </div><!-- /.modal -->
177 </div><!-- /.modal -->
178 </ac:pagelayout>

```

- Click on View Store, live chat icon will be displayed on your web page.

14 Days Left - [Activate your Trial](#)

# SPARK PAY™

## Start Here

Theme by: [Spark Pay](#) [Help](#) [More Actions](#) [Preview](#)

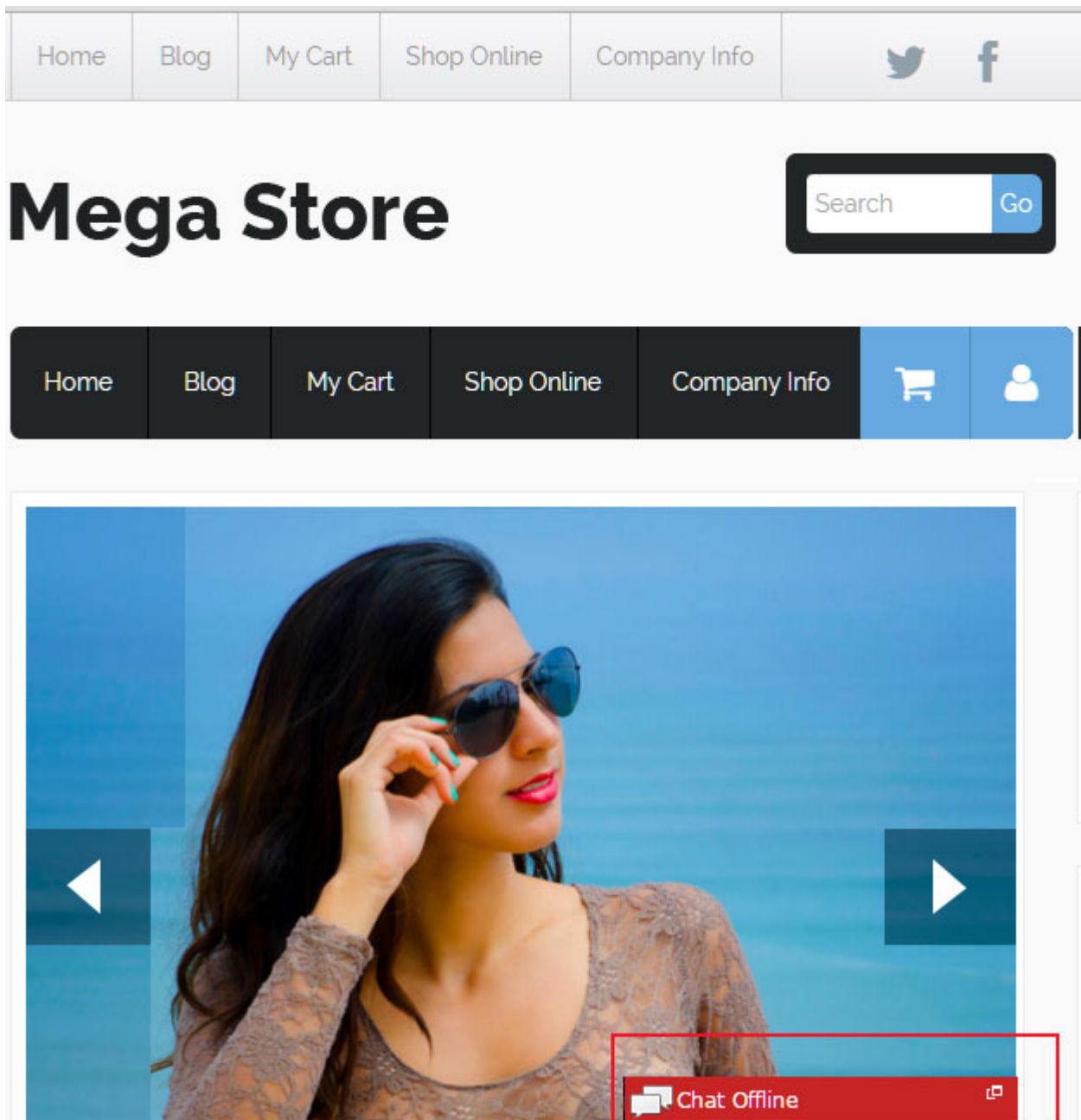
[Launch List](#)

- [Dashboard](#)

▼ Theme

- Start**





#### Related Articles:

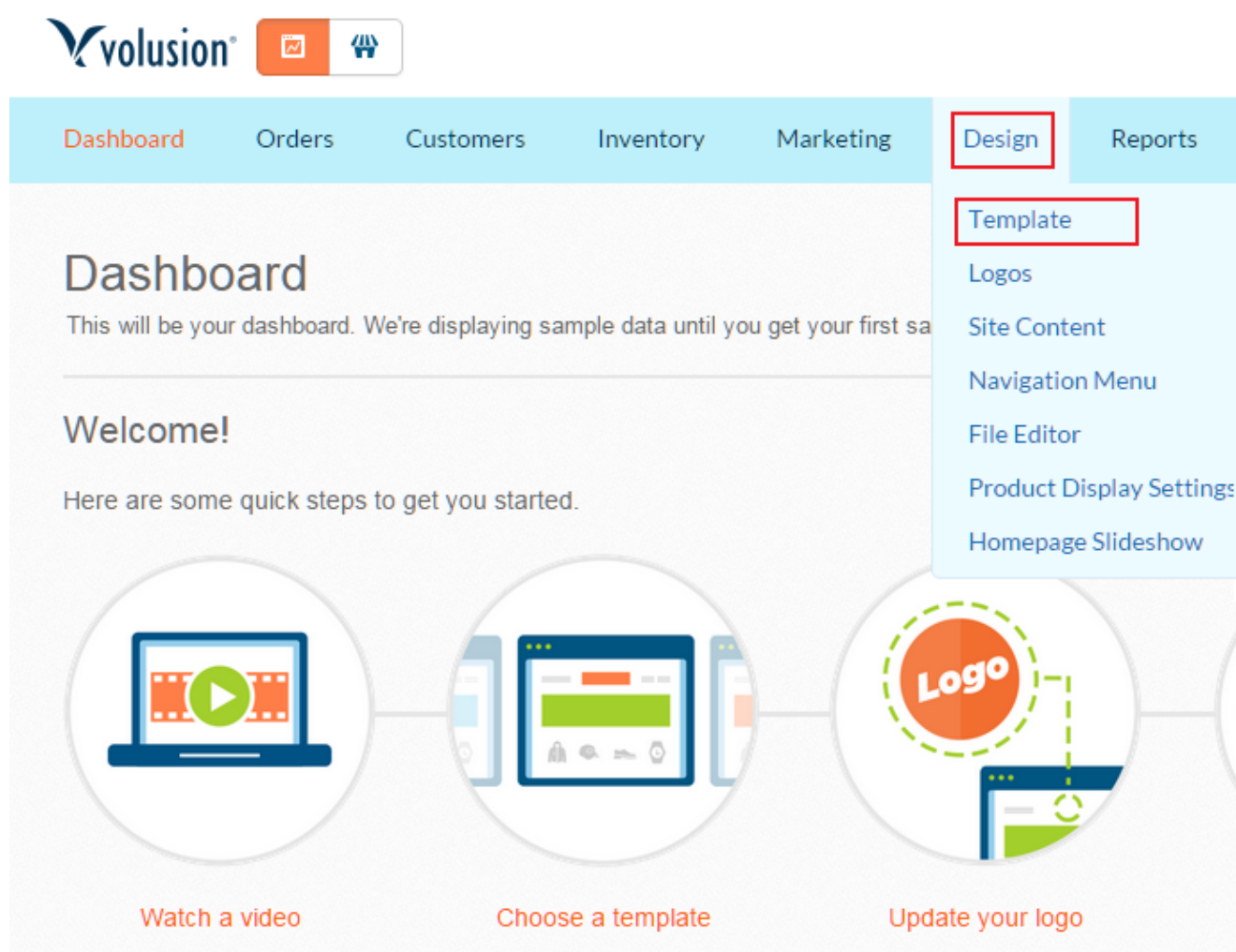
- [Adding ProProfs Live Chat in Shopify](#)
- [Adding ProProfs Live Chat in BigCommerce](#)
- [Adding ProProfs Live Chat in CoreCommerce](#)



# Add ProProfs Live Chat to Your Volusion Website

Follow these steps for [ProProfs Chat and Volusion integration](#):

- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your WebPages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login into admin of Volusion CMS store.
- Go to Design Template Section.



- Click on Edit HTML.



Dashboard Orders Customers Inventory Marketing **Design**

Home / Design / Choose Template

## Templates

Active Template

Saved Templates



### Ethereal

[View Storefront](#)

#### Advanced Editing

[Edit HTML](#)

[Edit CSS](#)

- Place code into your template Page.
- click on save option and then click on view file



Home / Design / File Editor

## File Editor

Choose File ? wwwroot / v / template\_253.html

/v/template\_253.html (21KB)

View File

Save

```
<!DOCTYPE html>
<!--[if IE 7]><html class="no-js lt-ie9 lt-ie8 lt-ie7"> <![endif-->
<!--[if IE 7]><html class="no-js lt-ie9 lt-ie8"> <![endif-->
<!--[if IE 8]><html class="no-js lt-ie9"> <![endif-->
<!--[if gt IE 8]><!--> <html class="no-js"> <!--<![endif-->
<head>
  <meta charset="utf-8">
  <meta http-equiv="X-UA-Compatible" content="IE=edge,chrome=1">
  <meta name="viewport" content="width=device-width, initial-scale=1.0, maximum-scale=1.0, user-scalable=
  <meta name="description" content="">
  <meta id="v65-layout-mode" data-cart="storedot" data-checkout="storedot" data-use-simplified-checkout="t
  <meta id="v65-logo-dimensions" data-height="80" data-width="221">
  <link href="//fonts.googleapis.com/css?family=Playfair+Display:400,700" rel="stylesheet" type="text/css">
  <link href="//fonts.googleapis.com/css?family=Source+Sans+Pro:400,600,700,400italic,600italic,700italic" rel
  <link rel="stylesheet" href="v/vspfiles/templates/253/css/main.css">
  <link href="v/vspfiles/templates/253/css/imports.css" rel="stylesheet">
  <link href="v/vspfiles/templates/253/css/push-menu/component.css" rel="stylesheet">
  <div id="if_homepage"><link href="v/vspfiles/templates/253/css/homepage.css" rel="stylesheet"></div>

  <script src="v/vspfiles/templates/253/js/design-toolkit_min.js"></script>
  disableOther( 'showLeftPush' );
};

function disableOther( button ) {
  if( button !== 'showLeftPush' ) {
    classie.toggle( showLeftPush, 'disabled' );
  }
}
</script>

<!-- Google Analytics: change UA-XXXXX-X to be your site's ID. -->
<script>
  (function(b,o,i,l,e,r){b.GoogleAnalyticsObject=l;b[l]||(b[l]=
  function(){(b[l].q=b[l].q||[]).push(arguments)};b[l].l=+new Date;
  e=o.createElement(i);r=o.getElementsByTagName(i)[0];
  e.src="//www.google-analytics.com/analytics.js";
  r.parentNode.insertBefore(e,r)}(window,document,'script','ga'));
  ga('create','UA-XXXXX-X');ga('send','pageview');
</script>
</body>
<!-- live2support.com tracking codes starts --><div id="l2s_trk" style="z-index:99;"></div><script type="text/javasc
l2slwidth=350; var l2slay_mnst="#l2slayer {}";var l2slv=3; var l2slay_hbgc="#0278c7"; var l2slay_bcolor="#0278c
live chat"; var l2sdialogontxt="online live chat"; var l2sminimize=true; var l2senblyr=true; var l2slay_pos="R"; v
l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1) l2s_pht="http:"; (function () {
document.getElementById("l2s_trk").style.visibility="hidden";
var l2scd = document.createElement("script"); l2scd.type = "text/javascript"; l2scd.async = true; l2scd.src = ("https
? 'https://' : 'http://') + 'sa.live2support.com/js/l2s1.php?stid=12516&jqrv=Y&l2stxt='; var l2sscr = document.getEle
l2sscr.parentNode.insertBefore(l2scd, l2sscr); }()); </script><!-- live2support.com tracking codes closed -->
</html>
```

- Live Chat Appear on your website. You have added live chat into Volusion successfully.

## Menu Title






[My Account](#) ★ [Wish List](#)

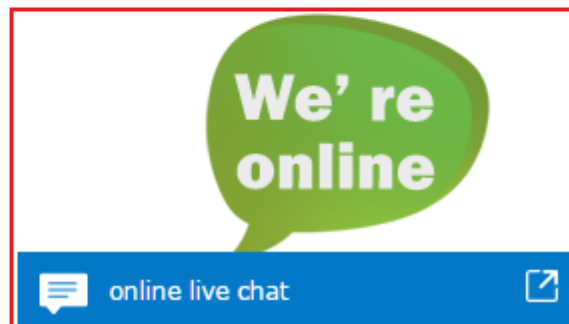


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- [Company Info](#)
- [Contact Us](#)
- [My Account](#)
- [View Cart](#)
- [Sign In](#)
- [Order Status](#)
- [Products](#)
- [Category Index](#)
- [Product Index](#)
- [Helpful Info](#)
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### Related Articles:

[Adding ProProfs Live Chat in Shopify](#)

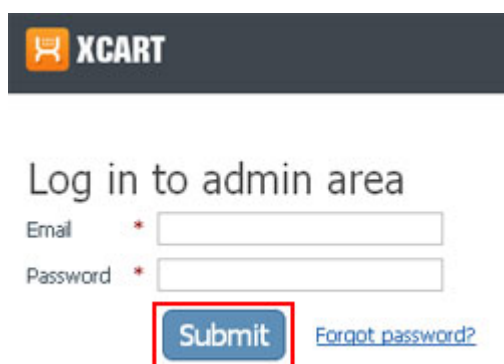
[Adding ProProfs Live Chat in OpenCart](#)

[Adding ProProfs Live Chat in osCommerce](#)

# X-Cart Integration with ProProfs Live Chat

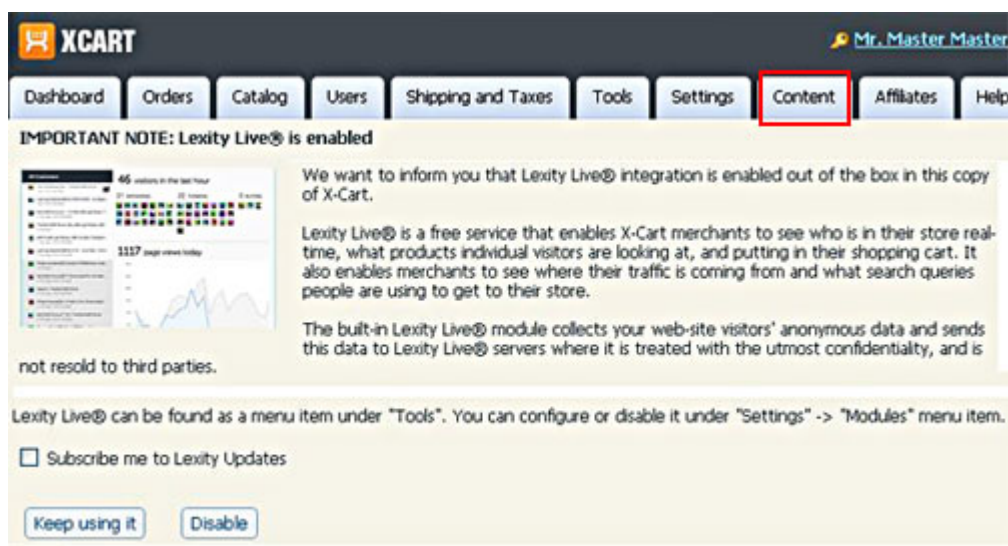
Follow these steps for [ProProfs Chat and X-Cart integration](#):

- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your WebPages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login into your X-Cart Admin Panel.



The image shows the X-Cart Admin Panel login form. At the top is the X-Cart logo. Below it is the heading "Log in to admin area". There are two input fields: "Email" and "Password", both marked with a red asterisk. Below the "Password" field is a red-bordered "Submit" button and a blue link "Forgot password?".

- Go To Content Edit Template.

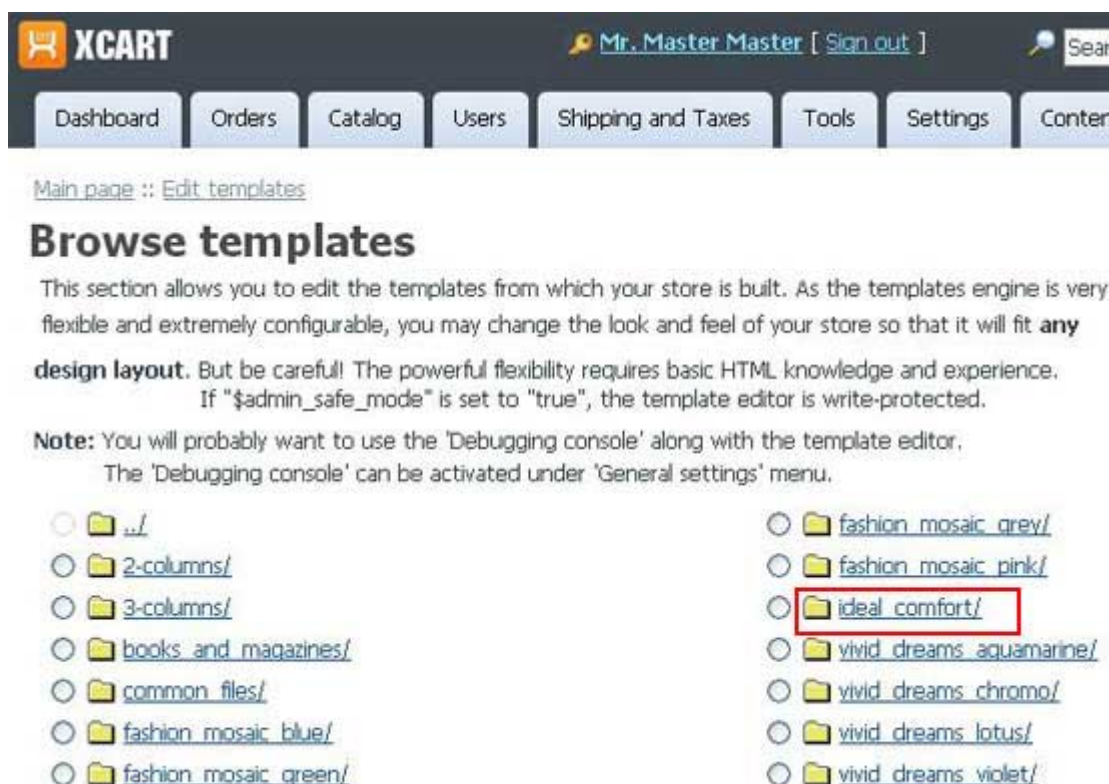


The image shows the X-Cart Admin Panel "Content" page. At the top is the X-Cart logo and the user name "Mr. Master Master". Below the logo is a navigation bar with tabs: Dashboard, Orders, Catalog, Users, Shipping and Taxes, Tools, Settings, Content (highlighted with a red box), Affiliates, and Help. Below the navigation bar is a section titled "IMPORTANT NOTE: Lexity Live® is enabled". This section contains a sidebar with statistics (465 visitors in the last hour, 1117 page views today) and a main area with text explaining Lexity Live integration. At the bottom of the section are two buttons: "Keep using it" and "Disable".

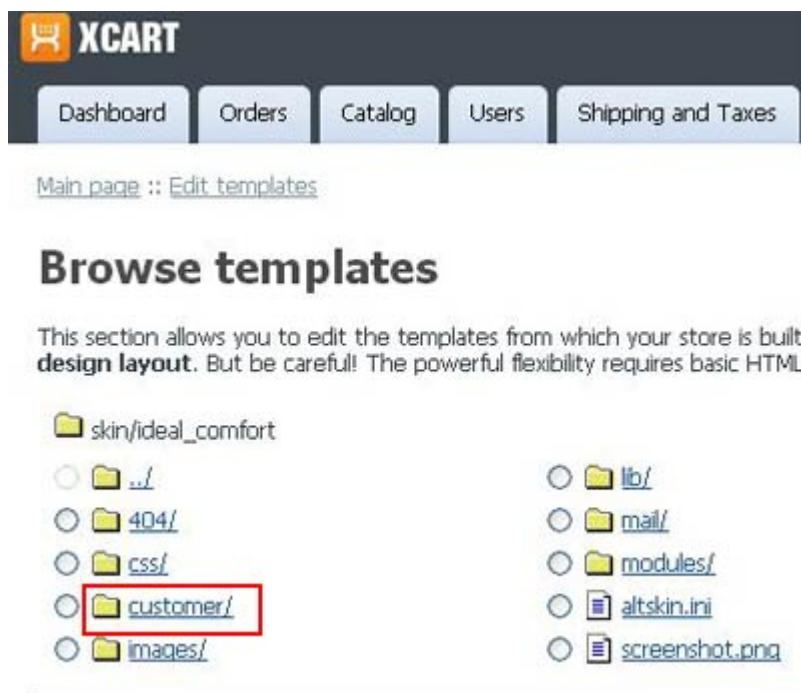




- Select your template folder (Example of template folder given below).



- Then select customer folder.



- Select appropriate file where you want to place the ProProfs code.

XCART

Dashboard Orders Catalog Users Shipping and Taxes Tools Settings

Main page :: Edit templates

## Browse templates

This section allows you to edit the templates from which your store is built. As the templates engine design layout. But be careful! The powerful flexibility requires basic HTML knowledge and experier

skin/ideal\_comfort/customer

- ☐ [../](#)
- ☐ [buttons/](#)
- ☐ [help/](#)
- ☐ [main/](#)
- ☐ [bottom.tpl](#)
- ☐ [content.tpl](#)
- ☐ [dialog.tpl](#)
- ☐ [head.tpl](#)
- ☐ [header\\_links.tpl](#)
- ☐ [home.tpl](#)
- ☐ [left\\_bar.tpl](#)
- ☐ [menu\\_cart.tpl](#)
- ☐ [menu\\_dialog.tpl](#)
- ☐ [minicart\\_total.tpl](#)
- ☐ [search.tpl](#)
- ☐ [simple\\_products\\_list.tpl](#)
- ☐ [special.tpl](#)
- ☐ [tabs.tpl](#)

Delete selected

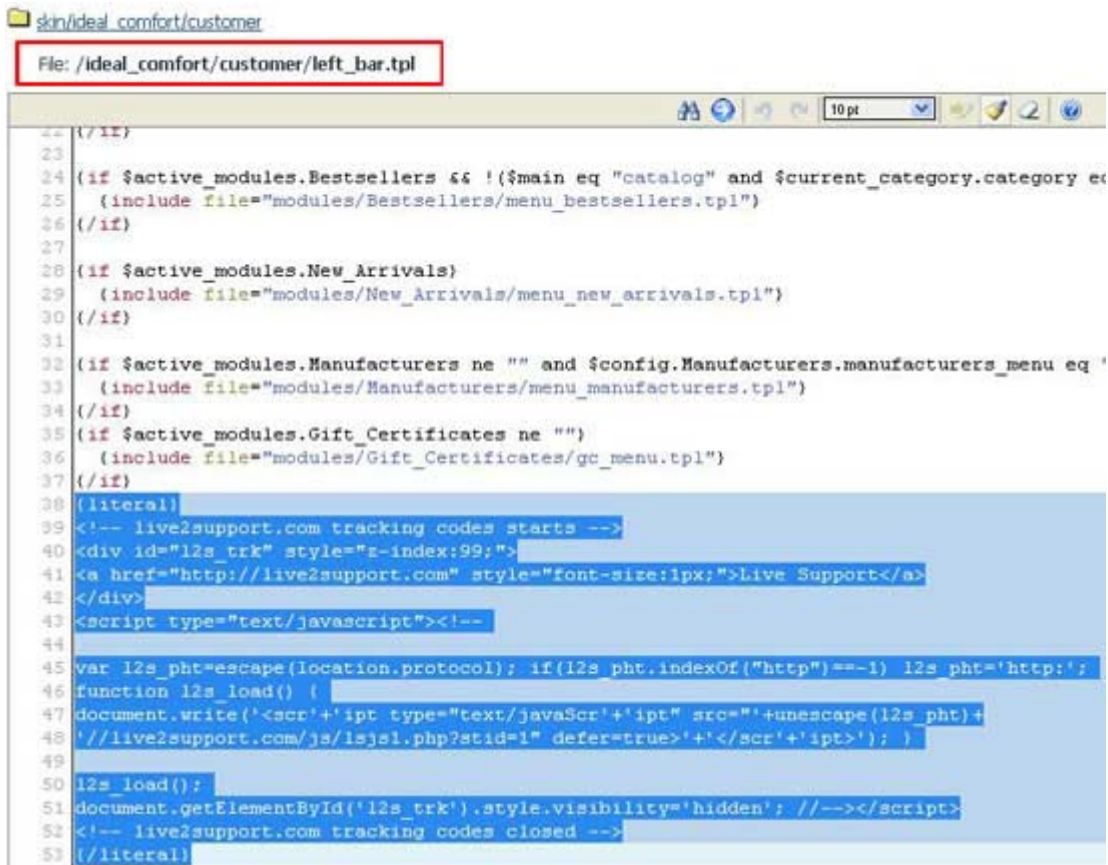
Create new file

New file name:

Create new directory

- Place the code at appropriate place.





```
22 {/if}
23
24 {if $active_modules.Bestsellers && !($main eq "catalog" and $current_category.category eq '
25 {include file="modules/Bestsellers/menu_bestsellers.tpl"}
26 {/if}
27
28 {if $active_modules.New_Arrivals}
29 {include file="modules/New_Arrivals/menu_new_arrivals.tpl"}
30 {/if}
31
32 {if $active_modules.Manufacturers ne "" and $config.Manufacturers.manufacturers_menu eq '
33 {include file="modules/Manufacturers/menu_manufacturers.tpl"}
34 {/if}
35 {if $active_modules.Gift_Certificates ne ""}
36 {include file="modules/Gift_Certificates/gc_menu.tpl"}
37 {/if}
38 {literal}
39 <!-- live2support.com tracking codes starts -->
40 <div id="l2s_trk" style="z-index:99;">
41 <a href="http://live2support.com" style="font-size:1px;">Live Support</a>
42 </div>
43 <script type="text/javascript"><!--
44
45 var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1) l2s_pht='http:';
46 function l2s_load() {
47 document.write('<scr'+ipt type="text/javaScr'+ipt" src="'+unescape(l2s_pht)+
48 '//live2support.com/js/l2sjs1.php?stid=1" defer=true>'+</scr'+ipt>'); }
49
50 l2s_load();
51 document.getElementById('l2s_trk').style.visibility='hidden'; //--></script>
52 <!-- live2support.com tracking codes closed -->
53 {/literal}
```

- Click on Save Button to reflect change.

```

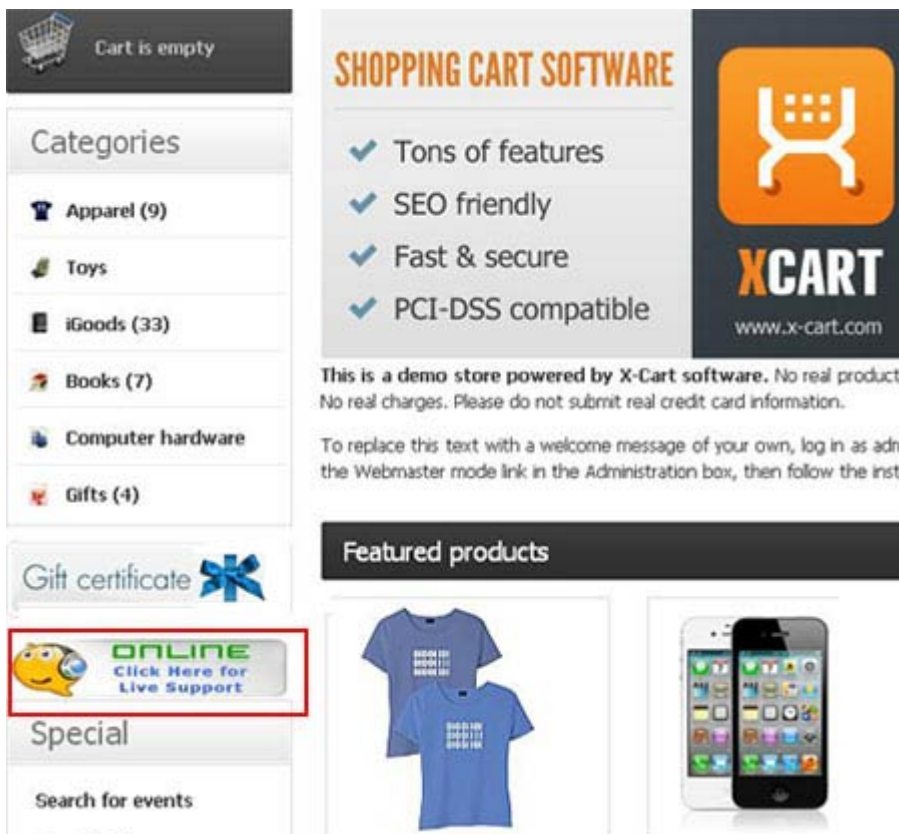
21 {include file="modules/Recently_Viewed/section.tpl"}
22 {/if}
23
24 {if $active_modules.Bestsellers && !($main eq "catalog" a
25 {include file="modules/Bestsellers/menu_bestsellers.tpl
26 {/if}
27
28 {if $active_modules.New_Arrivals}
29 {include file="modules/New_Arrivals/menu_new_arrivals.t
30 {/if}
31
32 {if $active_modules.Manufacturers ne "" and $config.Manuf
33 {include file="modules/Manufacturers/menu_manufacturers
34 {/if}
35 {if $active_modules.Gift_Certificates ne ""}
36 {include file="modules/Gift_Certificates/gc_menu.tpl"}
37 {/if}
38 {literal}
39 <!-- live2support.com tracking codes starts --><div id="l
40
41 var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf
42
43 l2s_load(); document.getElementById('l2s_trk').style.visi
44 {/literal}
45 {include file="customer/special.tpl"}
46 {if $active_modules.Adv_Mailchimp_Subscription}
47 {include file="modules/Adv_Mailchimp_Subscription/adv

```

Position:	Ln 38, Ch 1	Total:	Ln 76, Ch 2864
-----------	-------------	--------	----------------

☒ Toggle editor

Save



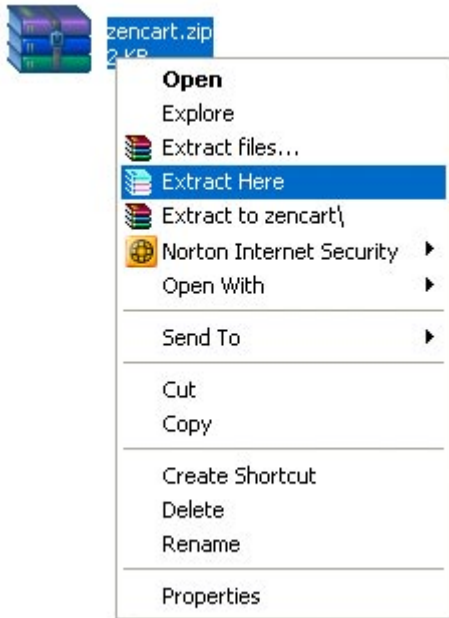
#### Related Articles:

- [Adding ProProfs Live Chat in Magento](#)
- [Adding ProProfs Live Chat in PrestaShop](#)
- [Adding ProProfs Live Chat in Volusion](#)

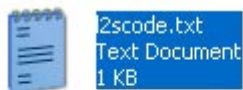
# ZenCart Integration with ProProfs Live Chat

Follow these steps for [ProProfs Chat and ZenCart integration](#):

- [Download](#) the plug-in application.
- Then right-click on that ProProfs live chat zip file and unzip the live chat plugin to proceed further.



- Go to (zencart l2s) in that folder you will find a text file of "l2score.txt".

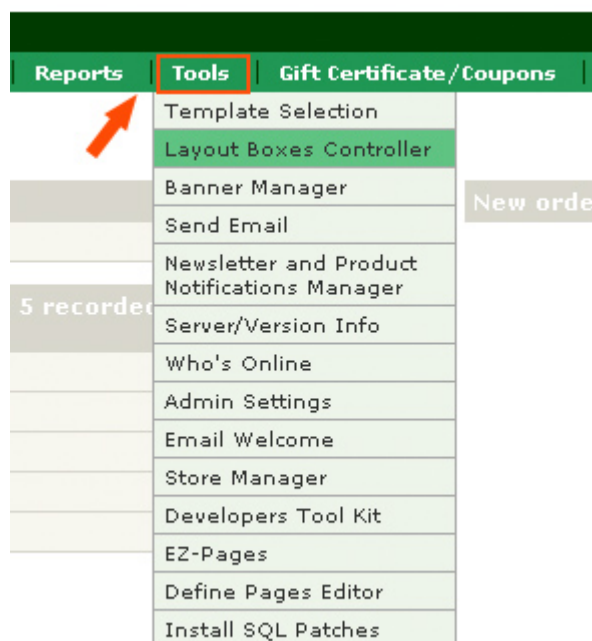


- Edit that file and copy the codes from ProProfs control panel then paste that codes in that file, After making the changes please save the file.



```
<!-- live2support.com tracking codes starts --><div id="l2s_trk"
style="z-index:99;"><a href="http://live2support.com"
style="font-size:1px;">Live Chat Software</a></div><script
type="text/javascript"><!--
var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")==-1)
l2s_pht='http: '; function l2s_load() { document.write('<scr'+ 'ipt
type="text/javaScr'+ 'ipt"
src="'+unescape(l2s_pht)+'//sb.live2support.com/js/l2sjs1.php?stid=15848"
defer=true'+ '</scr'+ 'ipt>'); }
l2s_load(); document.getElementById('l2s_trk').style.visibility='hidden';
//--></script><!-- live2support.com tracking codes closed -->
```

- copy l2s folder into Zencart includes modules.
- Copy l2schat.php into Zencart includes modules sideboxes.
- Copy tpl\_l2schat.php into Zencart includes templates template\_default sideboxes.
- Login into your Zencart Admin Section to get started.
- go to upper menu Tools Layout Boxes Controller.



- Click on sideboxes/l2schat.php and set the position of ProProfs live chat.

## COLUMN BOXES CLASSIC

**Boxes Path:** C:/xampp/htdocs/test\_mac/zencart/includes/modules/

Box File Name	LEFT/RIGHT COLUMN Status
sideboxes/l2schat.php	ON
sideboxes/search_header.php	ON
sideboxes/livechat.php	ON

- Click on update for save the change.

**Edit Box**

Please make any necessary changes

Box Name: l2schat.php

Left/Right Column Status:  
☒ ON ☐ OFF

Location: (Single Column ignores this setting)  
☒ LEFT ☐ RIGHT

Left/Right Column Sort Order:

Single Column Sort Order:

Single Column Status:  
☒ ON ☐ OFF

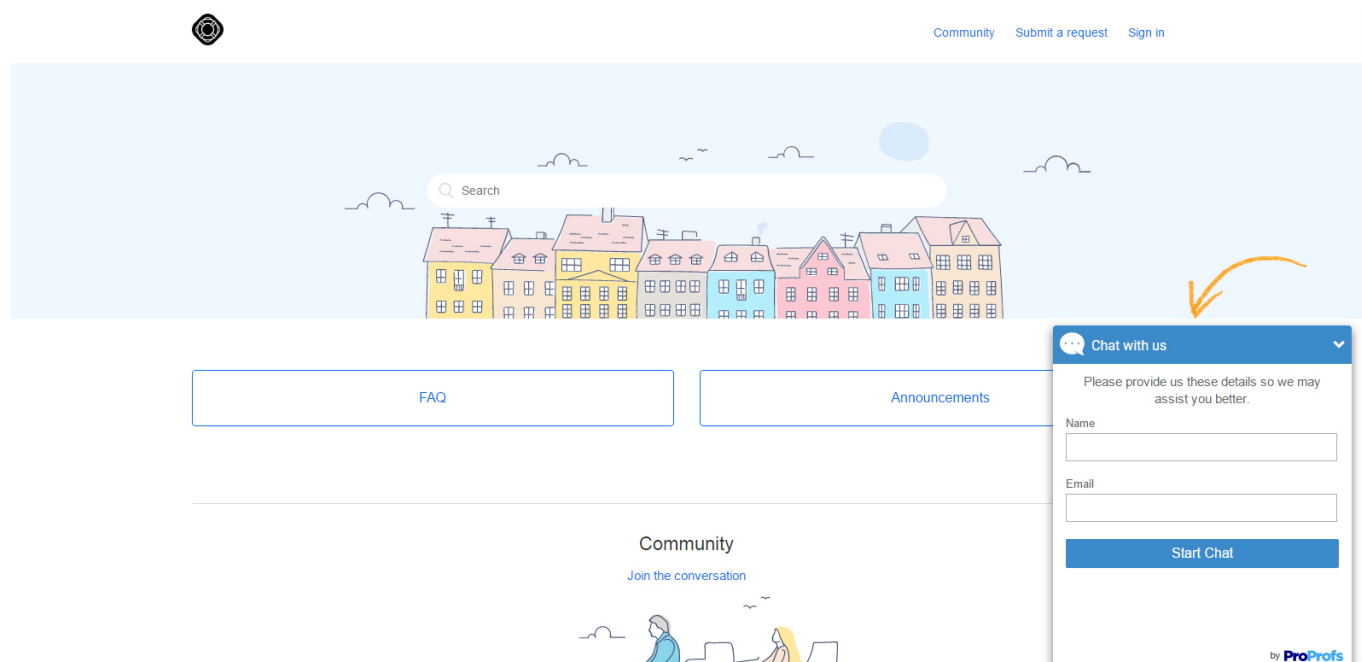
### Related Articles:

[Adding ProProfs Live Chat in Magento](#)  
[Adding ProProfs Live Chat in Shopify](#)  
[Adding ProProfs Live Chat in X-Cart](#)

# Helpdesk

# Zendesk Integration with ProProfs Live Chat

ProProfs empowers you to [add ProProfs Chat on your Zendesk Help Center](#). Here's how your Zendesk will look after integrating ProProfs Chat with it:



Just follow these simple steps to reap the benefits of both top notch tools:

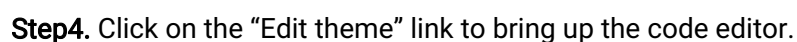
1. [Add ProProfs Chat to Zendesk.](#)
2. [Send chat transcripts to Zendesk as tickets.](#)
3. [Get support emails from Zendesk admin panel.](#)
4. [Get Zendesk API token.](#)

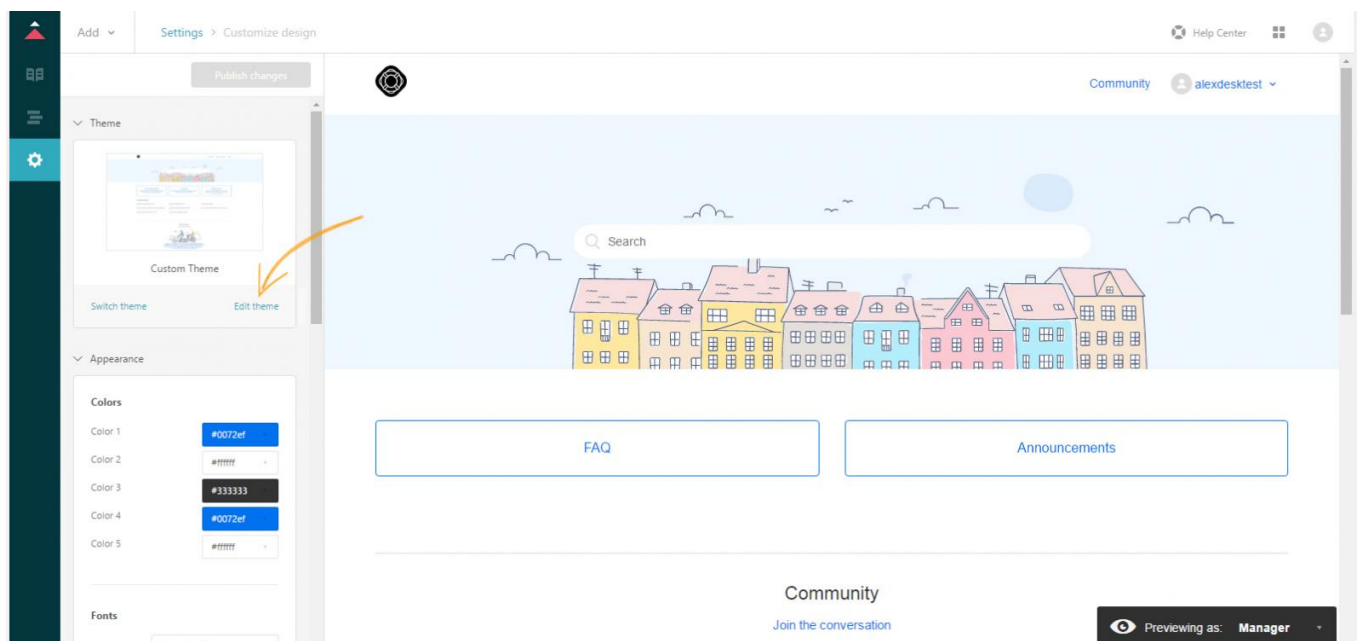
## Add ProProfs Chat to Zendesk

**Step1.** Log in to ProProfs chat control panel with your valid credentials.

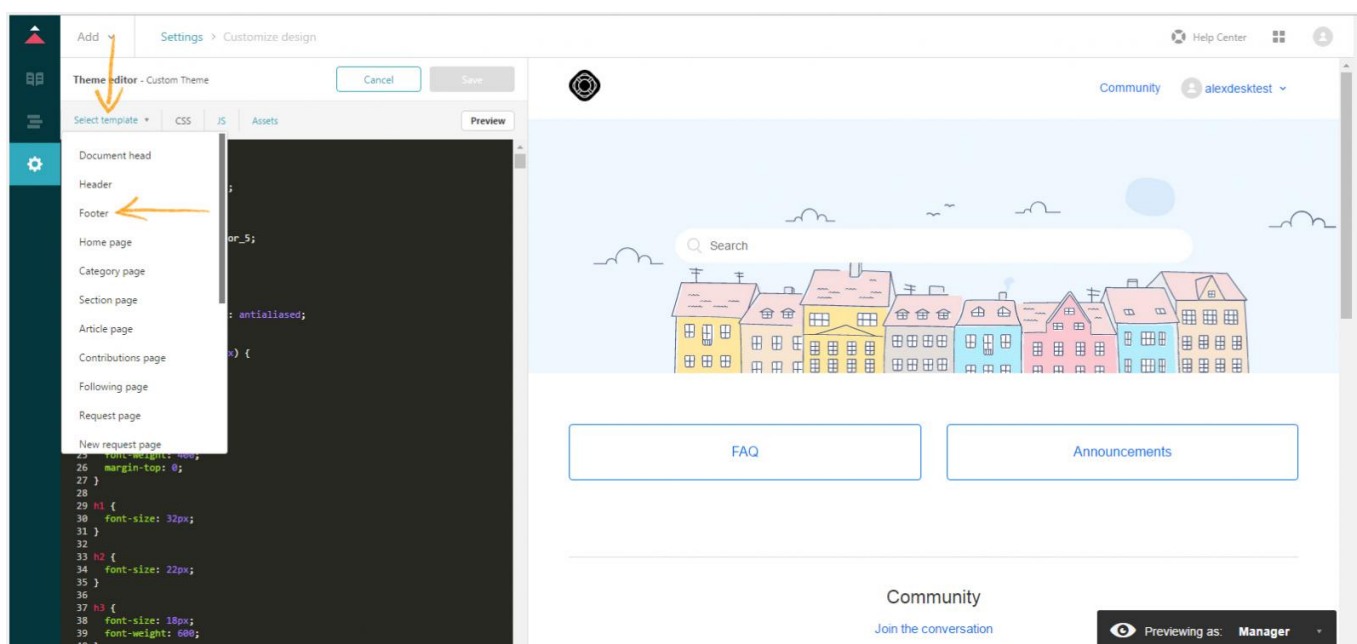
**Step2.** Navigate to "Settings" and then click on the "Installation", Copy the chat installation code.



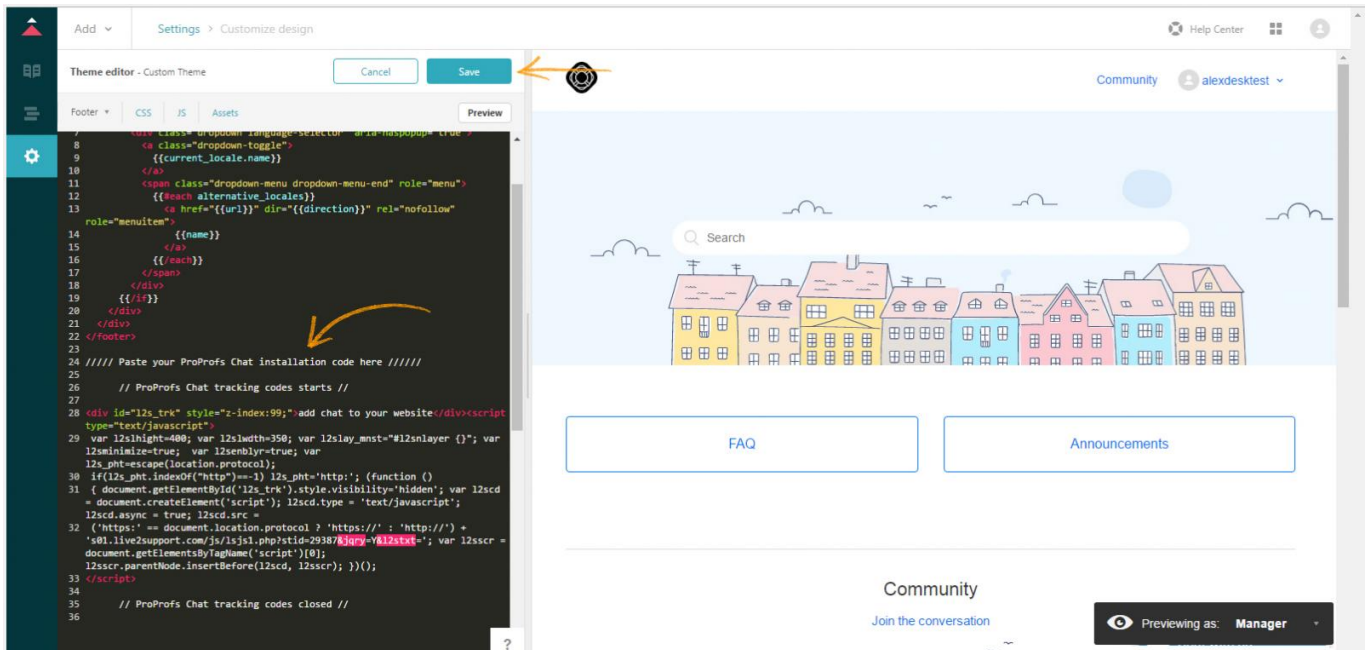




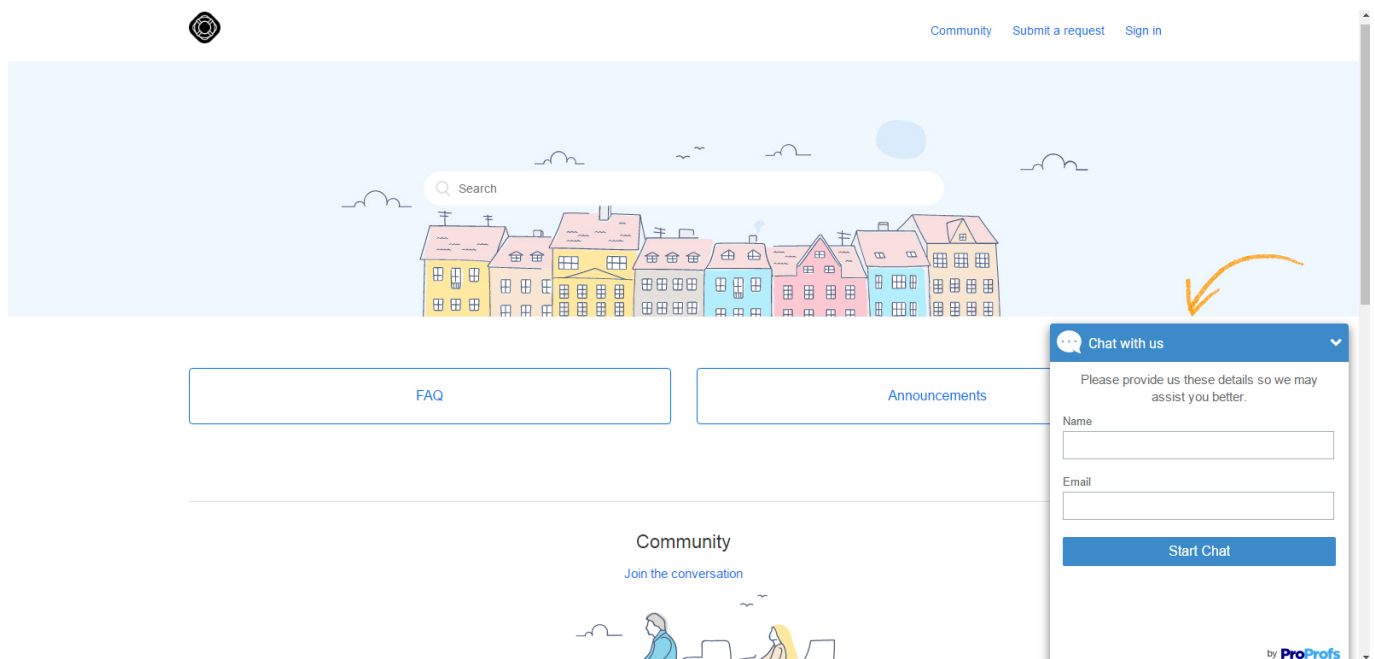
**Step5.** Select the "footer" option under "Select template". This will allow for you to edit the direct code for the footer.



**Step6.** Paste your ProProfs Chat installation code after `</footer>` tag. You can click on the "Preview" button to see the changes in a draft mode of your Help Center page. Click on the "Save" button to save the code. After you click the "Save" button, you will be taken back to the editor. Click on the "Publish changes" button to finalize the change and publish to all visitors of your new Help Center.



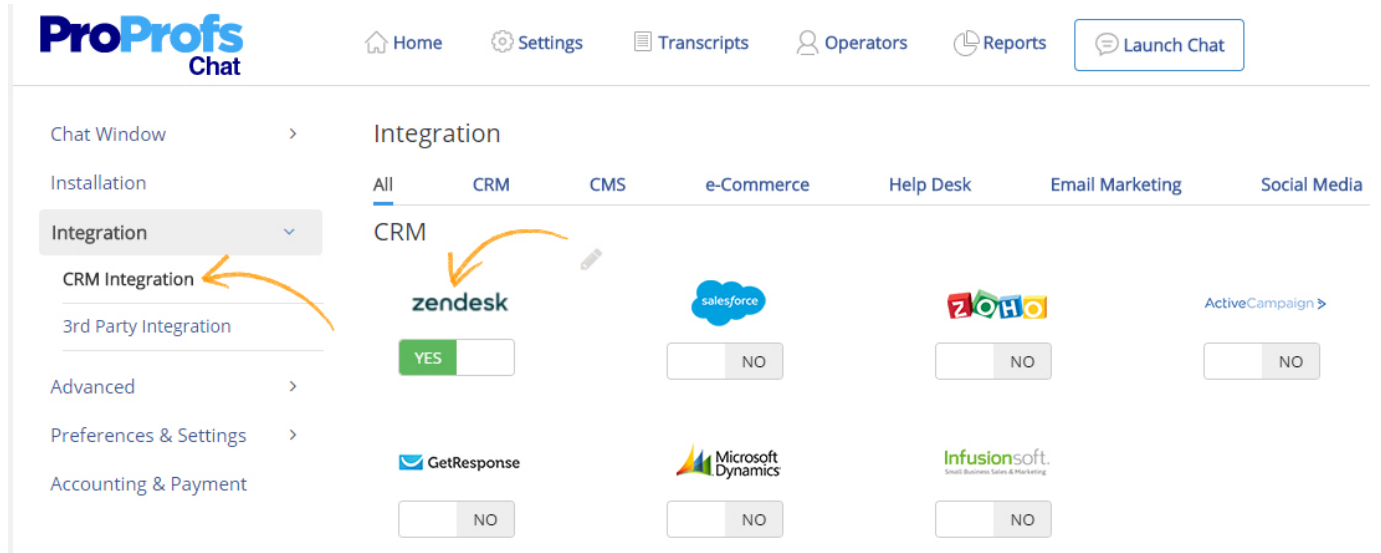
**Step7.** Now ProProfs Chat will be available to visitors of your Zendesk help center.



## Send your chat transcripts and offline messages to Zendesk as a ticket.

**Step1.** Log in to ProProfs chat control panel with your valid credentials.

**Step2.** To get your chat transcripts as a Zendesk ticket, navigate to "CRM Integration" under "Integration" in "Settings". Enable the Zendesk toggle by clicking on it.

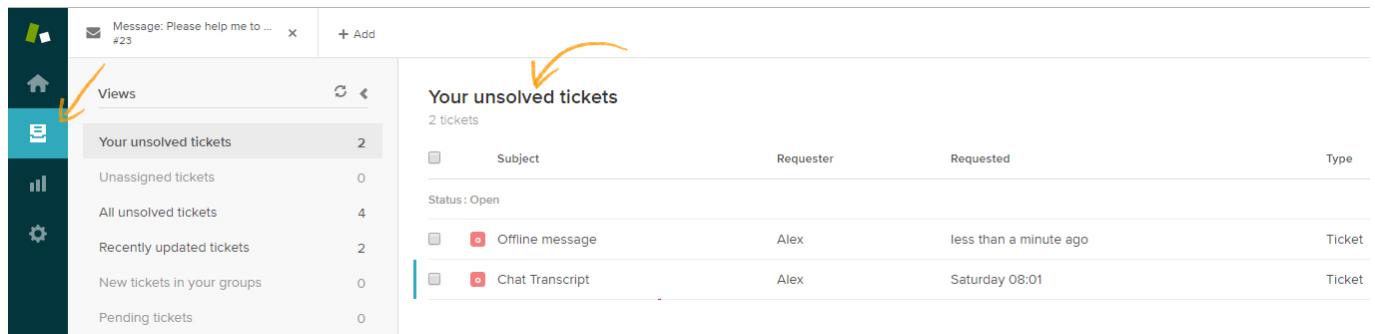


**Step3.** Once you enable Zendesk toggle to "YES", a pop up will appear (see image below). Fill in the information as instructed below:

- Enter your Zendesk Subdomain (Example: <https://subdomain.zendesk.com>).
- Enter your Registration email address (Email address used to create Zendesk account).
- Enter your Zendesk API token.
- Enter your Zendesk support email address (Example: [support@subdomain.zendesk.com](mailto:support@subdomain.zendesk.com)).

Click on **Save** button to save the credentials.

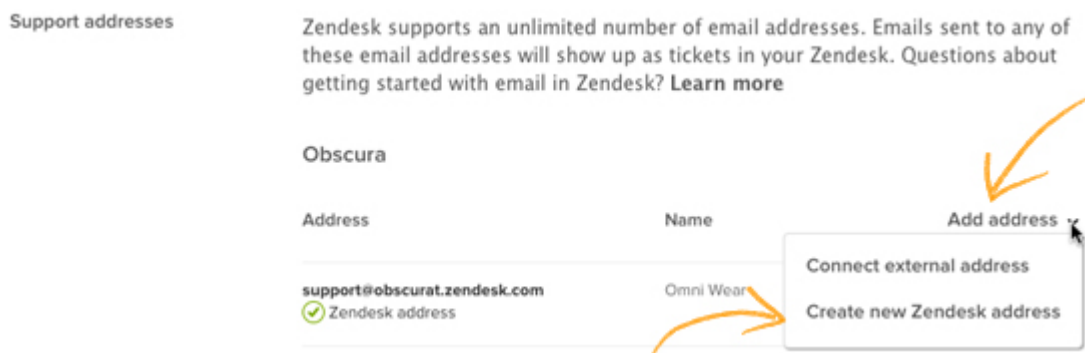
**Step4.** After step 2 and step3 you will get your chat transcript and offline messages as a Zendesk ticket.



## How to get your Zendesk support email address from Zendesk admin panel.

**Step1.** Click the Admin icon in the sidebar, then select Channels > Email.

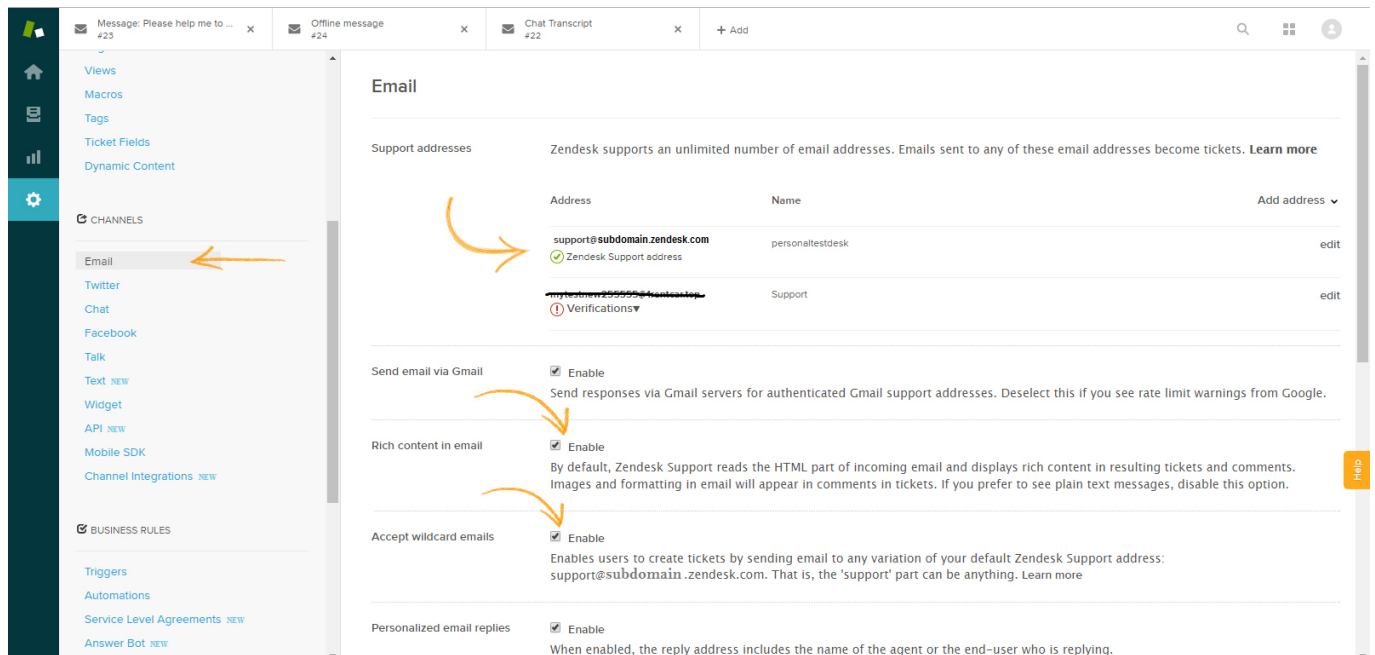
**Step2.** In the Support addresses section, click "Add address", then select "Create new Zendesk address".



**Step3.** Enter an address you'd like to use for receiving support requests.

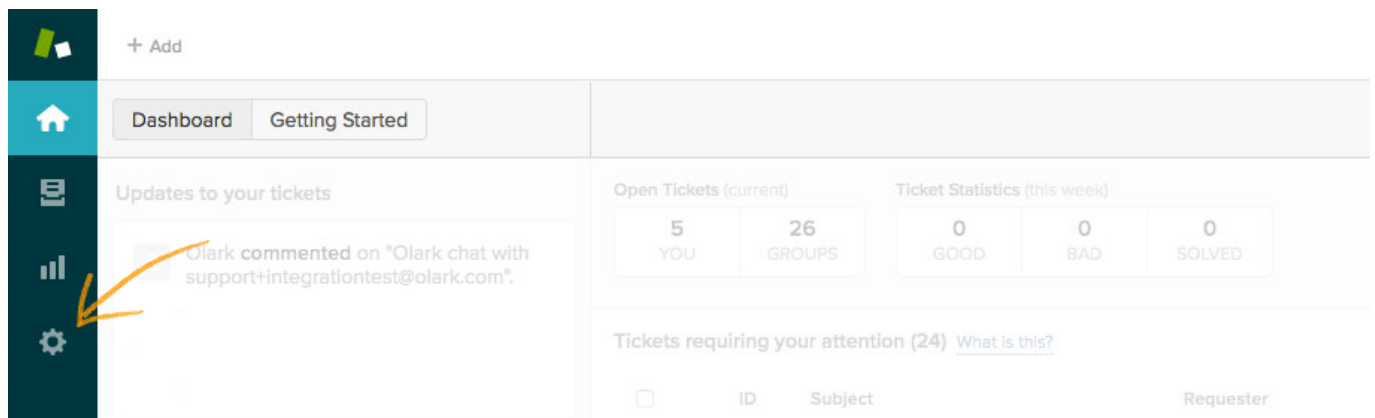
**Step4.** Click "Create now". The email address is added to your list of support addresses.

**Step5.** Click the Admin icon in the sidebar, then select Channels > Email. Copy your Support email address (Example: support@yoursubdomain.zendesk.com) from support addresses section, Enable "Accept wildcard emails" and "Rich content in email" option.



## How to get your Zendesk API token from Zendesk admin panel

**Step1.** Log in to your Zendesk account. From your dashboard, click on the settings icon.



**Step2.** Click on "API" under "Channels". Enable "Token Access" by clicking on the toggle button. Then, click on "+" icon to add new token. (see image below)

**Step3.** A window will pop up. This will contain your Zendesk API token. Just copy and paste it where ever necessary. (refer to the screenshot below)

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# Email-marketing



# ActiveCampaign Integration with ProProfs Live Chat

ActiveCampaign helps you build your list and manage your contacts more effectively. Using its contact based features, you will learn the personal & behavioral details of your contacts while utilizing that data for mass automation sequences, personalized campaigns, and more.

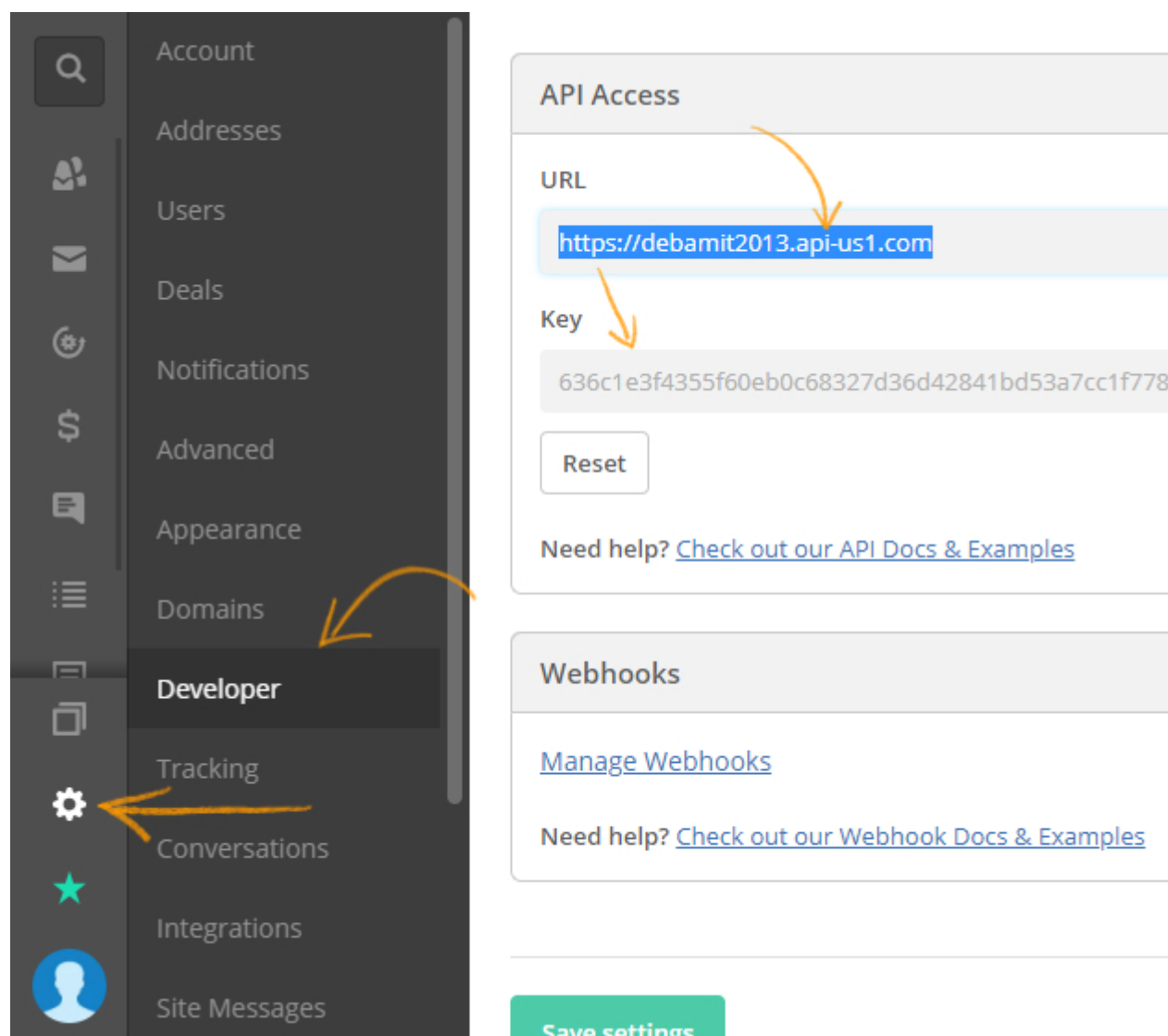
**Take your customer support capability to the next level with ProProfs Chat integration.**

ProProfs Chat is an industry leading live chat solution that helps organizations to augment their site's self-service capabilities with live chat. Combining ProProfs Chat's advanced features and unmatched reliability with ActiveCampaign's rich features; you can achieve a compelling customer experience with this combined solution. This chat solution is highly scalable and comes with a flexible pricing option to facilitate you to choose the fitting-choice for your business.

## How To Integrate ProProfs Chat With ActiveCampaign

ProProfs Chat offers a prompt Add-on to [integrate live chat facility into ActiveCampaign](#). Many organizations rely on our live chat solution to provide real-time chat facility to their customers. You just follow the below steps, and you are all set to start to manage your campaign with ActiveCampaign.

**Step 1:** Login to your ActiveCampaign account and go to the **Settings** section. There, Click on **Developer**. Copy the **URL** and **Key**.



**Step 2:** Login to your ProProfs Chat account and go to **Settings**—>**Integration**.

**ProProfs Chat**

Home Settings Transcripts Tickets Operators Reports

Chat Window

- Theme
- Settings
- Language
- Pre Chat
- Post Chat
- Offline Message
- Greetings
- Installation
- Integration
- General
- Advanced

## Theme

Chat Style

Bubble Bar

Choose your bubble style

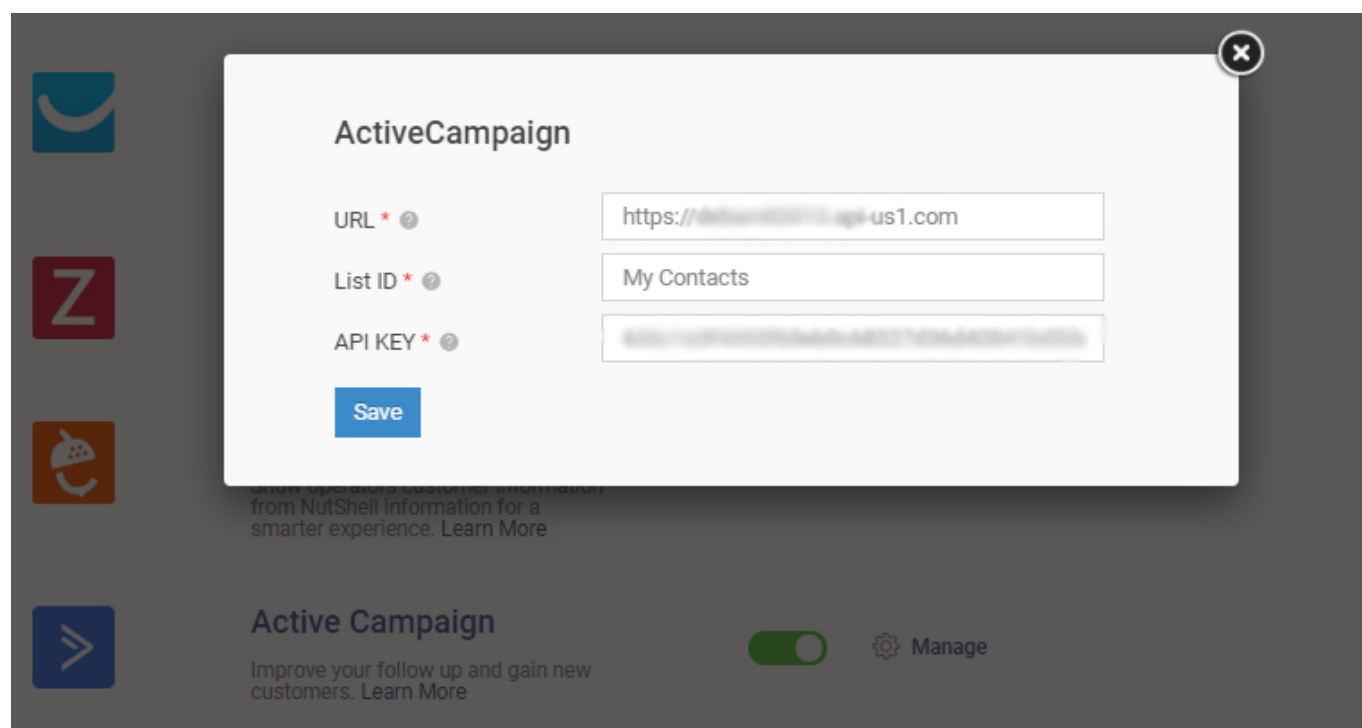
Chat

Help

Theme Color

or use your own #3c8ac9

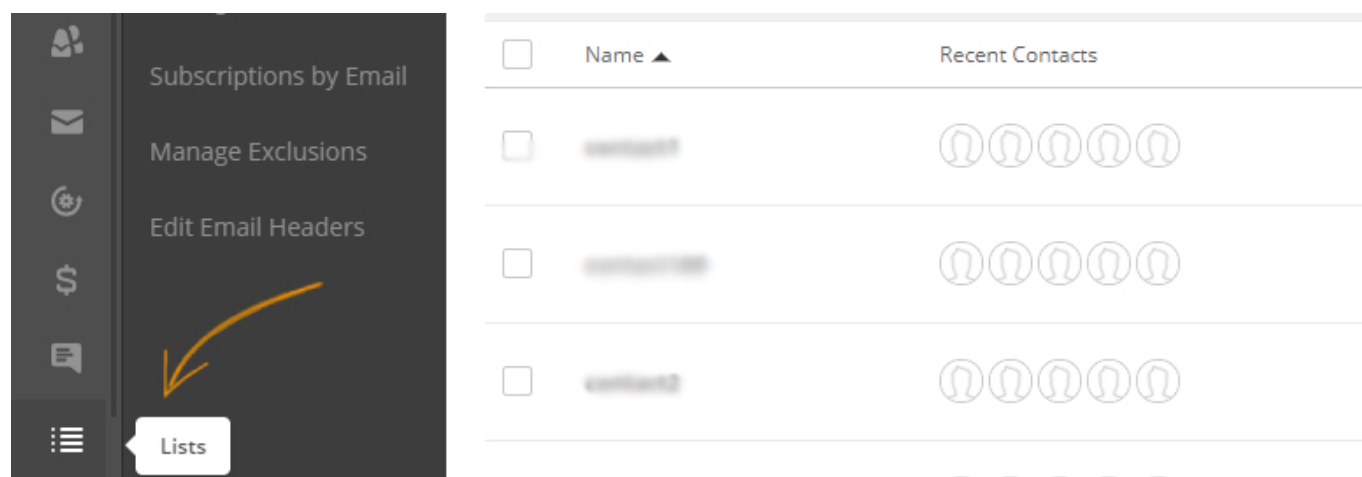
**Step 3:** Enable ActiveCampaign under CRM and enter your **URL** and **Key**. The **List ID** is the name of the contact list that you are transferring to ActiveCampaign. Once everything is done, click **Save**.



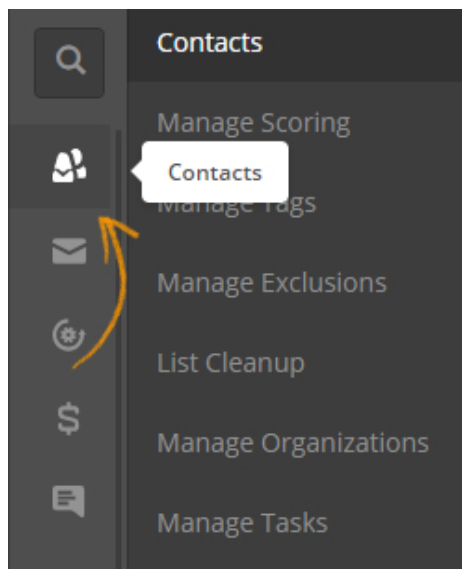
## How To View Integrated Contacts In ActiveCampaign




There are two ways to view integrated contacts in ActiveCampaign.

- **Lists:** On your ActiveCampaign dashboard, you can select **Lists** and view your contacts according to the **List ID** of the integrated contacts.



- **Contacts:** The contacts option displays the contacts according to the order of their uploads.



Edit all		
<input type="checkbox"/>	Full Name	Email ▲
<input type="checkbox"/>	 [Name]	[Email]
<input type="checkbox"/>	 [Name]	[Email]
<input type="checkbox"/>	 [Name]	[Email]

# iContact Integration with ProProfs Live Chat

iContact provides professional email marketing solution to get better marketing results. Using its easy-to-use features, you can make a difference in your marketing campaign. Regardless of your skill level, iContact's exciting features and tools help you move seamlessly from building lists and designing emails, to sending messages and tracking opens and clicks.

## Go beyond the inbox with ProProfs Chat to pinpoint more business opportunities

Our integrated Live chat solution enables to go beyond email marketing campaign and maximize the impact of your communication by using live chat. ProProfs Chat makes it easy for you to seamlessly interact with your existing customers, and track your new visitors for more sales opportunities. Our Live Chat solution's simple-to-use and flexible features help you improve your customers' experience, and serve more effectively anywhere and anytime.

## How to integrate ProProfs Chat with iContact?

You can create a more intimate [iContact integration with ProProfs Chat](#) without any hassle of huge coding. You just follow the below steps and you are all set to start manage chatting in your iContact contact management system.

**Step 1.** First download API library for iContact and make a script using that library. Upload the script file and library file on your server.

**Step 2.** Now Login into ProProfs Chat control panel and go to "3rd Party Integration" Option

### Preferences & settings



- Customize Preferences
- Add/Edit Predefined Responses
- Add/Edit Push URL
- Pro-active/Auto chat Invitation
- 3rd Party Integration
- Add/Edit ad Campaign
- IP Blocking
- Enable/Disable Callback
- CRM Integration

**Step 3.** Enter API Script url into pre chat form (Host Name and script path)

Before chat you can pull information from your own application or 3rd party application and pass it in chat, so support operator can see these information during chat session and further saved and posted with chat transcripts.

Before chat validate chatting user details, if user valid then you can instruct Live2Support to continue chat other instruct to transfer to leave a message option.

#### User Authentication Before Chat Session Start

**Following variables will be posted to your script using standard form.**

I2s\_id - Live2support Site ID,  
I2s\_sessid - Visitor Session ID,  
I2s\_ip - Visitor IP Address,  
I2s\_name - Visitor Name,  
I2s\_email - Visitor Email,  
& All Custom Variables passed from webpages (If Any)

**Following variables will be posted to your script using customizes form.**

I2s\_id - Live2support ID,  
I2s\_sessid - Session ID,  
I2s\_ip - IP Address,  
I2s\_name - Visitor Name,  
I2s\_email - Visitor Email,

& All Custom Variables

All fields in customized form(like fld\_1, fld\_2, fld\_3 ... fld\_n)

**Enable & disable Message** ☒ **Enable** ☐ **Disable**

**Host**  (i.e **www.yourDomain.com** OR **YourDomain.com**)

**Script Path**  (i.e. **/yourscript.php** OR **/yourscript.asp** etc.)

**Port** ☒ **Default** ☐ **Secure**

If you want to allow visitor to continue with chat then you must return session id, otherwise return **blank value** for session id. if **blank session id** returned then visitor will be redirected to offline message form.

Your script must return value in following format:.

SessionID, The Seperator(###) and Custom Information

Like :

1. 1781249c88ea7aac50###Order No. 2540, Order Description
2. 1781249c88ea7aac50###Customer No. 2540, Customer Profile

### should be used between both values.

Check Connection

Save Changes



Click here

#### Step 4. Click on Save Change

**Step 5.** Now Login into your iContact account and go to contact section where you can able to see the contact details in your particular list.

Help | Upgrade
Sudhir Singh

Home
Contacts
Email
Social
Reports

Lists
Add Contacts
Browse Contacts
Search Contacts
Segments
Sign-up Forms

### My Lists

Lists help you organize your contacts. For example, you can create one for each of your newsletters.

[Create a List](#)  
[My Lists](#)

### Add Contacts

It's easy to add contacts. Import using a CSV file, copy and paste, or add them one at a time. You can also create a sign-up form to post on your website.

[Upload From File](#)  
[One at a Time](#)  
[Copy & Paste](#)  
[Sign-up Forms](#)

### Search My Contacts

If you want to review your new subscribers, search for a specific contact, or edit contacts manually, this is the place to go.

[Search My Contacts](#)  
[Browse My Contacts](#)

### My Segments

Segments are a powerful tool for targeting specific subscribers. Use segments to create targeted lists based on subscriber data.

[Create a Segment](#)  
[My Segments](#)

Help | Upgrade
Sudhir Singh

Home
Contacts
Email
Social
Reports

Lists
Add Contacts
Browse Contacts
Search Contacts
Segments
Sign-up Forms

## My Lists

List Name	Welcome Message	Subscribers	Actions
<a href="#">live2support</a>	<a href="#">Add Welcome Message</a>	<a href="#">1 Subscriber</a> <a href="#">Add</a>	<a href="#">List Health</a>
1 Total Subscribers			<a href="#">View All List Health</a>

Create New List



## Browse Contacts

Limit to List or Segment

### 3 Contacts in your account

- 1 Subscribed to lists (can receive emails sent to your lists)
- 1 Bounced (added to list(s) but are unreachable)
- 1 Not on any list (you are not currently sending emails to these contacts)

3 contacts in your account

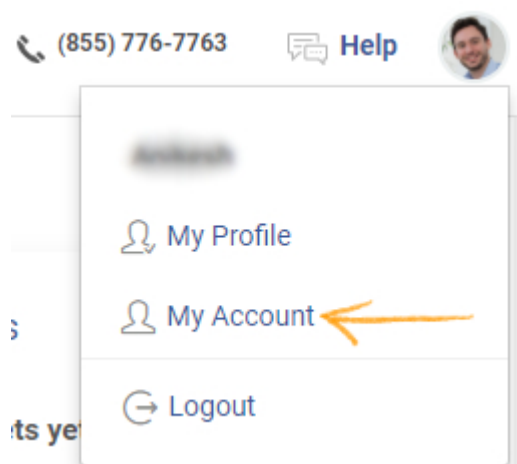
<input type="checkbox"/> Email Address	First Name	Last Name	Added On
<input type="checkbox"/> <a href="mailto:sudhir@crmpanel.com">sudhir@crmpanel.com</a>	Sudhir	Singh	May 25, 2013
<input type="checkbox"/> <a href="mailto:joe@shmoe.com">joe@shmoe.com</a>	Joe	Shmoe	May 27, 2013
<input type="checkbox"/> <a href="mailto:sudhir.singh1@gmail.com">sudhir.singh1@gmail.com</a>	sudhir	kumar	May 27, 2013

# Account and Billing

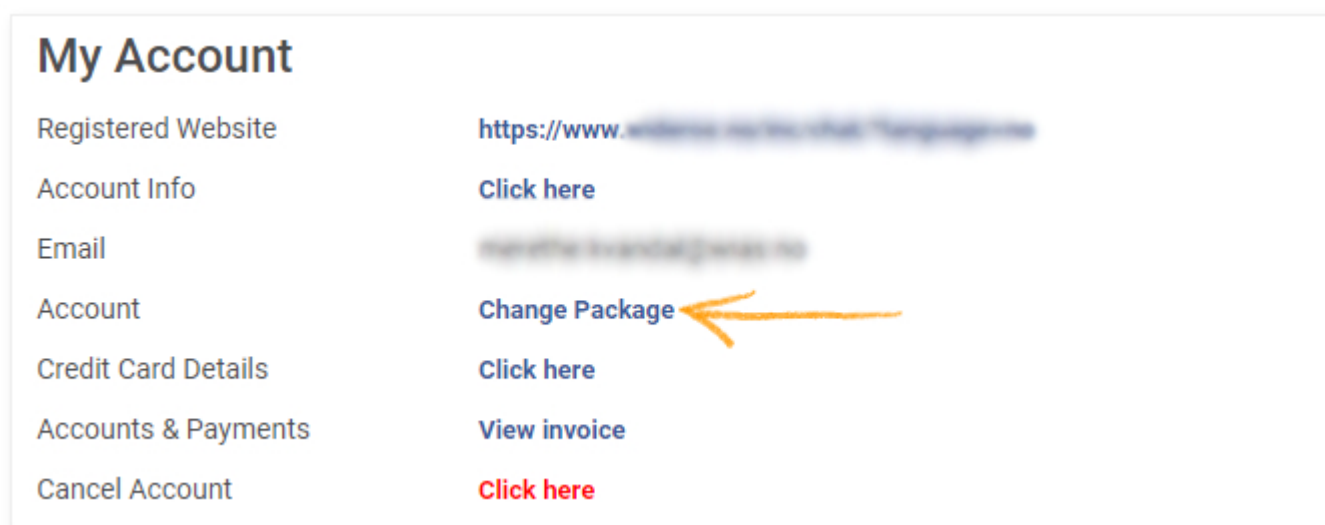
# Change Package

You can upgrade your package anytime to go premium. Follow these simple steps to upgrade your package to any plan of your choice.

**Step1:** Navigate to "My Account."



**Step 2:** Click "Change Package" button.

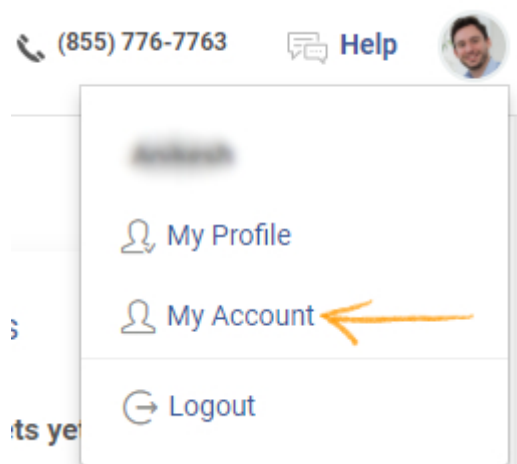


**Step 3:** You will be redirected to the [chat pricing page](#), select a plan and click "Upgrade" to change your package.

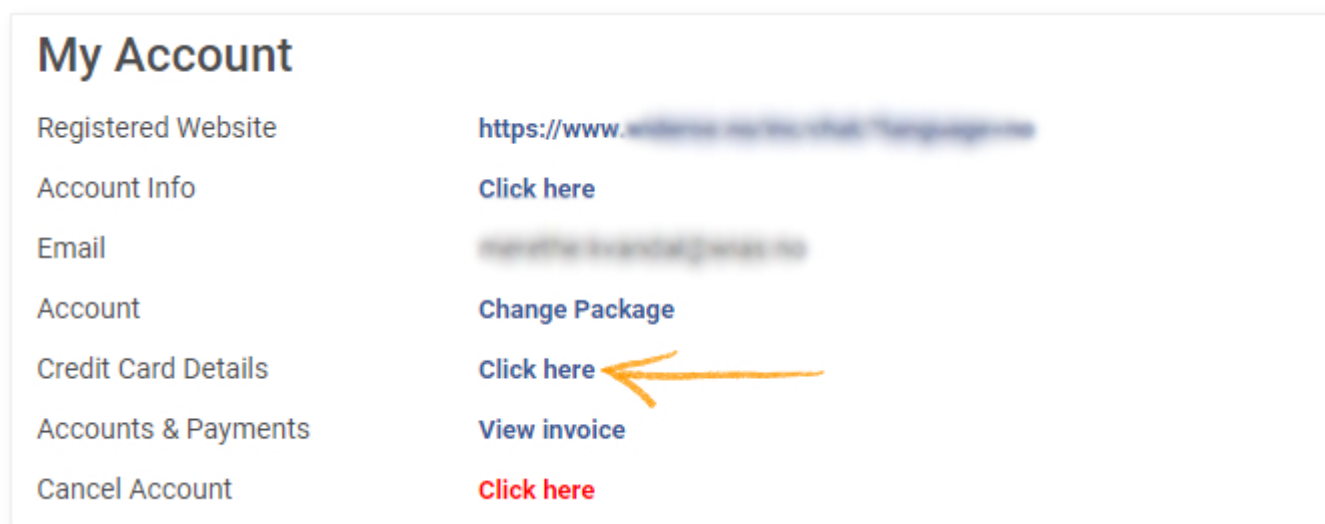
# How to Update Your Credit Card Details?

Follow these steps to update your billing details:

**Step 1:** Navigate to "My Account."



**Step 2:** Click the "Click here" button for Credit Card Details.



**Step 3:** Update your billing details and click "Update Billing Details" to secure the changes.



Create Account

Log In

### Billing Information

First Name \*

Last Name \*

Phone Number

Credit Card Number

Expiration Date

CVV

Street Address 1 \*

Street Address 2

City \*

State / Province

Postal Code \*

Update Billing Information



# Submit A Ticket