

Live 2 support help

User Manual



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ProProfs Chat FAQs

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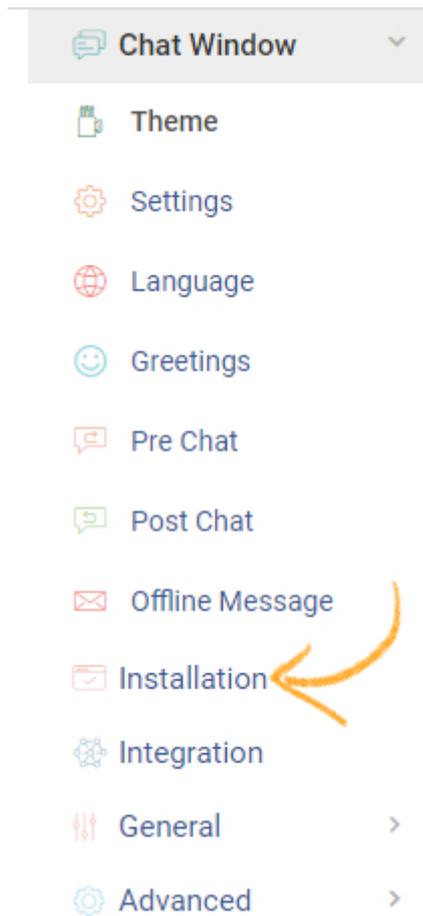
Getting Started

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.

```
<!-- 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"; document.createElement("script"); l2scd.type = "text/javascript"; l2scd.async = true; l2scd.src = "https://www.proprofs.com/ProProfsChat/Scripts/ProProfsChat.js"; 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



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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:**

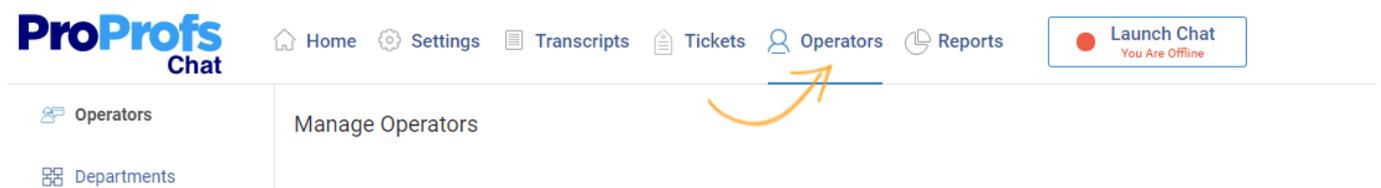
Manage Operators

[Add Operator](#)

| Name | Username | Chat Limit | Admin | Action | Routing Order |
|--------|----------|------------|-------|--------|---------------|
| Nathan | Nathan | 10 | | | |
| Sauske | Sauske | 10 | | | |
| Naomi | Naomi | 10 | | | |
| Daniel | Daniel | 10 | | | |
| Alex | Alex | 10 | | | |

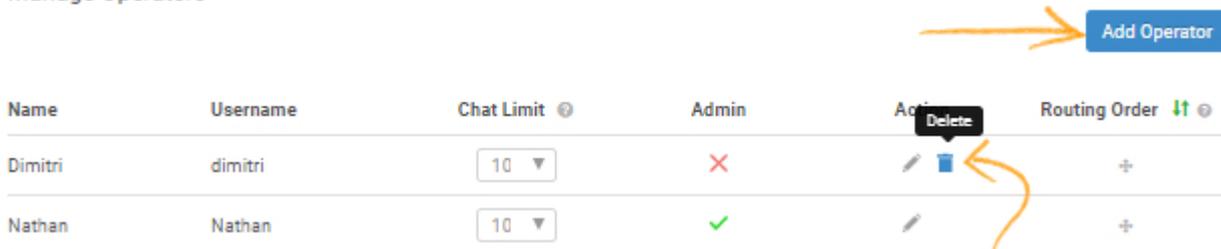
Follow these steps to learn how to add or delete an operator:

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



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

Operators

Departments

| | |
|-------------------|---|
| Name* | <input type="text" value="Bruce"/> |
| Email * | <input type="text" value="bruce@thisnext.com"/> |
| Username* | <input type="text" value="Bruce"/> |
| Password * | <input type="password" value="....."/> |
| Confirm password* | <input type="password" value="....."/> |
| Welcome message | <input type="text" value="Welcome aboard!"/> |
| Admin | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| Callback | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Avatar | |
| Back | <input type="button" value="Save"/> |

More Live Chat Customization Options

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

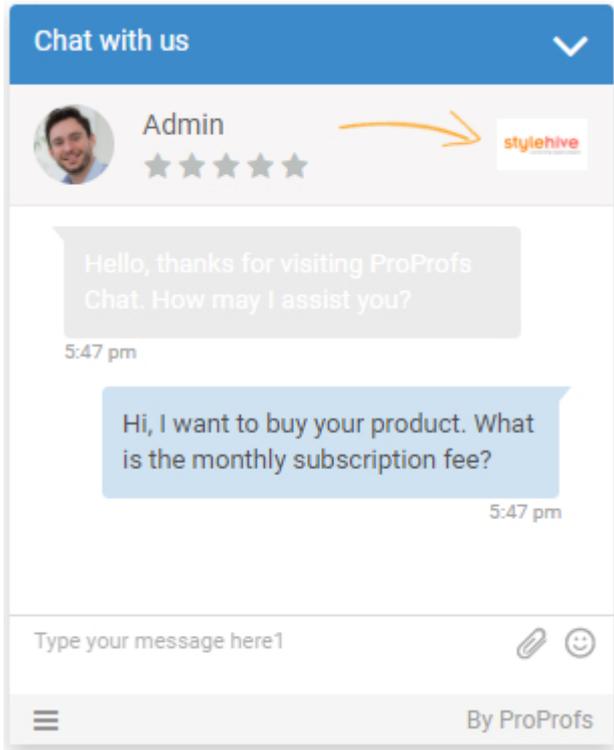
Related Articles:

- [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

| | | |
|--|--|--|
| | | |
| | | |
| | | |

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

Operator Text Color

Chatbox Position

Left Right

Chatbox Size

Small Medium Large

Logo Recommended size 350x200

CSS Customization

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 | ✓ | | Show code > |
| 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?

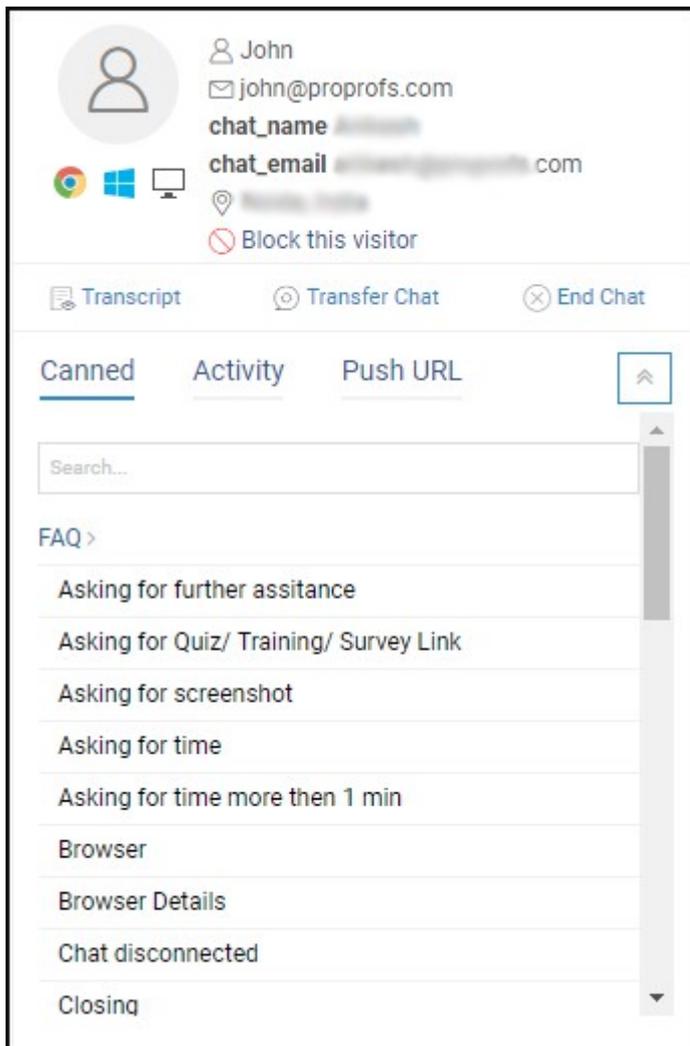
Thanks

- 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:

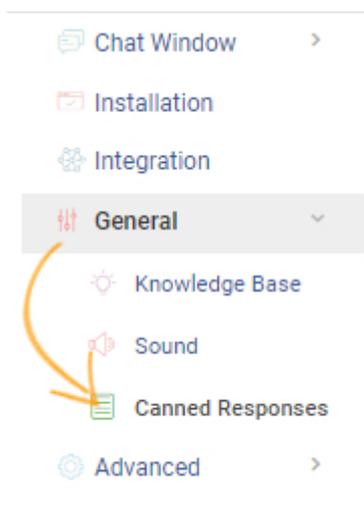
- I have just responded to your query and I hope it meets with your satisfaction. Are you still with me?

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 |   |

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 @rosen@live2support.com New visitor | | Join | 25m 23s | https://sa.live2support.com/cpn/index.php#page/dashboard | Atlanta, United States | Online (3) |
| New visitor | | Invite | 10m 38s | https://www.proprofs.com/quiz-school/quiz_settings.php?id=2332698#advanced | - | Nathan |
| Tapas.pandey@sonarpartnersgroup.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 | Alex |
| 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 | Mike |
| test@proprofs.com Returning visitor(2) | | Invite | 7m 30s | https://www.proprofs.com/training/mytrainings?login=jobcertz | Bangalore, India | Sean |
| | | | | | | Aman |
| | | | | | | Dan |

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.

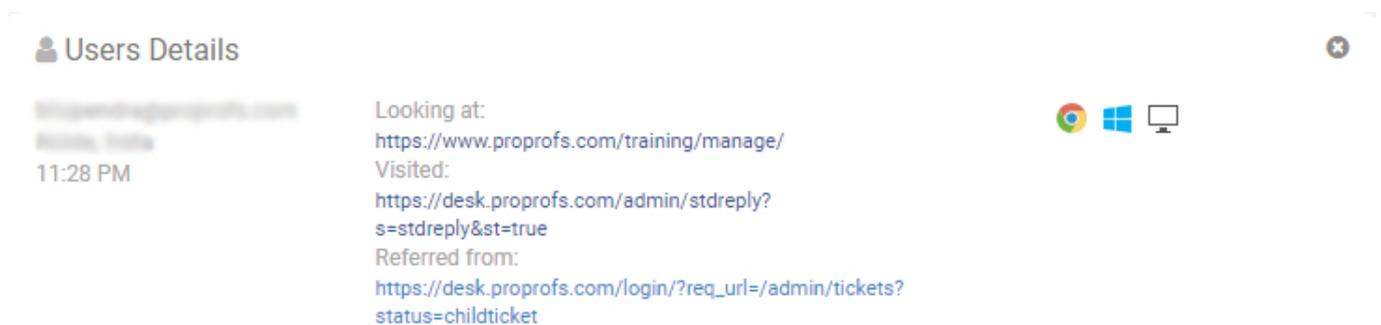
Status - The status column shows you what the visitor is doing on your website. A visitor could be either browsing, chatting or leaving the website. All statuses are depicted with an icon. You can hover over the icon to see the status.

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:



The screenshot shows a window titled "Users Details" with a close button in the top right corner. On the left side, there is a blurred visitor name and a timestamp "11:28 PM". On the right side, the following information is displayed:

- 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

At the top right of the content area, there are three small icons representing different browser types: Chrome, Windows, and Desktop.

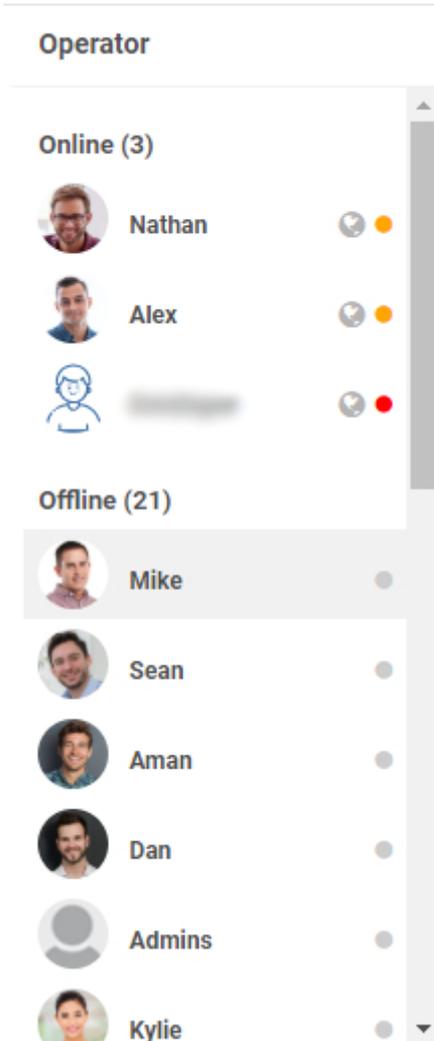
Browser - It shows which internet browser the visitor is using. (for example Chrome, Firefox, etc.)

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?

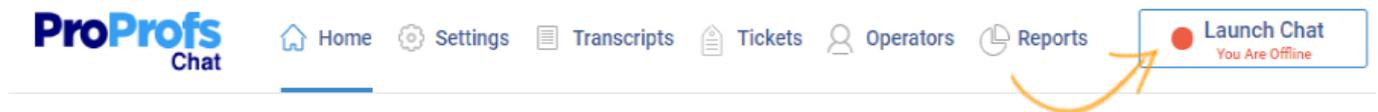
Visitor Conversation Window

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."



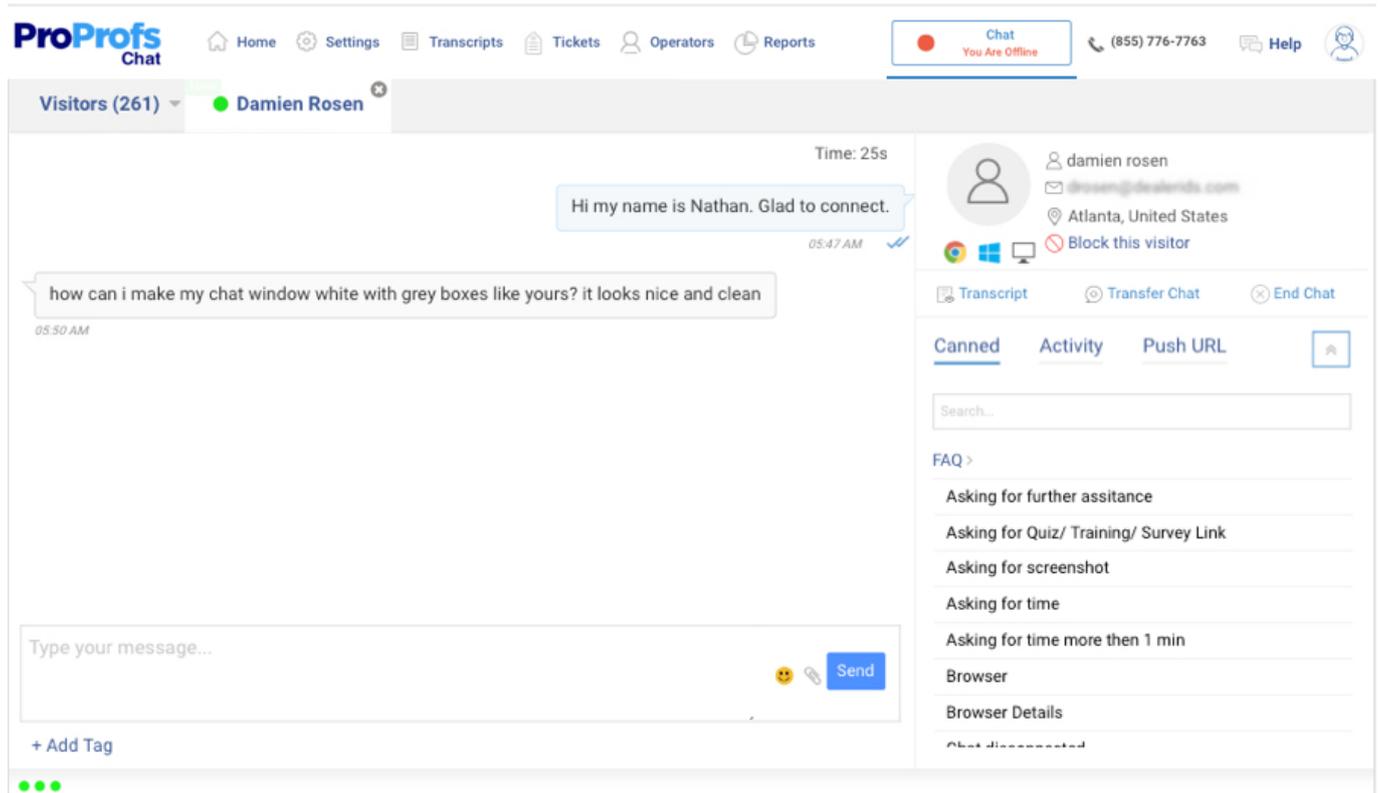
Step 3(i): Once you click on "Launch Chat," real-time monitoring window will appear. This window will show you all the visitors currently on your website. You can click "Invite," to pop an automated greeting on the visitor's screen and initiate chat. When your invitation is accepted by the visitor, the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

| Name | Status | Action | Duration |
|--|--------|------------------------|----------|
| ● New Visitor | | Invite | 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 |
| John john@...com Returning visitor(75) | | View | 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:

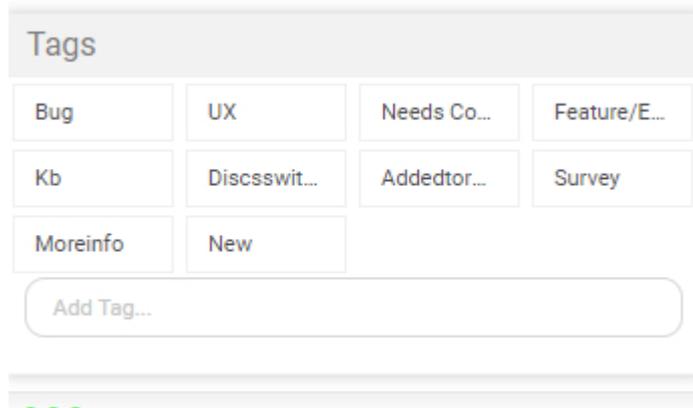


What can operators do through the conversation window:

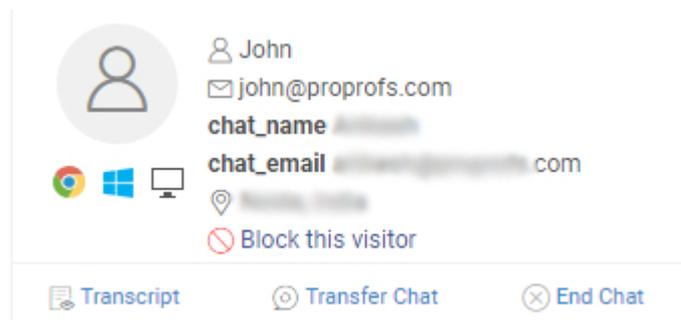
Operators can do the following:

- [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.](#)'



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.



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 left, there is a visitor profile for 'John' with email 'john@proprofs.com'. Below the profile are icons for Google Chrome, Windows, and a computer monitor, along with a location pin and a 'Block this visitor' button. A navigation bar contains 'Transcript', 'Transfer Chat', and 'End Chat' options. Below this is a 'Canned' tab with a search bar and a list of responses including 'FAQ >', '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'.

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



john
[redacted]
chat_name [redacted]
chat_email chat@proprofs.com
[redacted]
Block this visitor

Transcript Transfer Chat End Chat

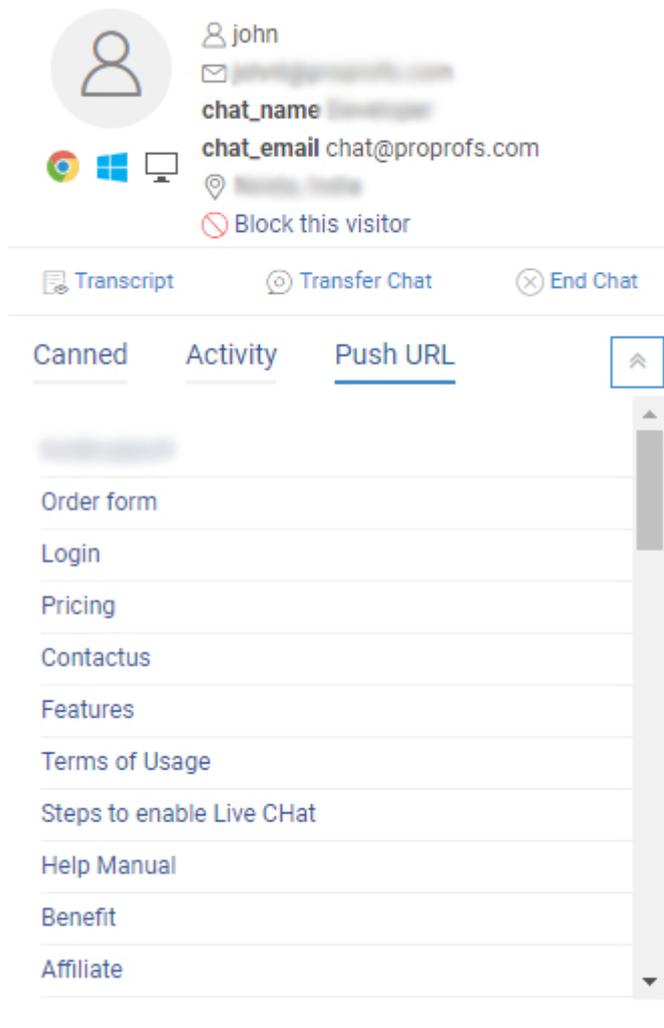
Canned Activity Push URL [up arrow]

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

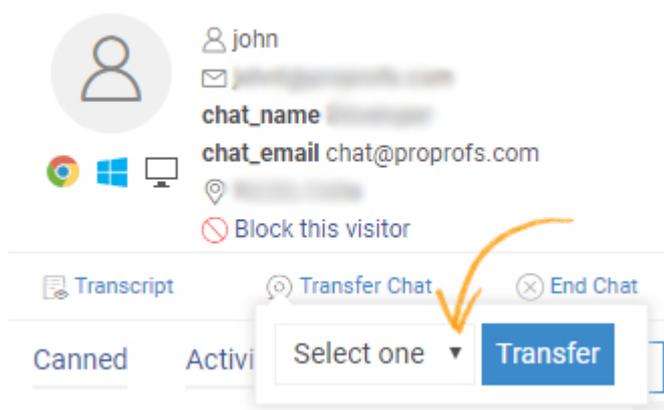
| Page Visited By User: | Time Spent |
|---|------------|
| https://s01.live2support.com/dashboard/?transcript | 5m 34s |
| https://s01.live2support.com/dashboard/?home | 6m 26s |
| https://www.proprofs.com/chat/login/ | 8m 48s |

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

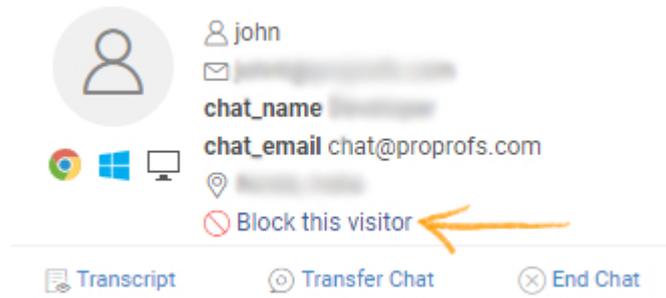
Push URLs: You can save links ready to be sent to a visitor at any anytime. This will save the operator's time in escorting visitors to the pricing page or any other relevant pages.



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



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.



john
chat_name
chat_email chat@proprofs.com
Block this visitor

Transcript Transfer Chat End Chat

Related Articles:

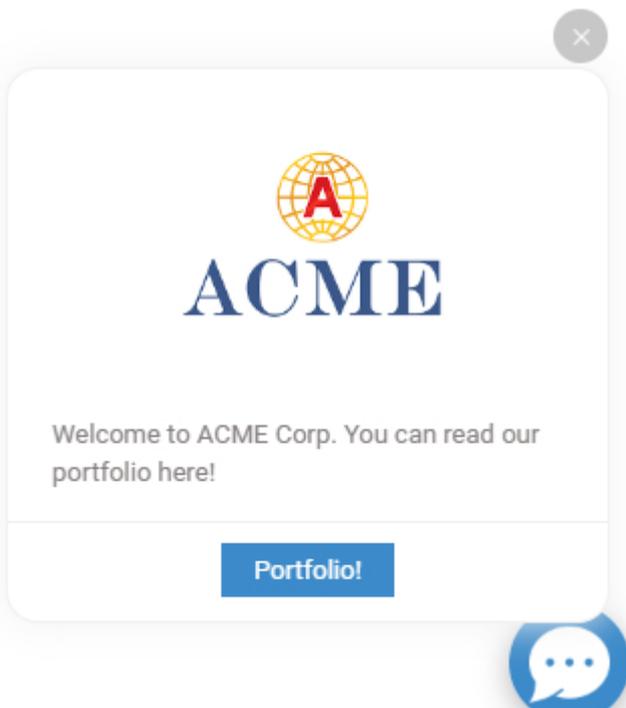
- [Redirect Chat to Specific Departments](#)
- [Add Canned Responses](#)
- [Visitor Monitoring Window](#)

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:

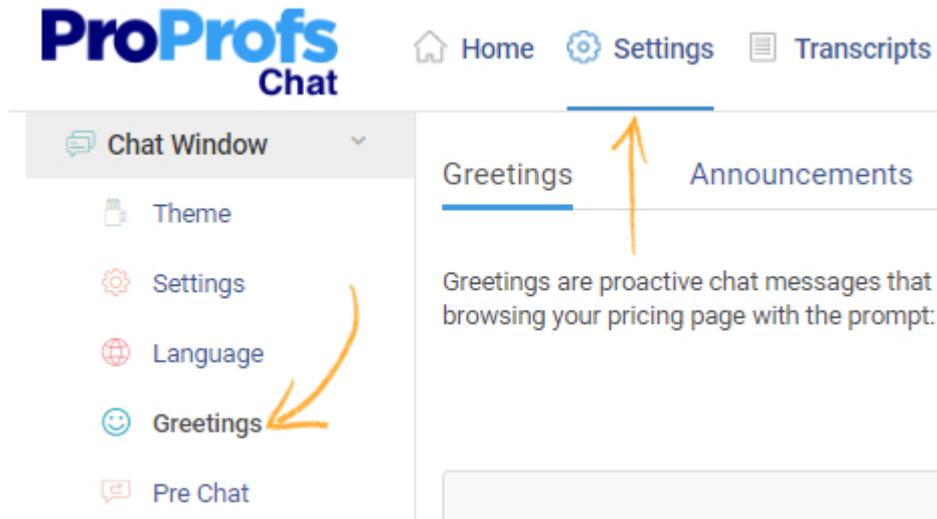
- [How to Add an Announcement in ProProfs LiveChat](#)
- [The Announcement Editor Window](#)

This is what an announcement looks like.

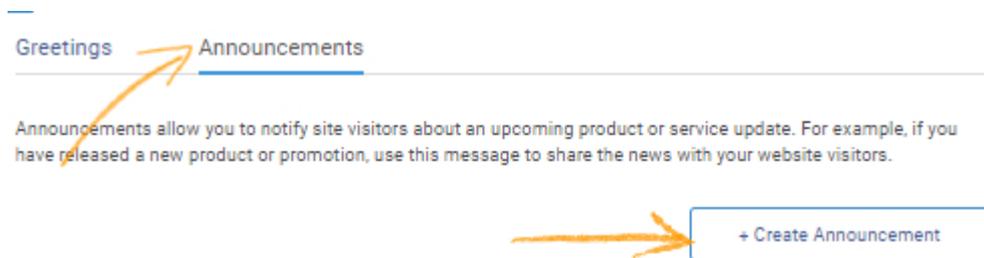


How To Add An Announcement In ProProfs LiveChat

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



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

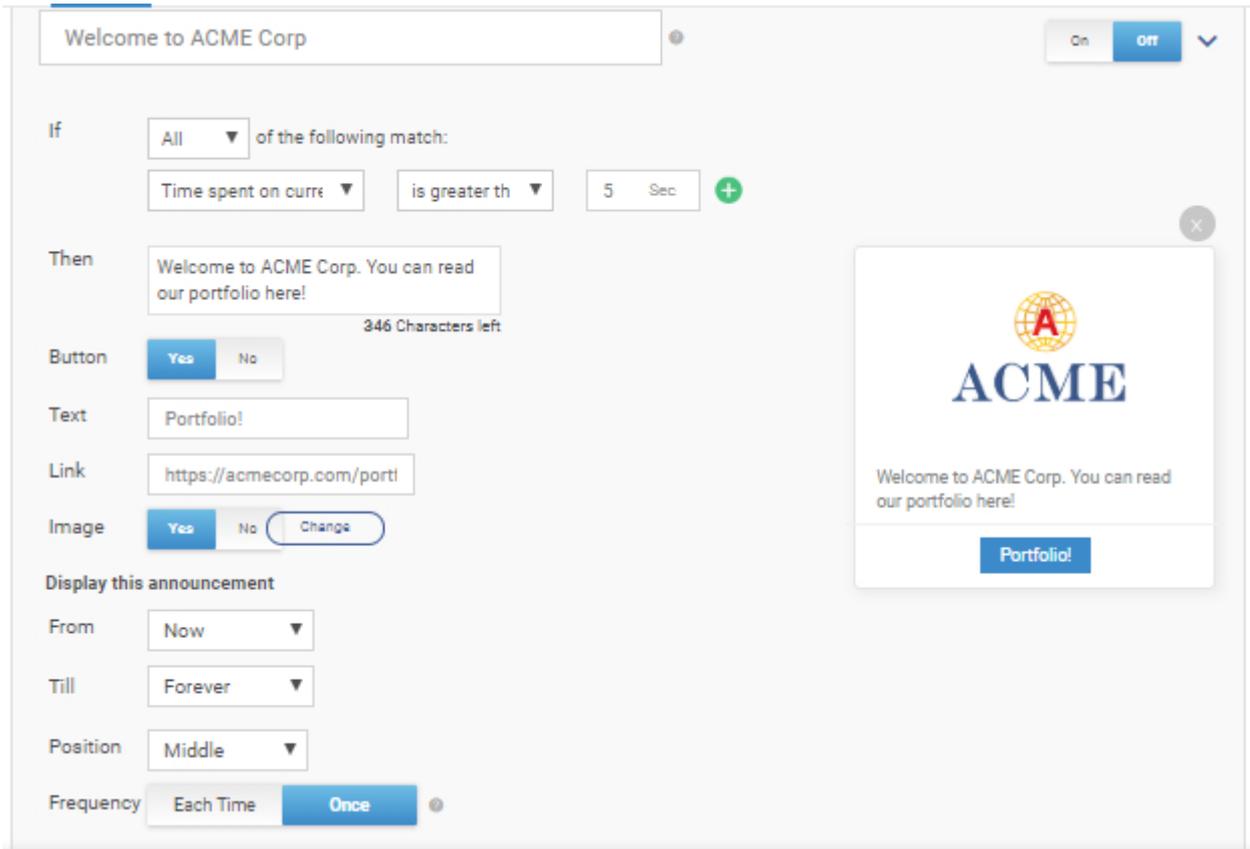


Step 3: Name and edit your Announcement according to your requirements and click on **Save**.

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

The Announcement Editor Window

Given below is the Announcement Editor Window.

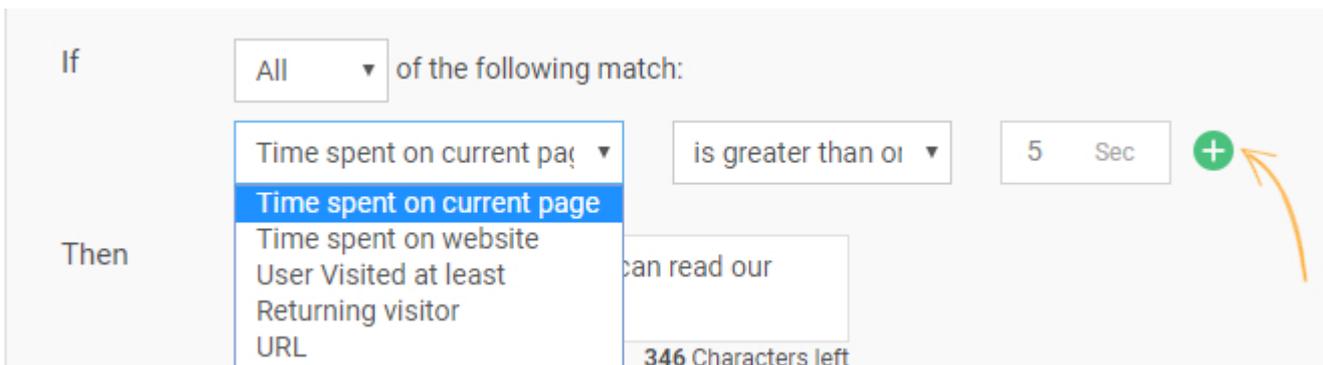


On-Off Button:

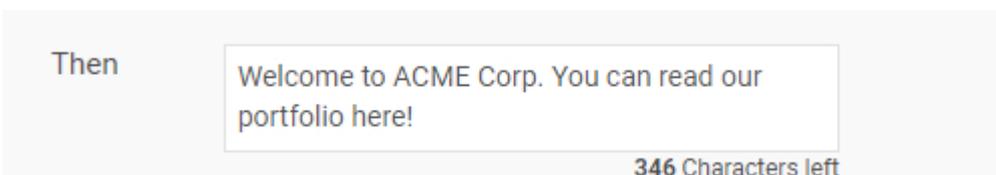
The On-Off button is used to toggle the display status of the Announcement.

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.

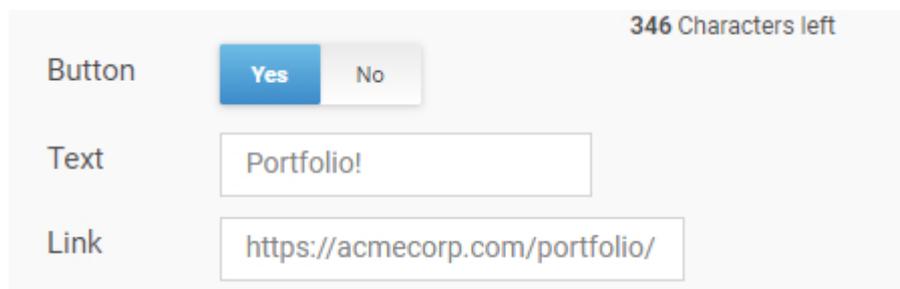


When using multiple conditions the 'Any' and 'All' clause can be toggled as per requirement. Under the 'All' clause, the announcement is displayed only when all the given conditions are fulfilled. Under the 'Any' clause, the announcement is displayed even if one condition is true. The text box next to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



Button

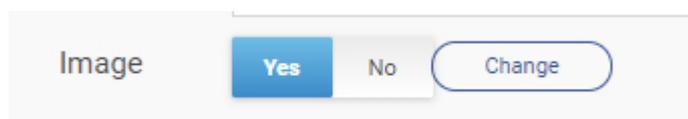
The button option is used when the announcement is being used to redirect to a different page. The 'Text' box is used for writing the text the button will display and the 'Link' is where the redirection link can be placed.



A screenshot of a form titled "Button" with a character count of "346 Characters left". The form has three sections: "Button" with "Yes" (selected) and "No" buttons; "Text" with a text input field containing "Portfolio!"; and "Link" with a text input field containing "https://acmecorp.com/portfolio/".

Image

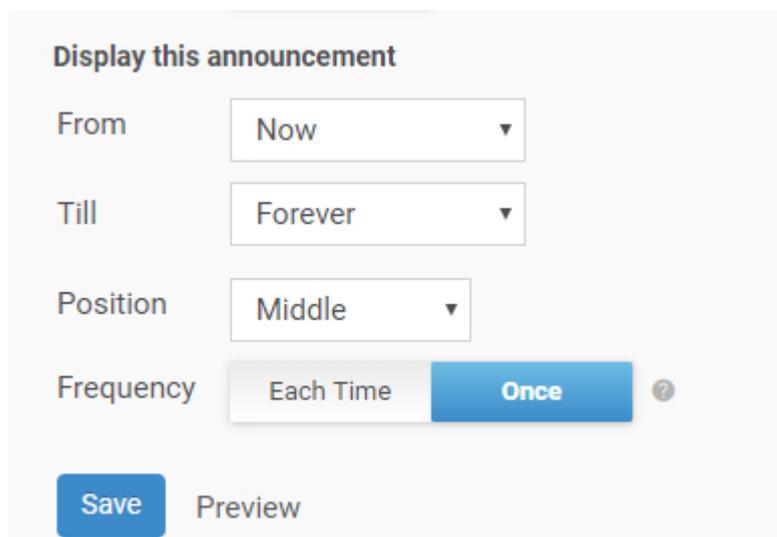
The image option is used when the announcement contains an image.



A screenshot of a form titled "Image" with "Yes" (selected) and "No" buttons, and a "Change" button.

Display Settings

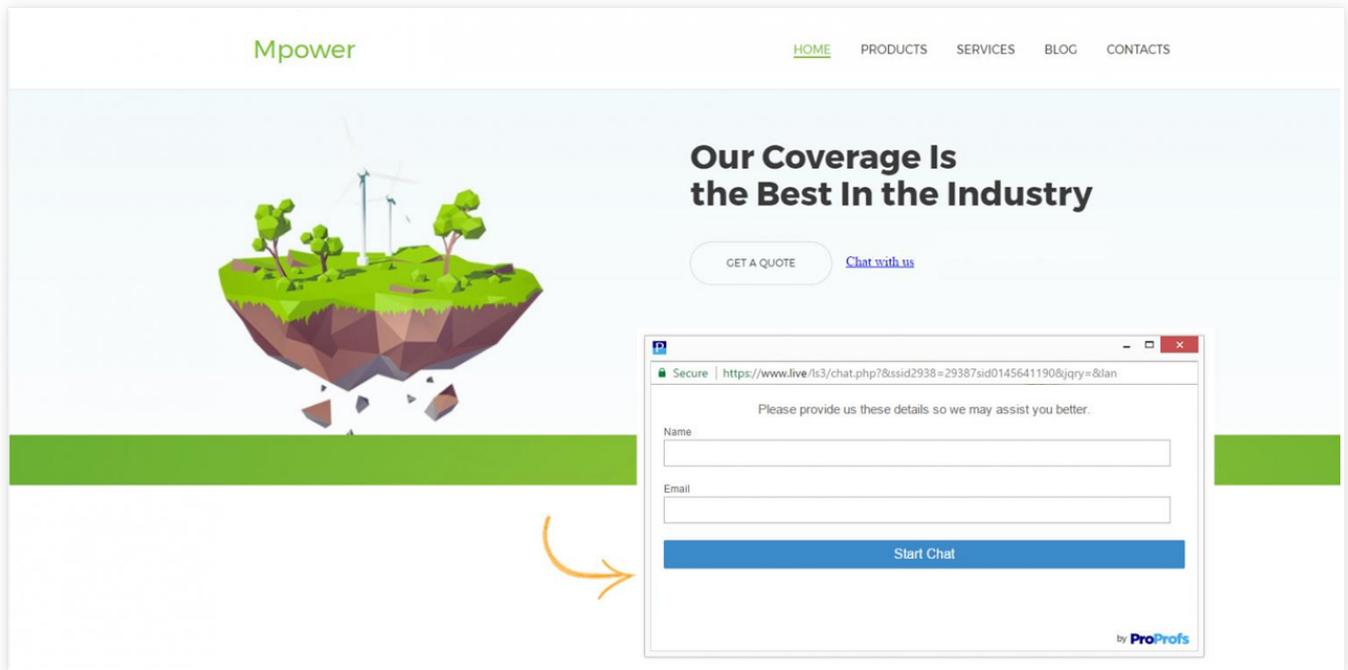
The display settings are used to determine the time period of an announcement's display, its position in the webpage and the number of times it will be shown to the visitor.



A screenshot of a form titled "Display this announcement". It has 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:



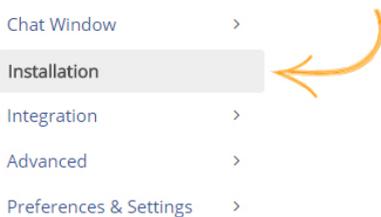
Follow these steps to install ProProfs Chat on your website:

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.

```
<!-- 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
```

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.type="text/javascript"; l2scd.async = true; l2scd.src = ('https:' == document.location.protocol ? 'https://' : 'http://') + 'www.proprofs.com/proprofs-live-chat/'; document.body.appendChild(l2scd); })();
```

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

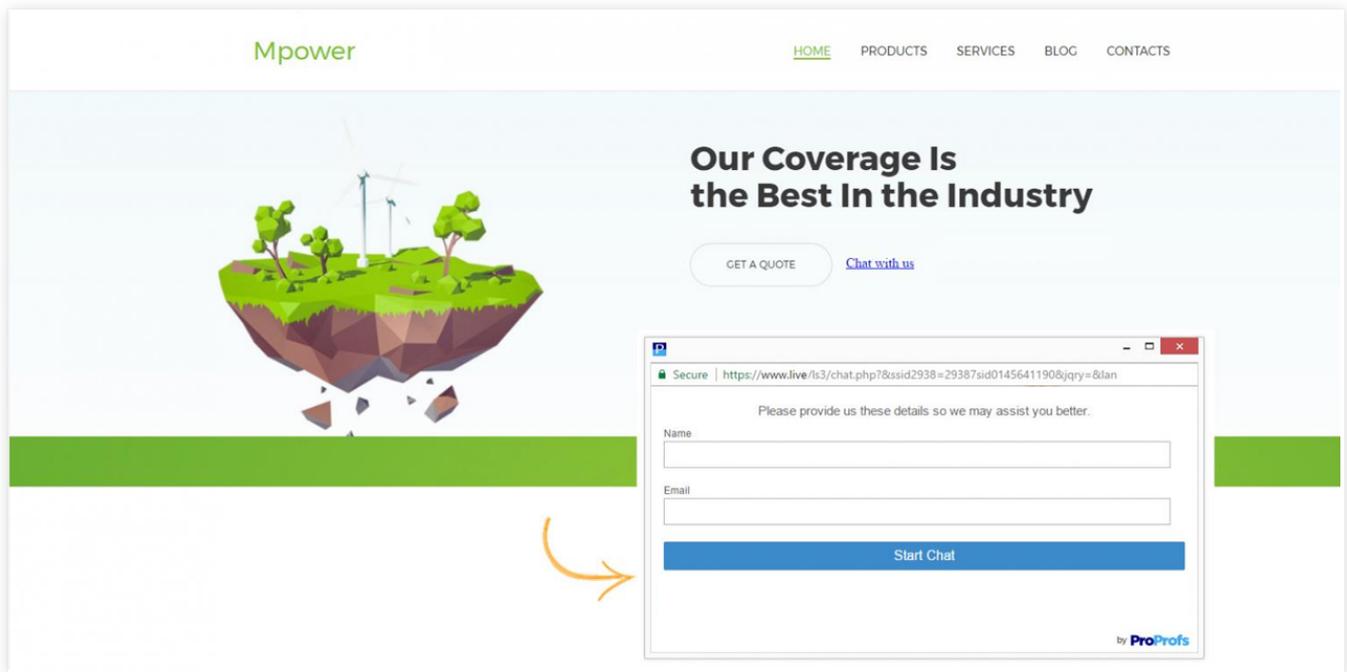
Chat with us

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.

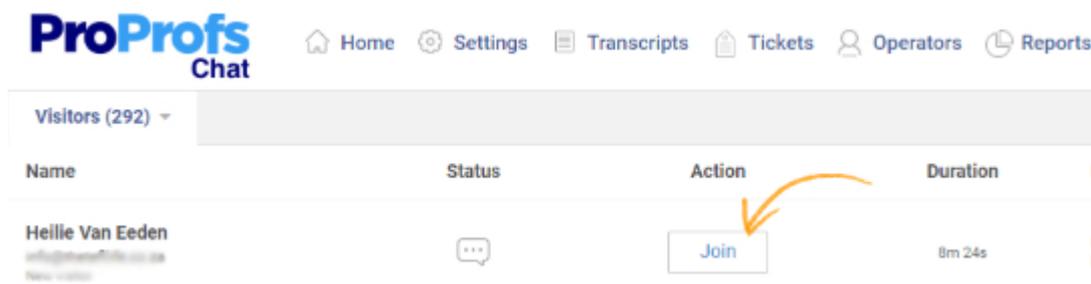
Benefits of Join Chat Functionality:

- 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 page. The top navigation bar includes 'Home', 'Settings', 'Transcripts', 'Tickets', 'Operators', and 'Reports'. A 'Launch Chat' button is present in the top right corner. The main content area is titled 'Theme' and contains the following sections:

- Style:** Two options are shown: 'Bubble' (selected) and 'Bar'.
- Icon:** A 3x3 grid of icons for chat, help, and other functions.
- Color:** A color palette with a 'Custom Color' input field set to '#3c8ac9'.

A preview window on the right shows a chat interface with a customer named Anton and a support agent. An orange arrow points from the 'Settings' menu to the 'Theme' section, and another orange arrow points from a chat icon to the text '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.

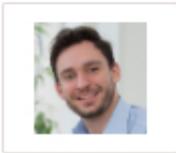
Color



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 #dddddd;}
```



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

Chat End Chat Callback

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

Post Rating Message

Poor

Fair

Average

Good

Excellent

Save

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

Language

+ Add New Language

Language

Chat End Chat Callback

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

Name

Phone

Message

Callback

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

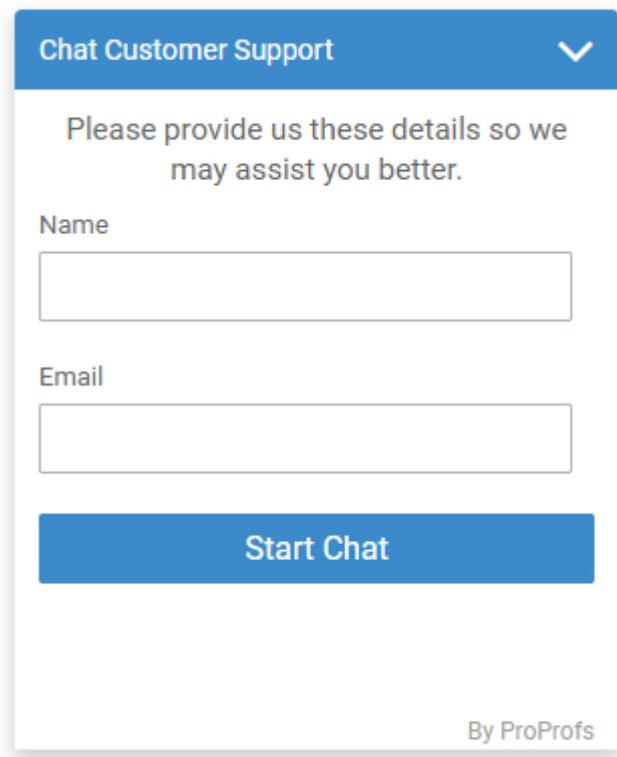
Screen Message

Submit Button

 + 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 |  |  |

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



Chat Customer Support

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

Name

Email

Start Chat

By ProProfs

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 | <input type="text" value="How would you rate my support?"/> |
| Email  | <input type="text" value="alex@proprofs.com"/> |
| Submit Message | <input type="text"/> |
| Feedback | <input type="text"/> |
| Submit Button | <input type="text" value="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](#)

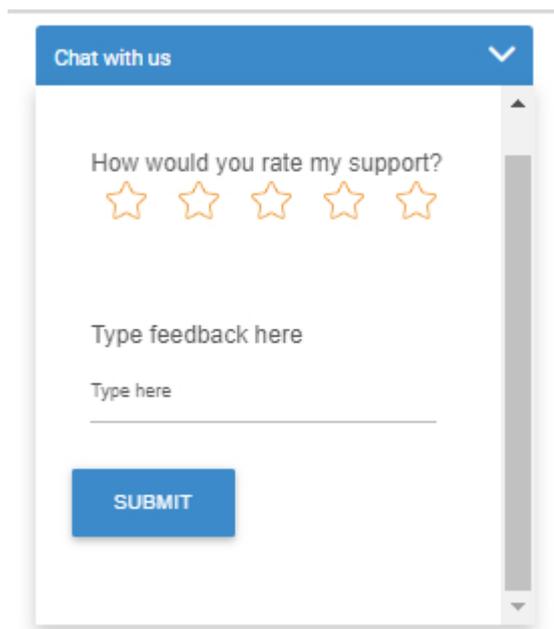
Enable Yes No 

| | |
|--|---|
|  Survey Text |  Custom Survey |
|--|---|

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

URL 

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



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 & 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 |    |

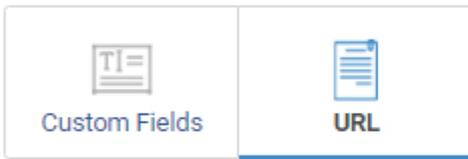
[+ Advanced](#)

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](#)

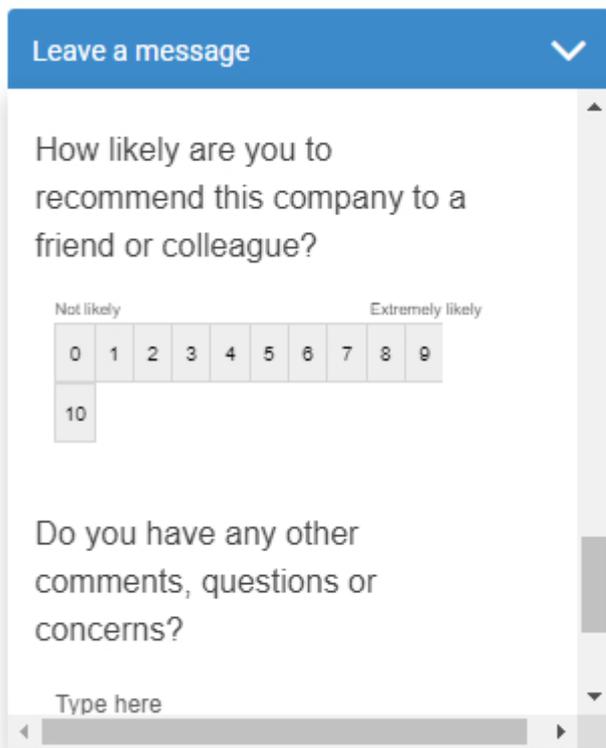


Use your own offline message form

URL 

Save

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



Related Articles:

[Customize Offline Message](#)

[Auto Chat Invitation](#)

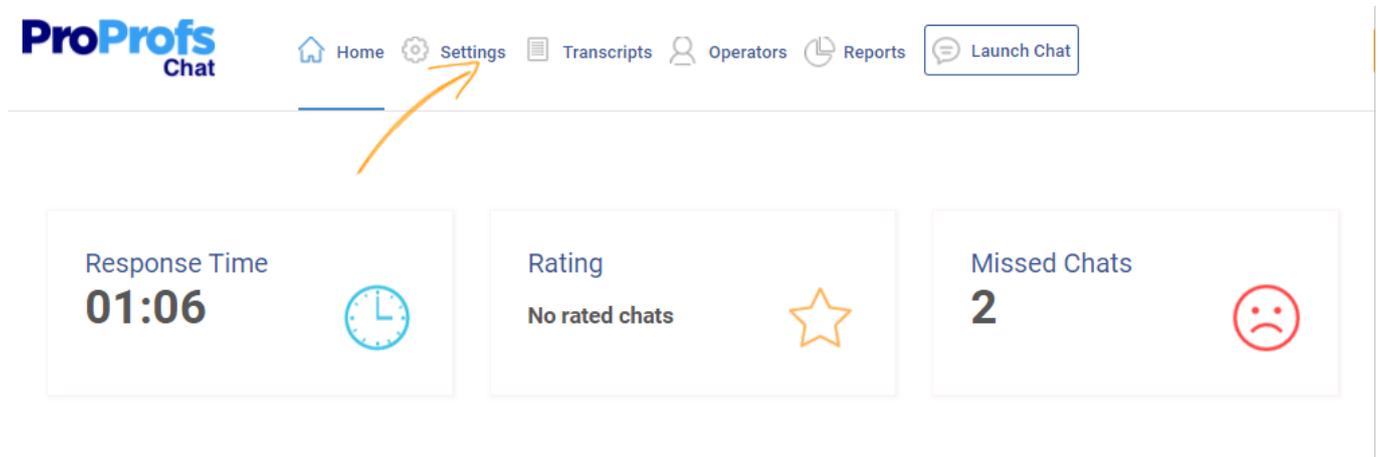
[Pre Chat Form](#)

Invitation Pop-up

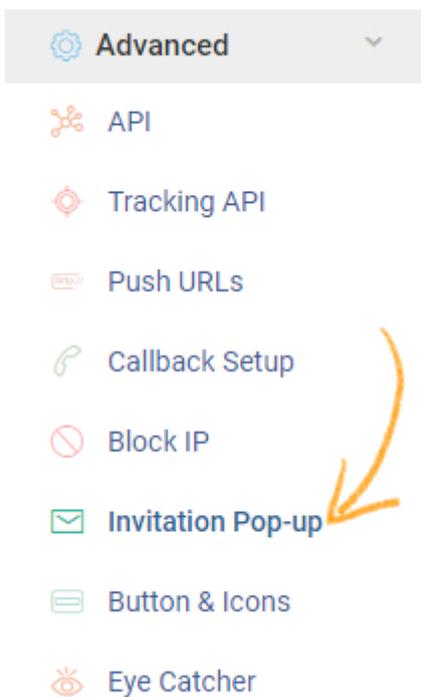
Invitation Pop-up allows you to invite a visitor to chat. This feature can help you assist your website visitors when they need you to solve their queries.

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 ?

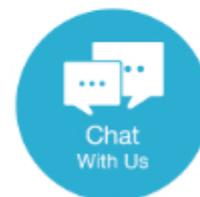
By Page By Session

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** |  **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*

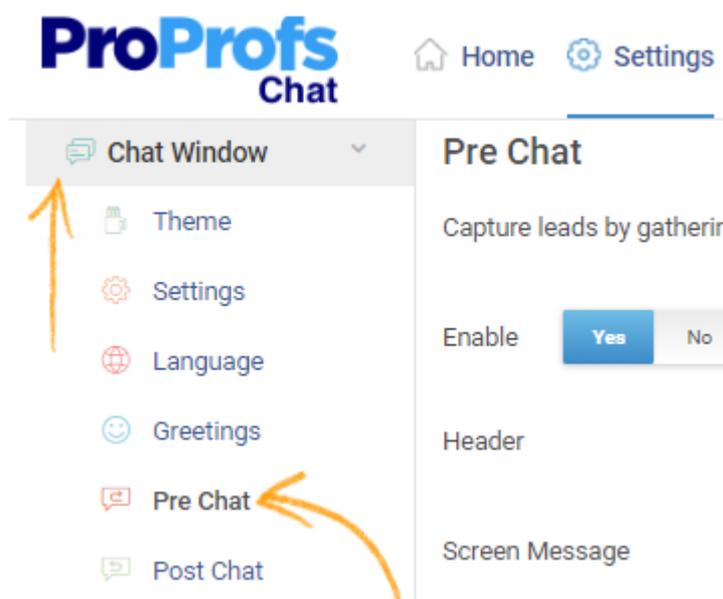
Email*

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

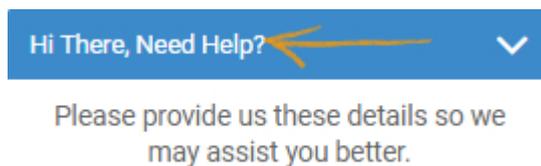
Screen Message

Submit Button

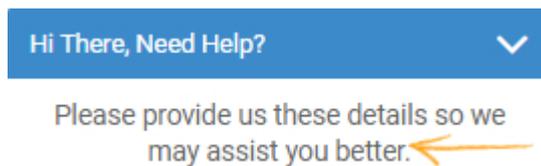
[+ Add Field](#)

| | | | |
|-------|---|------------|---|
| 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

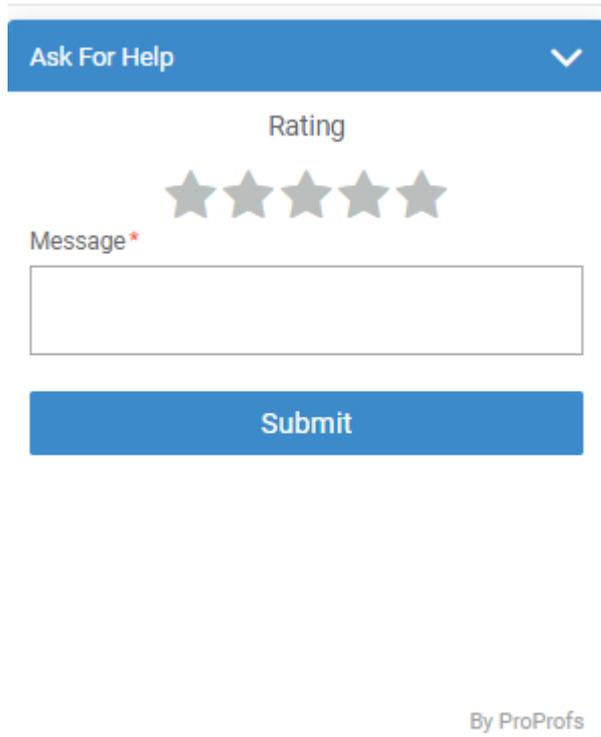
- **Add Field:** The Add Field button is used to add custom fields to a pre-chat form. The **Add Field** opens a new dialog box where you can enter the type of field you need, the name of the field, and whether or not the field is required. When the field is required, you can display a validation message.

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

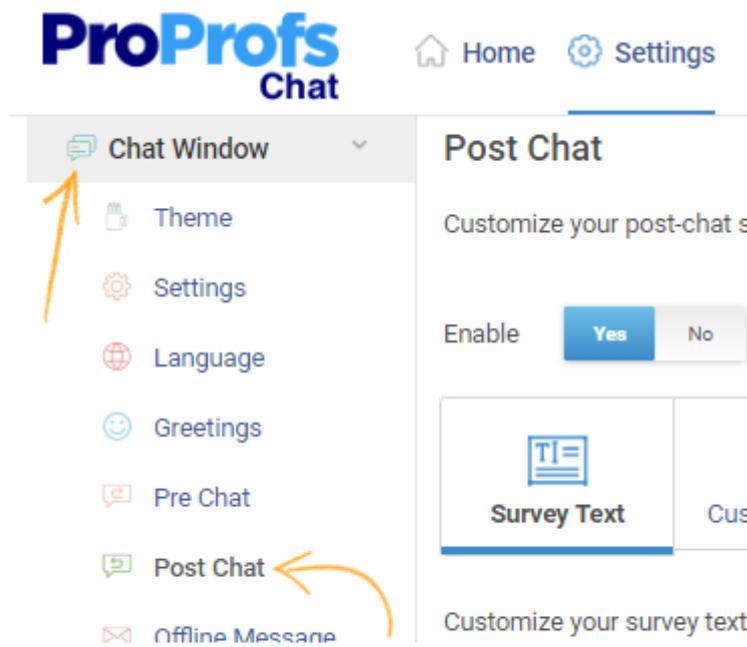
ProProfs Live Chat provides the 'Post-Chat Form' feature which allows you to collect user feedback after a chat is over. The feedback can later be used to assess the abilities of your operators who handled the chat and the overall quality of the live chat service provided by you. Here's how a post-chat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



The image shows a screenshot of a post-chat form. At the top, there is a blue header bar with the text "Ask For Help" and a downward-pointing chevron icon. Below the header, the word "Rating" is centered. Underneath "Rating" are five grey stars. To the left of the stars, the word "Message*" is displayed. Below the stars and the "Message*" label is a white rectangular text input field. At the bottom of the form is a blue button with the text "Submit". In the bottom right corner of the form, there is a small grey text label that says "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="info@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 | <input checked="" type="checkbox"/> On <input type="checkbox"/> Off | <input checked="" type="checkbox"/> 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](#).

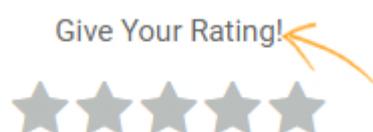
Enable Yes No 

| | |
|--|--|
|  Survey Text |  Custom Survey |
|--|--|

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

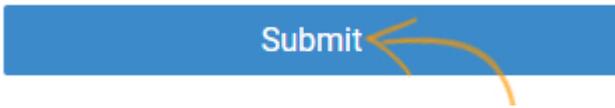
URL 

- **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.

Add New Question

Type: Text

Name: [Empty text box]

Required: Yes No

Validation Message: This field is required

Save

Related:

[Pre-Chat Forms](#)

[Visitor Conversation Window](#)

[What Is Join Chat Functionality?](#)

Customize offline message

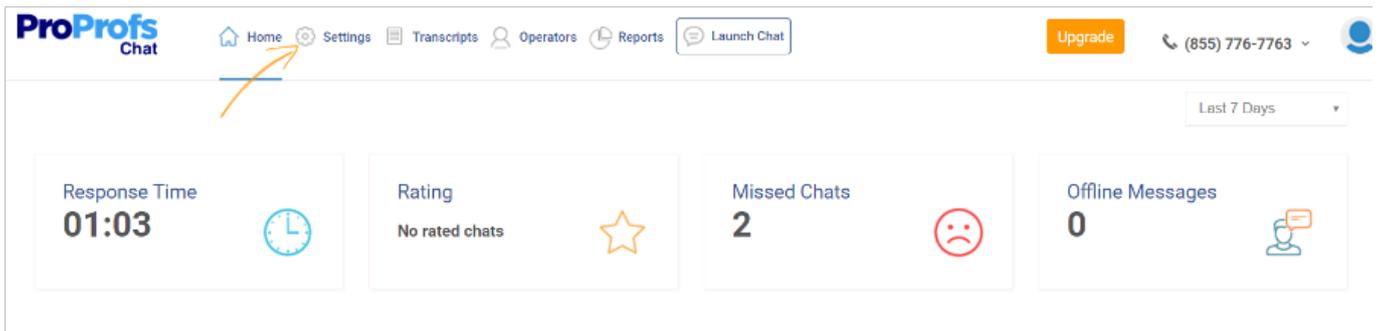
Customize offline message window with this option. You can add multiple fields like visitor email, name, phone number etc.

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

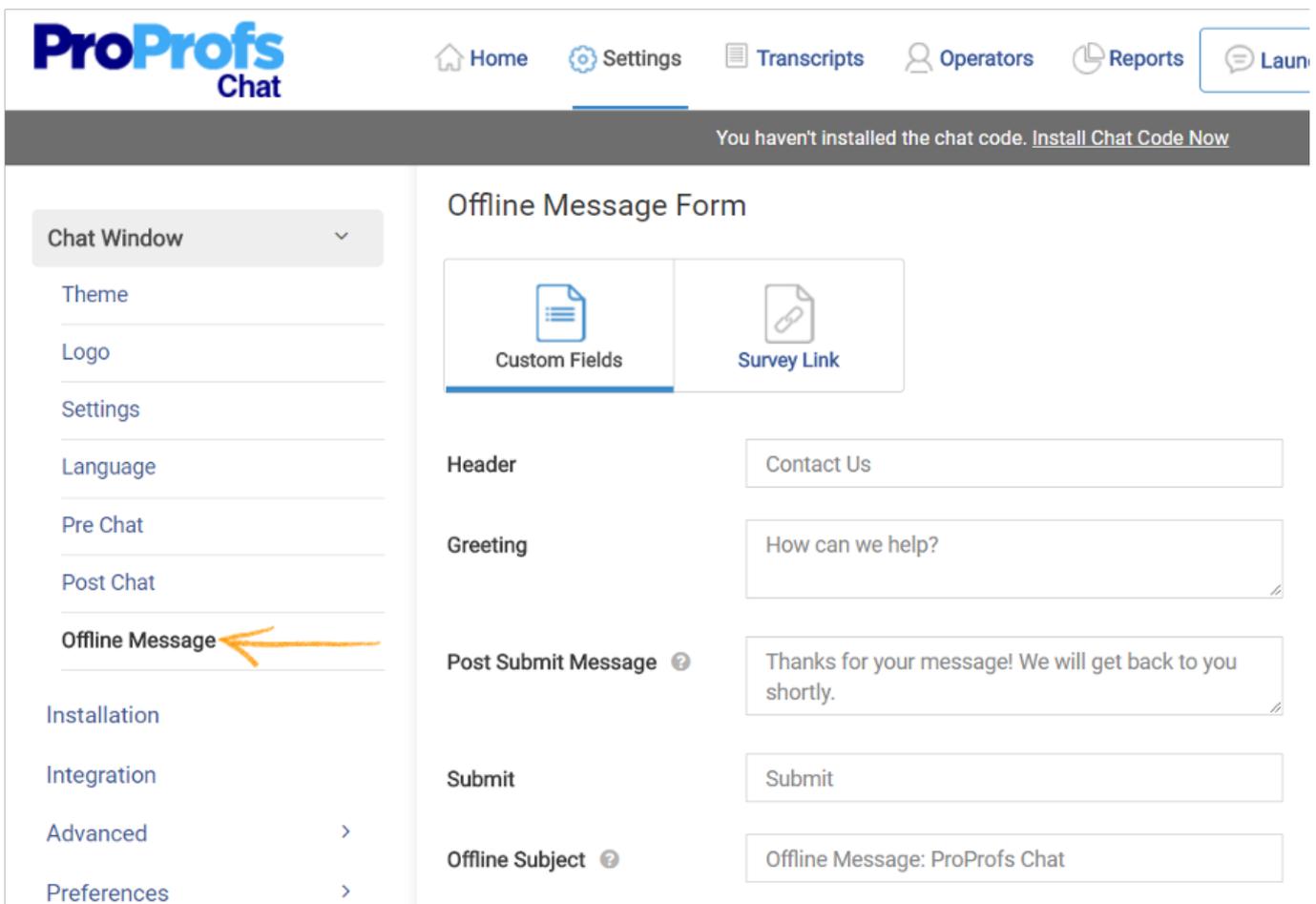
Follow the steps below to customize offline message:

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.



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

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 5- Click **+Add Filed** to add custome fields in the Offline Message Form

Offline Message Form

| | |
|--|--|
|  Custom Fields |  Survey Link |
|--|--|

Header

Greeting

Post Submit Message 

Submit

Offline Subject 

 [+Add Field](#)

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

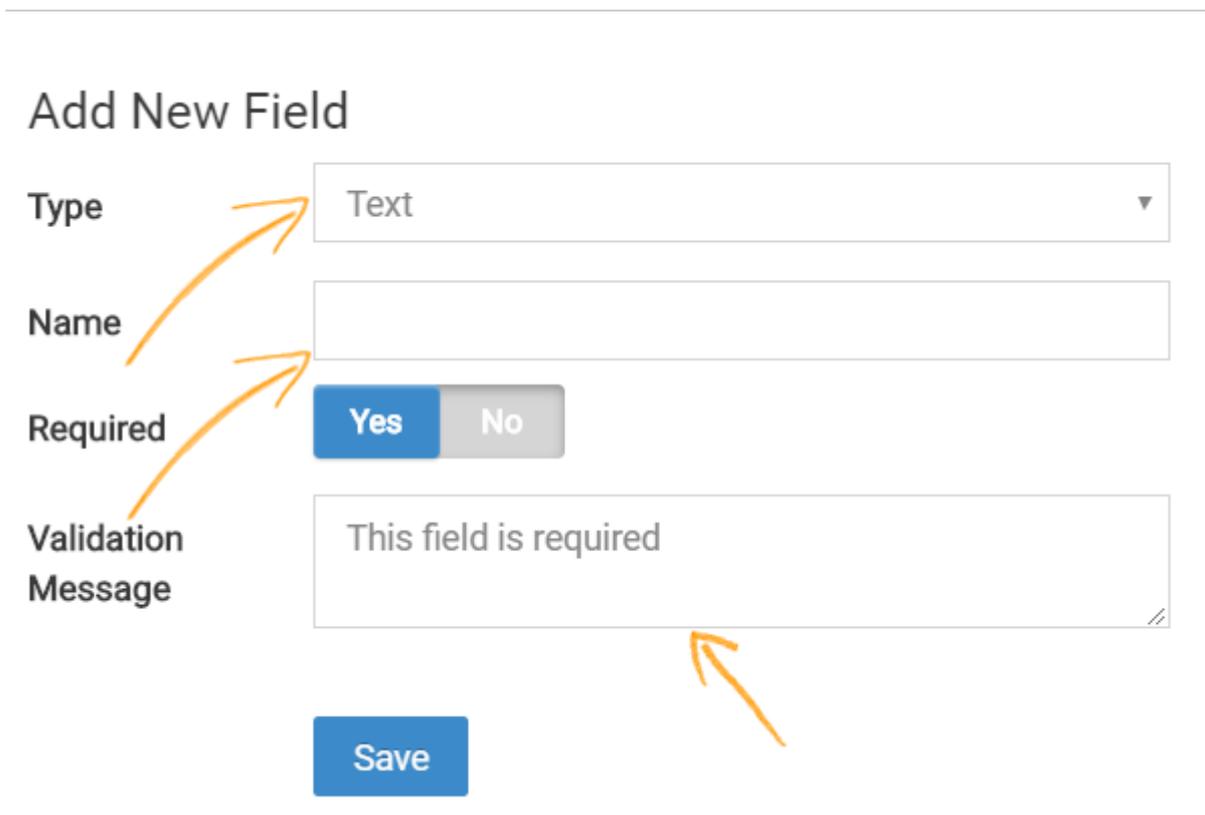
Add New Field

Type

Name

Required Yes No

Validation Message

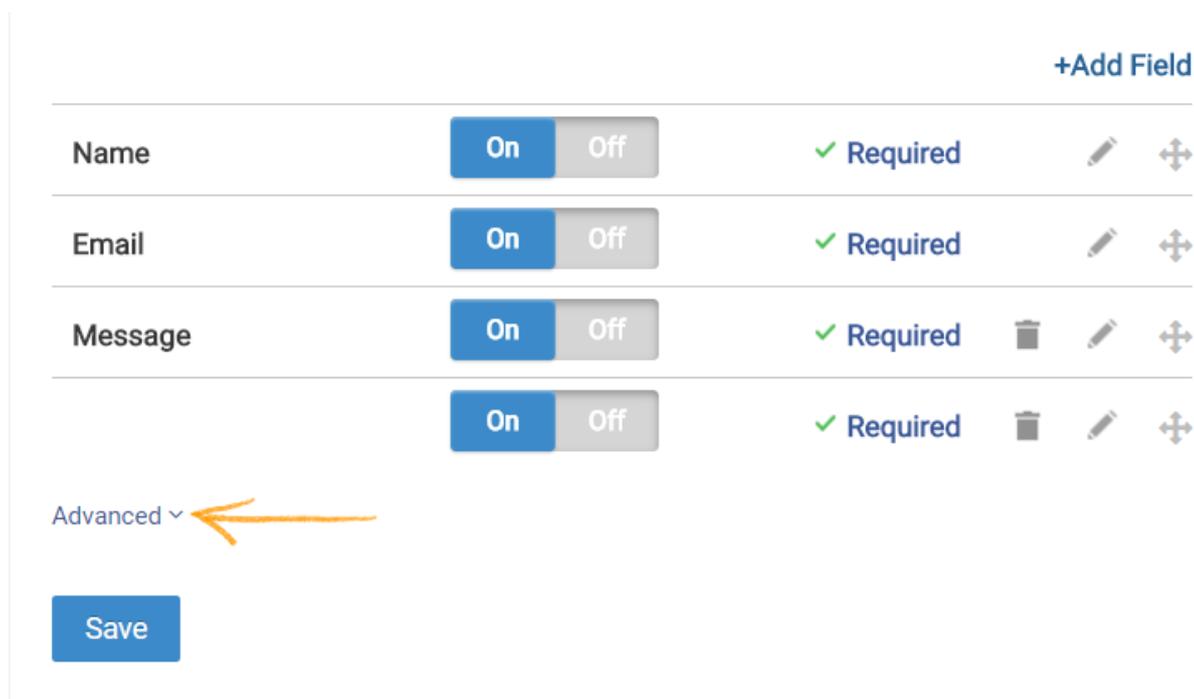


Step 7- Click **Advanced** in order to include additional information.

[+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](#)

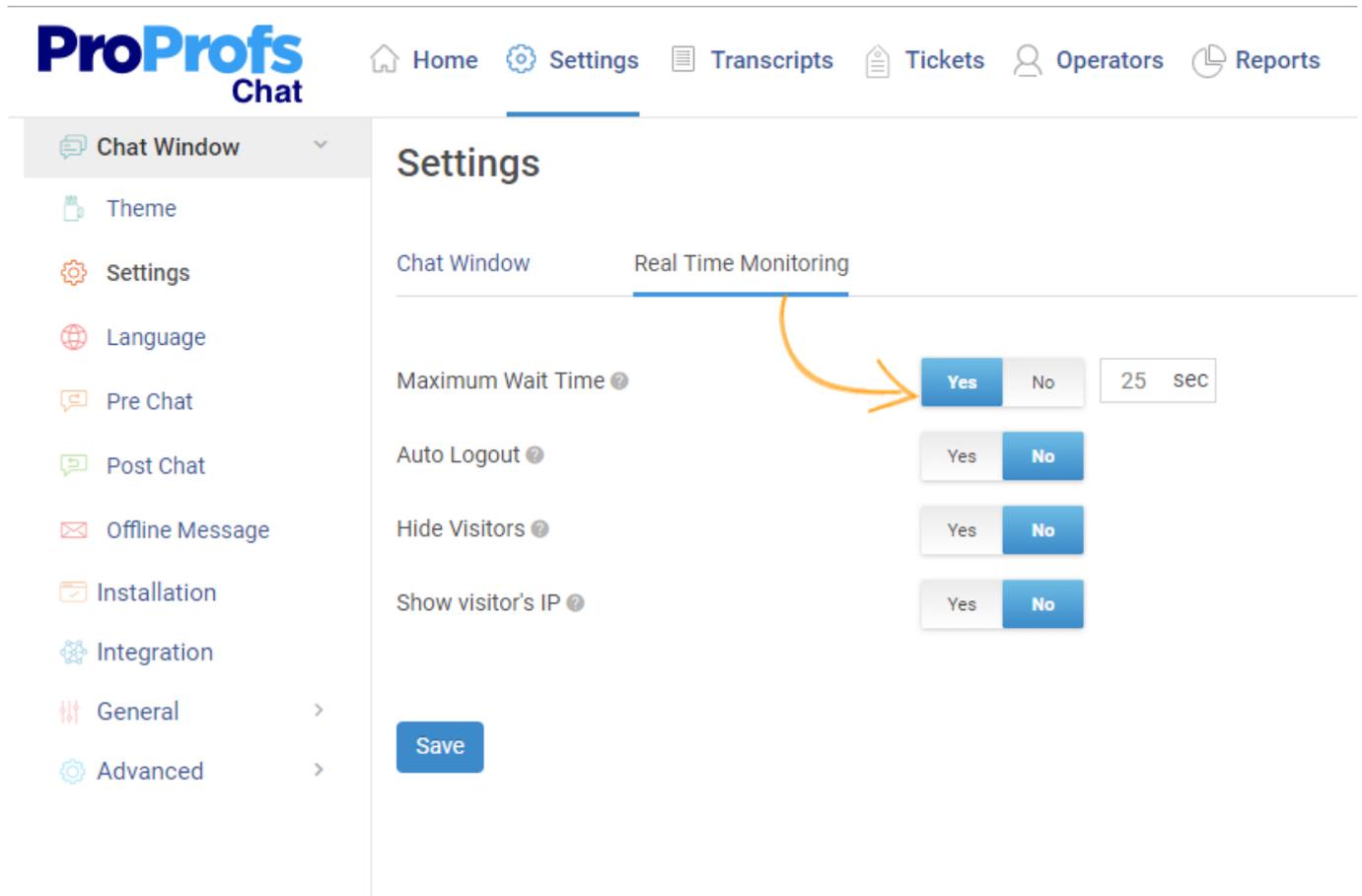
[How to Set up the Maximum Wait Time?](#)

How do I Set up the Maximum Wait Time?

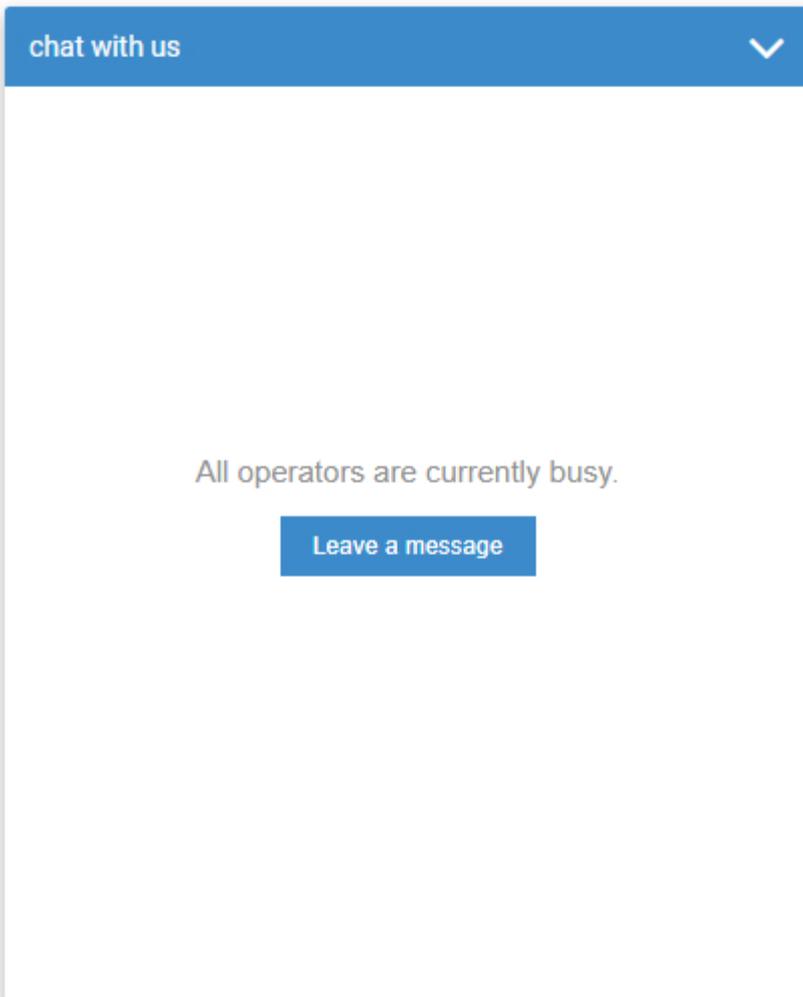
Admins can set the maximum time duration for a visitor's chat to accepted.

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."



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

By specific time ▾
By specific time
By time period

05:30 PM

Hide Visitors ?

Yes No

Show visitor's IP ?

Yes No

Show visitor's location ?

Yes No

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

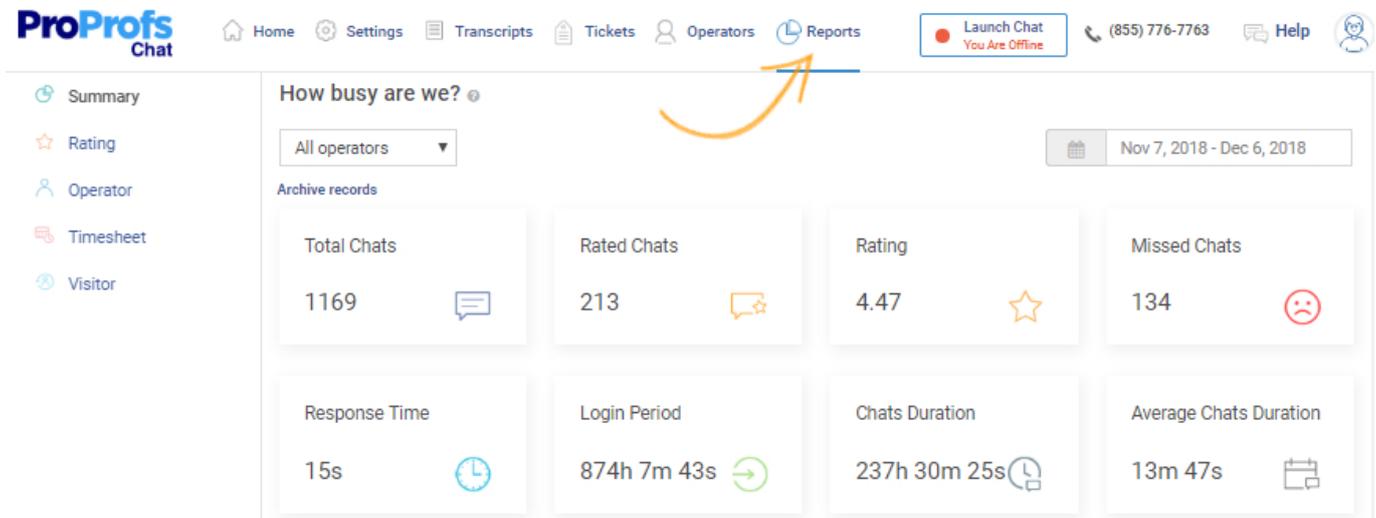
Video About: [How to Monitor Your Chat Operator Performance](#)

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.

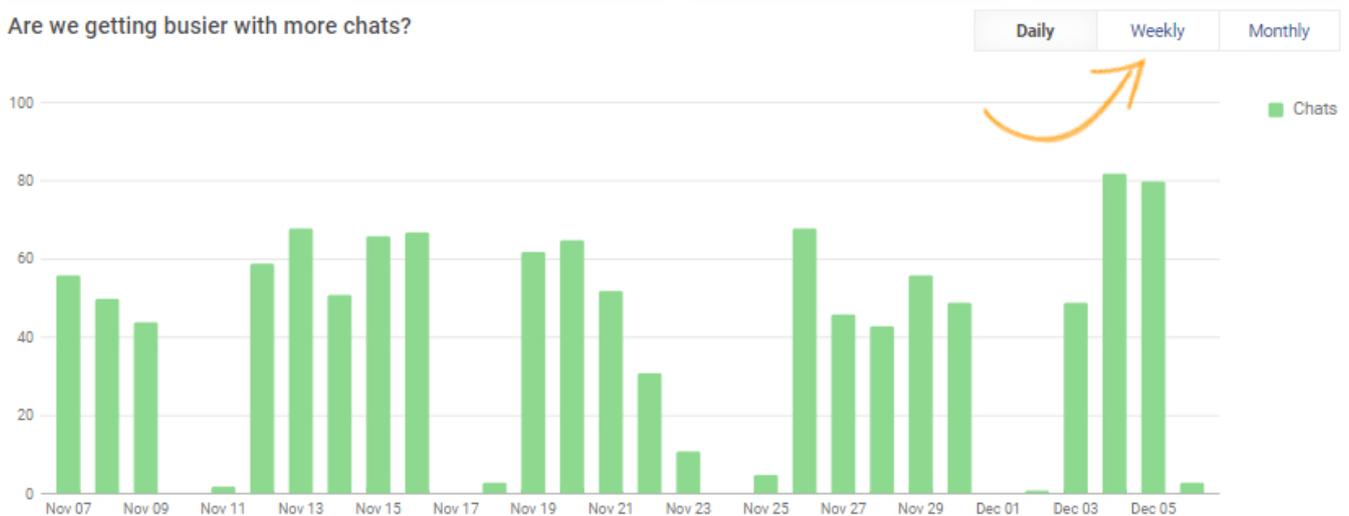
Here's how you can access the summary report:

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



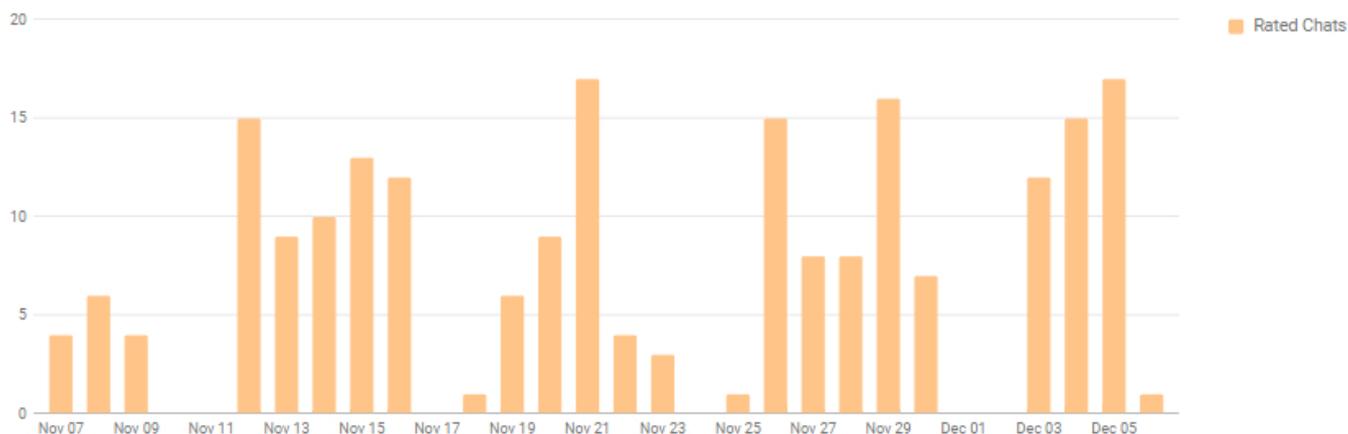
The summary reports allow access to data which answers questions like "How busy are we?" where you can view data for specific time periods and particular operators.

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?



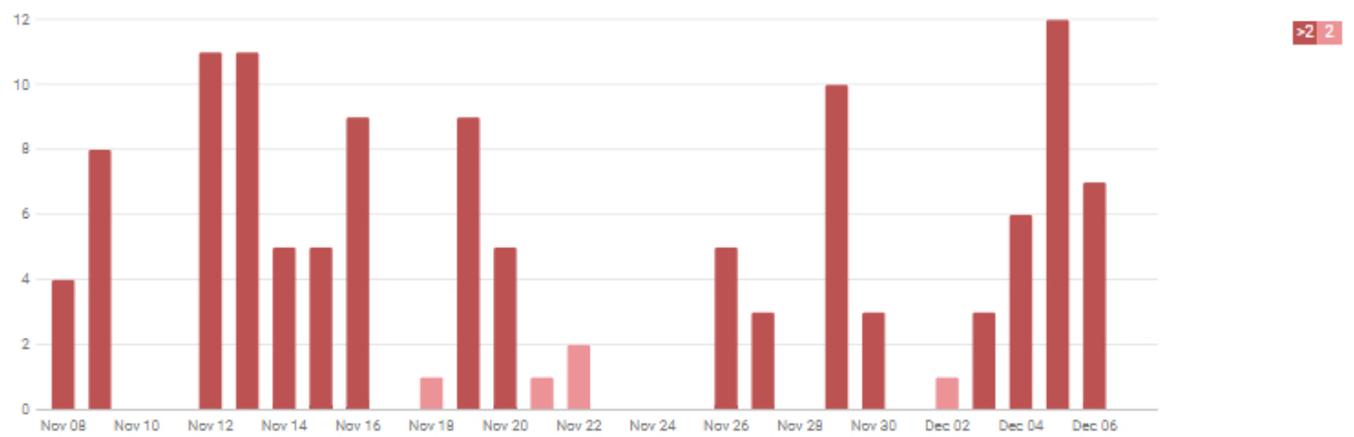
Chat Ratings: Data revealing what ratings have the chats been receiving. It helps in analyzing the quality of chat support.

Is our chat rating improving over time?

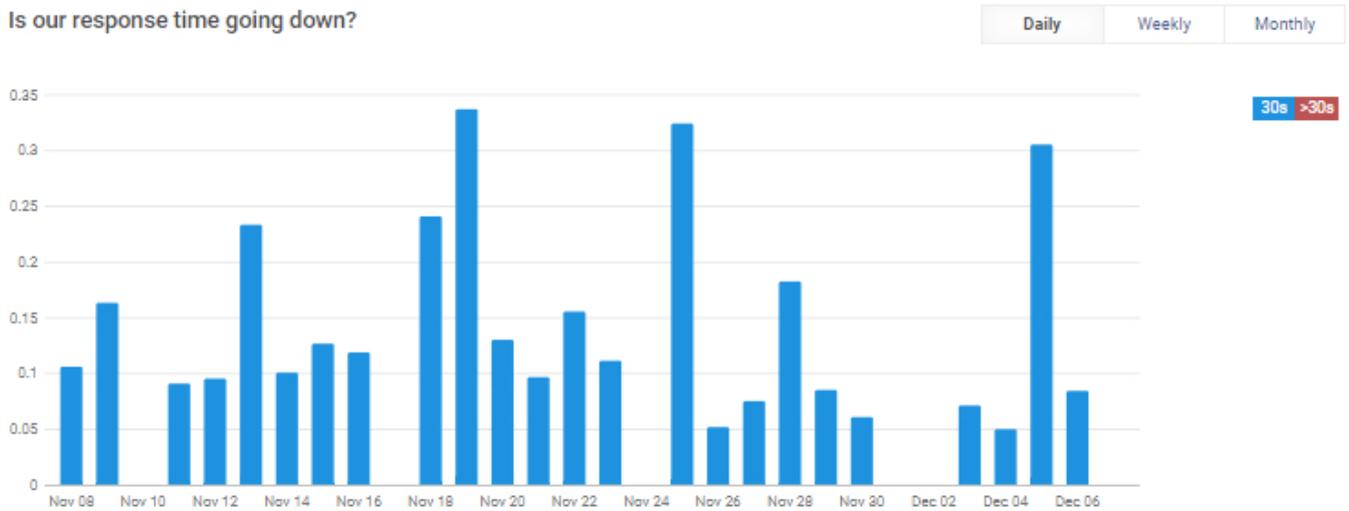


Missed Chats: Data for how many chats were missed by the support staff. It helps in analyzing the efficiency of your chat support.

Is our missed chats going down?



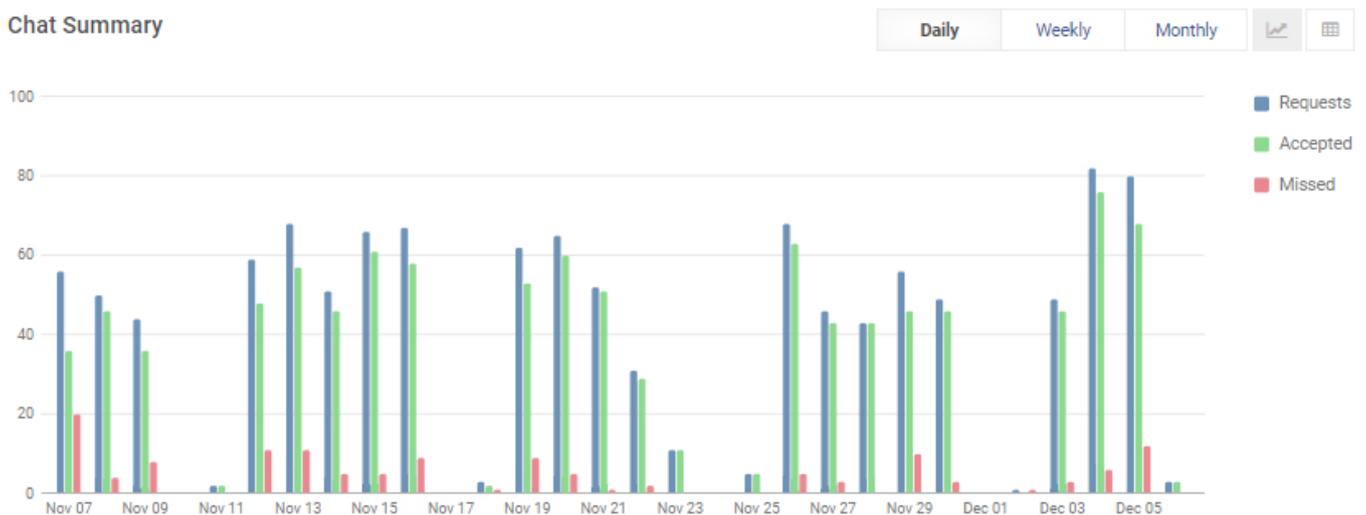
Response Time: Data for how much time did the operators take on average to respond to a chat request.



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.



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

| 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 | |

Download

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

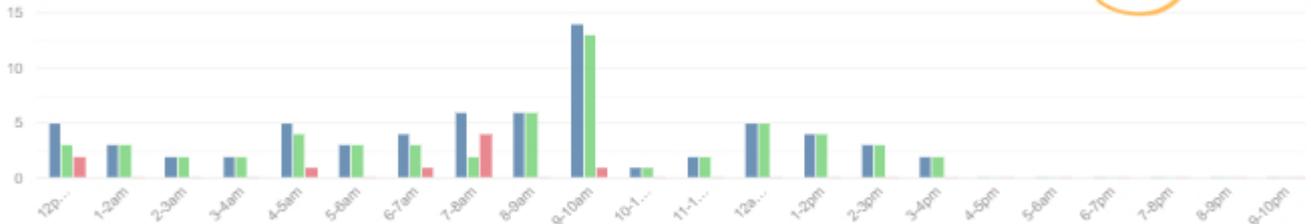
| # | Operator | Request Time | Resp. Time | Duration | Closed By | Rating | Words | Transcript |
|----|----------|--------------|------------|------------|-----------|--------|-------|-------------|
| 1. | Nathan | 10:58:48 pm | 17s | 3m 23s | Visitor | ★★★★★ | 68 | View |
| 2. | Sean | 3:50:00 pm | 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 | |

[View Hourly Report](#)

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

Hide   



| # | 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](#)

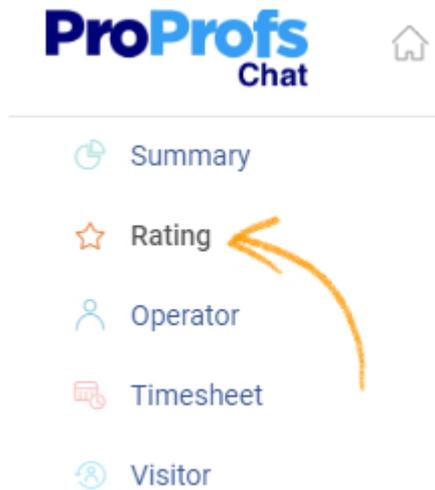
Chat Rating Report

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 received 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?

All Operators

Nov 8, 2018 - Dec 7, 2018

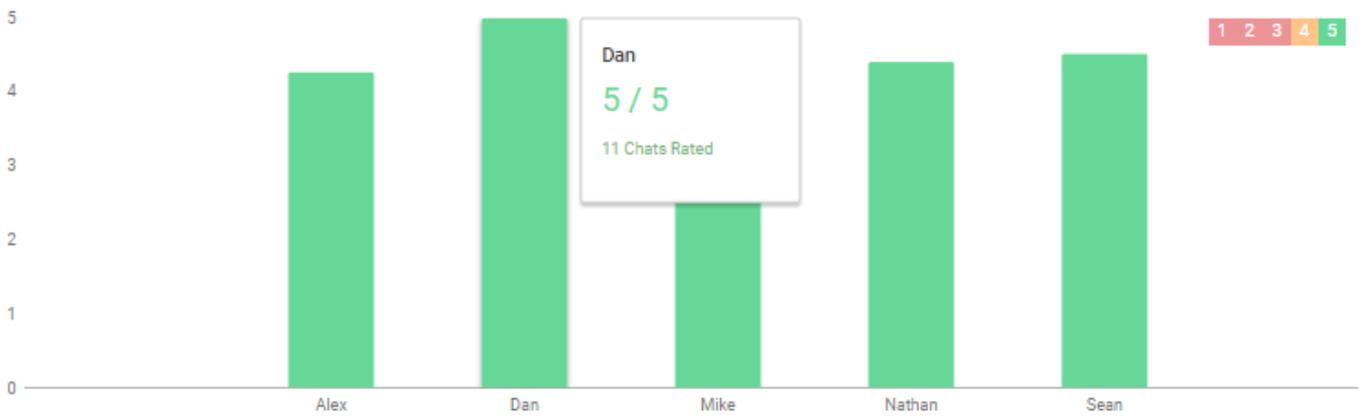
Is our chat rating improving over time?

Daily Weekly Monthly



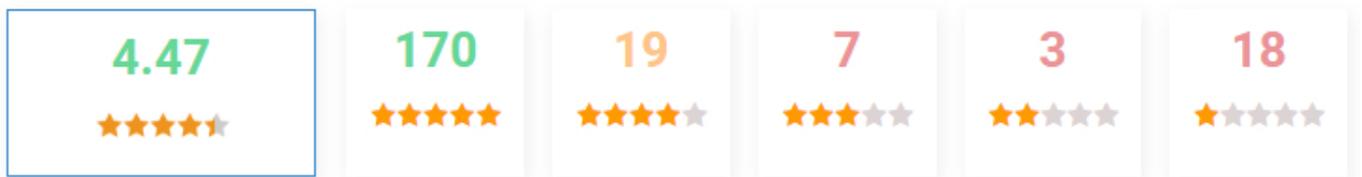
Operator Rating: It shows the average rating of your operators, and helps in analyzing their performance.

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 | View |
| Andy | Sean | Dec 05 | 16m 58s | ★★★★★ | 254 | View |
| Yash | Alex | Dec 05 | 37m 13s | ★★★★★ | 425 | View |
| Ron Krsnek | Sean | Dec 05 | 11m 50s | ★★★★★ | 193 | View |
| Tom | Sean | Dec 05 | 9m | ★★★★★ | 154 | View |
| Ashanti Williams | Alex | Dec 05 | 6m 39s | ★★★★★ | 211 | View |

Related Articles:

[Timesheets](#)

Visitor Reports

Operator Performance Report

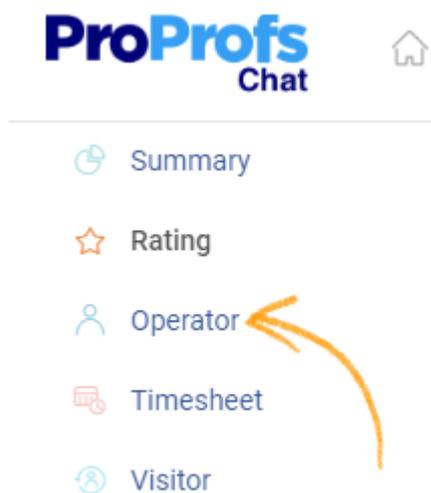
Operator Performance Reports

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 1 | 183 | 179 | 4 | 3.24 | 17 | 22s |
| Operator 2 | 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.

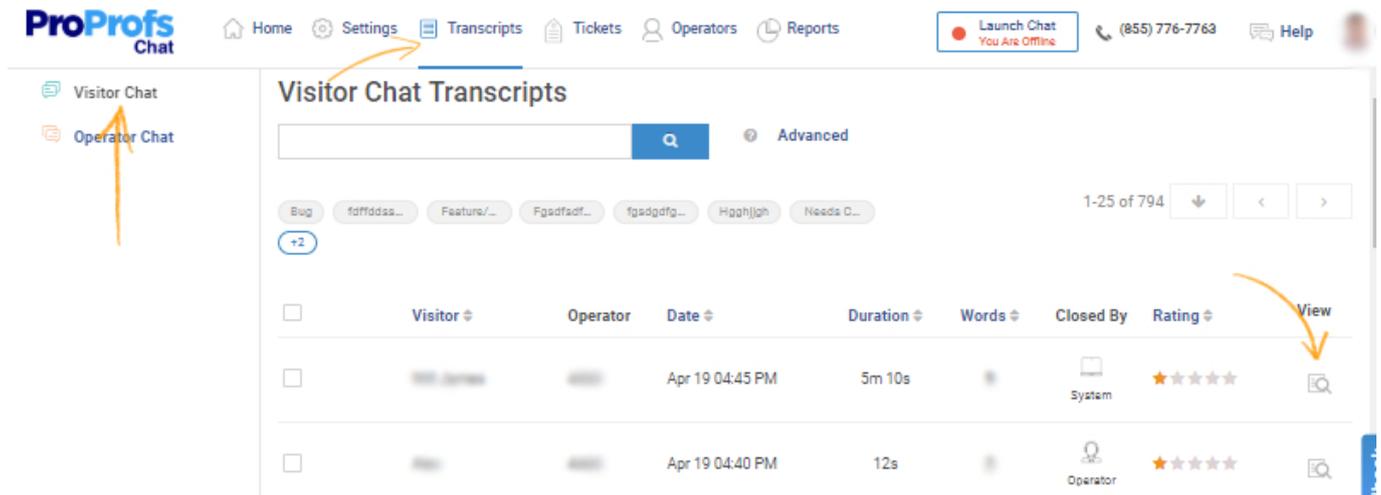
Response time: The average time an operator takes to respond to a request.

How To Leave Feedback For Your Operators

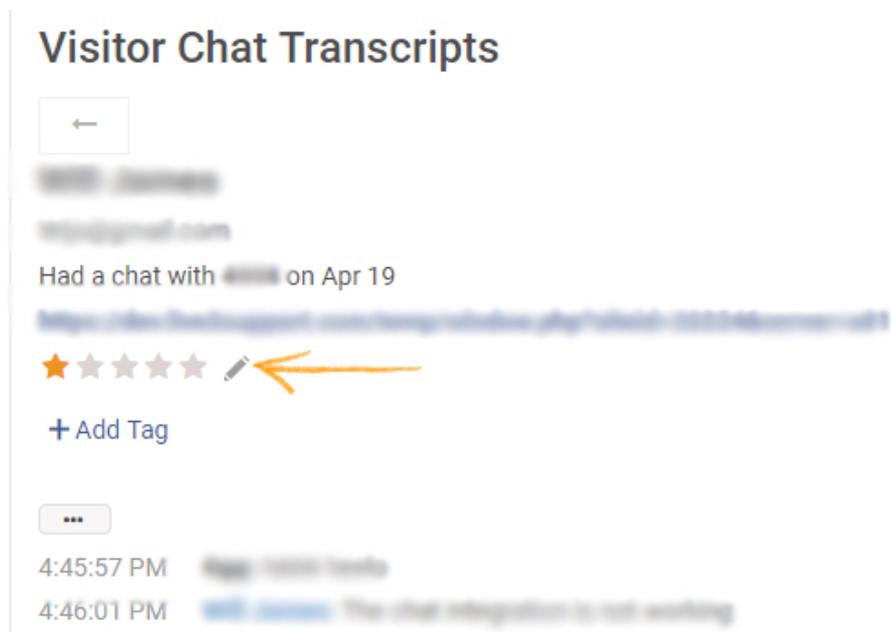
Giving Feedback to low-rated operators and transcripts is important. The following steps will show you how to do exactly that.

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



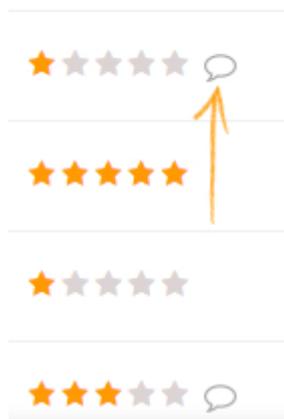
Add an internal note here...



[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](#)

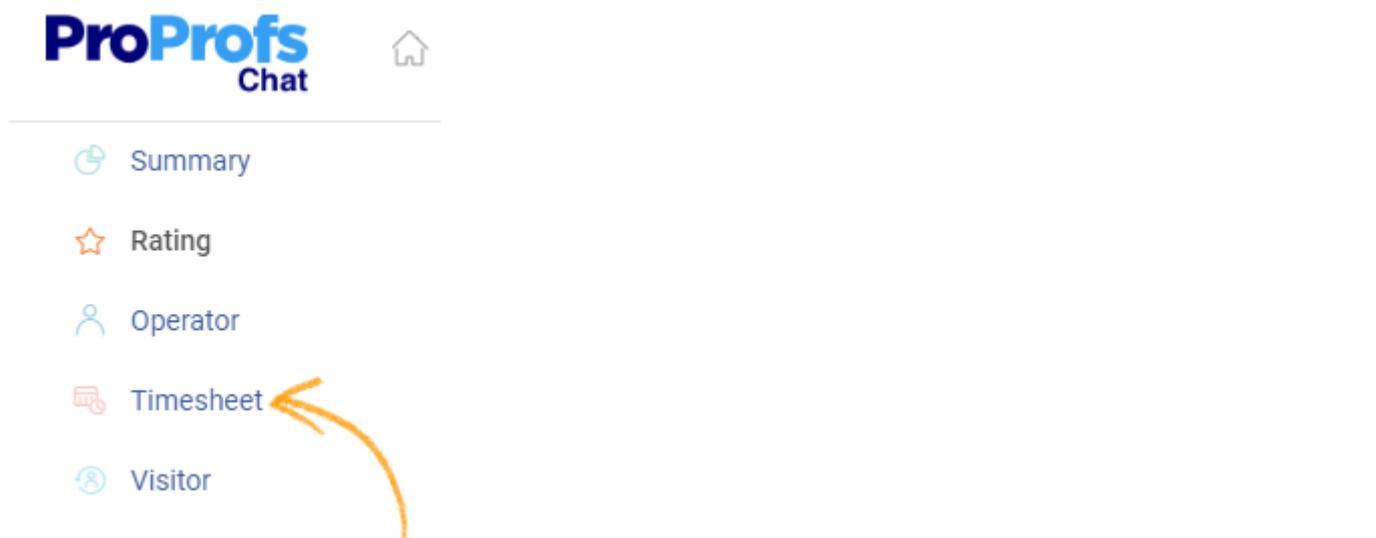
Timesheets

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.

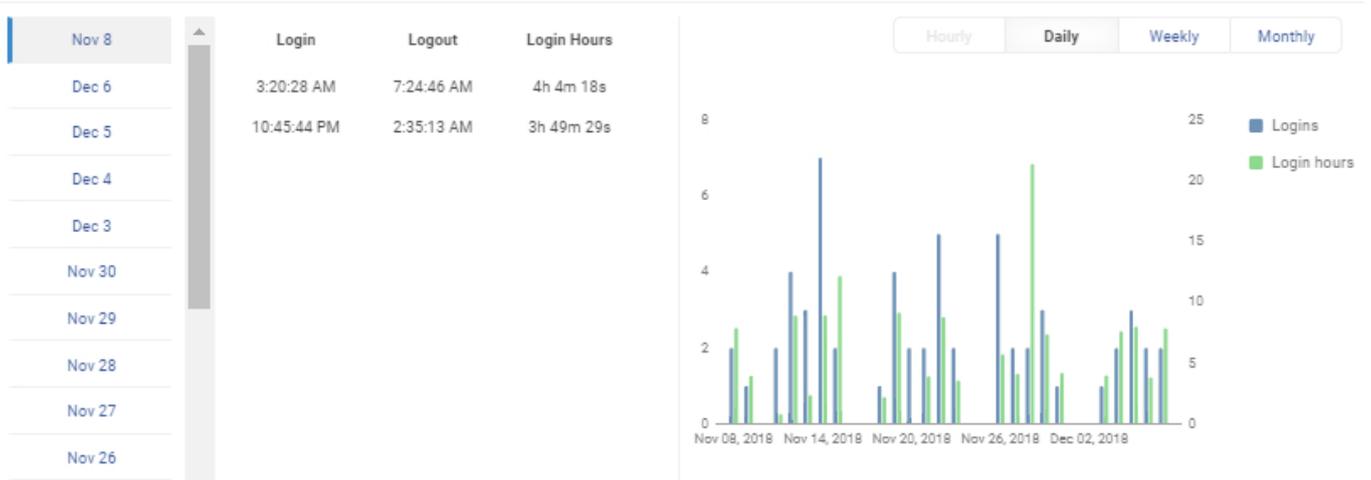


Timesheets also provide specific data of every operator in tabular form. You can view operators' active days, login hours, active hours, and efficiency(percent of active time out of total login time). Click the "View" button to access a particular operator's timesheet.

| 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% | View  |

Here's a preview of the operator timesheet:

Timesheet Of Alex



Related Articles:

- [Chat Rating Report](#)
- [Visitor Chat Transcript](#)
- [Operator Performance Reports](#)

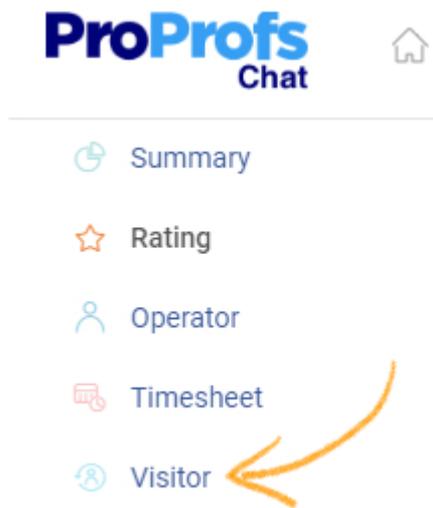
Website Traffic Report

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](#)

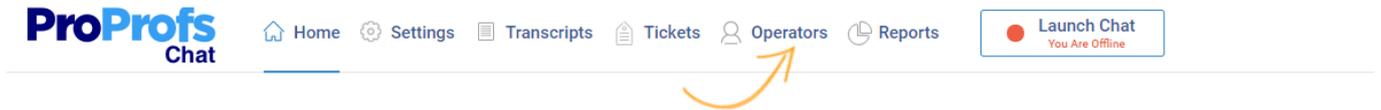
Advanced

How to route chat to another operator?

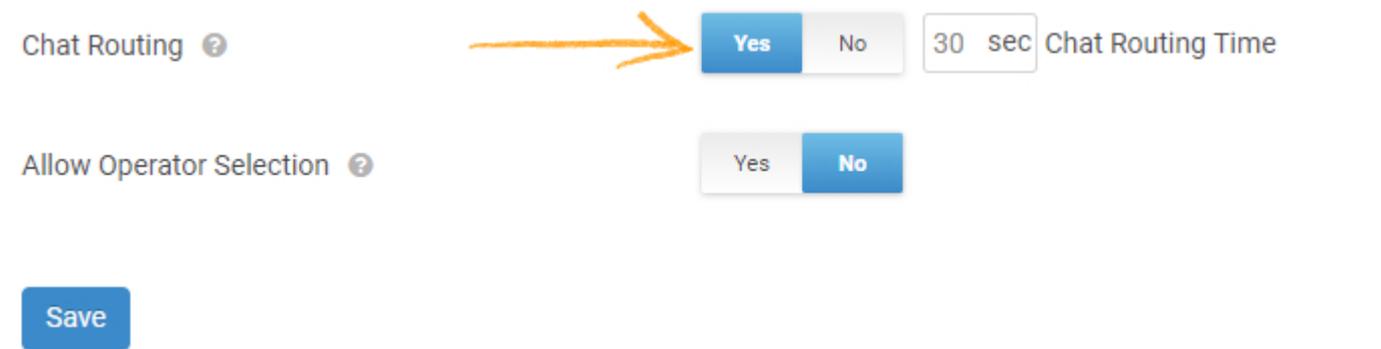
Chat Routing allows you to specify how incoming chat requests are routed (directed) to the available chat operators. Typically, chats can be routed to the available operators automatically, or they can enter a queue from which an operator can pick them up.

Here's how to enable Chat routing:

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



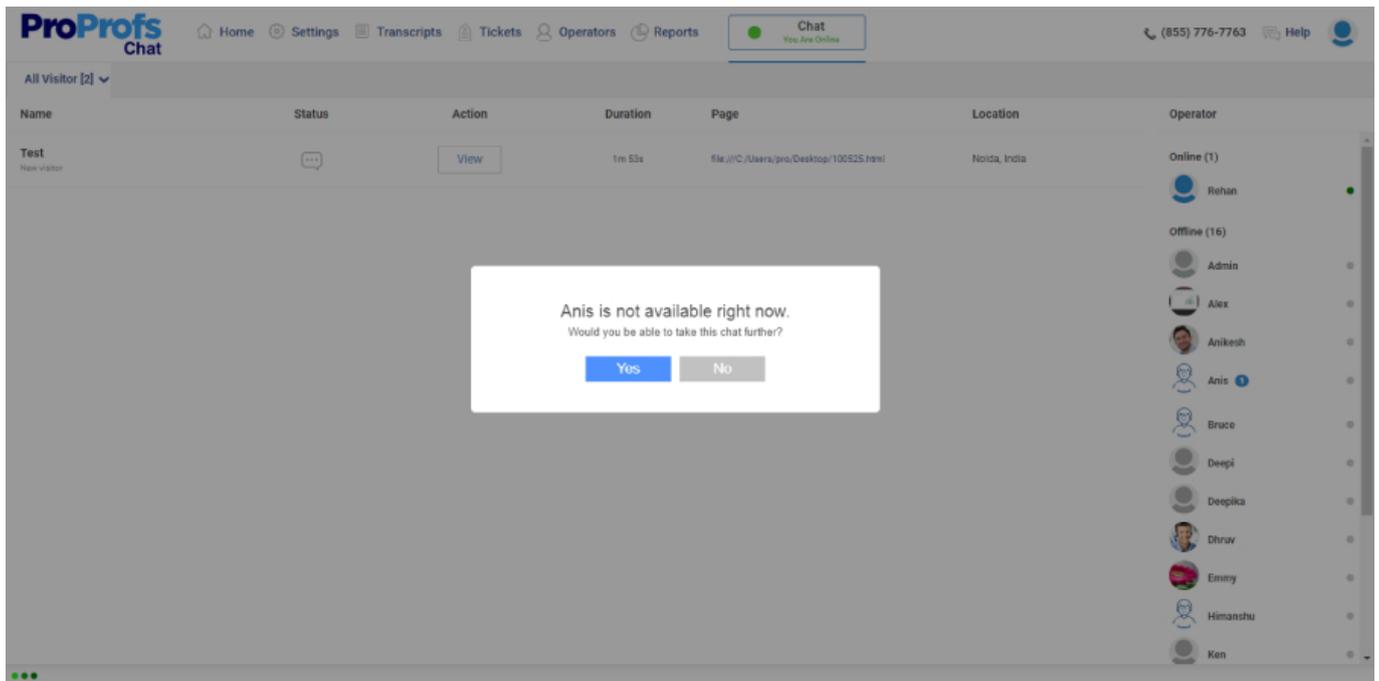
Step 2: Select "Yes" for chat routing, Click "Save."



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 | ✓ | ✎ | + |

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.

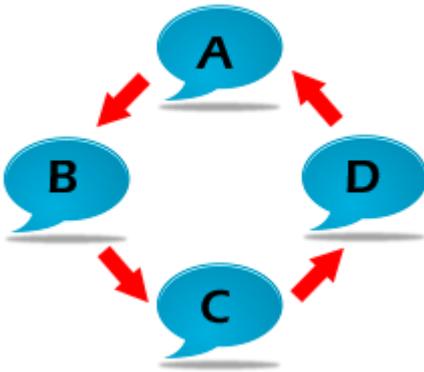
Scenario 1: In case [department](#) is disabled.

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

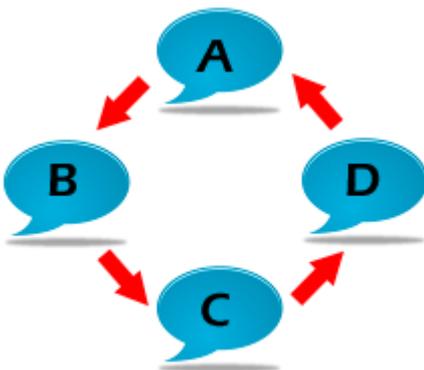
In this case, B has a minimum number of chats so chat request will start from B and routing will move in the order that you have defined in the control panel.

(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:

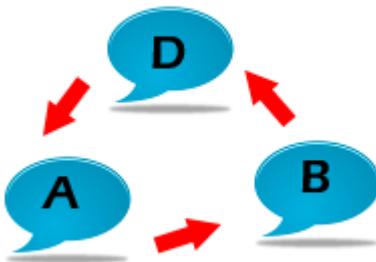


(A B C D)

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

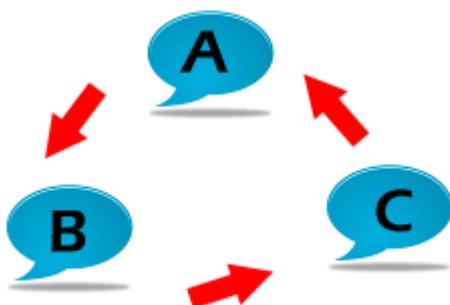
Sales = A, B, D

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.



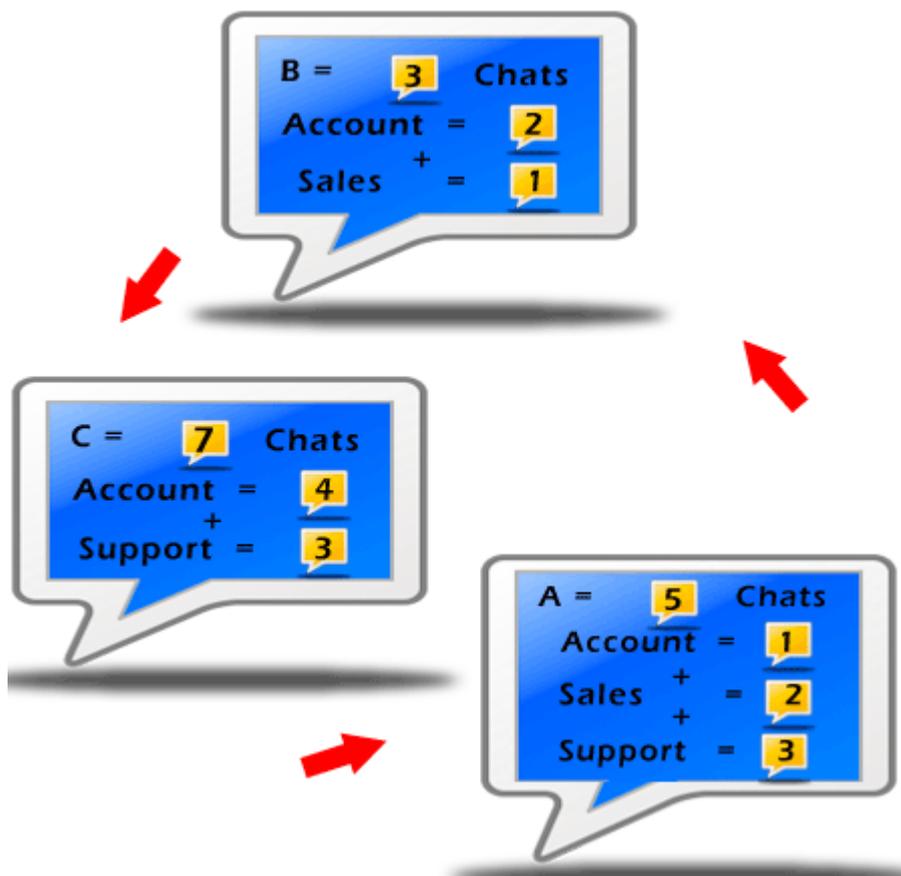
(A B C)

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.

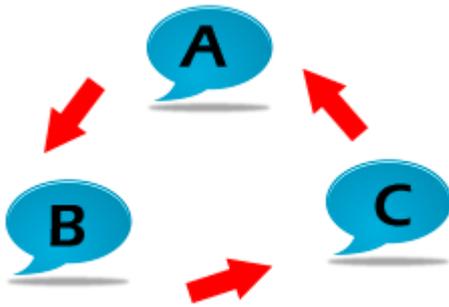
Case-3: If all the operators have the same chat numbers.

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.

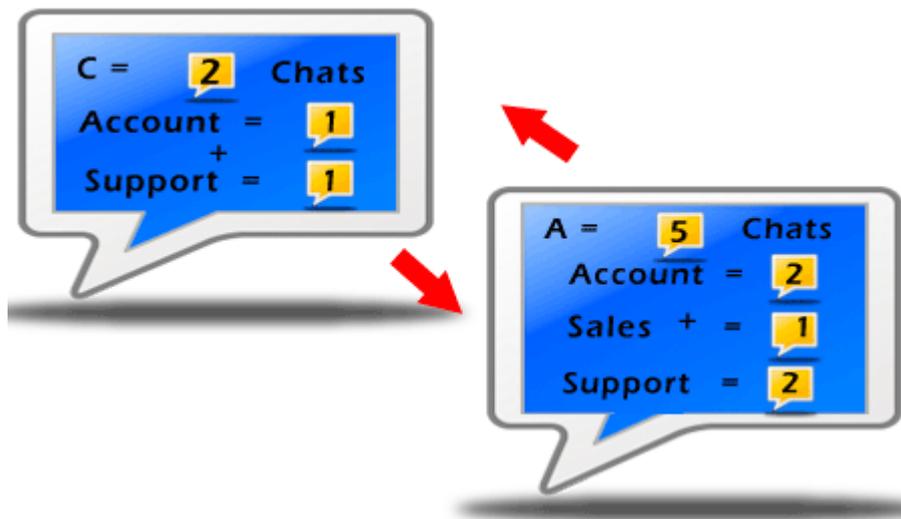


(A B C)

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.



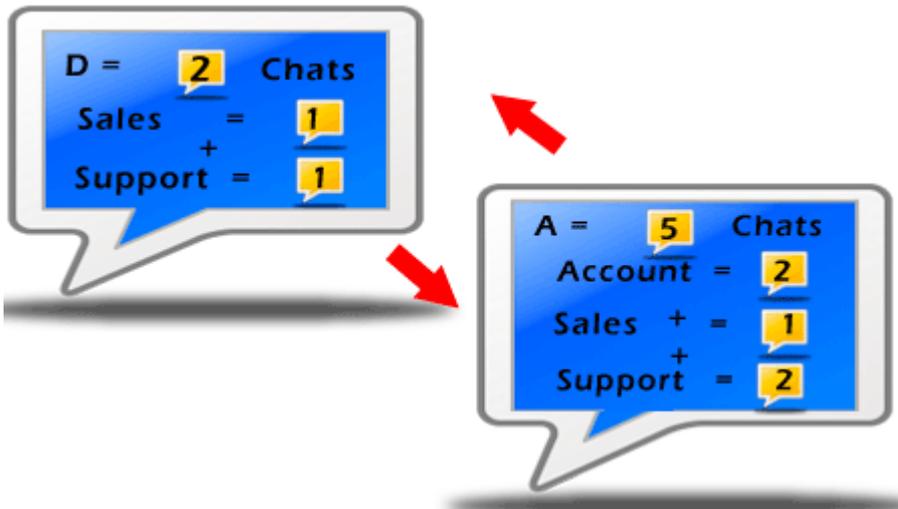
(C A)

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.

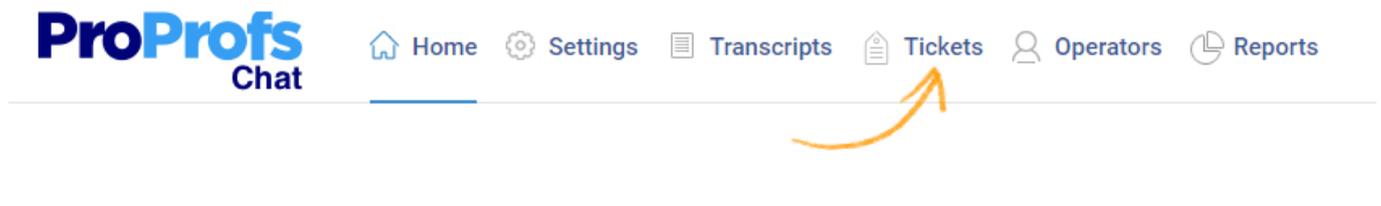
A user can submit a ticket through the [offline message form](#) when live chat support is not available.

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.

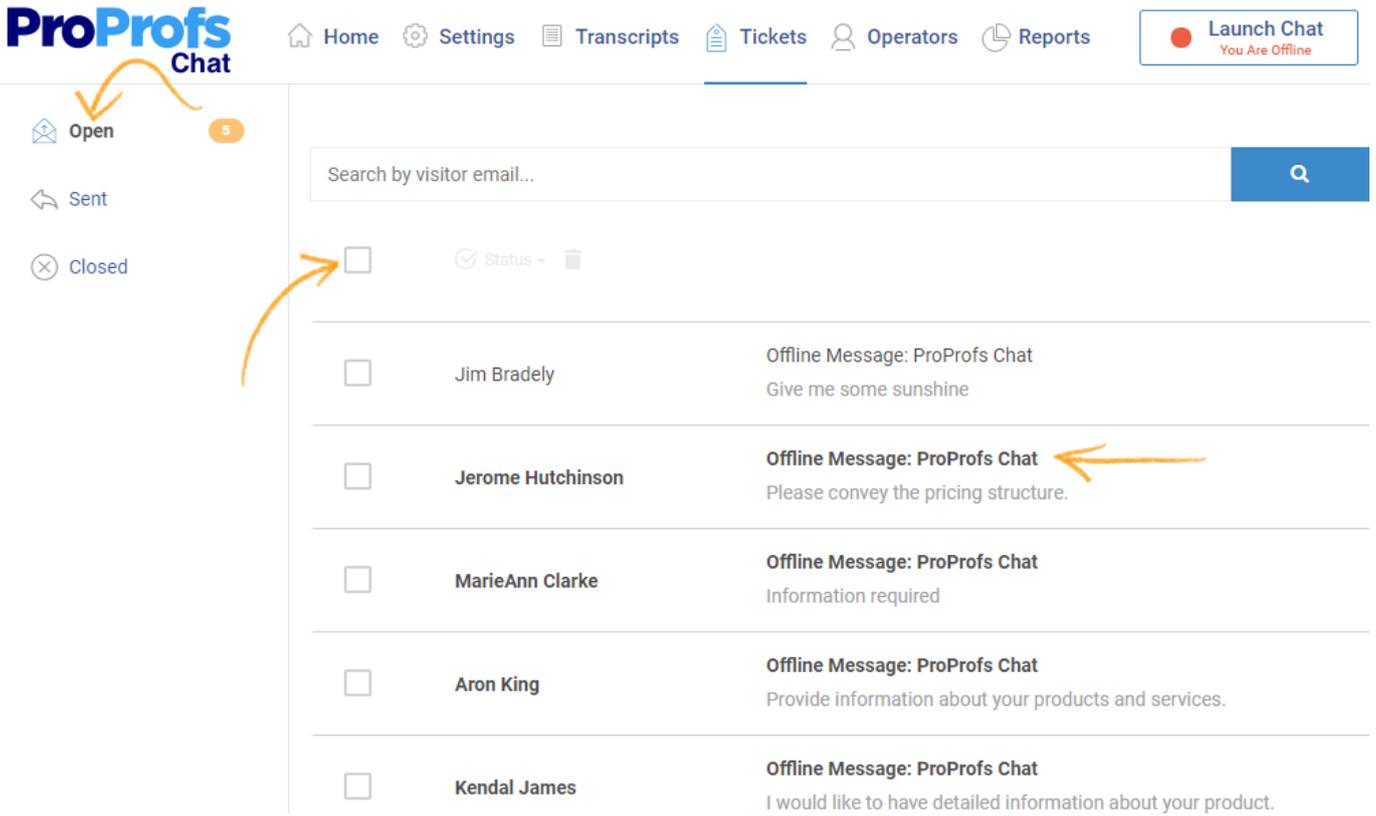
How to resolve Tickets:

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

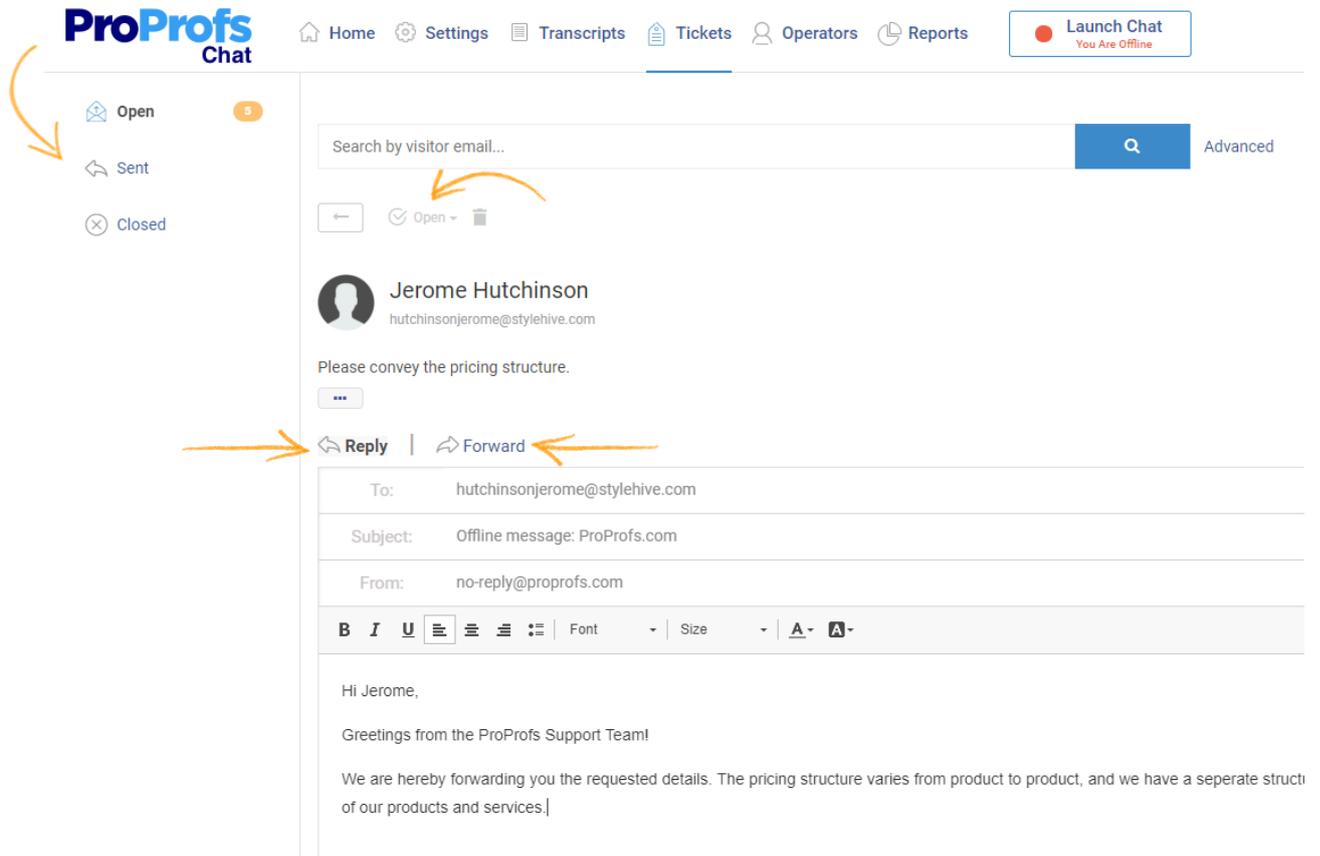


Step 2: On the tickets tab you can view the unresolved tickets as "open," the resolved tickets as "closed" and the responses sent to the users under the "sent" option.

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.



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.



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](#)

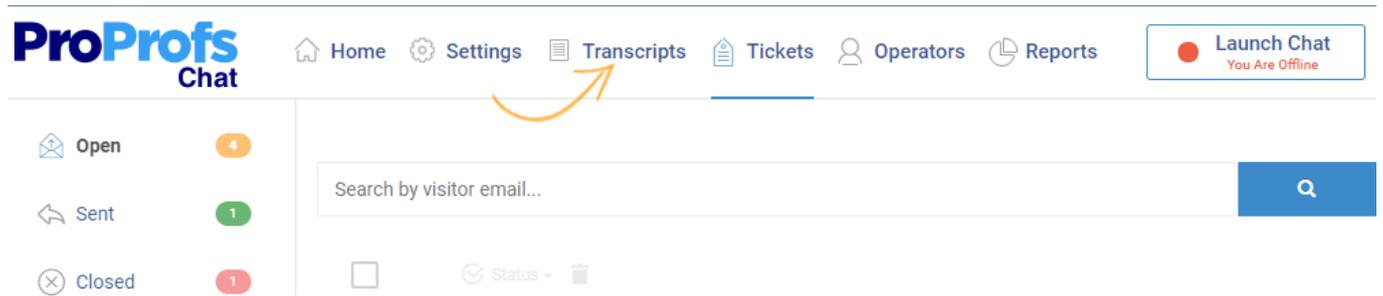
How to add tags to a ticket:

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

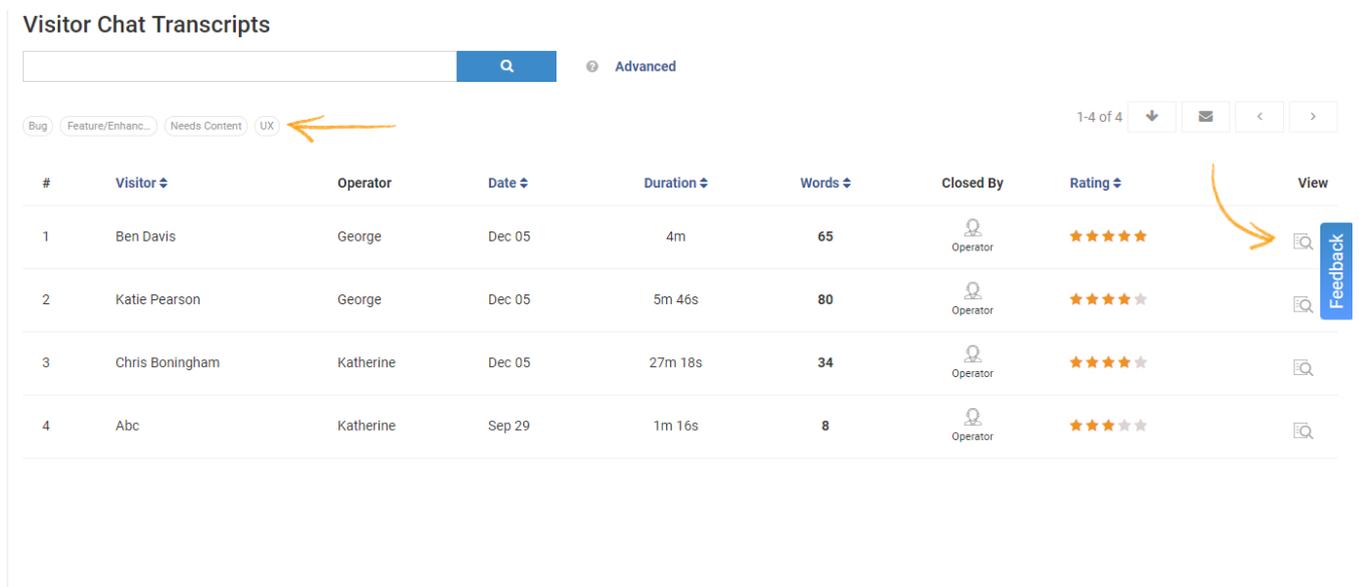
The screenshot shows a ticket management interface. On the left is a sidebar with three status filters: 'Open' (49 tickets), 'Sent' (11 tickets), and 'Closed' (27 tickets). The main panel displays a search bar at the top with the placeholder text 'Search by visitor email...'. Below the search bar are navigation icons: a back arrow, a checkmark icon, a dropdown menu labeled 'Open', and a trash icon. The '+ Add Tags' button is highlighted with an orange arrow. Below this is the visitor's profile information for Steve Smith, including a profile picture, name, and email address (smith.steven@hotmail.com). The profile information is organized into sections: 'Name' (Steve Smith) and 'Email' (smith.steven@hotmail.com).

How to add tags to a chat transcript:

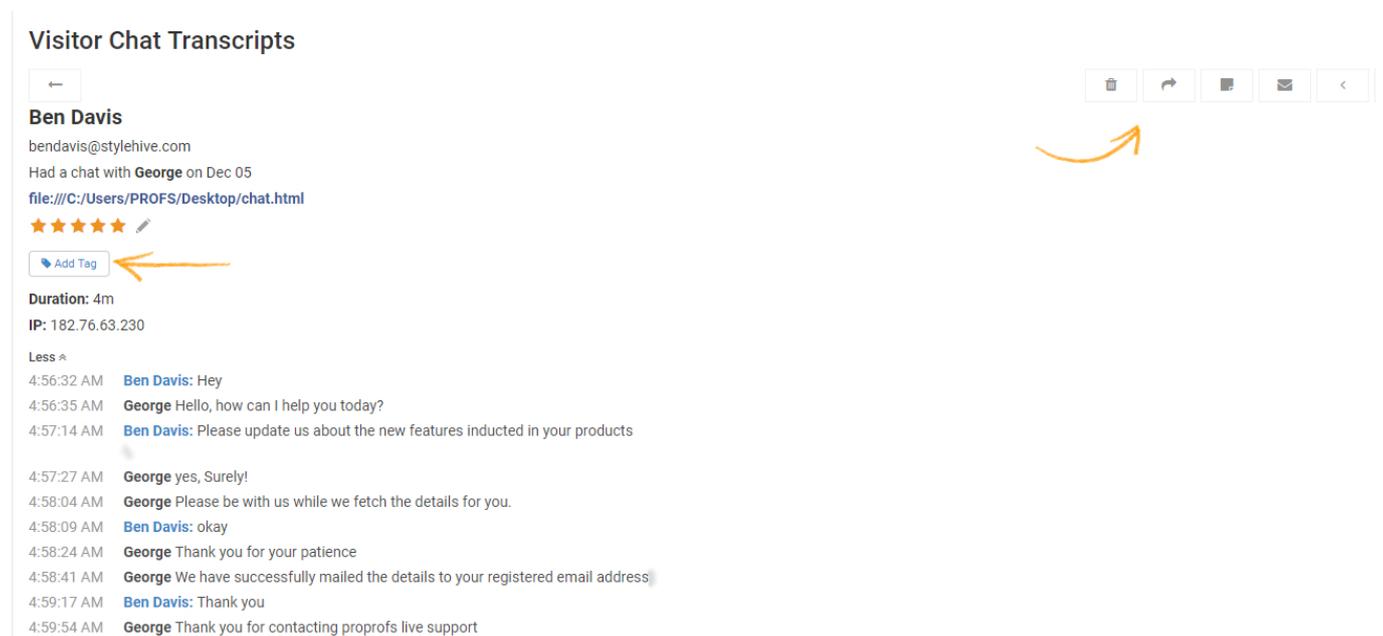
Step 1: From the menu bar, click the "Transcripts" tab.



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.



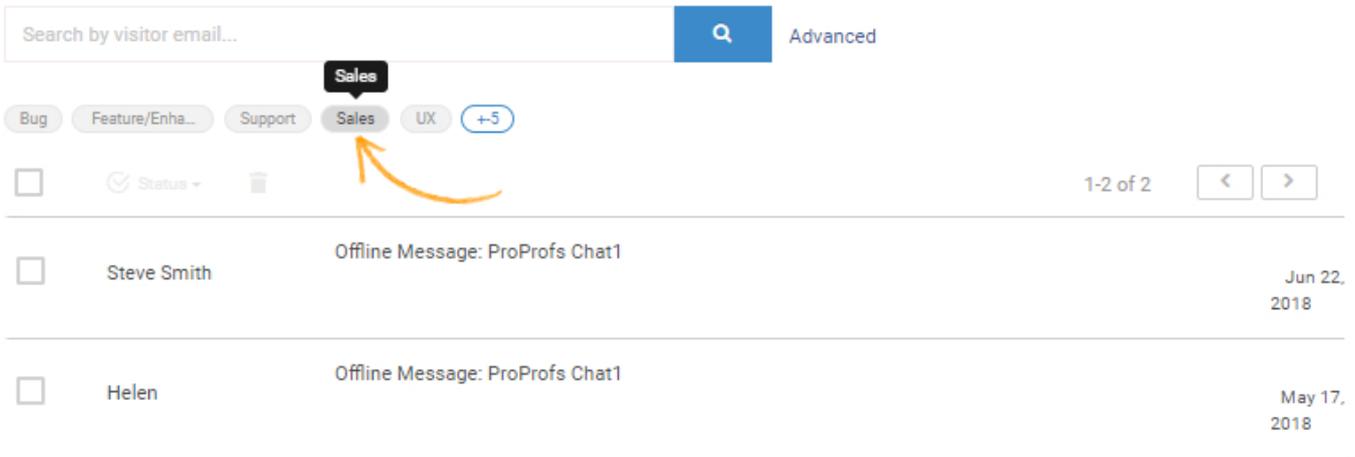
Step 3: Click the "Add Tag" button to add a tag to the transcript.



To add tags to a live chat read ["Operator Chat Window."](#)

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."



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

The screenshot shows the 'Visitor Chat Transcripts' tab in the ProProfs Chat interface. At the top, there is a search bar with a blue search button and an 'Advanced' filter icon. Below the search bar, there are several filter tags: 'Bug', 'Feature/...', 'Needs C...', 'Sales', and 'UX'. The 'Sales' tag is highlighted with a black tooltip and an orange arrow pointing to it. Below the filters, there is a table of transcripts. The table has columns for '#', 'Visitor', 'Operator', 'Date', 'Duration', 'Words', 'Closed By', 'Rating', and 'View'. There are three transcripts listed, with the first two visible. The first transcript is from Jay, operator Alex, dated Aug 21, 2018, with a duration of 2h 40m 47s and 16 words. The second transcript is also from Jay, operator Alex, dated Aug 21, 2018, with a duration of 38m 52s and 4 words. On the right side of the table, there is a pagination indicator '1-3 of 3' and navigation arrows.

| # | 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?](#)

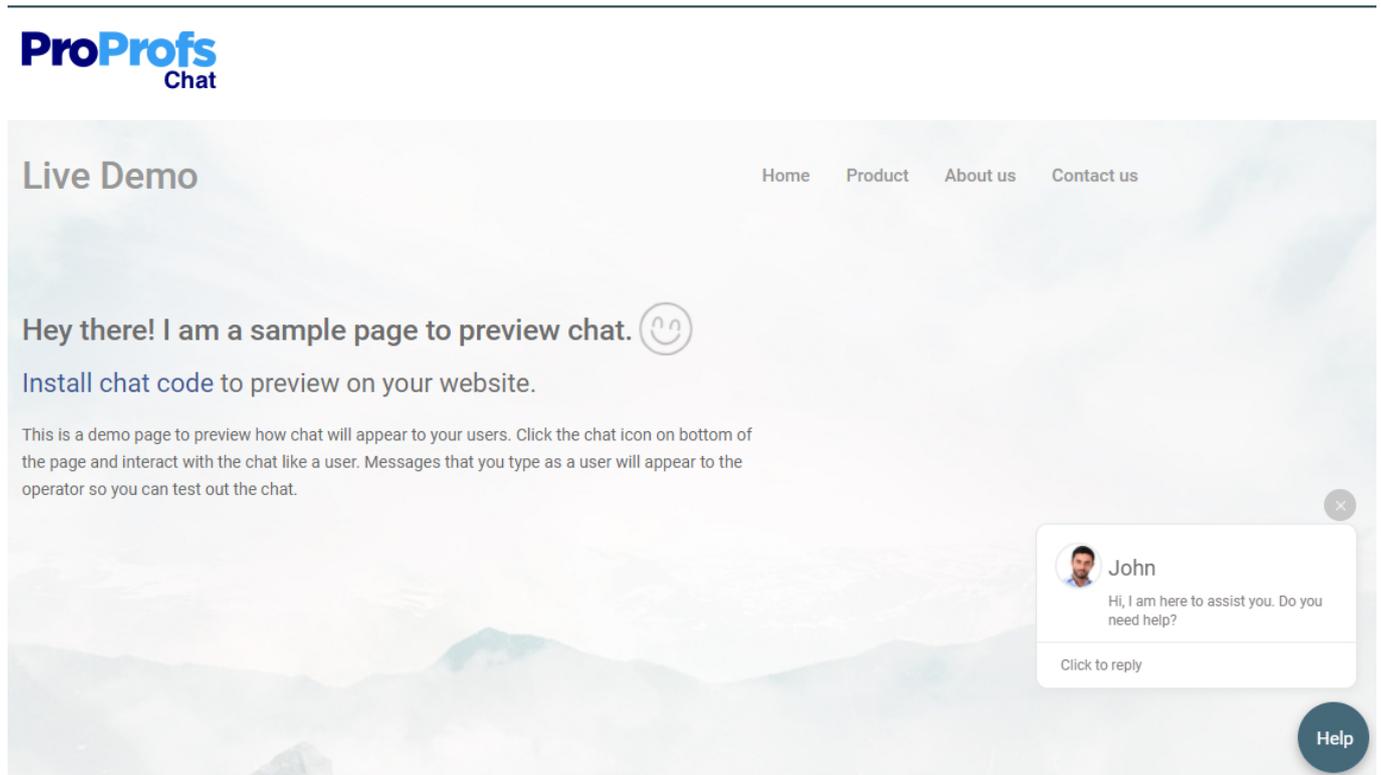
Chat Greetings

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.

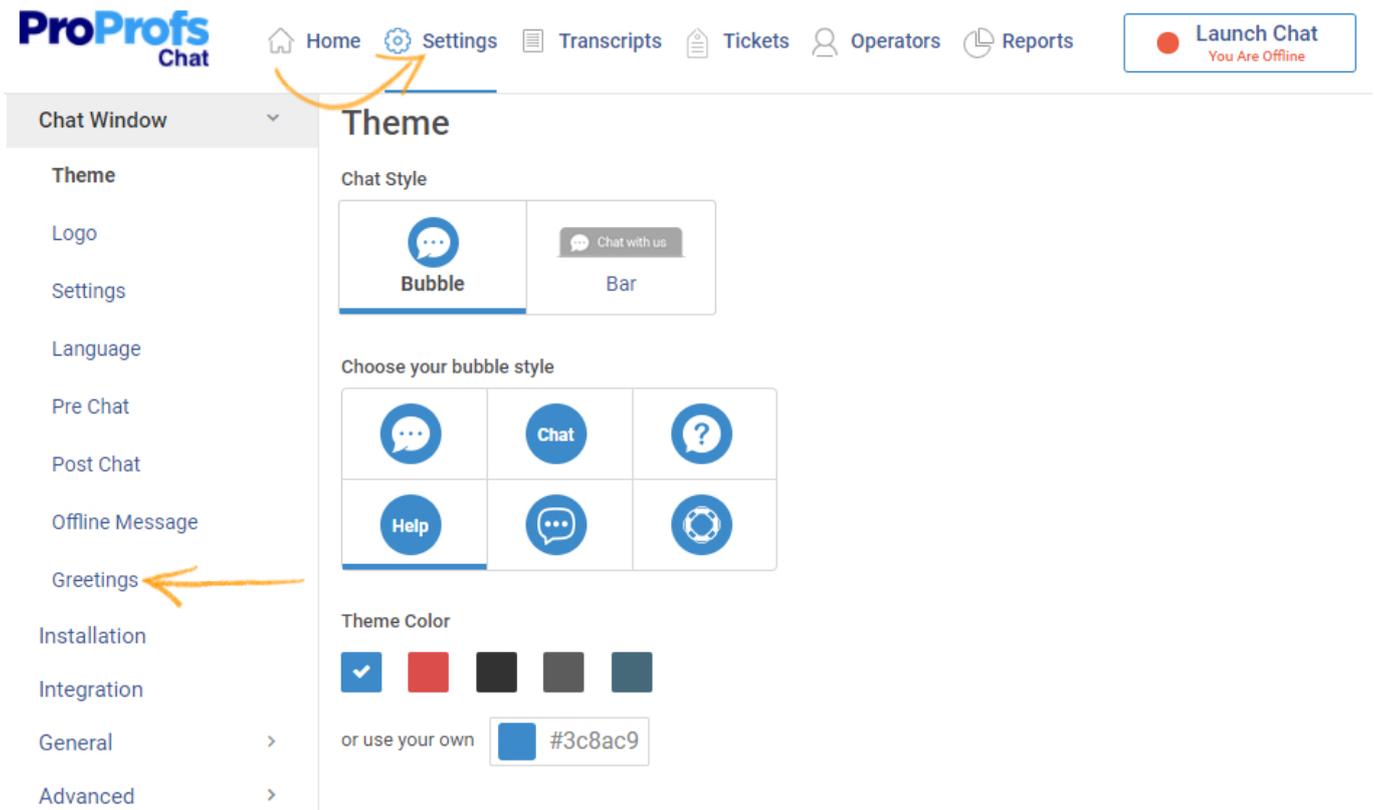
For example: Greet people who have spent at least 10 sec on your pricing page with "Do you have any questions about our pricing?" Greet people who are on your 'about' page with "Do you have any questions about our company?"

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



Follow these steps to enable greetings for your visitors:

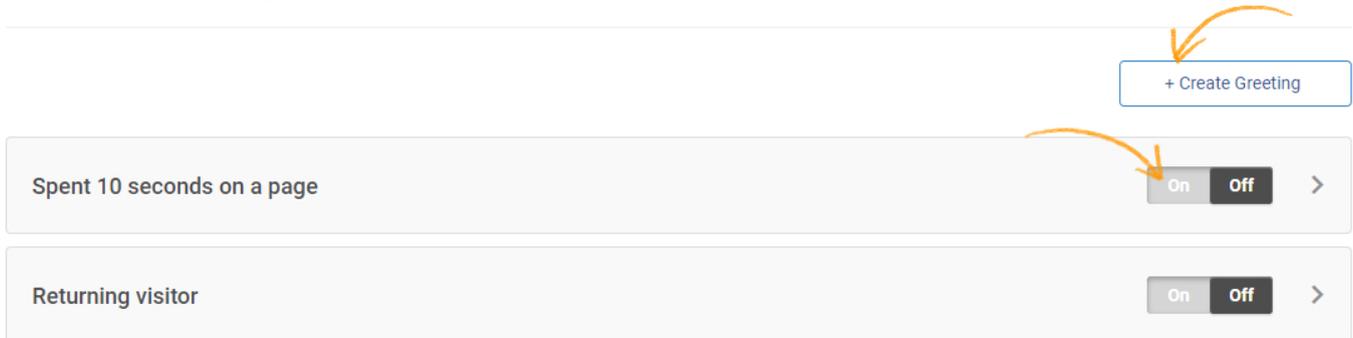
Step 1: Log into your chat account and click "Settings," then click "Greetings" from the vertical menu.



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

On Off

Hey! How may I assist you?
Click to reply

Delete

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. At the top, there is a navigation bar with the ProProfs Chat logo and menu items: Home, Settings, Transcripts, Tickets, Operators, and Reports. A 'Launch Chat' button with a red dot and the text 'You Are Offline' is also present. On the left, a sidebar menu 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 rows of settings, each with a 'Yes' and 'No' toggle button. The 'Greetings' row has an orange arrow pointing to its 'Yes' button. To the right of the 'New Message During Chat' and 'Greetings' rows are audio player controls, each showing a play button, a progress bar, and a '00:00' duration. A 'Change Sound' link is located to the right of the first audio player. A blue 'Save' button is positioned 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](#)

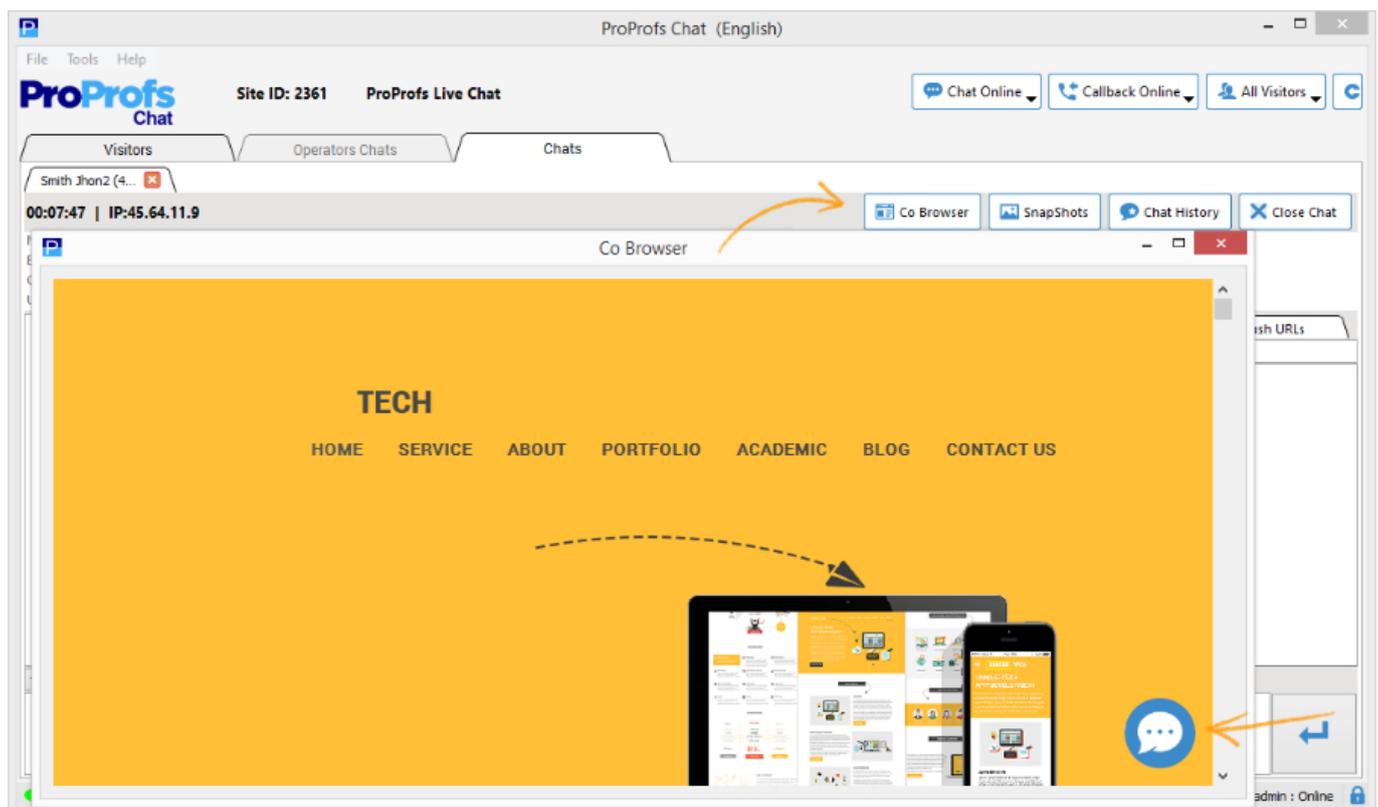
Co-browsing

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.

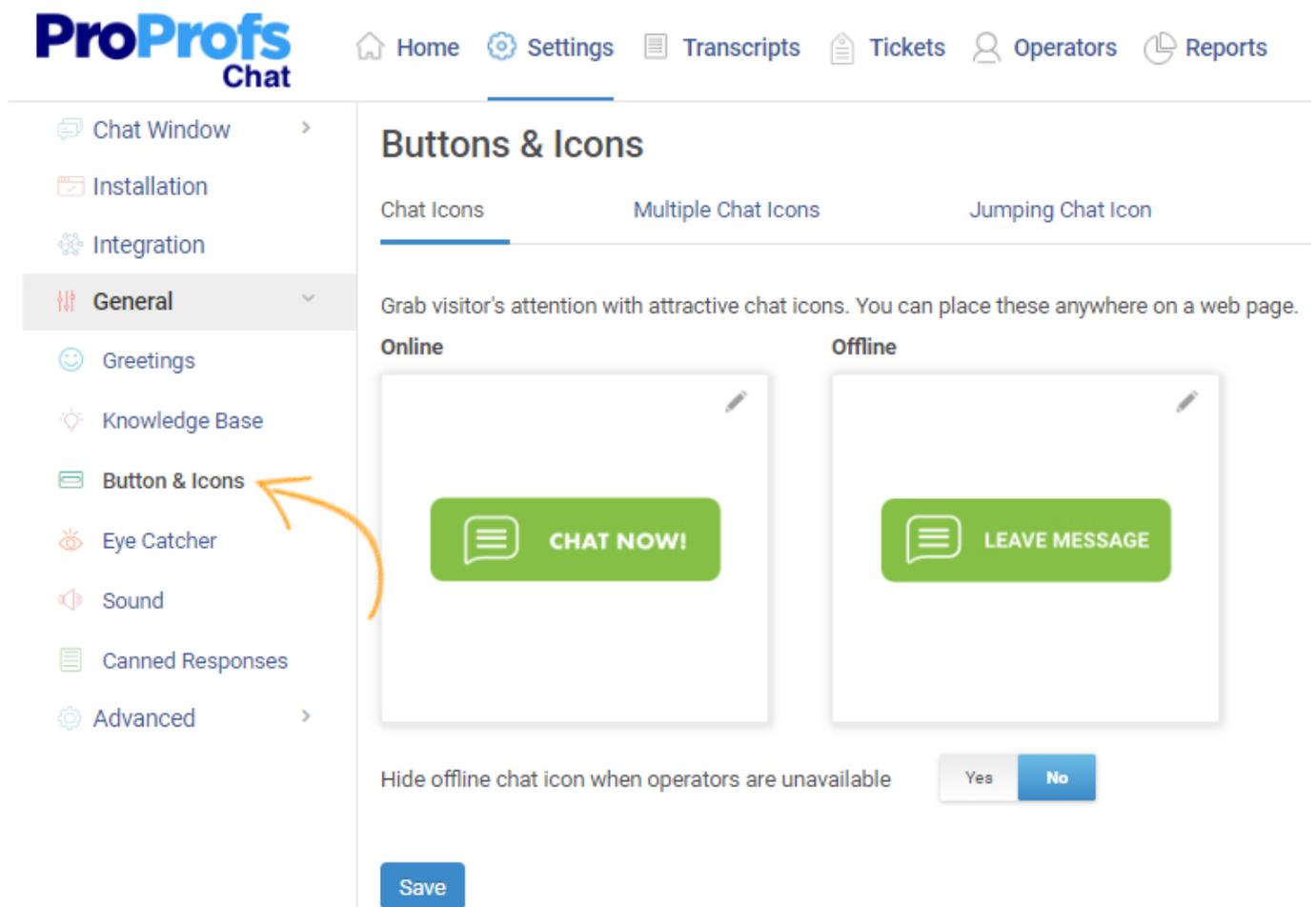
ProProfs Live Chat enables you to customize:

- [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:

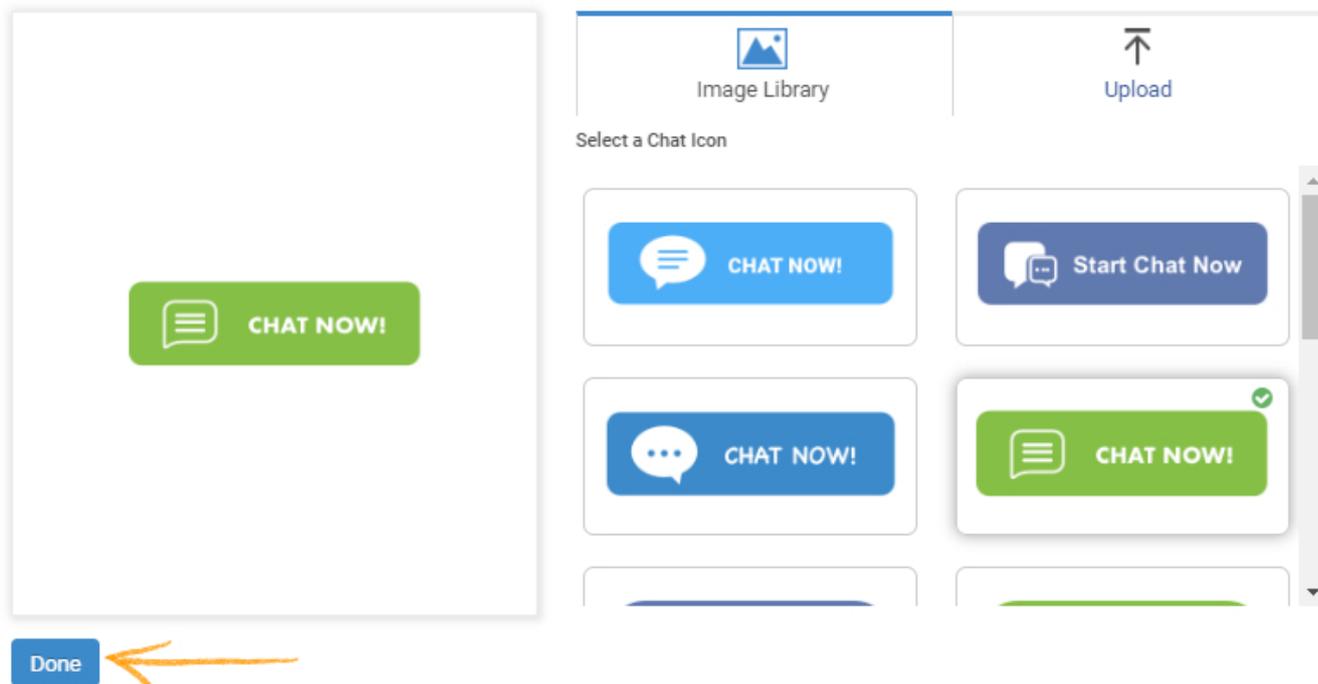
Step 1: Navigate to "Settings" ----> "General" ----> "Buttons & Icons." Under the 'Chat Icons' tab click the 'edit' buttons to customize online and offline chat icons.



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 ▼

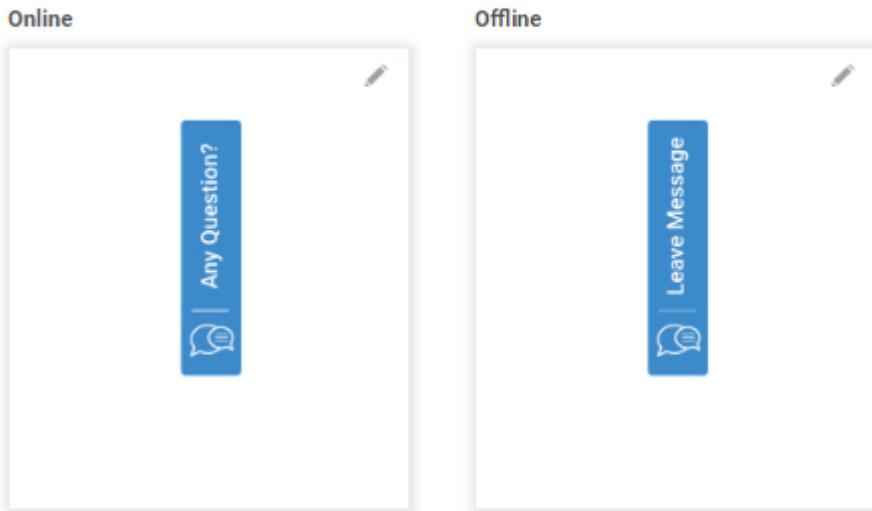
Type Of Codes



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

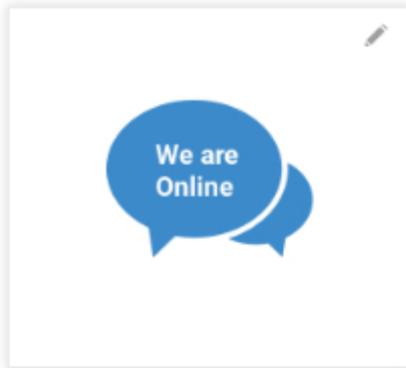
Chat Icons

Multiple Chat Icons

Jumping Chat Icon

Jumping chat icons with customizable animation to delight your visitors.

Online



Offline

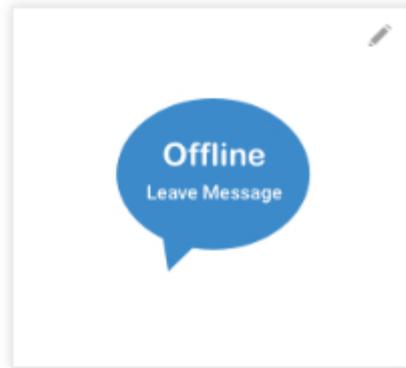


Image Width px

Image Height px

Vertical Position px

Horizontal Position px

Animation Type

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

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 image 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 in red text point to specific parts of the form:

- text size:** Points to the text input fields for Name and Email address.
- text style:** Points to the text "No file chosen" in the File Attachment section.

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;  
  
}
```

Name

Email address

Border

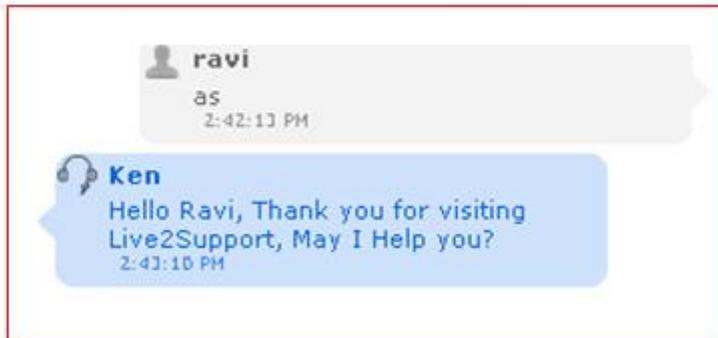
Section: 3- Under this section, you can define your chat announce color and font. Please note that all changes will be made at visitor interface.

```
#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;  
  
}
```



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

| | Default | Delete |
|----------------------------------|---------|--------|
| Character Set & Header Image URL | | 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 ? | <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 ? <input checked="" type="radio"/> By Session ? |
| Invitation Placement | Center ▼ |
| Custom Chat Invitation ? | Invitation Image: More Chat Invitation Images.. <input type="text" value="images/invib-en1.gif"/> Verify Image URL |
| [Advance Options] | |
| <input type="button" value="Preview"/> <input type="button" value="Save"/> | |

(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

| | Default | Delete |
|--|---------|--|
|  Character Set & Header Image URL | |  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.

The screenshot displays the 'Advance Codes' configuration page. On the left is a sidebar menu with options: Default Codes, Advance Codes (highlighted with a red box), Chat Icon, Eye Catcher, Multiple Icons, Page Specific Invitation, Advance Tracking, Jumping/Bouncing Icon, and Addons/ Plug-ins. The main content area is titled 'Advance Options' and includes a 'Select Department: [?]' dropdown. Below this is a text instruction: '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.' A dropdown menu is open, showing options: Default, Support, Sales (highlighted in blue), Marketing, Technical, English, abcde, ab, and PRODUCTION. Below the dropdown is a 'Get Code' button (highlighted with a red box). A red note at the bottom states: '**Once Checked and Code Generated. Old style sheet will be replaced with Current theme.' Other partially visible text includes 'multiple languages profile for your visitor chat window' and 'e profile to activate on these codes.'

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="text/javascript">
var l2shight=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";
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.src =
document.location.protocol ? 'https://' : 'http://' + 'sa.live2support.com/js/l2sjs1.php?stid=12516&jqry='
document.getElementsByTagName('script')[0]; l2sscr.parentNode.insertBefore(l2scd, l2sscr); })(); </script>
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

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 ? | <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 ? <input checked="" type="radio"/> By Session ? |
| Invitation Placement | Center ▼ |
| Custom Chat Invitation ? | Invitation Image: More Chat Invitation Images.. <input type="text" value="images/invib-en1.gif"/> Verify Image URL |
| [Advance Options] | |
| <input type="button" value="Preview"/> <input type="button" value="Save"/> | |

(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

| | Default | Delete |
|----------------------------------|---------|--------|
| Character Set & Header Image URL | | 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.

The screenshot shows the 'Advance Options' section of the ProProfs Chat configuration interface. On the left, a sidebar menu lists various options, with 'Advance Codes' highlighted in a red box. The main content area is titled 'Advance Options' and includes a 'Select Department: [?]' field. Below this, there is a paragraph explaining that if the department option is enabled, users can display a status graphic for a specific department and transfer chat requests directly to that department. A dropdown menu is open, showing a list of language profiles: 'Default', 'Support', 'Sales', 'Marketing', 'Technical', 'English', 'abcde', 'ab', and 'PRODUCTION'. The 'Default' option is highlighted in a blue box. Below the dropdown, there is a red warning message: '**Once Checked and Code Generated. Old style sheet will be replaced with Current theme.' At the bottom of the configuration area, a green 'Get Code' button is highlighted in a red box.

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="text/javascript">
var 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"; var l2senblyr=true;
var l2slay_pos="R"; var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf("http")>0){
(function () { document.getElementById('l2s_trk').style.visibility='hidden';
var l2scd = document.createElement('script'); l2scd.type = 'text/javascript'; l2scd.async = true; l2scd.src =
document.location.protocol ? 'https://' : 'http://' + 'sa.live2support.com/js/l2sjs1.php?stid=12516&jqry=' +
document.getElementsByTagName('script')[0].src; l2sscr.parentNode.insertBefore(l2scd, l2sscr); })(); </script>
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

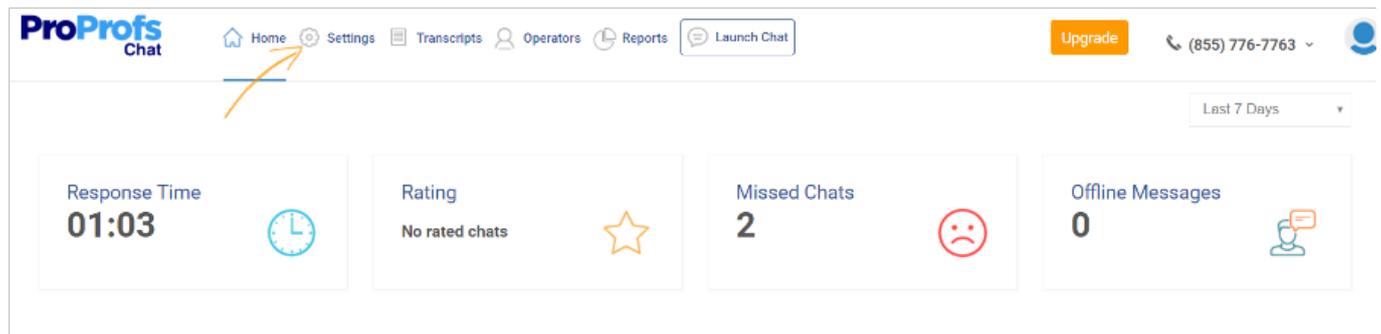
This feature allows you to block the visitors who are not genuine.

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**

ProProfs Chat

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

| | | |
|------|------|--|
| | Chat | |
| | | |
| Help | | |
| | | |

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

- Pre Chat
- Post Chat
- Offline Message
- Installation
- Integration
- Advanced >
- Preferences** v
- Canned Responses
- Push URLs
- Callback Setup
- Block IP Address** ←

| | | |
|------|------|--|
| | Chat | |
| | | |
| Help | | |
| | | |

Custom Image
Recommended Image Dimension 42x42

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

Home Settings Transcripts Operators Reports Launch Chat Upgrade (855) 776-7763

Blocked IP ⓘ

216.4.222.15 Block

Blocked IP

No IP blocked

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

Home Settings Transcripts Operators Reports Launch Chat Upgrade (855) 776-7763

Blocked IP ⓘ

216.4.222.15 Block

Blocked IP

No IP blocked

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 shows the Live2Support(English) interface. At the top, there is a menu bar with 'File', 'Tools', and 'Help'. Below the menu bar, there is a status bar showing 'My Status' (Logout Ctrl+Shift+X), the website URL 'www.test.com', and buttons for 'Chat Online', 'Callback Offline', 'All Visitors', and 'Logout'. The main area is divided into three tabs: 'Visitors', 'Operators Chats', and 'Chats'. The 'Visitors' tab is active, displaying a table with the following data:

| Visitor's IP | Visits | Status | Duration | Visitor Name | Current Page | Depa | Chat: | Operators |
|----------------|--------|--------------|----------|--------------|------------------|------|-------|------------------|
| 2.29.168.189 | 1 | In Site | 00:01:41 | | /nt_subnet.php | | | abhinav (abhi) |
| 217.7.152.178 | 3 | In Site | 00:12:37 | | /nt_mxrecords... | | | Continuing Educa |
| 212.25.17.146 | 1 | In Site | 00:21:30 | | /linux/wc.php | | | alan (alan) |
| 41.66.236.98 | 1 | In Site | 00:23:55 | | /jspop.php | | | andre.bastos (a |
| 152.62.44.58 | 1 | In Site | 00:29:44 | | /linux/read.php | | | anu (anu) |
| 141.113.85.95 | 1 | In Site | 00:49:21 | | /linux/wc.php | | | arnold (arnold) |
| 86.57.161.95 | 1 | In Site | 01:23:46 | | /index.php | | | britz (britz) |
| 46.218.239.218 | 1 | In Site | 01:32:57 | | /linux/rmdir.php | | | cuya (cuya) |
| 85.186.121.76 | 1 | Leaving Site | 01:33:27 | | /nt_subnet.php | | | Faisal (faisal) |
| | | | | | | | | fernandez (ferr |
| | | | | | | | | jerry (jerry) |
| | | | | | | | | katie (katie) |
| | | | | | | | | kelly (kelly) |
| | | | | | | | | Sales (ken) |

At the bottom of the interface, there is a toolbar with buttons for 'Details', 'Foot Prints', 'Accept Chat', 'Busy', 'Invite', 'Delete', and 'Block IP'. The status bar at the very bottom shows '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.

| | | | |
|--|--------------------------|---------------|--|
| 1 | <input type="checkbox"/> | google websie | Edit / Delete / Get Code |
| i.e. http://www.yourdomain.com/?l2s_trk=code | | | |



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"/> #CCCCCC i.e. 048BB8 |
| Brief Description | <input type="text"/> |
|  <input type="button" value="Save"/> <input type="button" value="Reset"/> | |

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="checkbox"/> #CCCCCC i.e. 048BB8 |
| Brief Description | <input type="text"/> |
|  <input type="button" value="Save"/> <input type="button" value="Reset"/> | |

[« 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 | <input type="button" value="Edit"/> / <input type="button" value="Delete"/> / <input type="button" value="Get Code"/> |
|--|--------------------------|---------------|---|

Type your URL (including http://):

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.

| | | | |
|---|--------------------------|---------------|--|
| | <input type="checkbox"/> | google websie | Edit / Delete / Get Code |
| <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

[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 your 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:

The screenshot shows the 'Tracking API' configuration page. On the left, a sidebar lists various settings, with 'Tracking API' selected and highlighted by an orange arrow. The main area is titled 'Tracking API' and has two tabs: 'Advanced Tracking' (active) and 'Invisible Tracking'. A note states: 'You can pass custom information from your webpages in codes, which you can access in monitoring window and chat window to identify visitor or any other purpose.' Below this is a section 'Add custom variables & values' with a table for 'Name' and 'Value'. An 'Add New' button is present. Further down, it says 'You can pass dynamic variables in codes.' and provides examples: 'Eg. for PHP name of Variable: **email** & value of variable like `<?=$sVariable; ?>` , for JSP name of Variable: **email** & value of variable like `<%= sVariable %>` . for ASP name of Variable: **email** & value of variable like `<%= $ sVariable %>` etc.' A 'Chat Code' button is at the bottom.

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

```
!2s_cv='cname=<?=$custname;?>;!2scv;address=<?=$custadd;?>;!2scv;ccity=<?=$city;?>';
```

- In this case, your web page must substitute information correctly for your own scripting variables: **\$custname**, **\$custadd**, **\$city**. 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/l2sjs1.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

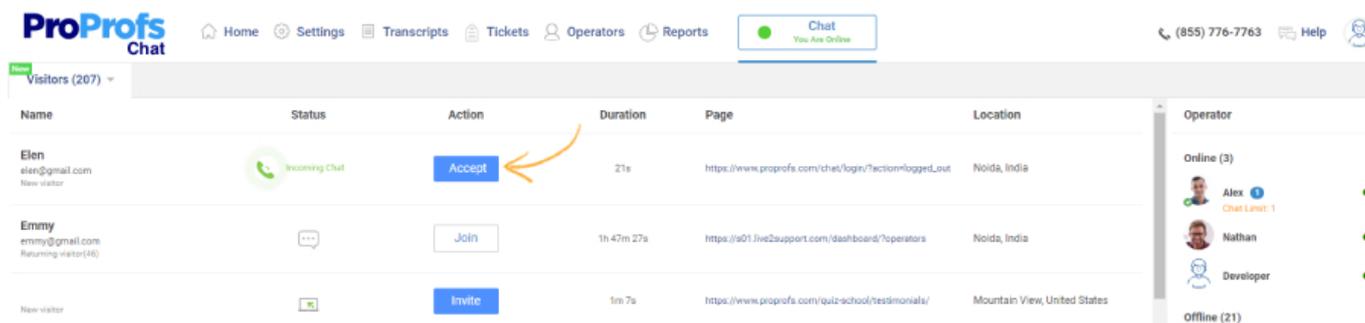
| Name | Username | Chat Limit  | Admin |
|--------|----------|--|---|
| Nathan | Nathan | 10  |  |
| Alex | Alex | 10 |  |

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 admin interface. At the top, there are navigation links for Home, Settings, Transcripts, Tickets, Operators, and Reports. A 'Chat' button indicates 'You Are Online'. On the left, a 'Visitors (207)' dropdown is visible. The main area displays a table of 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 |

On the right side, there is an 'Operator' panel showing 'Online (3)' operators: Alex (Chat Limit: 1), Nathan, and Developer. Below them, it shows 'Offline (21)' operators.

Related Articles:

[Customization of Style Sheet](#)

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

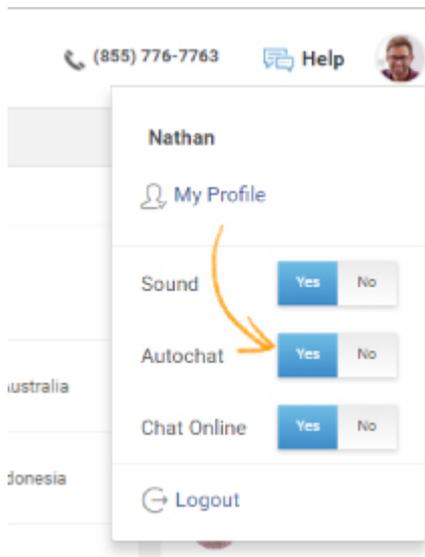
[How to Use Multiple Chat Windows on Your Website Using Single ProProfs Account?](#)

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

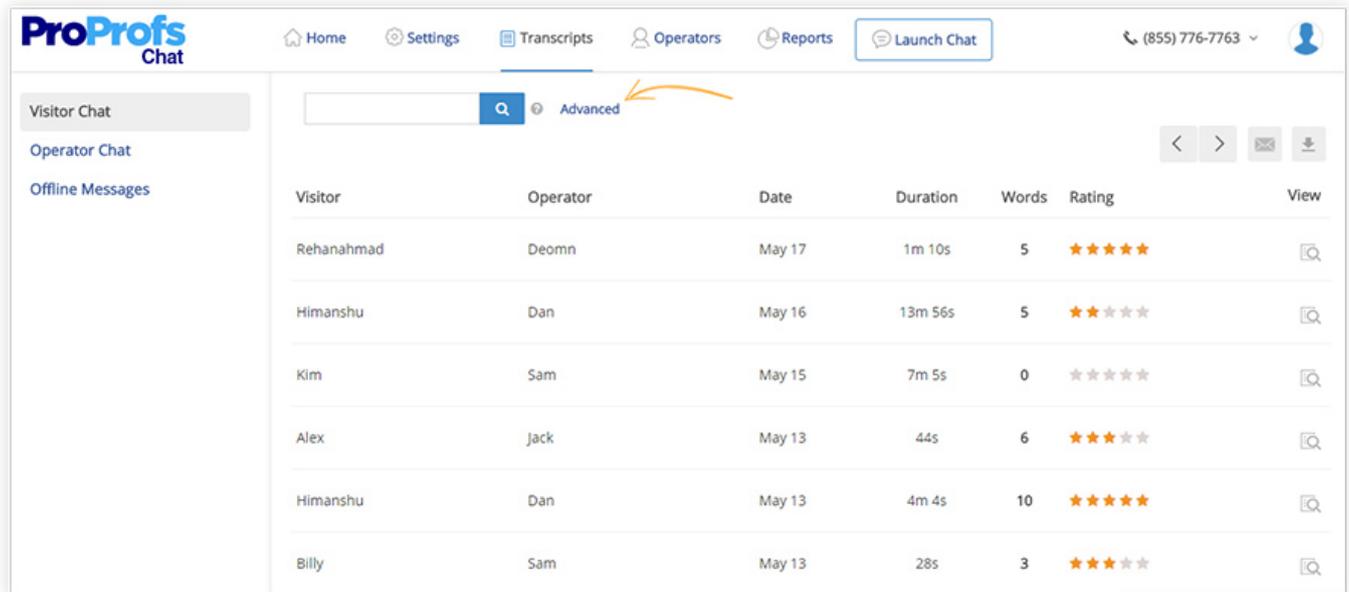
The entire conversation which happens between the website visitors/customers and chat operators is contained inside the visitor chat transcript.

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:

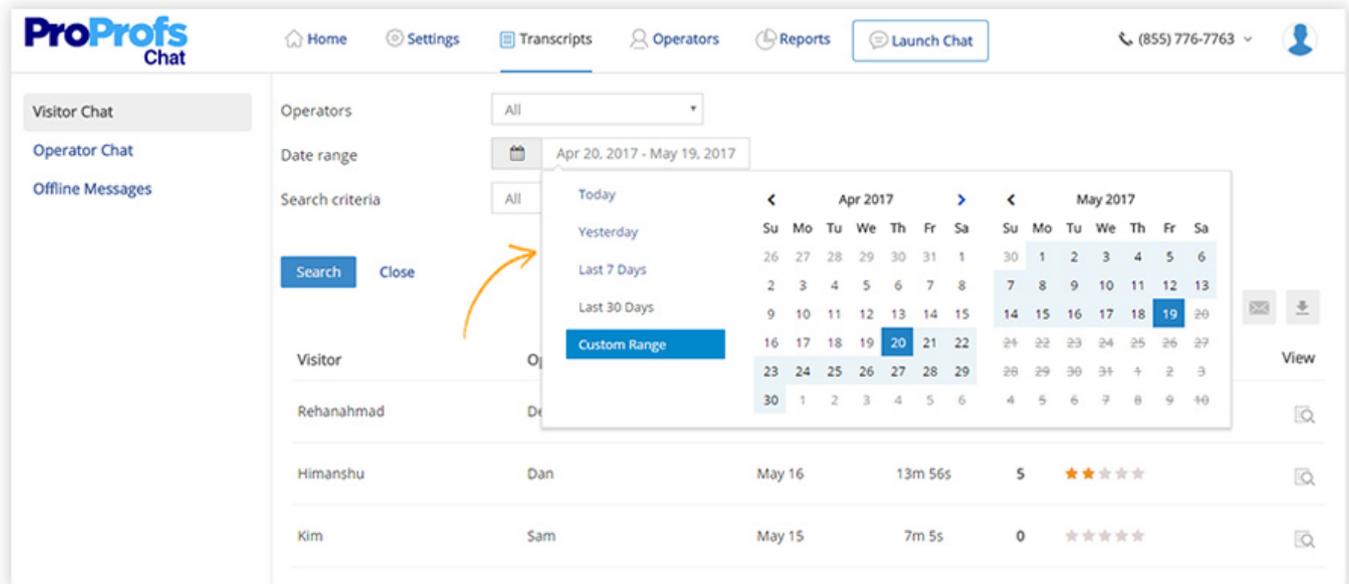
Step1. Log in to Chat Dashboard.

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

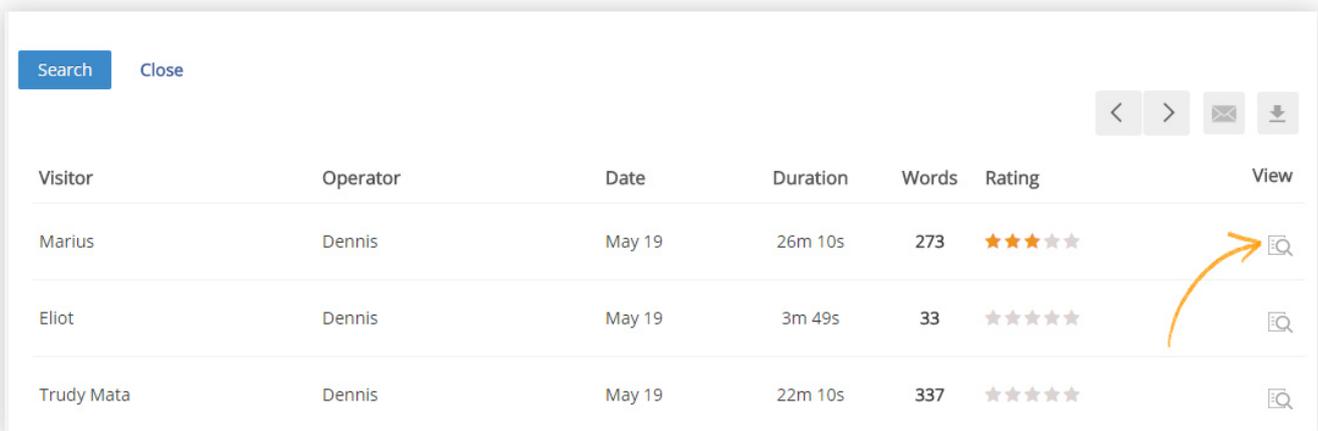


Note* In the "Advanced" tab, you can select any operator from the operator's drop down. This allows you to see the transcripts for the selected operator with additional information like visitor's name, date, and duration of the chat.

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."

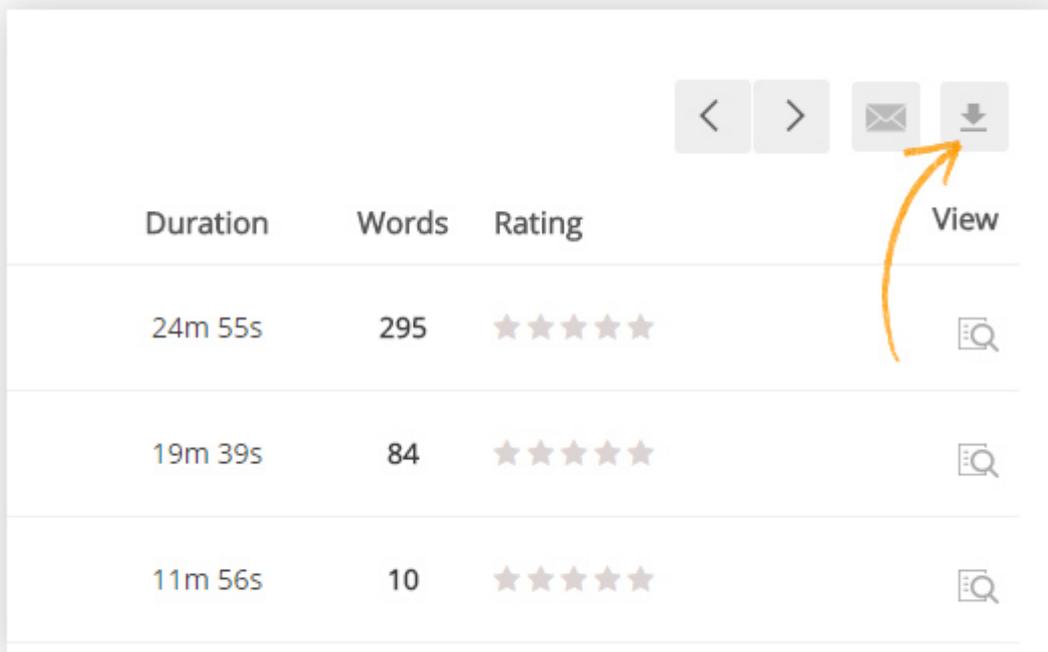


Step4. Once you click on "Search," a list of chat transcripts of the selected operator will appear. You can click on the magnifying glass icon under the "View" column to see any chat transcript. (refer to the screenshot below)



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 columns for Duration, Words, Rating, and View. The View column contains a magnifying glass icon. Above the table are navigation icons: left arrow, right arrow, envelope icon, and a download icon. An orange arrow points from the download icon to the View column.

| Duration | Words | Rating | View |
|----------|-------|--------|------|
| 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 the 'Download chat transcripts' interface. It includes a 'Date range' field with a calendar icon and a date range of 'Apr 23, 2017 - May 22, 2017'. There is a 'Search' button and a 'Download old records' link. Below this, there is a list of records with download icons. An orange arrow points from the 'Date range' field to the calendar icon, and another orange arrow points from the download icon in the 'Records 1 to 100' row to the download icon in the 'Records 101 to 200' row.

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**.

The screenshot shows the ProProfs Chat settings interface. The top navigation bar includes Home, Settings, Transcripts, Tickets, Operators, and Reports. The left sidebar contains Chat Window, Installation, Integration, General, and Advanced. The 'API' option in the sidebar is highlighted with an orange arrow. The main content area is titled 'API' and has three tabs: Pre Chat Form, Chat Transcripts, and Offline Messages. The 'Pre Chat Form' tab is active. Below the tabs, there is a text description: 'Capture pre-chat information from your visitors by providing the host and script path d'. Below this, there is a toggle for 'Pre Chat User Authentication' with 'Yes' and 'No' buttons. The 'No' button is currently selected.

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 

Script Path 

Port Default Secure

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 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?

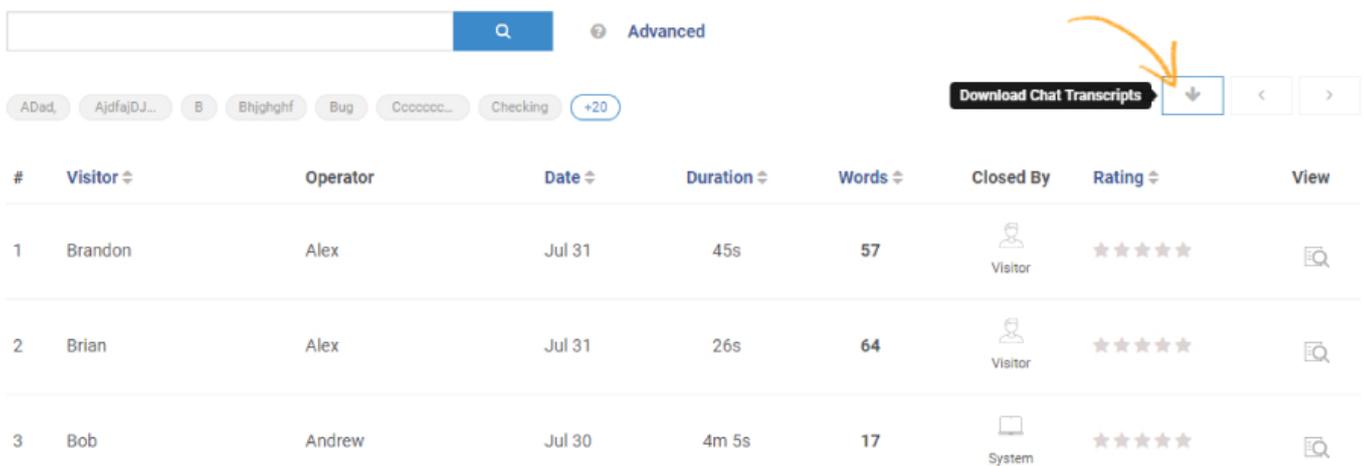
With GDPR in effect from 25th May 2018, every user has the right to access their data. Administrators can access their end-users data and help serve their users' data rights. [Learn more about GDPR and Data Portability.](#)

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



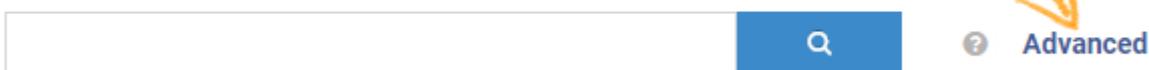
The screenshot shows the 'Visitor Chat Transcripts' interface. At the top, there is a search bar with a magnifying glass icon and a blue button. To the right of the search bar is a toggle for 'Advanced' search. Below the search bar is a row of filter tags: 'ADad', 'AjdfajDJ...', 'B', 'Bhjghghf', 'Bug', 'Ccccccc...', 'Checking', and '+20'. To the right of the filters is a 'Download Chat Transcripts' button with a download icon, which is highlighted with a blue box and an orange arrow. Below the filters and buttons is a table with the following columns: '#', 'Visitor', 'Operator', 'Date', 'Duration', 'Words', 'Closed By', 'Rating', and 'View'. The table contains three rows of data:

| # | 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 screenshot shows the 'Visitor Chat Transcripts' interface. At the top, there is a search bar with a magnifying glass icon and a blue button. To the right of the search bar is a toggle for 'Advanced' search, which is highlighted with a blue box and an orange arrow.

(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

- ADad,
- AjdfajDJ...
- B
- Bhjghghf
- Bug
- Cooooo...
- 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

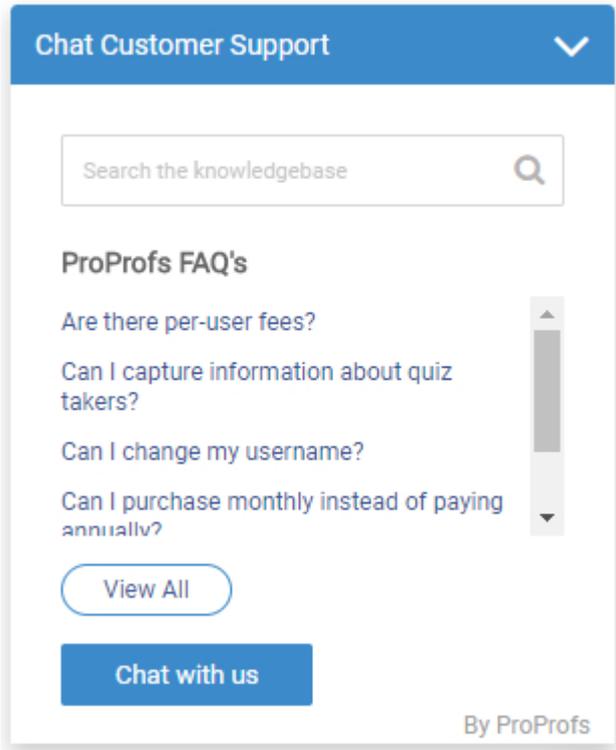
ProProfs

Live Chat Integration with Knowledge Base

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

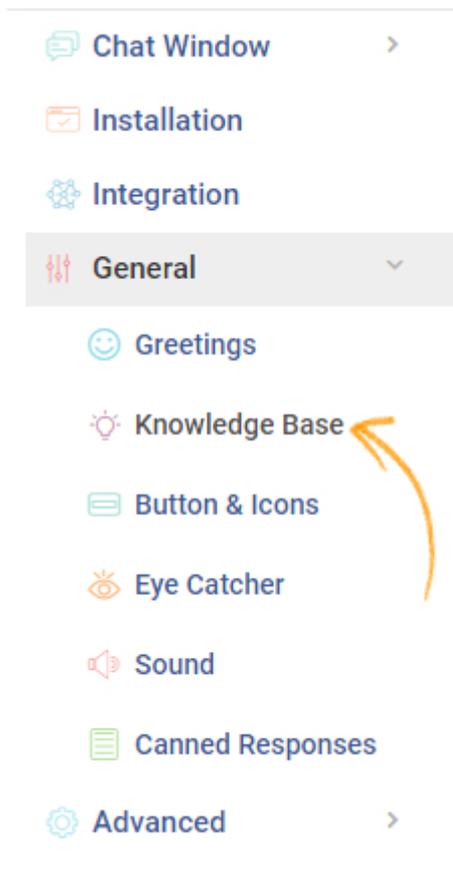
Reduce chat tickets & improve user experience with [Knowledge Base accessibility through the chat window](#). Users can opt for self-help and still connect to the operator if their question is unanswered.

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

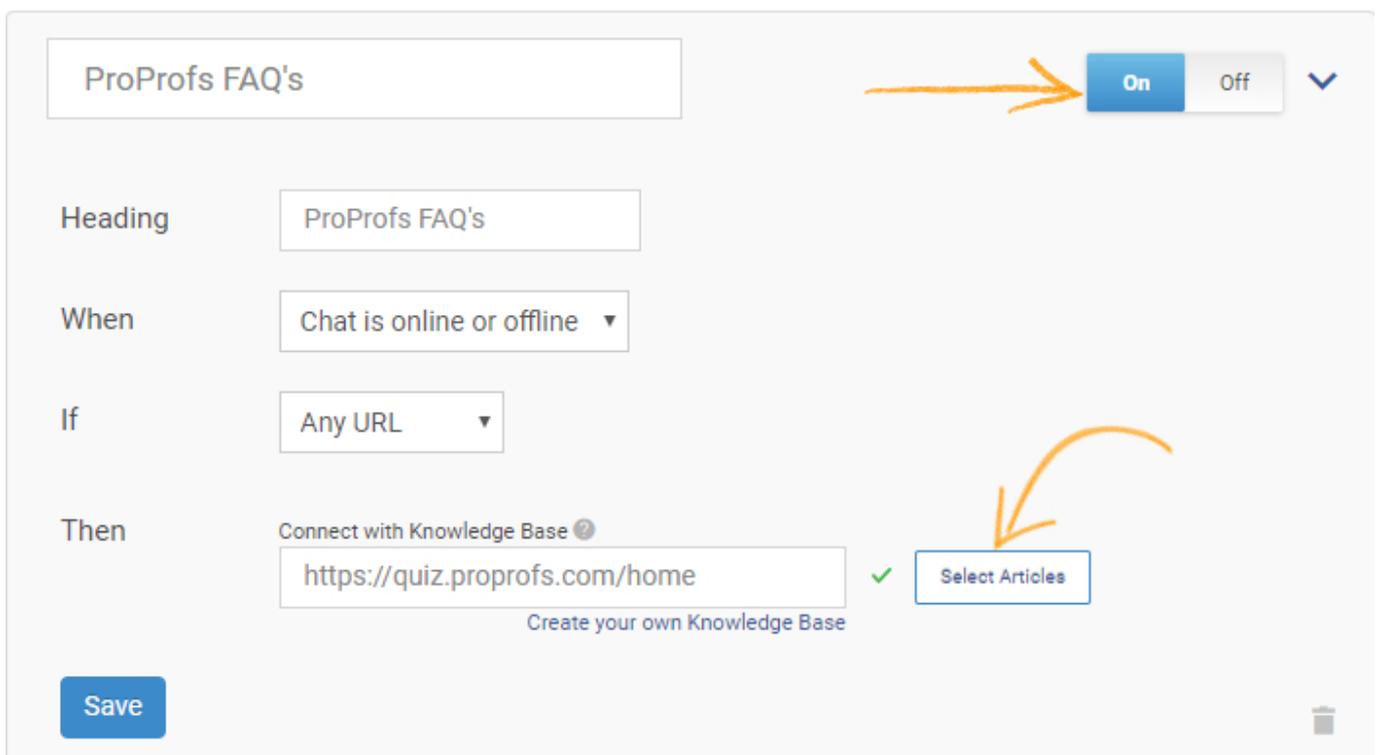


How to integrate Knowledge base with chat:

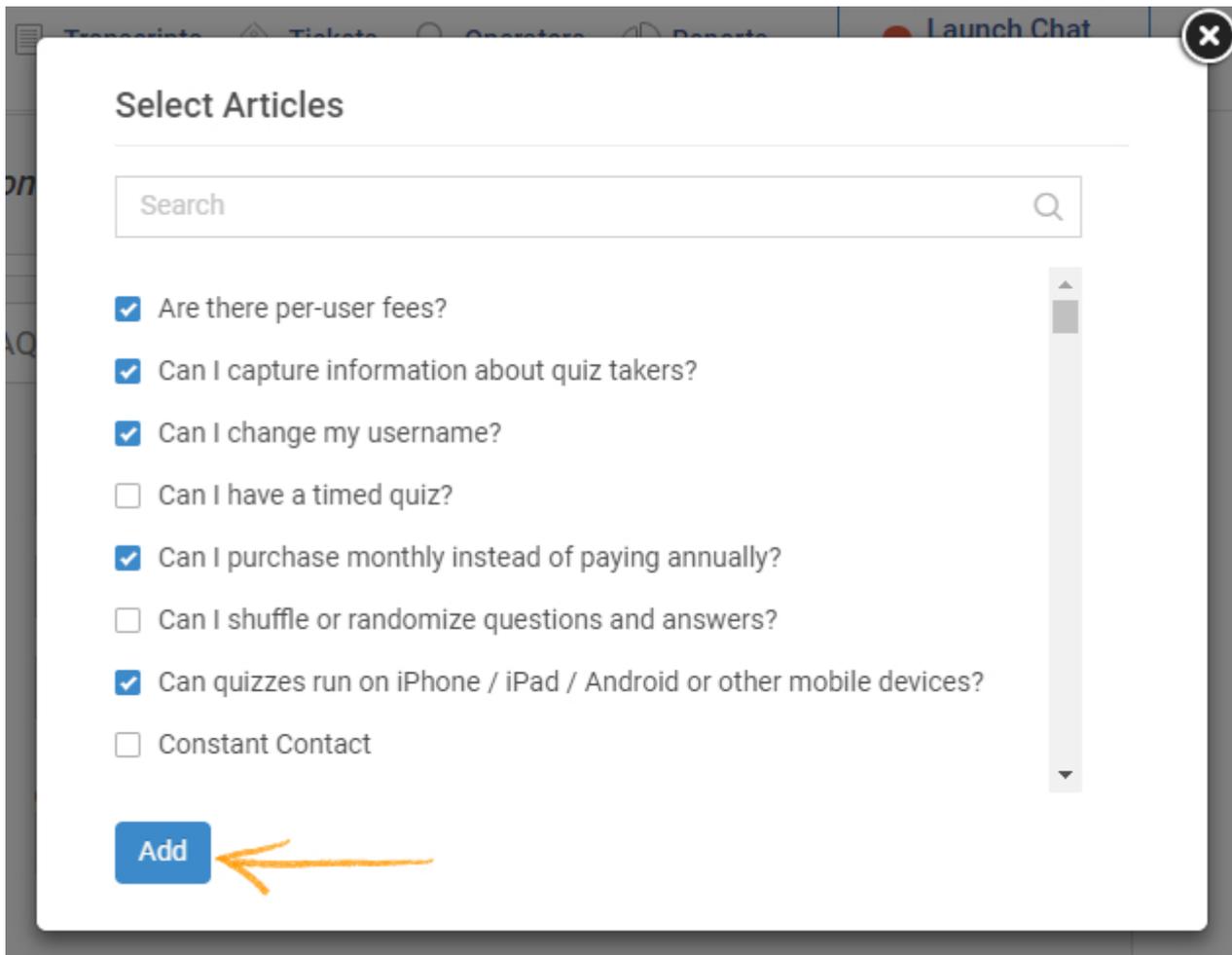
Step 1: Navigate to "Settings" -----> "General" -----> "Knowledge Base."



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.

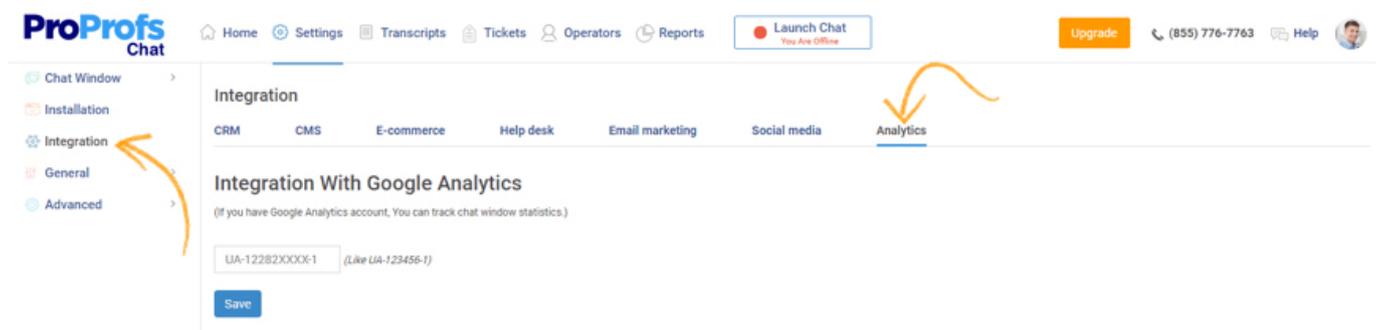
If you want to track chat form, offline messages form and survey form statistics in Google Analytics, you need to generate code for multiple domains from your Google analytics account or replace existing codes in your web pages with the following codes after replacing your Google Analytics account Id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

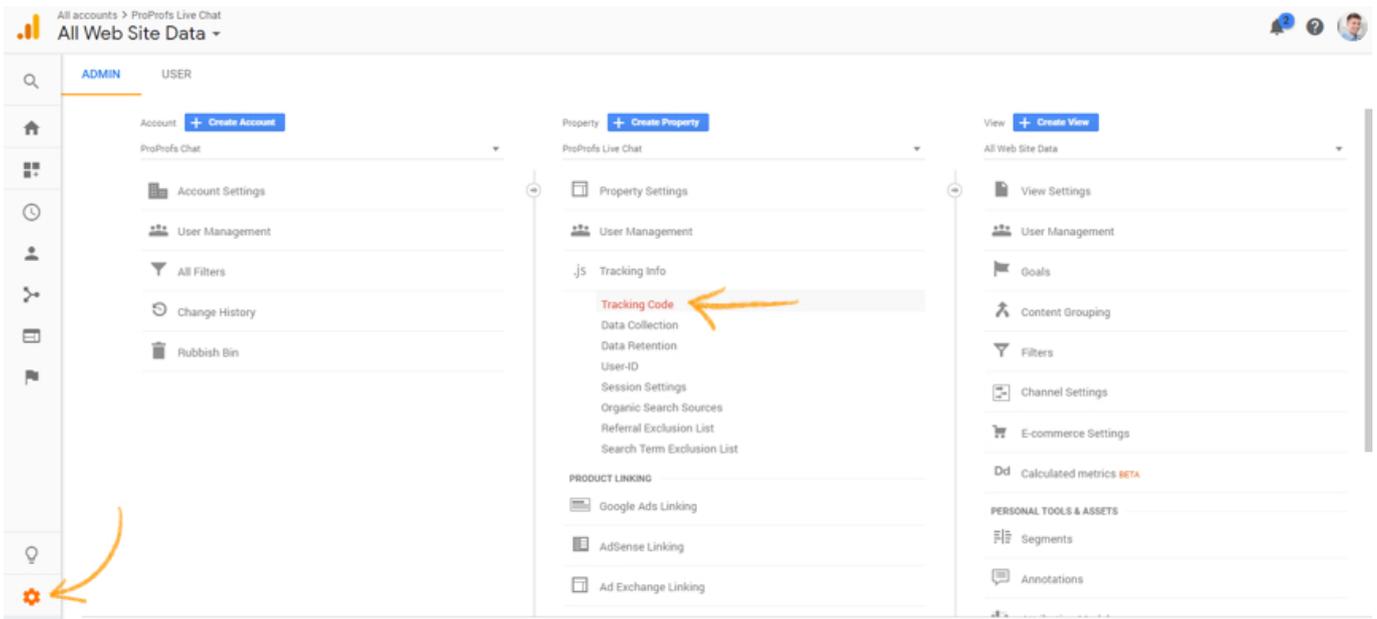
Step 2: Navigate to "Settings" -----> "Integration" -----> "Analytics," paste your Google Analytics account Id (UA-xxxxxx-x).



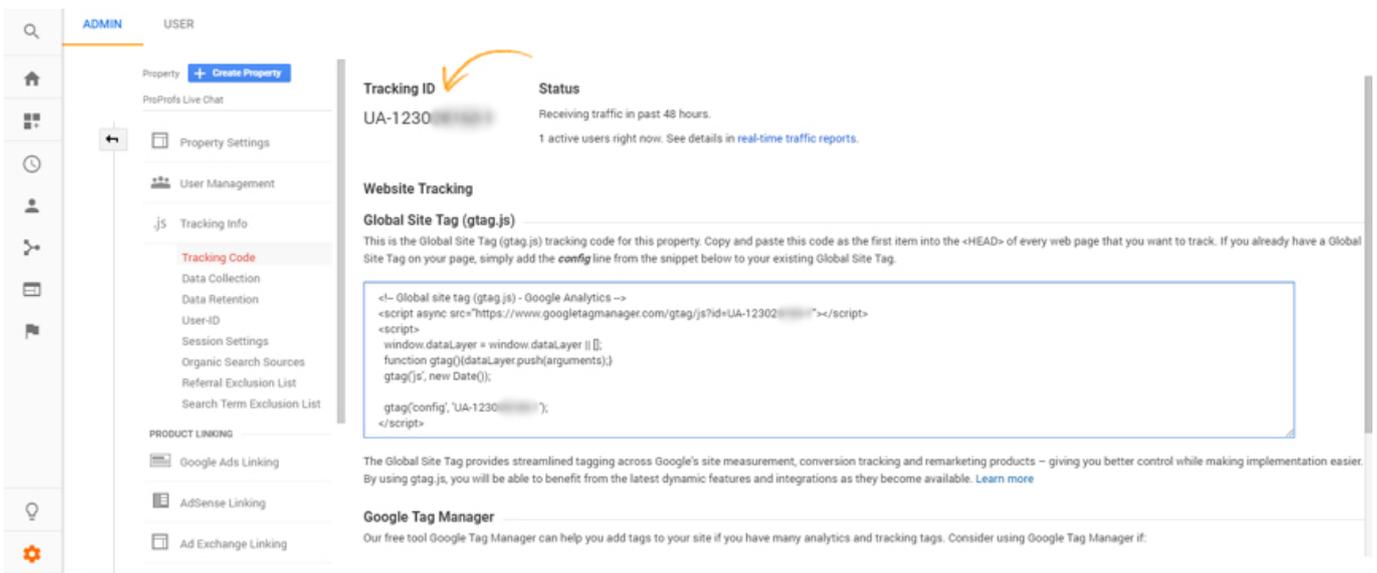
⚠ Make sure you have both the ProProfs Chat code and Google Analytics tracking code installed on your sites to log all the information coming from ProProfs Chat to your Google Analytics account.

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.



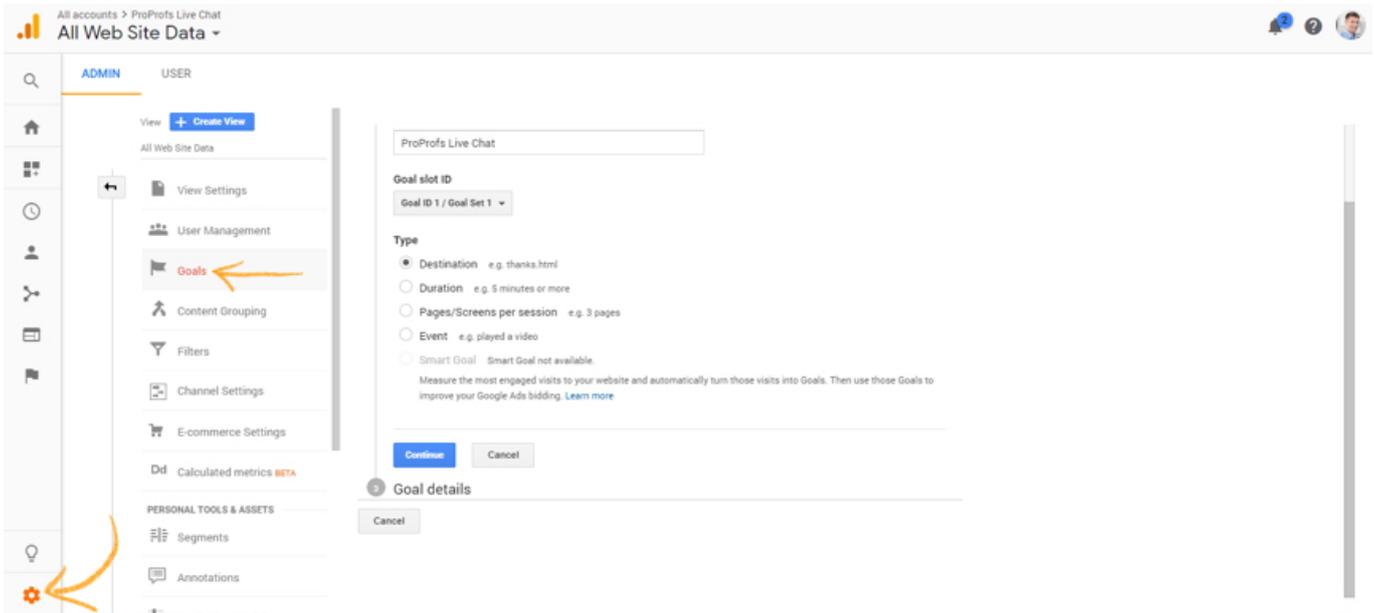
You can now set goals for different Chat window URLs given below, or you can see reports without setting goals in your account under 'Visitors' -----> 'Custom Variables' for chats from separate chat IPs.

Add multiple goals with the following URLs:

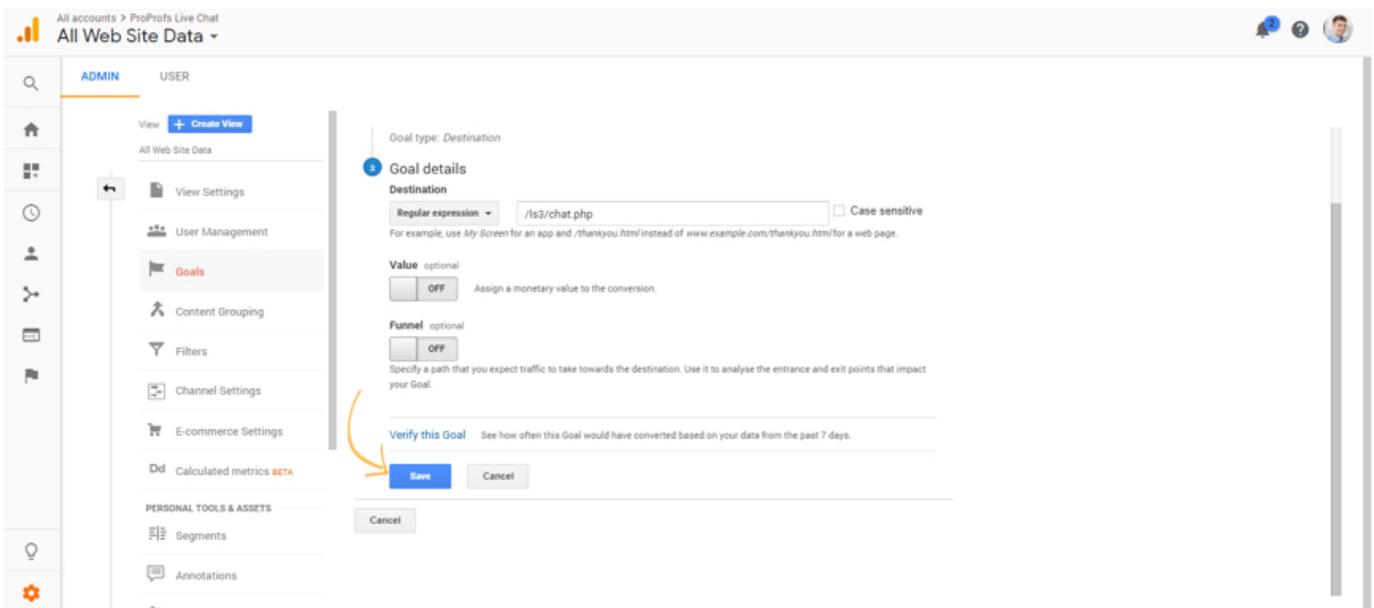
- For Online Chat window (URL: /ls3/chat.php)
- For Offline Message(URL: /ls3/zvcmail.php)
- For Survey Form (URL: /ls3/zvcp_sur.php)

Follow these steps to set goals:

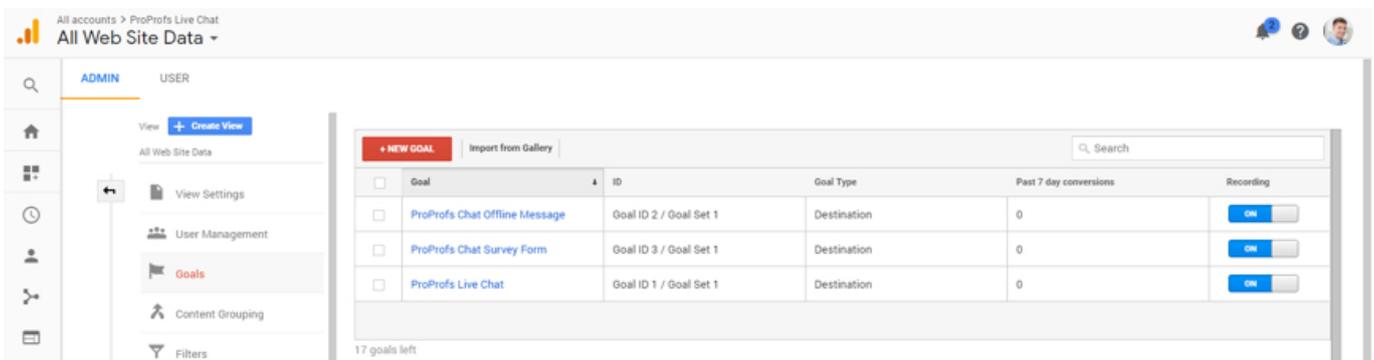
(i) Navigate to "Admin" -----> "Goals," to set goals for ProProfs Chat in your Google Analytics account.



(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:     | | | |
|--|--|--|--|--|---|-----------------|-------------|
| Visits 1,997 % of Site Total: 100.00% | Hits 6,596 % of Site Total: 100.00% | Pages/Visit 2.83 Site Avg: 0.00 (100.00%) | Avg. Time on Site 00:02:05 Site Avg: 00:00:00 (100.00%) | % New Visits 89.88% Site Avg: 0.00% (100.00%) | Bounce Rate 37.01% 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 | <input type="text"/> | Go | Advanced Filter | Go to: 1 | Show rows: 10 | 1 - 10 of 1,800 | |

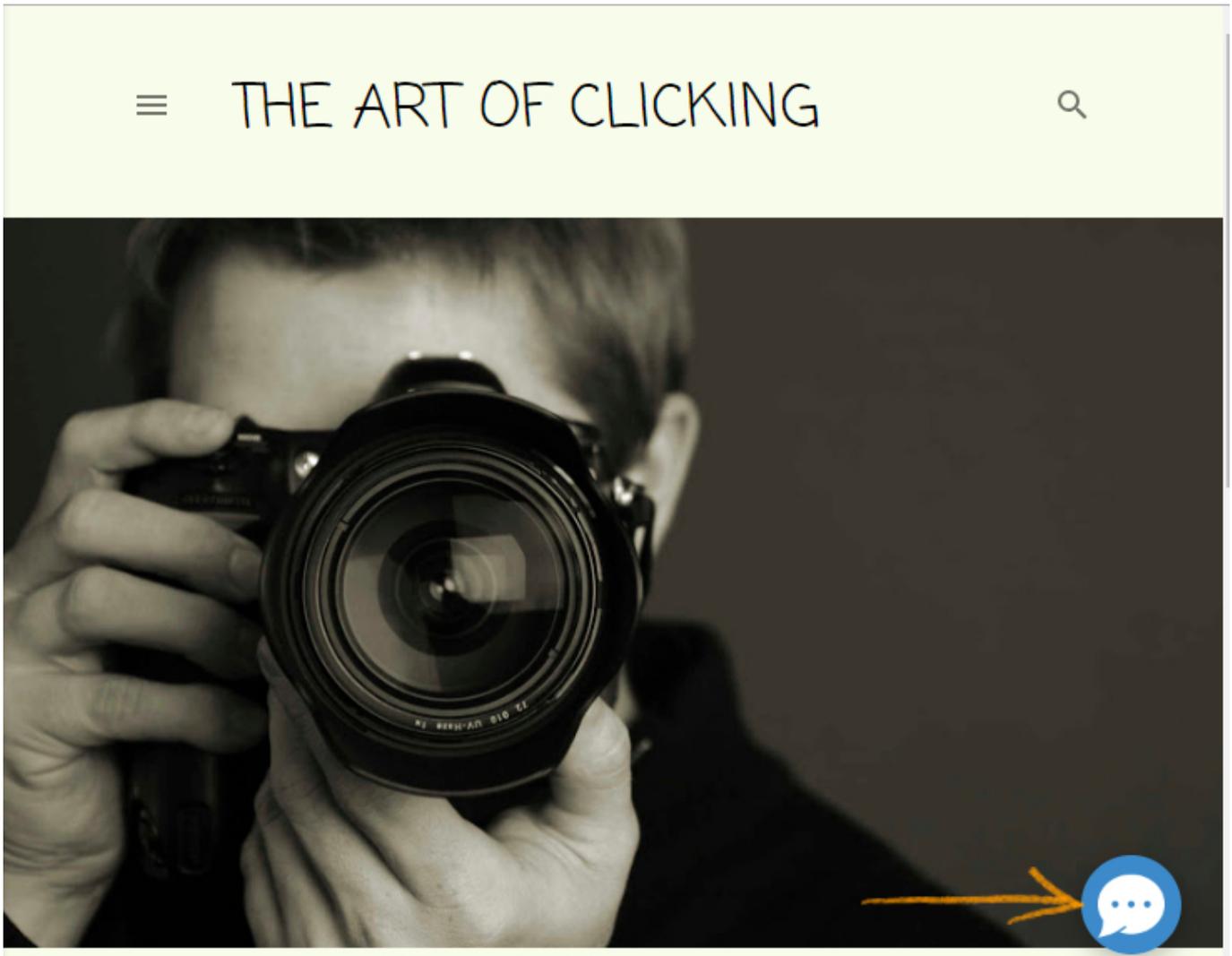
Once you create and save goals, you can see the record after 24-48 hours for Google Analytics to start tracking. This is the standard processing latency" time for all data in Google Analytics.

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.

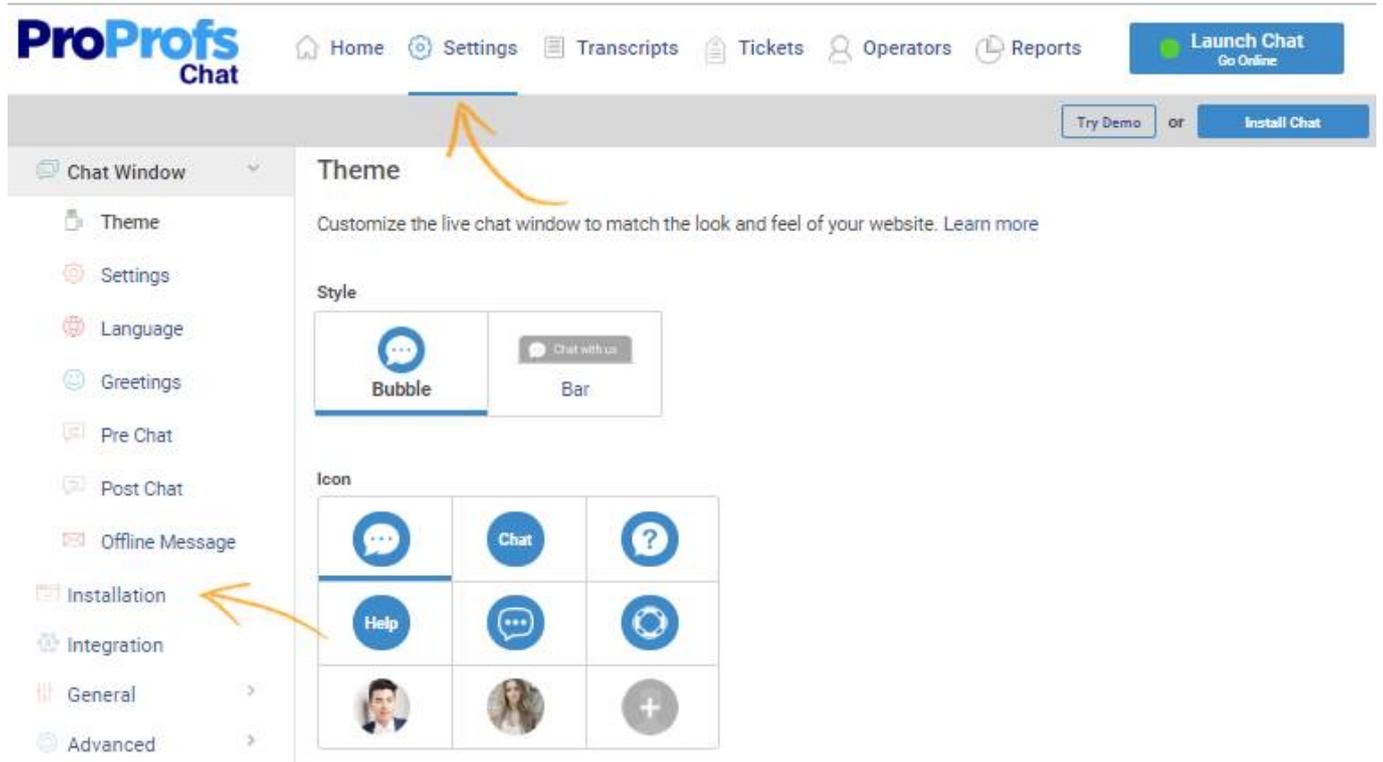
The following steps will show you how to integrate ProProfs Live Chat into your blog.

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



Integrating Blogger With ProProfs Live Chat

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



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://' : 'http://') + 'www.proprofs.com/proprofschat.js'; document.body.appendChild(l2scd); })();
```

 **Copy to clipboard**

Separate chat window code 

[Send instructions to developer](#)

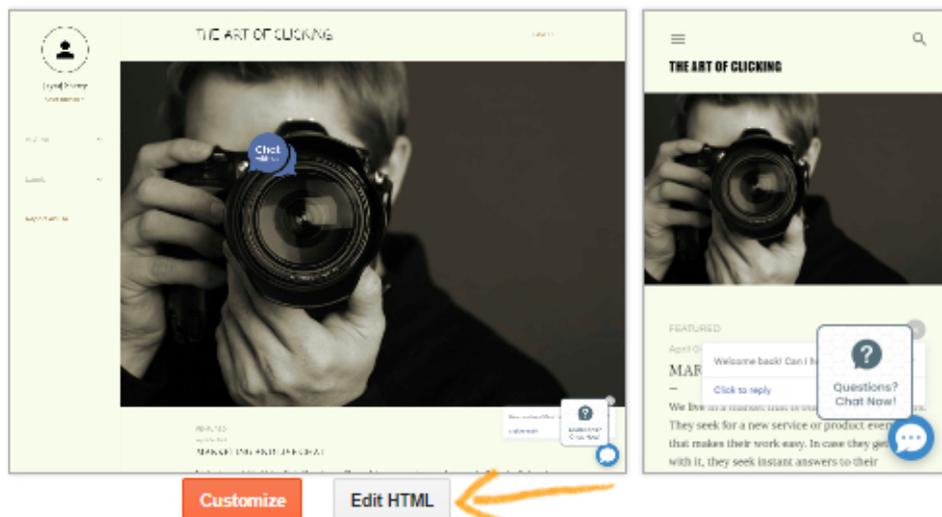
Step 3: In your Blogger account, Go to Themes -----> Edit HTML.

-  Posts
-  Stats
-  Comments
-  Earnings
-  Pages
-  Layout
-  **Theme**
-  Settings
-  Reading List
-  Help

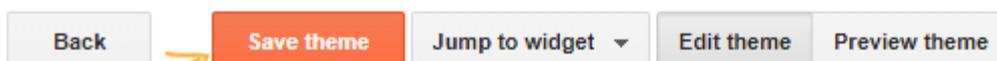
Start with a base theme and customize your background, layout, colors, fonts and more...

Live on Blog

Mobile



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



```

3721 ▶ <b:includable id='posts' var='posts'>***</b:includable>
3730 ▶ </b:widget>
3731 ▶ <b:widget id='Label1' locked='false' title='Labels' type='Label' visible='true'
3732 ▶ <b:widget-settings>***</b:widget-settings>
3739 ▶ <b:includable id='main' var='this'>***</b:includable>
3749 ▶ <b:includable id='cloud'>***</b:includable>
3752 ▶ <b:includable id='content'>***</b:includable>
3759 ▶ <b:includable id='list'>***</b:includable>
3762 ▶ </b:widget>
3763 ▶ <b:widget id='ReportAbuse1' locked='true' title='' type='ReportAbuse' visible=
3768 ▶ <b:widget id='AdSense2' locked='false' title='' type='AdSense' visible='false'
3769 ▶ <b:includable id='main'>***</b:includable>
3778 ▶ <b:includable id='defaultAdUnit'>***</b:includable>
3784 ▶ </b:widget>
3785 ▶ </b:section>
3786 ▶ </aside>
3787 ▶ <b:template-script async='true' name='fancy' version='1.0.0' />
3788 ▶ <!-- ProProfs Chat code starts --><div id='l2s_trk' style='z-index:99;'>add chat to yo
var l2s_pht=escape(location.protocol); if(l2s_pht.indexOf('&quot;http&quot;')== -1) l2s_p
document.getElementById('&#39;l2s_trk&#39;').style.visibility=&#39;hidden&#39;; var l2sc
l2scd.type = &#39;text/javascript&#39;; l2scd.async = true; l2scd.src = (&#39;https:&#
&#39;https://&#39; : &#39;http://&#39;) + &#39;live2support.com/js/l2sjs1.php?stid=3622
document.getElementsByTagName('&#39;script&#39;')[0]; l2sscr.parentNode.insertBefore(l2s
closed -->
3789 </body>
3790 </html>
    
```

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.

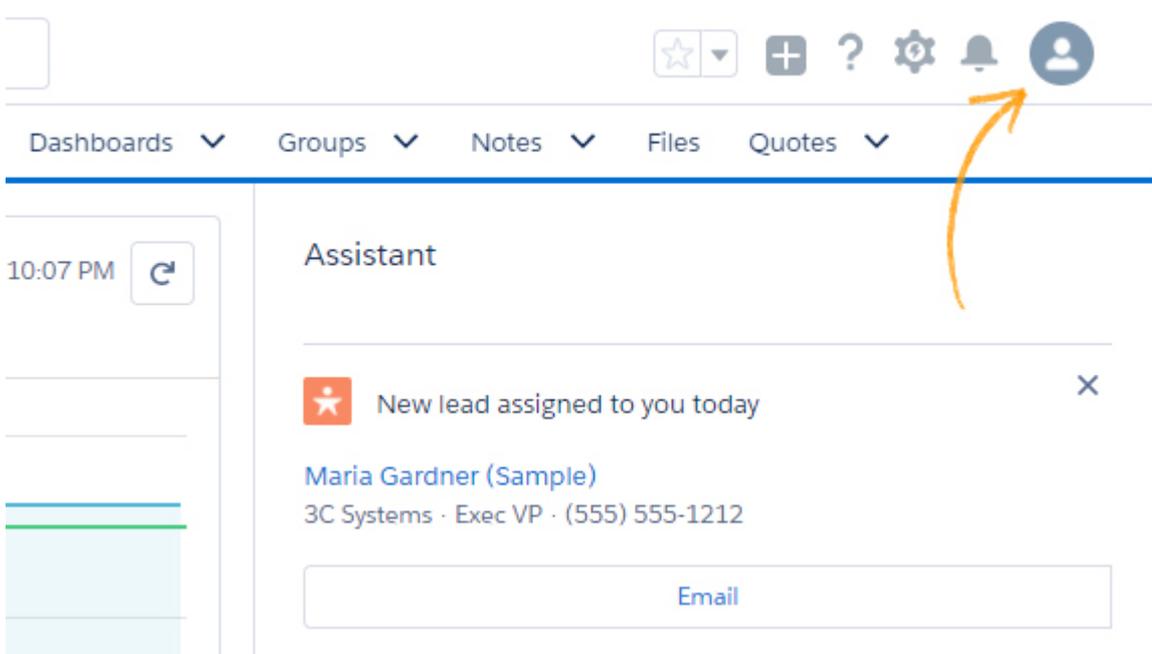
ProProfs provides the following sales driving features:

- 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.

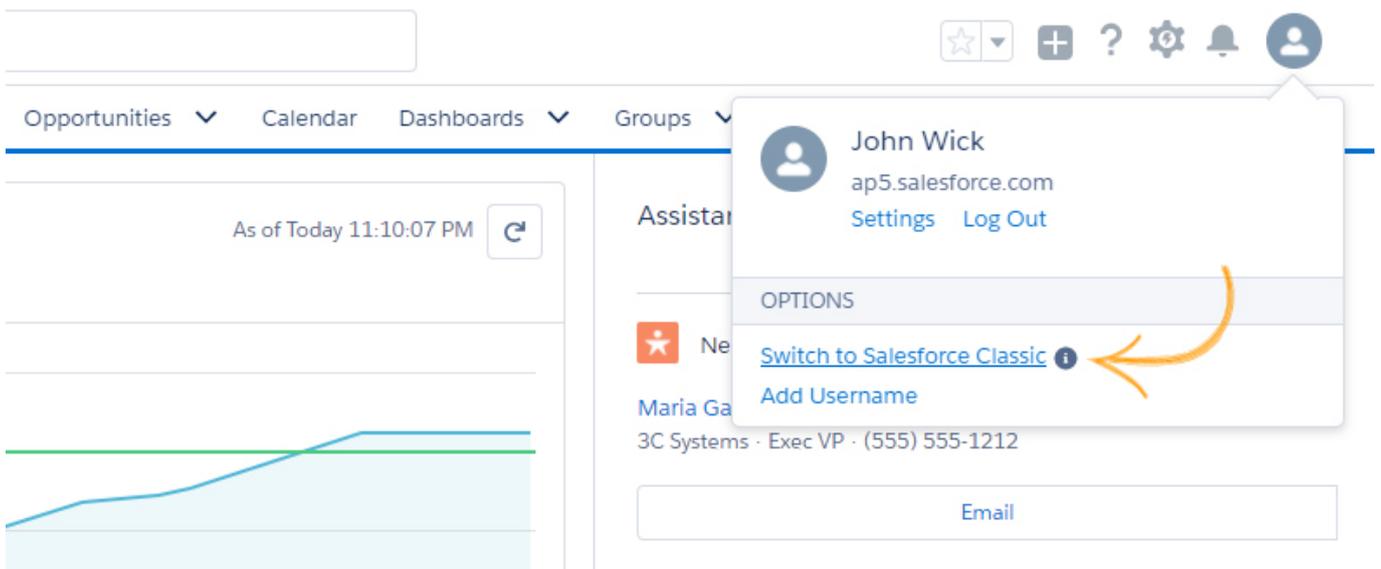
Salesforce has two experiences; Classic view and lightning experience. So, in order to perform this integration, you would need to switch your salesforce to classic view. Here's how you can do it:

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.



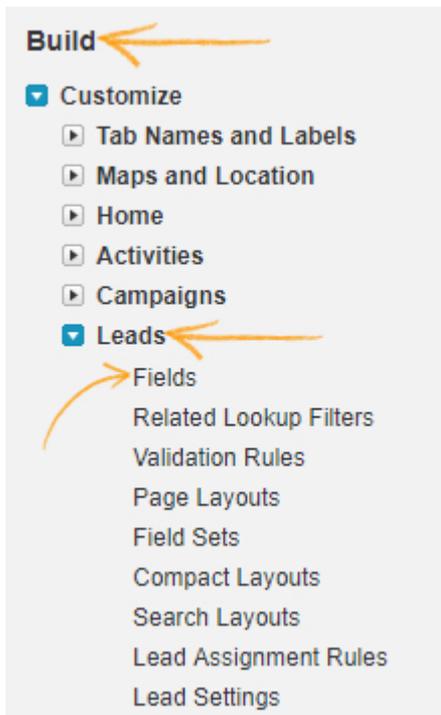
Now, you just need to follow these simple steps mentioned below to integrate ProProfs Chat with Salesforce.

Follow these steps for Salesforce security token:

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

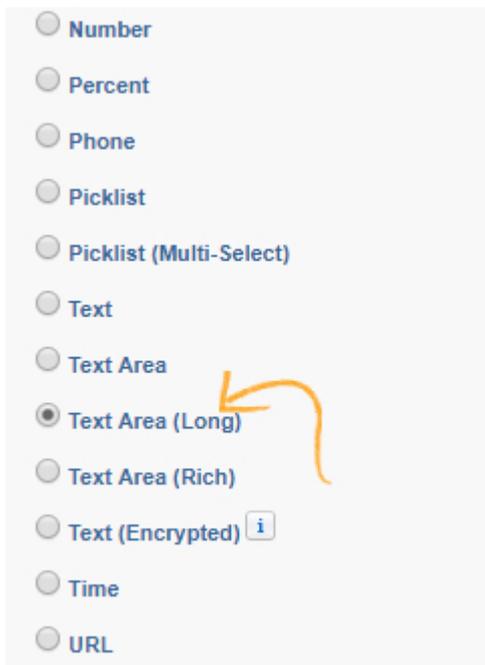


Step 2: Now, go to the left-hand side menu, **Build Customise Lead Fields**.



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

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)

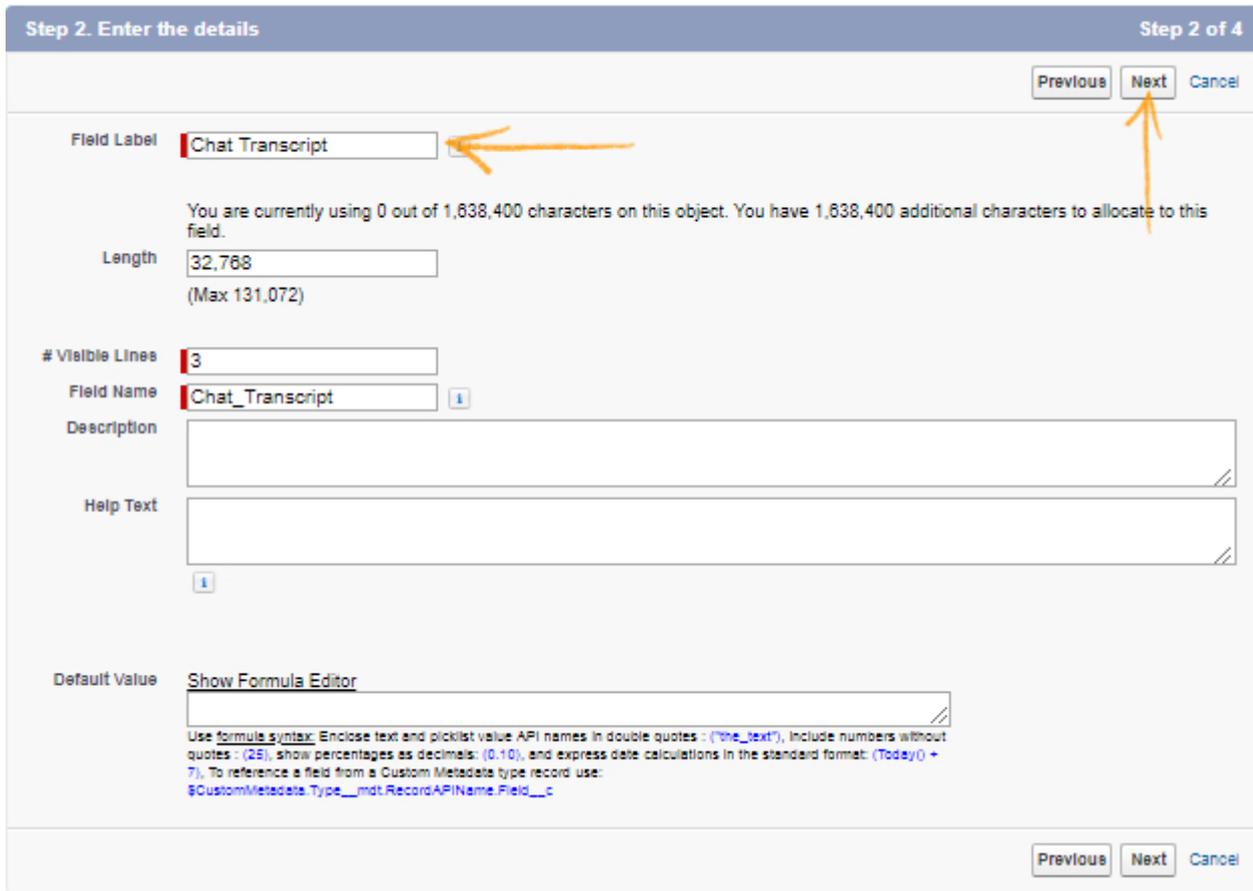
Visible Lines

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



- 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.

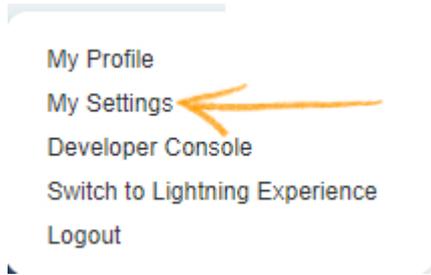
| <input checked="" type="checkbox"/> Add Field | Page Layout Name |
|---|------------------|
| <input checked="" type="checkbox"/> | Lead Layout |

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

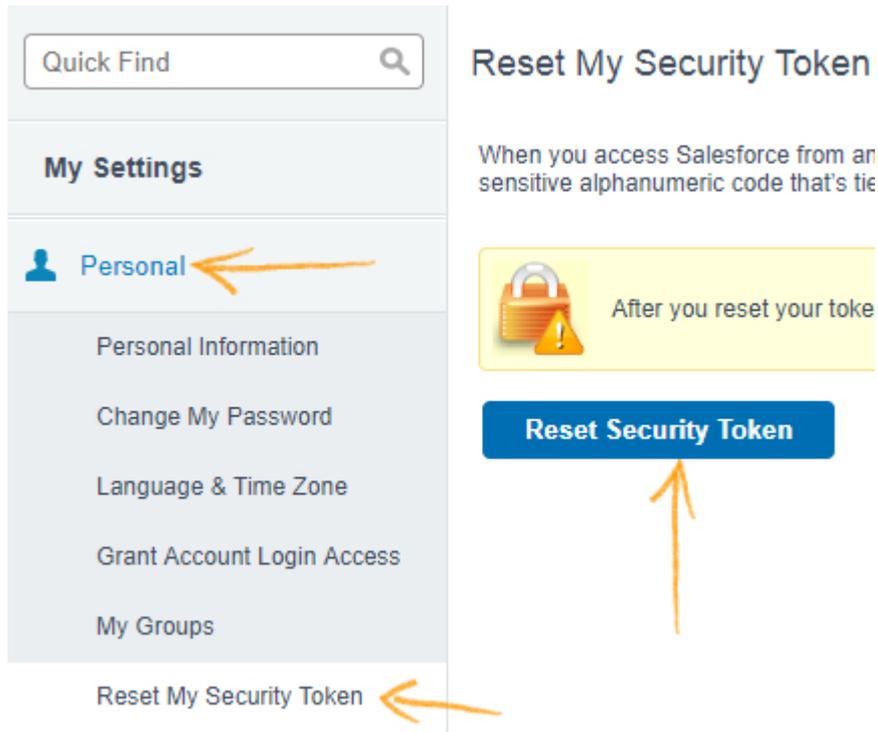
[Previous](#) [Save & New](#) [Save](#) [Cancel](#)

Step 4:

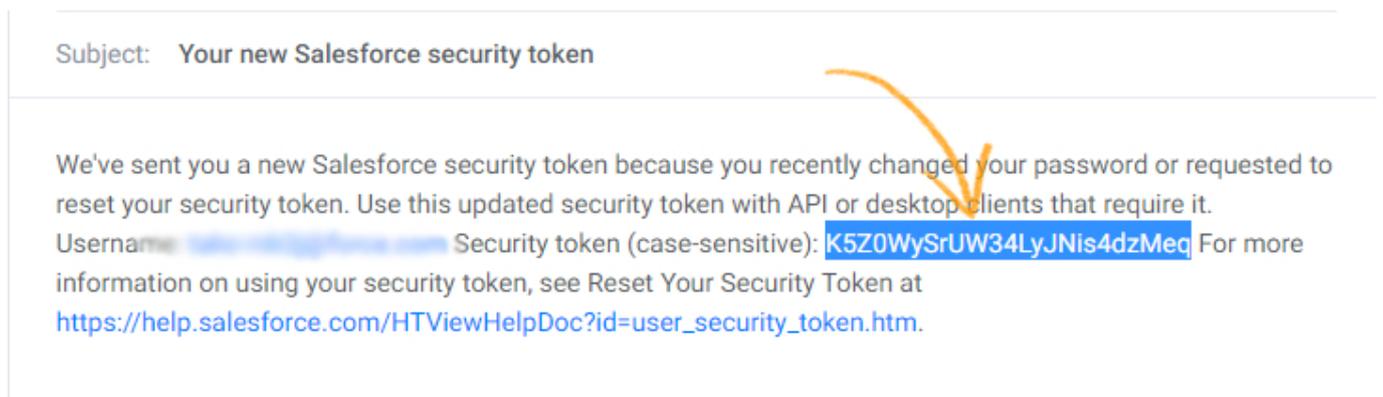
- Then go to **User My Settings**



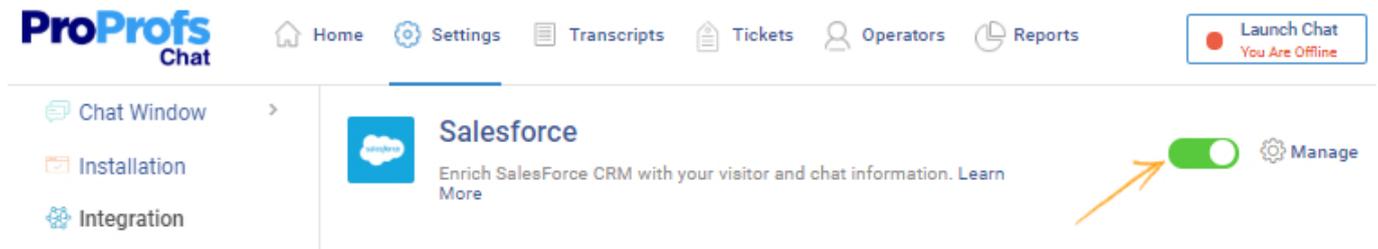
- **Personal Reset my Security Token** and click on “Reset Security Token”.



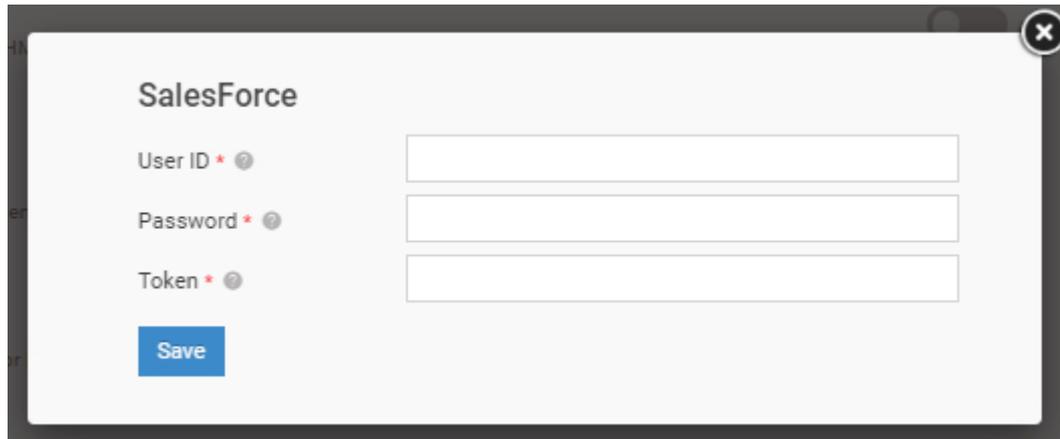
Step 5: Now check your mail, you will find the “Security Token” in the mail.



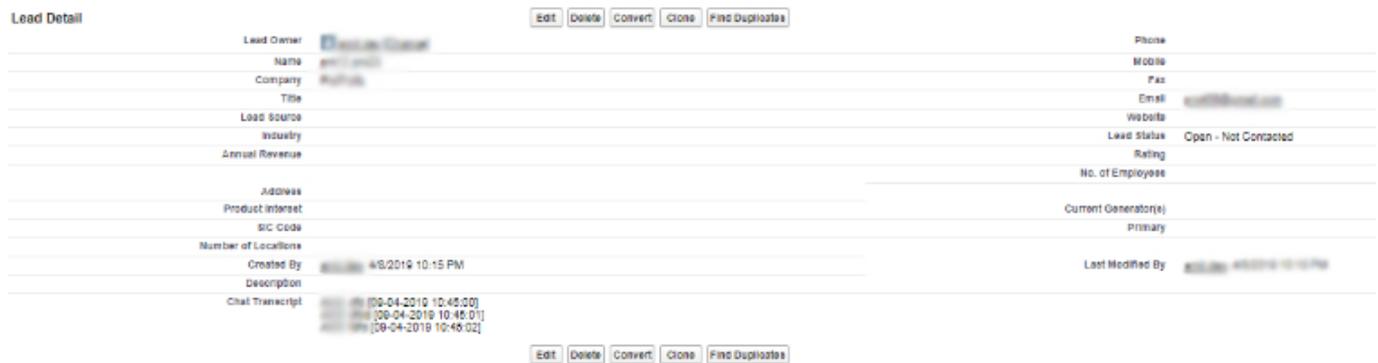
Step 6: Login to ProProfs Chat. Then **Settings Integration**. Next, enable Salesforce.



Step 7: Click on **Manage** and Enter Your User ID, Password and Security Token then click on **Save**.



Step 8: After integration, whenever a lead is generated, the user details would be available in Salesforce.



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.



Sign in to your Zoho CRM account

Email Address:

Password:

[Forgot Password?](#)

Keep me signed in

Sign In using    

What's New

MailMagnet for Mobile, BCC Dropbox, Zoho LiveDesk Integration, and more...[Learn More](#)

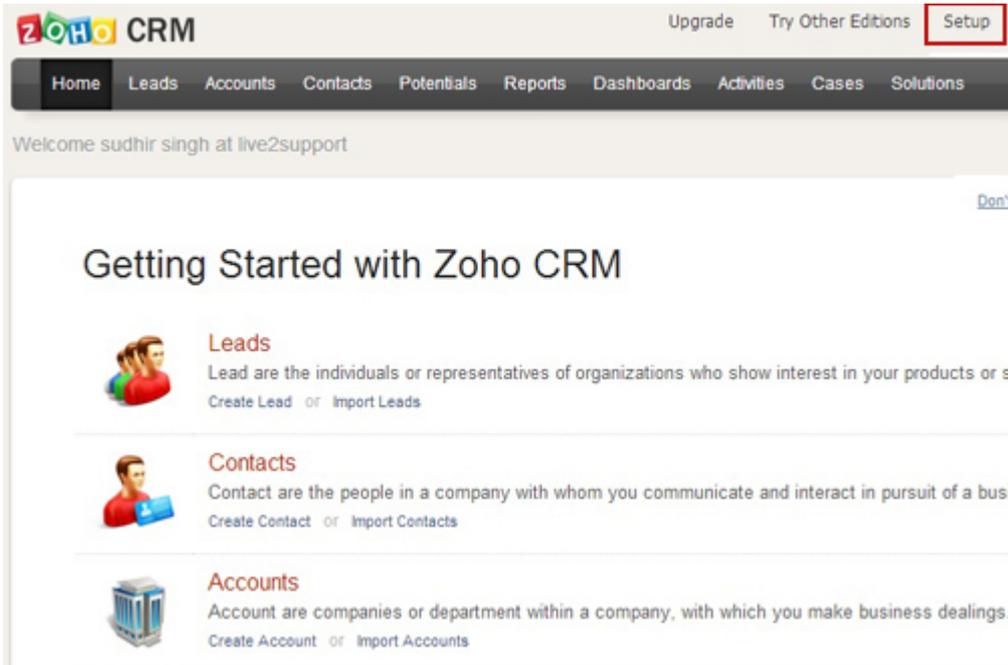
CRM → Sign in to Zoho CRM

FEATURES

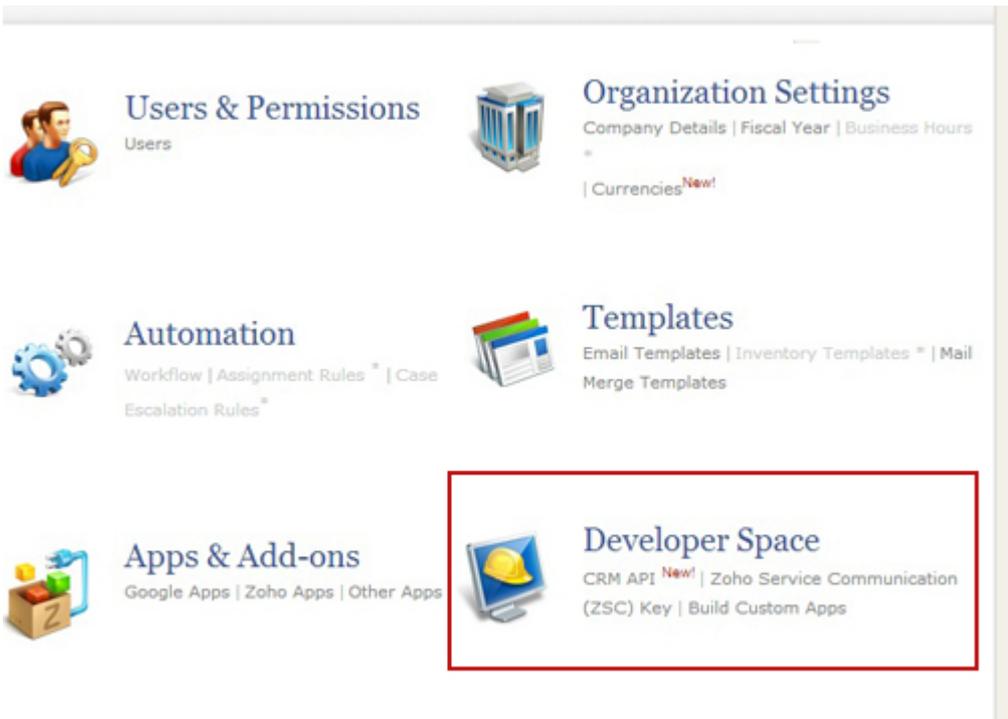
RESOURCES

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

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 |

Upload your Profile Photo

- Preferences
- Allowed IP Address
- Authorized Websites
- Linked Accounts
- Active Sessions
- Active Authtokens
- Activity History
- Close Account

- 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

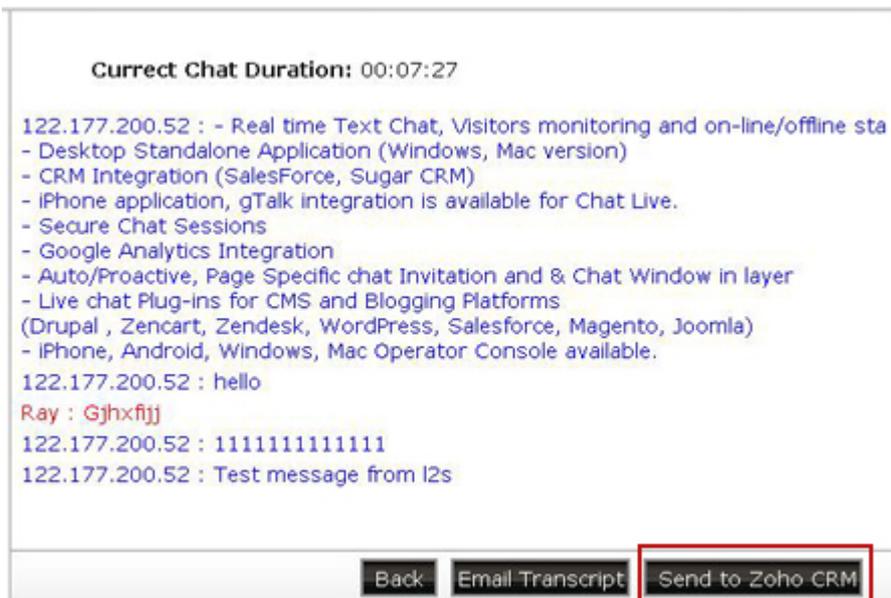
- Checkmark the **“Enable Zoho CRM Button.”** Then enter your Salesforce login iD, and password also enters the security token of your sales force account and click on **“Save changes.”**

| 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"/> | |

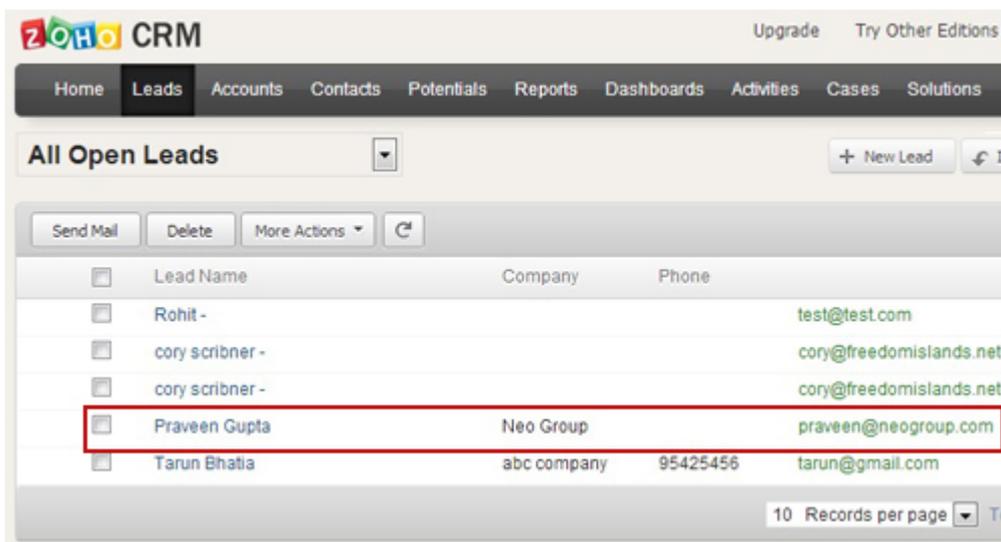
- Go to MIS Reports Visitor Chat Transcripts into the ProProfs control panel. Then click on View the chat transcript. In the bottom of the webpage, you can see the button of **“Send to Zoho CRM.”**

Control Panel Home | Online Help Documents |
 Site ID: 15848 Operator Logged: Ray

| 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 >>"/> | | | |
| 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: --- | | | |
| 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.

zoho CRM Upgrade Try Other Editions Setup Help

Home Leads Accounts Contacts Potentials Reports Dashboards Activities Cases Solutions + Q-

← 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 :

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:

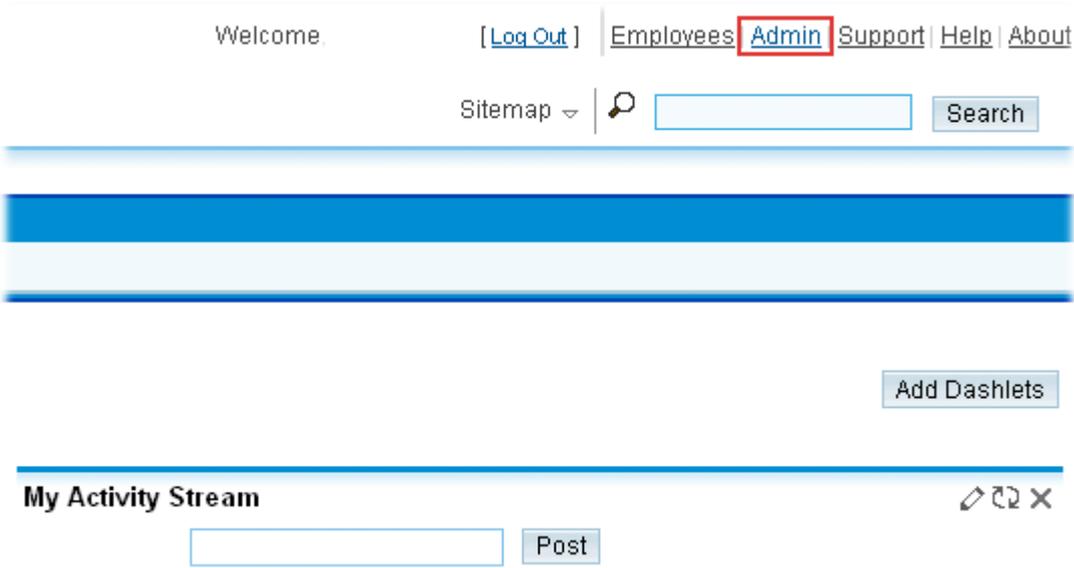
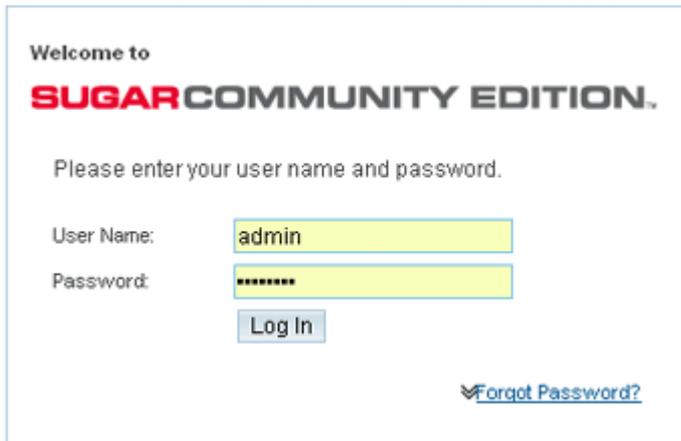
[MS Dynamics Integration With ProProfs Chat](#)
[Infusionsoft Integration With ProProfs Chat](#)
[Salesforce Integration With ProProfs Chat](#)

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.



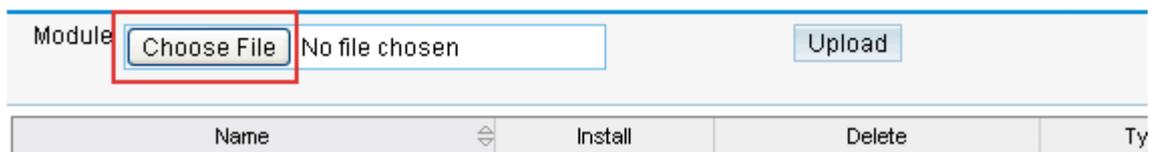
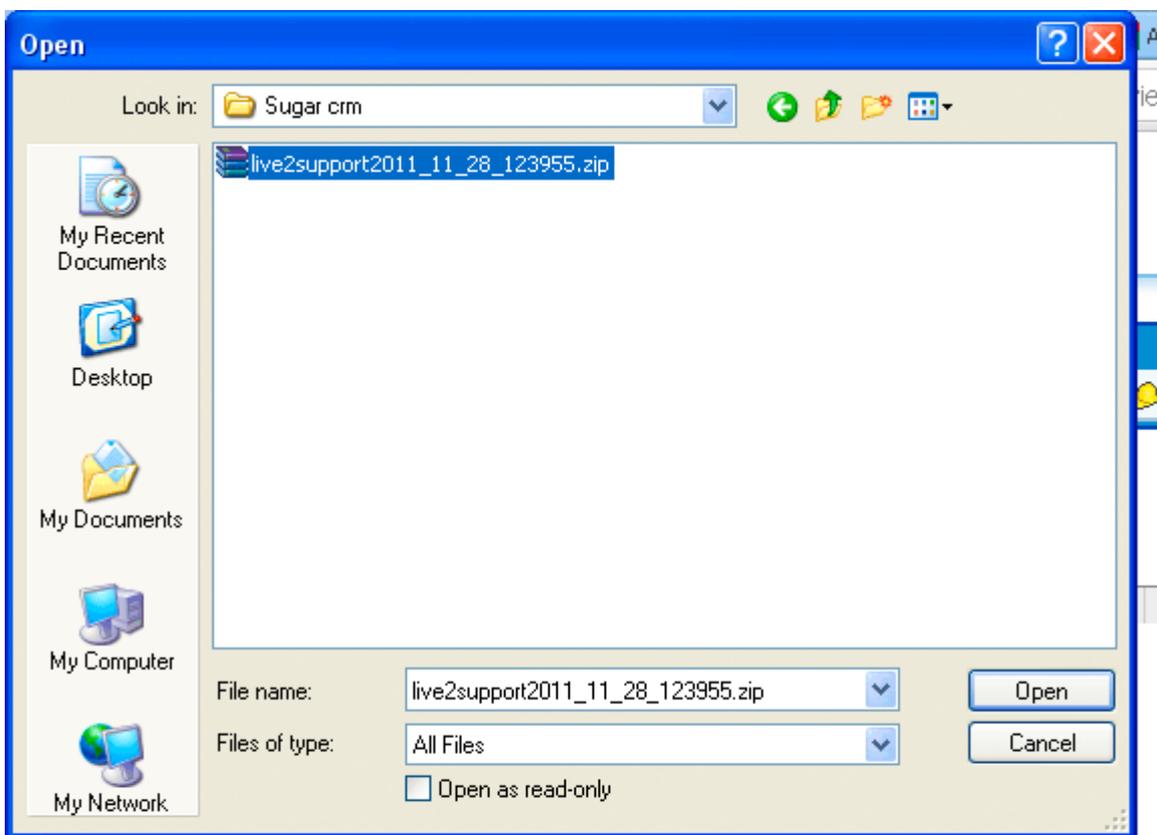
- Then go to “Module Loader” in the Development Tool Section.

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.



Sales Marketing Support Activities Collaboration All

Home Accounts Contacts Opportunities Leads Administration

Last Viewed: [document icon] [Prune tracker t] [task icon] [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



Sales Marketing Support Activities Collaboration All

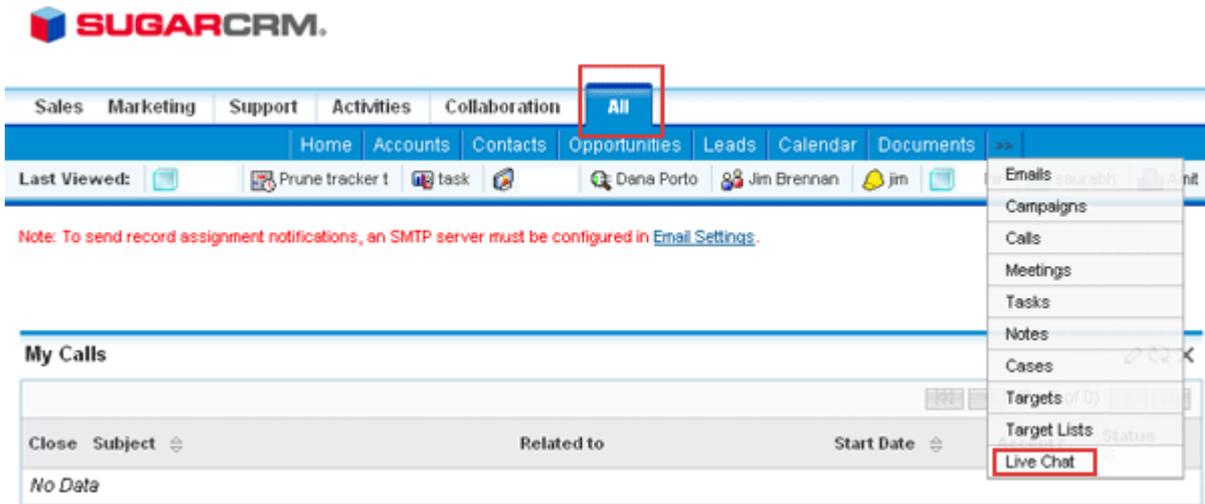
Home Accounts Contacts Opportunities Leads Administration

Last Viewed: [document icon] [Prune tracker t] [task icon] [Dana Porto] [Jim Brennan]

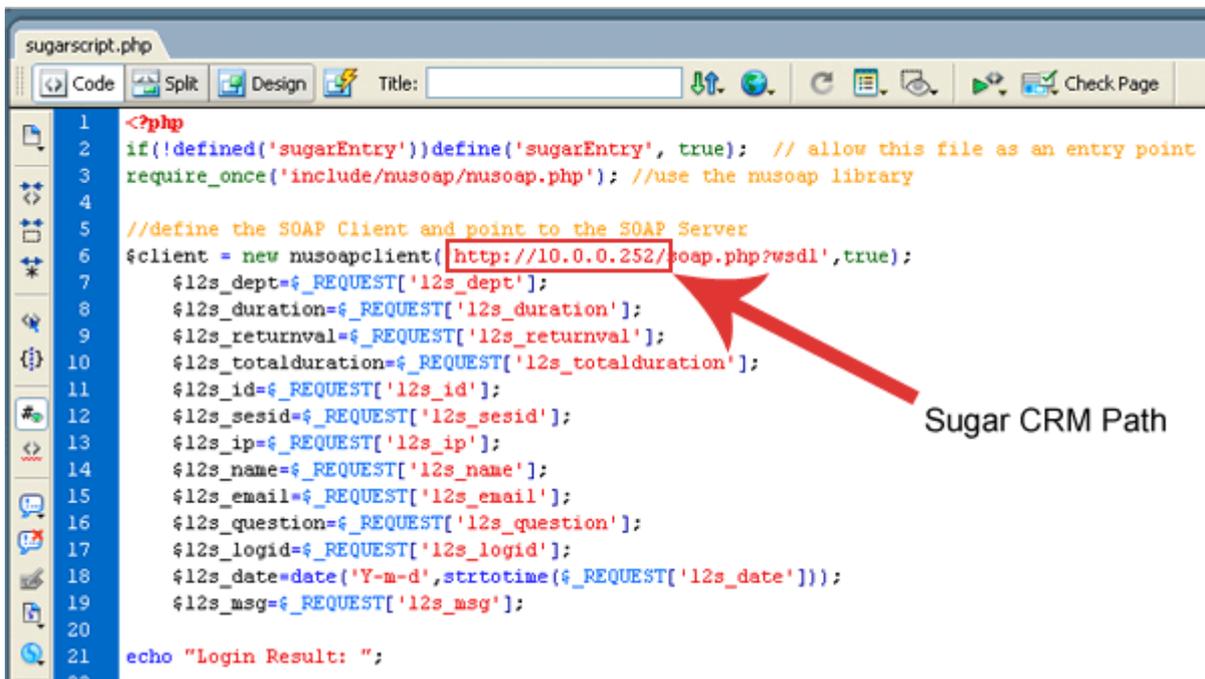
Note: To send record assignment notifications, an SMTP server must be configured in [Email Settings](#).

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 Predefined Responses
- Add/Edit Push URL
- Pro-active/Auto chat Invitation
- Add/Edit ad Campaign
- IP Blocking
- Enable/Disable Callback
- 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**

- 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**

Now all the chat session will automatically store in your Sugar CRM account.

| Actions | | Selected: 0 | | | |
|--------------------------|----------------------|--------------|------------|----------|---------------|
| <input type="checkbox"/> | Name | IP Address | Date | Login ID | Email ID |
| <input type="checkbox"/> | Mark | 12.32.365.23 | 10/12/2011 | Ray | mark@test.com |

Actions Selected: 0 (1 - 1 of 1)

[Print](#) [Back to top](#)

» Mark Create

Edit Duplicate Delete Find Duplicates View Change Log (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/howworkup.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.

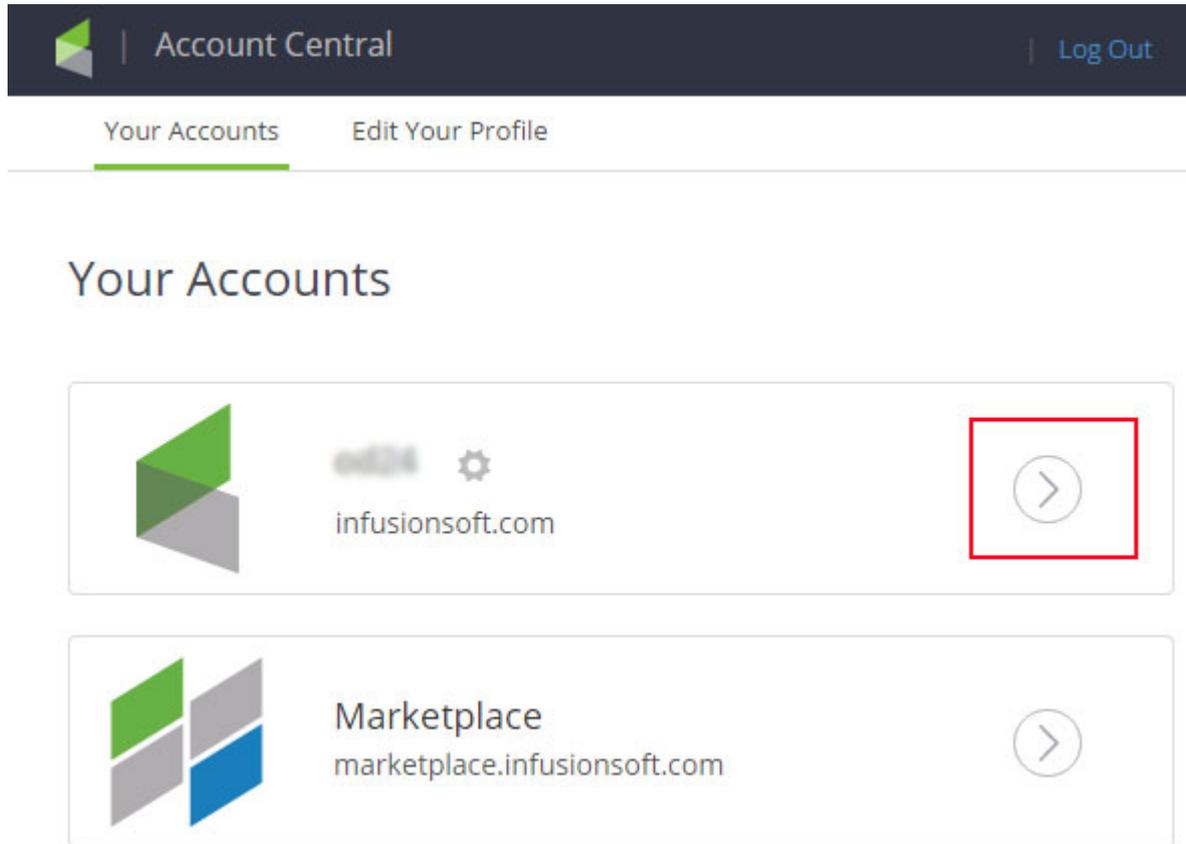
Infusionsoft.

[Forgot your password?](#)

Infusionsoft. **ID** Haven't created your Infusionsoft ID?
[Click here to get started](#)

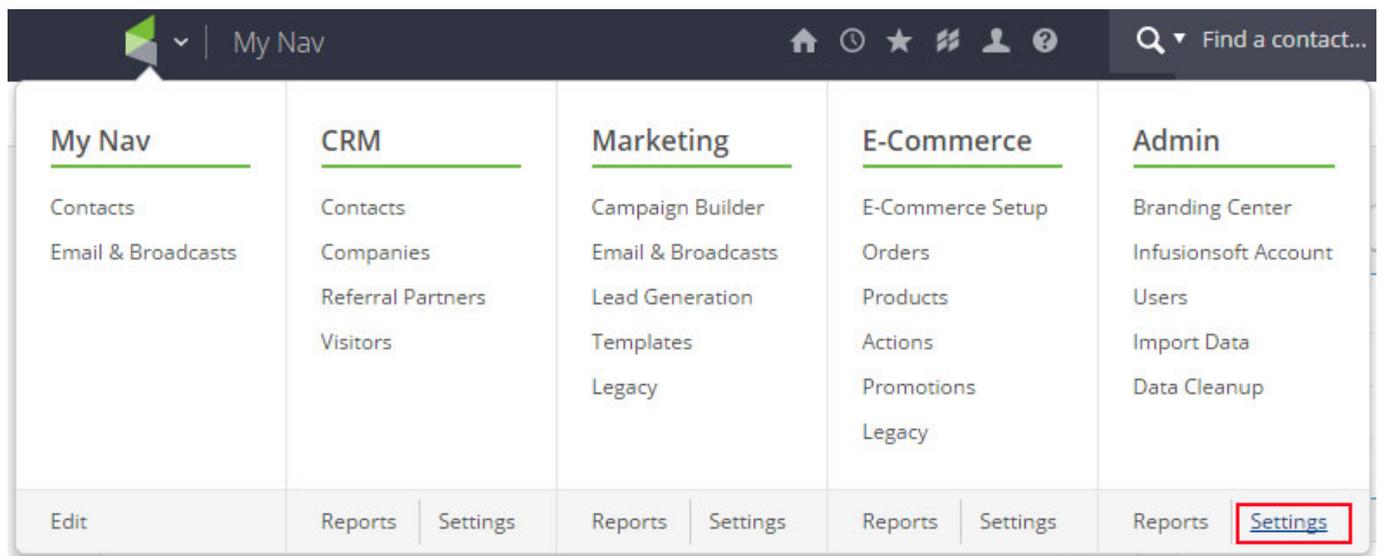
Step 2.

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)

Incoming Action Set: (Update)

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**
 - Start Page
 - Customize Now
- CRM**
 - Contactos
 - Empresas
 - Afiliaciones
 - Visitors
 - Reports
 - Settings**
- Marketing**
 - Campaign Builder
 - Email & Broadcasts
 - Lead Generation
 - Templates
 - Legacy
 - Reports
 - Settings
- E-Commerce**
 - E-Commerce Setup
 - Ordenes
 - Products
 - Actions
 - Promotions
 - Legacy
 - Reports
 - Settings
- Admin**
 - Branding Center
 - Infusionsoft Account
 - Usuarios
 - Import Data
 - Data Cleanup
 - Reports
 - Settings

2,278

Now click on Action "Action Set" to create the new action for Chat transcripts.

CRM

Contactos ▾ Empresas ▾ Afiliaciones ▾ Visitors Reports ▾ Settings

⚙ Action sets

Name Search

Actions ▾

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

Home Clock Star Refresh User Help

Find a contact

Contactos Empresas Afiliaciones Visitors Reports Settings

⚙️ Action sets

Add an Action Set

Name contains Search

Actions

1-50 of 51 50 per page < 1 2 >

| <input checked="" type="checkbox"/> | Edit | Id | Name | Linked to |
|-------------------------------------|--------|-----|-----------------|-----------|
| <input checked="" type="checkbox"/> | [Edit] | 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



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.

Admin Find a contacts...

Branding Center Infusionsoft Account Usuarios ▾ Import Data Data Cleanup Reports ▾ Settings

[Name](#) [\(back to search results\)](#)

General Address Additional Info Notes Formato de Prospeccion de Clientes chat Tag Linked Contacts

General Information

Nombre

Apellido

Empresa

Empresa

[Go](#) [Search...](#) [Clear](#)

Puesto

Tipo de Contacto

Lead Source ✔ ?

Owner

Address

Calle y numero

Colonia

Ciudad

Estado

Codigo postal -

País

Account Summary

[Show Invoices](#)

Amt Paid \$0.00
Bal Due \$0.00

Score

Lead Score *Not scored yet. Calculating...* ?

Phone / Fax

Telefono 1

Telefono 2

Telefono 3

Email / Social

Correo

Status: Unconfirmed [Manage Email Status...](#)

Sitio web

Twitter

Facebook

LinkedIn

Tags

[Manage Tags](#)

Notes

[View All](#) [Note Template...](#) [Add Note](#)

| Updated | Assigned User | Description |
|------------|----------------|---|
| 10/27/2015 | [Not Assigned] | Chat Transcript <i>Olga Taylor - Before I say Good Bye I want you to know that we are always standing by to assist you in any way possible. Thanks.</i> |
| 10/27/2015 | [Not Assigned] | Offline Chat Messages <i>alisa@proprofs.com - Text Message from live2support.com Visitor Details: IP:102</i> |

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
- Add/Edit ad Campaign
- IP Blocking
- Enable/Disable Callback
- CRM Integration
- 3rd Party 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 | Chat Transcripts | 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

I2s_id - Live2support ID,
I2s_sesid - Session ID,
I2s_ip - IP Address,
I2s_name - Visitor Name,
I2s_email - Visitor Email,
I2s_question- Question(Custom Form)
I2s_logid - Operator ID
I2s_msg - Chat Transcript Text
I2s_date - Date of Chat
& All Custom Variables passed from web page.

| | |
|--|---|
| Enable & disable Message | <input checked="" type="radio"/> Enable <input type="radio"/> Disable |
| Host | <input type="text" value="livechatsoftwares.com"/> (i.e <i>www.yourDomain.com</i> OR <i>YourDomain.com</i>) |
| Script Path | <input type="text" value="/fogbugznewcase.php"/> (i.e. <i>/yourscript.php</i> OR <i>/yourscript.asp</i> etc.) |
| Port | <input checked="" type="radio"/> Default <input type="radio"/> Secure |
| <input type="button" value="Check Connection"/> <input type="button" value="Save Changes"/> ← Click here | |

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_sesid- 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:

l2sesid- 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

Enable & disable Message

Enable Disable

Host

livechatsoftware.com (i.e www.yourDomain.com OR YourDomain.com)

Script Path

/fogbugznewcase.php (i.e. /yourscript.php OR /yourscript.asp etc.)

Port

Default Secure

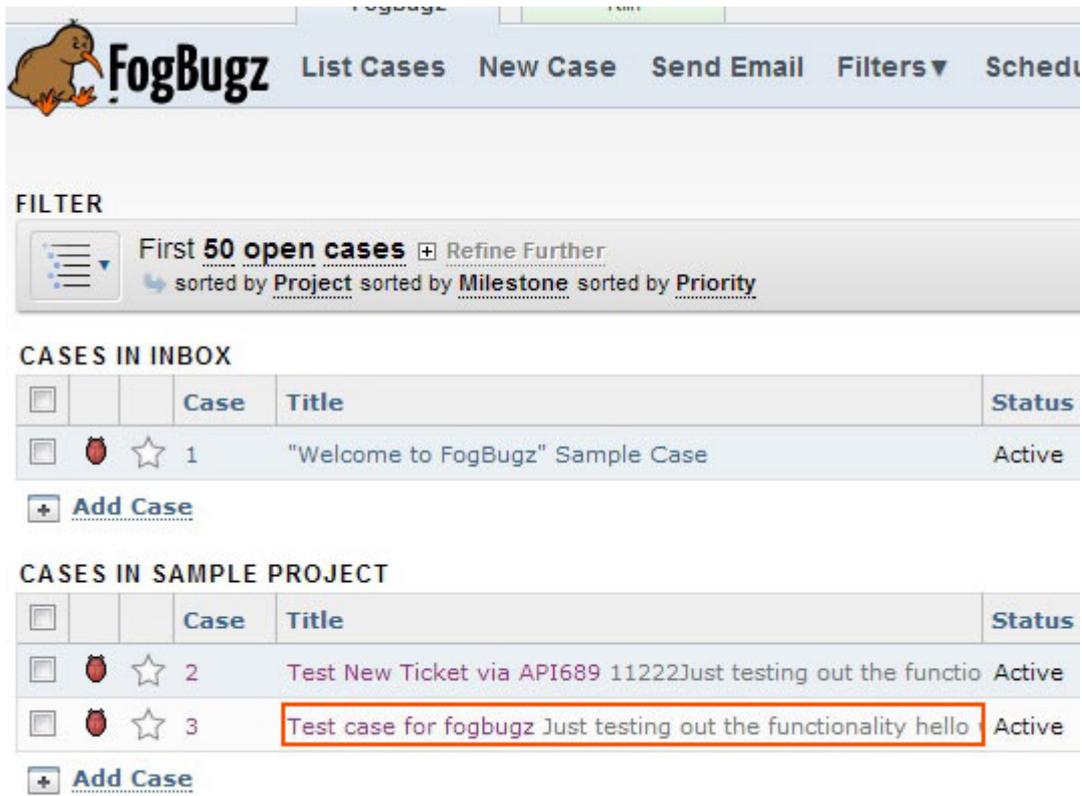
Check Connection

Save Changes

← Click here

Step 4. Click on **Save Change**

Step 5. Now Login into your FogBugz CRM account and able to see the transcript as new cases.



The screenshot shows the FogBugz web interface. At the top, there is a navigation bar with the FogBugz logo and links for 'List Cases', 'New Case', 'Send Email', 'Filters', and 'Schedule'. Below the navigation bar is a 'FILTER' section with a dropdown menu and text indicating 'First 50 open cases' and sorting options: 'sorted by Project', 'sorted by Milestone', and 'sorted by Priority'. The main content area is divided into two sections: 'CASES IN INBOX' and 'CASES IN SAMPLE PROJECT'. Each section contains a table with columns for 'Case', 'Title', and 'Status'. The 'CASES IN INBOX' section shows one case with ID 1 and title '"Welcome to FogBugz" Sample Case'. The 'CASES IN SAMPLE PROJECT' section shows two cases: case 2 with title 'Test New Ticket via API689 11222Just testing out the functio' and case 3 with title 'Test case for fogbugz Just testing out the functionality hello'. The title for case 3 is highlighted with a red box. Below each table is an 'Add Case' button.

| Case | Title | Status |
|------|----------------------------------|--------|
| 1 | "Welcome to FogBugz" Sample Case | Active |

| Case | Title | Status |
|------|--|--------|
| 2 | Test New Ticket via API689 11222Just testing out the functio | Active |
| 3 | Test case for fogbugz Just testing out the functionality hello | Active |

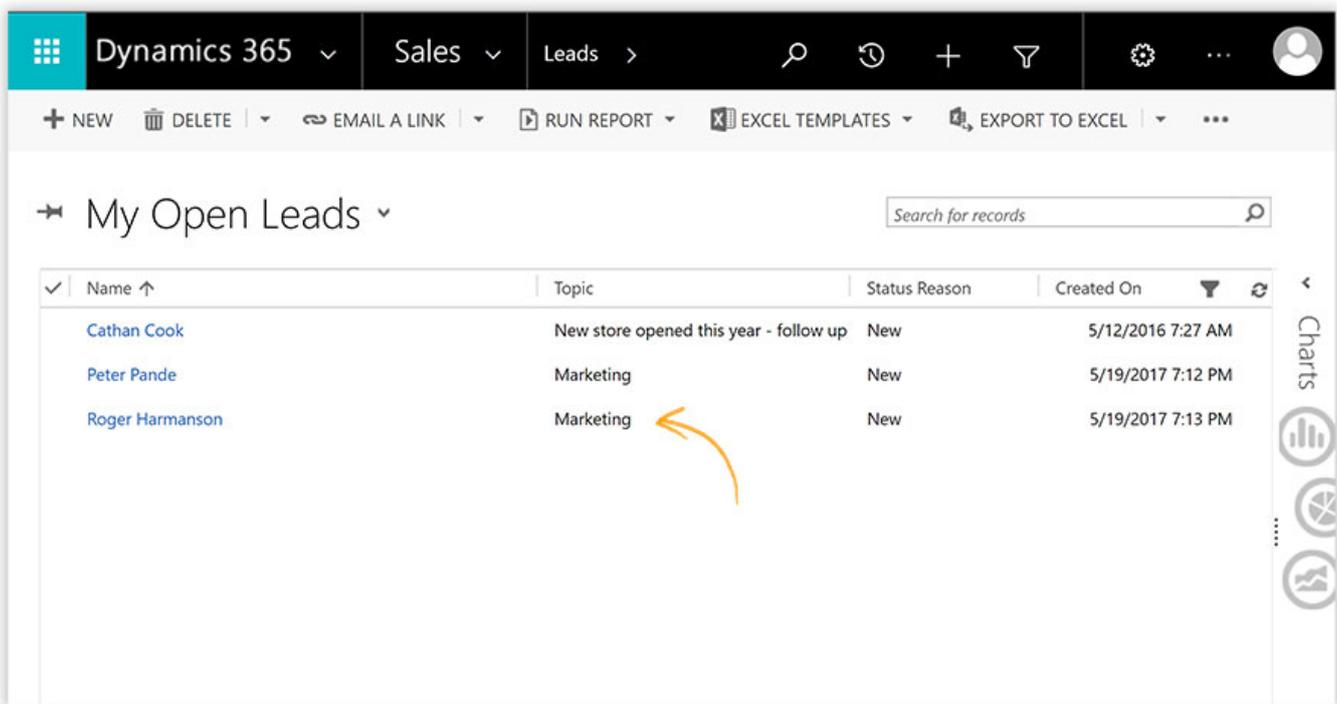
Related Articles:

- [Infusionsoft Integration With ProProfs Chat](#)
- [Salesforce Integration With ProProfs Chat](#)
- [Zoho CRM Integration With ProProfs Chat](#)

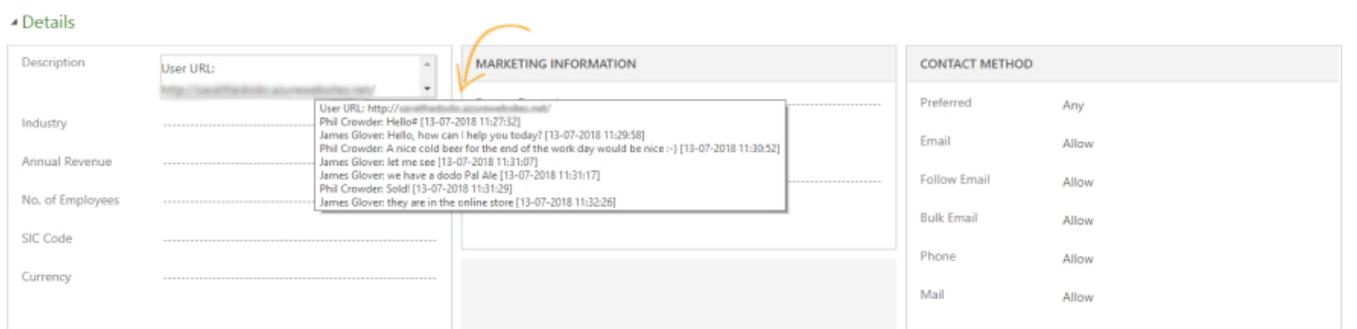
Microsoft Dynamics 365 Integration with ProProfs Live Chat

[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.

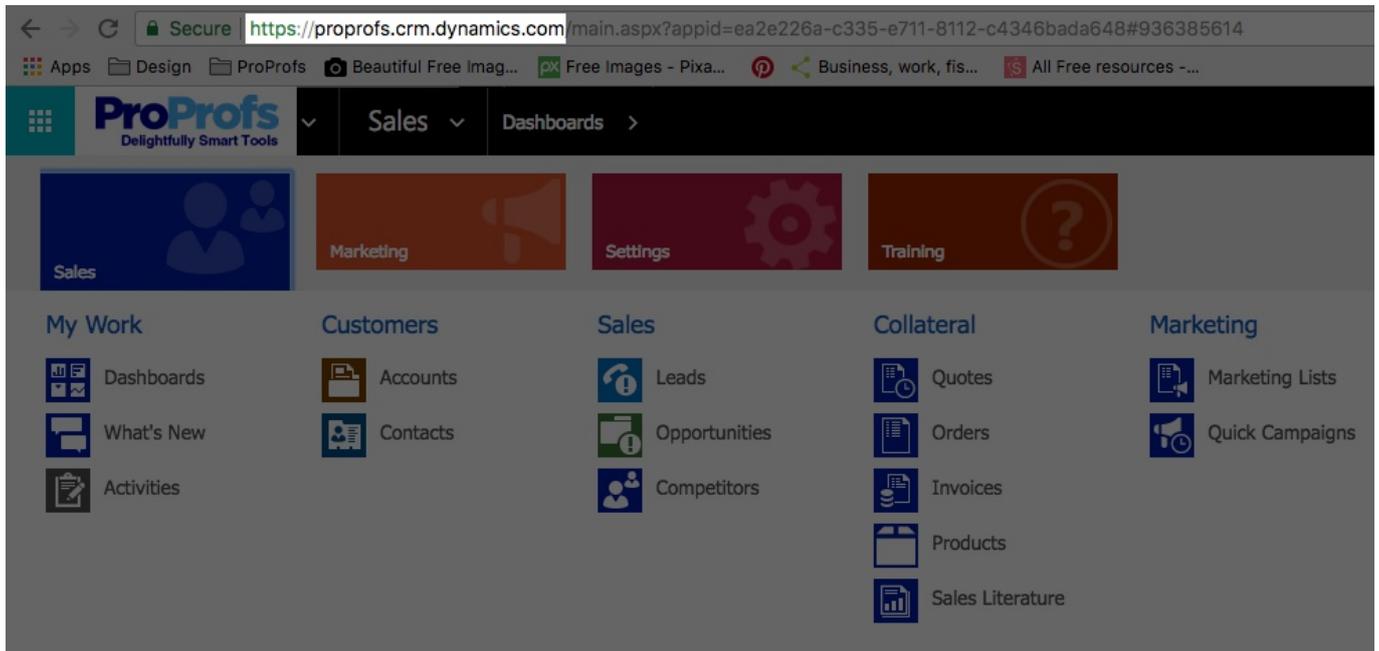
Requirements For On-premise:

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.

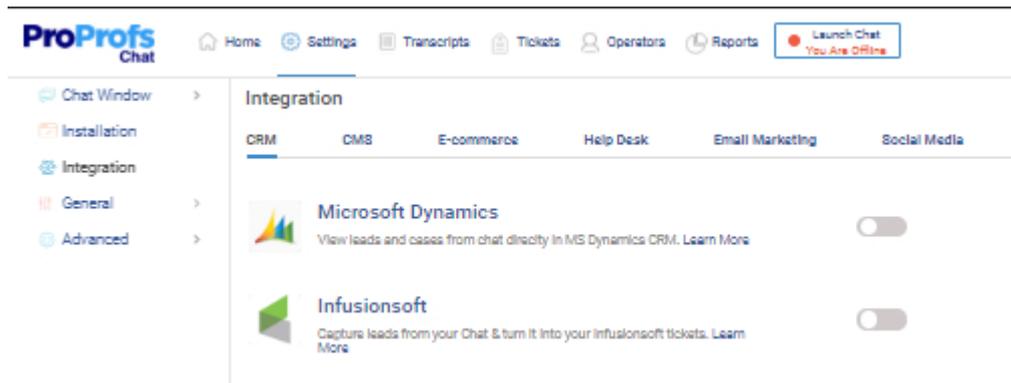
Step 2: After logging in, copy the highlighted part of the URL.



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**.

A screenshot of the 'Microsoft Dynamics' integration configuration form. The form has a title 'Microsoft Dynamics' and several input fields and options. The 'Dynamics CRM URL' field contains 'https://live2support.crm5.dynamics.com/'. The 'User ID/Email' and 'Password' fields are empty. Below these are four toggle options: 'On Premise', 'Create Lead', 'Create Contact', and 'Create Case'. Each toggle has a 'Yes' button (which is highlighted in blue) and a 'No' button. At the bottom left of the form is a blue 'Save' button.

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.

My Open Leads

| 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

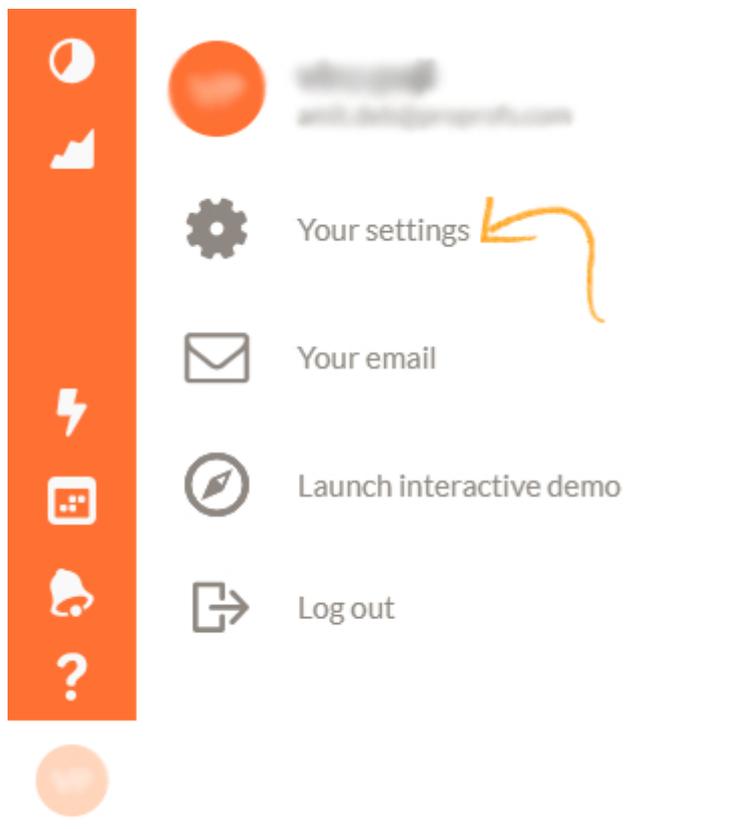
Nutshell integration is an upgraded web-based application which allows you to work effectively as well as efficiently to save your time. It also helps you to manage your business leads, contacts and accounts. With [ProProfs and Nutshell CRM integration](#) your transcripts would be sent to Nutshell automatically 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:

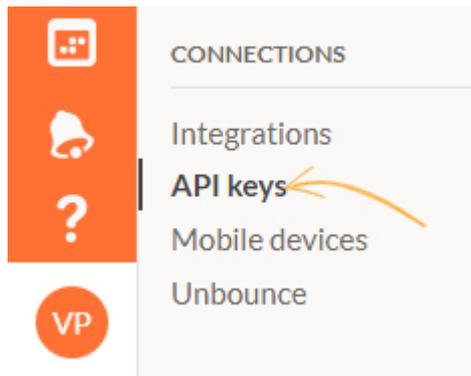
- The reports or data is easy to store
- Powerful sales transcript automation
- Track your leads and sales representative's activities
- It can be integrated with Google applications

Follow These Steps For Nutshell CRM Integration With ProProfs Chat:

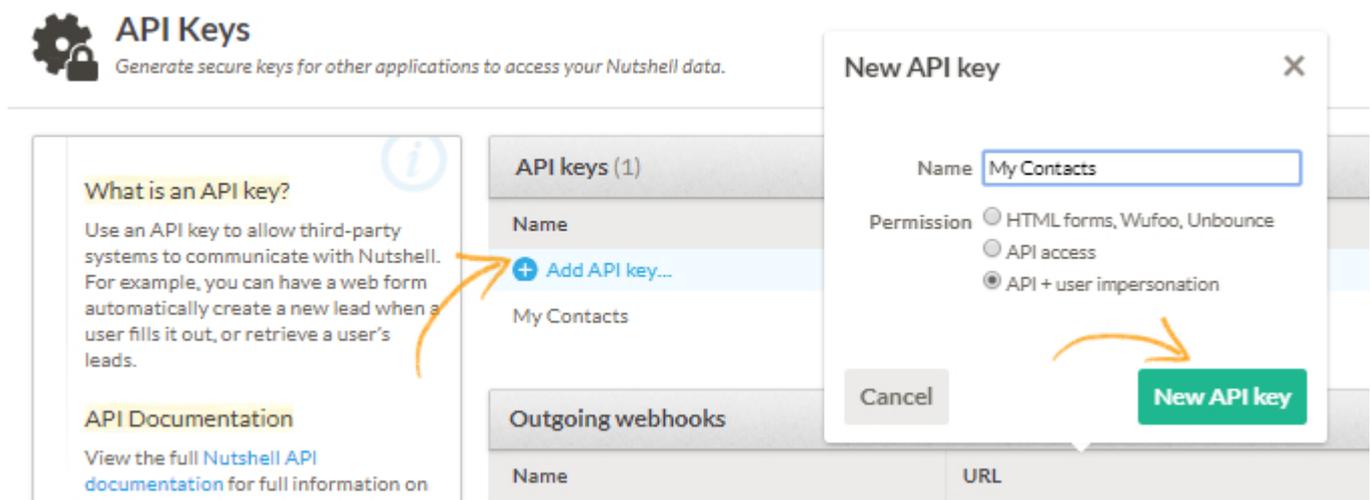
Step 1: Login to your Nutshell account and go to **Your Settings**.



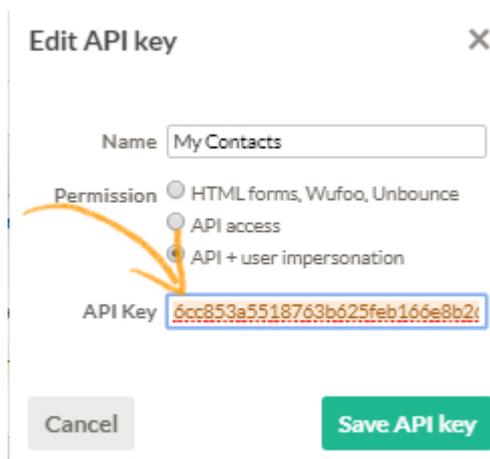
Step 2: Then, under the **Connections** Tab, Select **API Keys**.



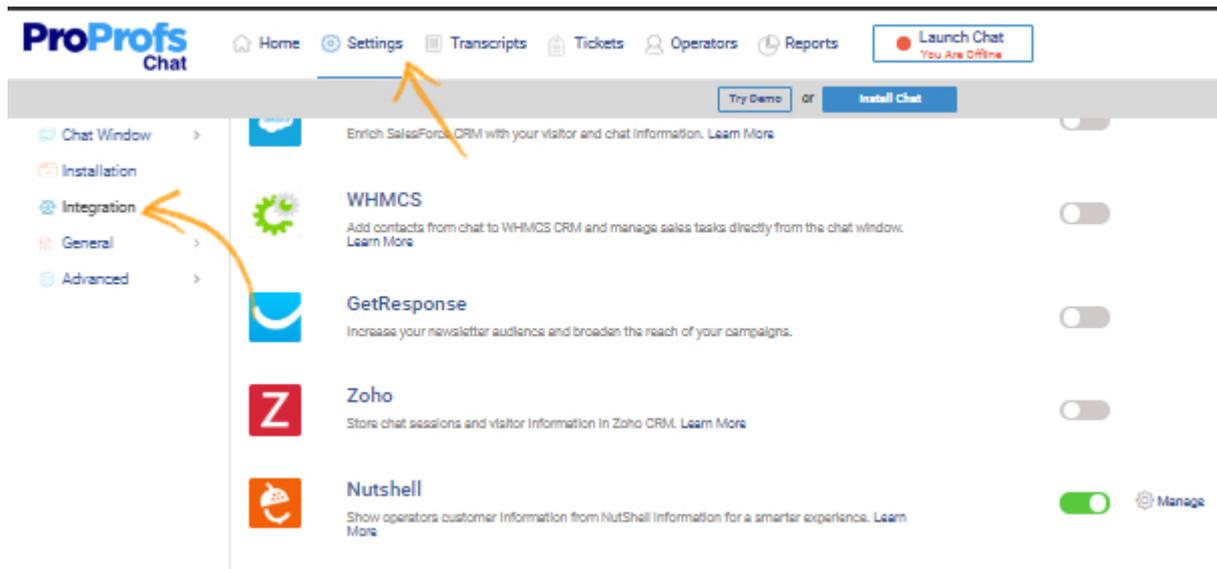
Step 3: Click **Add API key**. Give the API key a name and click **New API Key**. Make sure the permission given is **API+ user impersonation**.



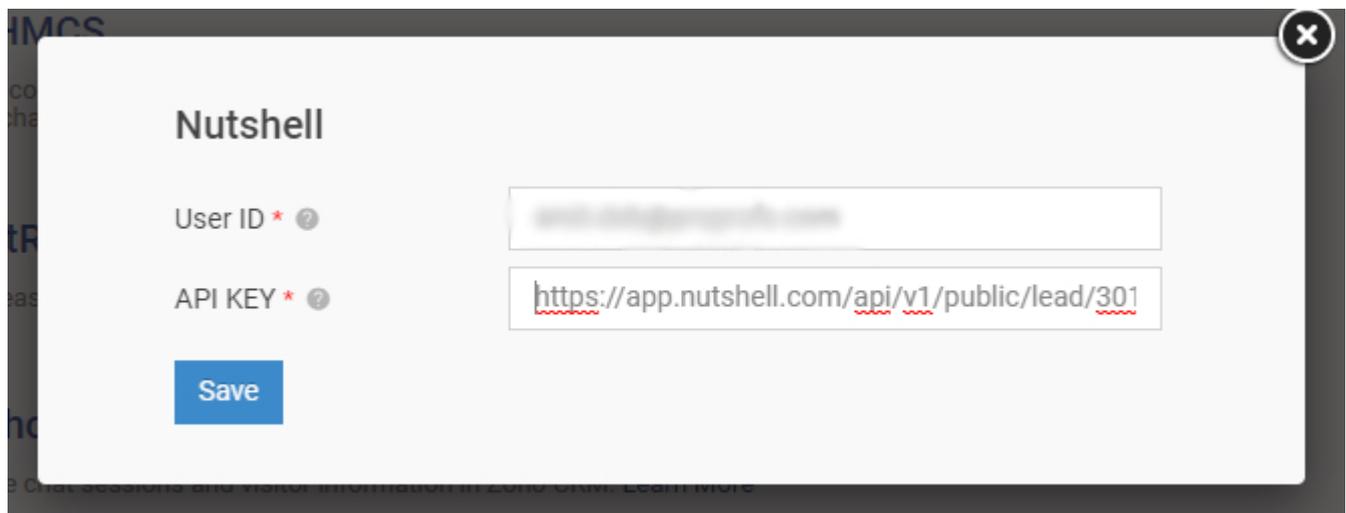
Step 4: Open the newly formed API Key by clicking it. Next, copy the API address.



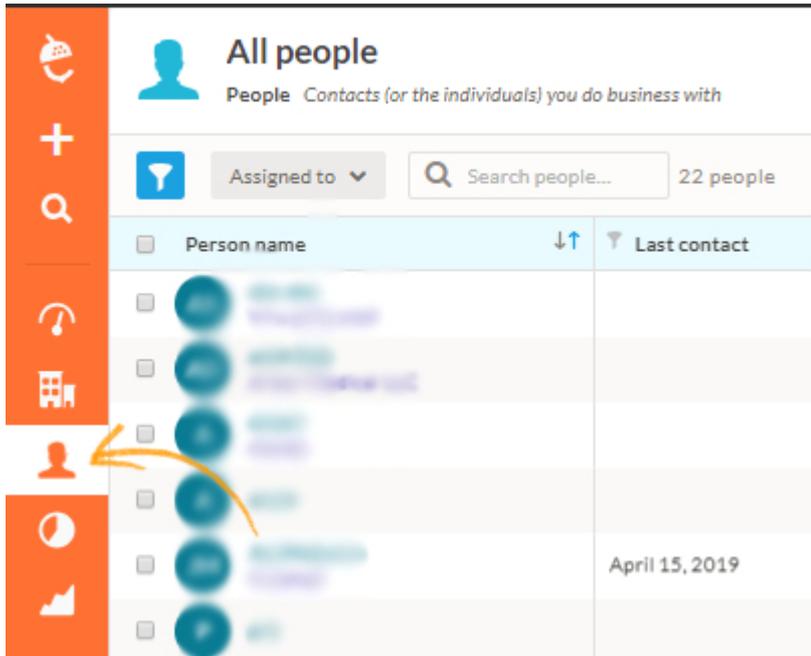
Step 5: Next login into your ProProfs Chat Account and go to **Settings**—>**Integration**.



Step 6: Enable Nutshell under **Integration**. Next, enter your Nutshell **User ID** and the copied **API Key**. Click on **Save**.



Step 7: You can then see your contacts by clicking the **People** icon in your Nutshell dashboard.



Related Articles:

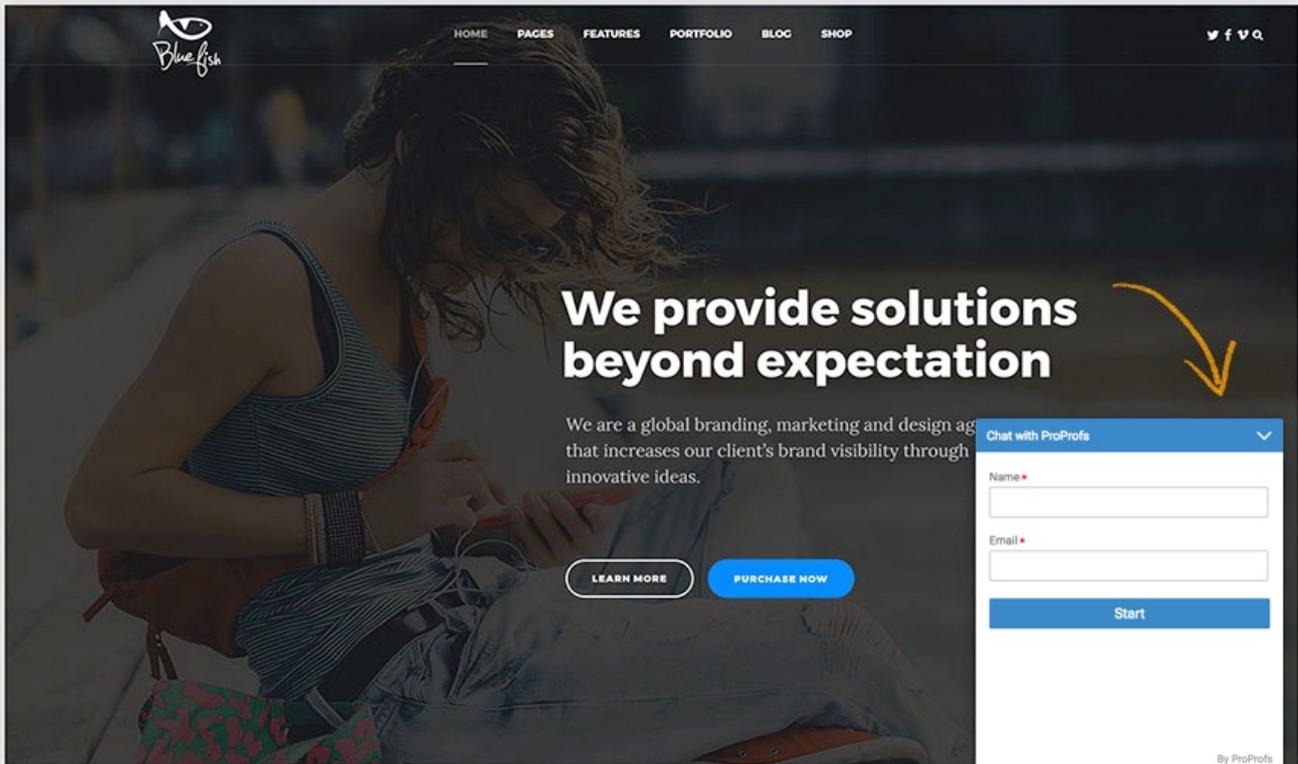
- [MS Dynamics Integration With ProProfs Live Chat](#)
- [Infusionsoft Integration With ProProfs Live Chat](#)
- [FogBugz Integration With ProProfs Live Chat](#)

CMS

Add ProProfs Live Chat to Wordpress Website

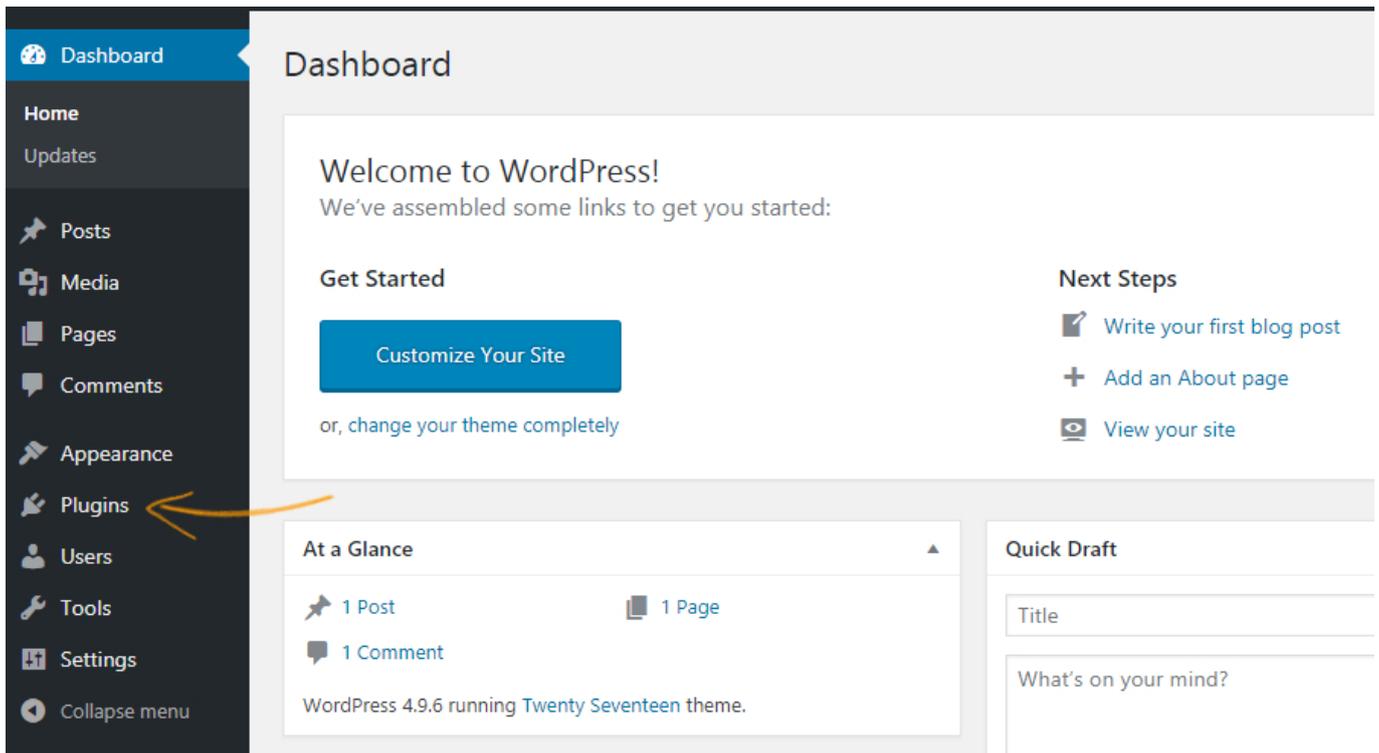
[ProProfs Chat plugin for WordPress](#) is a live chat plugin that one can use to add customer support to their website. This is the best live chat software which helps you to connect with website visitors and existing customers. With our live chat plugin for WordPress, we not only help you increase your leads but also boost customer delight.

Here's how the ProProfs Chat will appear on your WordPress website:

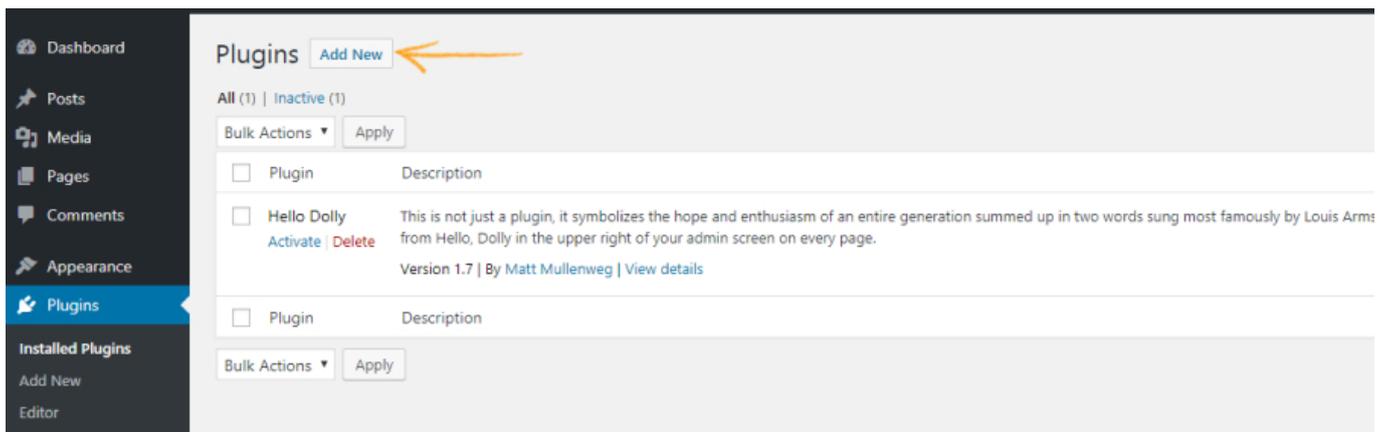


Follow these steps to install ProProfs Chat on your WordPress site:

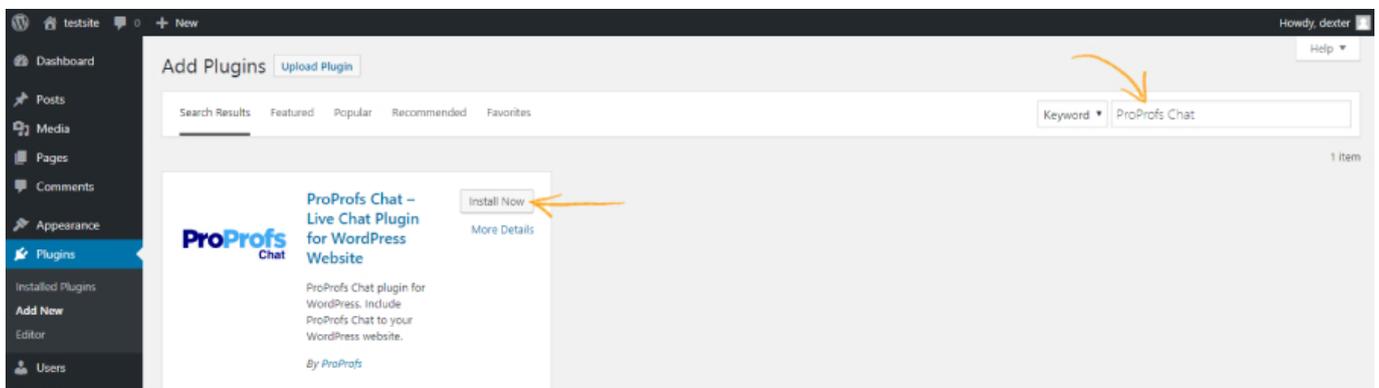
Step 1. Navigate to the Plugins section in your “WordPress dashboard.”



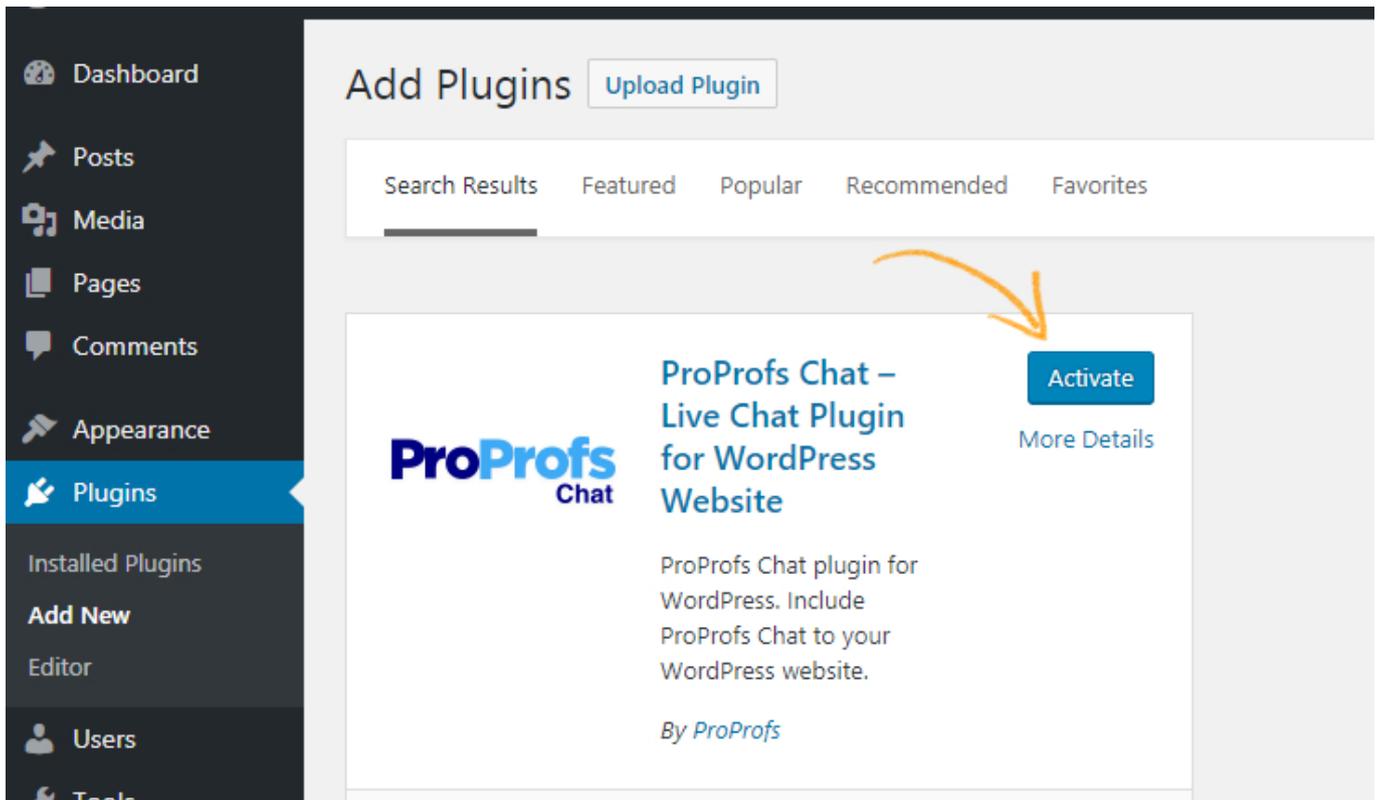
Step 2. Click the “Add New” button.



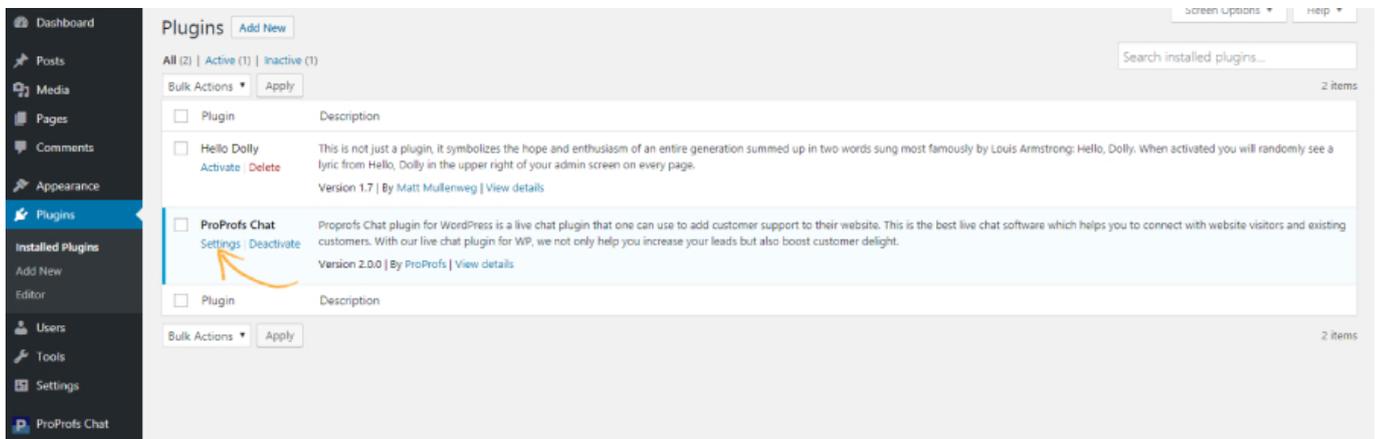
Step3. Enter “ProProfs Chat ” in the search section. You will find ProProfs Chat – Live Chat Plugin for WordPress Website. Click the “Install Now” button to proceed.



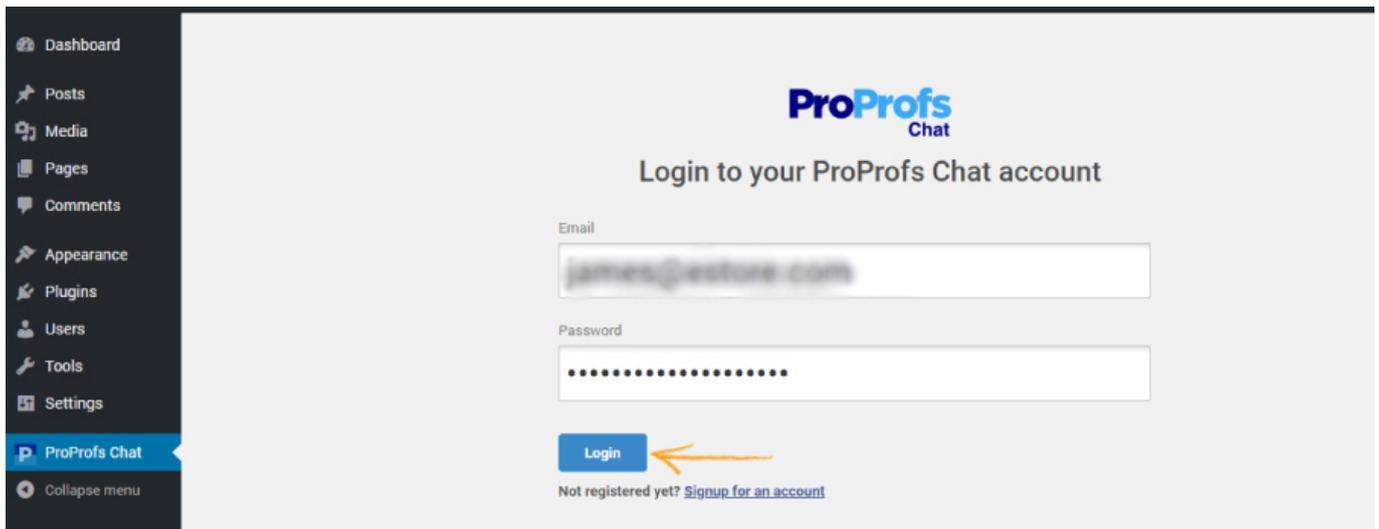
Step 4. When the installation is successfully completed click the “Activate button.”



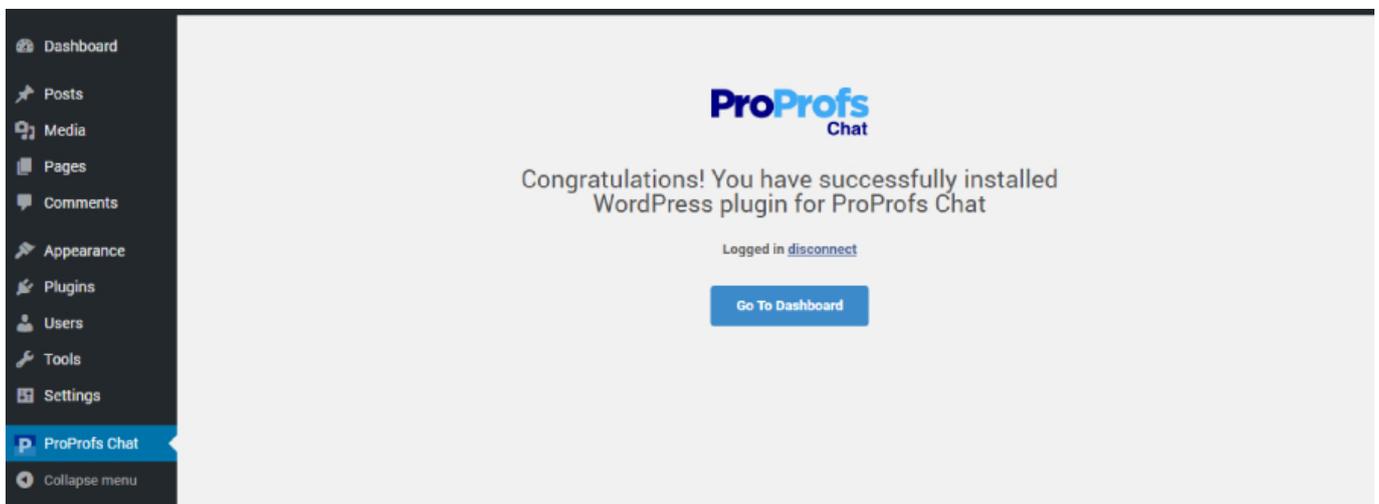
Step 5. Navigate to the plugins section and click the “Settings” button under the ProProfs Chat plugin.



Step 6. Login to your ProProfs Chat account with your valid credentials.



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:

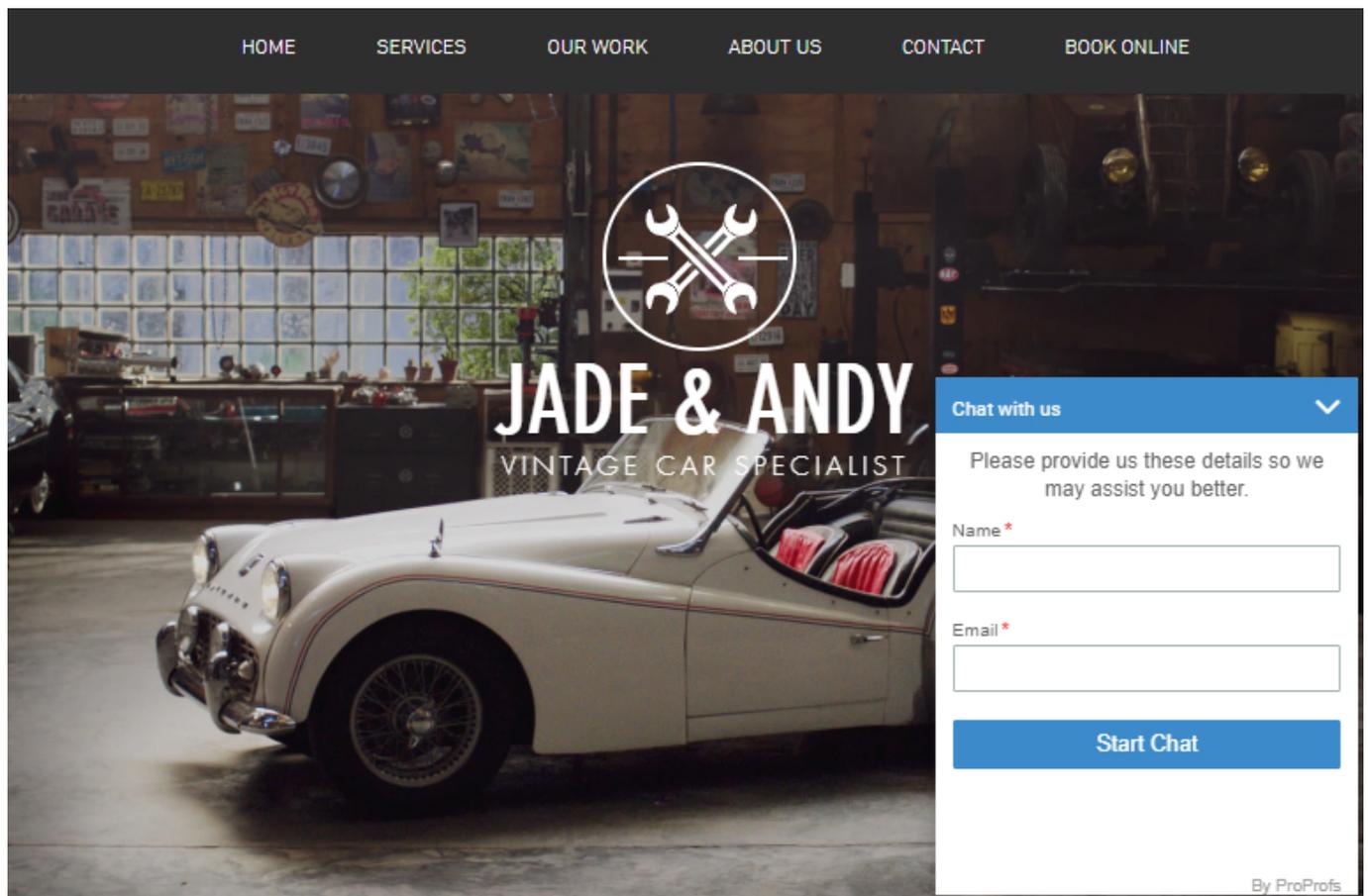
- [Wix Integration With ProProfs Live Chat](#)
- [Joomla Integration With ProProfs Live Chat](#)
- [Drupal ver 8.x Integration With ProProfs Live Chat](#)

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](#).

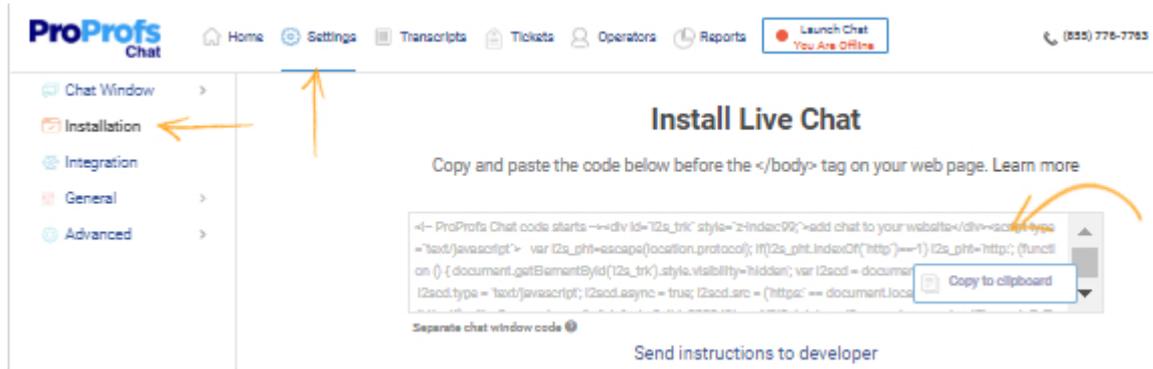
How your Wix website will look after Live Chat Integration:



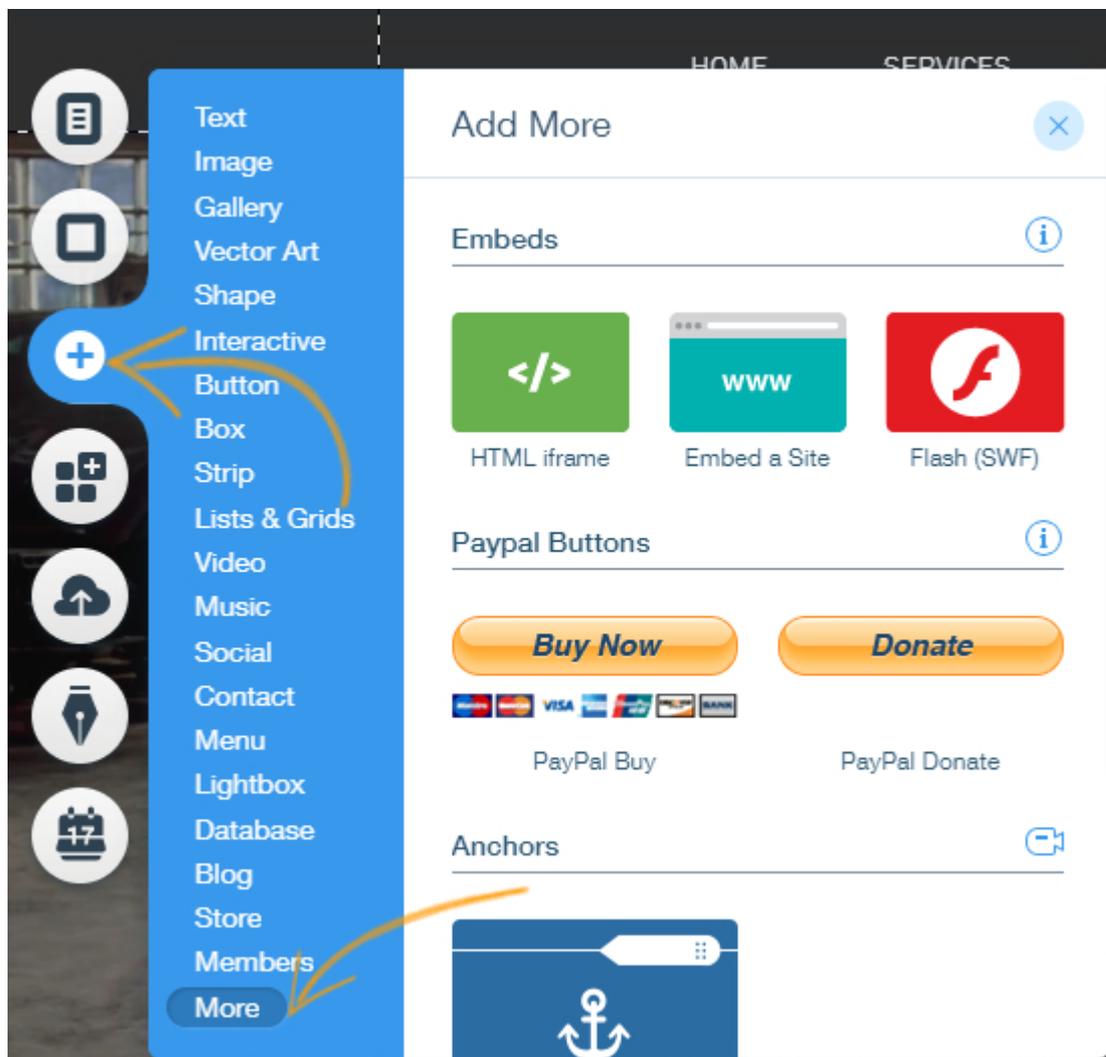
Here's How You Can Integrate ProProfs Live Chat With Your Wix Website:

Step 1: Login to ProProfs Chat.

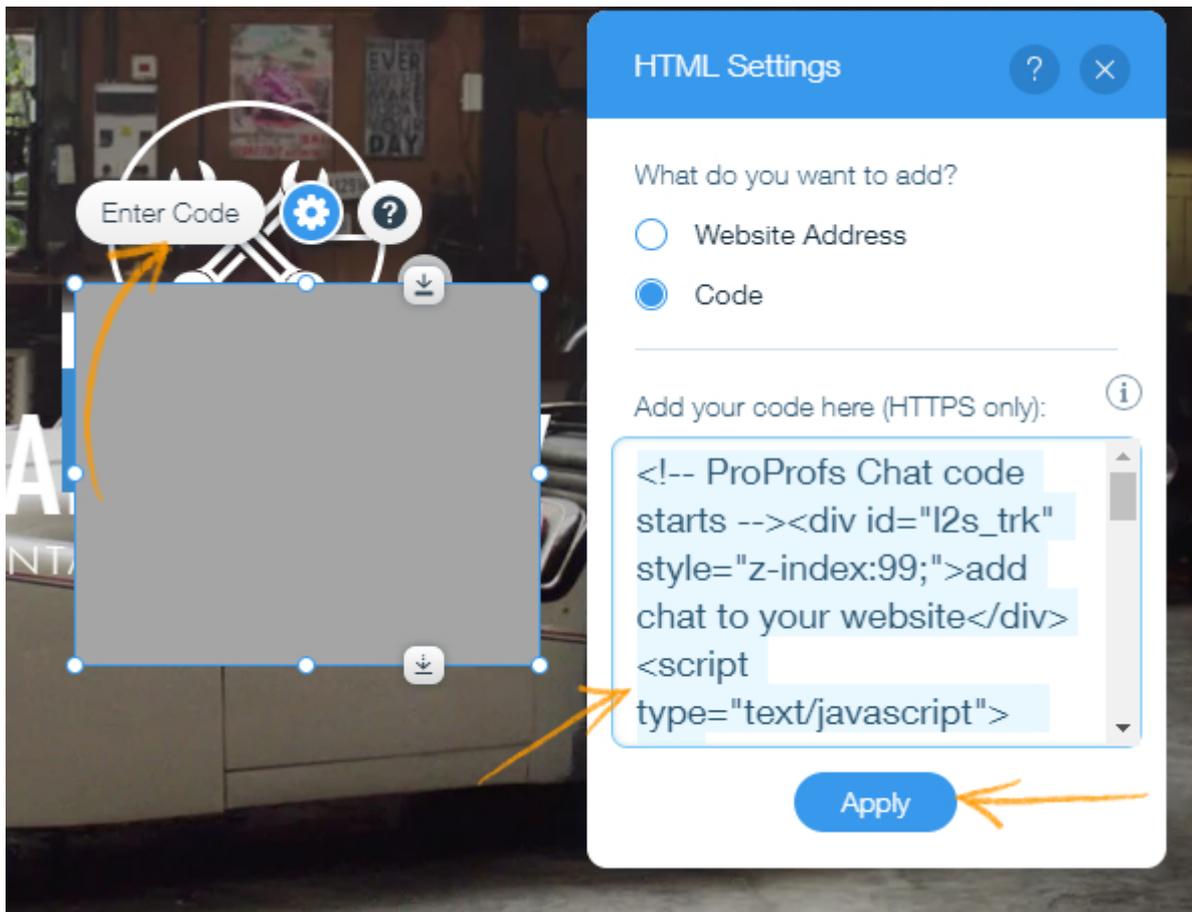
Step 2: Navigate to **Settings** and click the **Installation** tab. Copy the Chat Installation Code.



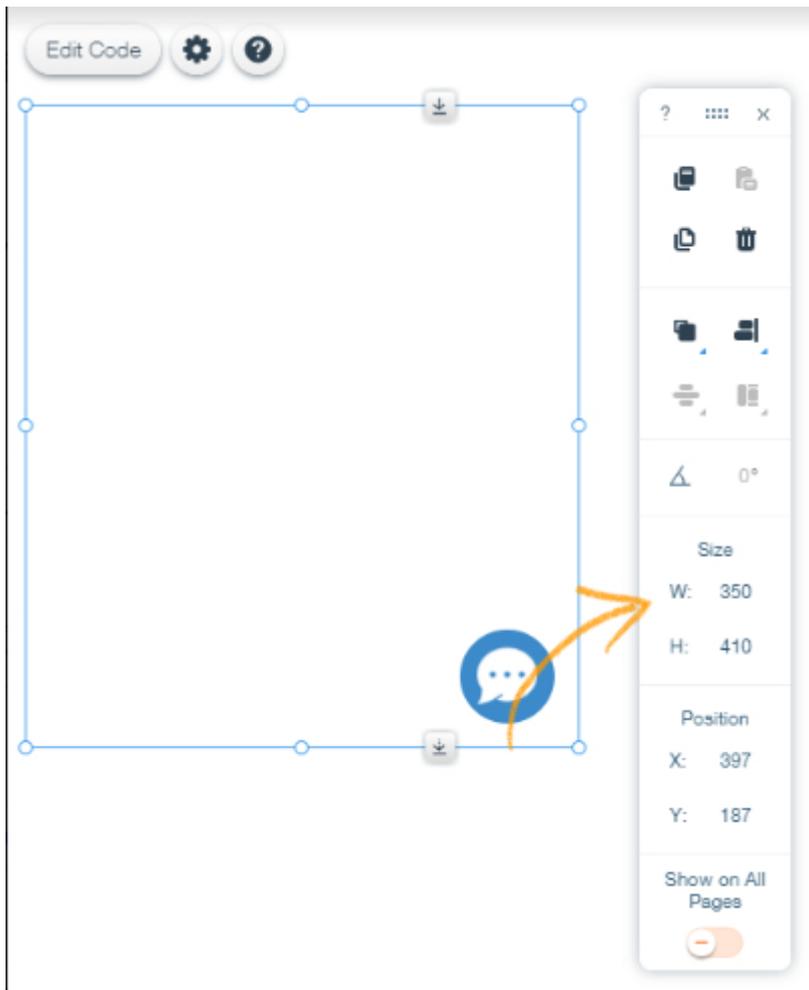
Step 3: Login to your Wix account. Go to the Wix Website Editor and Click on the **Add** tab (it's the plus sign on the menu to the left in WIX editor). Then click **More** at the bottom of the list.



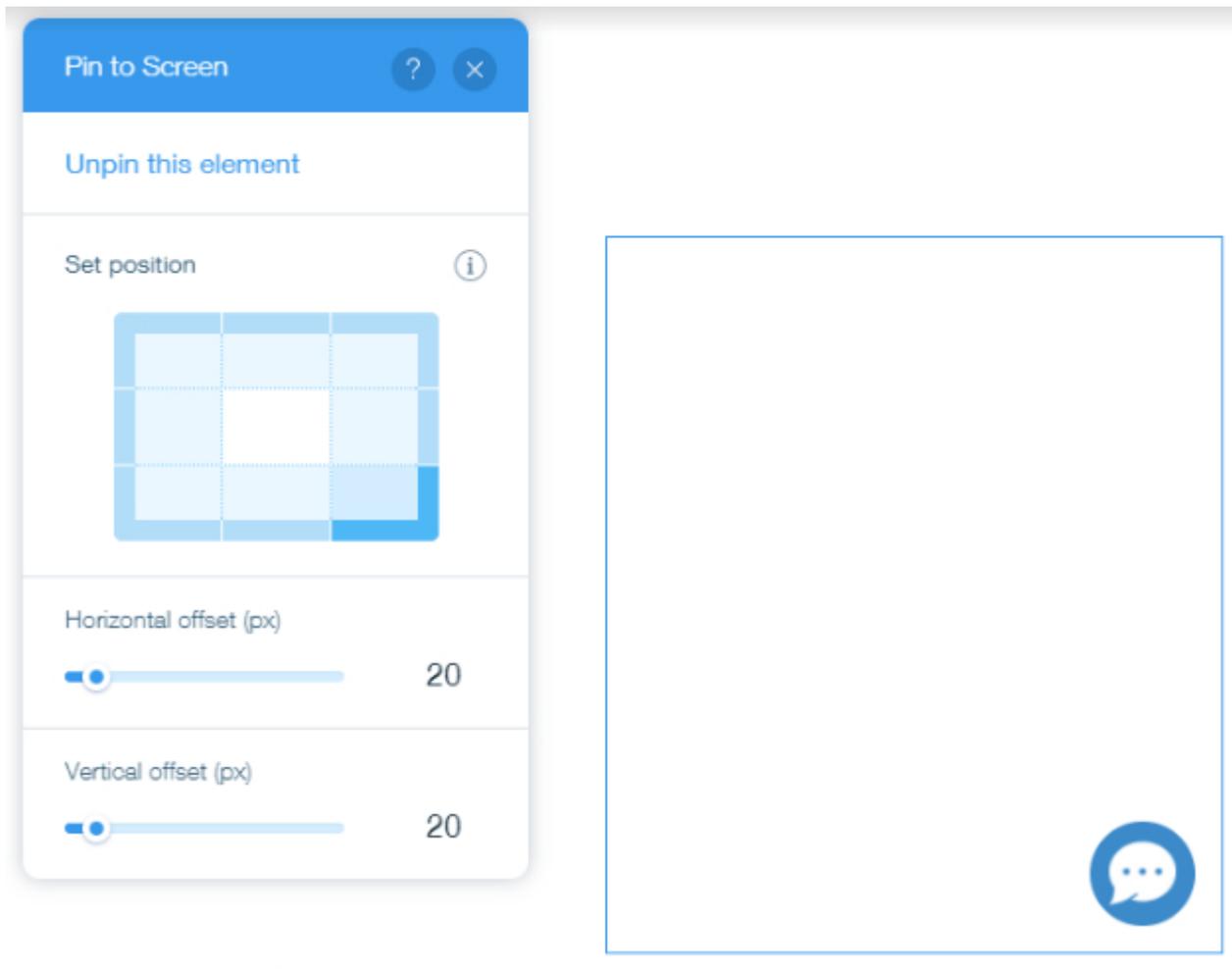
Step 4: Click on **HTML Iframe** and then Click on **Enter Code**. A new window will open up. Paste the ProProfs Live Chat Code here. Once done, Click on **Apply**.



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 Integation With ProProfs Live Chat](#)

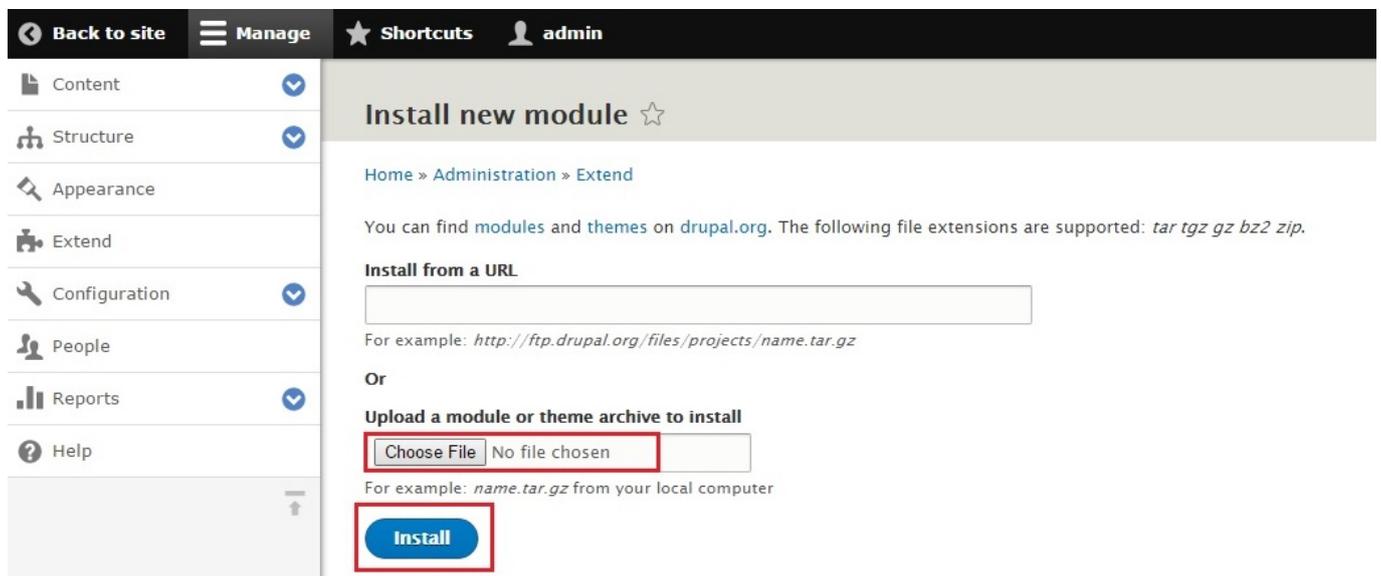
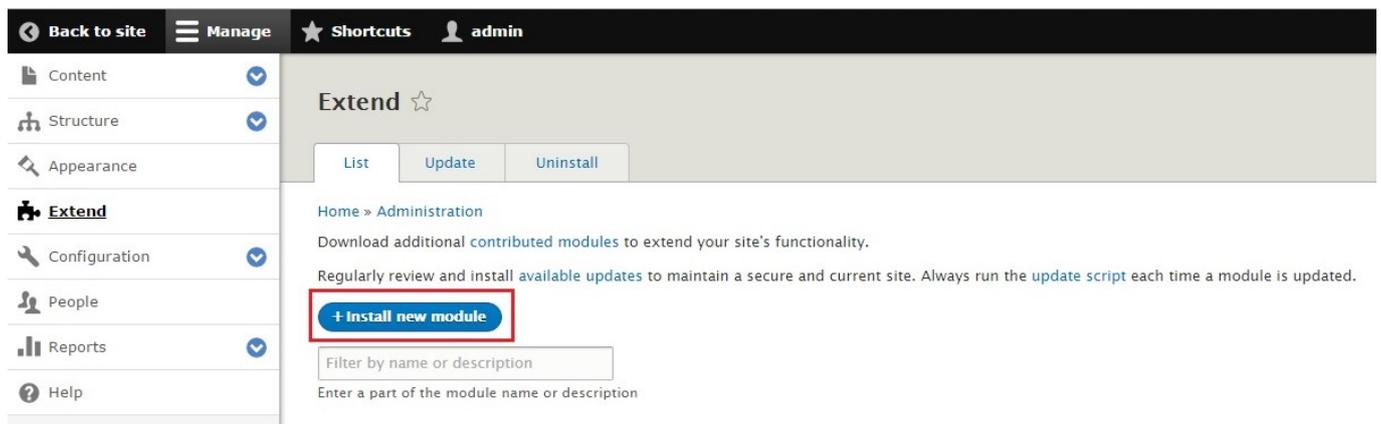
Add ProProfs Live Chat to Drupal ver 8.x Website

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



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.

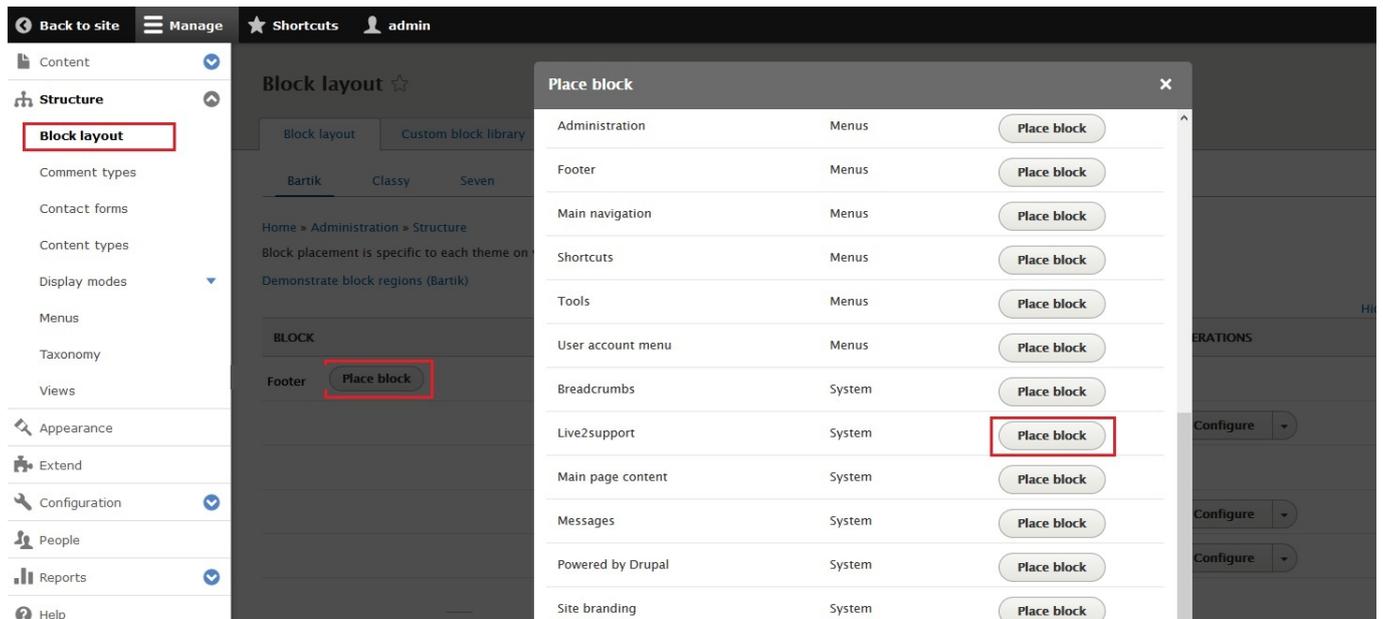
▼ **CUSTOM**

- live2support** ▶ live2support Module

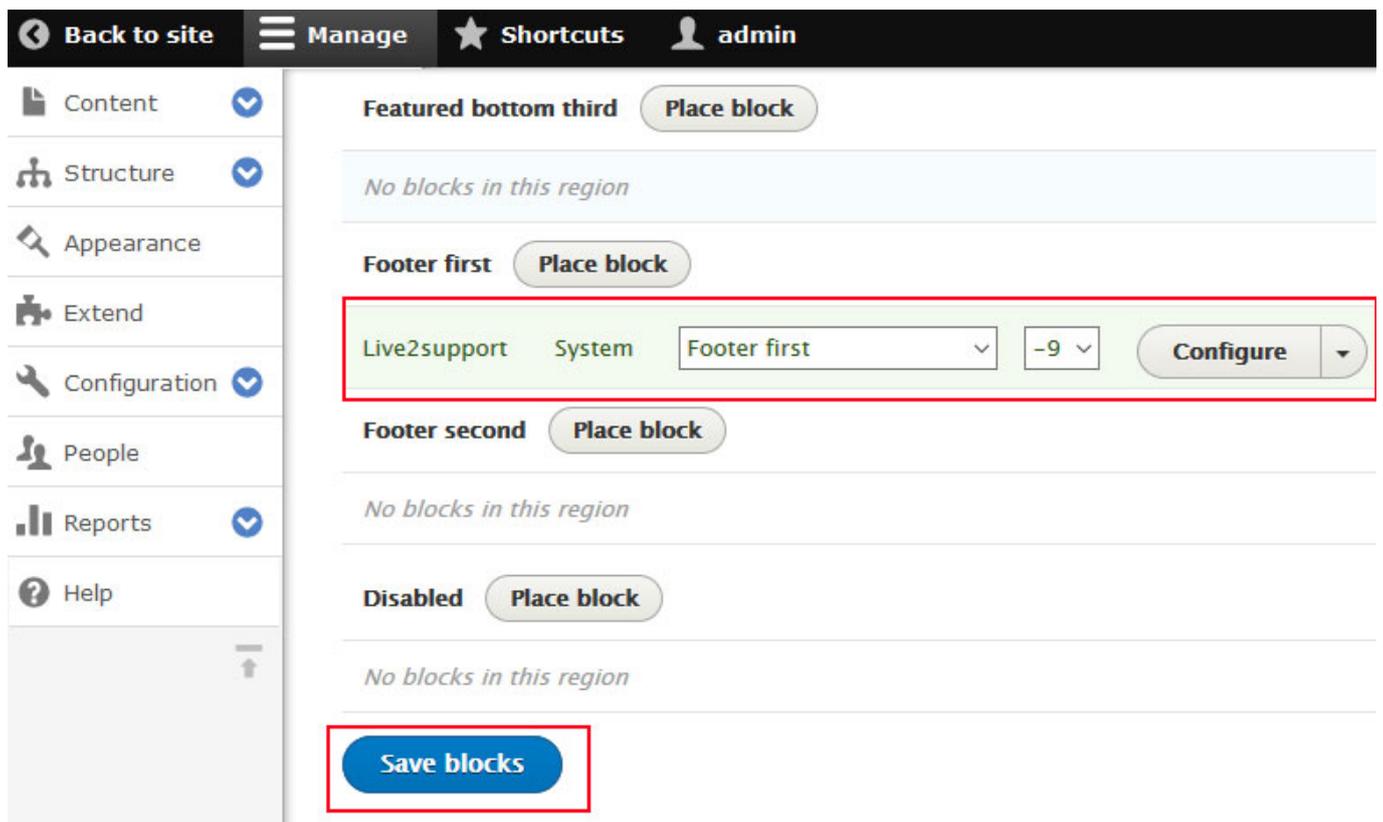
[Install](#)

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.



Now you need to configure ProProfs block after selecting the section (i.e. Footer first) where you want to place block.



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="#l2snlayer {}";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 = ('ht
```

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:

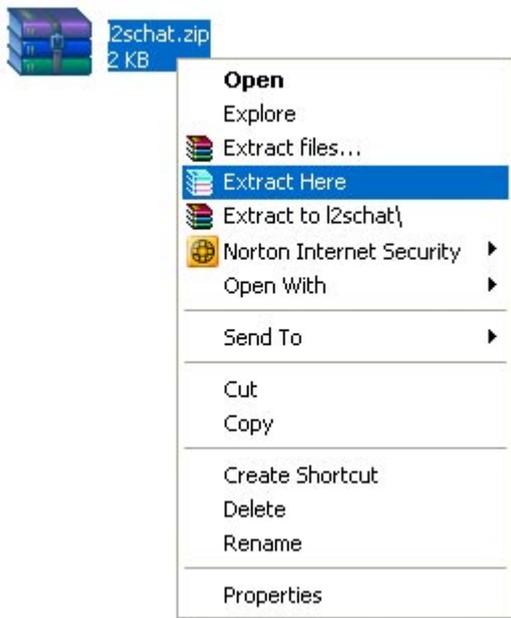
- [Wix Integration With ProProfs Live Chat](#)
- [Joomla Integration With ProProfs Live Chat](#)
- [WordPress Integration With ProProfs Live Chat](#)

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/l2sjs1.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 | - None - | 0 | configure |
| User menu | - None - | 0 | configure |
| Live Chat | - None - | 0 | configure |
| about | - None - | 0 | configure |

- Finally set position for your live chat icon.

| | |
|---------------|---|
| Footer | |
| Live Chat | Footer <input type="button" value="v"/> |

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:" : "http:") + document.location.protocol + "? http://www.proprofs.com/js/l2sjs1.php?stid=29299&jqry=Y&l2stxt="; var l2sscr = document.getElementsByTagName("script")[0]; l2sscr.parentNode.insertBefore(l2scd, l2sscr); })();
```

Separate chat window code ⓘ

Send instructions to developer
Need help? Call **855.776.7763**

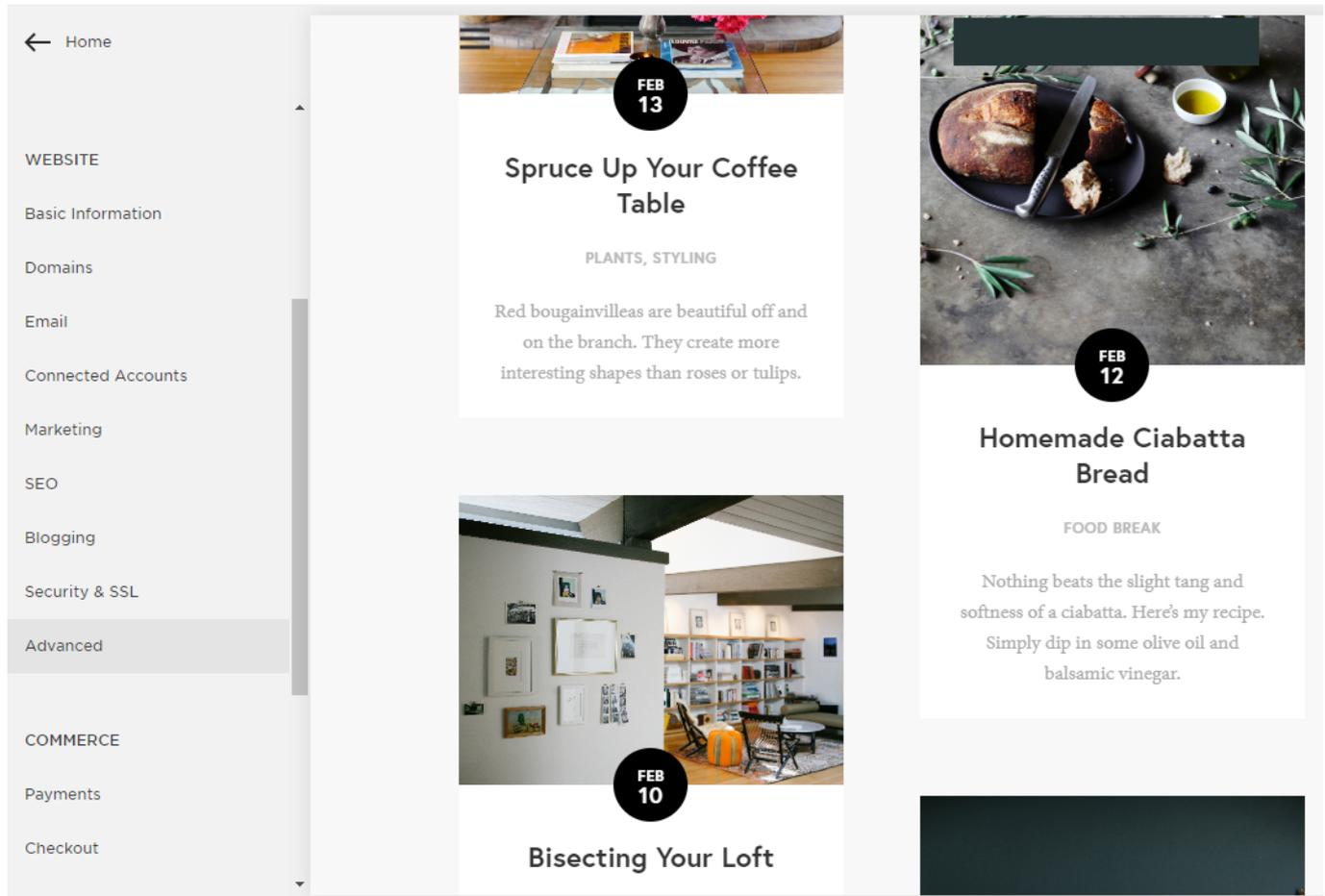
Use one of the following services? Click below to see the specific easy-install instructions

- WordPress
- Magento
- Microsoft Dynamics CRM

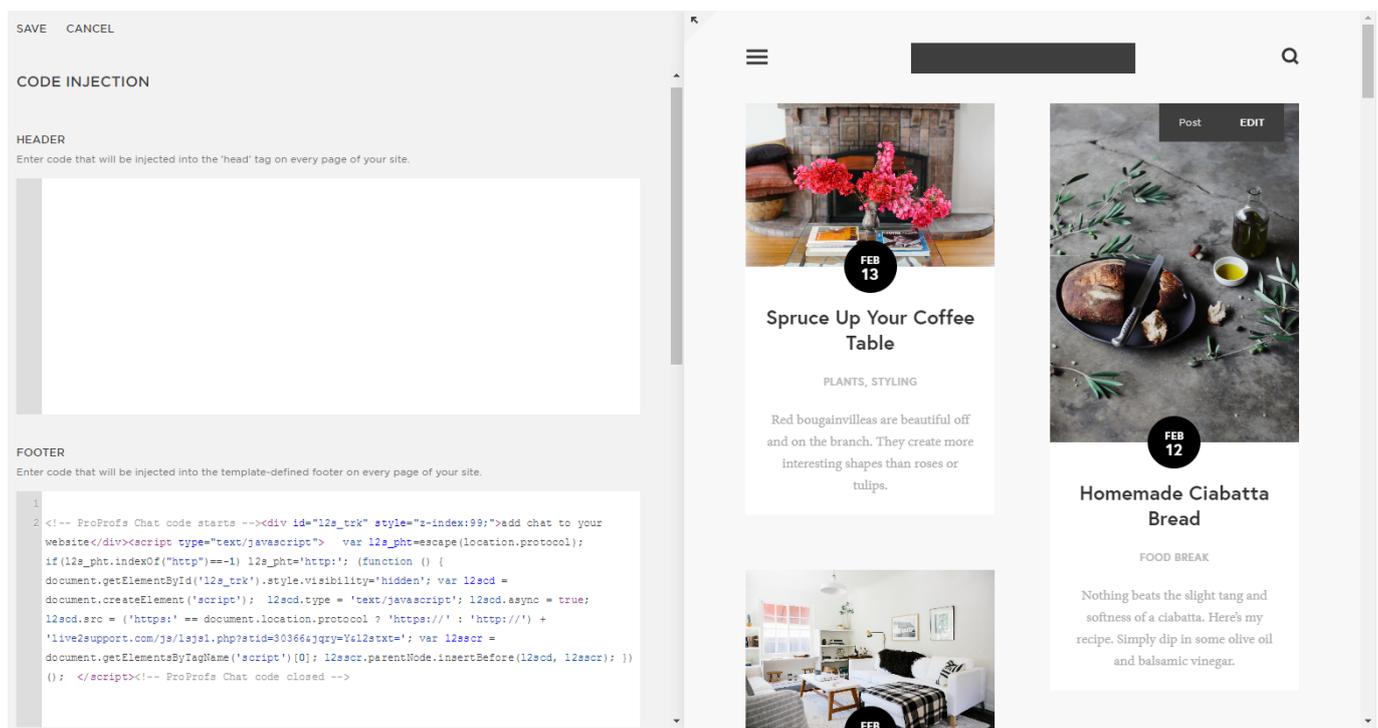
Step 2: Login to your Squarespace Admin section.

Step 3: Navigate to *“settings.”*

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*

Hank
playw
dream

Send

by ProProfs

Related Articles:

- [Live Chat in DotNetNuke](#)
- [Live Chat in Joomla](#)
- [Live Chat in Weebly](#)

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.

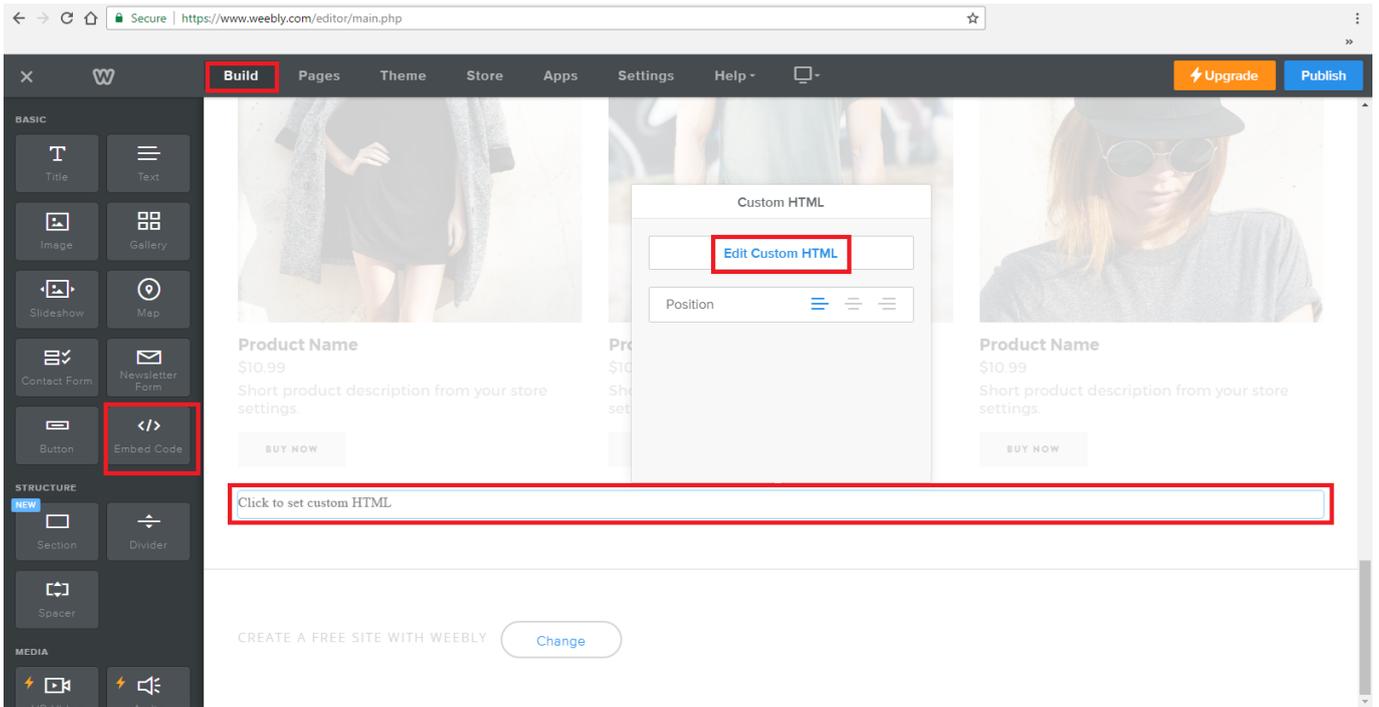
The screenshot shows the ProProfs Chat installation interface. At the top, there is a navigation bar with 'Home', 'Settings', 'Transcripts', 'Tickets', 'Operators', and 'Reports'. A 'Launch Chat' button indicates 'You Are Offline'. An 'Upgrade' button and a phone icon with '(855)' are also present. The main content area is titled 'Install Live Chat' and includes the instruction: 'Copy & paste the below code just before the </body> tag on your webpage.' The code is shown in a text box with a 'Copy to clipboard' button. Below the code, there are links for 'Send instructions to developer' and 'Need help? Call 855.776.7763'. At the bottom, there are three service icons: WordPress, Magento, and Microsoft Dynamics CRM.

Step 2: Login to your Weebly administrator account with your valid credentials.

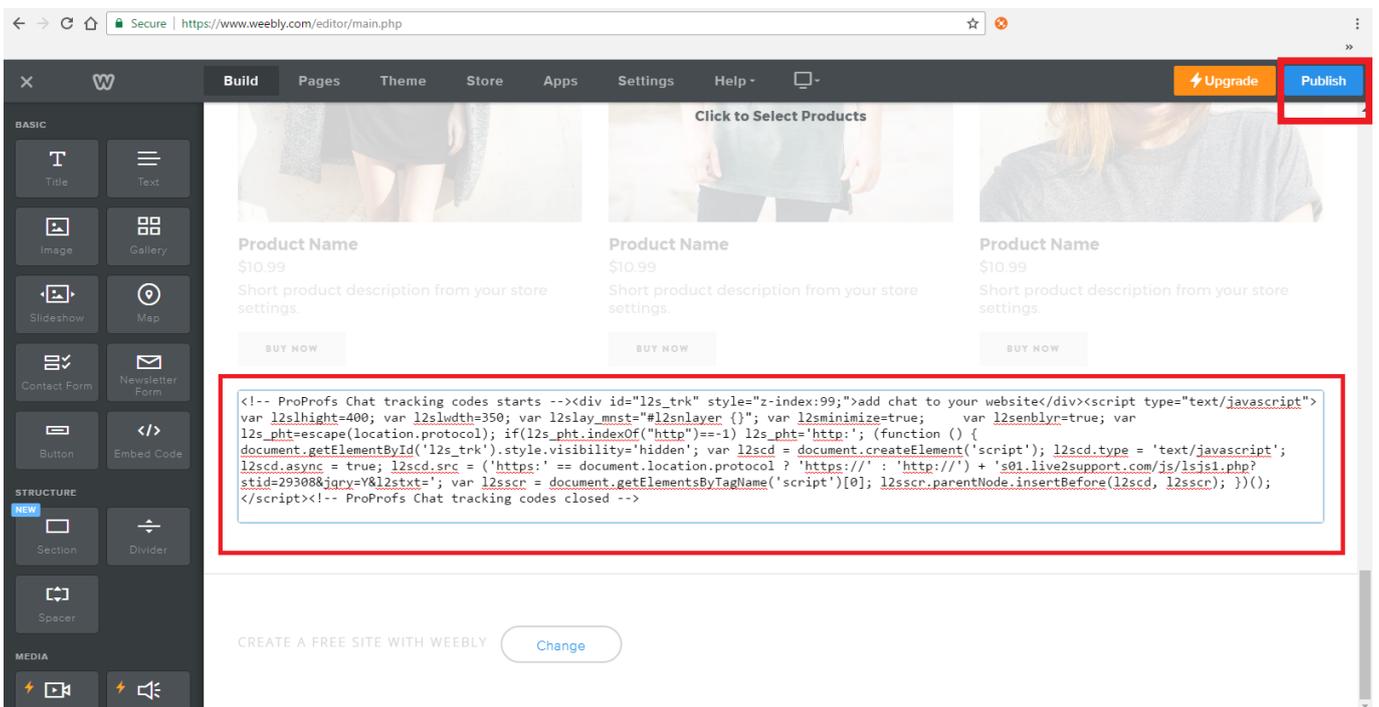
<https://www.weebly.com/login>

A screenshot of the Weebly login page. At the top center is the Weebly logo (a blue 'W'). Below it is the text "Welcome back!". There are two input fields: "Email" and "Password". Below the "Email" field is a checked checkbox labeled "Remember me". To the right of the "Remember me" checkbox is a blue "Log In" button. Below these fields is a section with the text "Or log in with your social accounts". This section contains two buttons: a Facebook "Log In" button and a Google+ "Log In" button. At the bottom left of the form area is the text "Need an account? Sign up" and at the bottom right is "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.

KENZO

[HOME](#)

[ABOUT](#)

[EYEGLASSES](#)

[CONTACT](#)



Eyewear

Chat with us

KENZO

[HOME](#)

[ABOUT](#)

[EYEGLASSES](#)

[CONTACT](#)



Eyewear

Chat with us

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](#)

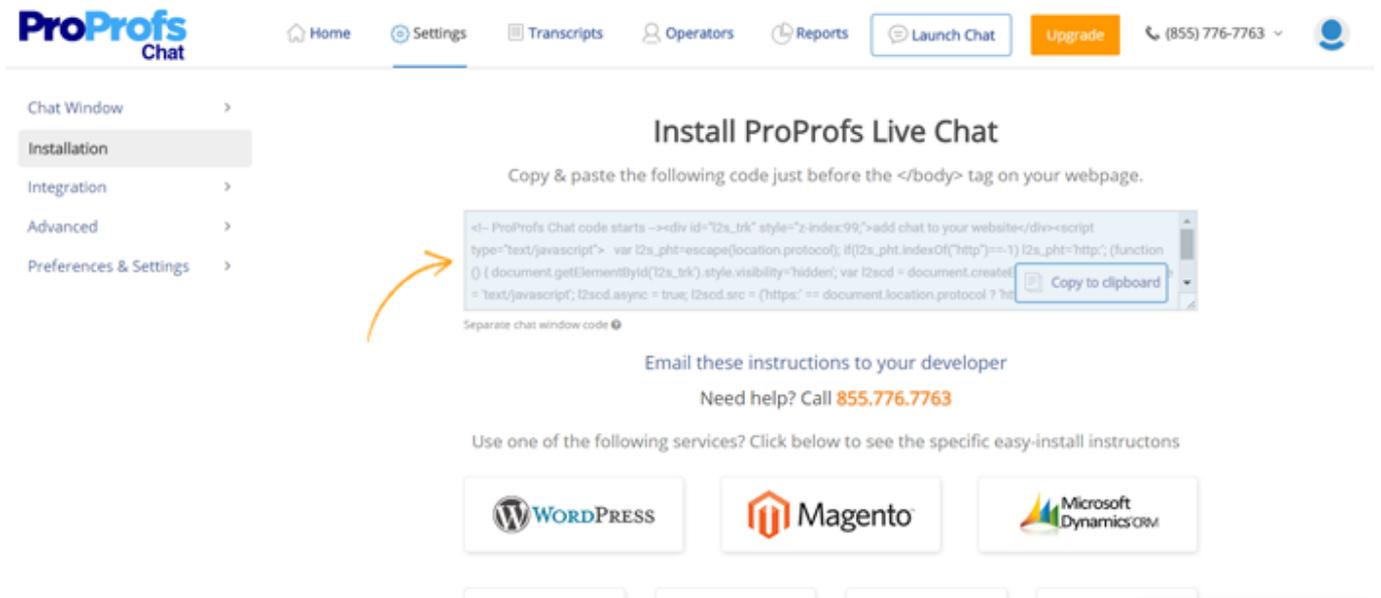
[Live Chat in Kentico](#)

[Light CMS Integration With ProProfs Live Chat](#)

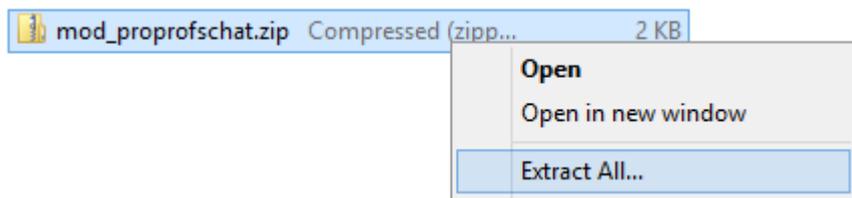
Add ProProfs Live Chat to Joomla Website

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.



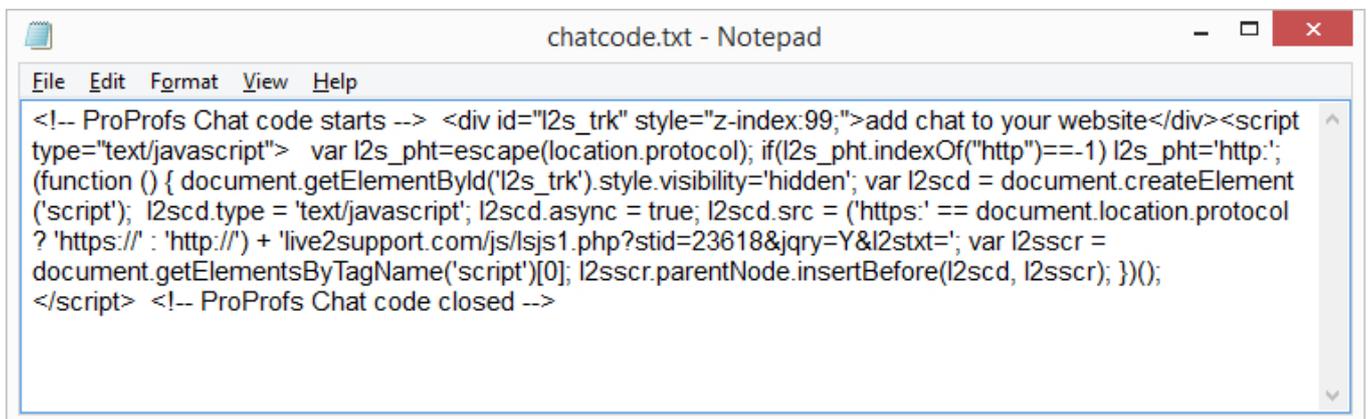
Step 3: [Click Here](#) to download the plug-in application. Right-click the ProProfs Live Chat zip file and Unzip the live chat plug-in to proceed further.



Step 4(i): Navigate to (mod_proprofschat) to find a text file of "chatcode.txt."

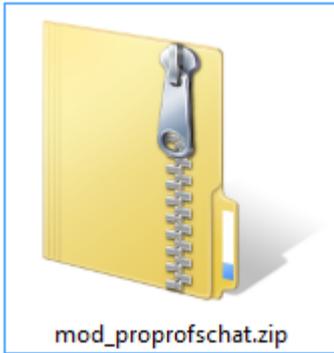


(ii): Open the file to paste the "ProProfs chat code" to it, save the file after implementing the changes.



(iii): Go to the main folder (mod_proprofschat), Right-click the folder, hover on "Send to" Select Compressed

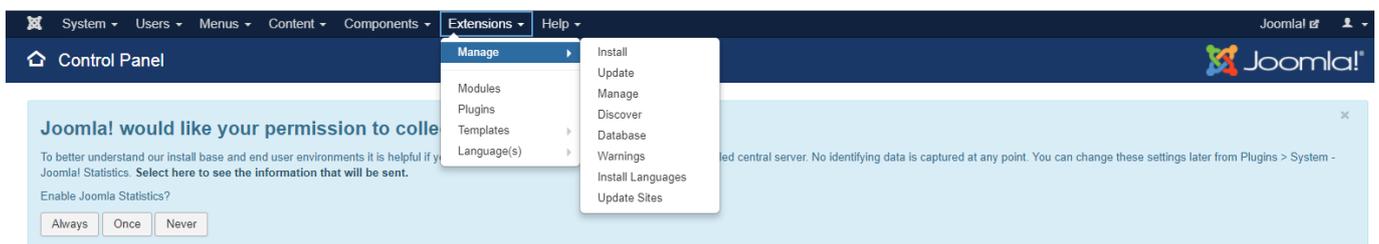
(Zipped) folder. Congrats! You have successfully executed your ProProfs chat plug-in.



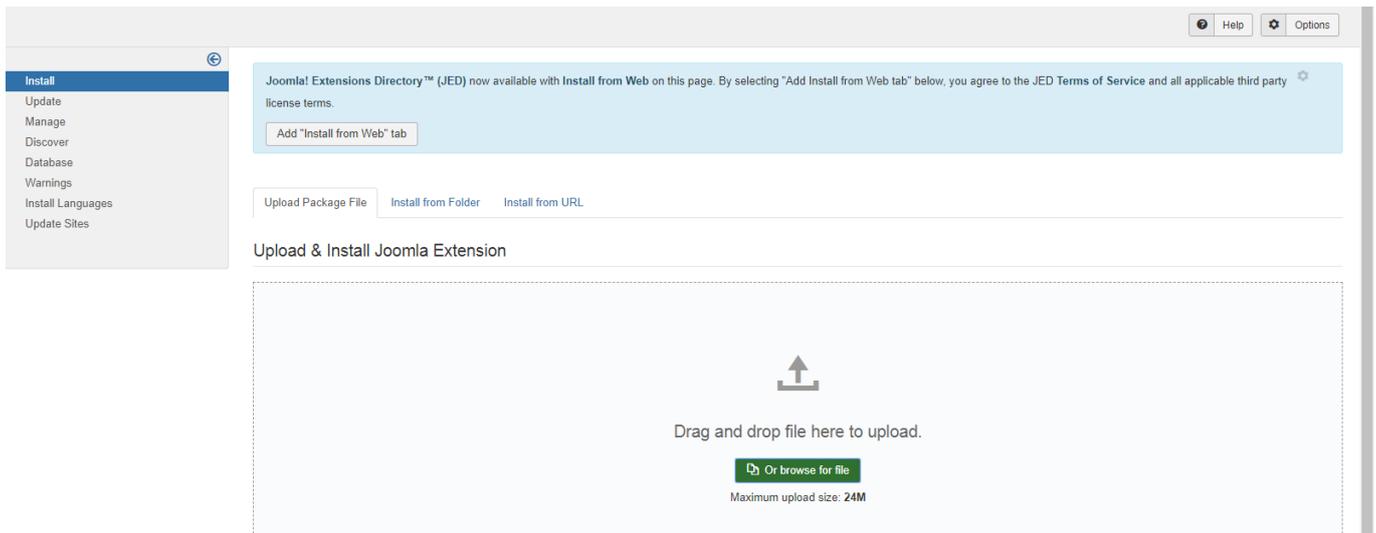
Step 5(i): Login to your Joomla admin account to get started.



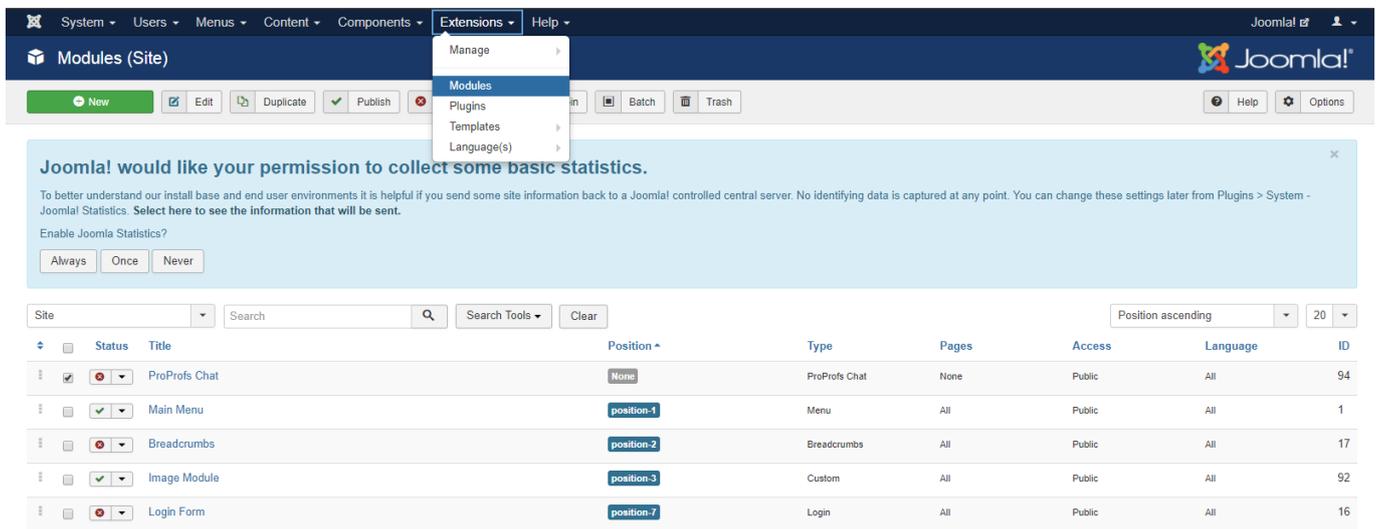
(ii): Navigate to “Extensions” Manage, and click “install.”



(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 configuring the ProProfs Chat module. The top navigation bar includes 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 is titled 'ProProfs Chat' and has tabs for Module, Menu Assignment, Advanced, and Permissions. The 'Module' tab is active, showing the following configuration options:

- Show Title:** A toggle switch set to 'Show'.
- Position:** A dropdown menu with the text 'Type or Select a Position'.
- Status:** A dropdown menu set to 'Published'.
- Start Publishing:** A date/time input field with a calendar icon.
- Finish Publishing:** A date/time input field with a calendar icon.
- Access:** A dropdown menu set to 'Public'.
- Ordering:** A dropdown menu set to '1. ProProfs Chat'.
- Language:** A dropdown menu set to 'All'.
- Note:** A text input field.

(Vi): Refresh your website to check the ProProfs Chat enabled on your Joomla website.

Joomla Website

Search ...

Home



Popular Tags

- Joomla

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! t 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 pro 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 somett 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 rig

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](#)

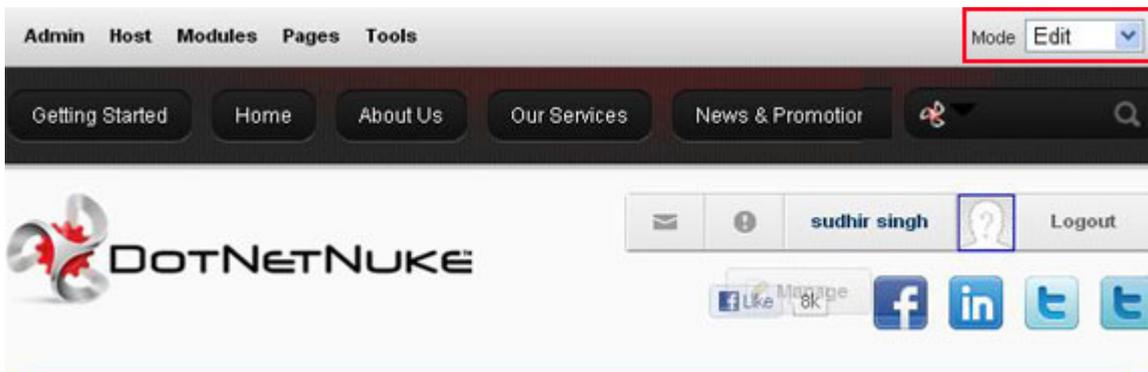
[WordPress Integration With ProProfs Live Chat](#)

[WHMCS Integration With ProProfs Live Chat](#)

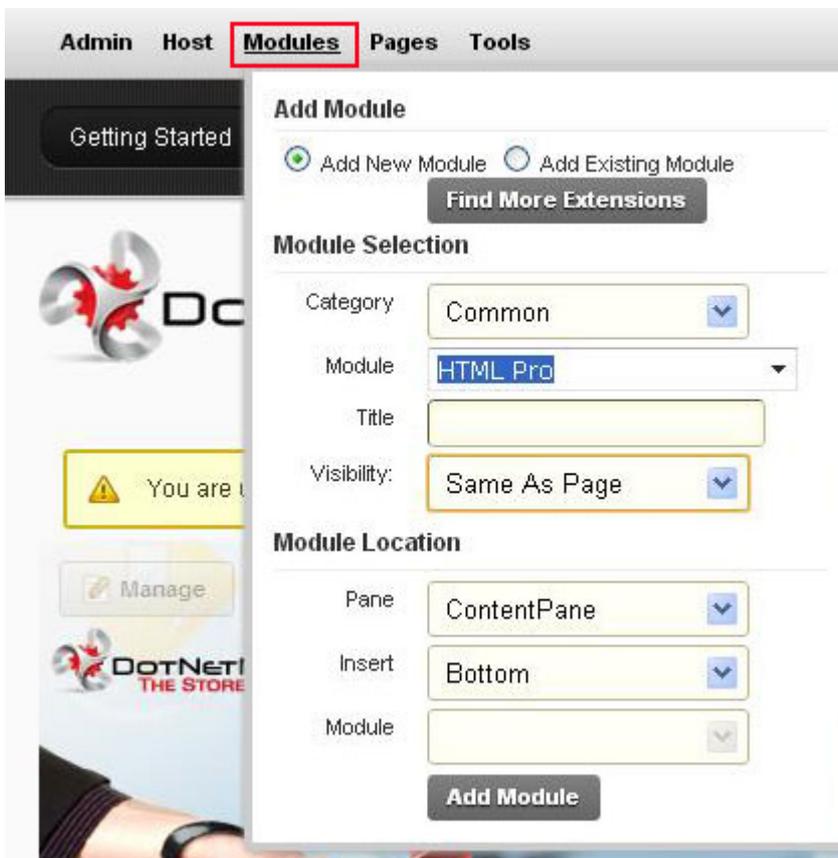
Add ProProfs Live Chat to DotNetNuke Website

You need to follow these steps to integrate [ProProfs Chat software with DotNetNuke](#).

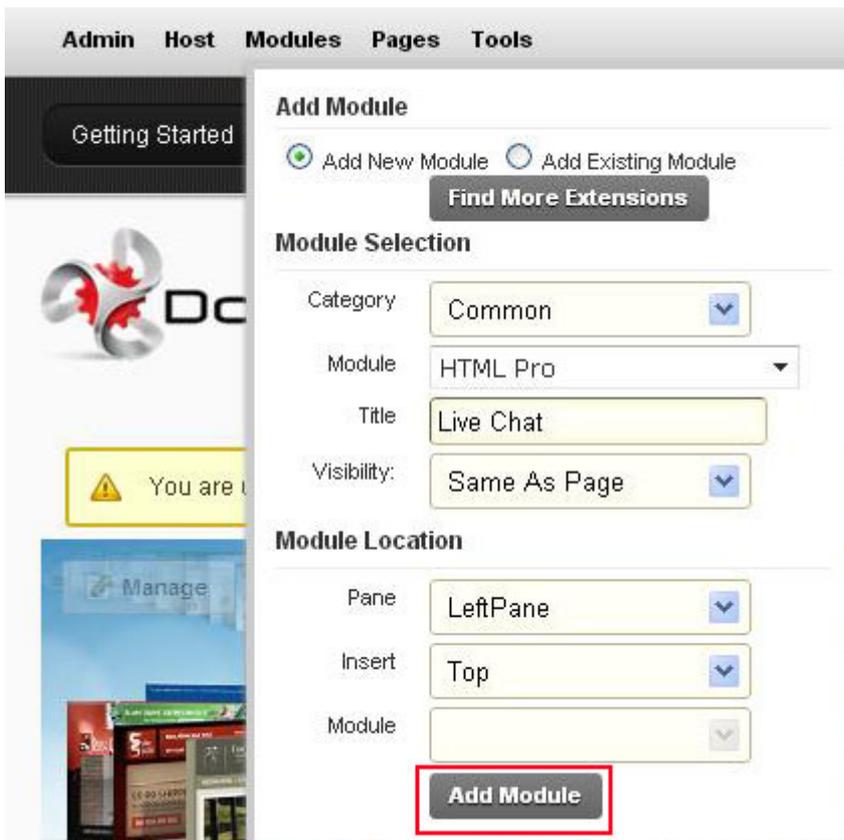
- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login to your Dotnetnuke admin panel and go to Edit mode.



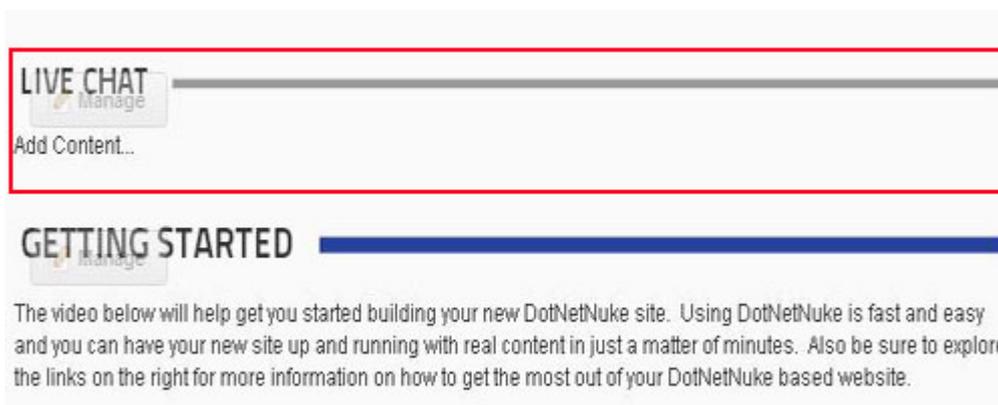
- Go to Modules section and choose appropriate options on module section and module location.



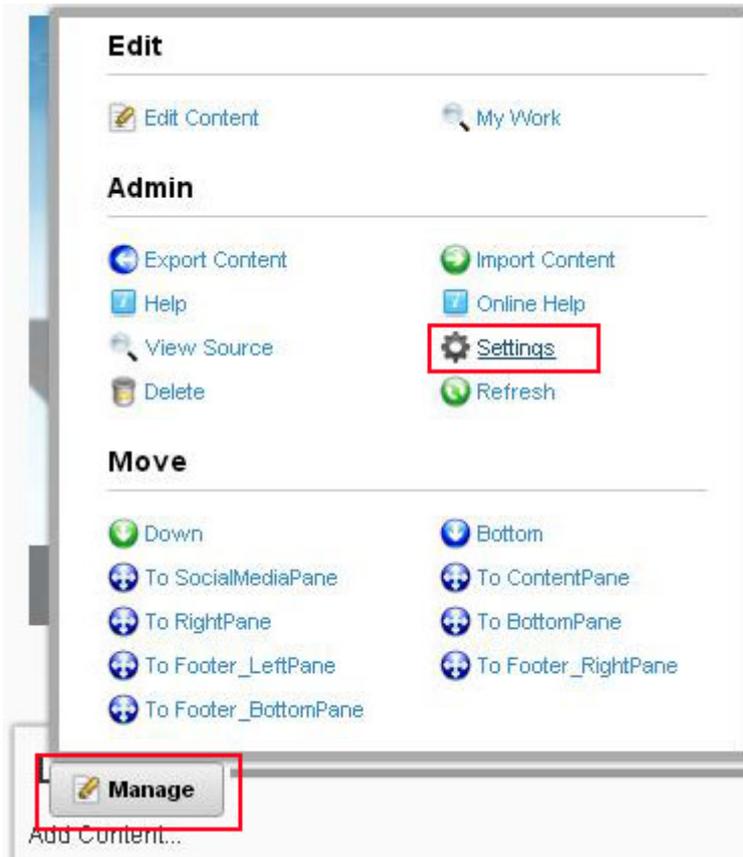
- Click on Add Module button.



- 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:

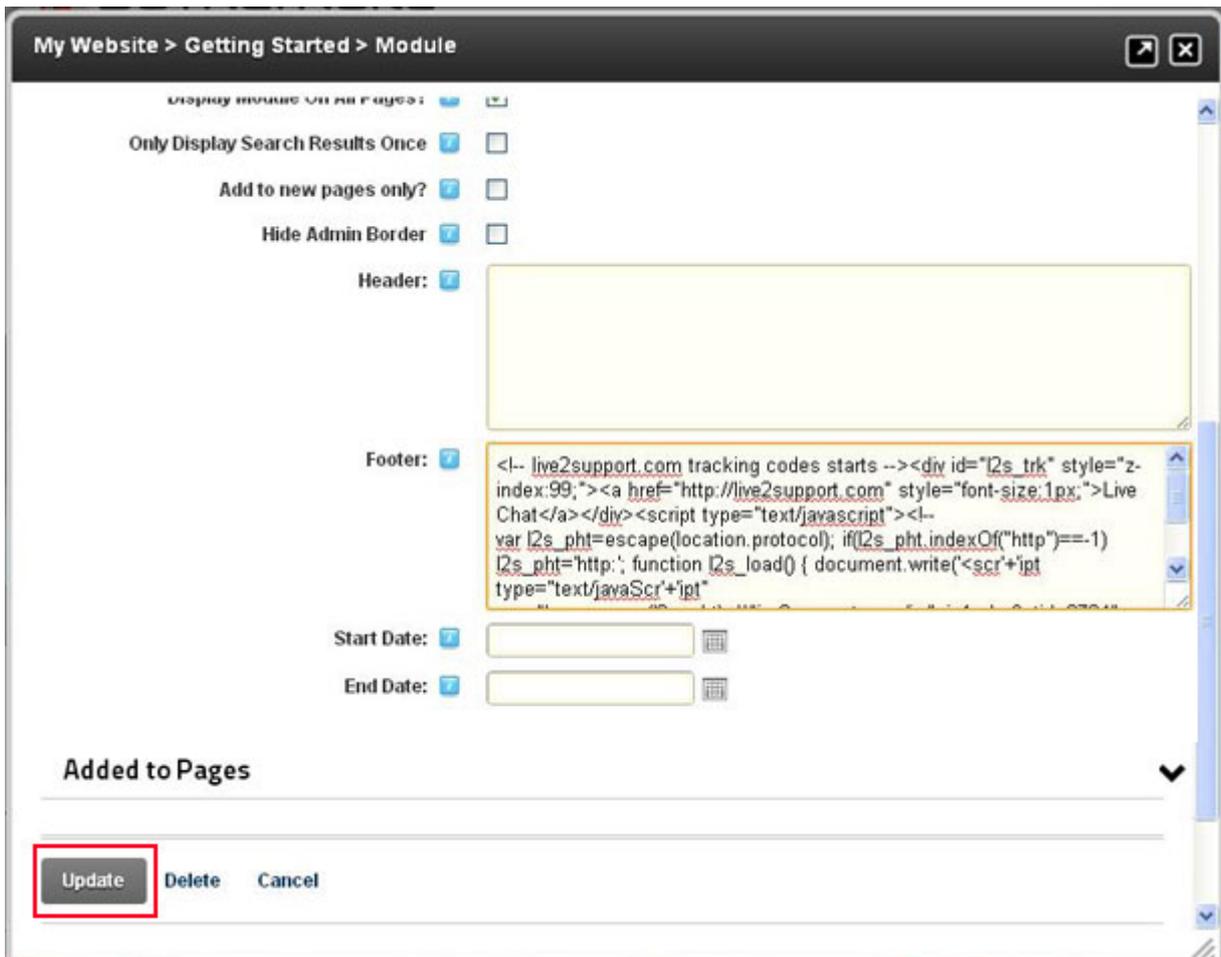
Footer:

Start Date:

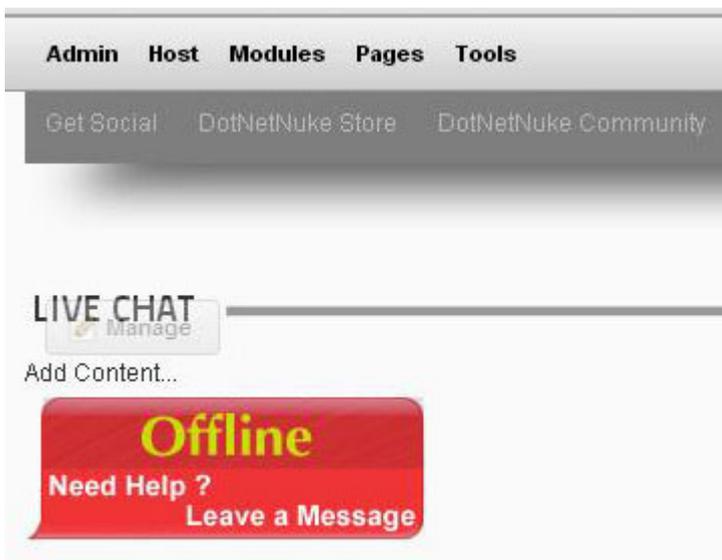
End Date:

Added to Pages

Update Delete Cancel



- Live Chat Appear on your website. You have added live chat into DotNetNuke successfully.



Related Articles:

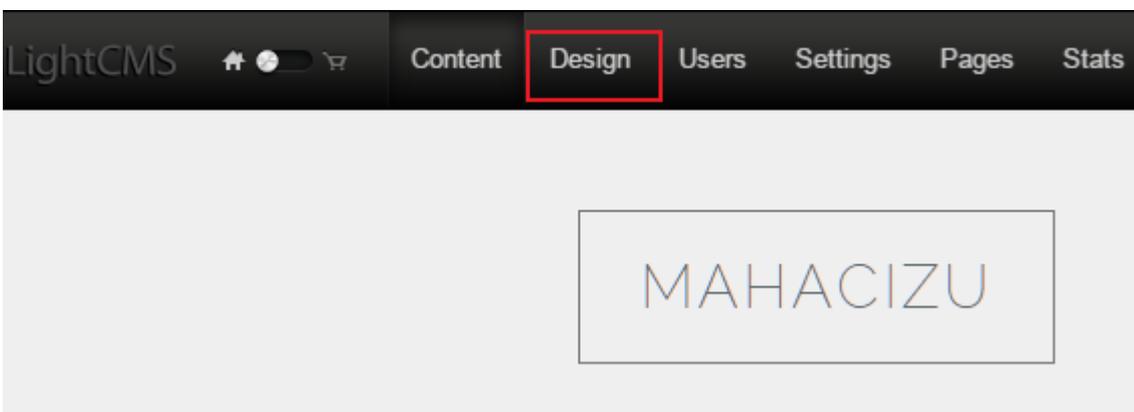
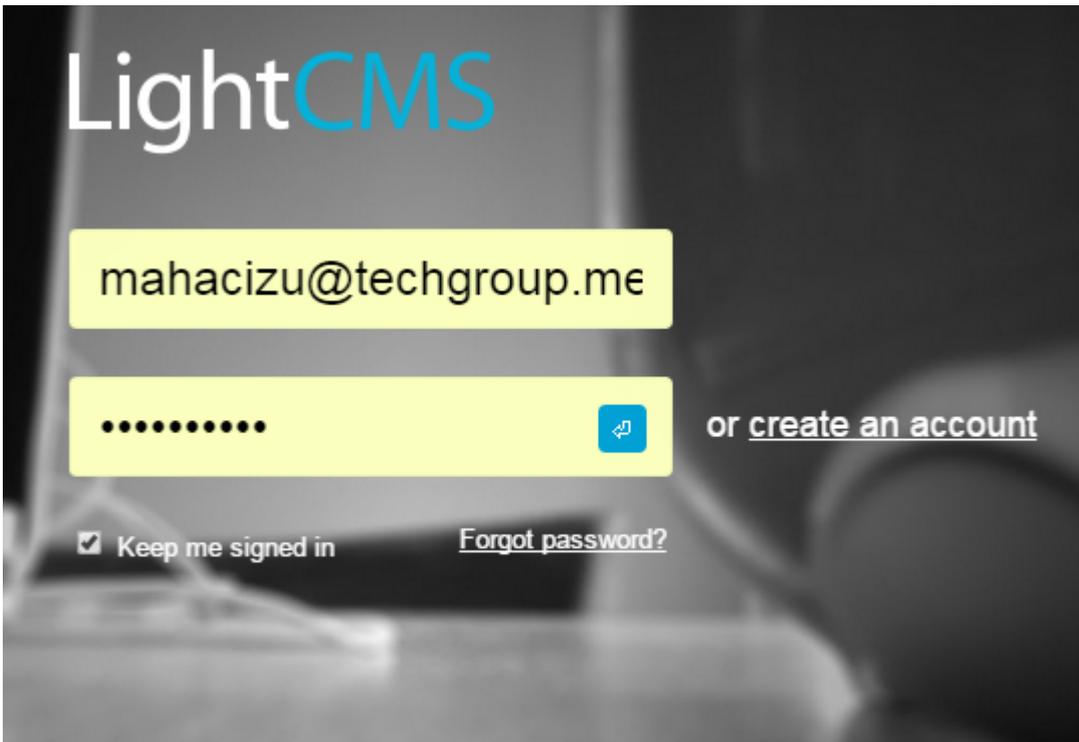
[Wix Integration With ProProfs Live Chat](#)

[WordPress Integration With ProProfs Live Chat](#)
[Joomla Integration with ProProfs Live Chat](#)

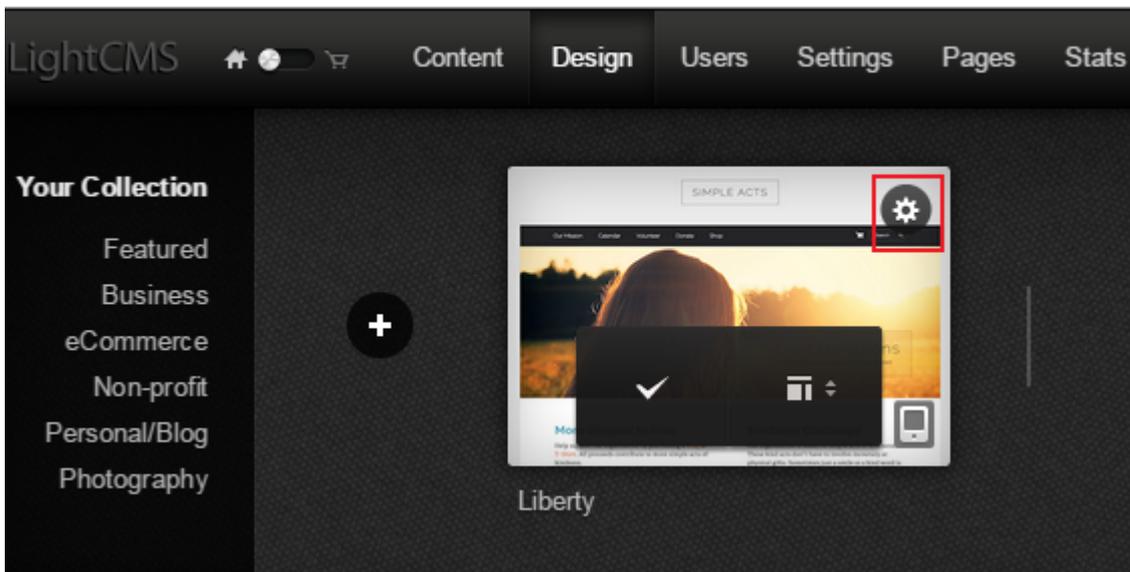
LightCMS Integration with ProProfs Live Chat

You need to follow these steps to integrate [ProProfs Chat with Light CMS](#).

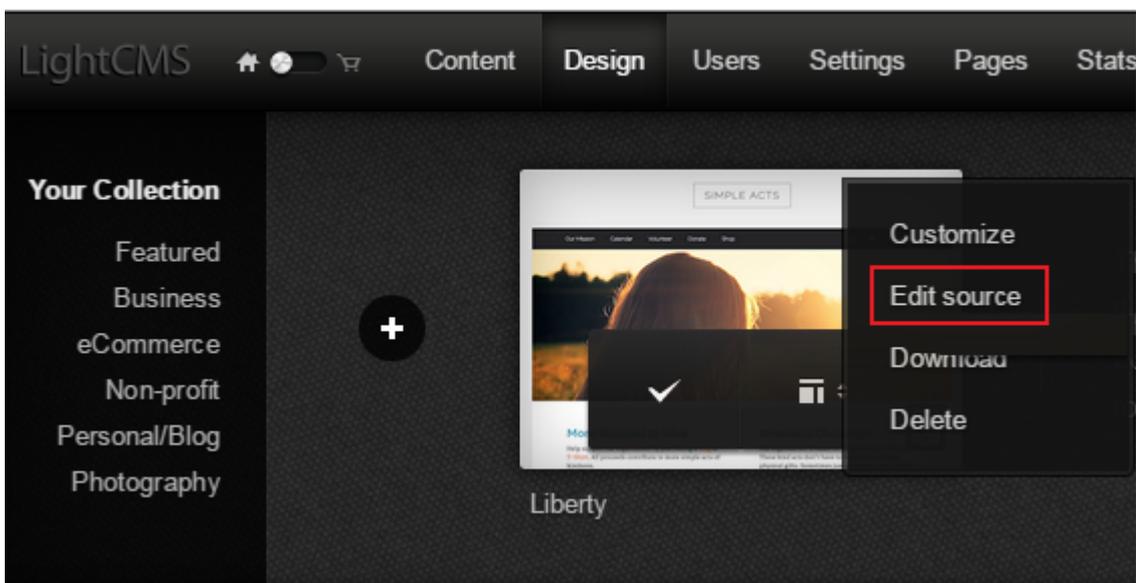
- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login to your Light CMS account & click on Design.



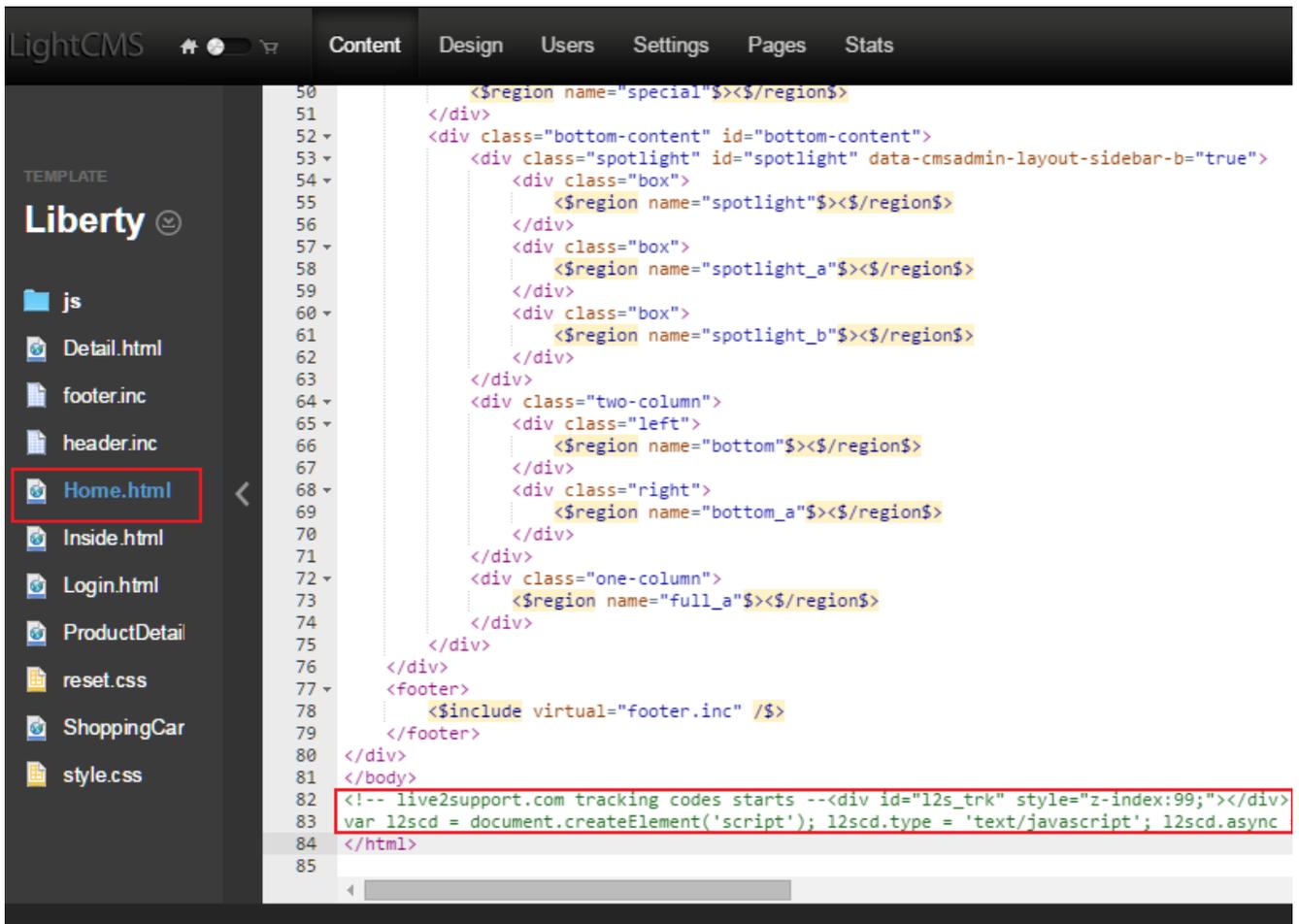
- Select Option Menu.



- Then go to Edit Source from the following options.

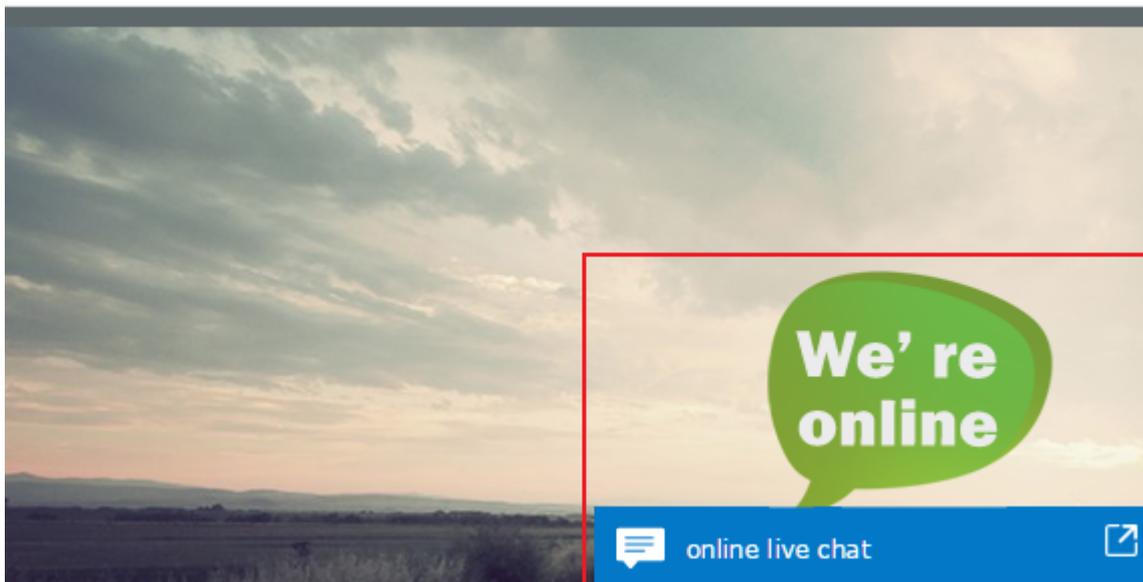
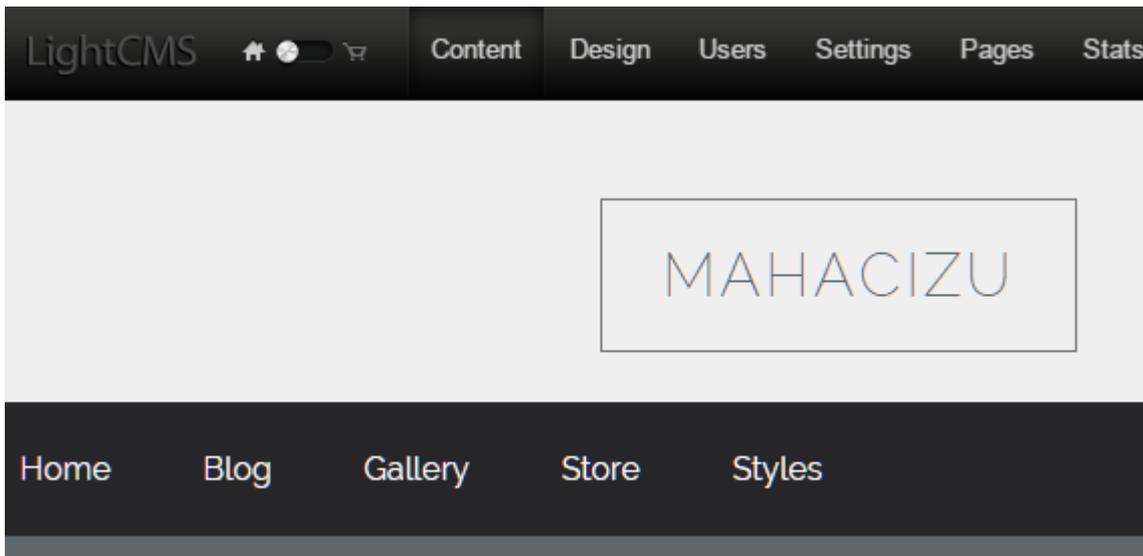


- Select page from right bar menu in which you want to place the code.
- Place your ProProfs codes into that page.



```
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:

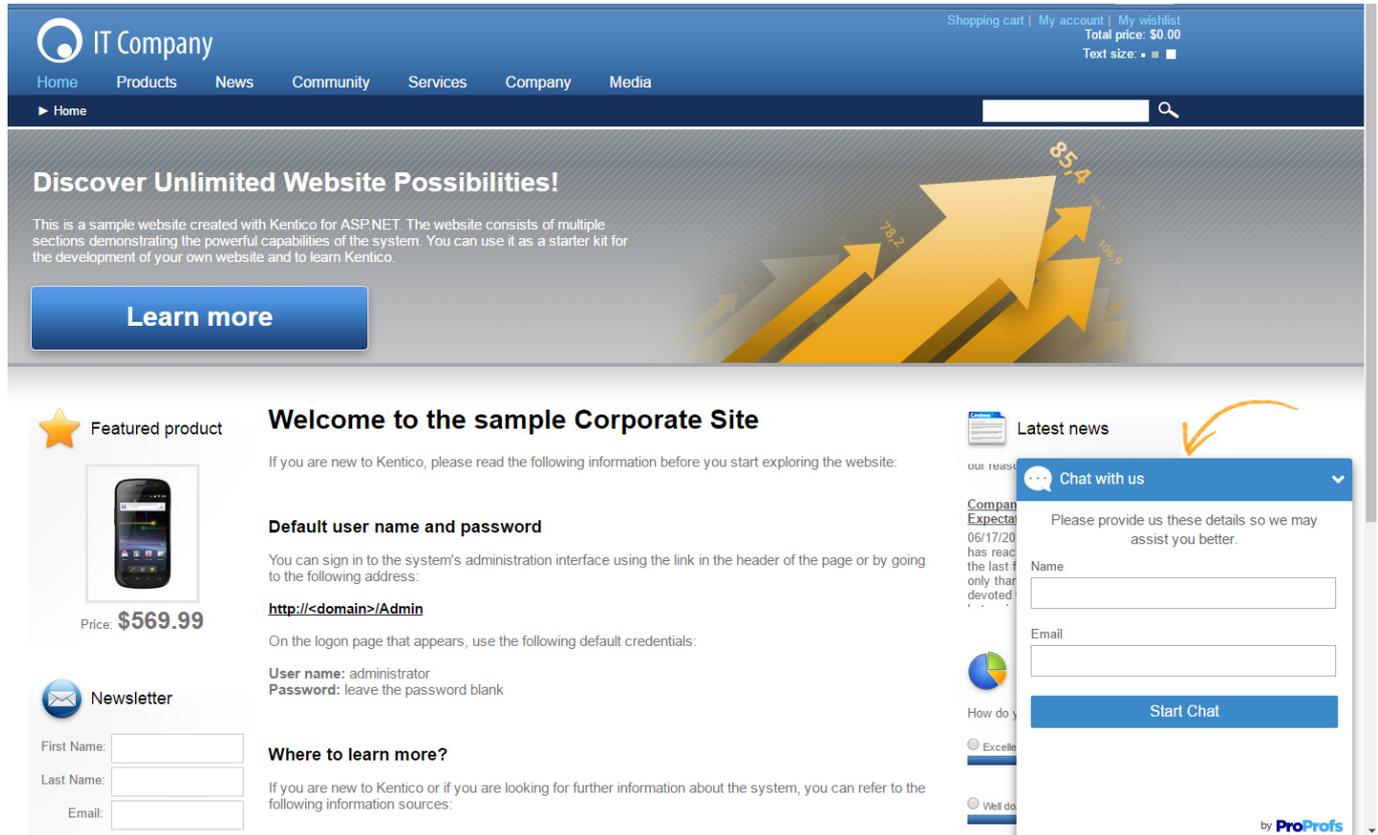
- [Drupal ver 8.x Integration With ProProfs Live Chat](#)
- [Drupal ver 6.x & 7.x Integration With ProProfs Live Chat](#)
- [SquareSpace Integration With ProProfs Live Chat](#)

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)

ProProfs Chat

Home Settings Transcripts Operators Reports Launch Chat

(855) 776-7763

Install ProProfs Live Chat

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

```
<!-- ProProfs Chat code starts --><div id="I2s_trk" style="z-index:99;">add chat to your website</div><script type="text/javascript"> var I2s_pht=escape(location.protocol);if(I2s_pht.indexOf("http")==-1) I2s_pht="http";(function () { document.getElementById(I2s_trk).style.visibility="hidden";var I2scd = document.createElement("script"); I2scd.type = "text/javascript"; I2scd.src = (I2s_pht=="https://" ? "https://" : "http://") + "live2support.com/js/ljs1.php?stid=29387"; document.getElementsByTagName("script")[0].parentNode.appendChild(I2scd);})()
```

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)

Corporate Site Pages > (root) (Page)

Edit Preview Listing

Page Design Form Master page Properties Analytics

Default screen size

Web part content

All web parts

Search web parts...

Abuse report

- Abuse report
- In-line abuse report

Attachments

- Page attachments

Banner management

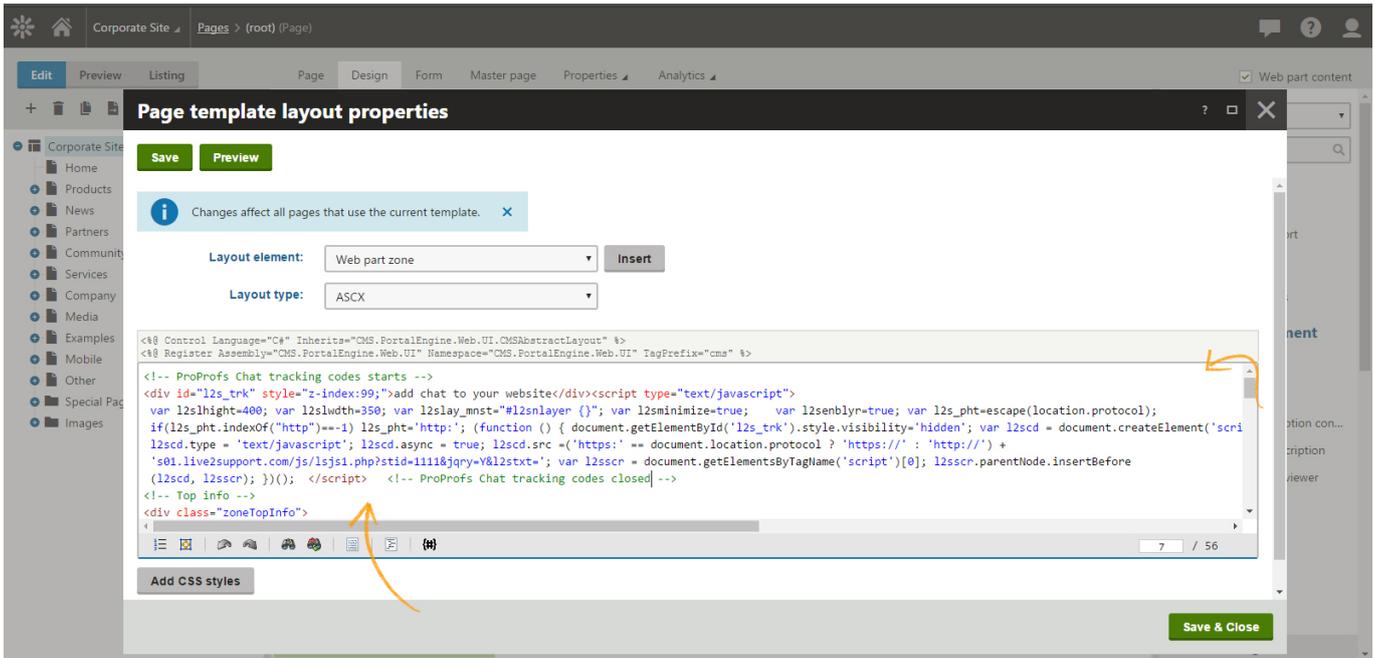
- Banner rotator

Blogs

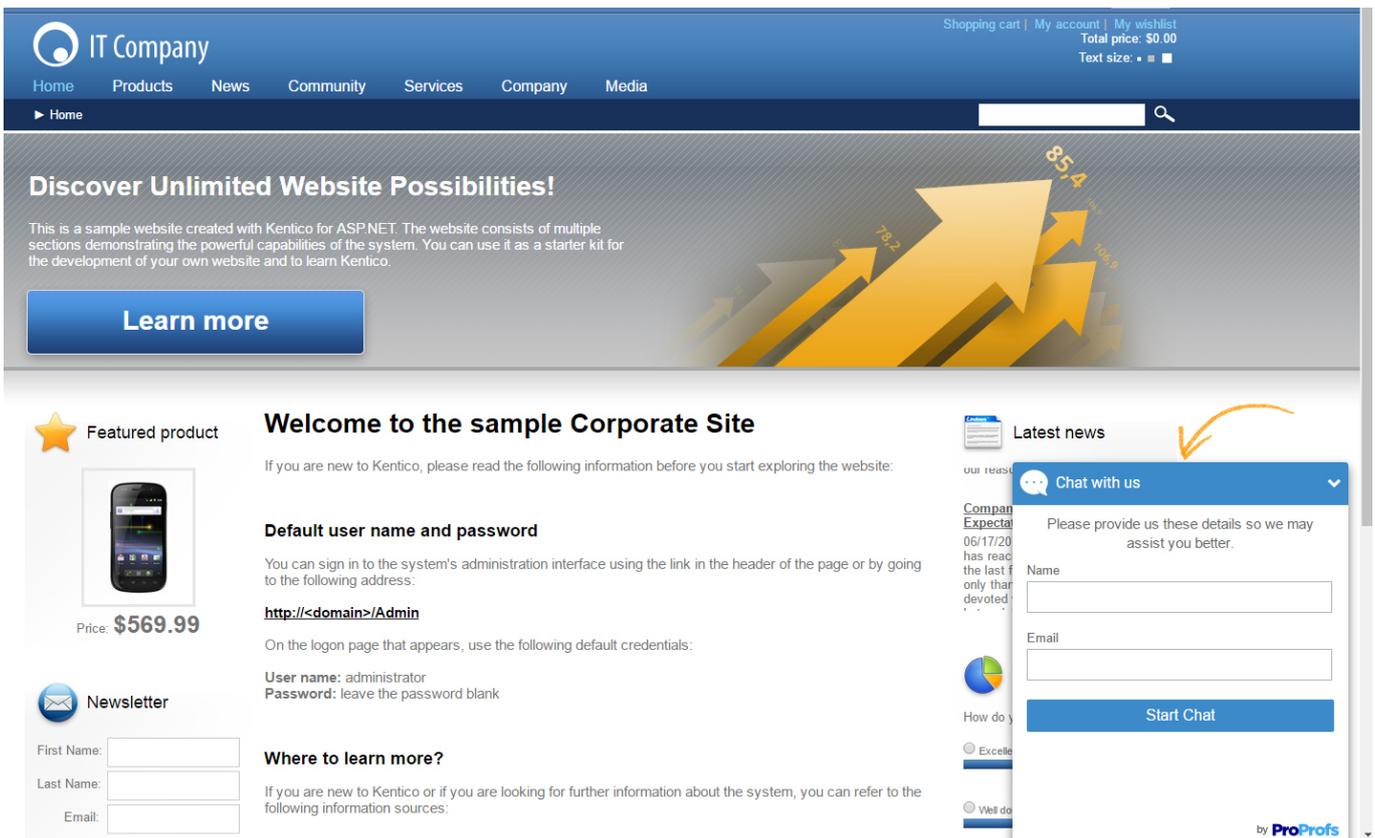
- Blog post subscription con...
- Blog post unsubscription
- Blogs comments viewer
- Comment view
- New blog
- Post archive
- Recent posts

Chat

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



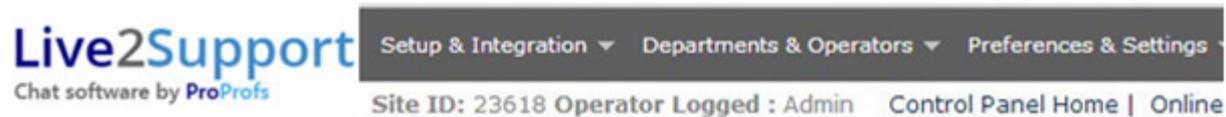
- Customize Preferences
- Add/Edit Predefined Responses
- Add/Edit Push URL
- Pro-active/Auto chat Invitation
- 3rd Party Integration
- Add/Edit ad Campaign
- IP Blocking
- Enable/Disable Callback
- CRM Integration

Step 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



| CRM Integration | |
|---|---|
| Enable CRM | <input type="radio"/> Sales Force <input type="radio"/> Zoho CRM <input type="radio"/> ActiveCampaign <input type="radio"/> NutShell <input checked="" type="radio"/> WHMCS <input type="radio"/> Get Response <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



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](#)

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 | #452851 - API Ticket | sudhir.singh | Open | 6d 2h 46m |
| <input type="checkbox"/> | support | #528589 - API Ticket | sudhir.singh | Open | 6d 0h 52m |
| <input type="checkbox"/> | support | #100309 - API Ticket | sudhir.singh | Open | 6d 0h 51m |
| <input type="checkbox"/> | support | #618519 - API Ticket | Sudhir1 singh | Open | 5d 23h 56m |
| <input type="checkbox"/> | support | #943239 - API Ticket | Sudhir1 singh | Open | 5d 23h 56m |
| <input type="checkbox"/> | support | #912382 - API Ticket | 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
sudhir_1@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](#)

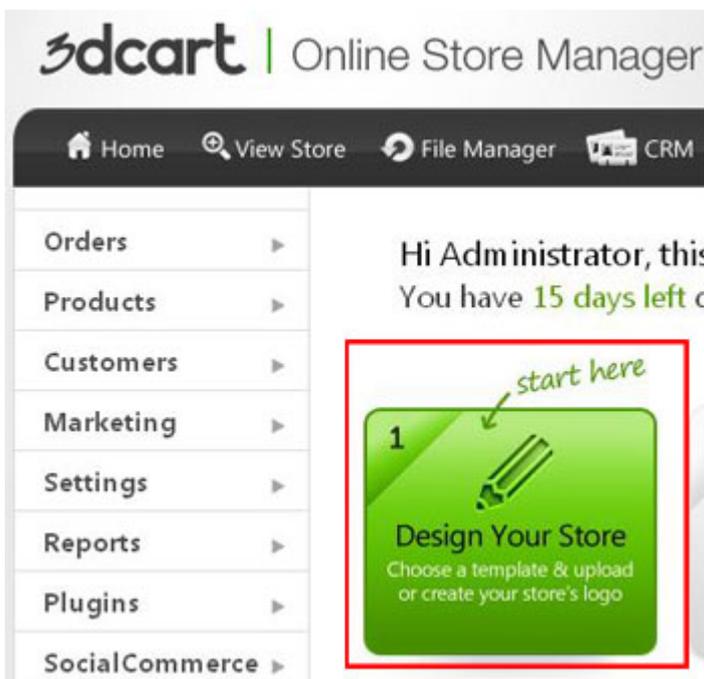
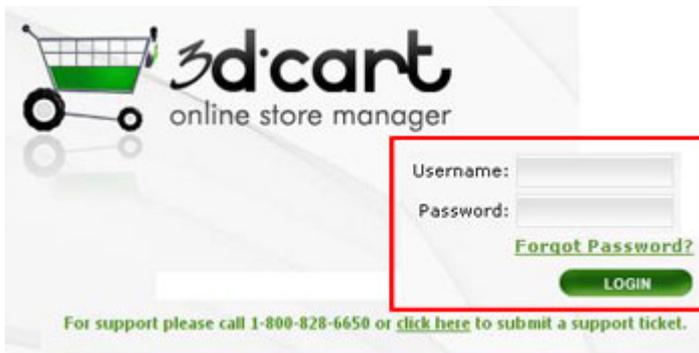
E-commerce

3dcart Integration with ProProfs Live Chat

Live Chat with 3D Cart

Follow these steps for [ProProfs Chat and 3D Cart integration](#):

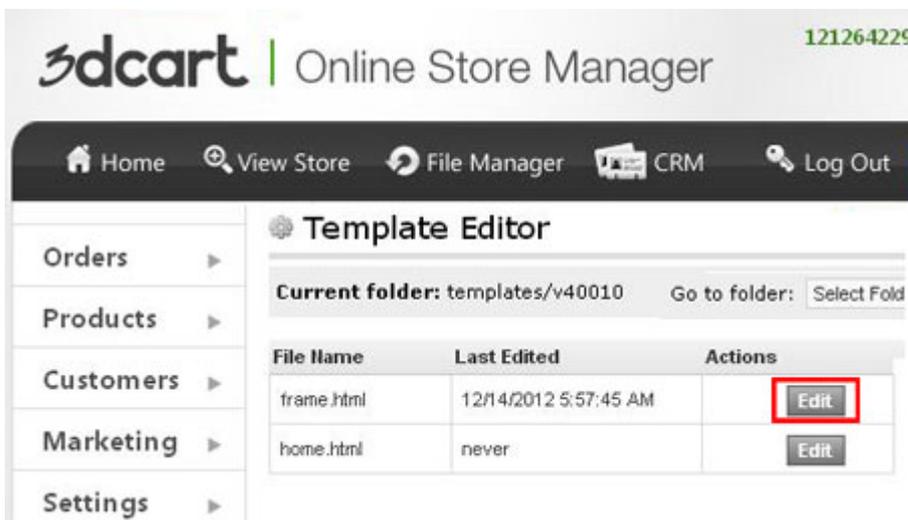
- Login to ProProfs control panel.
- Click on Get Codes to Insert in Your Webpages under Codes & Graphics for Your Webpage.
- Choose Codes for Graphics Status Display (Default).
- Click on "Get code" option & copy those codes.
- Login to the admin panel of your 3D Cart Account & click on Design Your Store.



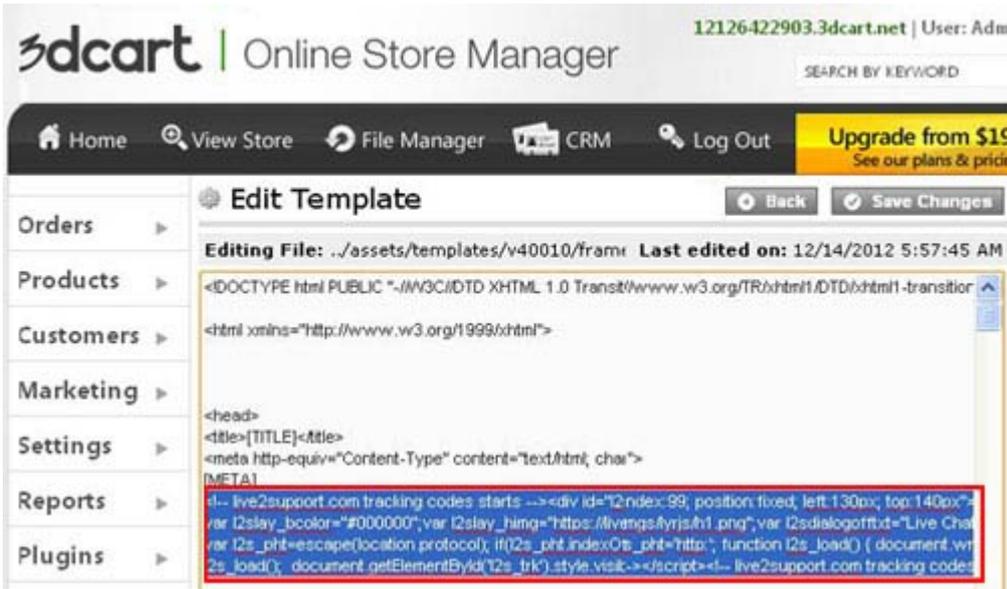
- Select **Edit Template (HTML)**.



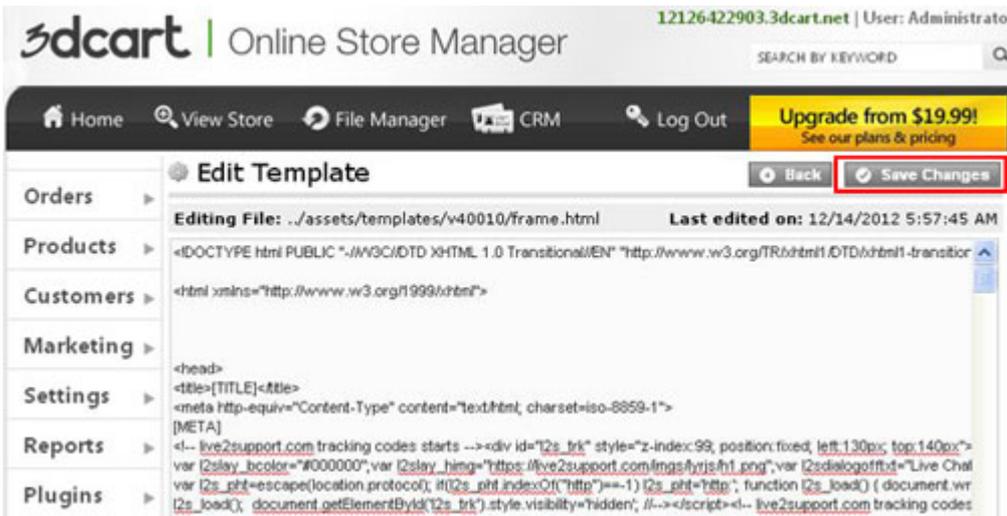
- Click on **frame.html** or **home.html** Edit.



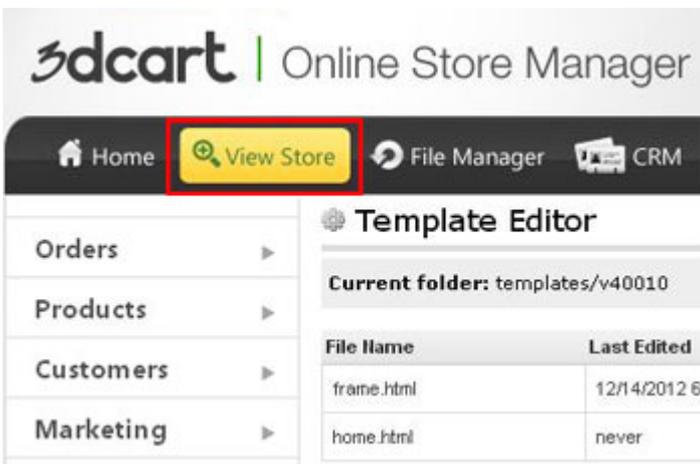
- Place your ProProfs codes into the **frame.html** or **home.html** content box.

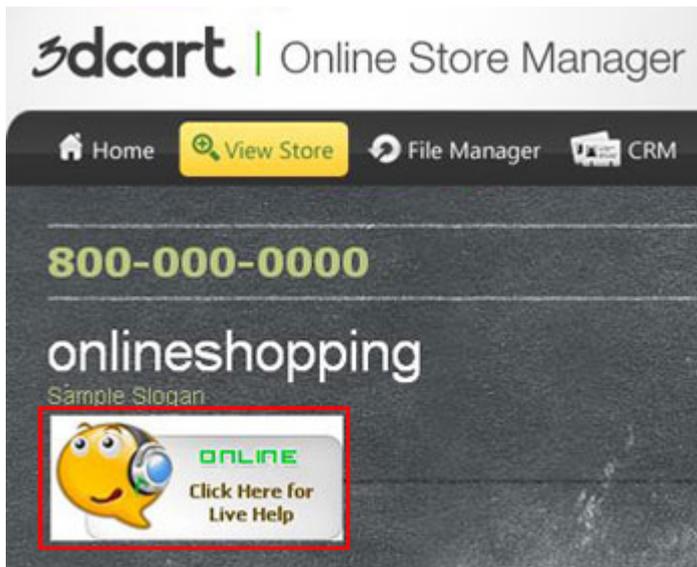


- Select Click on Save.



- Click on View Store, live chat icon will be displayed on your web page.





Related Articles:

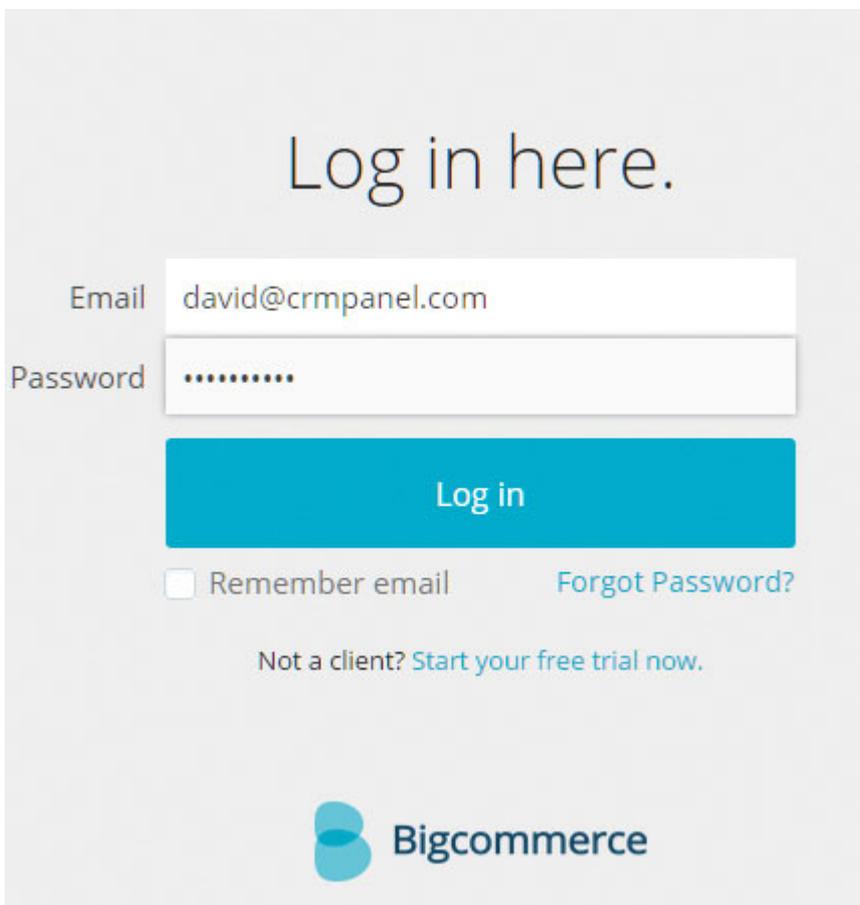
- [Adding ProProfs Live Chat in Shopify](#)
- [Adding ProProfs Live Chat in Magento](#)
- [Adding ProProfs Live Chat in Spark Pay](#)

BigCommerce Integration with ProProfs Live Chat

Live Chat in BigCommerce

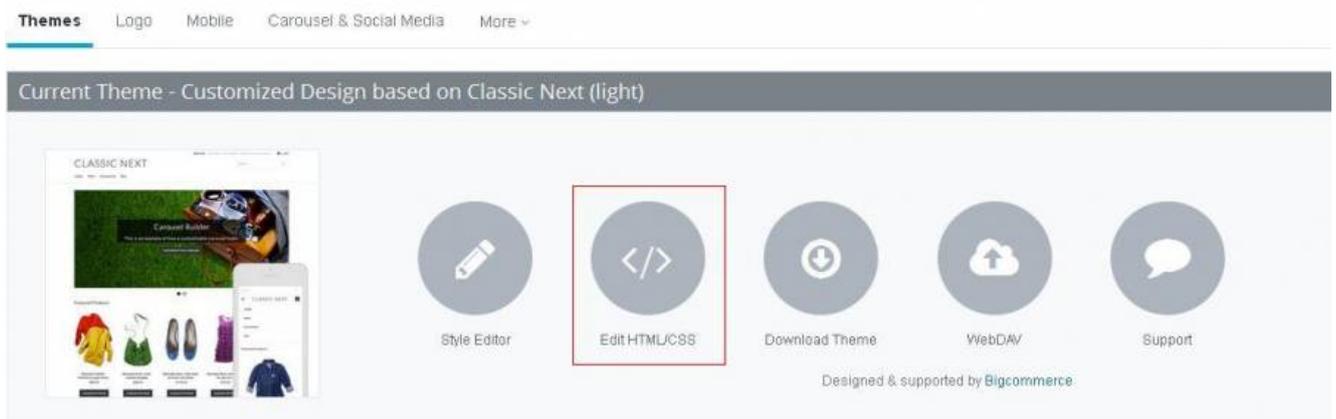
Follow these steps for [ProProfs and BigCommerce integration](#):

- 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



- Now Click on Edit HTML/CSS.

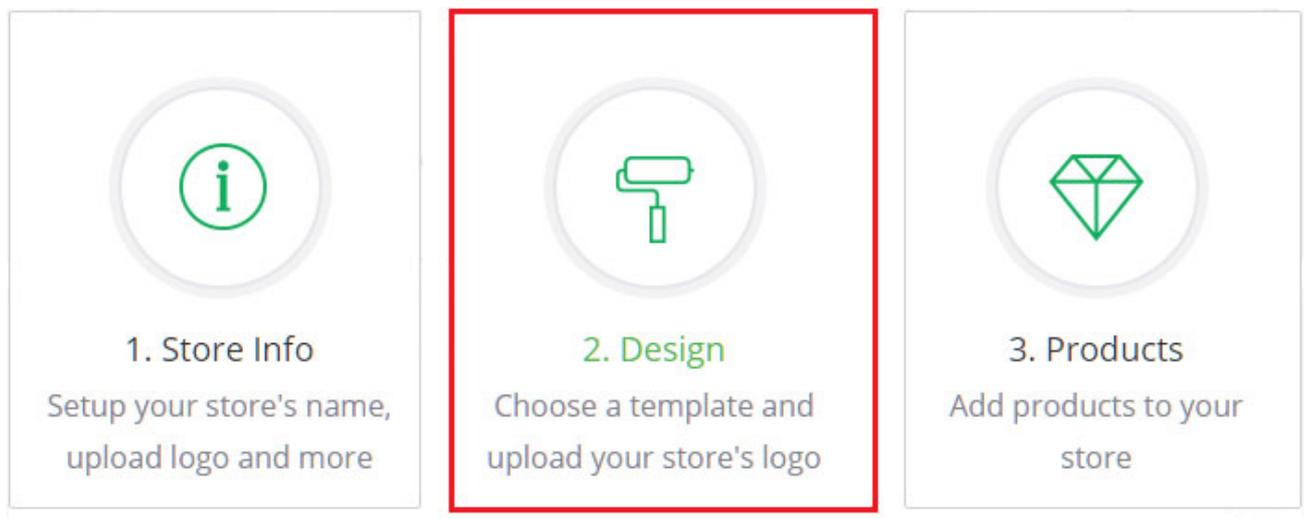
Store Design



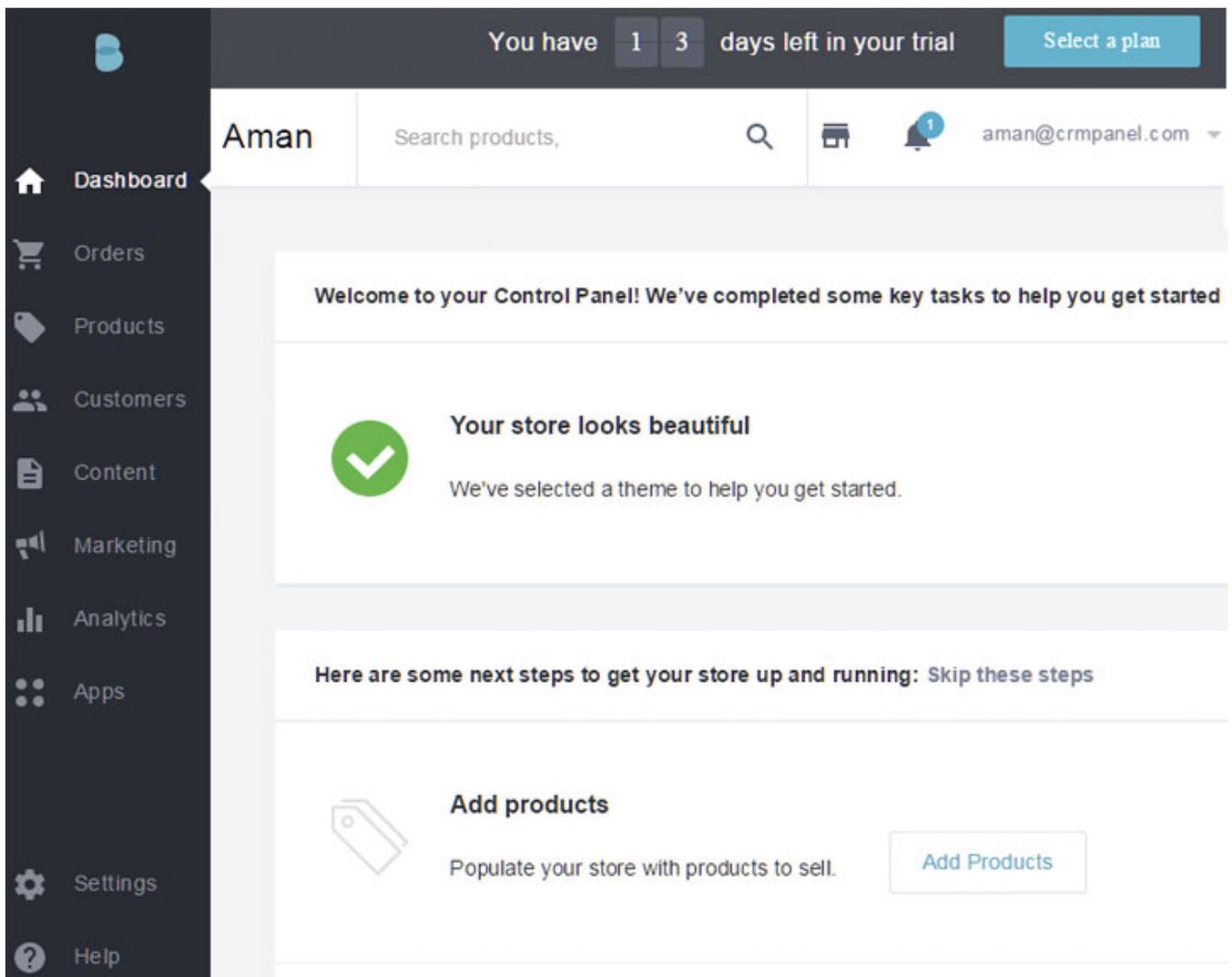
- Select Header File from Left side list of file and Save the file.

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:

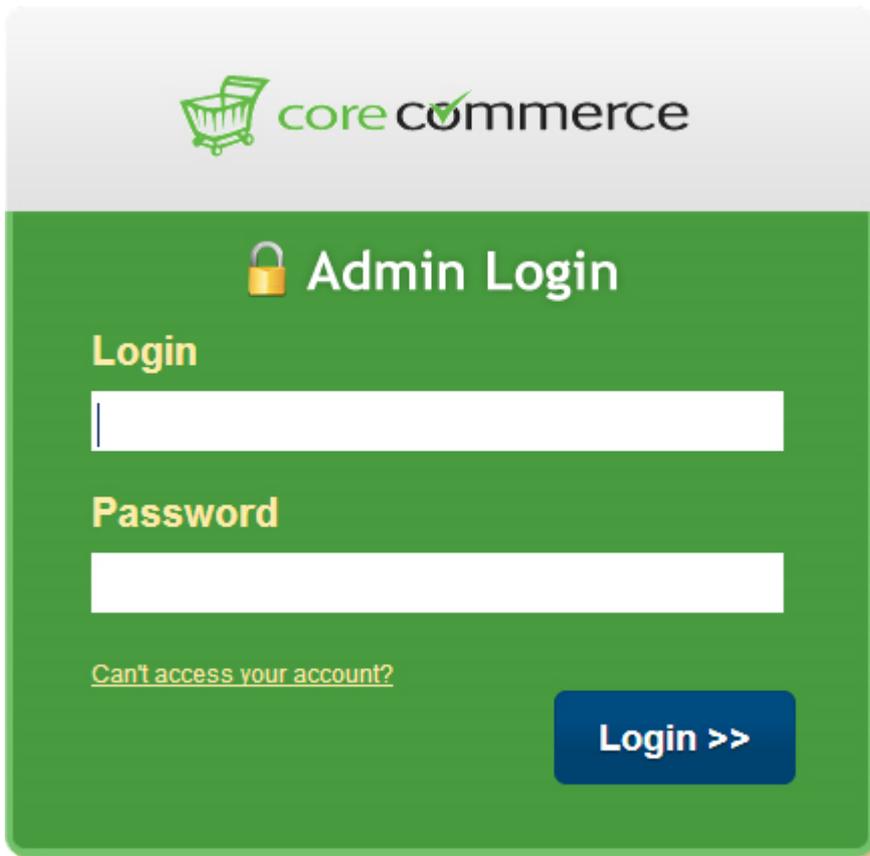
- [Adding ProProfs Live Chat in Shopify](#)
- [Adding ProProfs Live Chat in Magento](#)
- [Adding Live Chat in CS-Cart](#)

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**.



- Now Go To Design Advance Option.



A screenshot of the CoreCommerce admin interface. At the top, there is a navigation bar with five tabs: "Orders", "Customers", "Inventory", "Site Content", and "Design". The "Design" tab is highlighted with a red box. Below the navigation bar, the "Design" section is displayed on a dark blue background. It is divided into two columns: "TEMPLATES" on the left and "STORE DESIGN" on the right. Under "TEMPLATES", there are three items: "Template Layouts", "Edit Emails", and "Design Setup Wizard". Under "STORE DESIGN", there are six items: "Fonts, Borders and Colors", "Logos", "Navigation", "Homepage Design Options", "Header and Footer", "Sidebar Widgets", and "Advanced Options". The "Advanced Options" item is highlighted with a red box. Each item has a brief description of its function.

- Choose file from Select a file to edit option

Advanced Options

THEME ACTIONS

Restore All Files **RESTORE ALL** ?

Publish All Files **PUBLISH ALL** ?

EDIT HTML/CSS

Info: 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.

```
51         if($numOfItems > 0) {
52             foreach($cart->getItems() as $item) {
53                 echo '<li class="element-textstr"><span class="ddca
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 </div>
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             var l2scd = document.createElement('script'); l2scd.type = 'text/javascript'; l2scd.async =
83             <?php if(PRODUCT_DETAIL_CMD == $cmd && isset($product) && $product->isS
84         </div>
85     </div>
86 </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

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

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

Vintage

Search... GO

HOME NEW PRODUCTS SPECIALS MY ACCOUNT CONTACT US

SALE
MASSIVE SAVINGS!

LIMITED S
DON'T M

FEATURED PRODUCTS

corecommerce

Chat Offline

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:

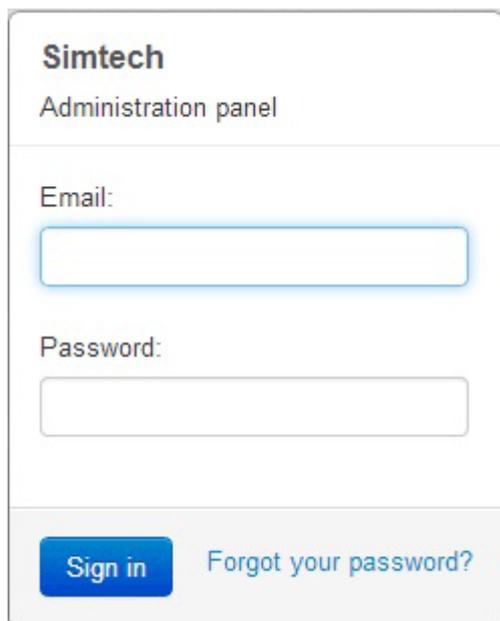
Step 1. Log into ProProfs Control Panel.

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).

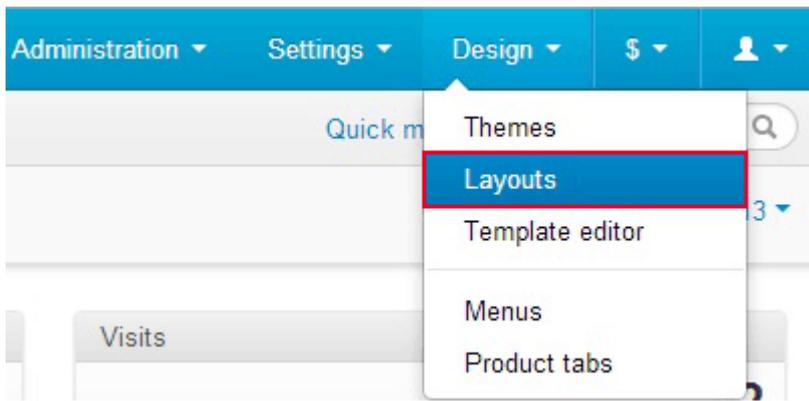
Step 4. Click **Get Code** option & copy those codes.

Step 5. Log into admin of **Cs-cart store**.

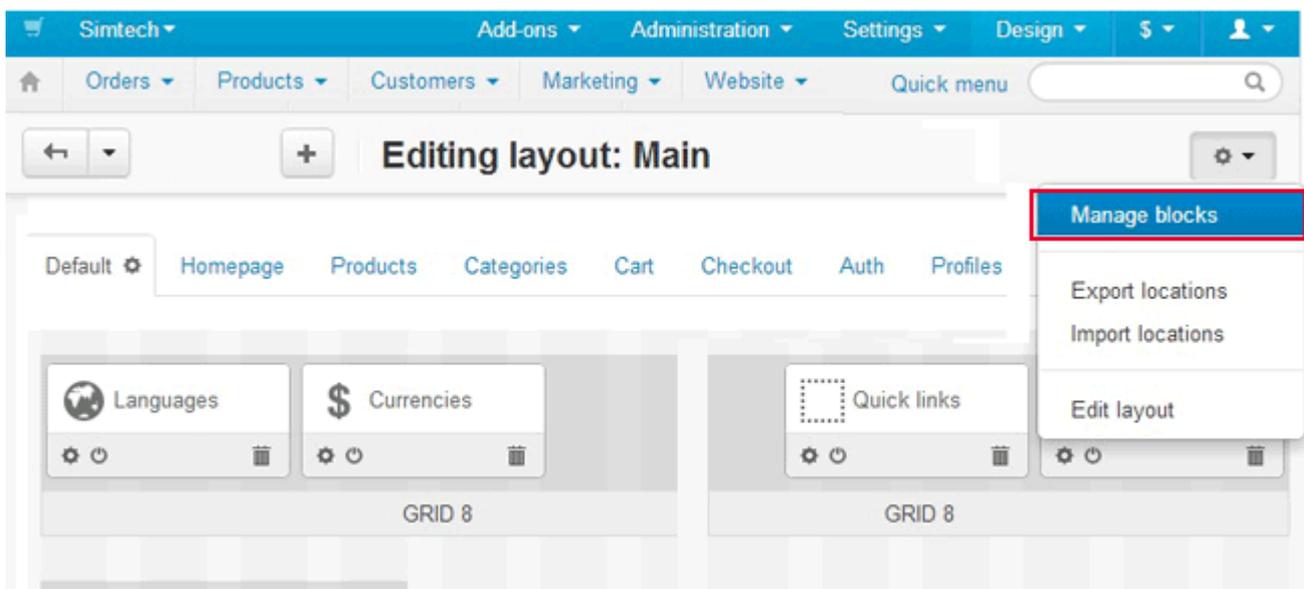


The image shows a login form for the Simtech Administration panel. At the top, it says "Simtech" in bold, followed by "Administration panel" in a smaller font. Below this, there are two input fields: "Email:" and "Password:". The "Email:" field is highlighted with a blue border. At the bottom of the 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](#)

- | | | |
|---|--|---|
|  Banners Visual and text banners |  Breadcrumbs Navigation breadcrumbs |  Cart content Current cart content |
|  Categories |  Checkout Current order information |  Currencies Currency selector |
|  Get event access key Event access key request field |  Gift certificate ... Gift certificate input and validation |  Gift registry menu Events management menu |
|  HTML block Any HTML content |  HTML block with S... Any HTML/Smarty content |  Languages Language selector |
|  Menu Different types of menus |  My account Customer profile access |  News |
|  Pages Store pages |  Payment methods Available payment methods |  Product filters Product filtering option |
|  Products |  RSS feed RSS feed subscription icon |  Shipping methods Available shipping methods |

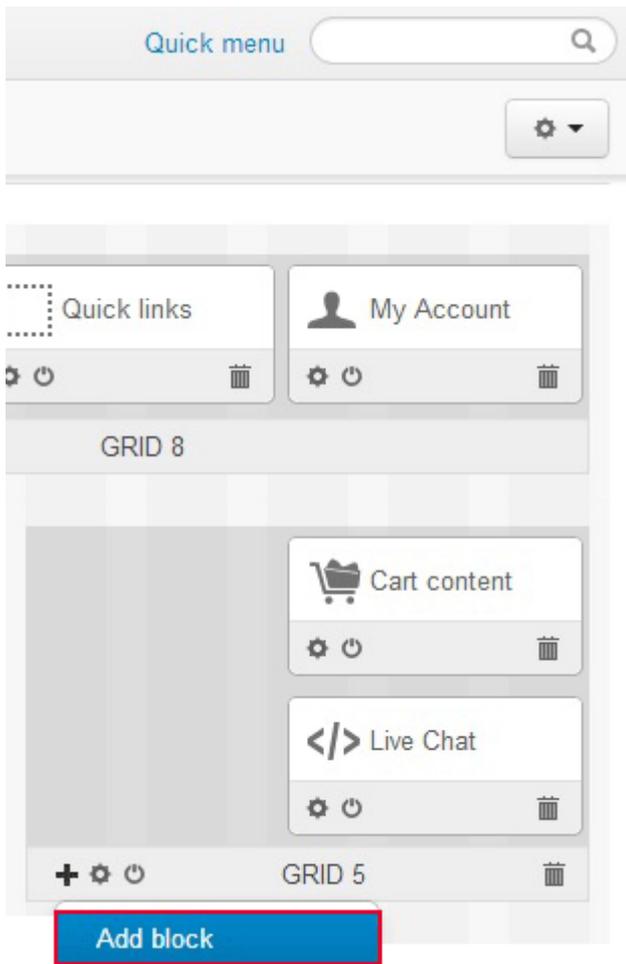
Editing block: Live Chat

General Content

Content*

```
<!-- live2support.com tracking codes starts -->
<p id="l2s_trk" style="z-index:99;">
  <a href="http://live2support.com" style="font-size:1px;">Live Help Software</a>
</p>
  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://') +
'sa.live2support.com/js/l2sjs1.php?stid=12516'; var l2sscr =
document.getElementsByTagName('script')[0]; l2sscr.parentNode.insertBefore(l2scd,
l2sscr); }) ();
<!-- live2support.com tracking codes closed -->
```

Step 8. After that you add this block into your layout section



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



Grid of widgets in the 'TOP PANEL':

- Grid 1: Languages, Currencies
- Grid 2: Quick links, My Account
- Grid 3: GRID 4
- Grid 4: GRID 8
- Grid 5: GRID 8

Grid of widgets in the bottom panel:

- Grid 1: Logo
- Grid 2: Search
- Grid 3: Live Chat, Cart content

Step 9. Now live chat ready for your cs-cart store/website

Demo Store

Cart is empty



Related Articles:

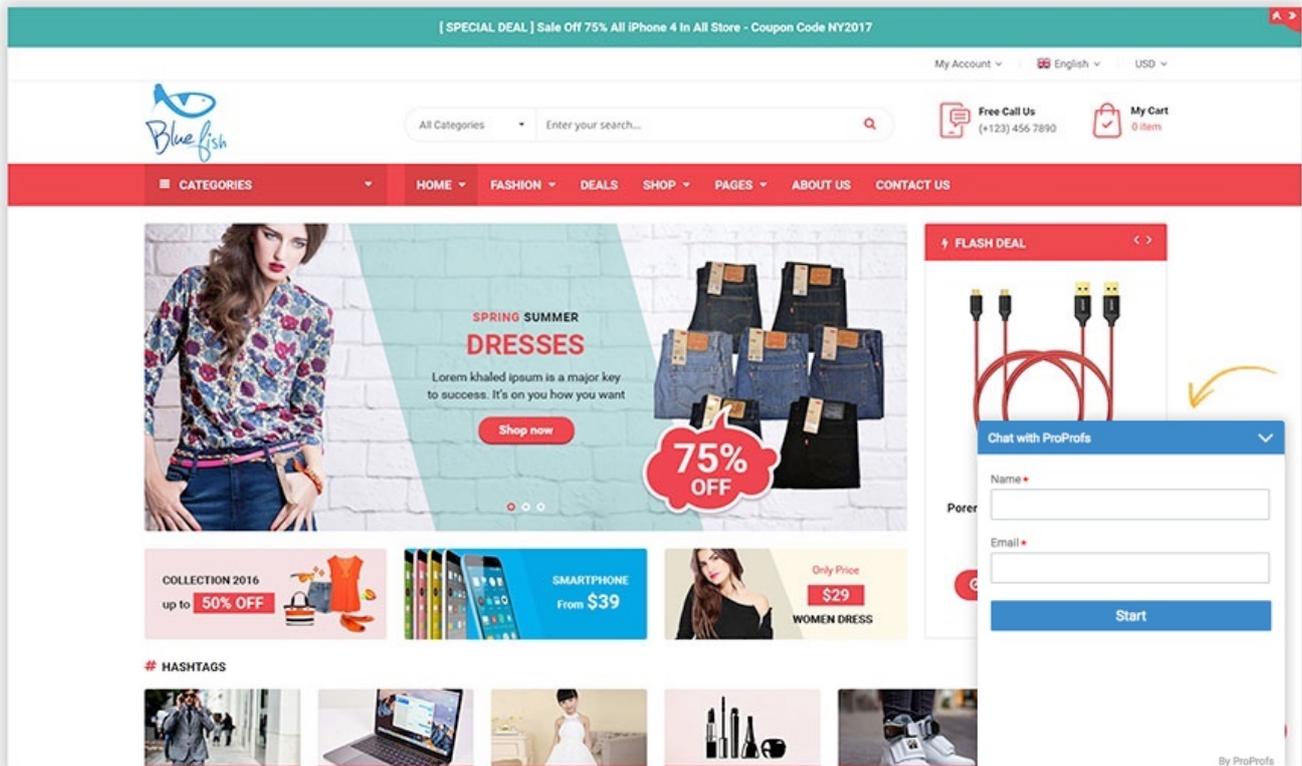
- [Adding ProProfs Live Chat in Shopify](#)
- [Adding ProProfs Live Chat in Magento](#)

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 installation page. At the top left is the ProProfs Chat logo. The navigation bar includes Home, Settings, Transcripts, Operators, Reports, Launch Chat, Upgrade, and a phone number (855) 776-7763. A sidebar on the left 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, with a "Copy to clipboard" button. Below the code, there are links to "Email these instructions to your developer" and "Need help? Call 855.776.7763". At the bottom, there are buttons for "Use one of the following services? Click below to see the specific easy-install instructions" 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 highlighted with an orange arrow. The main content area is titled "Design Theme" and has an "HTML Head" section highlighted with an orange arrow. The "HTML Head" section contains several fields: "Favicon Icon", "Default Title" (set to "ProProfs Chat"), "Title Prefix", "Title Suffix", "Default Description" (set to "ProProfs Live Chat"), "Default Keywords" (set to "ProProfs Chat"), 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 in the top right corner, also highlighted with an orange arrow. At the bottom, there is a "Display Demo Store Notice" dropdown set to "No".

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.

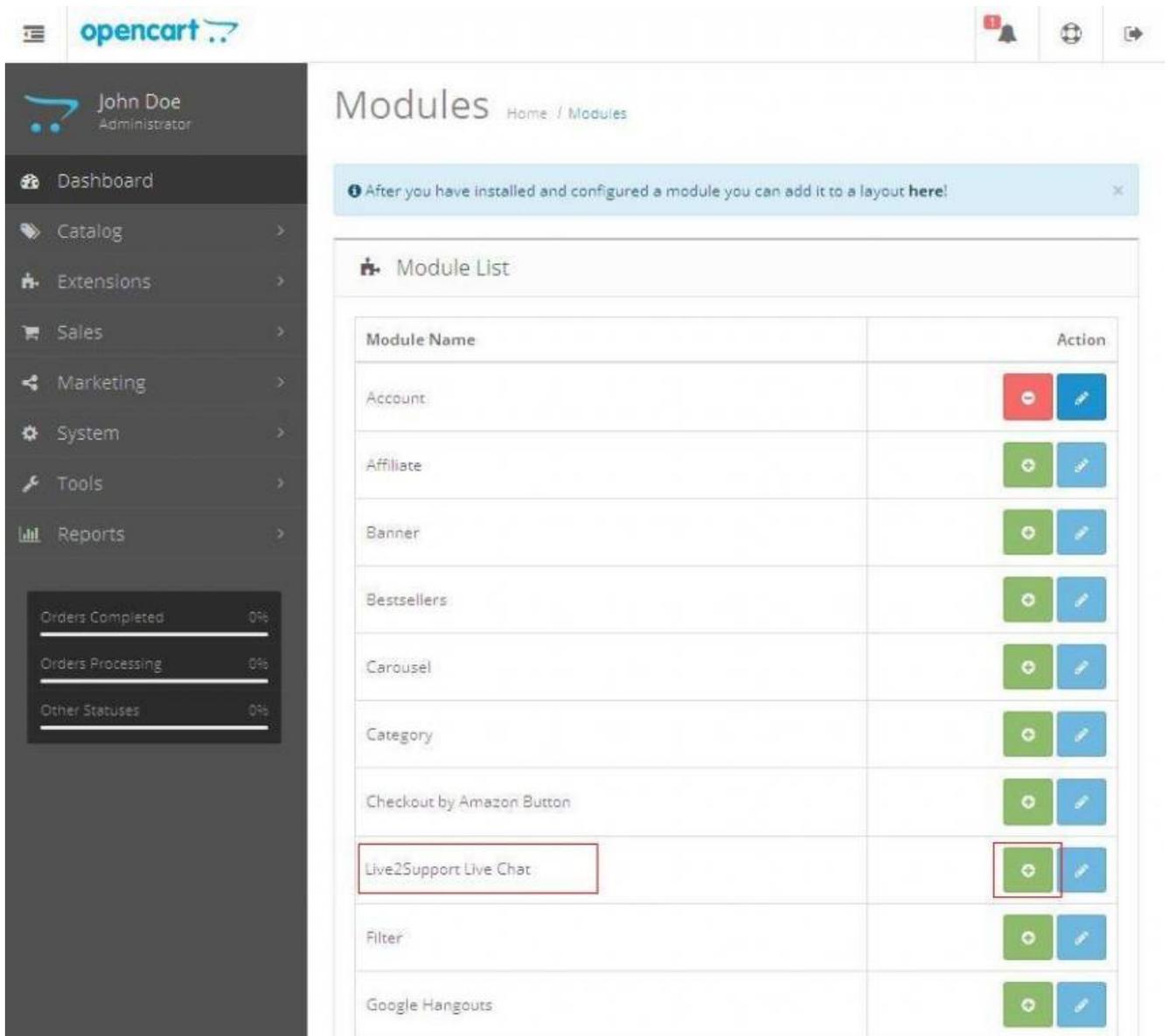


- Simple, Place the following files in right directories.

```
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.



- Extensions - > Modules and click Edit on ProProfs Live Chat.

The screenshot shows the OpenCart administrator interface. On the left is a dark sidebar with navigation options: Dashboard, Catalog, Extensions, Sales, Marketing, System, Tools, and Reports. Below these are three progress bars for 'Orders Completed', 'Orders Processing', and 'Other Statuses', all at 0%. The main content area is titled 'Modules' and contains a 'Module List' table. A light blue notification banner at the top of the main area says: 'After you have installed and configured a module you can add it to a layout here!'. The table has two columns: 'Module Name' and 'Action'. The 'Live2Support Live Chat' module is highlighted with a red box around its edit icon.

| 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.

| Orders Completed | 0% |
|-------------------|----|
| Orders Processing | 0% |
| Other Statuses | 0% |

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. At the top left, the OpenCart logo is visible. The user is logged in as John Doe, Administrator. The main navigation menu on the left includes Dashboard, Catalog, Extensions, Sales, Marketing, System, Tools, and Reports. Below the menu, there are three progress bars: Orders Completed (0%), Orders Processing (0%), and Other Statuses (0%). The main content area is titled "Live2Support Live Chat" and shows the configuration for the "Edit Live2Support Live Chat Widget". The "Live2Support Live Chat Code" field contains the following JavaScript 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="#l2sntlayer {}";var l2slv=3; var l2slay_hbgc="#0097c2"; var l2slay_bgcorg="#0097c2"; var l2sdialogofftxt="Live Chat Offline"; var l2sdialogontxt="Live Chat Online"; var l2sminimize=true; var l2senblyr=true; var l2slay_pqs="R"; var
```

The "Status" dropdown menu is set to "Active". At the bottom of the page, the OpenCart copyright notice is displayed: "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. At the top left, the OpenCart logo and the user name 'John Doe Administrator' are visible. The left sidebar contains a navigation menu with the following items: Dashboard, Catalog, Extensions, Sales, Marketing, System (expanded to show Settings, Design, Layouts, and Banners), Users, Localisation, Tools, and Reports. The main content area is titled 'Layouts' and shows a 'Layout List' table. The table has two columns: 'Layout Name' and 'Action'. The 'Layout Name' column contains a dropdown menu and a list of layout names: Account, Affiliate, Category, Checkout, Compare, Contact, Default, Home, and Information. The 'Action' column contains edit icons for each layout. The 'Home' layout row is highlighted with a red box, and its edit icon is also highlighted with a red box.

| <input type="checkbox"/> Layout Name ▾ | Action |
|--|--------|
| <input type="checkbox"/> Account | |
| <input type="checkbox"/> Affiliate | |
| <input type="checkbox"/> Category | |
| <input type="checkbox"/> Checkout | |
| <input type="checkbox"/> Compare | |
| <input type="checkbox"/> Contact | |
| <input type="checkbox"/> Default | |
| <input type="checkbox"/> Home | |
| <input type="checkbox"/> Information | |

- In Edit Layout section add new module set module, position, sort order and save changes.

- Save Your Current change configuration.

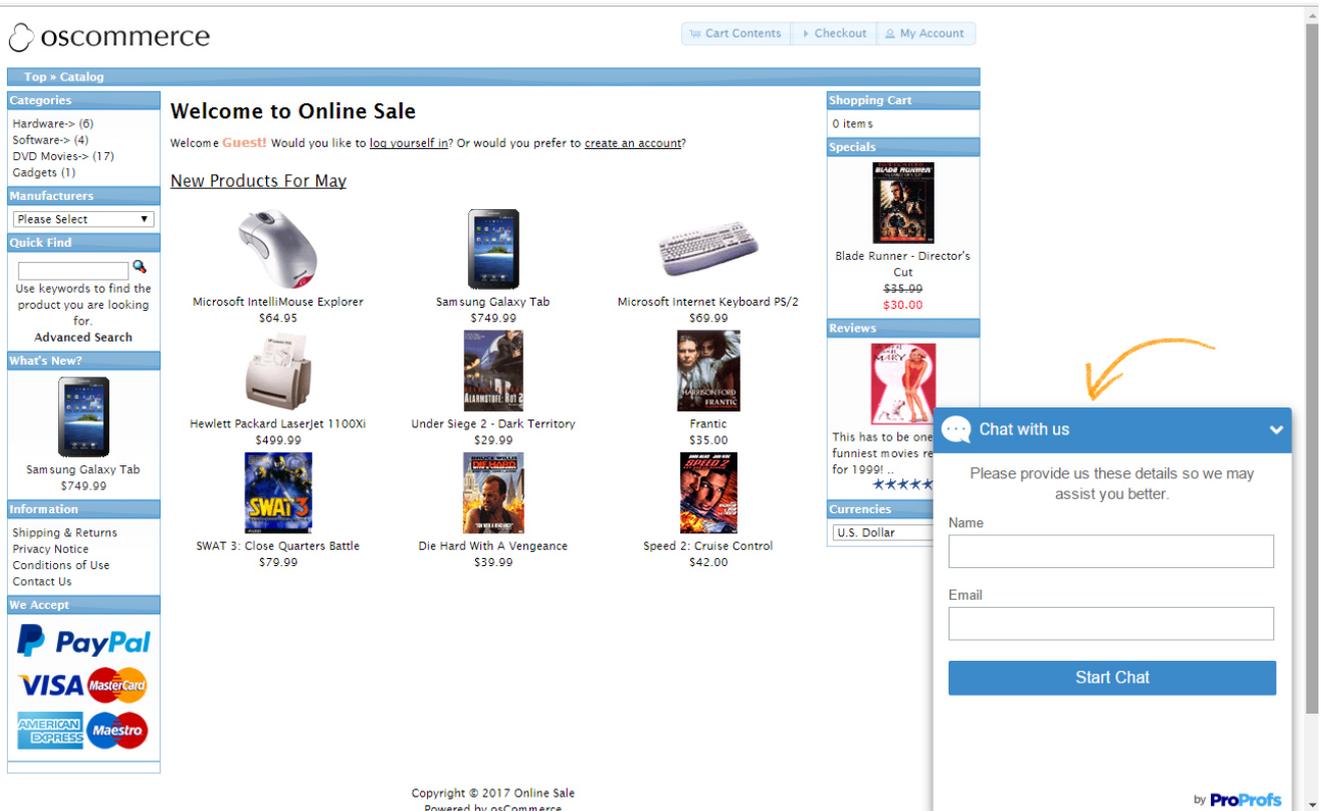
[Adding ProProfs Live Chat in Shopify](#)
[Adding ProProfs Live Chat in Magento](#)
[Adding ProProfs Live Chat in ZenCart](#)

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.

ProProfs Chat 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/l2sjs1.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](#)

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 Logged in as: alex (Logout)

Boxes

| Best Sellers | 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 | | |

Module Directory: D:/xampp/htdocs/oscommerce-2.3.4/catalog/includes/modules/boxes/

osCommerce Online Merchant Copyright © 2000-2017 osCommerce (Copyright and Trademark Policy)

Step6. Install live chat module.

Administration | Online Catalog | Support Site Logged in as: alex (Logout)

Boxes ← Back

| Modules | Sort Order | Action |
|--|------------|----------------------------------|
| ProProfs Live Chat Module | | + Install Module |
| Module Directory: D:/xampp/htdocs/oscommerce-2.3.4/catalog/includes/modules/boxes/ | | |

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Administration | Online Catalog | Support Site Logged in as: alex (Logout)

Boxes + Install Module (0)

| Modules | Sort Order | Action |
|---------------------------|------------|--|
| Best Sellers | 5030 | Edit Remove Module |
| Card Acceptance | 1060 | |
| Categories | 1000 | |
| Currencies | 5090 | |
| Information | 1050 | |
| ProProfs Live Chat Module | 0 | |
| 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 | |

Module Directory: D:/xampp/htdocs/oscommerce-2.3.4/catalog/includes/modules/boxes/

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Step7. Edit "Live Chat module" settings and paste HTML button code.

Administration | Online Catalog | Support Site Logged in as: alex (Logout)

Boxes + Install Module (0)

| Modules | Sort Order | Action |
|---------------------------|------------|--------|
| Best Sellers | 5030 | |
| Card Acceptance | 1060 | |
| Categories | 1000 | |
| Currencies | 5090 | |
| Information | 1050 | |
| ProProfs Live Chat Module | 0 | |
| 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 | |

Module Directory: D:/xampp/htdocs/oscommerce-2.3.4/catalog/includes/modules/boxes/

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 tracking code

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.

Top » Catalog

Categories
Hardware-> (6)
Software-> (4)
DVD Movies-> (17)
Gadgets (1)

Manufacturers
Please Select

Quick Find
Use keywords to find the product you are looking for.
Advanced Search

What's New?
Samsung Galaxy Tab \$749.99

Information
Shipping & Returns
Privacy Notice
Conditions of Use
Contact Us

We Accept
PayPal
VISA MasterCard
AMERICAN EXPRESS Maestro

Welcome to Online Sale

Welcome **Guest!** Would you like to [log yourself in?](#) Or would you prefer to [create an account?](#)

New Products For May

| | | |
|--|--|--|
|  Microsoft IntelliMouse Explorer \$64.95 |  Samsung Galaxy Tab \$749.99 |  Microsoft Internet Keyboard PS/2 \$69.99 |
|  Hewlett Packard LaserJet 1100Xi \$499.99 |  Under Siege 2 - Dark Territory \$29.99 |  Frantic \$35.00 |
|  SWAT 3: Close Quarters Battle \$79.99 |  Die Hard With A Vengeance \$39.99 |  Speed 2: Cruise Control \$42.00 |

Shopping Cart
0 Items

Specials
Blade Runner - Director's Cut
~~\$35.00~~
\$30.00

Reviews
This has to be one of the funniest movies released for 1999! ...
★★★★★

Currencies
U.S. Dollar

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

Email

Start Chat

Copyright © 2017 Online Sale
Powered by osCommerce

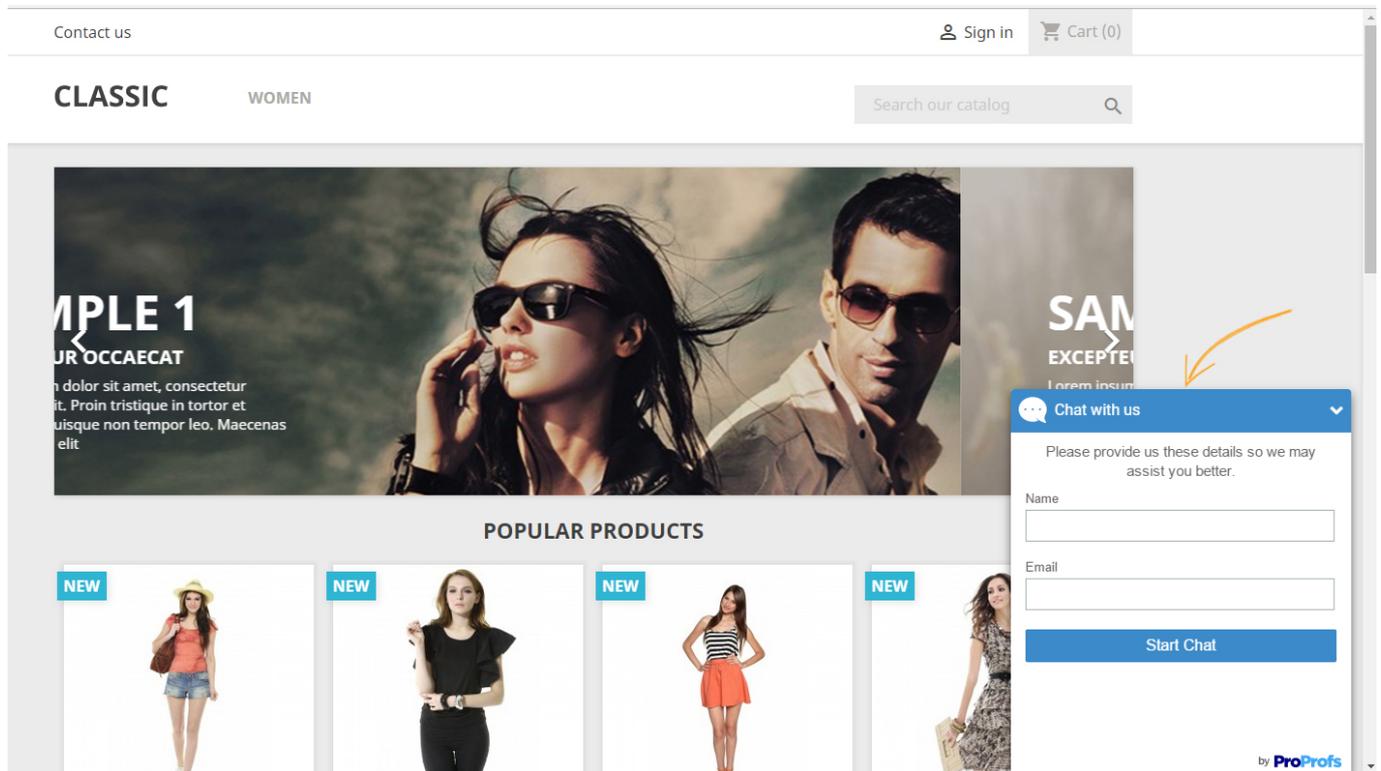
by ProProfs

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:

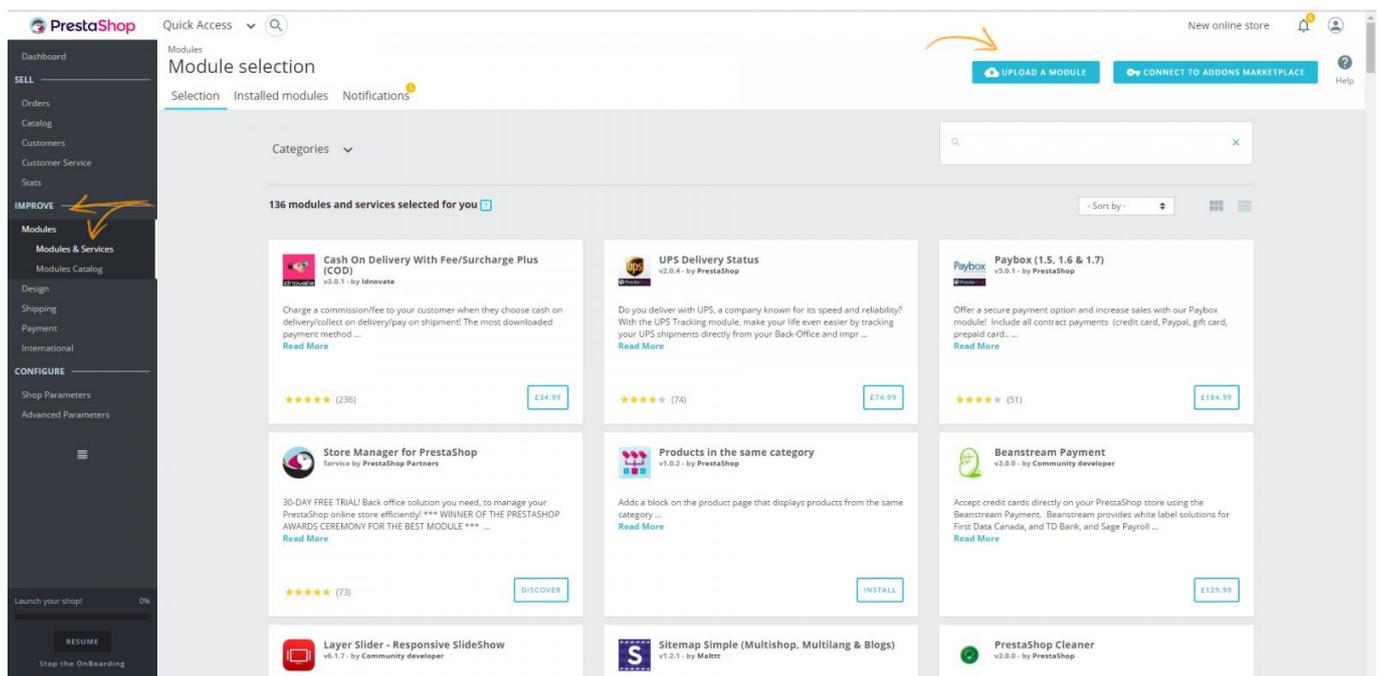


You need to follow these steps to [integrate ProProfs Chat Software with PrestaShop](#).

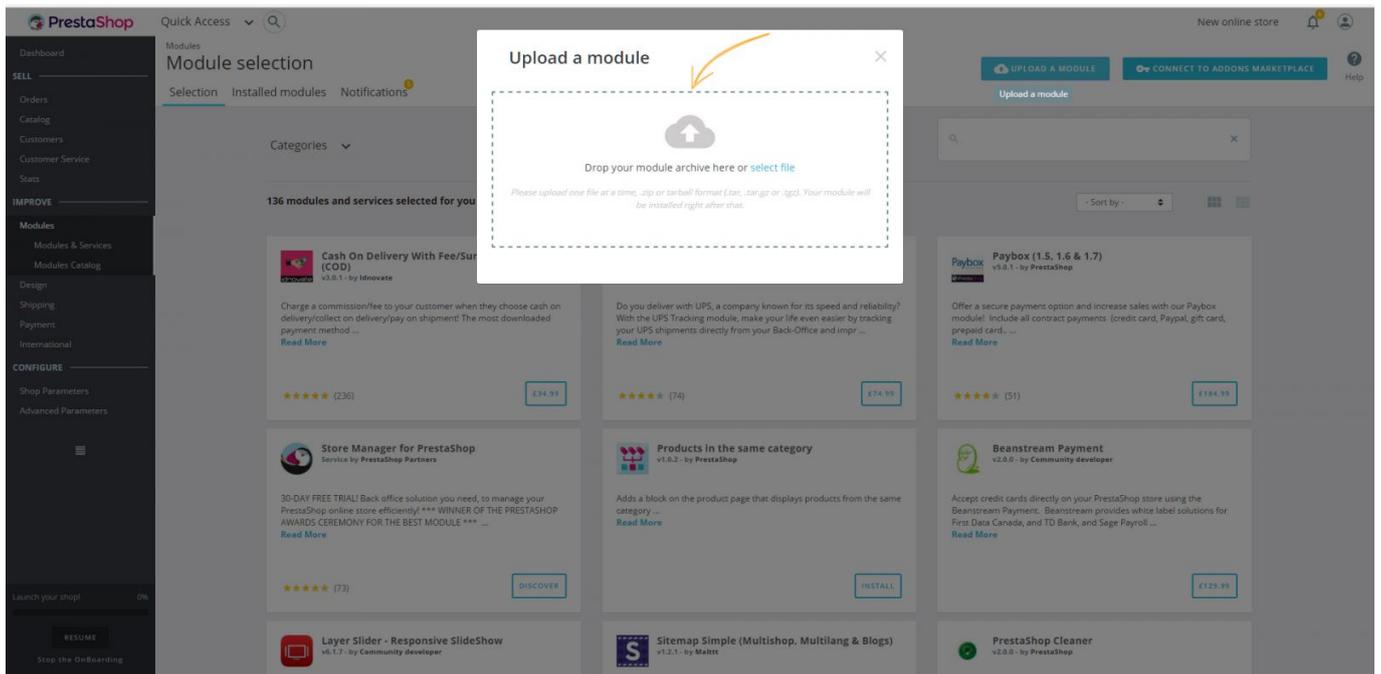
Step1. Download the plug-in application.

Step2. Login to your PrestaShop administrator account with valid credentials.

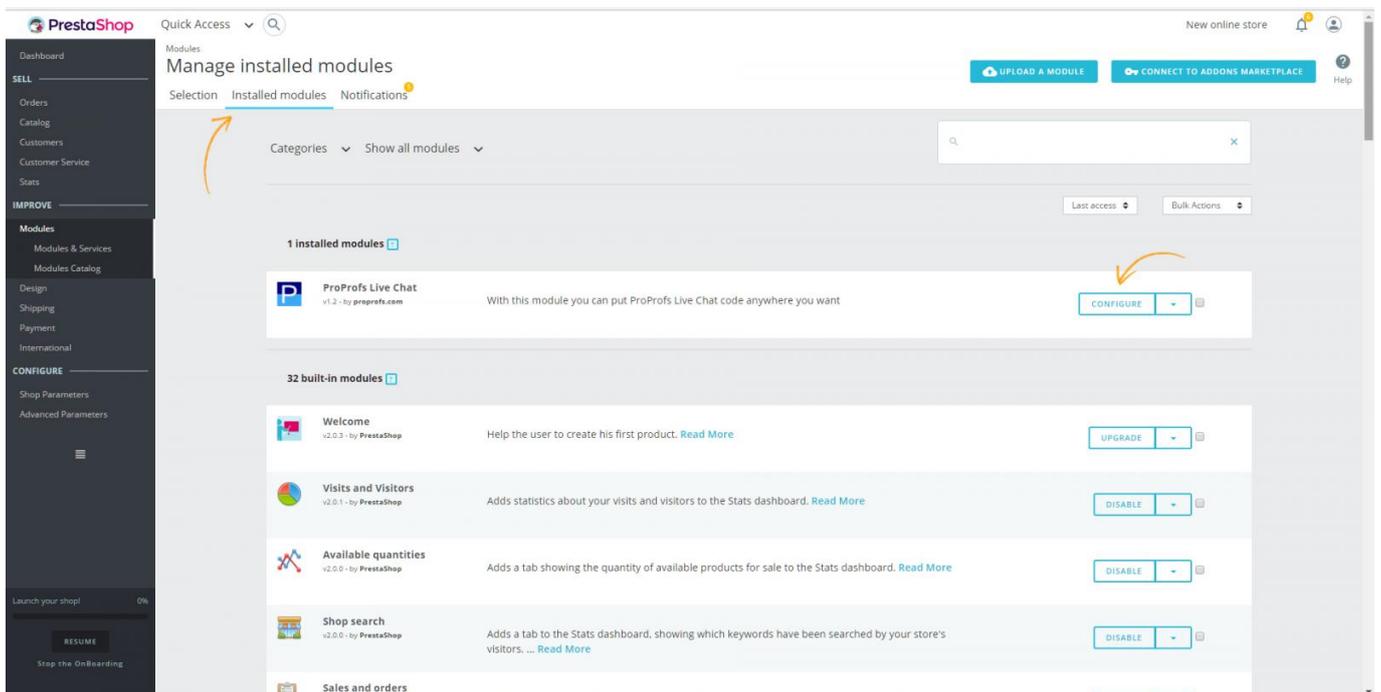
Step3. Navigate to "Improve" section, Click on "Modules & Services". Click on Upload a Module button to upload ProProfs live chat plugin.



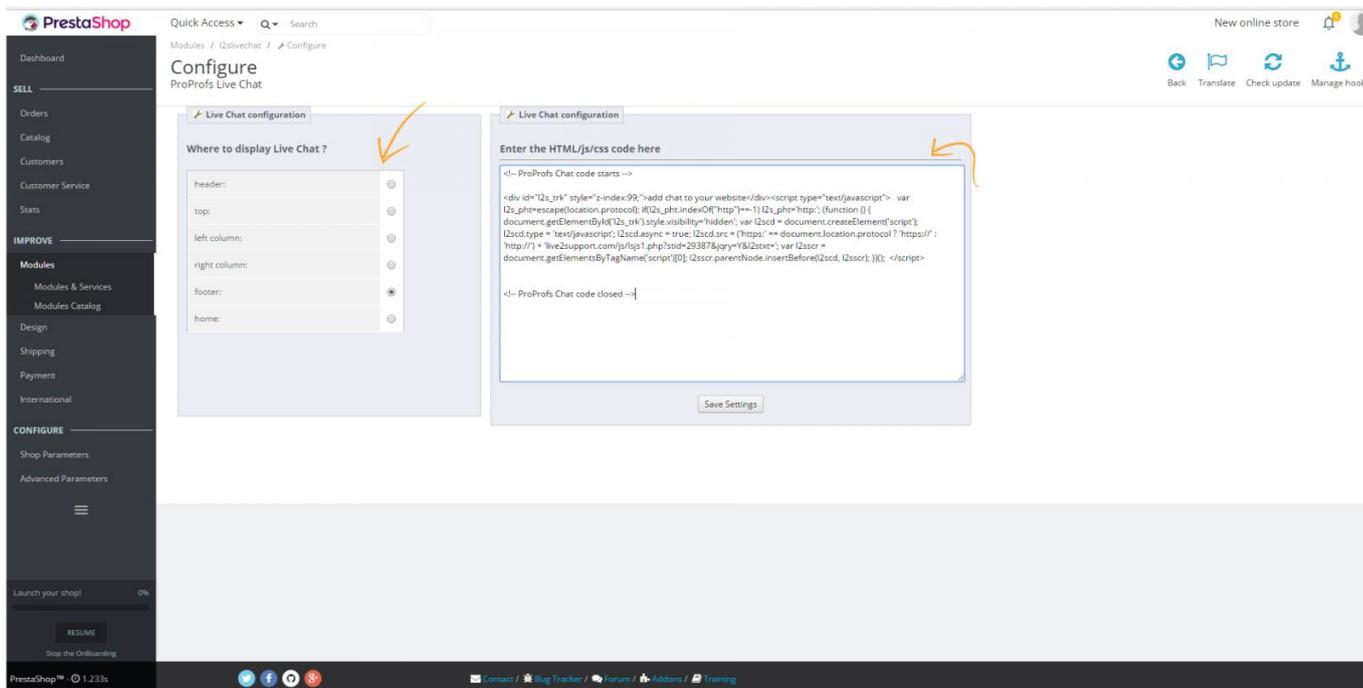
Step4. Click on Select file link and upload ProProfs live chat plugin for PrestaShop.



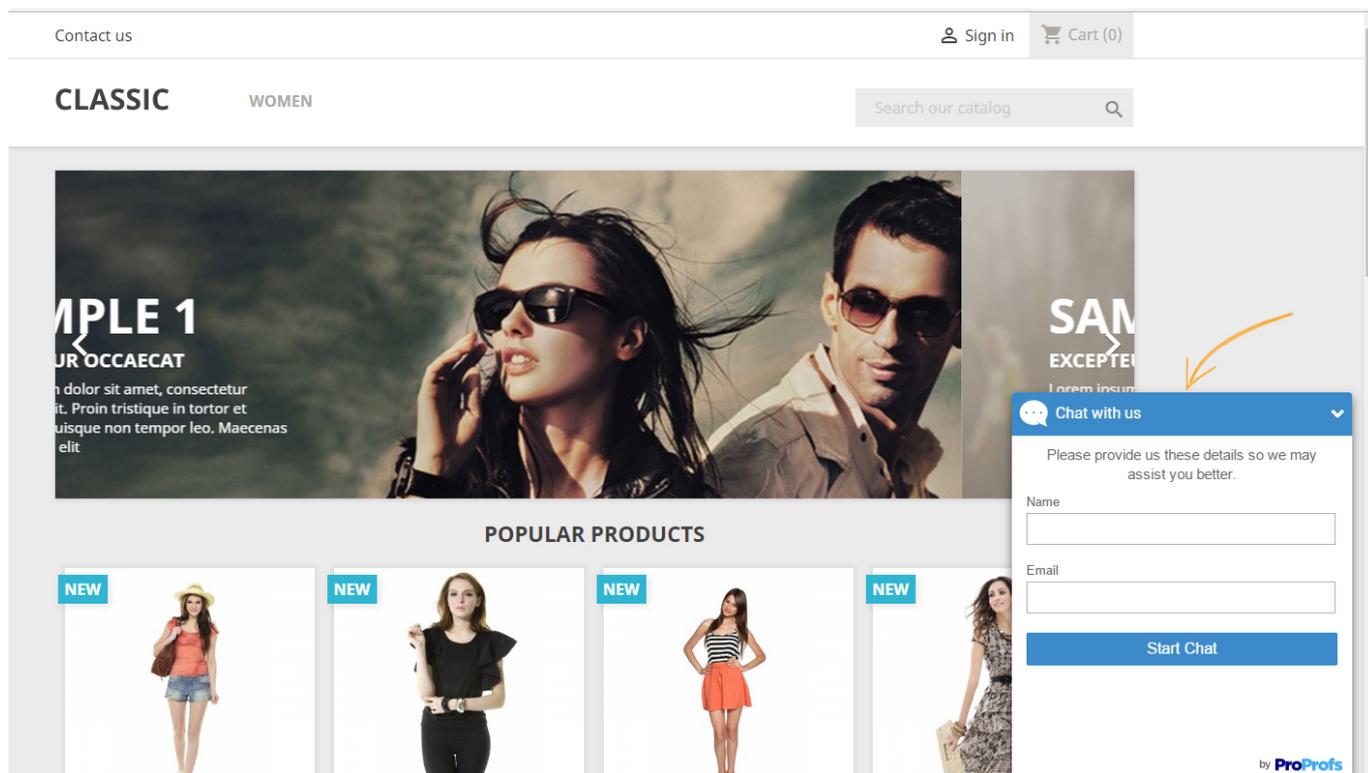
Step5. Navigate to installed modules and then click on configure button to edit module and insert ProProfs Chat code.



Step6. Choose position to show the ProProfs Chat on your store. Paste ProProfs Chat code into text area and click on Save Settings button.



Step7. Now you can chat with customers on your PrestaShop website.



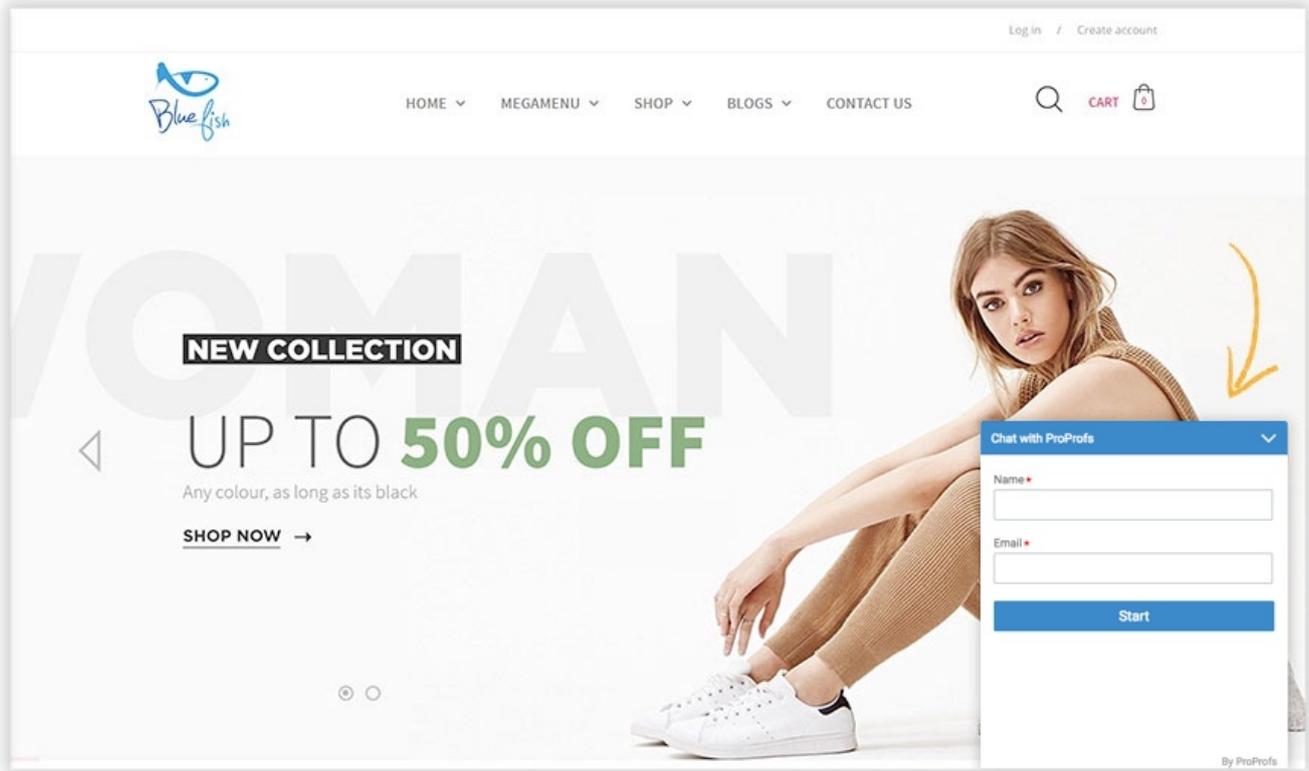
Note* To get ProProfs Chat installation code, Go to your ProProfs Chat dashboard, click on "Settings" and click on "Installation".

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

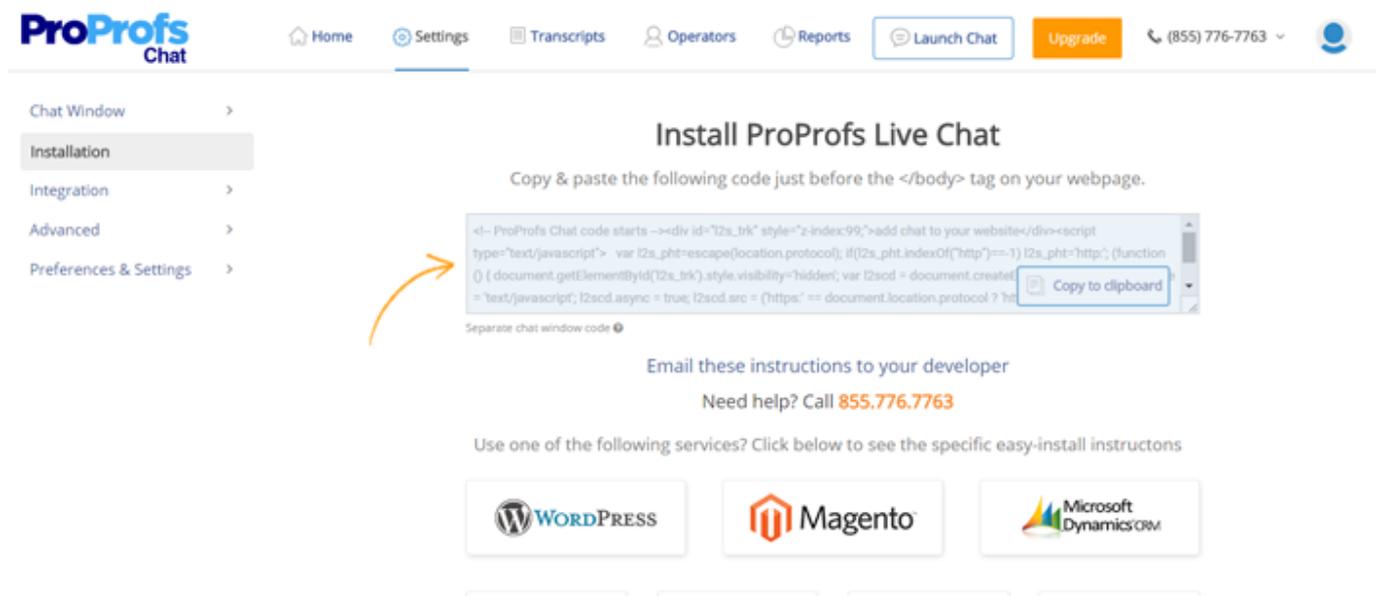
Here's how your Shopify website would look after completing this integration:



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](#)

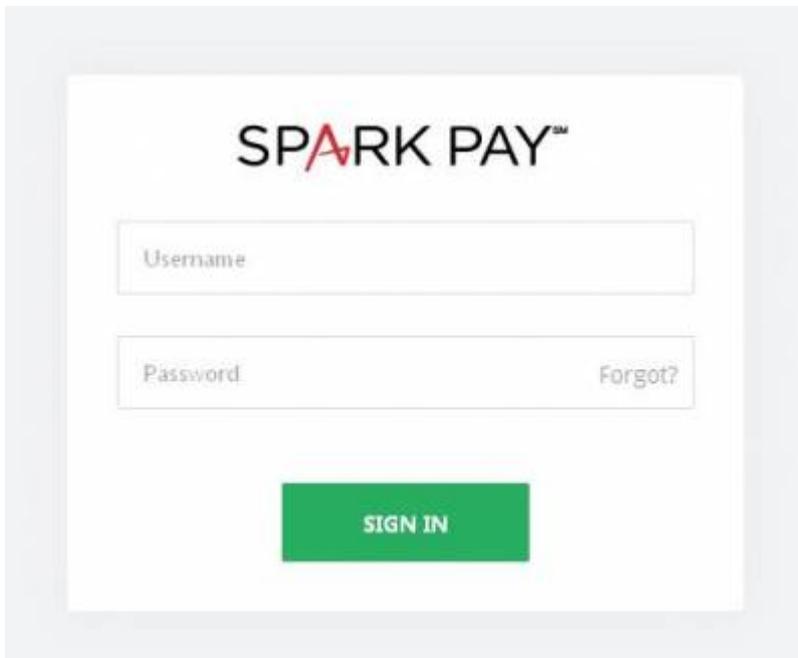
[Adding ProProfs Live Chat in CoreCommerce Integration](#)

Spark Pay Integration with ProProfs Live Chat

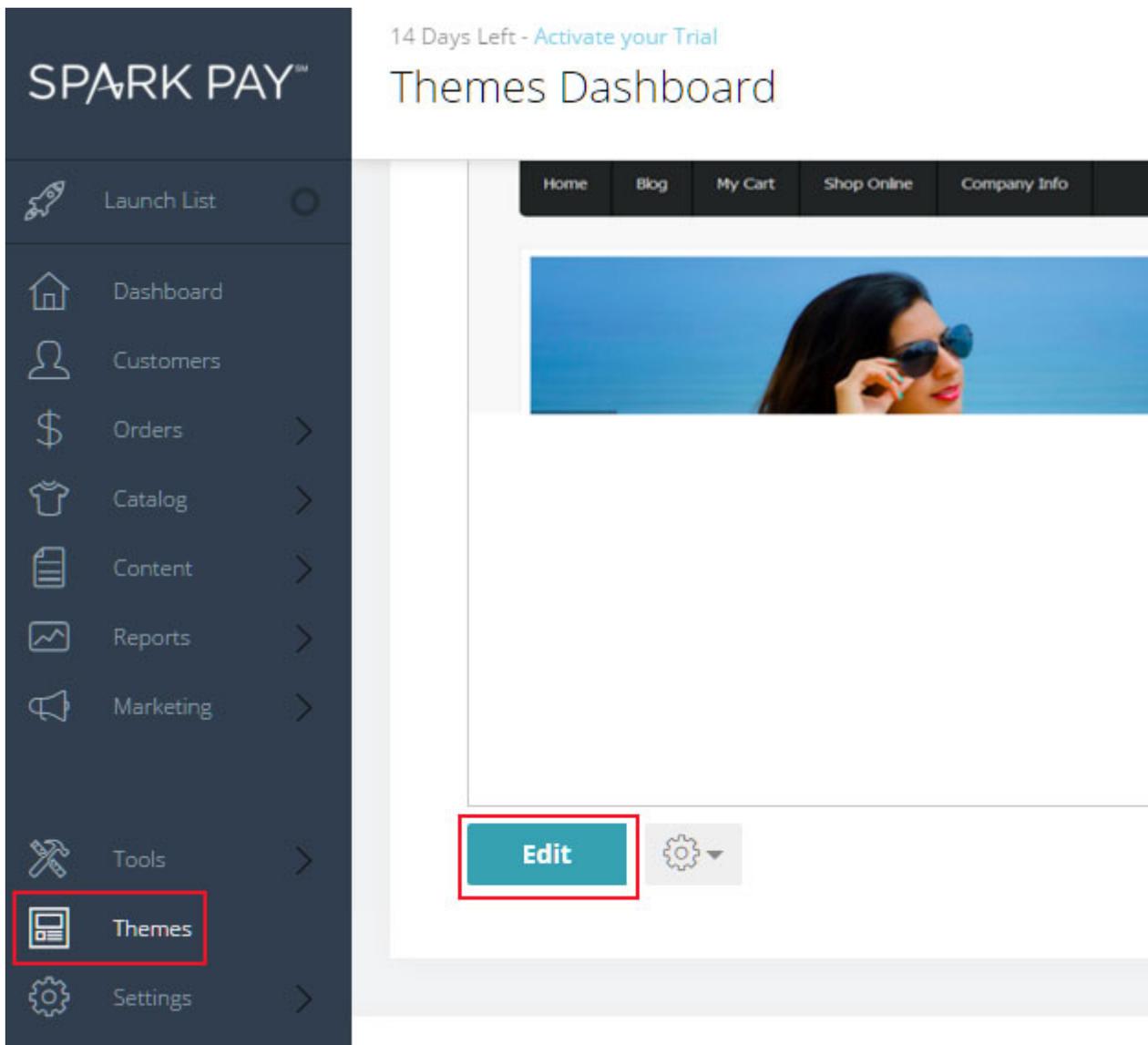
Live Chat in Spark pay

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

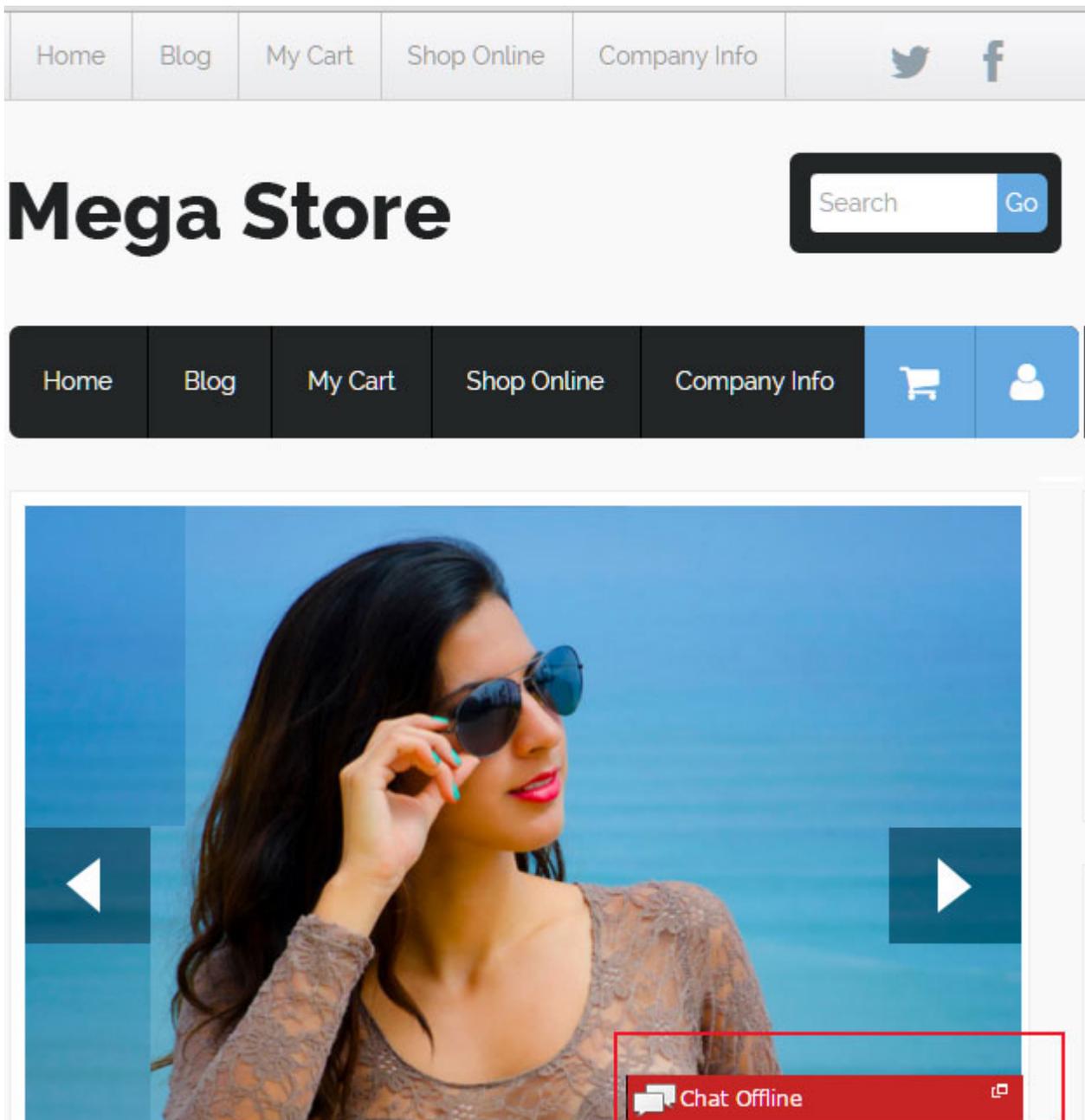
```
159 figured it'd be good idea to put it in the footer -->
160 * <div class="modal fade" id="iframe-modal" tabindex="-1" >
161 *   <div class="modal-dialog">
162 *     <div class="modal-content">
163 *       <div class="modal-header">
164 *         <button type="button" class="close" data-dismiss=
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:
172 *       style="border:none;" frameborder="0" seamless=""></iframe>
173 *     </div>
174 *     <!-- live2support.com tracking codes starts --><div
175 *     type="text/javascript"> var l2slheight=400; var l2slwidth=
176 *     l2slay_hbgc="#c72424"; var l2slay_bcolor="#c72424"; var l2s
177 *     R"; var l2sminimize=true; var l2senblyr=true; var l2slay_pc
178 *     if(l2s_pht.indexOf("http")==-1) l2s_pht='http:'; (function
179 *     document.getElementById('l2s_trk').style.visibility='hidde
180 *     var l2scd = document.createElement('script'); l2scd.type =
181 *     ('https:' == document.location.protocol ? 'https://' : 'htt
182 *     stdid=15848&jqry=Y&l2stxt='; var l2sscr = document.getElemer
183 *     l2sscr.parentNode.insertBefore(l2scd, l2sscr);})(); </scr
184 *     </div><!-- /.modal-content -->
185 *   </div><!-- /.modal-dialog -->
186 * </div><!-- /.modal -->
187 * </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
- Start**
- Dashboard



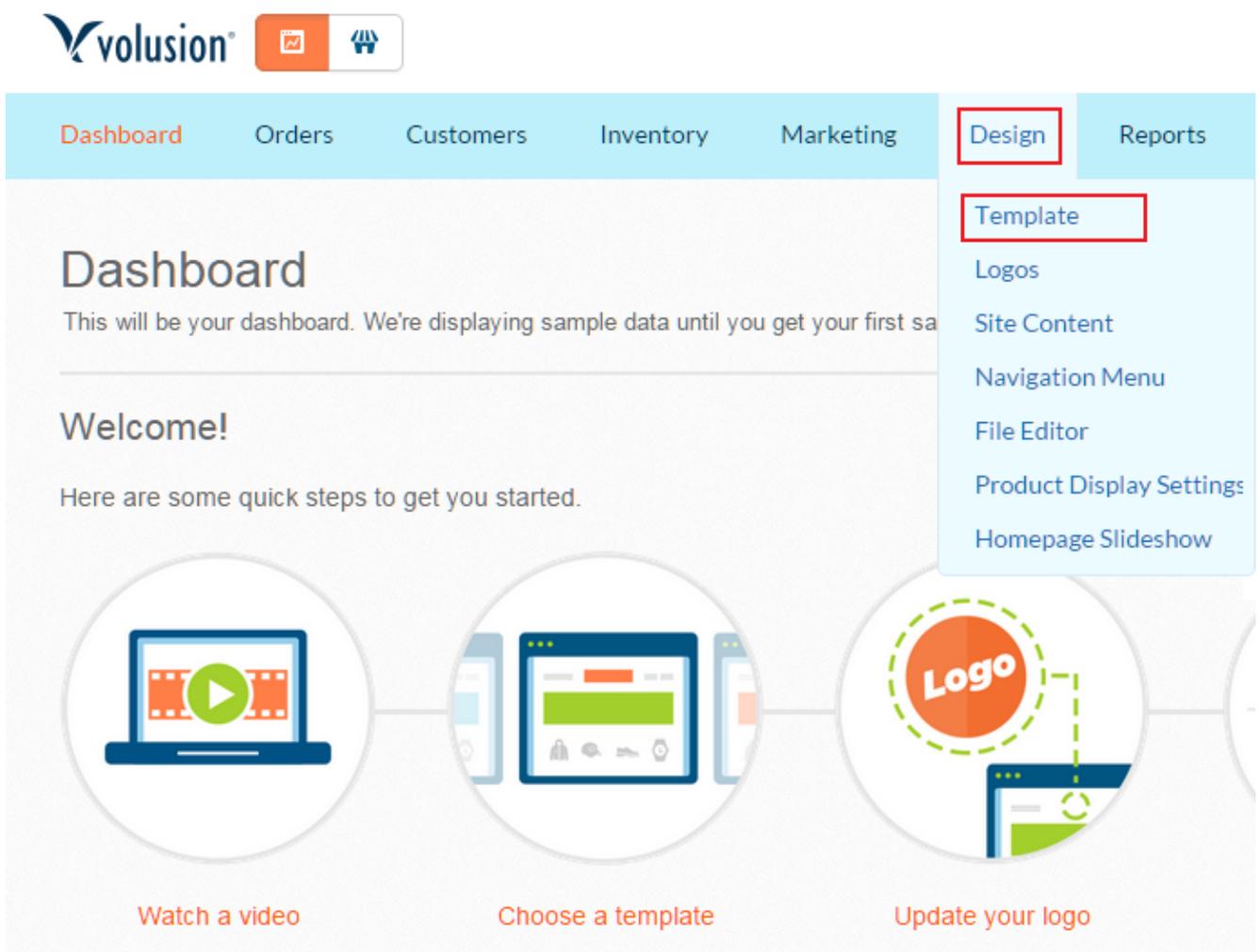
Related Articles:

- [Adding ProProfs Live Chat in Shopify](#)
- [Adding ProProfs Live Chat in BigCommerce](#)
- [Adding ProProfs Live Chat in CoreCommerce](#)

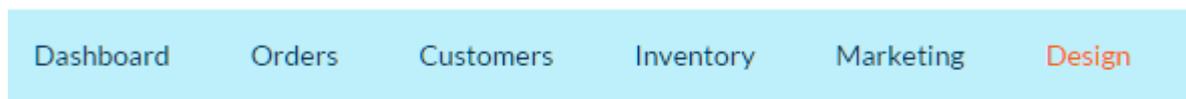
Add ProProfs Live Chat to Your Volusion Website

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.



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 /

/v/template_253.html (21KB)

```
<!DOCTYPE html>
<!--[if lt 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="#l2slnlayer {}";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](#)



- [About Us](#)
- [Company Info](#)
- [Contact Us](#)

- [My Account](#)
- [View Cart](#)
- [Sign In](#)
- [Order Status](#)

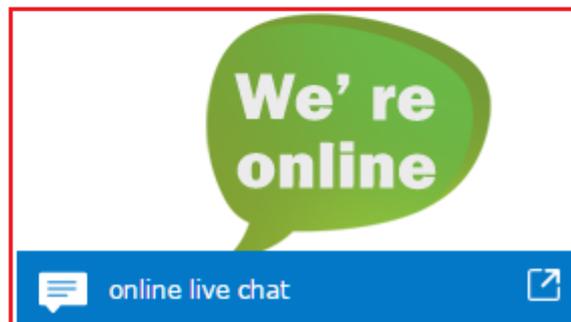
- [Products](#)
- [Category Index](#)
- [Product Index](#)

- [Helpful Info](#)
- [Help Desk](#)
- [Privacy Policy](#)
- [Terms & Conditions](#)

Join Our Mailing List

Connect with Us!   

[About Us](#)



Related Articles:

[Adding ProProfs Live Chat in Shopify](#)

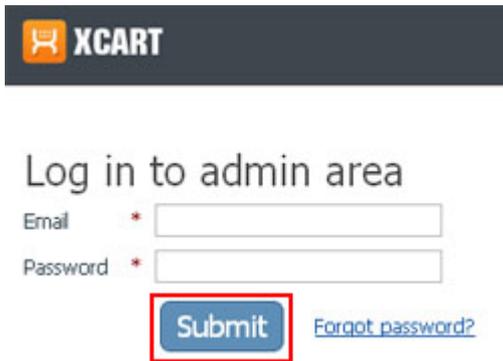
[Adding ProProfs Live Chat in OpenCart](#)

[Adding ProProfs Live Chat in osCommerce](#)

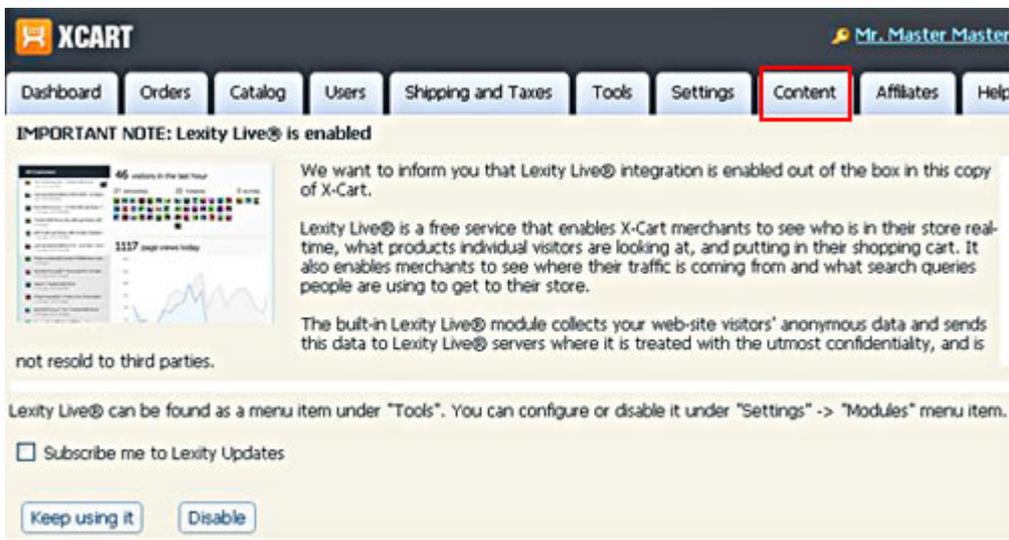
X-Cart Integration with ProProfs Live Chat

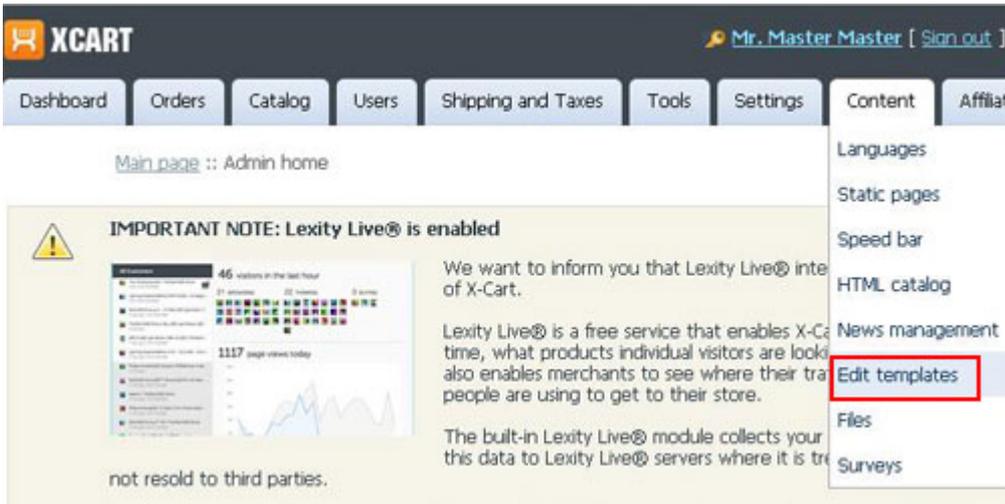
Follow these steps for [ProProfs Chat and X-Cart integration](#):

- 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.

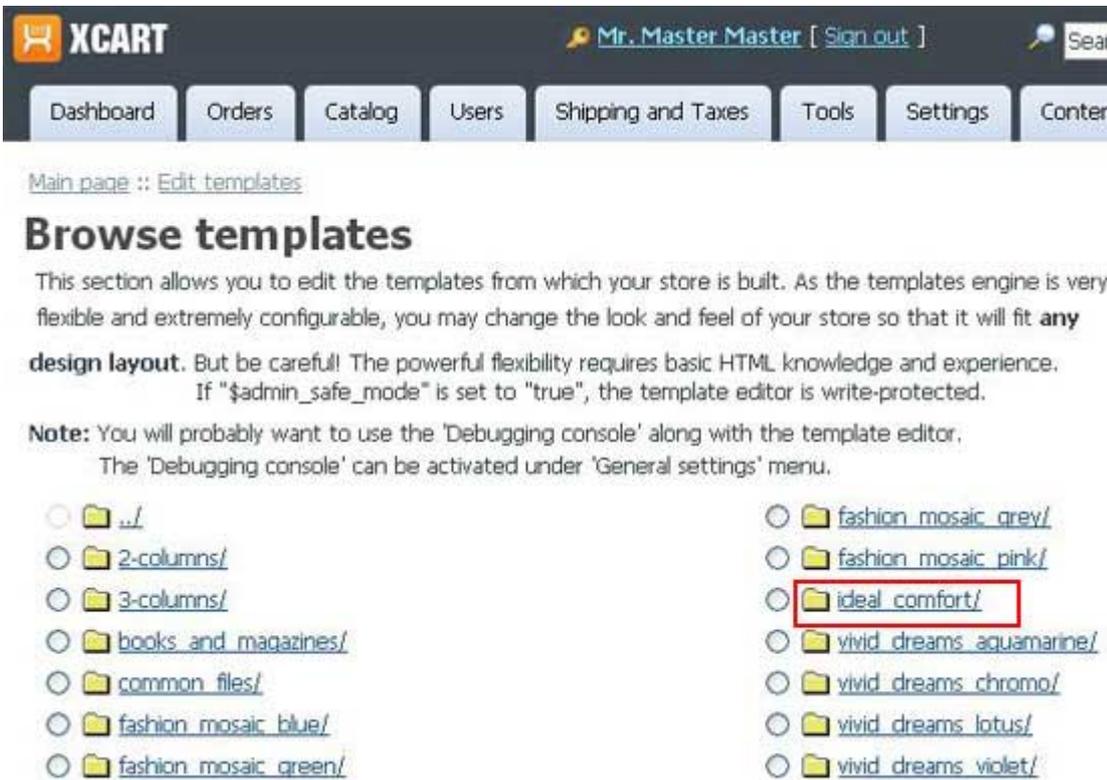


- Go To Content Edit Template.





- 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.

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.tr
- special.tpl
- tabs.tpl

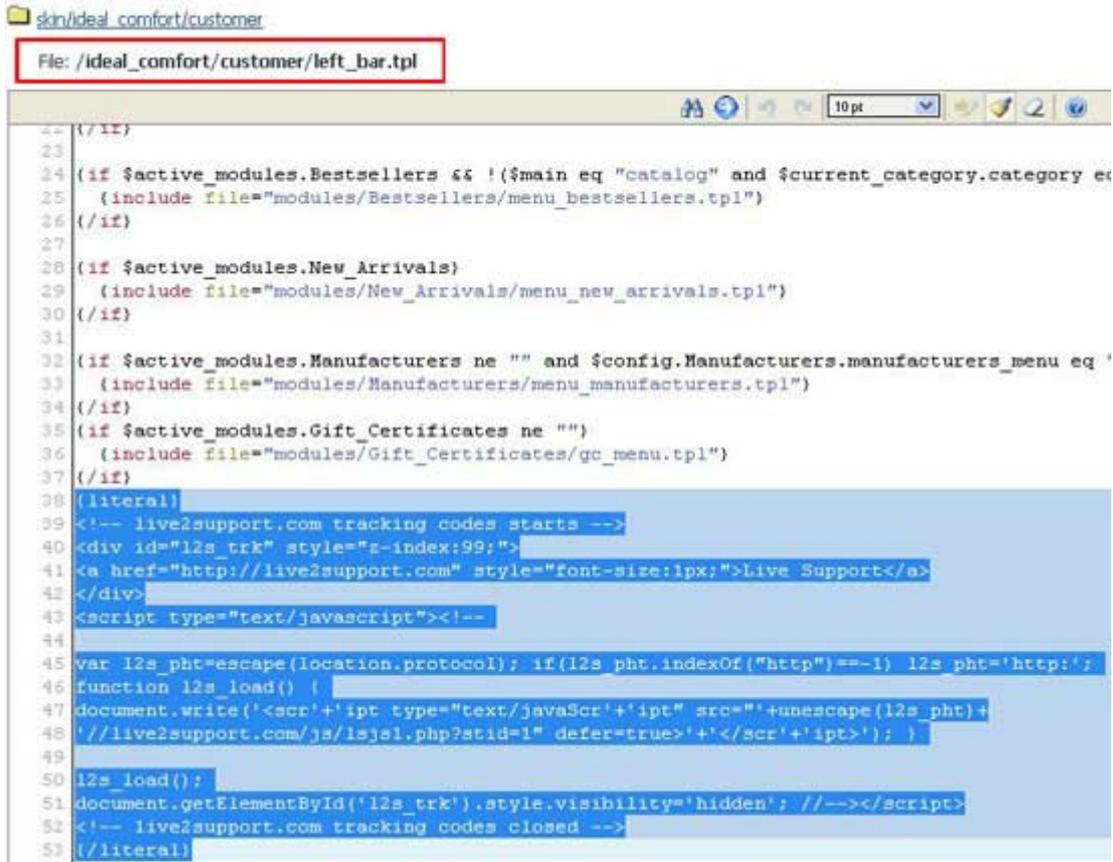
Delete selected

Create new file

New file name: Create

Create new directory

- Place the code at appropriate place.



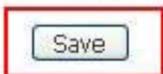
```
skin/ideal_comfort/customer
File: /ideal_comfort/customer/left_bar.tpl
22 {/if}
23
24 {if $active_modules.Bestsellers && !($main eq "catalog" and $current_category.category eq '
25   {include file="modules/Bestsellers/menu_bestsellers.tpl"}
26 {/if}
27
28 {if $active_modules.New_Arrivals}
29   {include 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



Cart is empty

Categories

- Apparel (9)
- Toys
- iGoods (33)
- Books (7)
- Computer hardware
- Gifts (4)

Gift certificate

ONLINE
Click Here for Live Support

Special

Search for events

SHOPPING CART SOFTWARE

- ✓ Tons of features
- ✓ SEO friendly
- ✓ Fast & secure
- ✓ PCI-DSS compatible

X-CART
www.x-cart.com

This is a demo store powered by X-Cart software. No real products. No real charges. Please do not submit real credit card information.

To replace this text with a welcome message of your own, log in as adm the Webmaster mode link in the Administration box, then follow the instr

Featured products



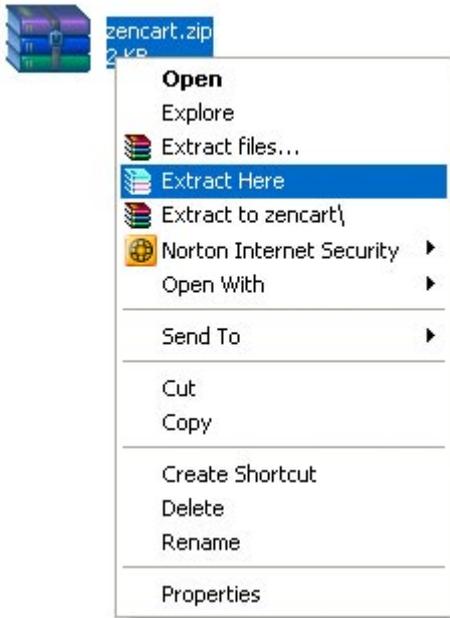
Related Articles:

- [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 "l2scode.txt".

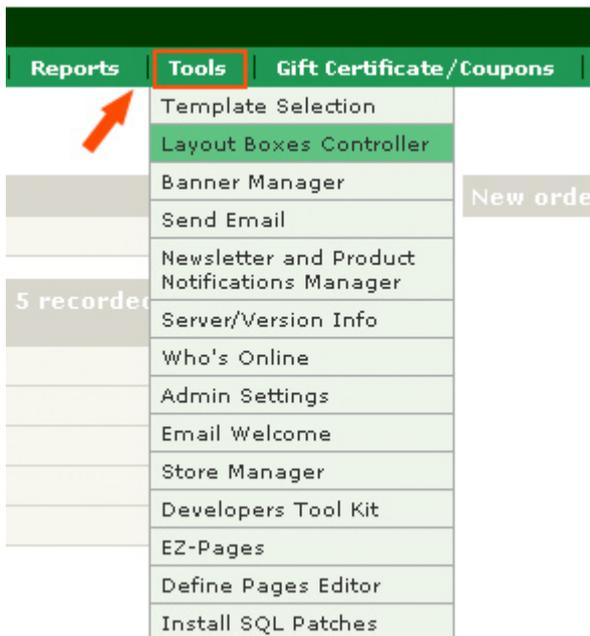


- Edit that file and copy the codes from ProProfs control panel then paste that codes in that file, After making the changes please save the file.



```
<!-- 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.

The screenshot shows the 'Edit Box' configuration window for the 'l2schat.php' box. The window title is 'on Edit Box'. Below the title, there is a message: 'Please make any necessary changes'. The 'Box Name' is 'l2schat.php'. The 'Left/Right Column Status' is set to 'ON' (radio button selected). The 'Location' is set to 'LEFT' (radio button selected). The 'Left/Right Column Sort Order' is '0'. The 'Single Column Sort Order' is '0'. The 'Single Column Status' is set to 'ON' (radio button selected). At the bottom, there are two buttons: 'update' and 'cancel'. An orange arrow points to the 'update' button.

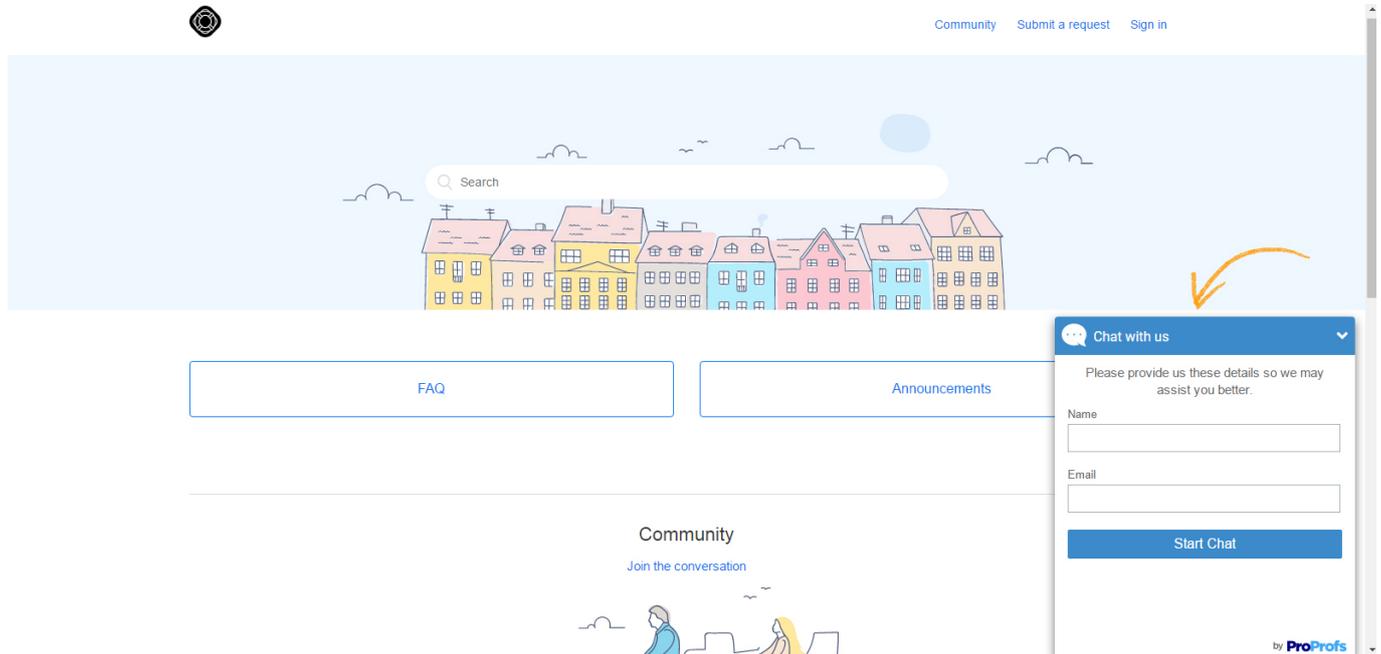
Related Articles:

- [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.

ProProfs Chat

Home Settings Transcripts Operators Reports Launch Chat

(855) 776-7763

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/l2sjs1.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

Chat with ProProfs

Copyright © 2005 - 2017 ProProfs.com

Step3. Log in to Zendesk and navigate to your newly enabled Help Center and click on the "Customize Design" under "Settings".

Settings > Guide settings

Customize design

Guide settings

Cancel Update

Content management

Manage and moderate your public content, control spam, and configure notifications.

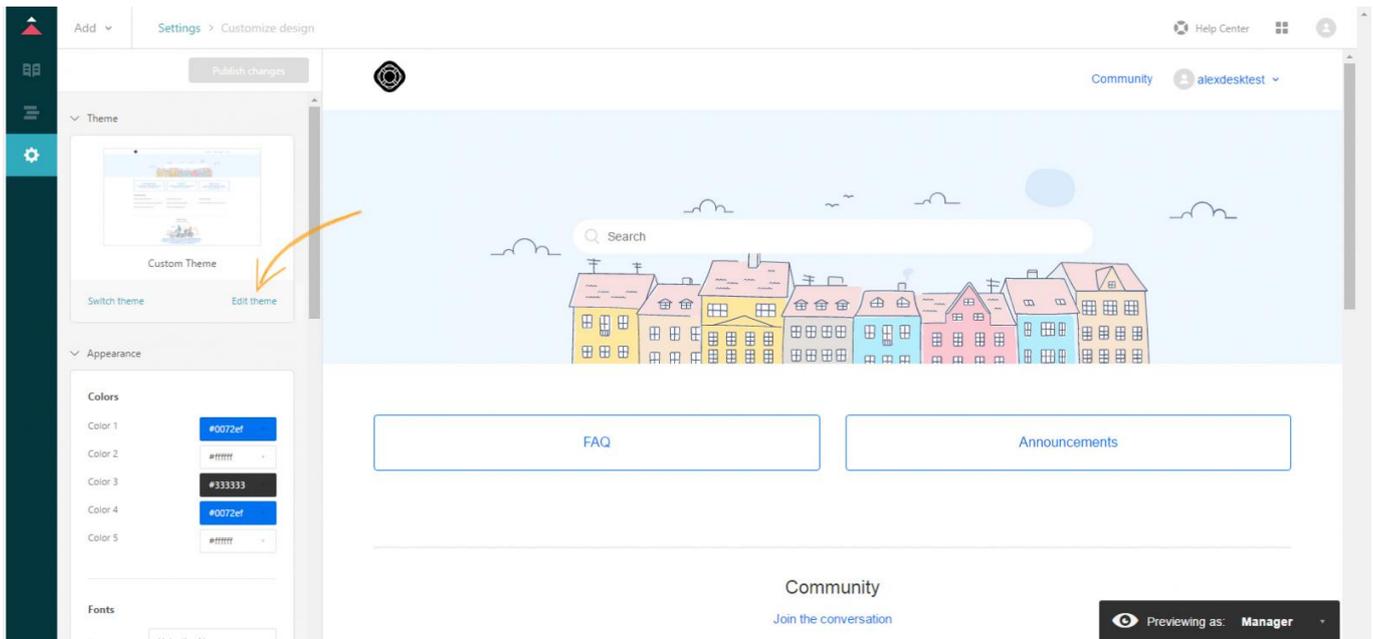
- Anonymous voting on articles
Allow anonymous users to vote on articles.
- Spam filter
Prevent end-user contributed content suspected of being spam from being published. The spam filter does not prevent all spam. [Learn more.](#)
- Content moderation
Enable moderation by word filter or moderation of all content.

Communities

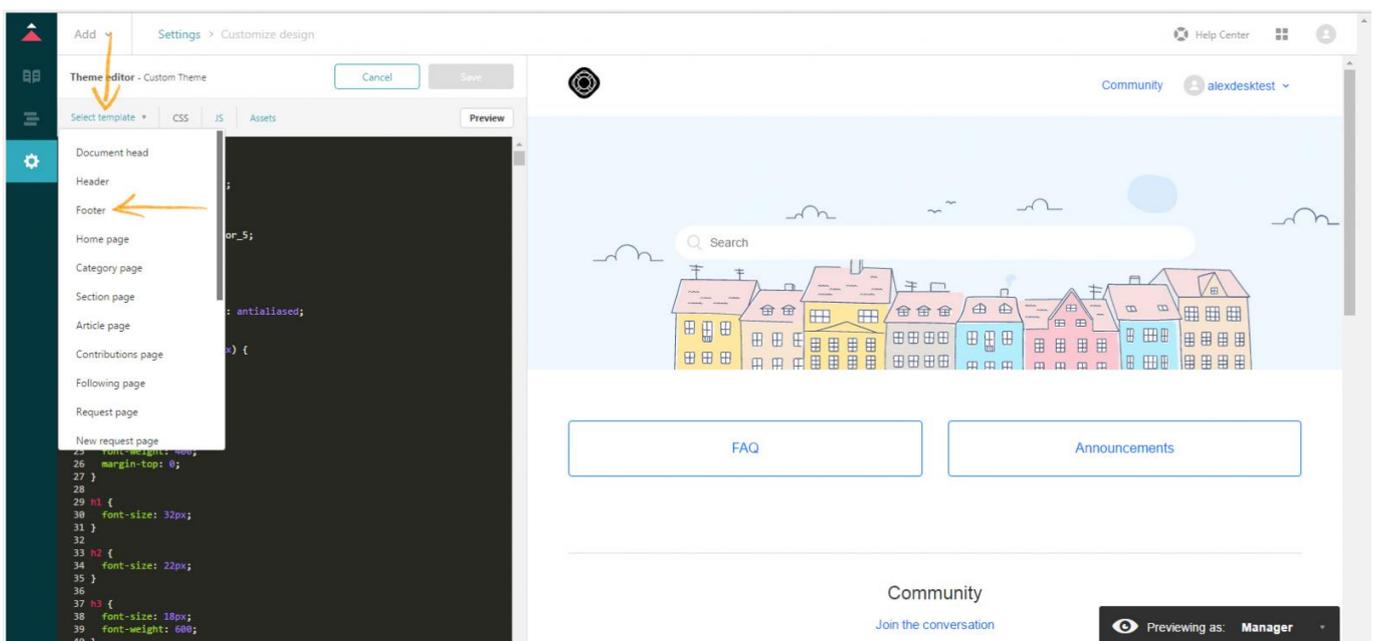
Adds community features to your Help Center that allow users to provide ideas and ask questions.

- Communities
- User profiles
Adds user profiles to your Help Center. [Learn more.](#)

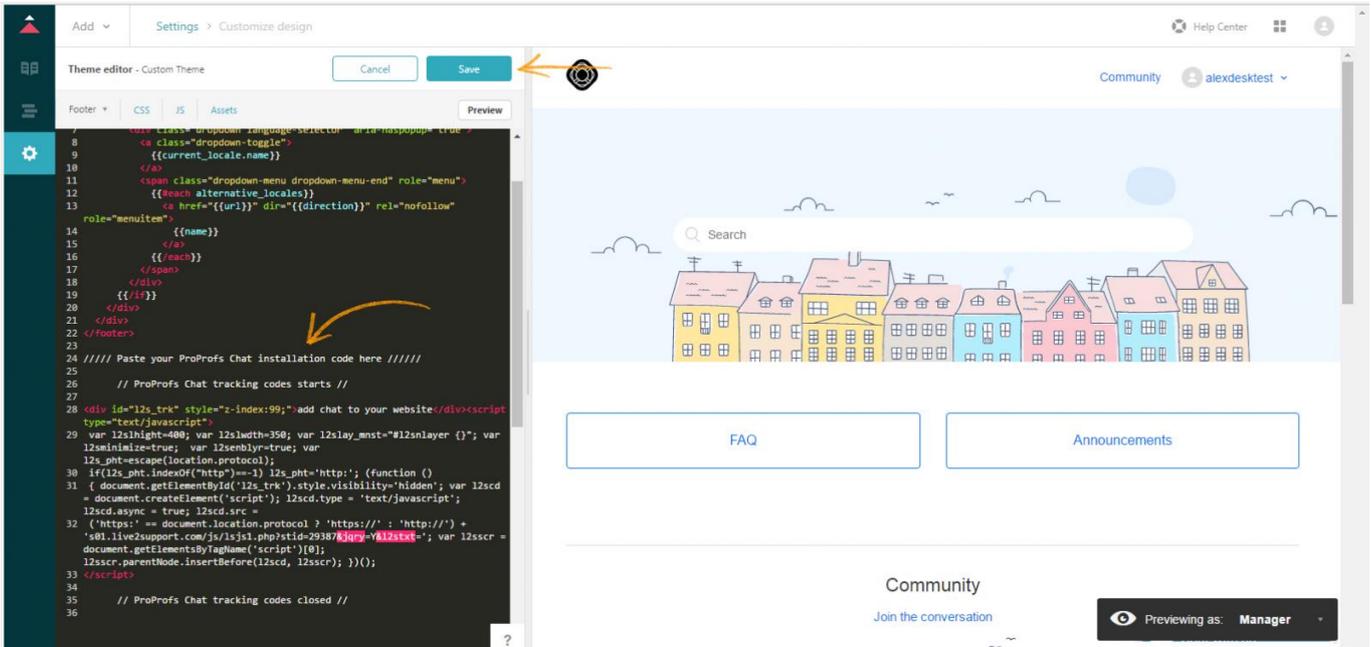
Step4. Click on the "Edit theme" link to bring up the code editor.



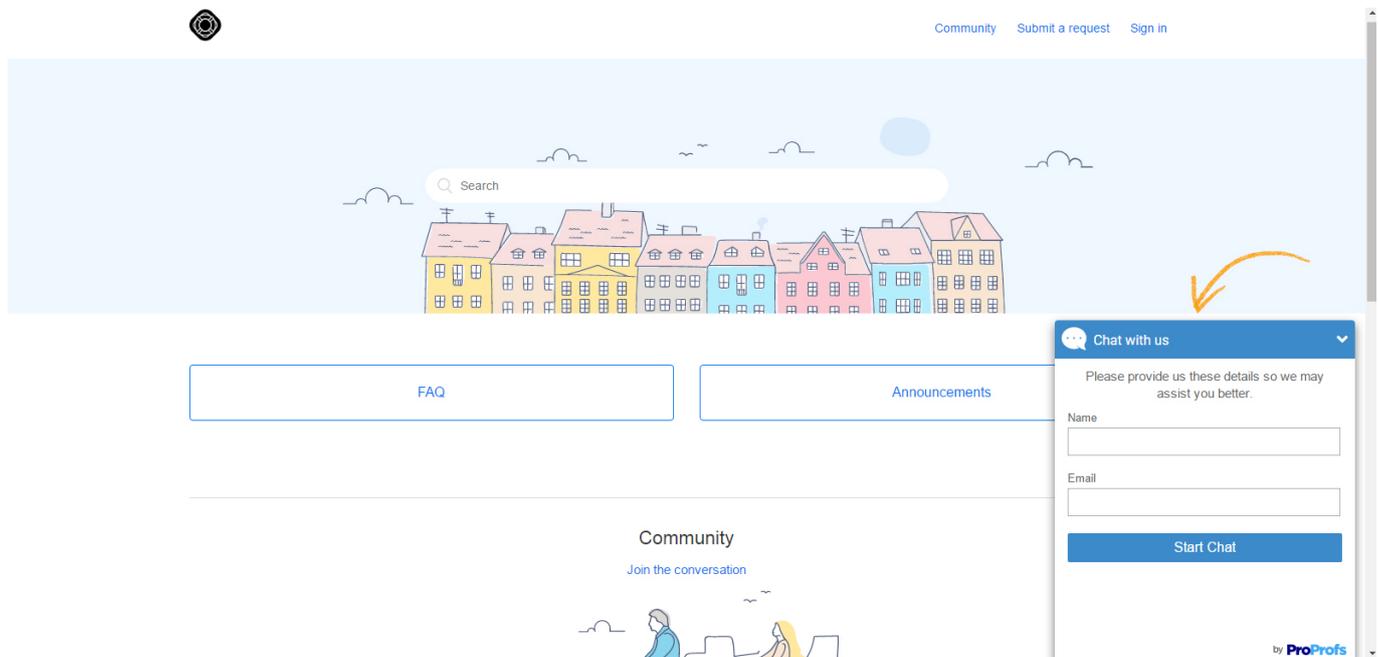
Step5. Select the "footer" option under "Select template". This will allow for you to edit the direct code for the footer.



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.



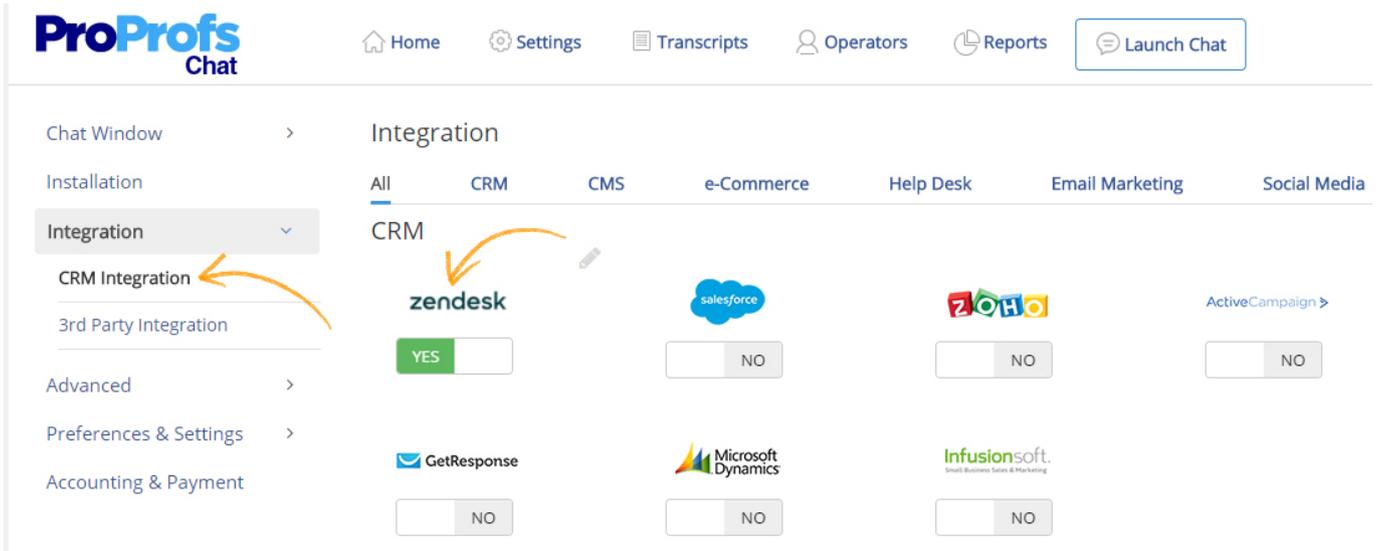
Step7. Now ProProfs Chat will be available to visitors of your Zendesk help center.



Send your chat transcripts and offline messages to Zendesk as a ticket.

Step1. Log in to ProProfs chat control panel with your valid credentials.

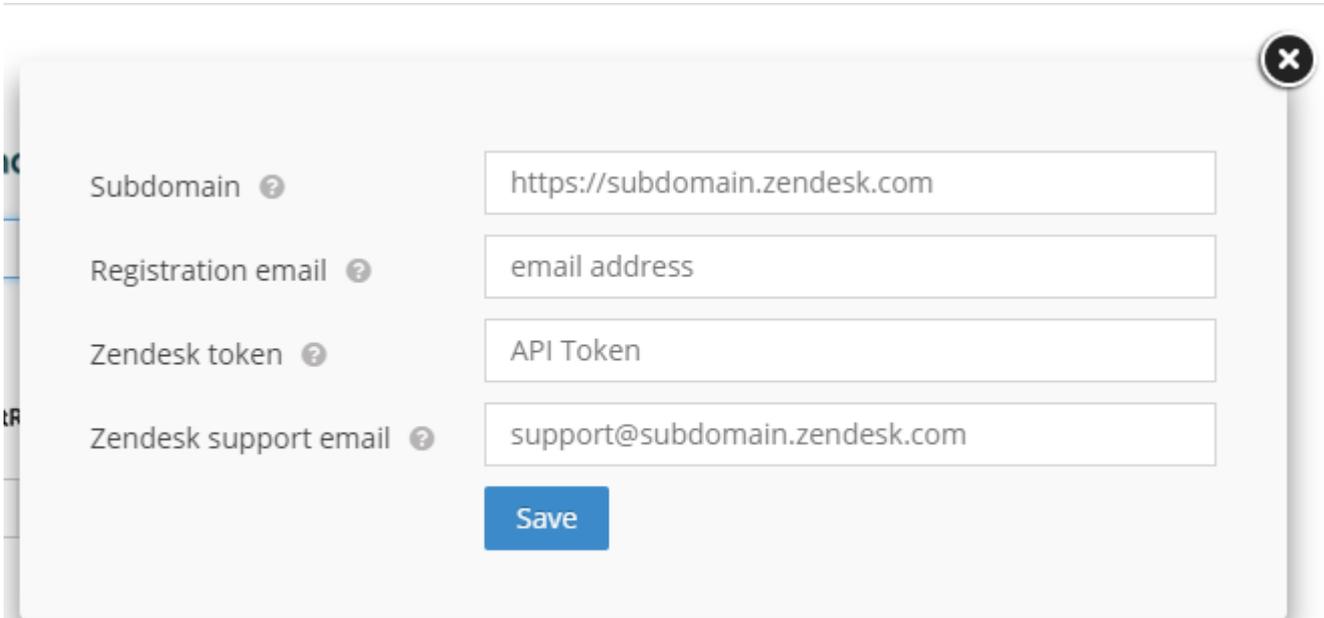
Step2. To get your chat transcripts as a Zendesk ticket, navigate to "CRM Integration" under "Integration" in "Settings". Enable the Zendesk toggle by clicking on it.



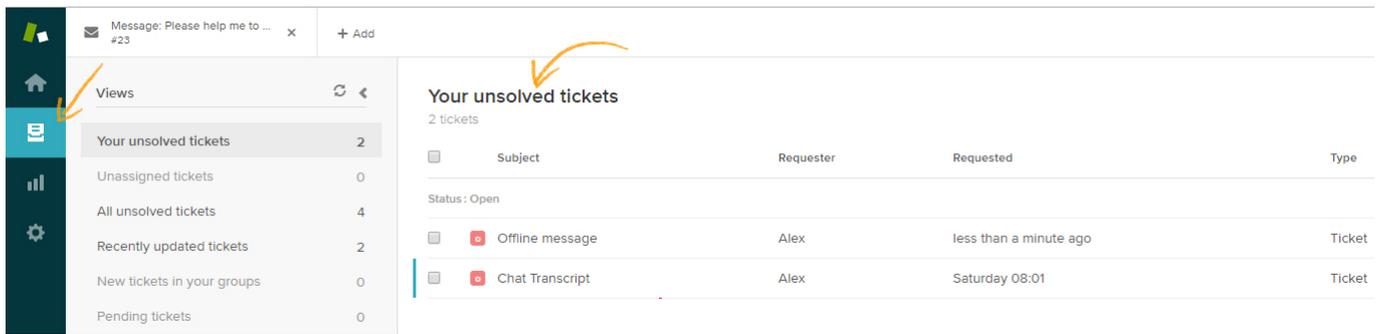
Step3. Once you enable Zendesk toggle to "YES", a pop up will appear (see image below). Fill in the information as instructed below:

- 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).

Click on Save button to save the credentials.



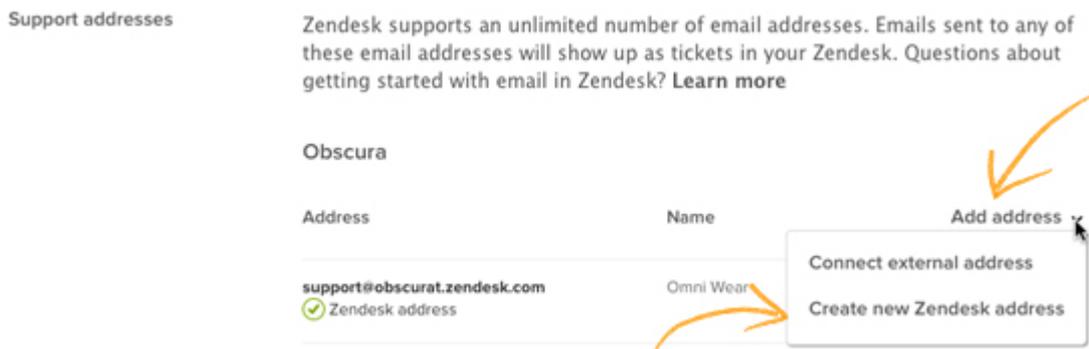
Step4. After step 2 and step3 you will get your chat transcript and offline messages as a Zendesk ticket.



How to get your Zendesk support email address from Zendesk admin panel.

Step1. Click the Admin icon in the sidebar, then select Channels > Email.

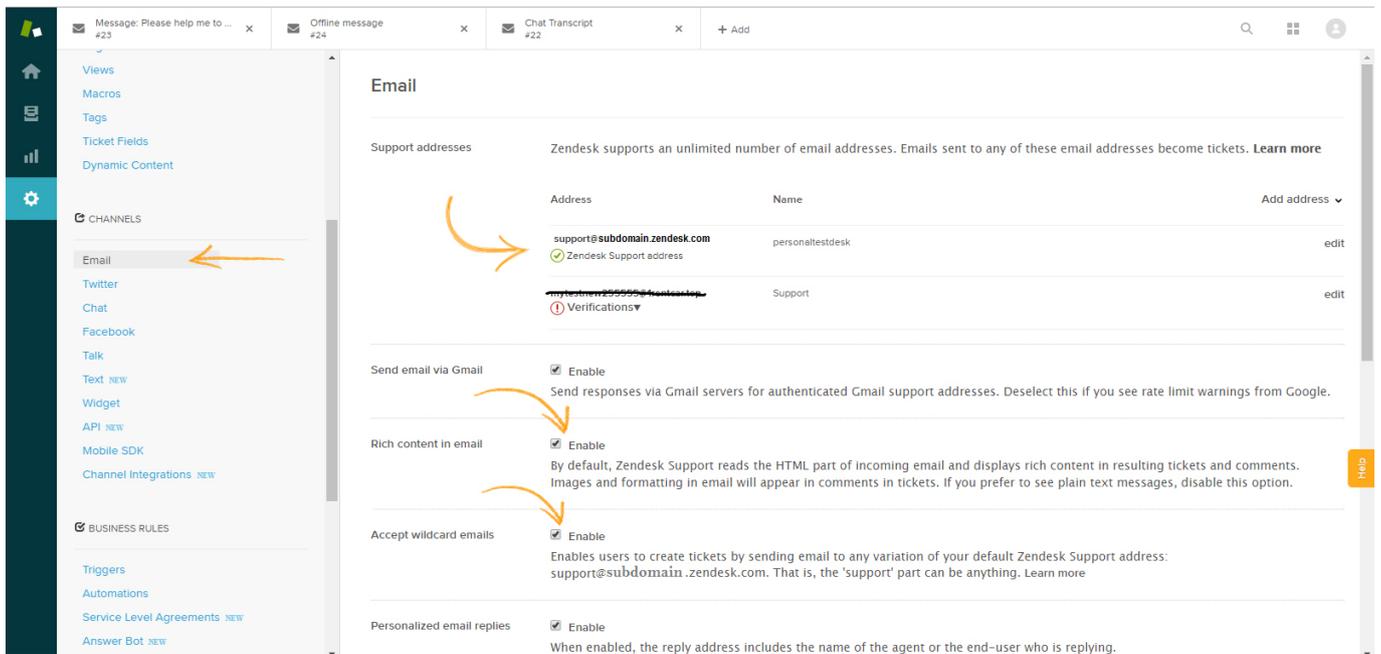
Step2. In the Support addresses section, click "Add address", then select "Create new Zendesk address".



Step3. Enter an address you'd like to use for receiving support requests.

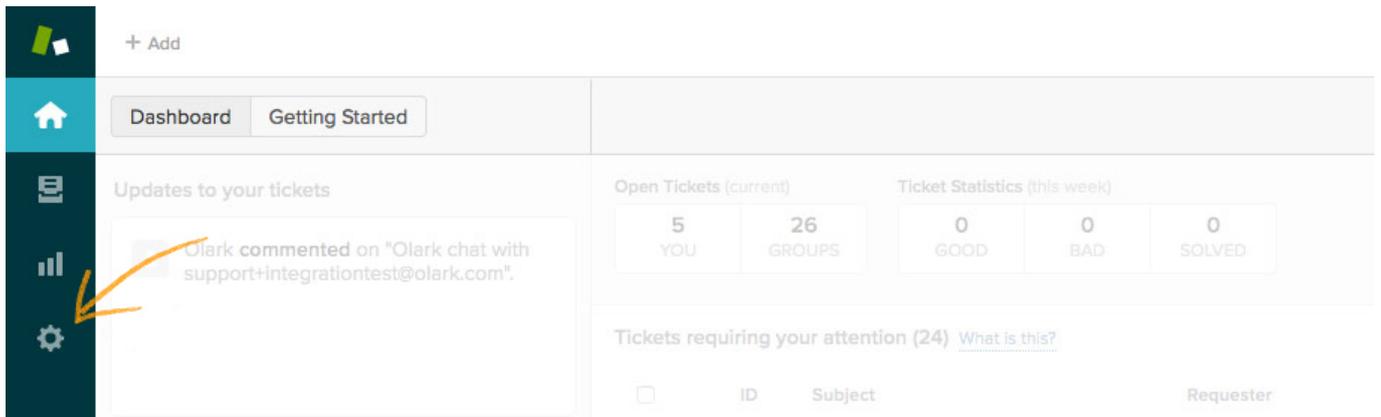
Step4. Click "Create now". The email address is added to your list of support addresses.

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)

The screenshot shows the Zendesk API configuration interface. On the left, a sidebar lists various channels, with 'API' highlighted. The main panel is titled 'Zendesk API' and has three tabs: 'Settings', 'OAuth Clients', and 'Activity'. Under 'Settings', there are two sections: 'Password Access' and 'Token Access', both with 'Enabled' toggle switches. Below these is a section for 'Active API Tokens (18)', which contains a single token named 'prod test' with a 'Last Used 2 months ago' timestamp. Orange arrows point to the 'API' menu item, the 'Token Access' toggle, and the '+' button to add a new token.

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)

The screenshot shows a 'Create a new token' dialog box. At the top, it says 'Create a new token' and 'Never Used' on the left, and 'Delete' on the right. Below this is a text input field for 'API Token Description (optional)'. Underneath is a field for the 'API Token' value, which is partially obscured by a grey bar. To the right of this field is a 'Copy' button. Below the token field is a warning message: '⚠ Make sure to copy and store this token. We won't show it again after you click Save or leave this page.' At the bottom of the dialog are two buttons: 'Close' and 'Save'.

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.

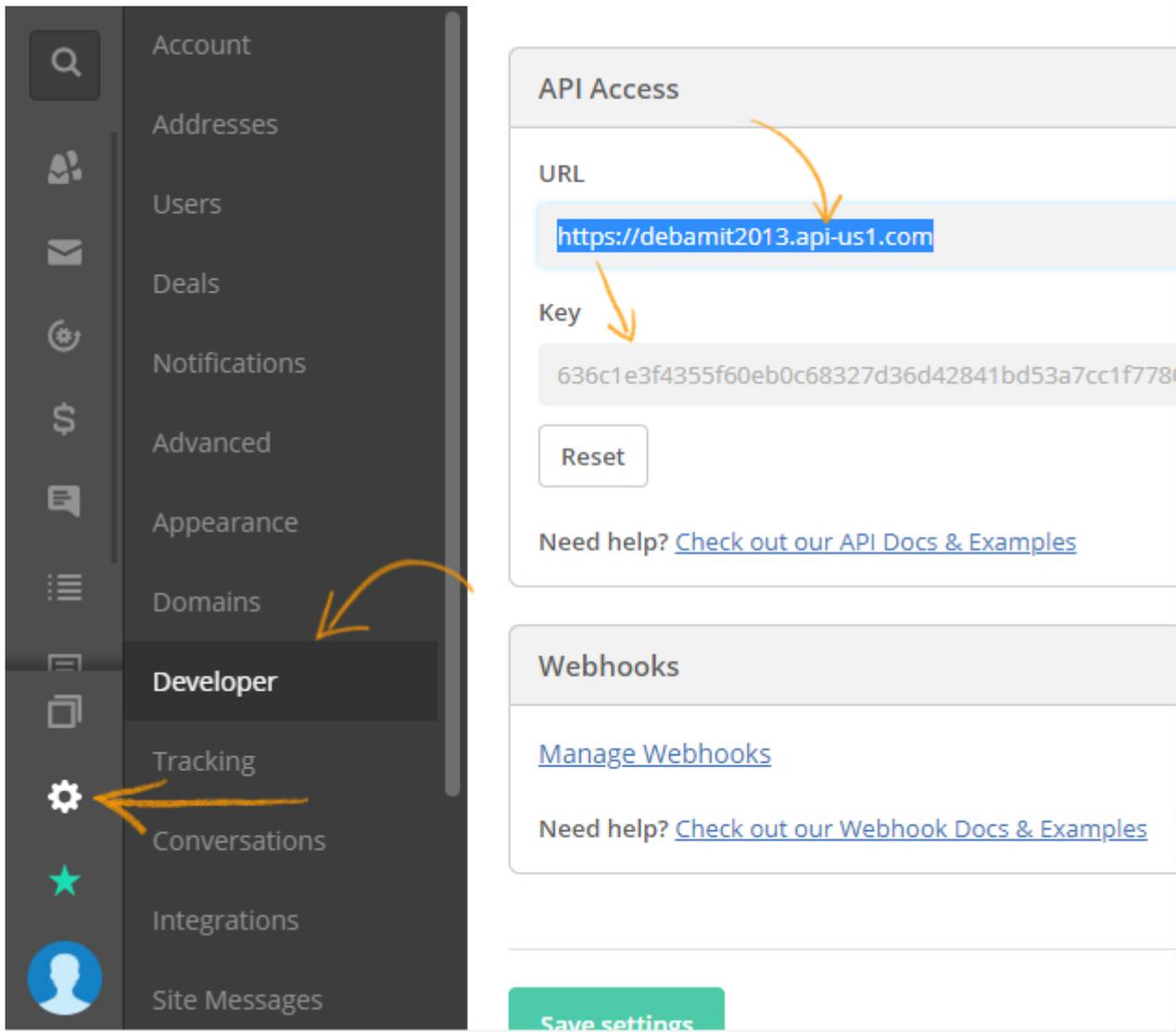
Take your customer support capability to the next level with ProProfs Chat integration.

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.

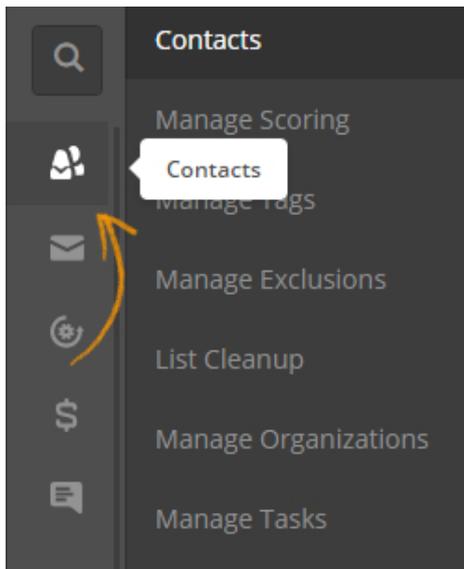
Step 1: Login to your ActiveCampaign account and go to the **Settings** section. There, Click on **Developer**. Copy the **URL** and **Key**.



Step 2: Login to your ProProfs Chat account and go to **Settings**—>**Integration**.

The screenshot shows the ProProfs Chat settings page. The 'Settings' menu item is highlighted with an orange arrow. The 'Integration' menu item is also highlighted with an orange arrow. The main content area shows the 'Theme' settings, including 'Chat Style' (Bubble and Bar), 'Choose your bubble style' (a 2x3 grid of icons), and 'Theme Color' (a row of color swatches and a custom color input field with the value #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**.



| <input type="checkbox"/> | Full Name | Email ▲ |
|--------------------------|--|------------|
| <input type="checkbox"/> |  [Redacted] | [Redacted] |
| <input type="checkbox"/> |  [Redacted] | [Redacted] |
| <input type="checkbox"/> |  [Redacted] | [Redacted] |

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
- Add/Edit ad Campaign
- IP Blocking
- Enable/Disable Callback
- CRM Integration
- 3rd Party 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 | <input checked="" type="radio"/> Enable <input type="radio"/> Disable |
| Host | <input type="text" value="crmpanel.com"/> (i.e <i>www.yourDomain.com</i> OR <i>YourDomain.com</i>) |
| Script Path | <input type="text" value="/icontactscript.php"/> (i.e. <i>/yourscript.php</i> OR <i>/yourscript.asp</i> etc.) |
| Port | <input checked="" type="radio"/> Default <input type="radio"/> 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.

 [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.

iContact Help Upgrade Sudhir Singh

Home **Contacts** Email NEW 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](#)

iContact Help Upgrade Sudhir Singh

Home **Contacts** Email NEW Social Reports

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My Lists

| List Name | Welcome Message | Subscribers | Actions |
|---|-------------------------------------|---|--------------------------------------|
| live2support | Add Welcome Message | 1 Subscriber Add | List Health |
| | | 1 Total Subscribers | View All List Health |

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

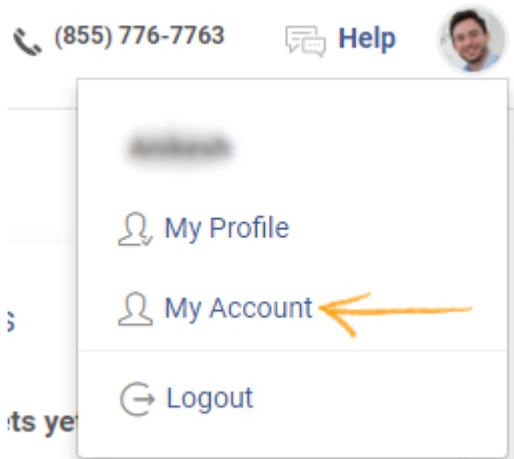
| <input type="checkbox"/> Email Address | First Name | Last Name | Added On |
|---|------------|-----------|--------------|
| <input type="checkbox"/> sudhir@crmpanel.com | Sudhir | Singh | May 25, 2013 |
| <input type="checkbox"/> joe@shmoe.com | Joe | Shmoe | May 27, 2013 |
| <input type="checkbox"/> sudhir.singh1@gmail.com | sudhir | kumar | May 27, 2013 |

Account and Billing

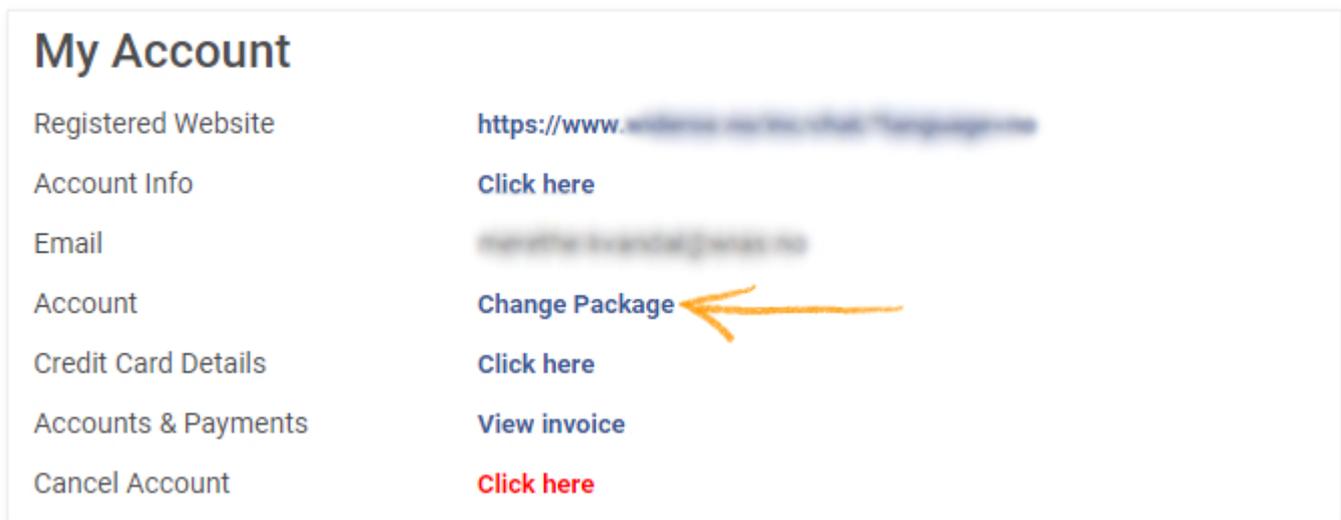
Change Package

You can upgrade your package anytime to go premium. Follow these simple steps to upgrade your package to any plan of your choice.

Step 1: Navigate to "My Account."



Step 2: Click "Change Package" button.

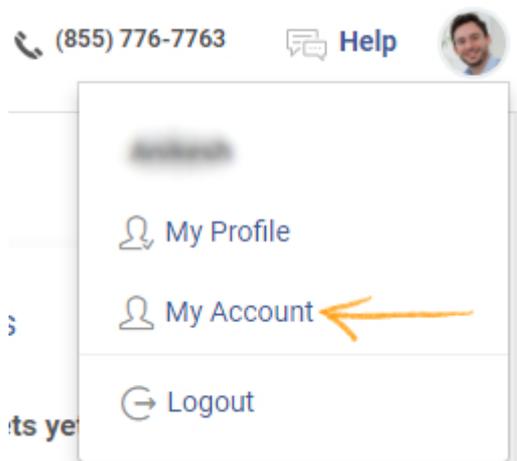


Step 3: You will be redirected to the [chat pricing page](#), select a plan and click "Upgrade" to change your package.

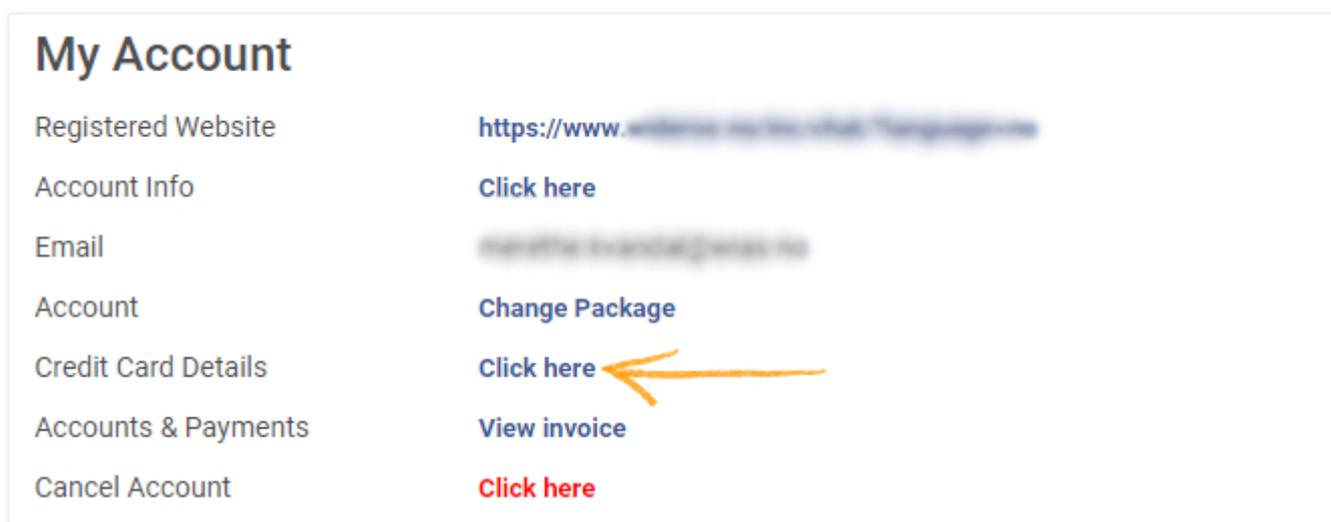
How to Update Your Credit Card Details?

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 * | |
| <input type="text"/> | <input type="text"/> | |
| Phone Number | | |
| <input type="text"/> | | |
| Credit Card Number | Expiration Date | CVV |
| <input type="text"/> | <input type="text"/> <input type="text"/> | <input type="text"/> |
| Street Address 1 * | Street Address 2 | |
| <input type="text"/> | <input type="text"/> | |
| City * | State / Province | Postal Code * |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

Update Billing Information



Submit A Ticket