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## Comm100 Live Chat Blackberry Client Setup Guide

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## Comm100 Live Chat Visitor Monitor Blackberry Client Setup Guide

**Comm100 Live Chat Visitor Monitor Blackberry Client** enables you to run Comm100 Live Chat visitor Monitor on your Blackberry phone so as to take chat requests and engage your customers while on the go.

### 1. Requirements of Operating System

- Blackberry OS 4.x/5.x/6.x

### 2. Download the Setup Application

Go to **Comm100 Download & Install** page <http://www.comm100.com/livechat/install.aspx> to download **Comm100\_Live\_Chat\_Visitor\_Monitor.zip**. A sample **Download & Install** page is shown as in Figure 2.

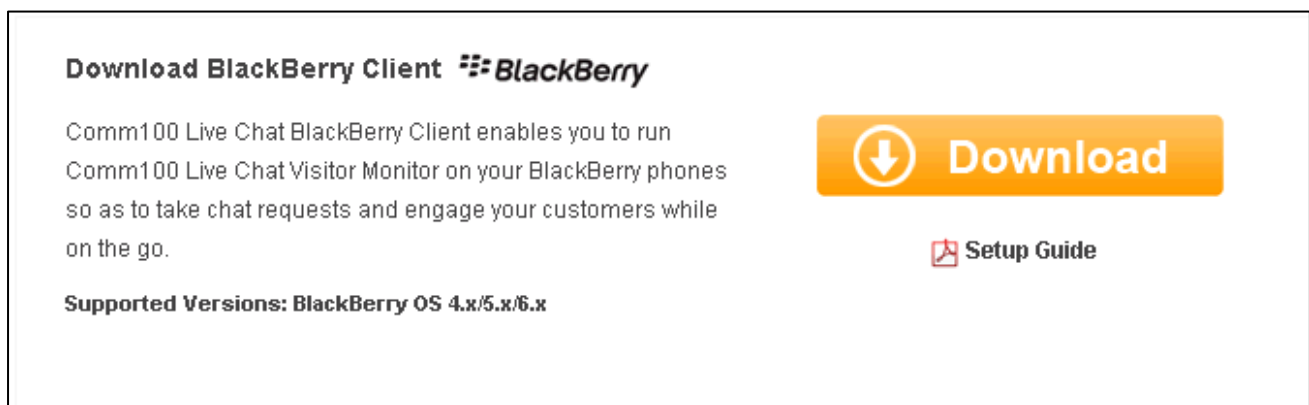


Figure 2 Download Page

### 3. Installing the Setup Program

Unzip **Comm100\_Live\_Chat\_Visitor\_Monitor.zip** and install Comm100 Live Chat Visitor Monitor Blackberry Client on your Blackberry device through your Blackberry Desktop Manager as shown in Figure 3-1.

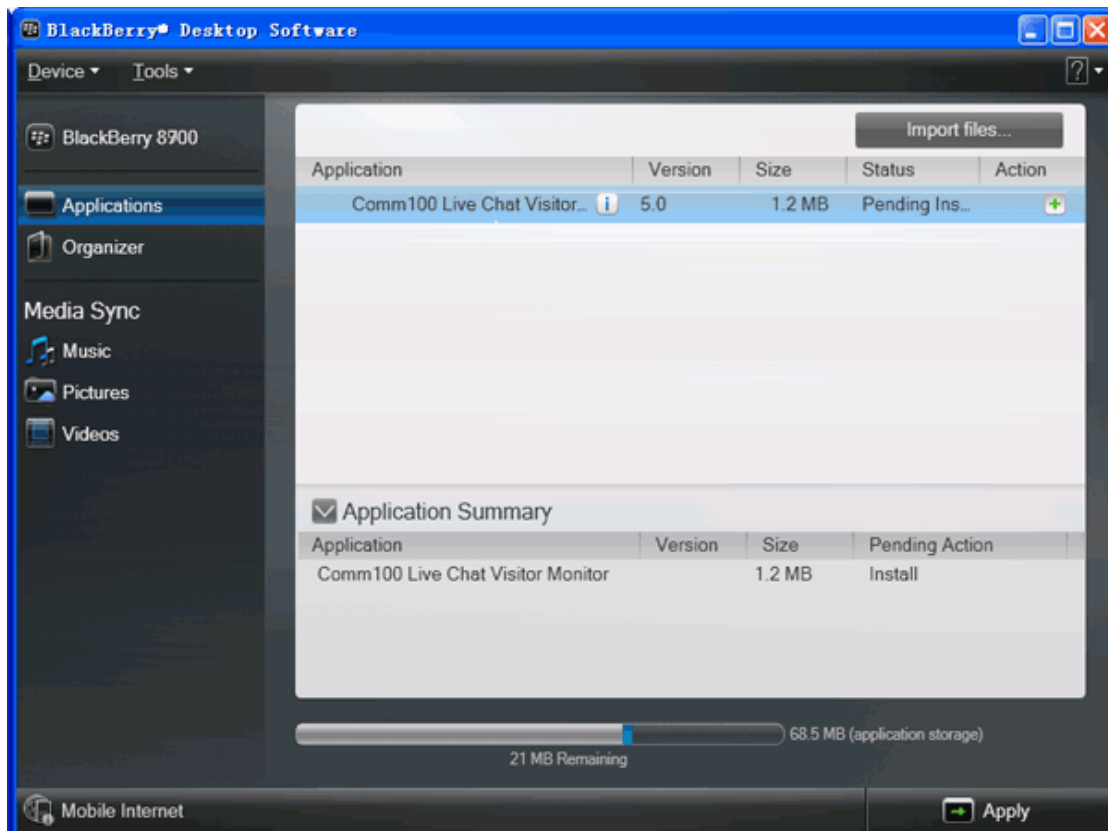


Figure 3-1 Installation

After **Comm100 Live Chat Visitor Monitor Blackberry Client** is installed successfully, an icon named **Comm100 Live Chat Visitor Monitor** appears on your phone screen. Please refer to Figure 3-2.



Figure 3-2 Successful Installation

## 4. Logging In

Press the **Comm100 Live Chat visitor Monitor** icon to start **Comm100 Live Chat Visitor Monitor Blackberry Client**.

Enter your Site Id, Email and Password in the appropriate fields to log in. A sample **Login** page is shown as in Figure 4.



Figure 4 Login Page

## 5. Monitoring and Chatting

After logging in, you will see the **Visitor List** page as shown in Figure 5-1. The name and status of a visitor as well as the current page the visitor is viewing are shown in this page. If the visitor is chatting with an operator, the operator's name is shown beside the visitor's name.

### 5.1 Sending an Invitation

Select a visitor who is in any status other than **Waiting for chat** or **Chatting**; Press the **Menu** key, press **Invite** to invite the visitor to have a chat with you. Please refer to Figure 5-1.

All Visitors(95)		
Arles		Chat ended
http://72.15.150.126/LiveChat/Admir		
Tom		Chat ended
<b>Invite</b>	50.126/LiveChat/Admir	
<b>Information</b>	6	In site
<b>History</b>		
<b>Filter</b>		
<b>Preference</b>	6	In site
<b>Logout</b>		
<b>Close</b>	6	In site

Figure 5-1 Invitation

## 5.2 Viewing a Visitor's Info

Select a visitor, press the **Menu** key, select **Information** to view the detailed information of this visitor. A sample **Information** page is shown as in Figure 5-2.

Information of Lucas
<b>V</b> isitor Id: 1828
Latest Name: Lucas
Latest Email: Lucas@comm100.com
First Visit Time: 2010-10-9 6:40:33
Visit Time: 1
Chat Times: 2
Operators:
Visit Times: 2010-10-9 6:40:33
IP: 72.15.150.121
Current Page: http://72.15.150.126/ LiveChat/AdminPanel/PlanList.aspx

Figure 5-2 Information Page

## 5.3 Accepting a Chat Request

Select a **Waiting for chat** visitor, press the **Menu** key and then press **Accept** to accept this visitor's chat request. Please refer to Figure 5-3.

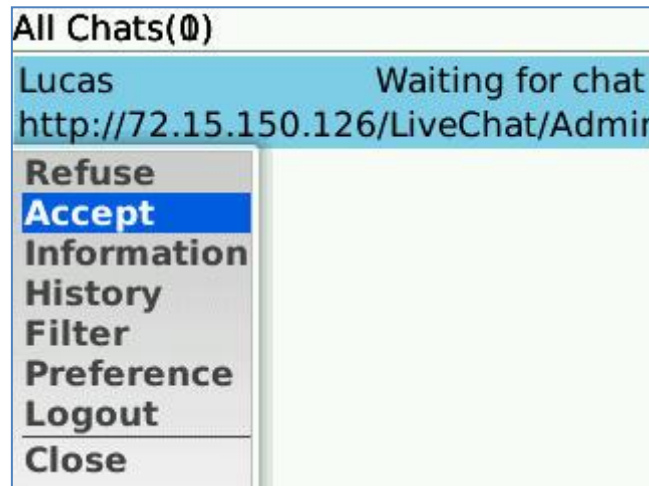


Figure 5-3 Accepting a Chat Request

Or you can press **Refuse** to refuse the chat request.

## 5.4 Joining a Chat

Select a visitor who is **Chatting** with other operator(s), press the **Menu** key and then press **Join** to join in this visitor's chat. Please refer to Figure 5-4.

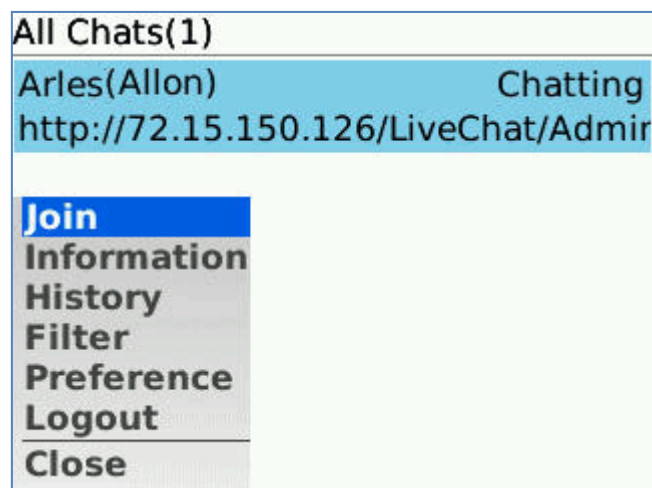


Figure 5-4 Joining in an Ongoing Chat

## 5.5 More Operation Options

More operation options are available during a chat. Press the **Menu** key and you can see the available options as shown in Figure 5-6.

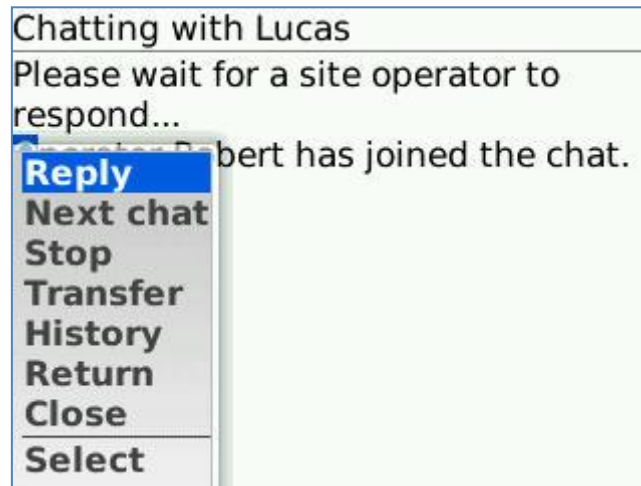


Figure 5-6 Chatting

### 5.6.1 Replying to a chat

Press **Reply** to go to a selected chat and type your answering message.

### 5.6.2 Switching between Ongoing Chats

Press **Next Chat** to go to the next chat.

### 5.6.3 Ending a Chat

Press **Stop** to end an ongoing chat.

### 5.6.4 Transferring a Chat

Press **Transfer** to transfer an ongoing chat to any other online operators.

### 5.6.6 Viewing Contact History

Press **History** to view a visitor's contact history.

## 5.7 Using Filter

Press **Filter** to configure the display of different groups of visitors according to your needs. A sample **Filter** page is shown in Figure 5-7.

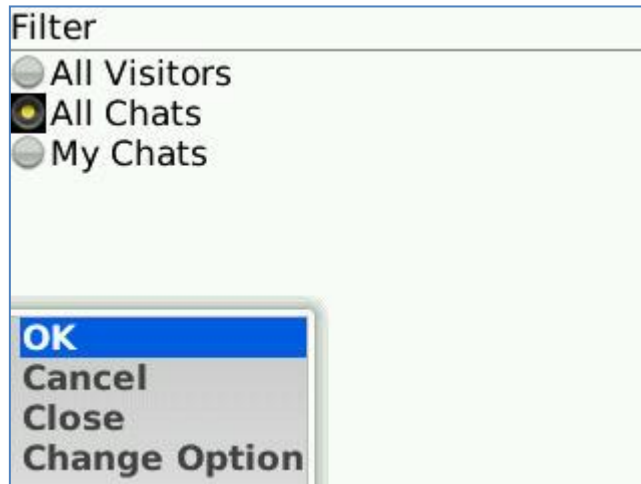


Figure 5-7 Filter Page

## 5.8 Setting Preferences

Press **Preferences** to customize the alert settings. A sample **Preferences** page is shown in Figure 5-8.



Figure 5-8 Preference Page

## 6. Logging Out

Go back to the **Visitor List** page and press **Logout** to log out.