



Open Source & Free Hosted Customer Service Software



Comm100 Live Chat Java Based Mobile Client Setup Guide

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Comm100 Live Chat Visitor Monitor Java Based Mobile Client Setup Guide

Comm100 Live Chat Visitor Monitor Java Based Mobile Client enables you to run Comm100 Live Chat Visitor Monitor on your Java based phone so as to take chat requests and engage your customers while on the go.

1. Requirements of Operating System

- Any mobile devices that support Java, such as Nokia, Motorola, Samsung, Sony Ericsson, etc.

2. Download the Setup Application

Go to the **Comm100 Download & Install** page at <http://www.comm100.com/livechat/install.aspx> to download **Comm100_Live_Chat_Visitor_Monitor.jar**. A sample **Download & Install** page is shown as in Figure 2.

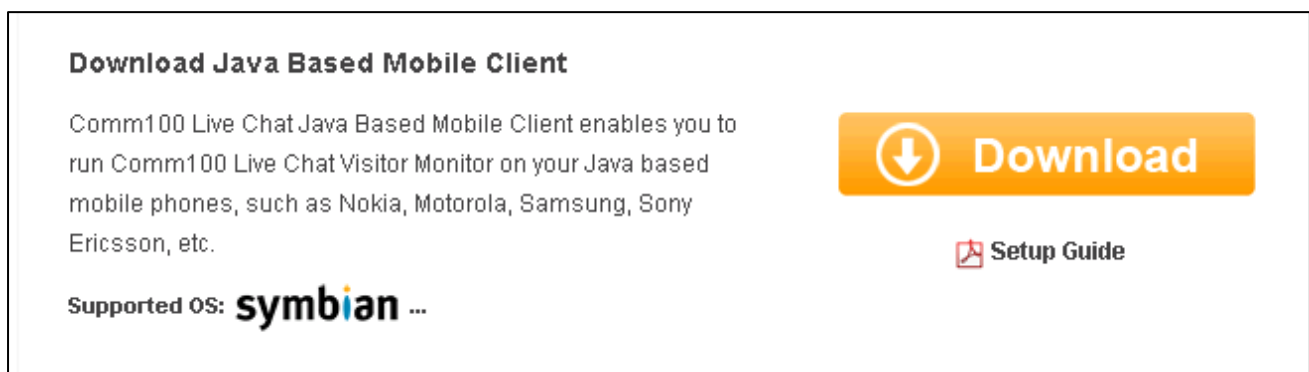


Figure 2 Download Page

3. Installing the Setup Program

Click **Comm100_Live_Chat_Visitor_Monitor.jar** to install Comm100 Live Chat Visitor Monitor on your mobile device. After **Comm100 Live Chat Visitor Monitor Java Based Mobile Client** is installed successfully, an icon named **Comm100 Live Chat Visitor Monitor** appears, as shown in Figure 3-1.



Figure 3-1 Successful Installation

4. Logging In

Press the **Comm100 Live Chat Visitor Monitor** icon to start **Comm100 Live Chat Visitor Monitor Java Based Mobile Client**.

Enter your Site Id, Email and Password in the appropriate fields to log in. A sample **Login** page is shown in Figure 4-1.

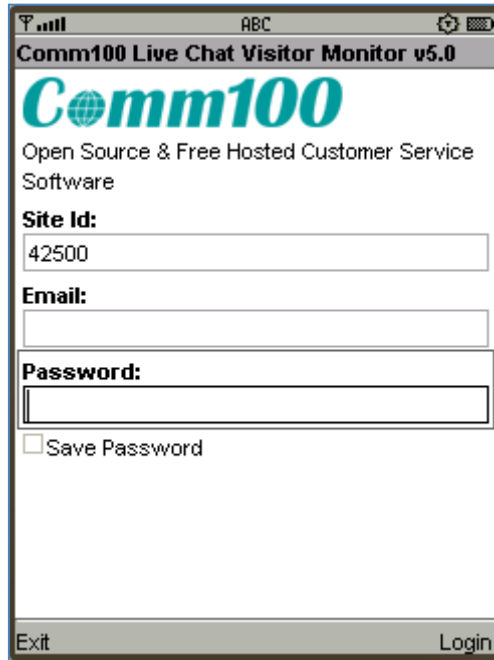


Figure 4-1 Login Page

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.

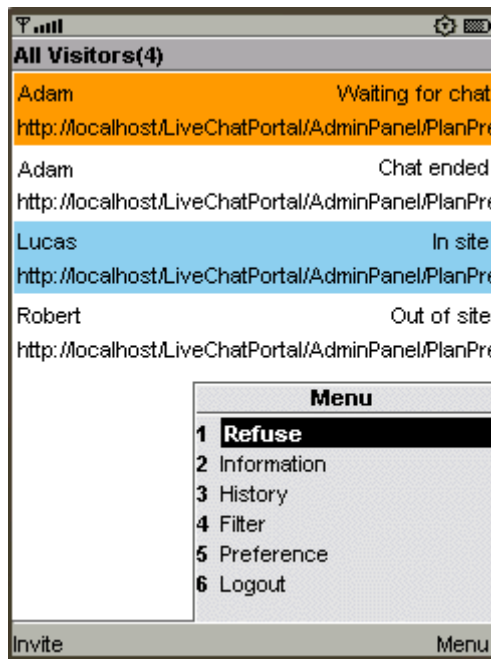


Figure 5-1 Visitor List

5.1 Sending an Invitation

Select a visitor who is in any status other than **Waiting for chat** or **Chatting**; press **Invite** to invite the visitor to have a chat with you.

5.2 Viewing a Visitor's Info

Select a visitor, press **Menu**, and then you can get the visitor's detailed information by pressing **Information** (as shown in Figure 5-1). A sample **Information** page is shown in Figure 5-2.

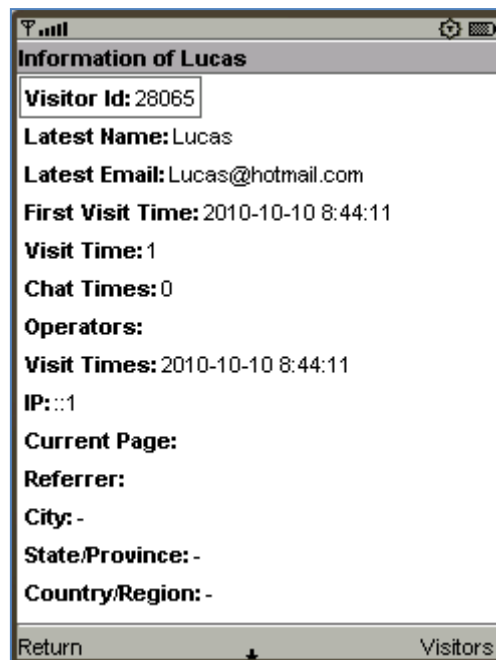


Figure 5-2 Information Page

5.3 Accepting a Chat Request

Select a **Waiting for chat** visitor; press **Accept** to take the chat request. Please refer to Figure 5-3.

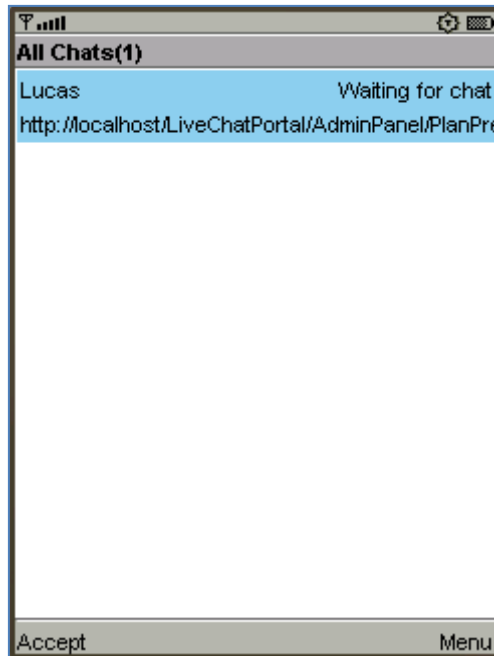


Figure 5-3 Accepting a Chat Request

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 **Join** to join in the chat. Please refer to Figure 5-4.

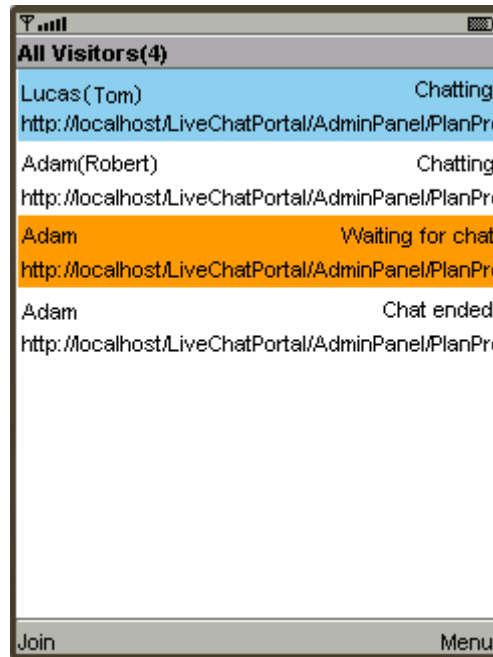


Figure 5-4 Joining in an Ongoing Chat

5.5 Chatting with Visitors

More actions are available during a chat. Press **Menu** and you can see the available operation options. Please refer to Figure 5-5.

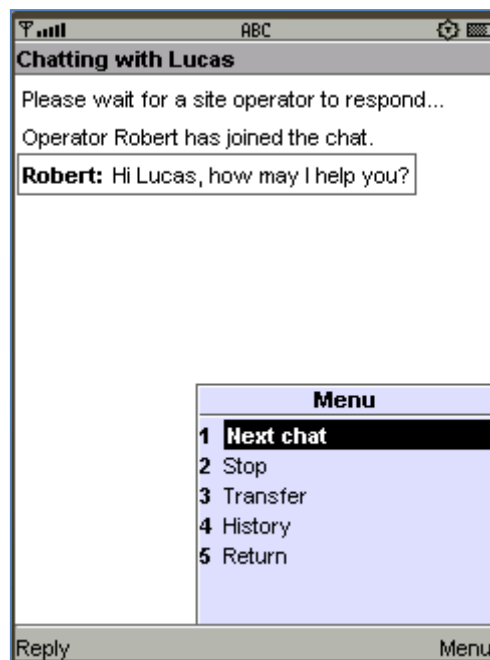


Figure 5-5 Chatting

5.5.1 Switching between Chats

If you are chatting with multiple visitors, you can switch to the next chat by pressing **Next chat**.

5.5.2 Ending a Chat

You can end an ongoing chat by pressing **Stop**.

5.5.3 Transferring a Chat

You can transfer a chat to any other online operators by pressing **Transfer**.

5.5.4 Viewing a Visitor's Contact History

You can view a visitor's contact history by pressing **History**.

5.6 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 5-6 Filter Page

5.7 Setting Preferences

Press **Preferences** to customize the alert settings. A sample **Preferences** page is shown in figure 5-7.

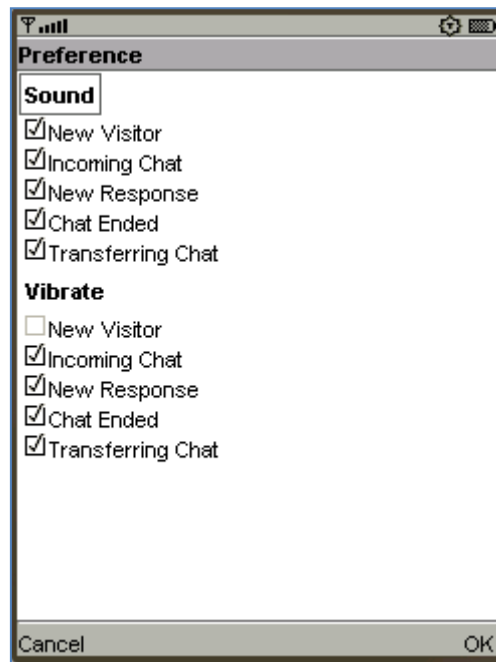


Figure 5-7 Preference Page

6. Logging Out

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