



Open Source & Free Hosted Customer Service Software



Comm100 Live Chat iPhone Client Setup Guide

Copyright © 2010 Comm100. All Rights Reserved.

Comm100 Live Chat Visitor Monitor iPhone Client Setup Guide

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

1. System Requirements

- iPhone 3/4
- iPad
- iPod Touch

2. Downloading the Application

Visit **iTunes Store** through **iTunes** and search **Comm100 Live Chat Visitor Monitor** in **Search Bar** to download **Comm100 Live Chat Visitor Monitor iPhone Client**.

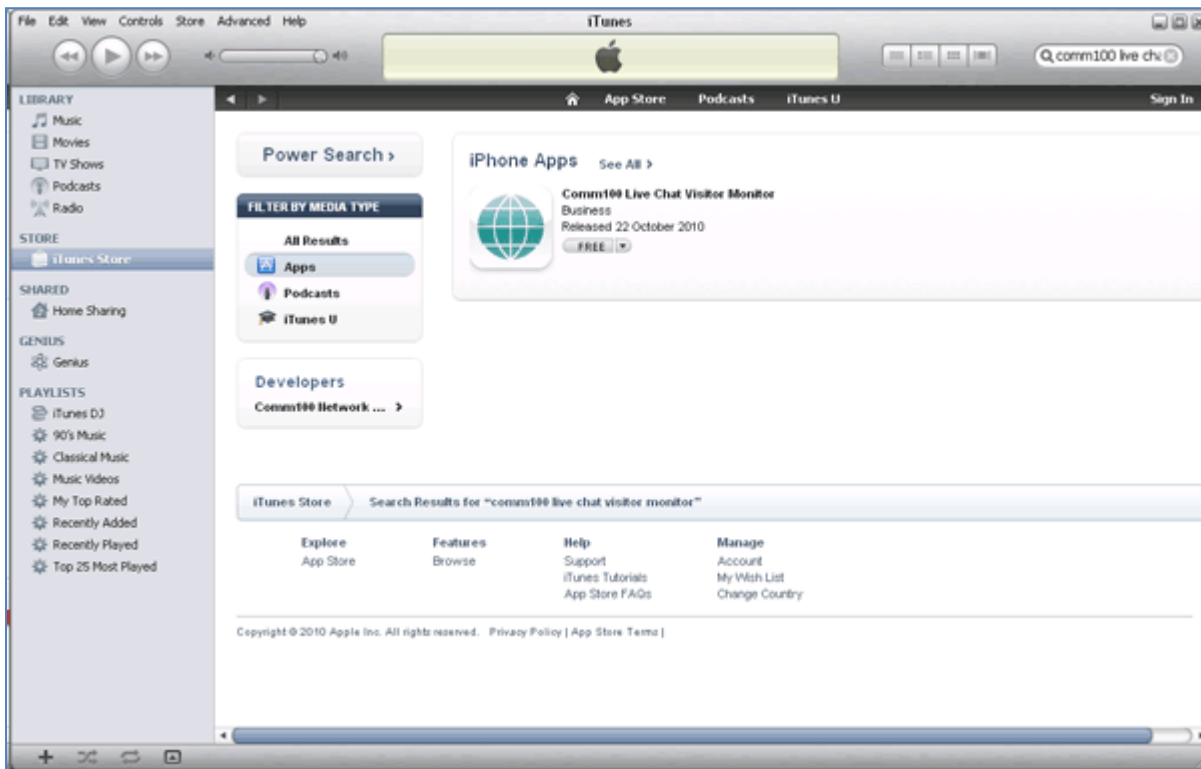


Figure 2-1 Get the iPhone Apps

3. Installation

After Comm100 Live Chat Visitor Monitor iPhone Client is downloaded, you just need to follow the instructions to complete the installation.

4. Logging In

Comm100 Live Chat Visitor Monitor icon displays on your iPhone's screen after the installation. Press the **Comm100 Live Chat Visitor Monitor** icon to start Comm100 Live Chat Visitor Monitor iPhone Client.

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

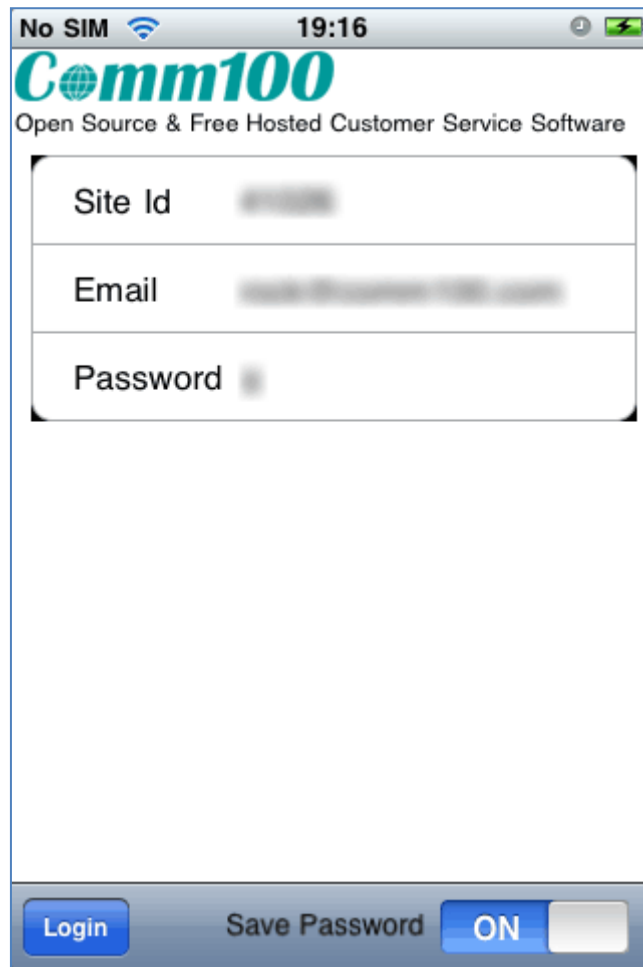


Figure 4-1 Login

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 a visitor is chatting with an operator, the operator's name will be shown beside the visitor's name.

Select a visitor and you will see the next step operation options. The operation options change automatically according to the status of the selected visitor. For example, you will see **Accept** and **Refuse** options if you select a **Waiting for chat** visitor.

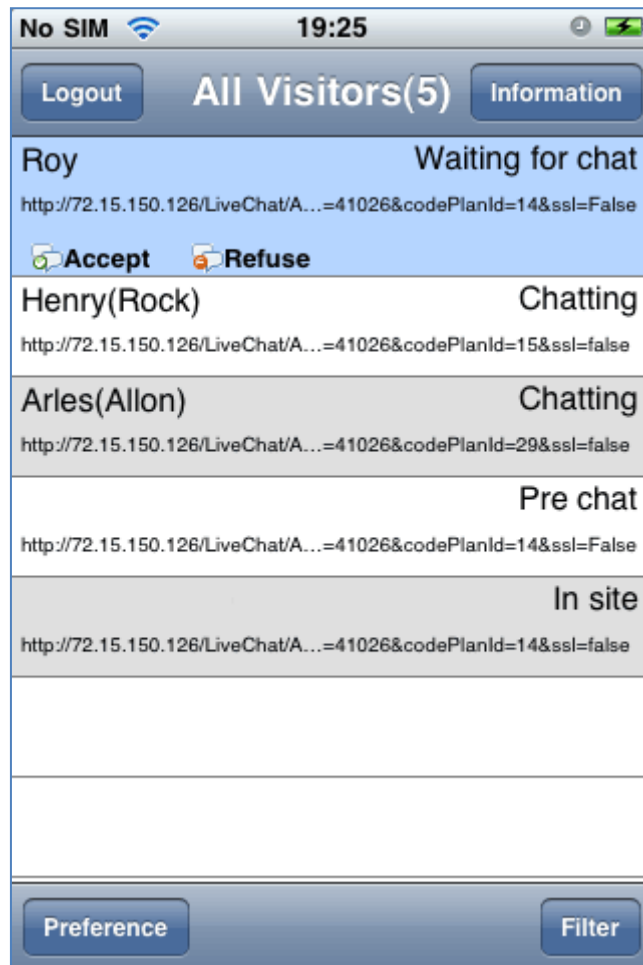


Figure 5-1 Visitors List

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 Accepting a Chat Request

Select a **Waiting for chat** visitor, press **Accept** to take the chat request. Or press **Refuse** to refuse the chat request.

5.3 Joining a Chat

Select a visitor who is chatting with another operator; click **Join** to join in this visitor's chat. A sample of the **Join Chat** page is shown in Figure 5-2.

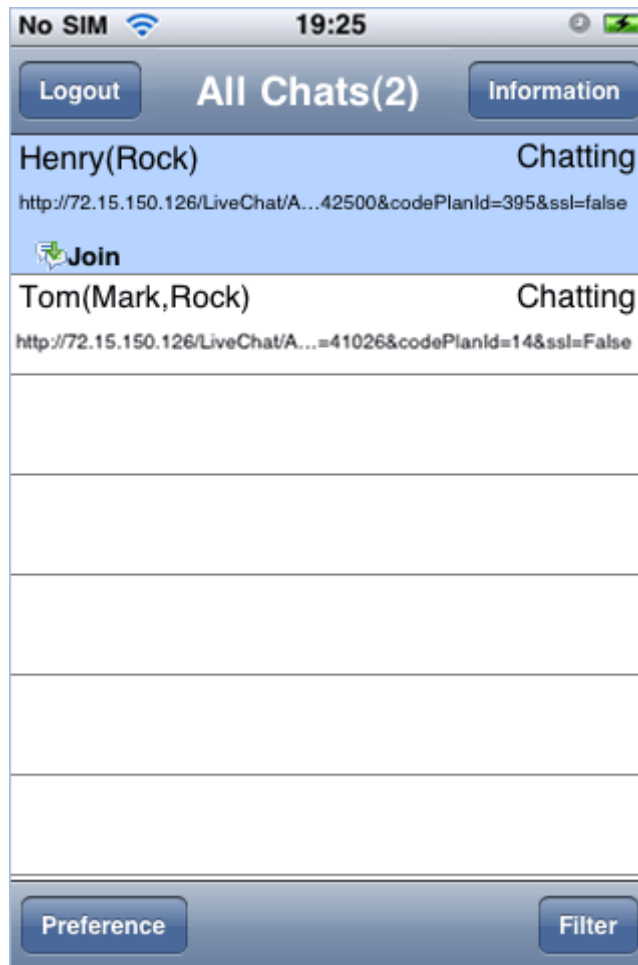


Figure 5-2 Join Chat Page

5.4 Sending a Canned Message/URL

You can send canned Message/URL to a visitor during a chat. Press **Canned** and slide to select a message/URL and then press **Send** to send the message or URL to the visitor.

A sample **Canned Message/URL** page is shown in Figure 5-3.

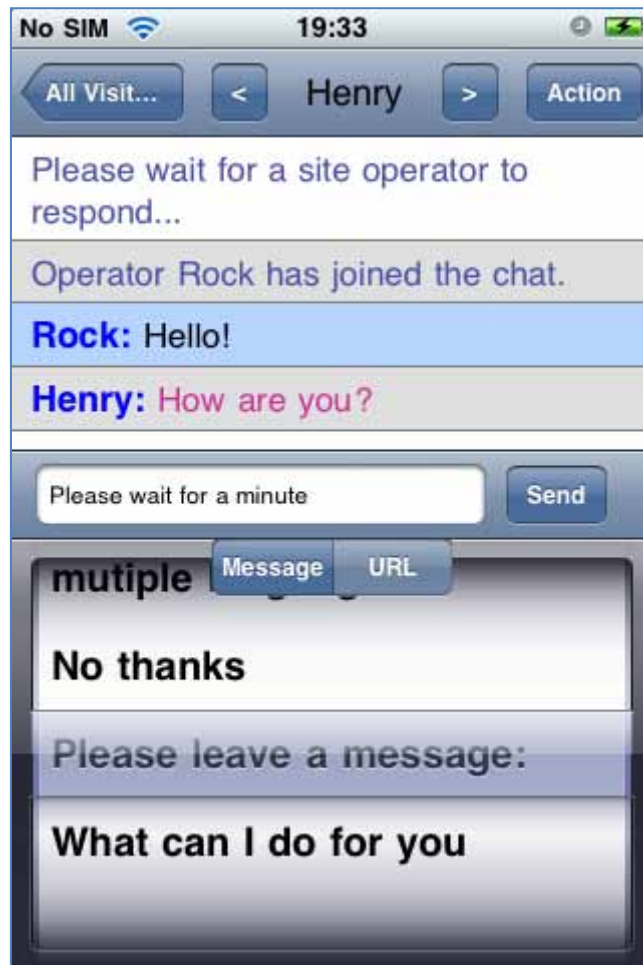


Figure 5-3 Canned Message/URL

5.5 Switching to Another Chat

If you are chatting with multiple visitors, you can slide to switch to another ongoing chat.

5.6 More Chat Actions

More actions are available during a chat. Press **Action** in the upper-right corner and you can see all available the operation options as shown in Figure 5-4.

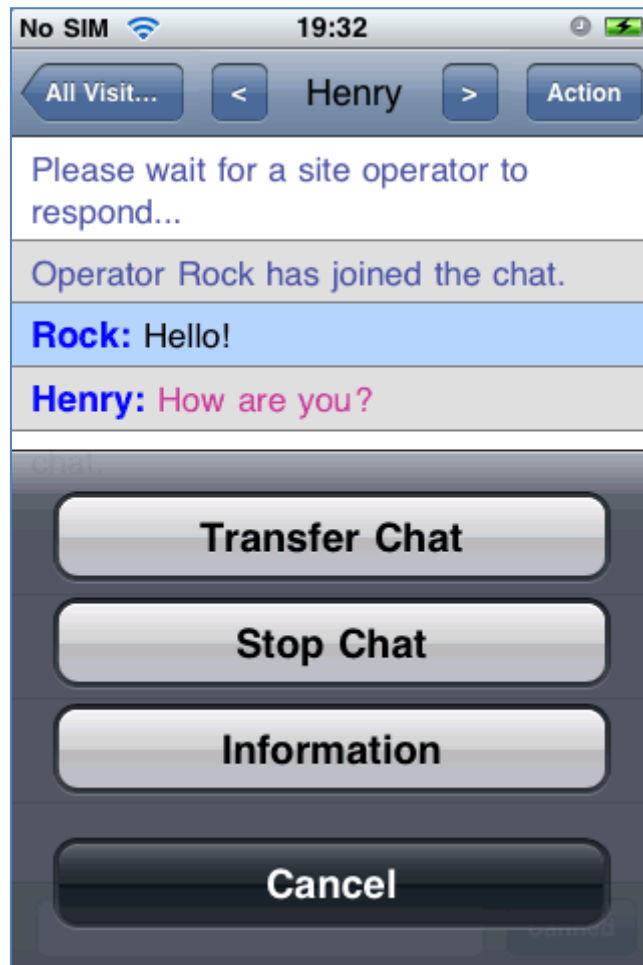


Figure 5-4 Action Page

5.6.1 Transferring a Chat

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

5.6.2 Ending a Chat

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

5.6.3 Viewing a Visitor's Detailed Information

Press **Information** to view a visitor's detailed information. A sample **Information** page is shown as in Figure 5-5.

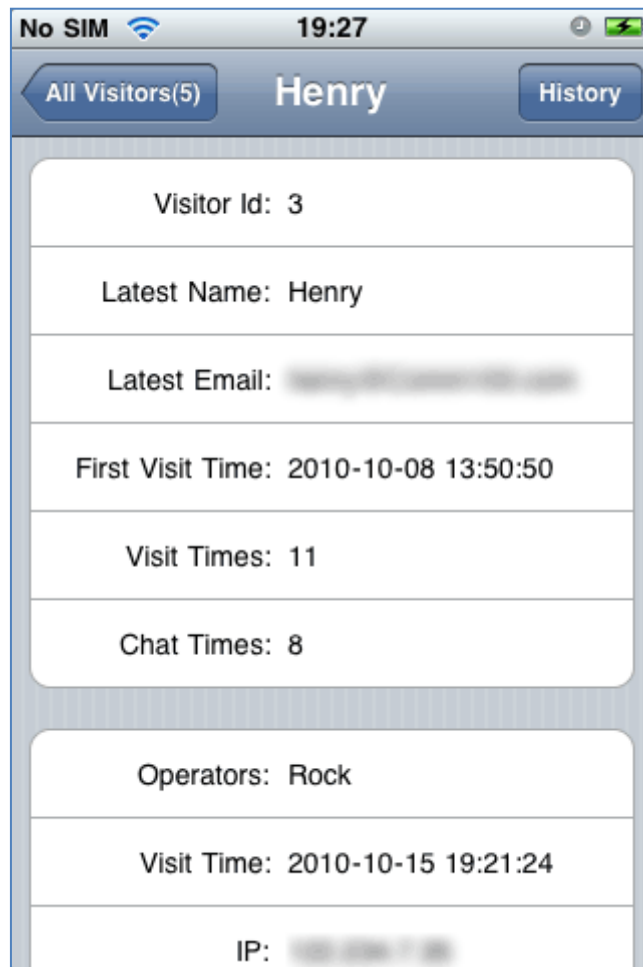


Figure 5-5 Information Page

Here you can also press **History** to view the detailed contact history of this visitor. A sample **History** page is shown in Figure 5-6.

Note: Only chat transcript(s) and offline message(s) are shown in this page.

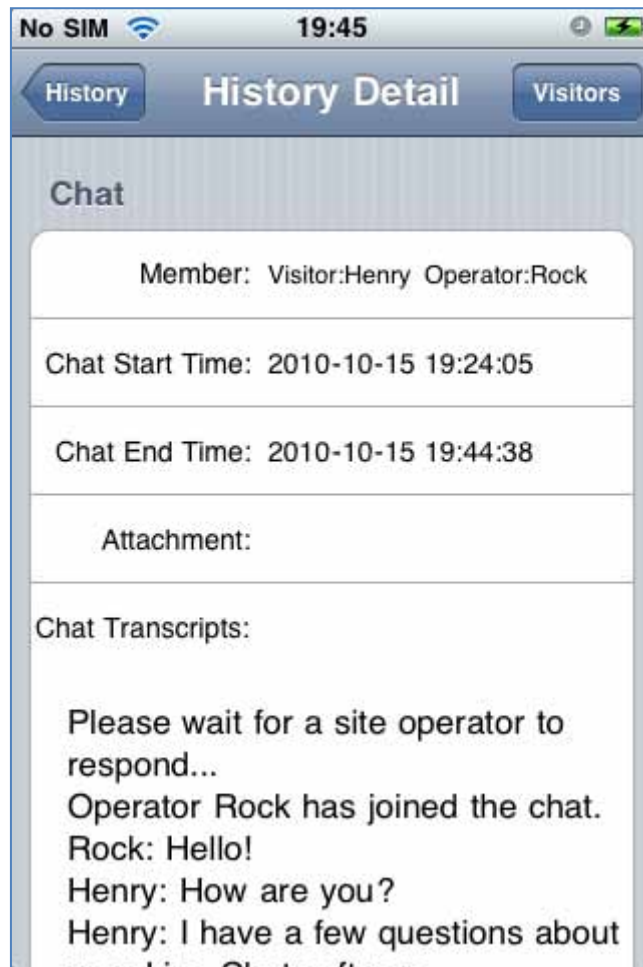


Figure 5-6 History Details

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.

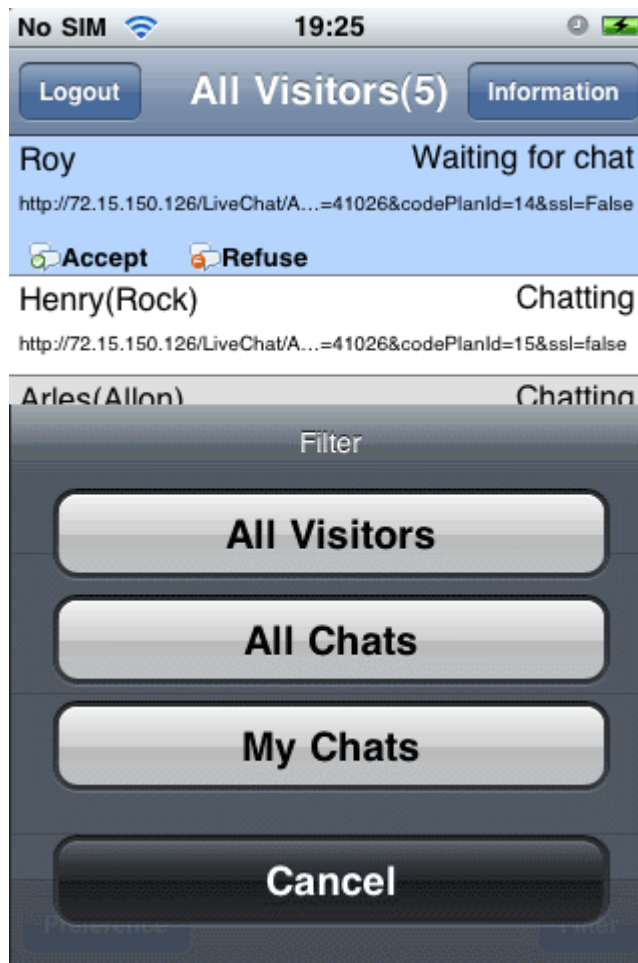


Figure 5-7 Filter page

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; press **Logout** to log out.