



The #1 Fastest Growing Customer Service Software



Comm100 Live Chat Visitor Monitor Android Client Setup Guide

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Comm100 Live Chat Visitor Monitor Android Client Setup Guide

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

1. System Requirements

Any mobile devices running Android 2.0 and above.


2. Downloading Application

Go to Comm100 Live Chat Mobile Clients page <http://www.comm100.com/livechat/mobileclient.aspx> and download **Comm100 Live Chat Visitor Monitor Android Client** to your mobile device.



Figure 2 Download

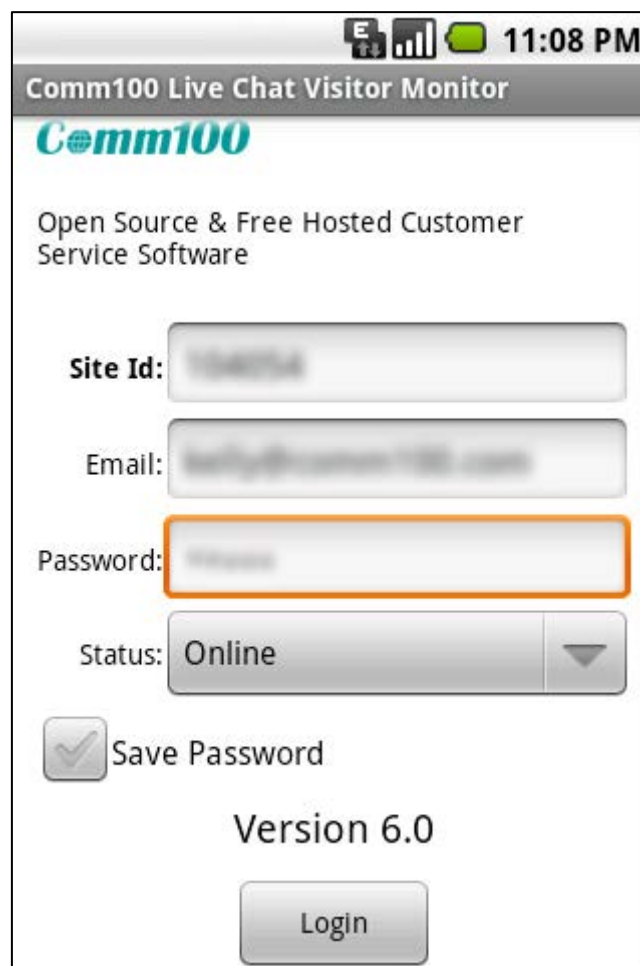
3. Installing Application

Tap **Comm100 Live Chat Visitor Monitor Android Client** and install it on your mobile device. After the Android client is installed successfully, an icon named **Comm100 Live Chat Visitor Monitor**  appears on the screen of your mobile device.

4. Logging In

Tap the **Comm100 Live Chat Visitor Monitor** icon to start **Comm100 Live Chat Visitor Monitor Android Client**.

Enter your Site Id, Email and Password in the appropriate fields to log in.



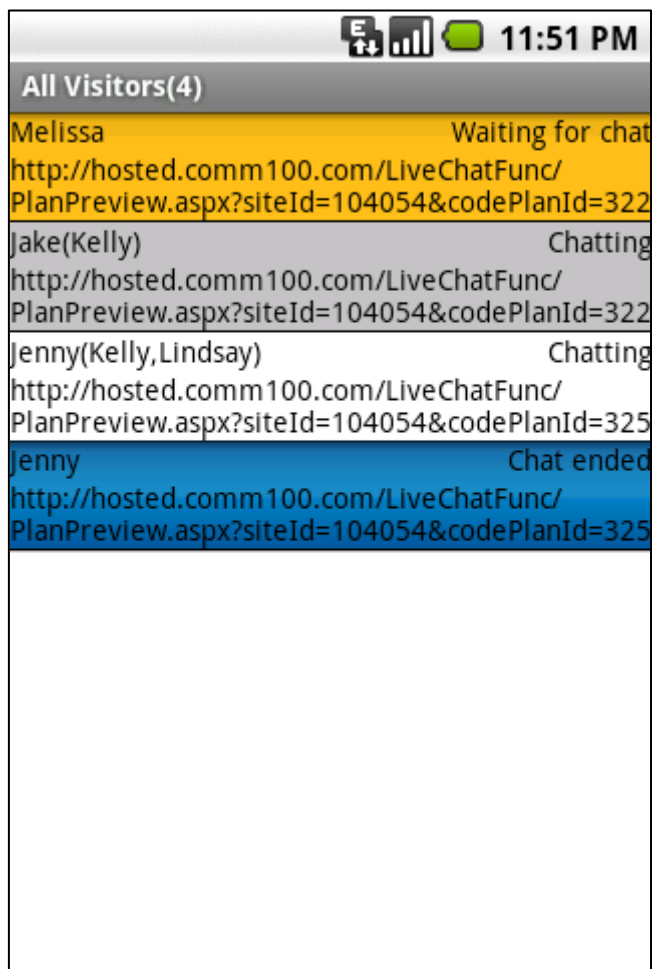
The screenshot displays the login interface for the Comm100 Live Chat Visitor Monitor Android Client. At the top, the status bar shows the time as 11:08 PM. The app title bar reads 'Comm100 Live Chat Visitor Monitor'. Below the title is the Comm100 logo and the text 'Open Source & Free Hosted Customer Service Software'. The login form consists of the following elements:

- Site Id:** A text input field containing the value '100004'.
- Email:** A text input field containing the value 'support@comm100.com'.
- Password:** A text input field containing the value '123456', which is highlighted with an orange border.
- Status:** A dropdown menu currently set to 'Online'.
- Save Password:** A checked checkbox.
- Version 6.0** is displayed below the form.
- A **Login** button is located at the bottom of the form.

Figure 4 Login

5. Monitoring and Chatting

After logging in, you will see the **Visitor List** page as shown in Figure 5. The name and status of a visitor as well as the 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.



All Visitors(4)	
Melissa	Waiting for chat
http://hosted.comm100.com/LiveChatFunc/PlanPreview.aspx?siteId=104054&codePlanId=322	
Jake(Kelly)	Chatting
http://hosted.comm100.com/LiveChatFunc/PlanPreview.aspx?siteId=104054&codePlanId=322	
Jenny(Kelly,Lindsay)	Chatting
http://hosted.comm100.com/LiveChatFunc/PlanPreview.aspx?siteId=104054&codePlanId=325	
Jenny	Chat ended
http://hosted.comm100.com/LiveChatFunc/PlanPreview.aspx?siteId=104054&codePlanId=325	

Figure 5 Visitor List

Long touch a selected visitor and you will see the operation options available. For example,

- Long touch a waiting-for-chat visitor to **Accept** or **Refuse** his/her chat request.
- Long touch an in-site visitor to **Invite** him/her to chat with you.
- Long touch on a chatting visitor to **Join** the chat.

- ...

5.1 Sending Invitation

Select an in-site/chat-ended visitor, long touch to bring up the operation options, then tap **Invite** to invite the visitor to chat with you.

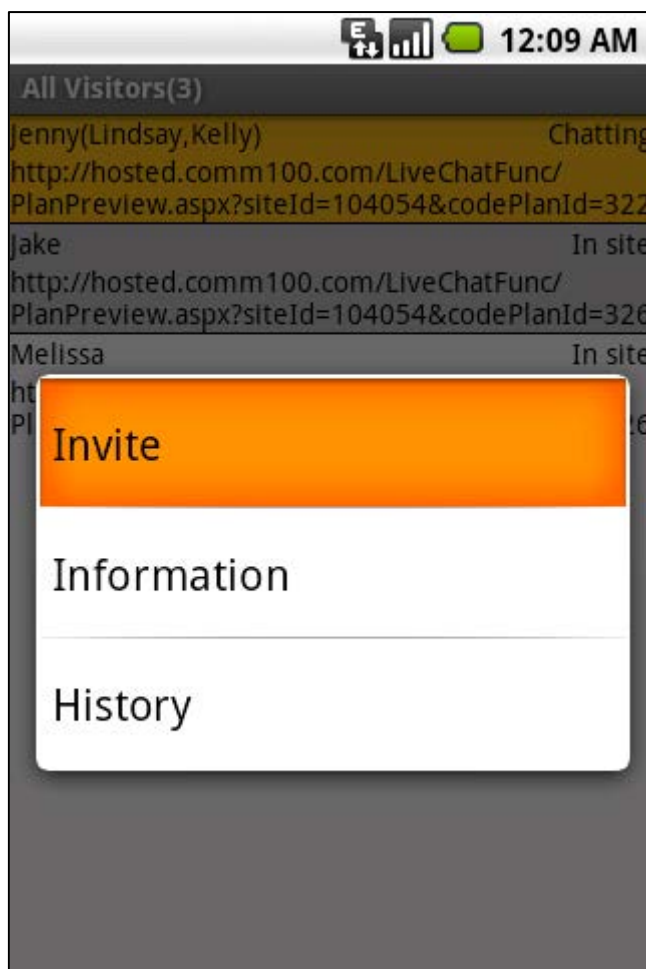


Figure 5-1 Invite

5.2 Accepting Chat Request

Tap on a **waiting-for-chat** visitor or long touch the visitor and tap **Accept** to accept the chat request. If you want to decline a chat request, please tap **Refuse**. A sample page is shown in Figure 5-2.

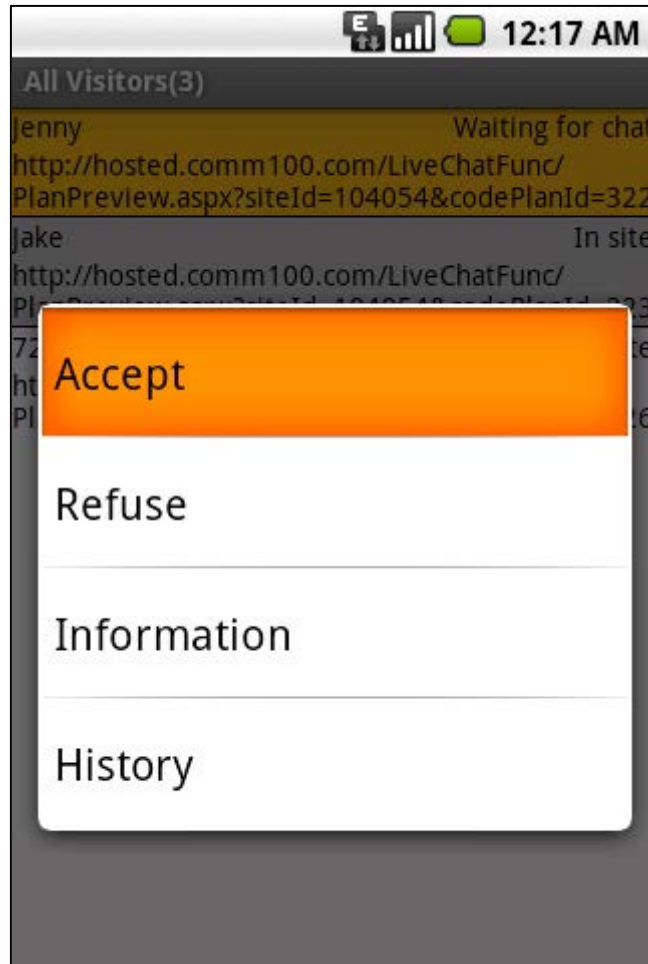


Figure 5-2 Accept Chat Request

5.3 Joining Chat

Long touch a selected a visitor who is chatting with another operator and tap **Join** to join in this chat.

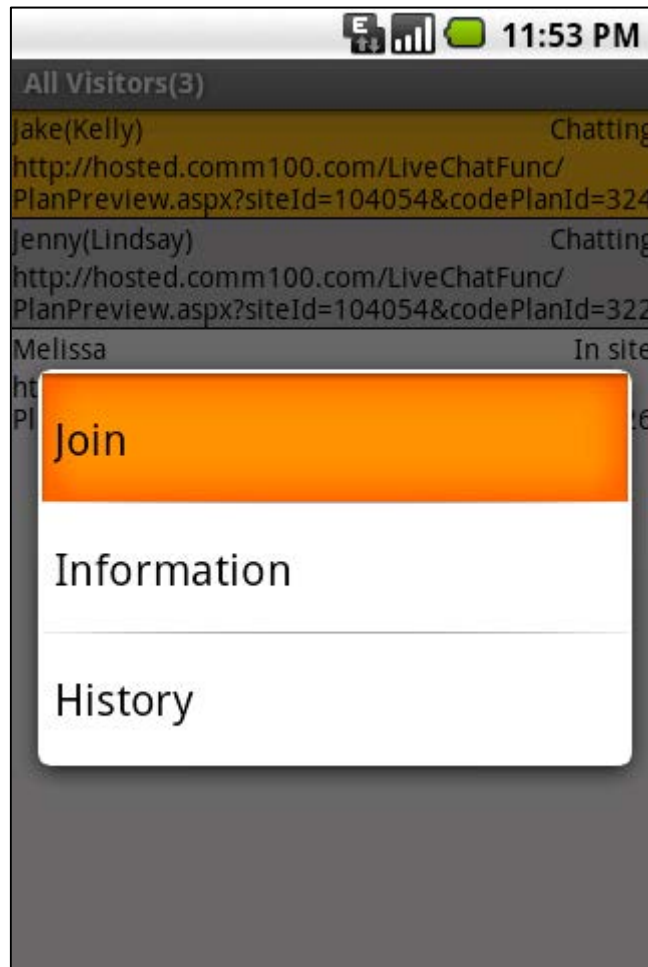


Figure 5-3 Join

5.4 Sending Canned Message/URL

Press the **Menu** key, tap **Canned Message/URL**, choose the category, slide down and select a canned message or canned URL to send it to the visitor. A sample **Canned Message** page is shown in Figure 5-4.

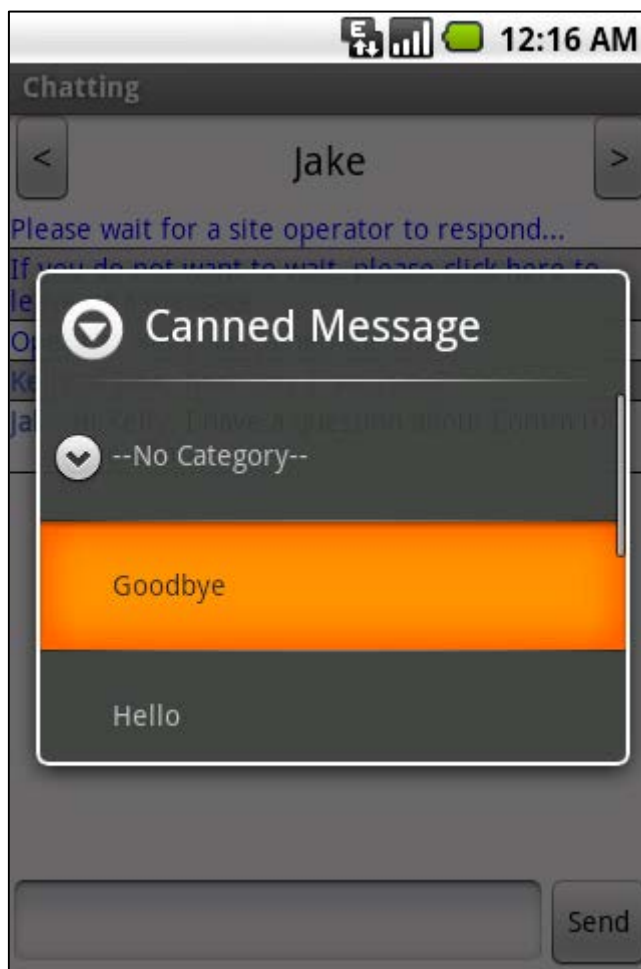


Figure 5-4 Canned Message

5.5 Switching Between Chats

When you are chatting with multiple visitors, you can press the **Back** key to return to the **Visitor List** page and then switch to another chat. In the **Visitor List** page, when you get a new response from your visitor, the visitor's status will be highlighted in orange.

5.6 More Operations

More operations are available during a chat, including **Transfer**, **Stop**, **Information** and **History**.

- In the **Visitor List** page, long touch a selected visitor to see all the operation options.
- In the chat panel, press the **Menu** key to bring up all the options. A sample page is shown in Figure 5-6.

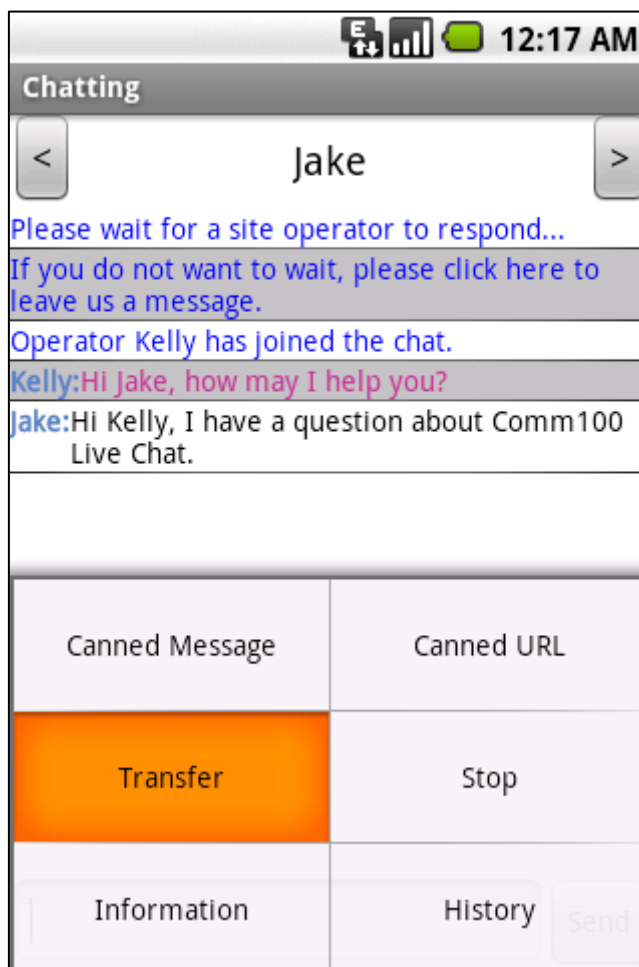


Figure 5-6 More Operations

5.6.1 Transferring Chat

Tap **Transfer** to transfer the ongoing chat to another operator.

5.6.2 Ending Chat

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

5.6.3 Viewing Visitor's Detailed Information

Tap **Information** to view a visitor's detailed information. A sample **Information** page is shown as in Figure 5-6-3.



Figure 5-6-3 Information

5.6.4 Viewing Contact History

Tap **History** to view the detailed contact history about this visitor. A sample **History** page is shown in Figure 5-6-4.

Note: Only chat transcripts and offline messages are shown in this page.

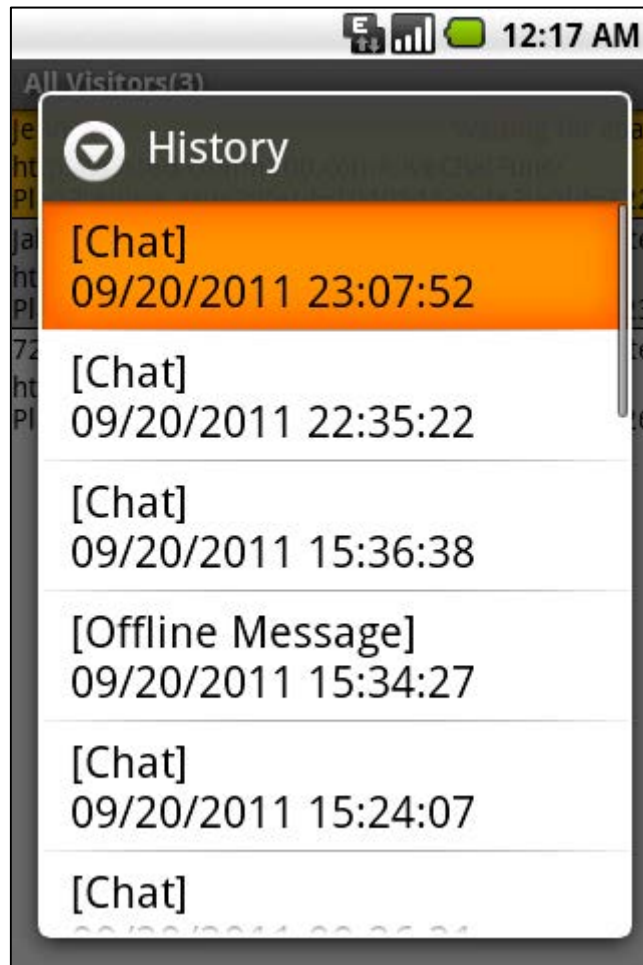


Figure 5-6-4 History

5.7 Visitor Filter

In the **Visitor List** page, please press the **Menu** key, tap **Filter** and then select which group of visitors to display. A sample **Filter** page is shown in Figure 5-7.

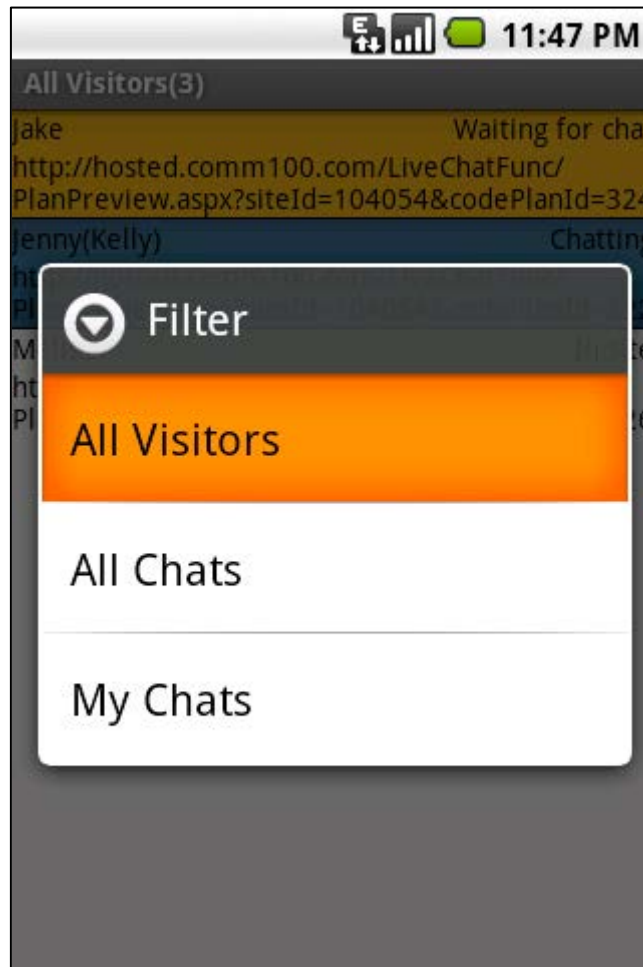


Figure 5-7 Filter

5.8 Setting Preference

In the **Visitor List** page, please press the **Menu** key and tap **Preference** to switch your status or customize the alert settings. A sample **Preference** page is shown in Figure 5-8.

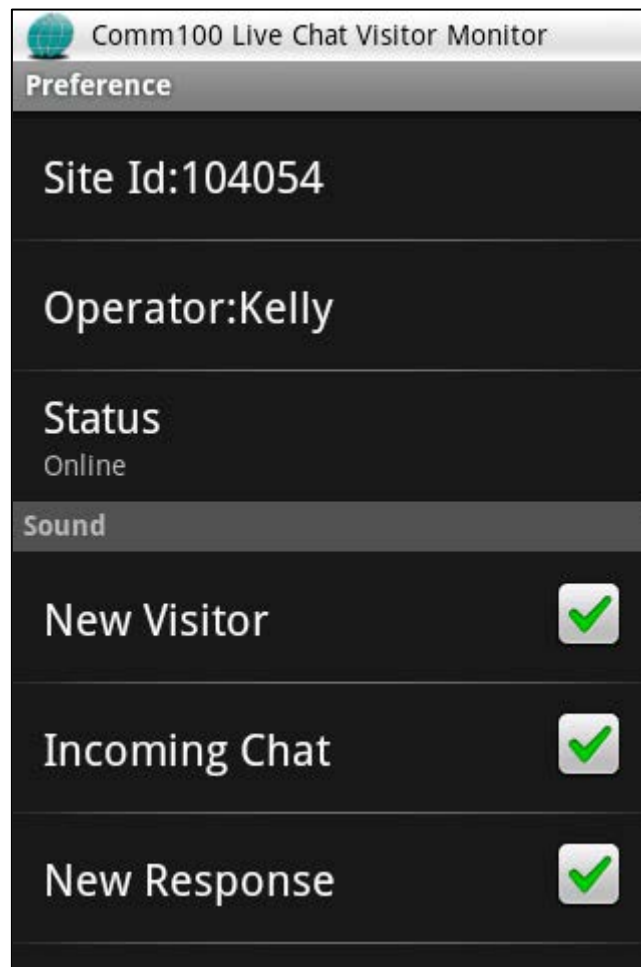


Figure 5-8 Preference

6. Logging Out

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

Contact Us and Get Help

Comm100 is committed to continuously improving your experience with our products. If you have a technical issue with our products that you need help resolve, please visit our help desk.

Thanks for reading!