

Comm100 Live Chat Step by Step Walkthrough

This is an operational demo which walks you through the major processes of Comm100 Live Chat, including signing up, pasting code, and monitoring and chatting with visitors. It is designed to give you a quick overall idea of Comm100 Live Chat.

Step 1. Signing up

Visit **Comm100 Live Chat** product page at <http://www.comm100.com/livechat/> to sign up.

Instructions

1. Select a product bundle according to your needs and click **SIGN UP** to continue.
2. Fill in your information and submit your registration.
3. Log into your email account to activate your account. After your registration is submitted successfully, Comm100 sends you a confirmation email. Please click the link in the email to activate your site account.

Note:

If you already have an account with Comm100, please skip this step and click [here](#) to log in.

Once your site account is activated, the login information, including site Id, login email, and password, will be sent to you by email.

Step 2. Logging in

On the [Login](#) page, please enter your **Site Id**, **Email** and **Password** to log in.

After logging in, you are redirected to the **Admin** module. Click the **Live Chat** tab to go to the **Live Chat** module.

Note:

*If the **Live Chat** tab is not shown on the product bar, please go to **Billing & Purchase** to upgrade **Product Plan** or add **Products**.*

Step 3. Deploying Comm100 Live Chat onto Website

To use Comm100 Live Chat on your website, you need to copy the chat code and paste it onto your site. Once the chat code is pasted, a chat button appears on your web pages.

3.1 Getting Code

Comm100 provides five default website integration plans. You can use our pre-defined plan.

Instructions

1. Click **Website Integration**.
2. Select a plan form the drop-down list.
3. Get the live chat code.

Please click [here](#) for the details.

Note:

You can also create a new website integration plan according to your needs. Click [here](#) for more details.

3.2 Pasting Code

Paste your Comm100 Live Chat code in the source code of your website.

You can put the live chat code anywhere between the HTML Tag <body> and </body>. Your chat button displays at the corresponding place on your web page.

After pasting the code, please open the web page with a browser and you can see a chat button appear in this page.

Now, the status of the chat button is **Offline**. Your website visitors can click the button to leave offline messages to you. To make the button show **Online**, please click **Chat & Monitor** to log into **Visitor Monitor**.

Note:

1. You need to paste the code onto all web pages you want to monitor without any changes.
2. The process of pasting code may vary with website building tools you are using. Click [here](#) for more examples.

Step 4. Log into Visitor Monitor

Operators need to log into the **Visitor Monitor** window to monitor visitors or chat with them.

Instructions

1. Click **Chat & Monitor**.
2. Input your **Site Id**, **Email**, and **Password** to log in.

Please click [here](#) for the details.

Note:

If you only want to monitor visitors, you can choose **Away** and then log in.

Step 5. Chatting with Visitors

You can monitor all web pages that are pasted with Comm100 Live Chat code. When visitors are on these web pages, you can see their information and chat with them in your **Visitor Monitor**.

Monitoring Visitors

Select a visitor and you can view his/her information, including the **referrer** page from which this visitor comes to your site, the **landing page**, the **current page**, the **search engine** and **search keywords** this visitor used to search for your site, **IP**, **Time Zone**, **City**, **Browser**, **Operating System** and so on.

Visitors Requesting for Chat

Visitors can click on the chat button to request a chat when the chat button shows online. After a visitor submits his chat request, his/her status changes from **In site** to **Waiting for chat**. You will receive a sound alert and/or a pop-up alert when a visitor is waiting for chat.

Accepting Visitors' Chats

Select a **waiting-for-chat** visitor and then click **Accept** or double click on this visitor to accept the chat request.

Tracking Chats

If you want to do follow-ups or further track the customer's query after the chat, you can click on the **Ticket** tab to manually attach the transcript to a ticket.

Ending Chats

If you want to leave the chat, please click **Stop**.

Please click [here](#) for more Visitor Monitor help instructions.

Step 6. Viewing Transcripts

Chat transcripts, offline messages, and visitors' navigation history are stored in your site account.

Instructions

1. Click **Transcripts**;
2. Adjust the time range and set other search conditions if necessary;
3. Click **Query**.

Please click [here](#) for the details.

Step 7. Viewing Reports

Reports are statistical summaries and graphical presentations of your live chat data regarding chats, auto invitations, search engines and keywords, ratings, operators' status and performance.

A sample **Reports** page is shown in Figure 7-1.

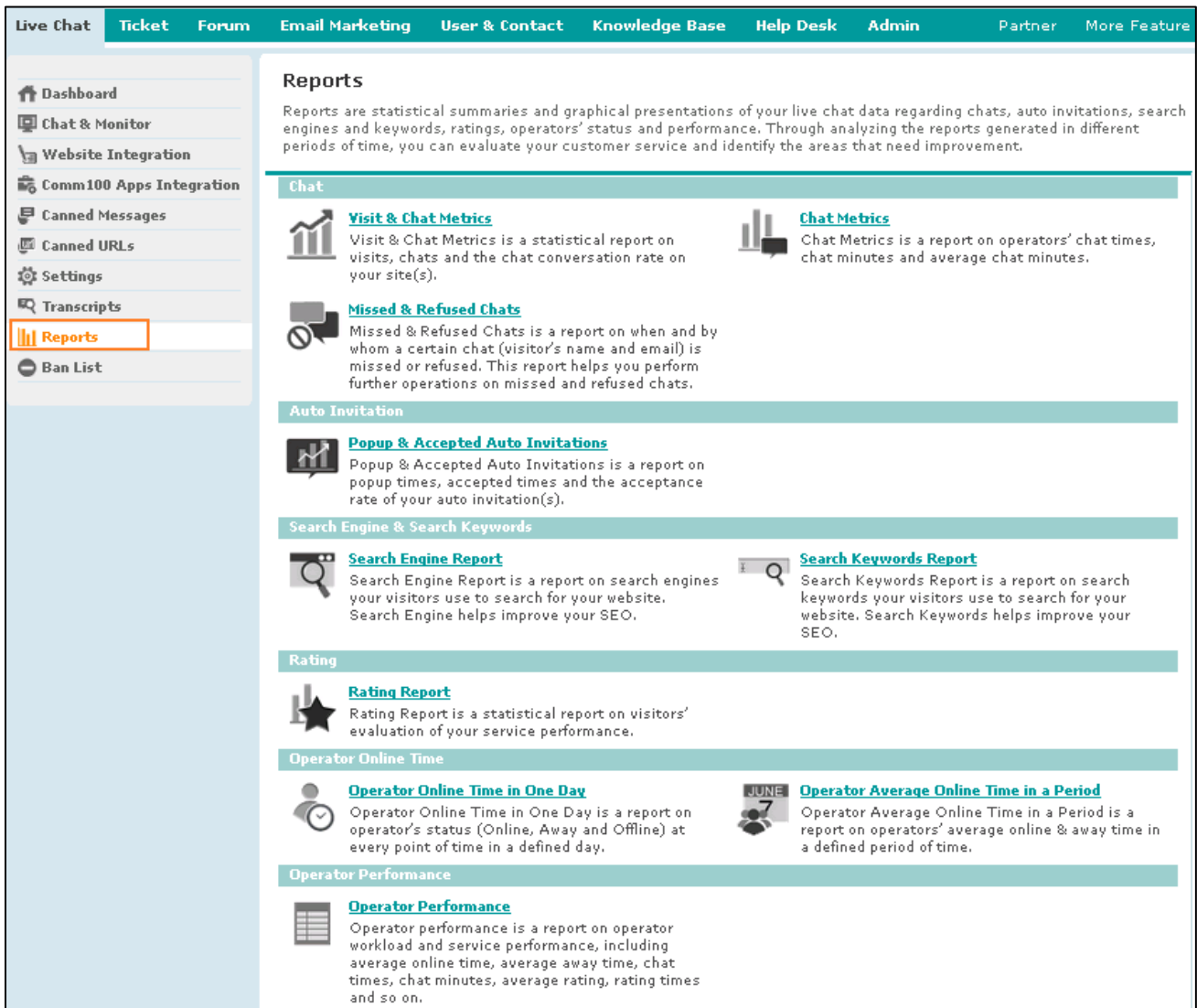


Figure 7-1 Reports

Step 8. Operator Permissions

Permission settings help you customize the control of your operators about what they can do or cannot do in your Comm100 Live Chat module.

Instructions

1. Go to the **Admin** module;
2. Click **Operators**;
3. Select an operator and click **Set Operator Permission** icon;
4. Go to the **Live Chat** tab and then check the permissions you want to assign to this operator.
5. Click **Save**.

Please click [here](#) for the details.

Note:

1. Site administrators always have full permissions.

2. You can also manage operator permissions by group. Click [here](#) for more details.

Contact Us and Get Help

We have gone through the major processes of Comm100 Live Chat. To know in details about Comm100 Live Chat, please take a look at the [Feature List](#) page.

Comm100 is committed to continuously improving your experience with our products. If you have a technical issue with our products that you need help resolving, please visit our [Help Desk](#).

Thanks for reading!