



Open Source & Free Hosted Customer Service Software



Comm100 Live Chat

Step-by-Step Walkthrough

Copyright © 2010 Comm100. All Rights Reserved.

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, monitoring and chatting with visitors. This chapter 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.

Note:

1. If you already have an account with Comm100, please [click here](#) to log in.
 2. All Comm100 applications can run either independently or with other applications. And you can have all Comm100 products under one site account. Please [click here](#) for details.
-

Fill in your information in the registration form then click **OK** to submit your registration. After the registration, you will be guided to the **Registration Succeeded** page, as shown in Figure 1-1.

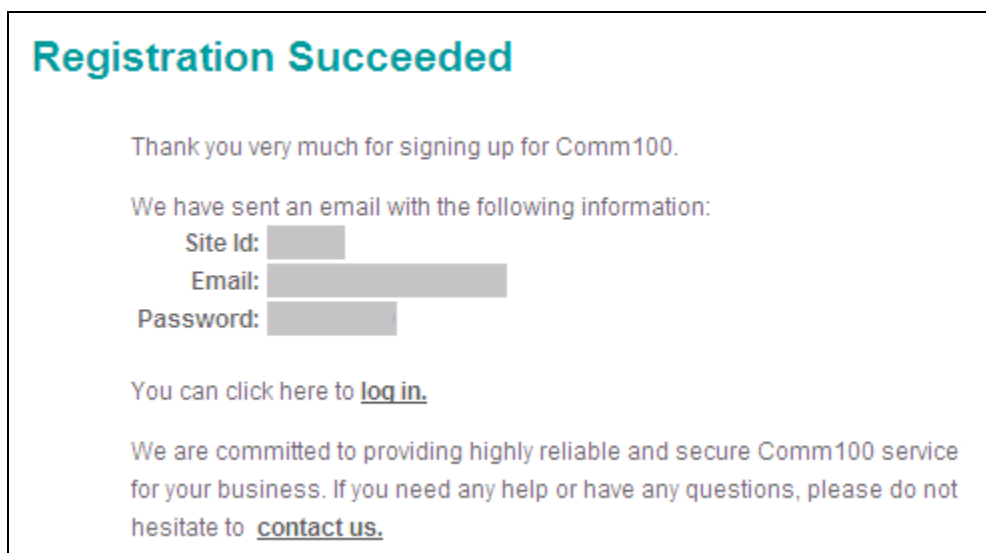


Figure 1-1 Registration Succeeded

Your Site Id, Email and Password are shown in this page.

Note:

1. An email including your Comm100 account information will be sent to your registration email address (which is recorded as your **DEFAULT Site Email**).
2. Your offline messages, Comm100 maintenance notifications and newsletters will be sent to your **Site Email**. Please make sure that your **Site Email** is a valid and currently-in-use address in order not to miss any important information from your visitors and Comm100.

3. You can always change your **Site Email**. Please [click here](#) for details.

Step 2. Logging in

In the [Login](#) page, please enter your Site Id, Email and Password in the appropriate fields to log into your Comm100 account. A sample **Login** page is shown in Figure 2-1.

Comm100 Login

Site Id: 36014 * [Forgot Site Id?](#)

Email: Lukas@comm100.com *

Password: ***** [Forgot your password?](#)

Auto Login

*Required Field

Login

New to Comm100? [Register here](#)

VeriSign Secured VERIFY

TRUSTe CERTIFIED PRIVACY

Figure 2-1 Login

Now you are at the **Live Chat** portal as shown in Figure 2-2.

Comm100 Open Source & Free Hosted Customer Service Software

Change Password | Logout
Site Id: 36014 | Current Operator: Lukas

Live Chat | Email Ticket | Admin | Partner

Dashboard

Announcement

New update has been added to address the voice chat issue

News

1. Jun 6th, 2010 - Comm100 Upgrades Comm100 Live Chat to Version 4.1
2. May 8th, 2010 - Comm100 Upgrades Comm100 Live Chat to Version 4.0

Documentation

1. Comm100 Live Chat User Guide
2. Comm100 Live Chat Video Demo
3. Comm100 Live Chat Step by Step Walkthrough
4. Comm100 Live Chat for Windows Mobile Video Demo
5. Comm100 Live Chat for Windows Mobile Setup Guide
6. Realizing Significant Business Value through Live Chat for Windows Mobile

Dashboard

- Visitor Monitor
- Ticket Follow Up Setting
- Code Plans
- Canned URLs
- Canned Messages
- Report
 - Visit & Chat Metrics
 - Operator Chat Metrics
 - Transcripts

Figure 2-2 Live Chat Portal

Note: Comm100 is adding new applications. After you enable different applications in **Feature Center**, the look of this page may be different from this screen shot. Please [click here](#) for details.

Step 3. Create a New Code Plan

A **Code Plan** is a set of configurations that define your window styles and chat processes. The configurable items include **Chat Button**, **Chat Window**, **Invitation Window**, **Pre-Chat Window**, **Offline Message Window**, **Style** and **Language**. Click on **Code Plans** in the **Live Chat** portal to bring up the **Code Plans** page shown in Figure 3-1.

You can create a new code plan according to your needs or use our predefined code plans.

Code Plans

A code plan is a set of configurations that defines window styles and chat processes for your website visitors. The configurable items include **Chat Button**, **Chat Window**, **Invitation Button**, **Pre-Chat Window** and **Offline Message Window**. If a code plan is currently in use on your web site, do not delete the plan. Any change in your code plan reflects accordingly on your website. You may have multiple plans if you need different chat styles for different pages.

















| Id | Plan Name ▲ | Description | Edit | Delete | Preview | Get Code |
|------|---------------------------------------|---------------------------------------|---|---|---|---|
| 2022 | Default Plan With Float Image Button | Default Plan With Float Image Button |  |  |  |  |
| 2024 | Default Plan With Monitor Only | Default Plan With Monitor Only |  |  |  |  |
| 2021 | Default Plan With Static Image Button | Default Plan With Static Image Button |  |  |  |  |
| 2023 | Default Plan With Text Link | Default Plan With Text Link |  |  |  |  |

Figure 3-1 Code Plans

To create a new plan, please click **New Plan** and then fill in the general settings, as shown in Figure 3-2.

New Code Plan – General Setting

Next>

Name: ⓘ *

Description: ⓘ

Language: English ⓘ

Powered By Image:

Powered By Image

Powered by **Comm100**
Open Source & Free Hosted Customer Service Software

Powered by **Comm100 Live Chat**

*Required Field

Next>

Figure 3-2 New Code Plan - General Settings

Click **Next** to customize the detailed settings, as shown in Figure 3-3.

New Code Plan - Detail Settings

Chat Button | Chat Window | Invitation Button | Pre-Chat Window | Offline Message Window | Style | Language

Customize Chat Button
Chat Button is the button on your web pages for your website visitors to initiate a chat.

Select Type: Static Image Button Float Image Button Text Link Monitor Only ⓘ

Image

Select Image From: Gallery Custom

| Select | Online Image | Offline Image |
|----------------------------------|--------------|---------------|
| <input checked="" type="radio"/> | | |
| <input type="radio"/> | | |

Next> **Finish**

Figure 3-3 New Code Plan - Detailed Settings


Click **Finish** to save the settings and you will be guided to the **Get Code** page directly.

Note:

1. Comm100 Live Chat provides four types of chat buttons shown in Figure 3-3. You cannot change the chat button type after a code plan is saved by clicking **Finish**. If you want to use another type of the chat button, please create a new code plan.
2. Please [click here](#) to learn more about how to customize code plans.

Step 4. Getting code

After finishing all necessary customizations, you need to copy the code of your code plan and then paste it onto your web pages.


If you are in the **Code Plans** page (shown in Figure 3-1), please select a plan then click on the **Get Code** icon  to get code. Usually if you want to use the live chat on web pages, please copy the code with JavaScript (the upper one).

Note: If you want to do a test before pasting the code onto your web pages, please click **Preview** shown in Figure 4-1.

Get Code

Get the code of a plan. You can then paste the code to your web pages to get Comm100 LiveChat started with the defined styles and steps.

Code for General Use

SSL 

```

<!-- BEGIN Comm100 Live Chat Button Code --><link
href="http://chatserver.comml100.com/css/comml100_live
chatbutton.css" rel="stylesheet"
type="text/css"/><div id="comml100_ChatButton"><div
id="comml100_warp"><center><div
id="comml100_dvhelp"><a class="comml100_ahelp_css"
href="http://www.comml100.com/livechat/"
onclick="comml100 Chat();return false;"
                    
```

HTML Tag with JavaScript:
(Usually for web pages)

```

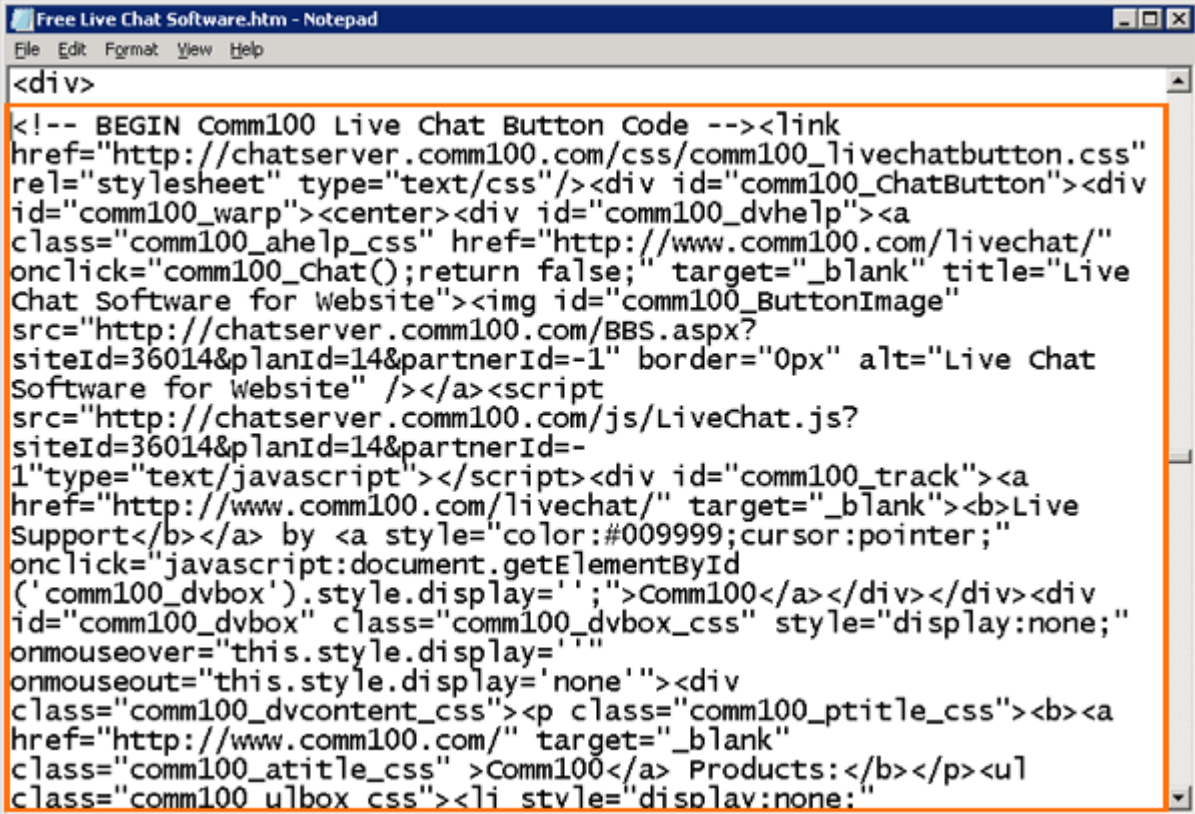
<!-- BEGIN Comm100 Live Chat Email/BBS Button Code -
--><div><div style="z-
index:99;position:absolute;visibility:hidden;"><a
href="http://www.comml100.com">customer service
software technical support</a></div><a
href="http://chatserver.comml100.com/ChatWindow.aspx?
siteId=36014&planId=14&partnerId=-
1&visitType=1&byHref=1" target=" blank"><img
                    
```

Figure 4-1 Get Code

Note: Please [click here](#) to learn the differences between the code with JS and without JS.

Step 5. Pasting the Code onto Your Website

Open your web page with Notepad, find the place in the source code that you want your chat button to be and then paste the copied code into this position, as shown in Figure 5-1. You can put the live chat code onto wherever between HTML Tag <body> and </body>.



```
<div>
<!-- BEGIN Comm100 Live Chat Button Code --><link
href="http://chatserver.comm100.com/css/comm100_livechatbutton.css"
rel="stylesheet" type="text/css"/><div id="comm100_chatButton"><div
id="comm100_warp"><center><div id="comm100_dvhelp"><a
class="comm100_ahelp_css" href="http://www.comm100.com/livechat/"
onclick="comm100_chat();return false;" target="_blank" title="Live
Chat Software for Website"></a><script
src="http://chatserver.comm100.com/js/LiveChat.js?
siteId=36014&planId=14&partnerId=-
1" type="text/javascript"></script><div id="comm100_track"><a
href="http://www.comm100.com/livechat/" target="_blank"><b>Live
Support</b></a> by <a style="color:#009999;cursor:pointer;"
onclick="javascript:document.getElementById
('comm100_dvbox').style.display='';">Comm100</a></div></div><div
id="comm100_dvbox" class="comm100_dvbox_css" style="display:none;"
onmouseover="this.style.display=''"
onmouseout="this.style.display='none'"><div
class="comm100_dvcontent_css"><p class="comm100_ptitle_css"><b><a
href="http://www.comm100.com/" target="_blank"
class="comm100_atitle_css" >Comm100</a> Products:</b></p><ul
class="comm100_ulbox_css"><li style="display:none:"
```

Figure 5-1 Pasting Code

After pasting the code, please open the web page with your browser and then you can see a chat button shown on this page. The status of the chat button is **Offline** if you have not logged into **Visitor Monitor**. Please [log into Visitor Monitor](#) to make your chat button shown online.

Note:

1. You need to paste the code onto all web pages you want to monitor without any changes. Any modification might make your live chat not work properly.
2. The process of pasting code depends on the website provider and website builder being used. [Click here](#) for more examples and welcome to share your experience with us.
3. Your website builder tool sometime automatically modify the live chat code when you paste the code onto your website. Please contact us by [email](#) or live chat if you run into such a problem.

Step 6. Log into Visitor Monitor

Click on **Visitor Monitor** in the **Live Chat** portal to log into **Visitor Monitor** with your information, as shown in Figure 6-1.

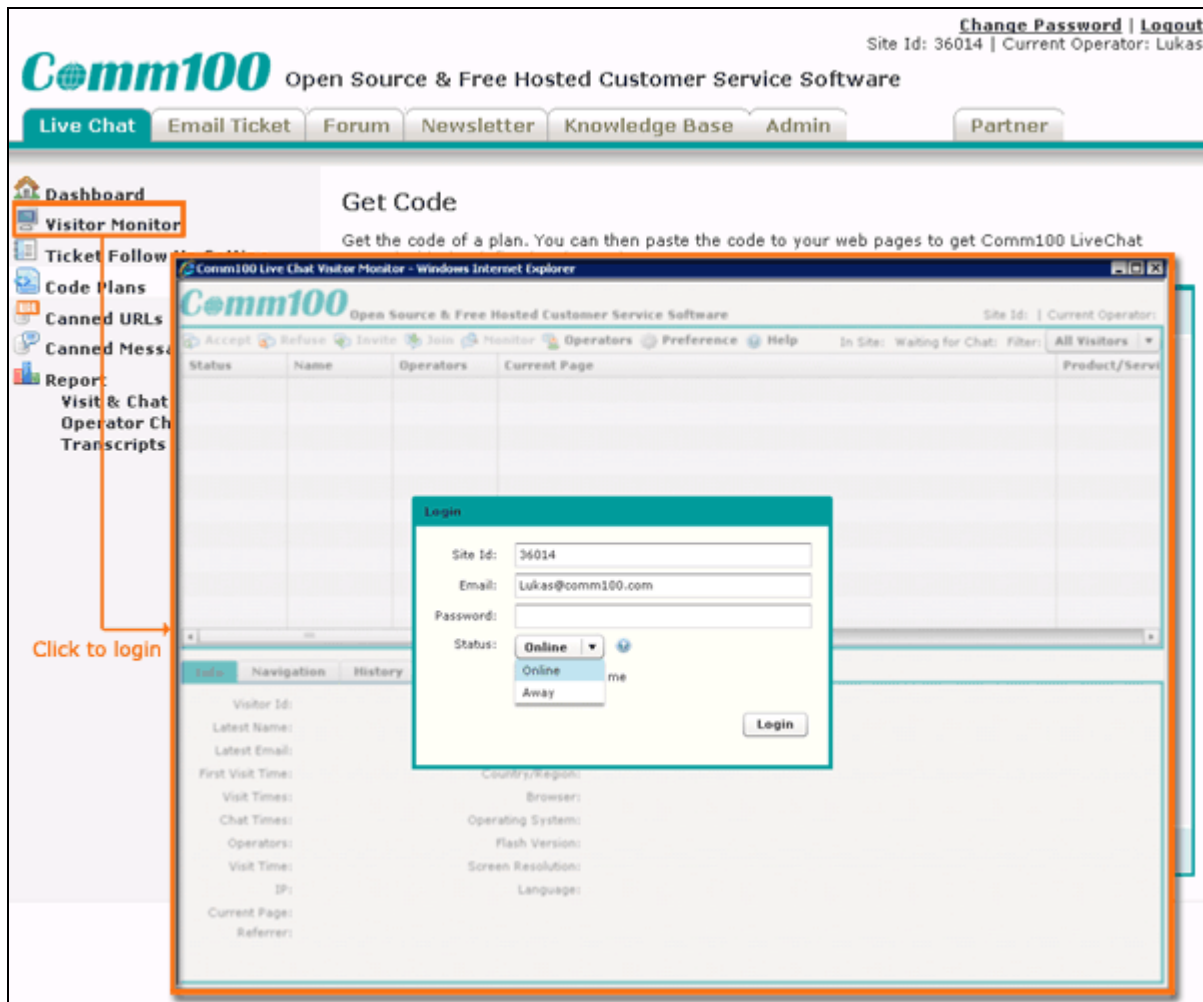


Figure 6-1 Log into Visitor Monitor

Note:

1. When you log into **Visitor Monitor**, you can choose a status, **Online** or **Away**.
2. If you choose **Online** when you log into **Visitor Monitor**, the status of the chat button (using the code with JavaScript) changes to **Online** automatically after you log in.
3. If you choose **Away** when you log into **Visitor Monitor**, the status of the chat button (using the code with JavaScript) does not change after you log in but you can monitor visitors in real time.

Step 7. Chatting with Visitors

Visitors on your web pages (pasted with the live chat code) are shown in the **Visitor List** of the **Visitor Monitor** window, as shown in Figure 7-1.

Select a visitor then you can view his/her information, including: IP, Time Zone, City, State/Province, Country, Browser, Operating System, Flash Version, Screen Resolution, Language, etc.

Visitors can click on the chat button on your website to request a chat with you. After a visitor submits his chat request, the visitor's status changes from **In site** to **Waiting for chat**.

Select a **Waiting-for-chat** visitor and then click **Accept** or double click on this visitor to accept his/her chat request, as shown in Figure 7-1.

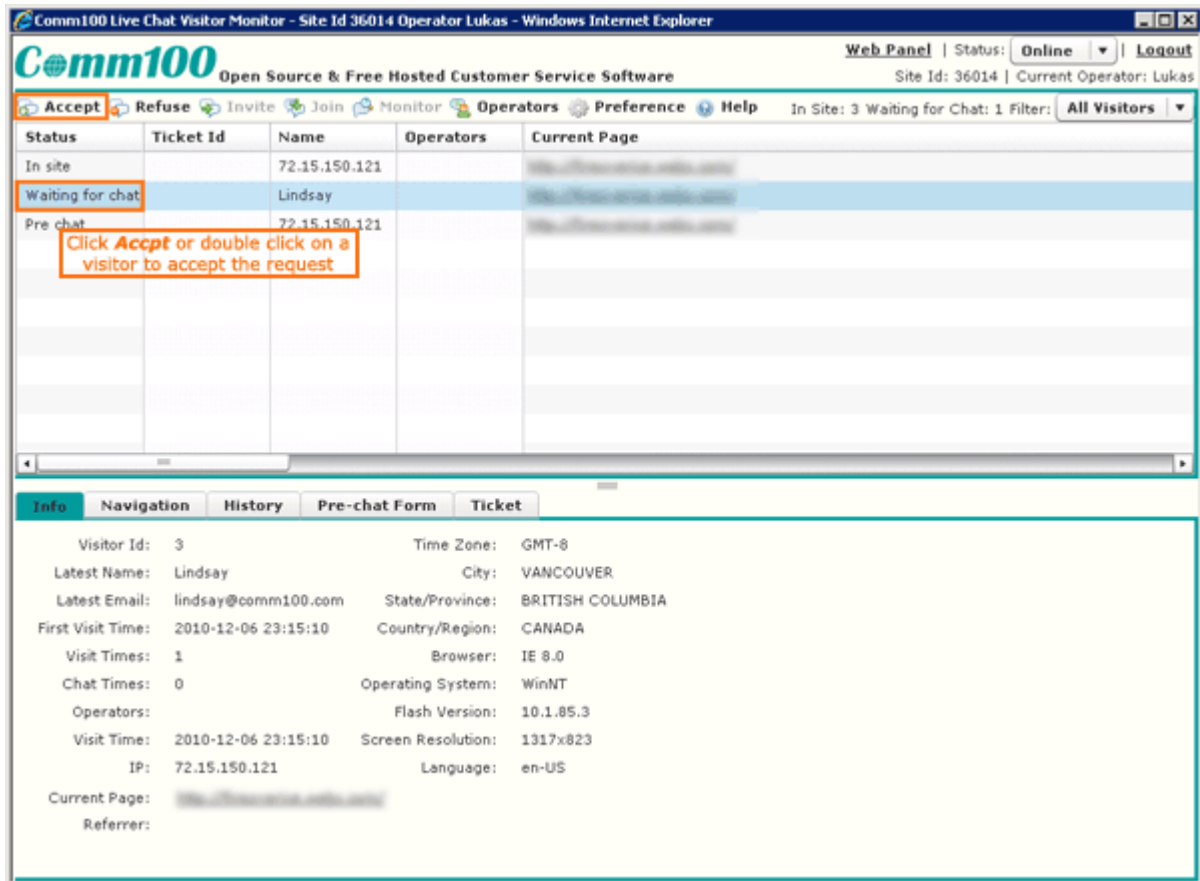


Figure 7-1 Accept a Chat Request

A chat panel (shown in Figure 7-2) appears in **Visitor Monitor** once the chat session is successfully initiated. You chat with your visitor in this chat panel.

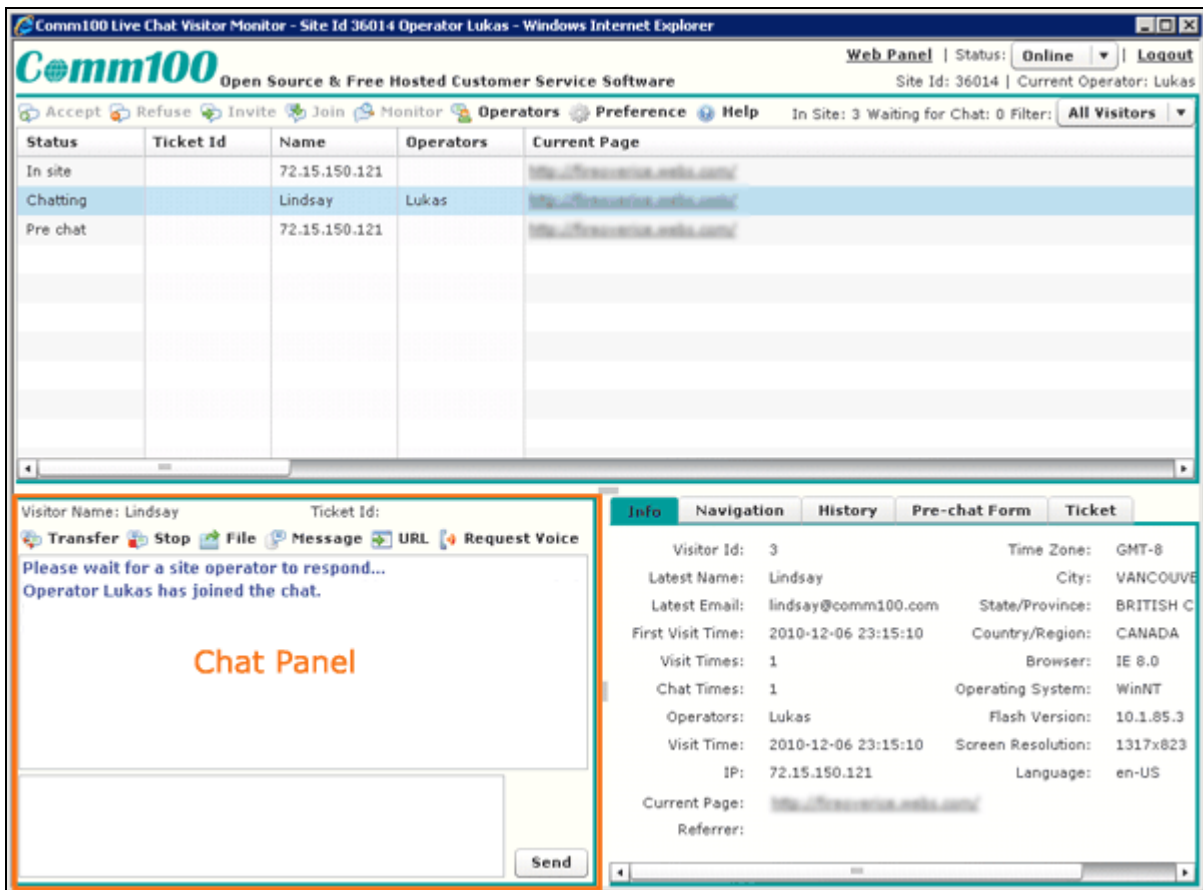


Figure 7-2 Chat Panel

If you want to do follow-ups after the chat, you can click on the **Ticket** tab to manually attach the transcript to a ticket, as shown in Figure 7-3.

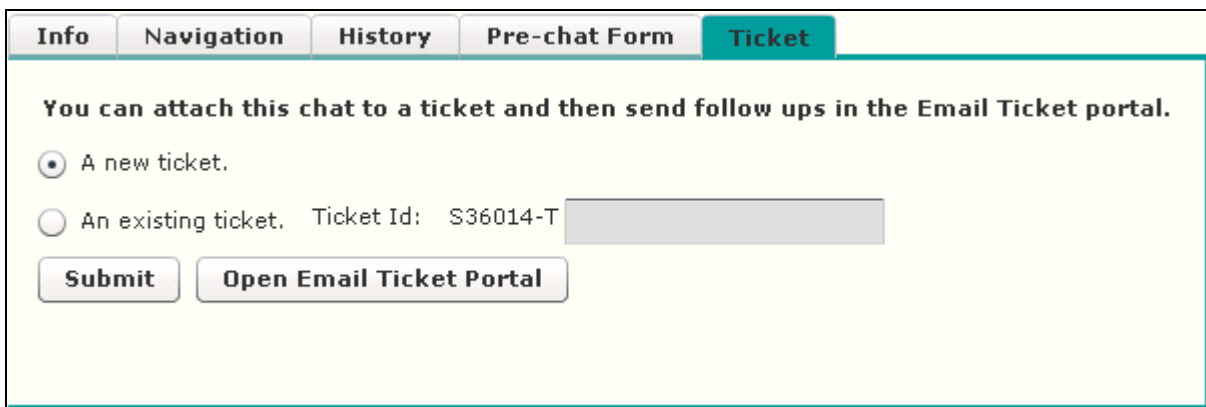


Figure 7-3 Attached to a ticket

If you want to stop the chat, click **Stop** in **Chat Panel** to end it, as shown in Figure 7-4.

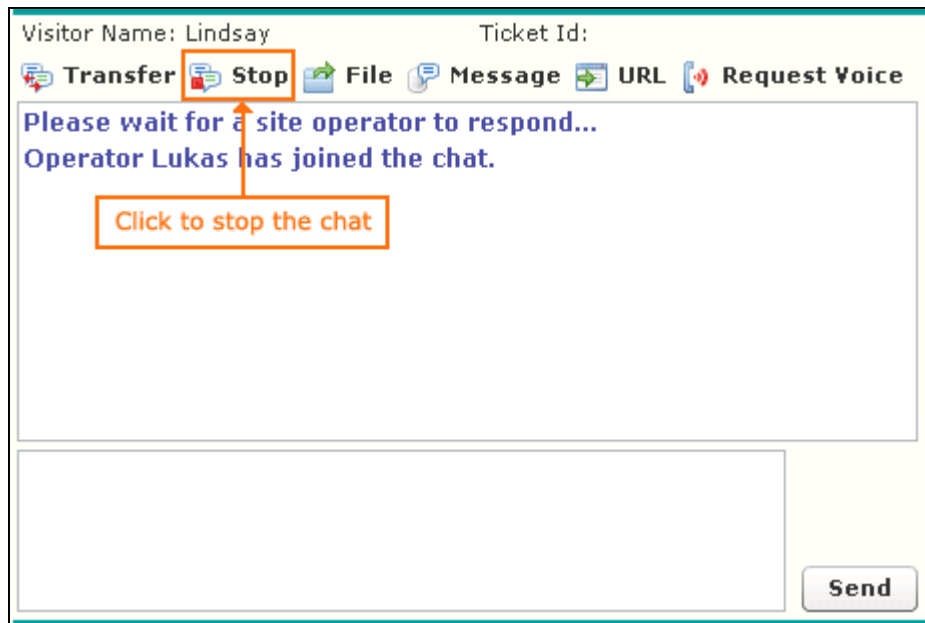


Figure 7-4 Stop a Chat

Step 8. Integrating with Comm100 Email Ticket

You can integrate Comm100 Live Chat with Comm100 Email Ticket. With the help of Comm100 Email ticket, you can easily do follow-ups to chat transcripts and offline messages.

Click on **Ticket Follow UP Settings** in the **Live Chat** portal to enable these options. After that, your offline message and chat transcripts will be automatically generated into new tickets. A sample **Ticket Follow UP Settings** page is shown in Figure 8-1.

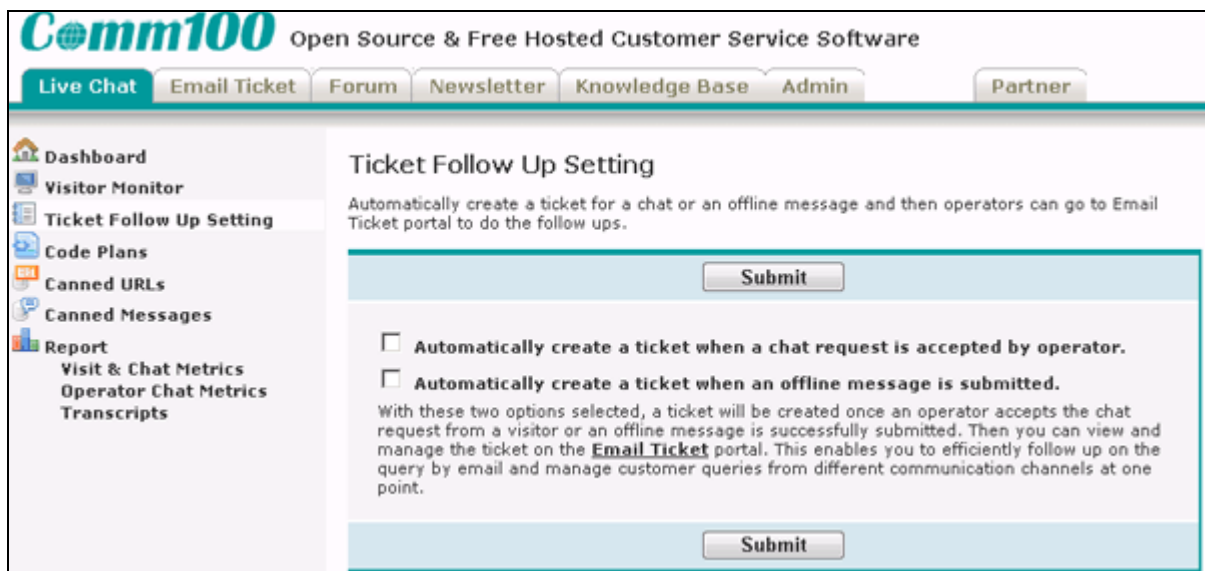


Figure 8-1 Integrating with Email Ticket

Click on **Tickets** in the **Email Ticket** portal and you can manage all tickets in the **Tickets** page. A sample **Tickets** page is shown in Figure 8-2.

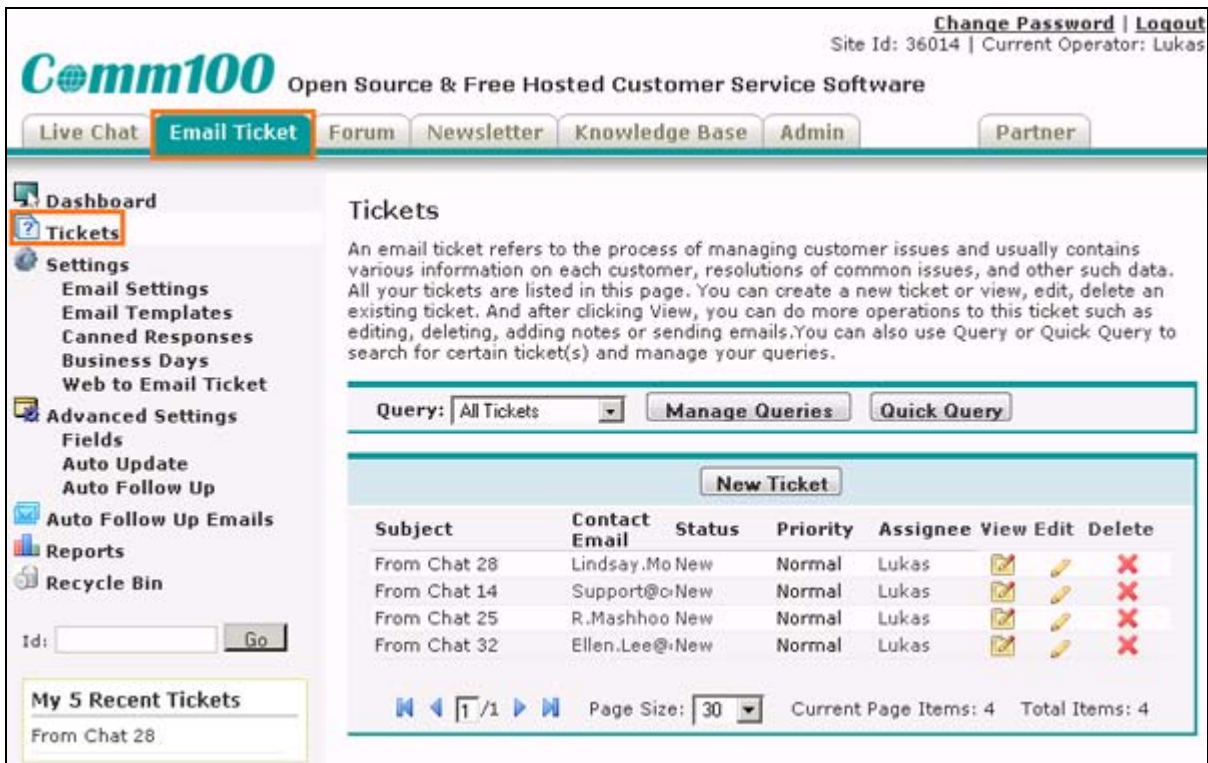


Figure 8-2 Tickets

Note: After you select **Automatically create a ticket when an offline message is submitted**, offline messages will be automatically received as new tickets and will not be sent to your **Site Email** any more. You can go to your **Email Ticket** system to view and follow your tickets. Please [click here](#) to learn more about Comm100 Email Ticket.

This is the major process of getting started with Comm100 Live Chat. For more about Comm100 Live Chat, please refer to: <http://www.comm100.com/livechat/>

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 resolving, you can either visit our [Knowledge Base](#) to get a quick answer or post your feedback in our Forum at [Comm100 Live Chat support forum](#).

Thanks for reading!