

# Live Chat

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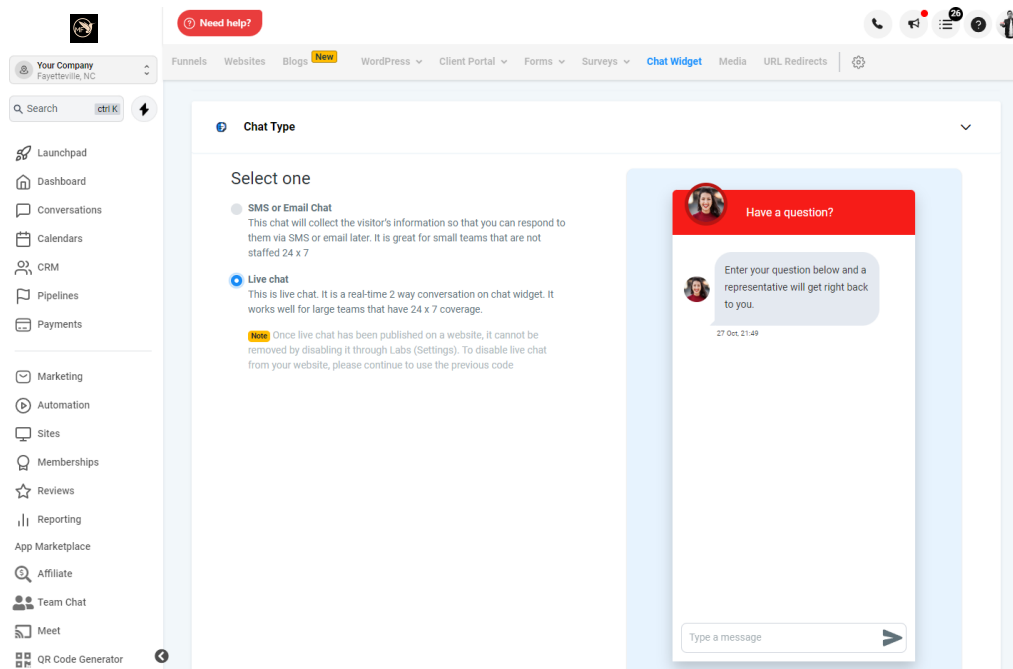
Live Chat is a dynamic, real-time communication tool that empowers website visitors (contacts) to establish direct and instant communication with users through a feature-rich webchat. This two-way communication system not only bridges the gap between users and their audience but also amplifies the potential for meaningful engagements.

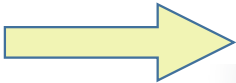
The non-intrusive and convenient nature of Live Chat improves overall customer engagement. With Live Chat, immediate assistance is just a message away. This reduces response times and elevates customer satisfaction to new heights.

## Feature location 1 - Chat Widget

**Feature location :** Users can effortlessly configure the Live Chat feature via : Sites > Chat Widget > Chat Type > Live Chat.

Users have the flexibility to fine-tune the look and feel of the chat widget, including options to personalize the avatar, color scheme, agency branding, and display of legal messages. Users can also craft introductory messages to engage visitors effectively. Users can further enhance the user experience by configuring fallback time settings for periods of inactivity and defining acknowledgment messages within the chat widget settings. Users can easily obtain the chat widget code and seamlessly publish it on their website, facilitating immediate integration





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Webchat for your website

Configure a chat widget to convert your website visitors to leads

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Chat bubble

Chat Type

Widget window

Header

Have a question?

Intro message

Enter your question below and a representative will get right back to you.

Email Field

☐ Add Email field  
This will add the new input field to take email from user

CTA

Send

Legal Message

By submitting you agree to receive SMS or e-mails for the provided channel. Rates may be applied.

Widget Color

#F61C18

Language

English (United States)

Agency Branding

☒ Show Powered By  
This will add the agency branding at bottom of the widget

Display Name

Media Shield

URL

https://mediashield.net/

Live Chat Assigned

Live Chat Message

Give us a minute to assign you the best person to help you out.

Fallback (sub-account user inactivity) time

5 Mins

Fallback (sub-account user inactivity) message

Looks like it's taking too long. Please leave your contact details. We will get back to you shortly

Live Chat Closed Due To Inactivity

Chat closed (contact inactivity) time

5 Mins

Chat closed (contact inactivity) message

Chat closed due to user inactivity

Have a question?

Enter your question below and a representative will get right back to you.

Chat closed due to user inactivity

Give us a minute to assign you the best person to help you out.

Hey I'm Neil! How may I help you?

Name

Mobile Phone

Message

SEND

Looks like it's taking too long. Please leave your contact details. We will get back to you shortly


To start a new chat, [CLICK HERE](#)





Type a message

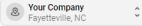
Acknowledgement settings

Get it for wordpressGET CODESave Changes



Live Chat : 





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Need help?

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Acknowledgement settings

Customer Support contact

Phone or Email-id

Acknowledgement Greeting

Thank You!

Acknowledgement Message

One of our representatives will contact you shortly.

Live Chat

Acknowledgement Message

Your chat has ended

Feedback Message

Please rate your experience.

Feedback submission note

Thank you, for taking your time.

Chat ended message

To start a new chat,

Have a question?



Enter your question below and a representative will get right back to you.

I need some help


Your chat has ended

Feedback

Please rate your experience.



To start a new chat, [CLICK HERE](#)

Type a message 

## Feature Location 2 - Conversations

Live Chat is seamlessly integrated as a dedicated channel within the Conversations module. This integration allows users to communicate with web visitors in real-time without the hassle of navigating to separate platforms. Users are endowed with two significant manual actions for precise control over Live Chat interactions.

**Request Contact Details:** This action allows users to seamlessly send a contact detail form to web visitors. It paves the way for extended and personalized communication, opening doors to deeper interactions.

**End Live Chat:** This feature empowers users to wrap up the chat efficiently when a matter has been successfully resolved.



The screenshot displays the Mediasia CRM interface. On the left is a sidebar with navigation icons and labels: Launchpad, Dashboard, Conversations, Calendars, CRM, Pipelines, Payments, Marketing, Automation, Sites, Memberships, Reviews, Reporting, App Marketplace, Affiliate, Team Chat, Meet, and QR Code Generator. The main header includes a 'Need help?' button, tabs for 'Conversations', 'Manual Actions', 'Templates (Snippets)', and 'Trigger Links', and a search bar. Below the header, a list of conversations is shown, with one selected: 'Jose Casilang'. A 'Quick Filters' modal is open, allowing filtering by 'Assigned (Contact Owner)' (My Chat, Assigned To, Unassigned), 'Last Message Direction' (Inbound, Outbound), 'Last Outbound Message Type' (Manual, Automated), and 'Last Message Channel' (Email, SMS, GMB, Live Chat, Whatsapp, Facebook, Calls, Voicemail, Instagram). The modal also includes 'Cancel' and 'Apply' buttons. The background shows a contact profile for 'Jose Casilang' with contact details and a list of tags.