

Live Chat

Modified on Fri, 27 Oct 2023 at 09:58 AM

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

The screenshot shows the Sitecore CMS interface with the 'Chat Widget' section selected in the top navigation. On the left, there's a sidebar with various site navigation links like 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 content area is titled 'Chat Type' and has a sub-section 'Select one'. It offers two options: 'SMS or Email Chat' (disabled) and 'Live chat' (selected). A note below the 'Live chat' option states: 'This is live chat. It is a real-time 2 way conversation on chat widget. It works well for large teams that have 24x7 coverage.' A 'Note' below that says: 'Once live chat has been published on a website, it cannot be removed by disabling it through Labs (Settings). To disable live chat from your website, please continue to use the previous code.' To the right, a preview window shows a live chat interface with a red header 'Have a question?' and a message box that says 'Enter your question below and a representative will get right back to you.' A timestamp '27 Oct 21:49' is visible. At the bottom of the preview window is a text input field 'Type a message' with a send button.



Live Chat : 

Need help? 

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Search **ctrl K** 

Your Company Fayetteville, NC 

Launchpad 

Dashboard 

Conversations 

Calendars 

CRM 

Pipelines 

Payments 

Marketing 

Automation 

Sites 

Memberships 

Reviews 

Reporting 

App Marketplace 

Affiliate 

Team Chat 

Meet 

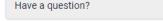
QR Code Generator 

Chat bubble 

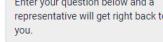
Chat Type 

Widget window 

Header 

Have a question? 

Intro message 

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

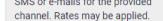
Email Field 

Add Email field 

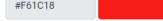
CTA 

Send 

Legal Message 

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

Widget Color 

#F61C18 

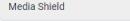
Language 

English (United States) 

Agency Branding 

Show Powered By 

Display Name 

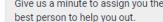
Media Shield 

URL 

https://mediashield.net/ 

Live Chat Assigned 

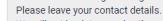
Live Chat Message 

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 

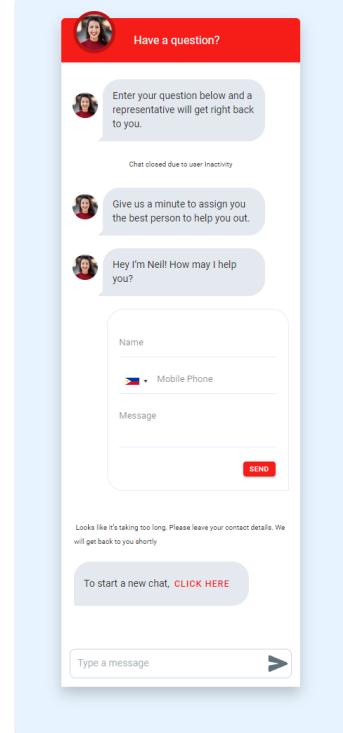
Chat closed due to user inactivity 

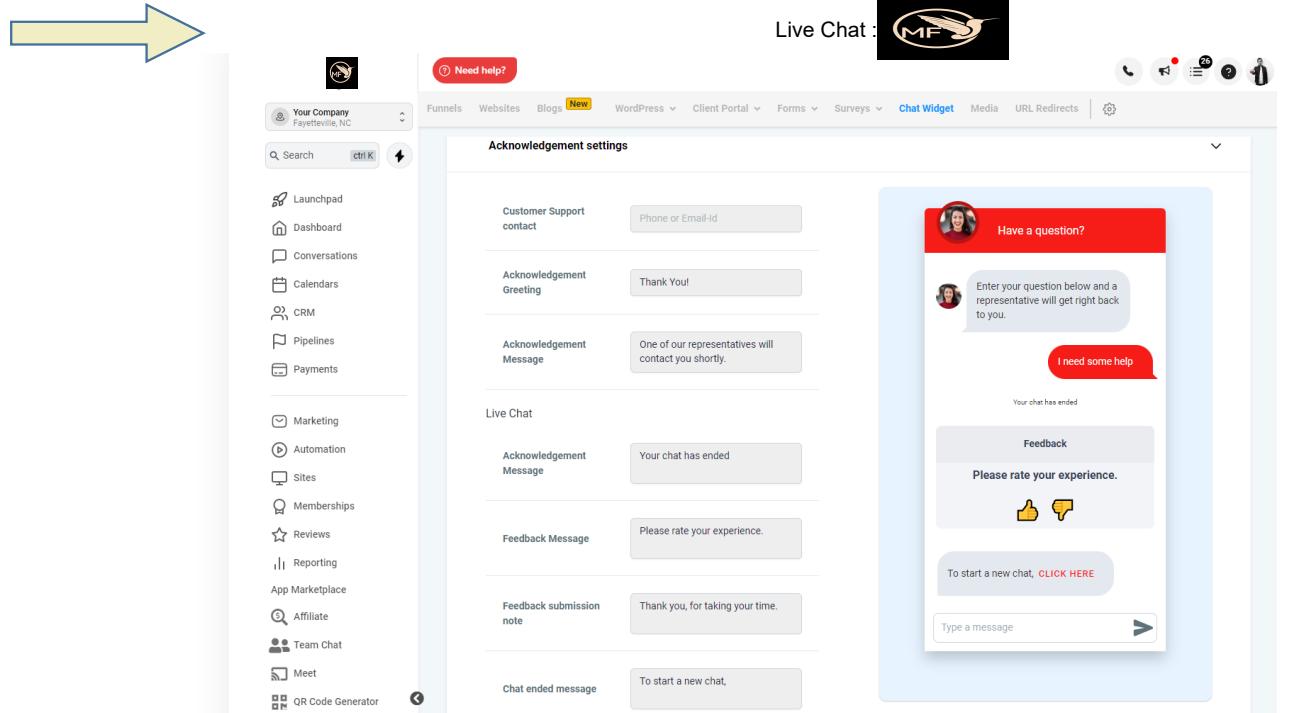
Acknowledgement settings 

Get it for wordpress 

GET CODE 

Save Changes 

Chat window preview 



The screenshot shows a software interface with a sidebar on the left containing various modules: 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 area is titled 'Acknowledgement settings' and includes sections for '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, CLICK HERE.), and a preview of a live chat window. The live chat window shows a red header 'Have a question?' with a placeholder 'Enter your question below and a representative will get right back to you.', a message 'I need some help', a 'Feedback' section with 'Please rate your experience.' and thumbs up/down icons, and a 'To start a new chat, CLICK HERE.' button.

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.

