NETOP®
Live GUIDE™
Live Chat for Customer Engagement

Live Guide – Customizing the Customer Console

Netop

Contents

1   Introduction

Netop Live Guide Customer console provides instant messaging features to the customer.

The customer can communicate with an operator in real-time by contacting the operator through a Web page: the customer clicks a button or chat text link on a Web page and Netop Live Guide opens in a new window.

This aim of the present article is to give system administrators an introduction to customizing the Live Guide Customer Console. The look and feel of the Customer Console depends on the chat button system administrators create in the Live Guide Administration console.

2   Customizing the Customer Console

When creating the Live Guide chat button, you are able to customize the language presets, company logo, the button image and the size of the customer console.

2.1   Create departments

On the **Setup** menu, click **Departments** and then the **Add new** button.

Add a department for each group of operators that will be taking chats, for example "Sales" and "Technical Support"

2.2   Add operators

On the **Setup** menu, click **Operators** and then the **Add new** button:

Enter the operator's credentials (email and password) and select the department for which the operator will take calls from customers.

2.3 Customize language presets

Language presets are the texts that the customer will see in the interface, like for example "Thank you - we have received the form you sent us". You can base your language presets on default texts that you can then customize.

To customize language presets:

1.   On the **Settings** menu, click **Language presets** and then the **Add new** button.

2.   Enter a name for the language presets you want to customize and click the **Next** button.

Once you have customized the language presets, click the **Save** button.

For detailed information on how to create texts for chat buttons, see Live Guide System Administrator's Guide, section 2.5.

2.4 Customize forms

Forms are optional building blocks when you create a chat button and can be viewed as a structured way of collecting input from customers visiting the company site.

For example, in our software company example form could be used to collect information from customers who request a free trial download. In this case the operator would likely want to push the form to the customer during a conversation but forms can also be pushed before the conversation begins, after the conversation has ended, or during out of office hours when no operators are available to answer customer chats.

Note: Forms are not available in Netop Live Guide Basic edition.

On the **Settings** menu, click **Forms editor** and use the fields to the right to start creating the new form:

For details on how to create a form, see Live Guide System Administrator's Guide, section 2.3.

2.5 Create campaign

On the **Setup** menu, click **Campaigns** and then the **Add new** button.

Provide the required information and click the **Next** button to go to the next page.

2.5.1 Customize the offline and online images

The offline and online images can be JPG or GIF format; to generate attention, an animated GIF can be used. The offline and online graphics should be distinct so that customers can clearly see when the chat is open.

The image look is essential for the success of your campaign with respect to how many chats customers make: customers must be able to immediately recognize the button as a clickable area.

Once you have selected the online and offline images for your chat button, click **Next**.

2.5.2 Customize the opening hours

The weekdays and hours are the periods when the campaign is active and users can contact the departments that have been added to the campaign. For a campaign to be active when one or more operators are available, set the opening hours to "Open all hours". If no operators have logged on, the campaign is automatically offline.

Once you have set the opening hours for your campaign, click the **Save** button. The campaign will be created.

2.6 Create chat button

Once you have created a campaign, Live Guide is ready to automatically create chat button code to upload to a Web site.

In the **Setup** menu, click **Code builder** and follow the steps on the page: select a campaign and copy and paste the resulting code which is generated automatically:

2.6.1   Customize the console size

Once you have created the chat button from the **Setup** menu > **Code Builder**, you can also customize the size of the Customer Console, by changing the values of the following two parameters: **LGCustomerWidth** and **LGCustomerHeight**.

```
<!-- Netop Live Guide Call Button Tag --><script
type="text/javascript">LGCustomerWidth=250;LGCustomerHeight=640;LGPID='Live
Guide_GoVodhUEB78og0ZbaGndZ6XQegZB1';LGUID='GoVodhUEB78og0ZbaGndZ6XQeP7oU6G
PL1tEw';(function(){document.write('<img id="_'+LGUID+'"
src="'+document.location.protocol+'//clients-
lgmain.netop.com/status.php?LiveGuideUID='+LGUID+'&from='+escape(window.loc
ation)+'" alt="Live Guide Support" onload="(function(){var
_lgs=document.createElement(\'script\');_lgs.type=\'text/javascript\';_lgs.
async=true;_lgs.src=document.location.protocol+\'//clients-
lgmain.netop.com/lgs.php?_lguid='+LGUID+'&_lgpid='+LGPID+'&_lgw='+LGCustome
rWidth+'&_lgh='+LGCustomerHeight+'\';var
_s=document.getElementsByTagName(\'script\')[0];_s.parentNode.insertBefore(
_lgs,_s);})();" />');})();</script><noscript><p><a href="https://clients-
lgmain.netop.com/swf.php?LiveGuideUID=GoVodhUEB78og0ZbaGndZ6XQeP7oU6GPL1tEw
&amp;myurl=no%20javascript" rel="nofollow" target="_blank"><img
src="https://clients-
lgmain.netop.com/status.php?LiveGuideUID=GoVodhUEB78og0ZbaGndZ6XQeP7oU6GPL1
tEw&amp;from=no%20javascript" style="cursor:pointer;border:0" alt="Support"
/></a></p></noscript><!-- Netop Live Guide Call Button Tag -->
```

Note: When you resize the Customer Console, the buttons and icons available will remain to the default size. However, if you resize the Customer console on Flash and the video camera is started, the video camera will be resized as well.