

LiveChat

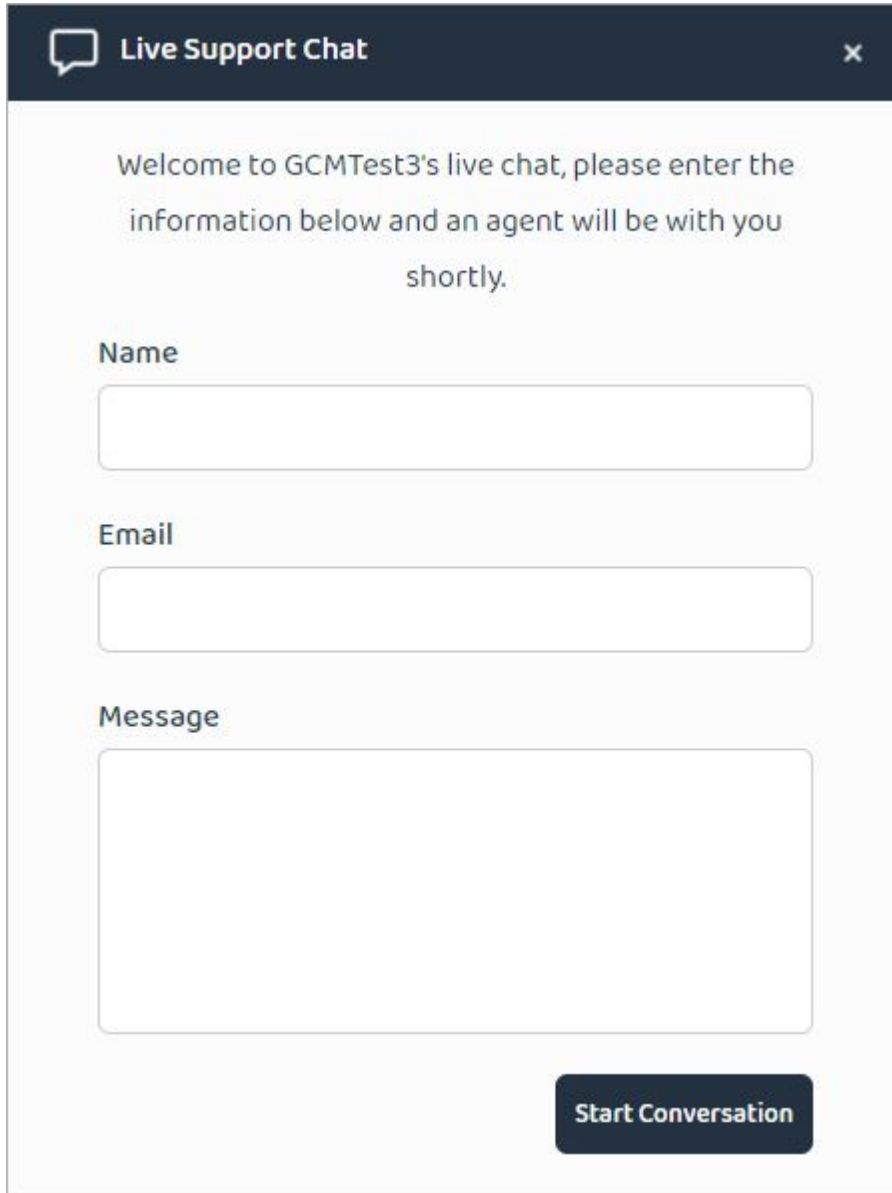
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Introduction

Welcome

GeniusSSL Live Chat



The screenshot shows a live chat widget titled "Live Support Chat" with a close button (X) in the top right corner. The main content area contains a welcome message: "Welcome to GCMTest3's live chat, please enter the information below and an agent will be with you shortly." Below the message are three input fields: "Name", "Email", and "Message". At the bottom right of the widget is a dark blue button labeled "Start Conversation".

GeniusSSL Live Chat is a widget that can be embedded into your existing customer facing site to allow the use of the genius dialler software as a live chat provider.

The Live Chat works by extending the existing scripter which allows you to assign agents to the live chat queue (in the same way you would with an inbound call campaign) and define rules on how many chats an agent can be talking to at one time, or whether they should be assigned a live chat if they're already on a call. Other configuration options include a welcome message to display when an end user opens the live chat, a message to display once the live chat has ended, and the background/accent colour for the widget to better suite your sites colour scheme.

Changelog

Document & Live Chat changelog

Version	Change	Published	Date

Getting Started

Creating a live chat configuration

Creating a config

For the livechat to function first you will need:

- A live chat campaign
- A queue for the campaign
- An email template with the ChatLog insert

Client Id	Campaign	Queue
06YAB2arCA	GCM2_Chat	07895

ADD
EDIT
VIEW EMBED CODE

Open GDMS and navigate to Genius Admin -> Live Chat Config then click Add.

Fill out all of the boxes using either the dropdowns or text boxes.

Chat config ✕

Queue:* GCM3 Chat test 🔒 ▼

Accent Colour:* #243141 ▼

Text Colour (only applies to text on areas with the accent colour as the background): #FFFFFF ▼

Welcome text (No HTML/CSS allowed):*

End text (HTML and inline CSS allowed):*

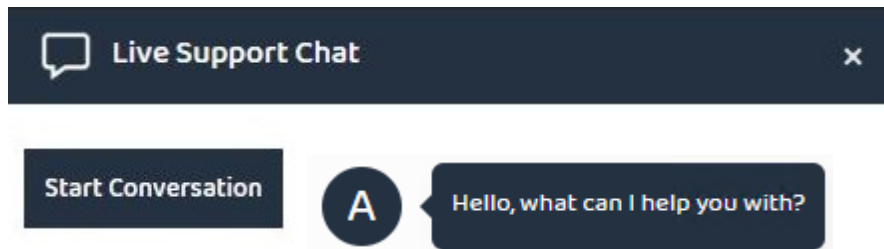
Out of hours text (HTML and inline CSS allowed):*

Email Template for sending chat log:*

Use Custom Css: If using custom css, make sure that a file called <ClientId>.css within the client-css folder of the live chat client

SAVE

Accent colour applies to areas with background colours such as:



similarly the Text Colour is used to change the colour for these same pieces of the live chat window to avoid having a white text colour on light background colours.

Embedding the live chat

Embedding the chat window

First go to Genius Admin -> Live Chat config and select the row that you'd like to get the embed code for, then click "View Embed Code".

This will open a popup with all the required info:

HTML Embed Code ✕

To embed the live chat widget onto your website, copy the code below and paste it at the end of the <body> tag on the page or pages you'd like the live chat to appear on.

If you'd like to alter the position of the live chat widget, add a css override to your page using the class ".glc" as the selector

```

<div id="glc"></div>
<script src="https://livechat.geniusppt.com/chat.js"></script>
<script>
  glc.init("Q8YASzr0A")
</script>

```

To use the live chat without customization, just copy the code snippet and paste it before the end of the <body> tag on the web page or pages you'd like to embed the chat onto.

Troubleshooting

1) If the web page you're embedding the live chat into has a strict content security policy header you'll need to make sure to change your "script-src" in the policy to allow scripts to load from "livechat.geniusppt.com"

2) As with above, if your CSP contains a "child-src" policy, you'll need to allow "livechat.geniusppt.com"

Customizing the position of the live chat

Customizing chat position

To customize the position of the chat on the page (for example move it to a new spot on the bottom edge of the screen), create a new css class within the page the live chat is embedded on using .glc as the selector, the default rules for the live chat iframe as a css class are as follows:

```
.glc {  
    position:absolute;  
    bottom:0;  
    right:50px;  
    width:170px; // Cannot be overridden, this is changed by the chat widget  
when opening and closing the chat  
    height:50px; // Cannot be overridden, this is changed by the chat widget  
when opening and closing the chat  
    border:0;  
}
```

Due to the css being applied as an inline style, when overriding any of these the "!important" decorator will be required.

Changing Live Chat appearance

Css overriding

Override any live chat window styling

To allow seamless integration into existing web pages, all parts of the live chat can be re-themed using css overriding.

To use a css override you should first enable the option within the config for the live chat in GDMS using GDMS Admin -> Live Chat Config -> Edit.

Create a file with the name of your chosen chat configs client id, for example "Q8YASrOA.css" which contains all of the overridden css styles and place it in the client-css directory within the Live Chat Client folder.

Components

Header

The header bar derives it's colour from the configuration that has been created so avoid overriding the background colour unless you want it to be different to the colour of the other live chat components.

`.header .header-img .header-text .header-icon`

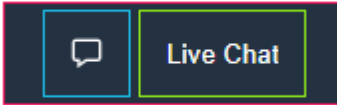


The two icons (`.header-img` and `.header-icon`) are both created using an icon font, so while the icons themselves cannot be changed, the size and colour can be changed using standard font settings.

Open chat button

The closed button again derives its colour from the live chat config, so don't override it manually unless you want a different colour to the rest of the chat.

`.closed-container`



`.icon .open-btn`

Out of hours message

The main style override for the out of hours message is the most straight forward due to the message being customizable and allowing HTML/CSS within the message so the page itself only has a single class and very minimal styling:

```
.out-of-hours{
  padding:10px;
}
```

When creating an offline message through GDMS you can either use inline

Welcome/Start chat screen

.start-container .welcome-msg .error-msg .entry .entry-label

Welcome to GCMTest3's live chat, please enter the information below and an agent will be with you shortly.

All fields are required

Name

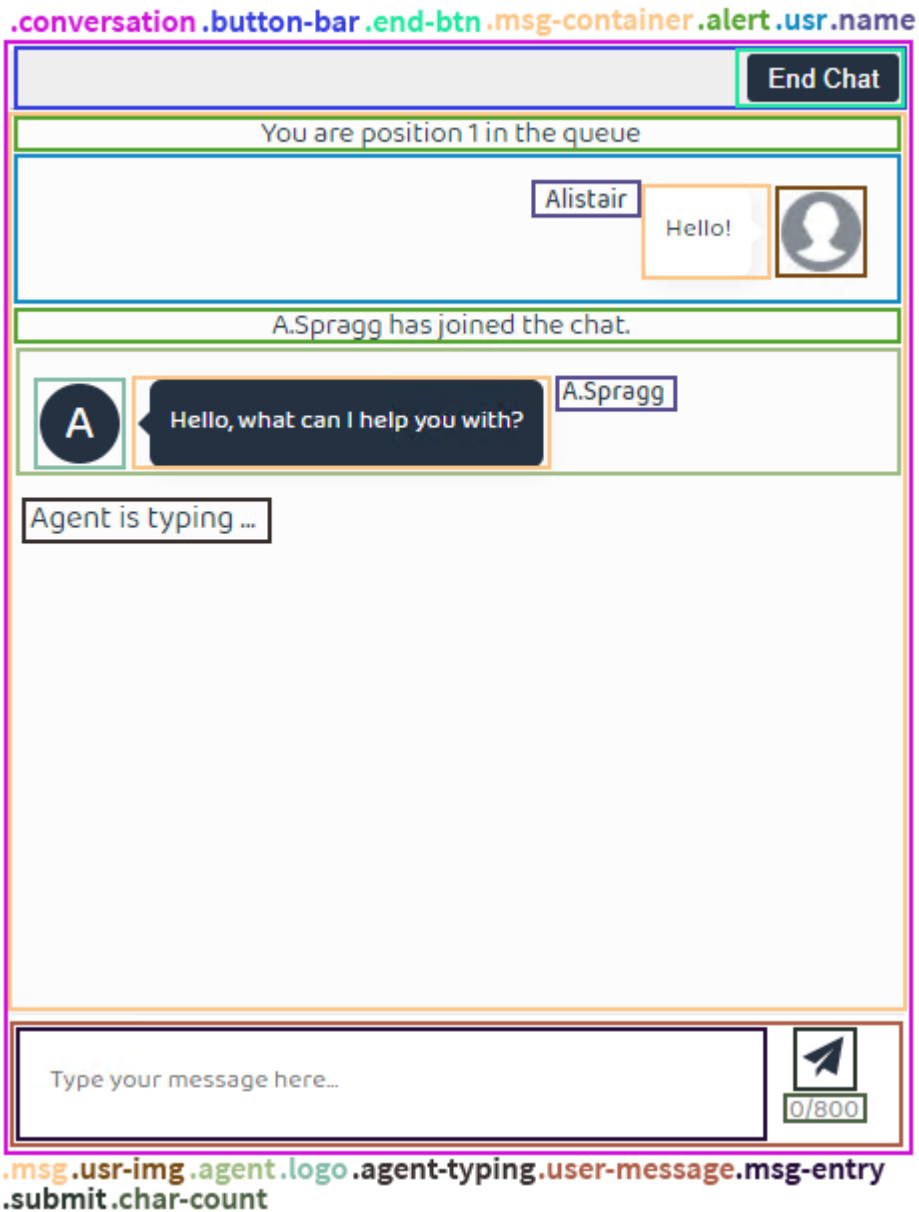
Email

Message

Start Conversation

.slim-text .big-text .btn

Chat Screen



End Screen

Like the Out of Hours page, due to the end screen allowing html/css in the message, the only css for the end page is

```
.end-msg {
  padding: 10px;
}
```

To style the end page use the live chat config to apply css/html to your customised message