This guide is to help you get started with Live Chat Support on your Wix website. If you have any additional questions after reading this guide, please chat with us at www.socialintents.com or email us at support@socialintents.com.

Contents

- Getting Started
  - The Live Chat Dashboard
  - Answering Chats
  - Desktop Push Notifications
  - Email Notifications
  - Mobile Push Notifications with Pushover.net
- Configuring your Chat Box
  - General Settings
  - Look & Feel
  - Localization and Multiple Language Support
- Online and Offline Availability
  - Multiple Agents
- Missed and Offline Messages
- Mobile Client Support
- Shortcuts
- Setting up an Agent
  - Notifications
- Multiple Language Support
- Best Practices
  - Login every morning
  - Respond quickly
  - Follow up on missed and offline messages

Getting Started

If you've downloaded this guide, then chances are you've already installed our Live Chat Support app. We don't require any signup or login outside of Wix. Just add the app to your website, customize your settings by clicking on the Chat Tab in your editor, then save. That's it, you're ready to chat!

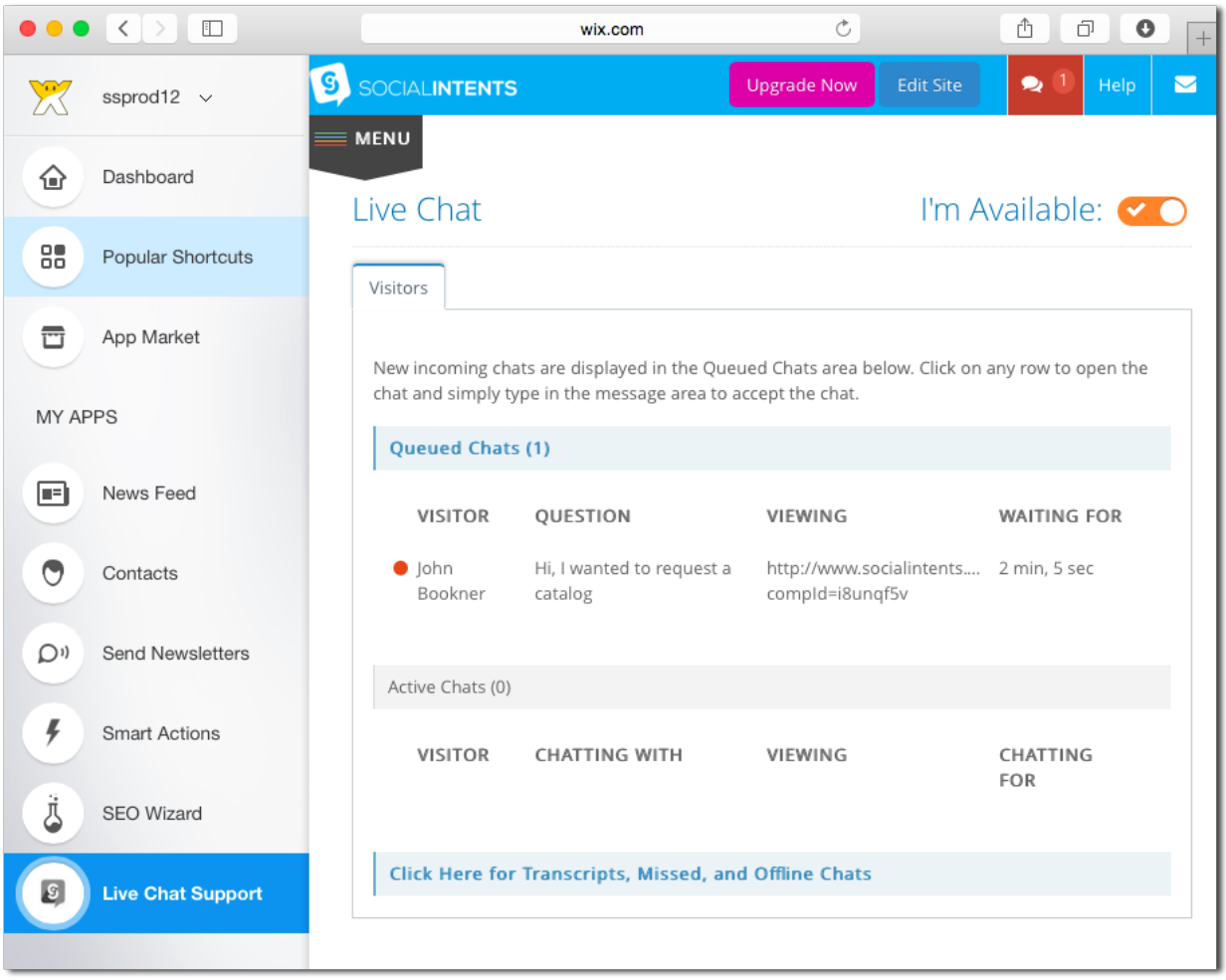
We offer an always free plan that is limited to 20 chat sessions per month. After that, we offer a competitive Premium plan for Wix customers only that is more than 75% off our price plans.

Start Chatting

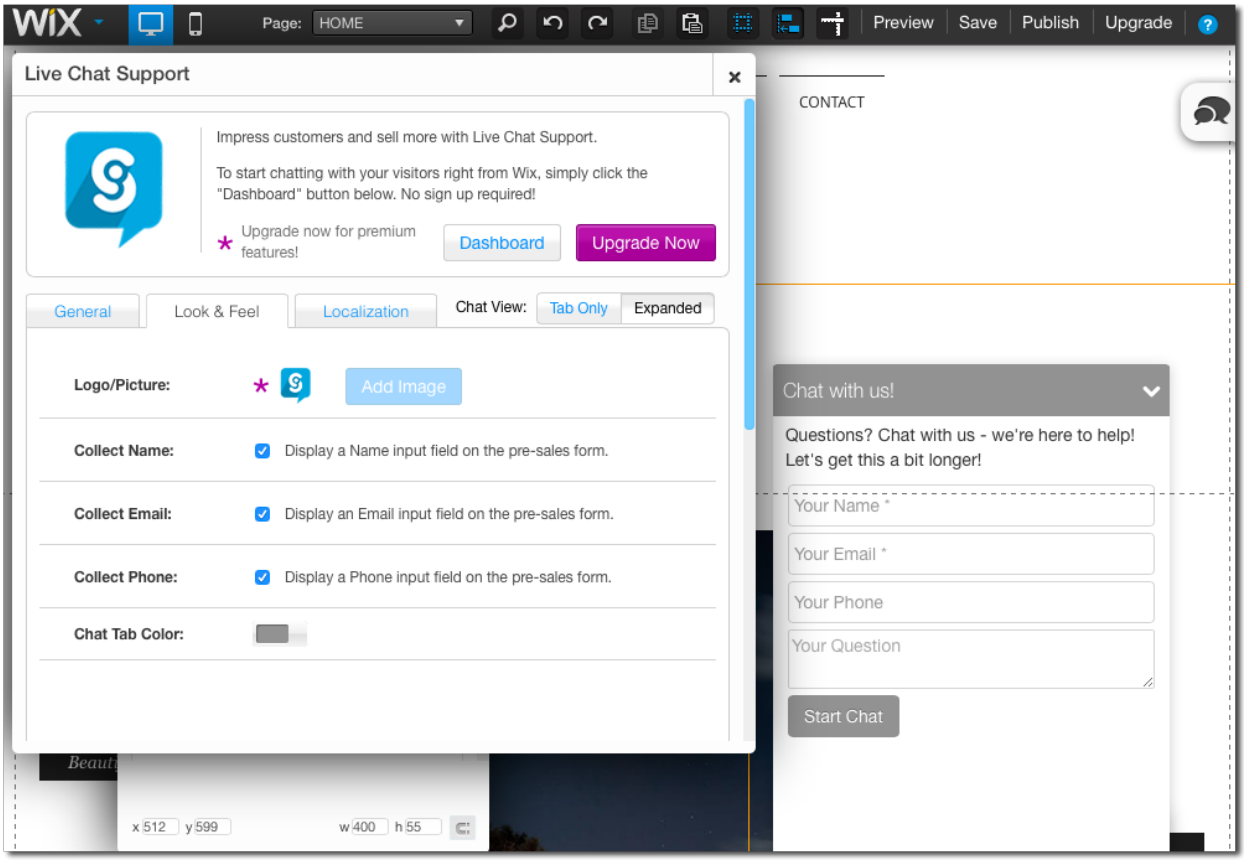
The Live Chat Dashboard

With our Live Chat Support, you can chat with your website visitors right from your Live Chat Dashboard in Wix. Agents can also login directly on our website at http://www.socialintents.com with their email address and password that you configure in the Agents section of the Dashboard.

To Access your Live Chat Dashboard from Wix, open the left-hand navigation and scroll down until you see the Live Chat Support item. The first time you click on it, you'll be prompted with whether to accept Notifications. Make sure you answer yes so that you can receive inbound chat notifications right on your desktop as popup notifications. Desktop notifications are supported on Chrome, Firefox, and Safari.



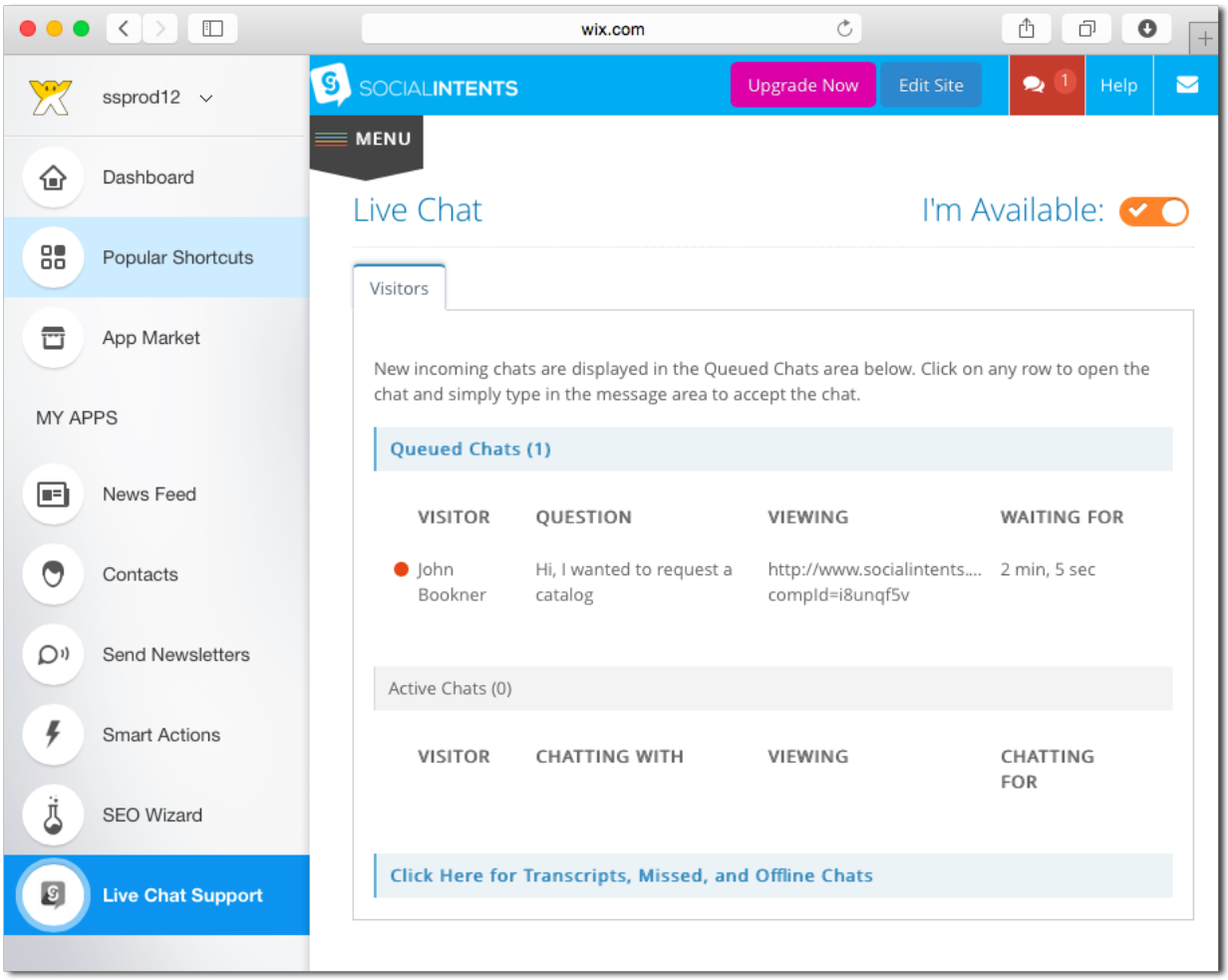
To access the Live Chat Dashboard from your Editor, click on the Live Chat Support tab to open your app settings. Then you'll see a "Dashboard" button near the top. Click here to open the dashboard in a new tab.



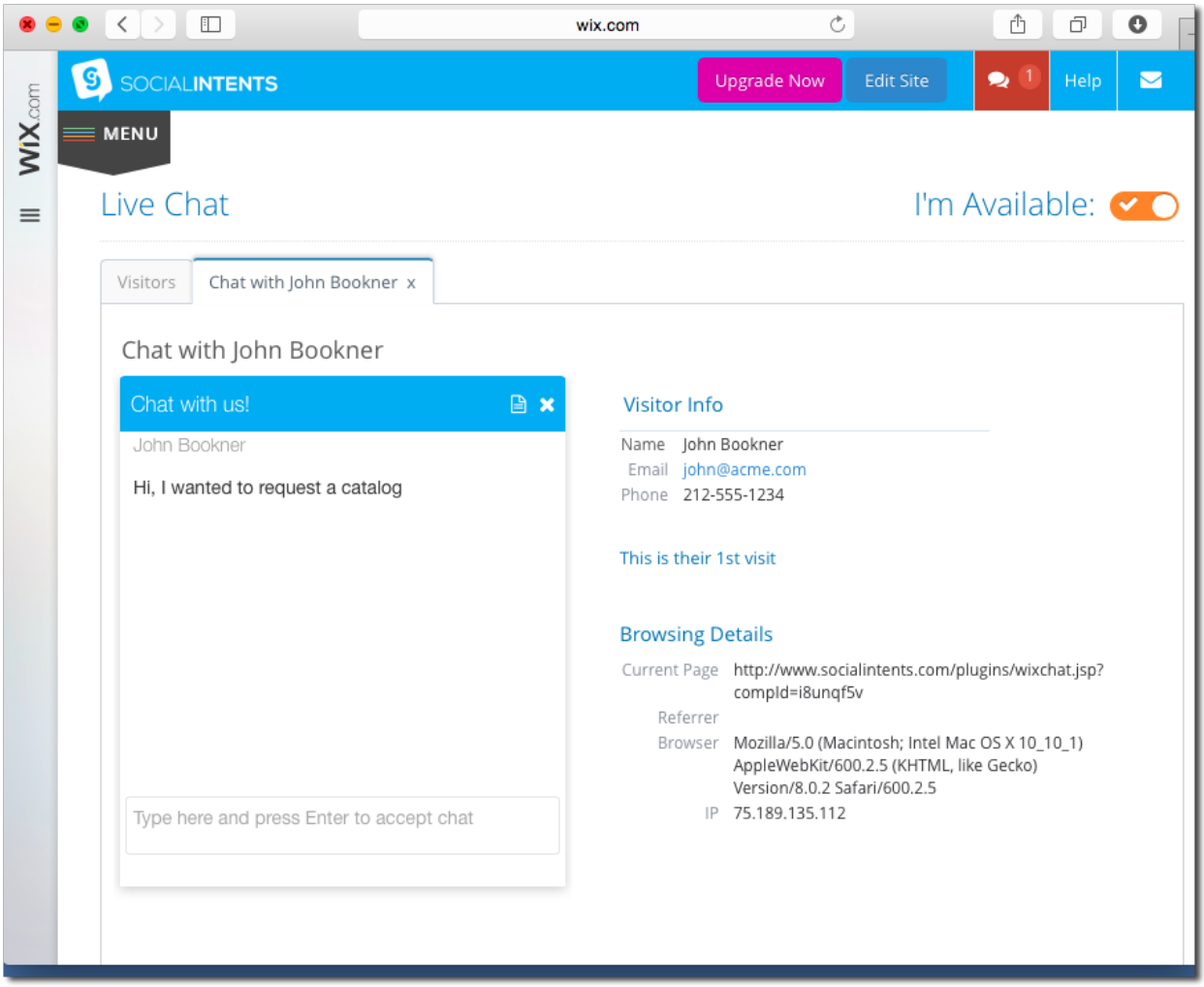
Answering Chats

You will receive inbound notifications of new chats right in your live chat dashboard as long as it's open in your browser. A good practice is to login once in the morning and keep the Live Chat Dashboard open. You can minimize the dashboard in your browser. You'll still see and hear inbound chat requests even if that window is not active.

To answer a chat, simply click on the row in the Incoming Chat Requests table. As soon as you enter text in the chat box, your chat is accepted and you're talking to your website visitor right on your website.



After you click on a row, a new tab will open with the chat you selected. Just type text into the message area to accept the chat and start a conversation with your website visitor.



Chat Notifications

We support a variety of chat notifications including HTML5 desktop notifications, email live chat notifications, and mobile push notifications using the 3rd party pushover.net mobile app.

Desktop Push Notifications

The first time you login from Safari, Firefox, or Chrome, you will be asked if you'd like to show notifications from www.socialintents.com. Select "Show for this session". This allows us to use the browsers desktop notifications to push messages to you. Even when your browser is minimized, as long as you are logged into our site, you will receive the incoming notifications as a desktop notification. Simply click the inbound notification to open the chat.

Email Notifications

You can also enable email notifications under your Agent Settings notifications area. We will send an email to you every time there is an inbound chat request.

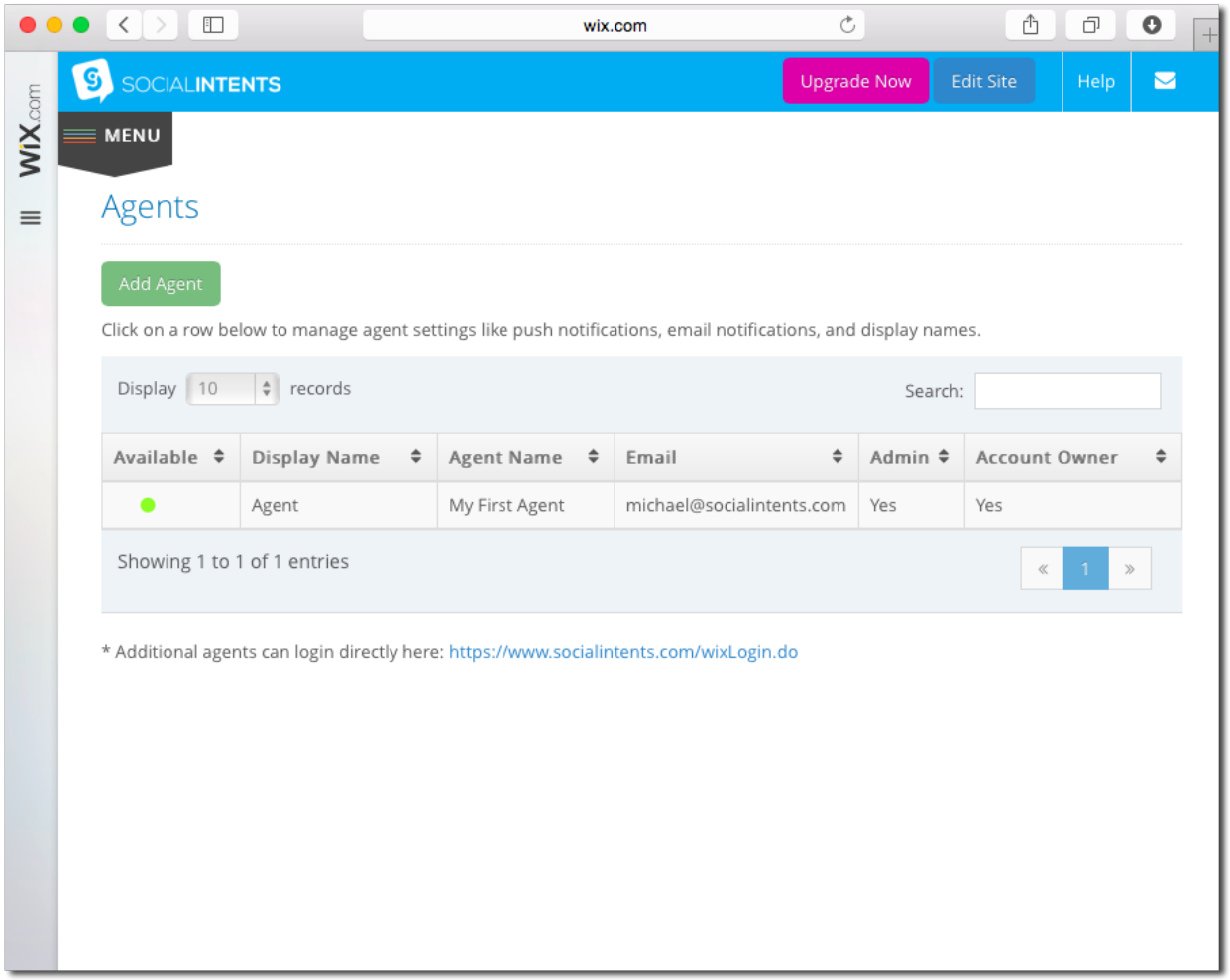
If you're likely away from your computer, we have a setting under your Agent settings called "Stay Available Even When Not Logged In". Be sure to enable this option if you want your Live Chat to stay online even when you're not. That way, you can receive an email of any incoming requests. Simply click on the Open Chat button in the email to go right to that chat and start chatting. You can even do this from your mobile phone!

Mobile Push Notifications with Pushover.net

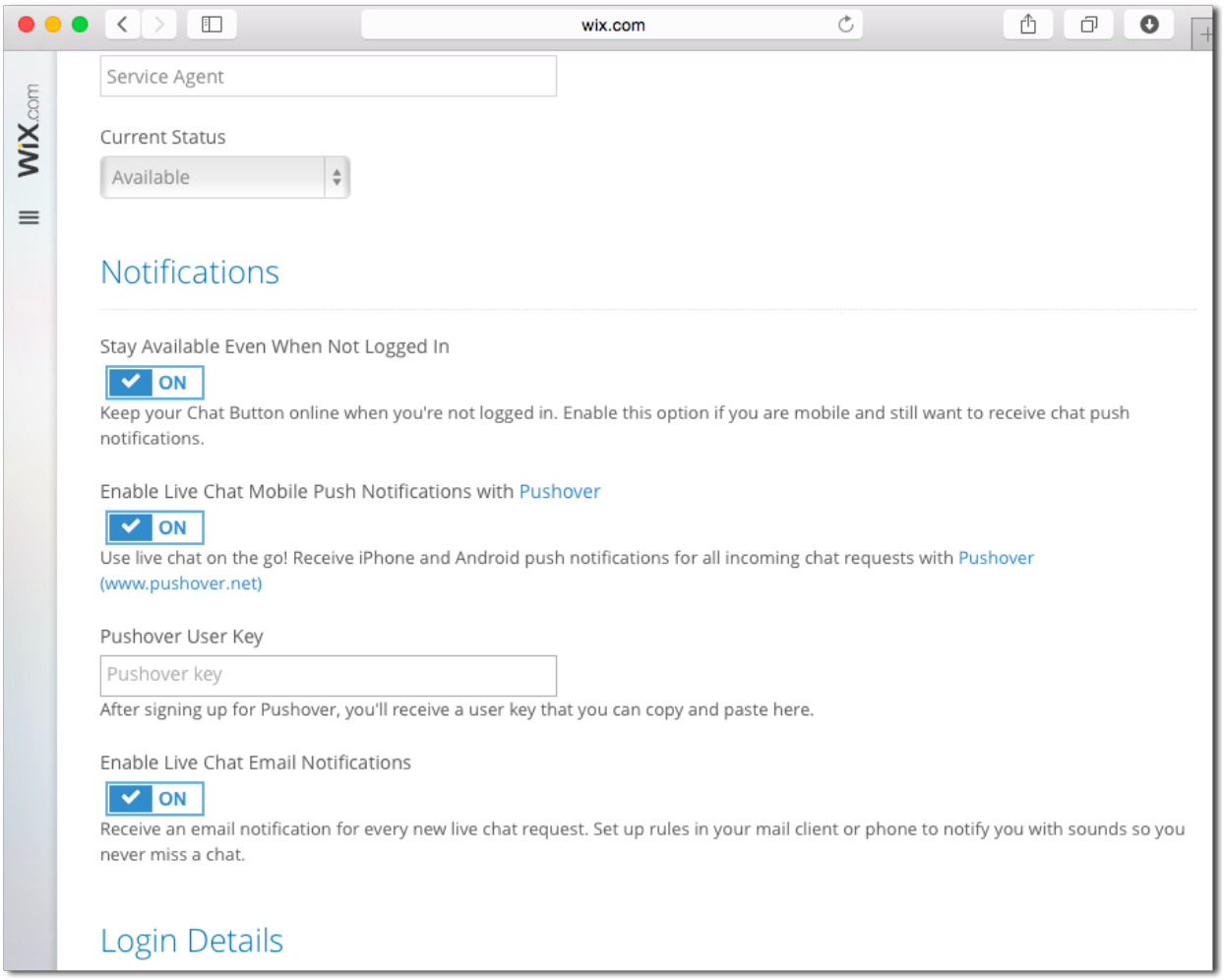
If you want to chat from your mobile phone and need immediately inbound notifications, we suggest downloading the Pushover.net mobile app.

Once you sign up, they email you their Pushover User Key. Simply go to your Agent settings → Notifications and choose “Enable Live Chat Mobile Push Notifications” and copy/paste this key into the Pushover User Key text field.

You’ll receive a mobile push notification right to your phone for every chat request. Just click the link in the notification to open the chat right on your mobile phone. This is a great way to always ensure you’ll answer all of your live chats.



To enable the mobile push notifications, select “Enable Live Chat Mobile Push Notifications” then copy your Pushover User Key into the Pushover User Key text field.



Configuring your Chat Box

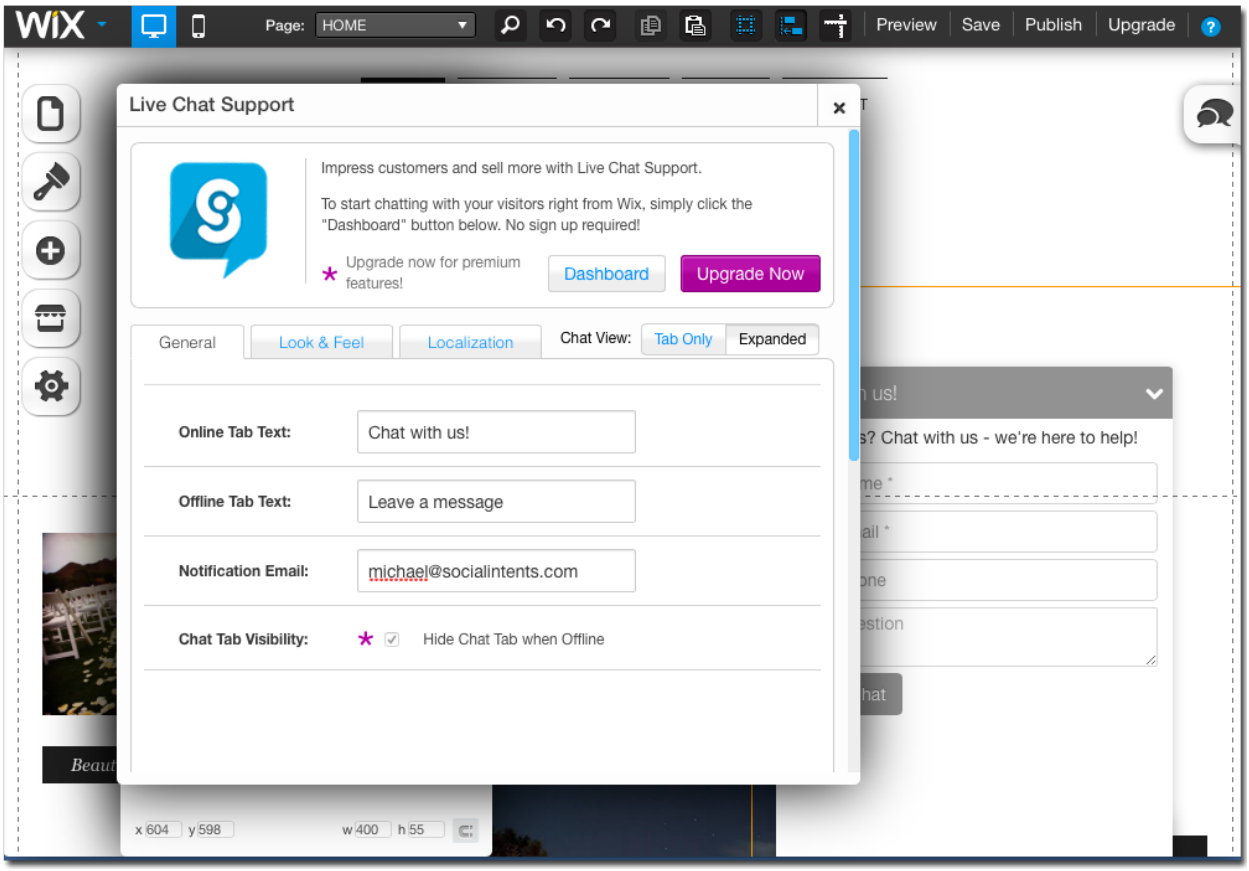
All of the configuration options for your Live Chat Support app are configurable right from Wix. Open your website editor and click on the Live Chat Support tab. Our Live Chat details will open. Select the “App Settings” button to open the Settings Editor.

General Settings

The online and offline text fields are the text that is displayed on the chat tab. Modify these to grab the visitors attention or for your specific needs.

Notification Email: This is the email address that you can receive new live chat requests on. When you enter this, you will be notified via email for every new live chat request.

Chat Tab Visibility: This is a Premium Feature that allows you to completely hide the chat tab on your site when you're offline.

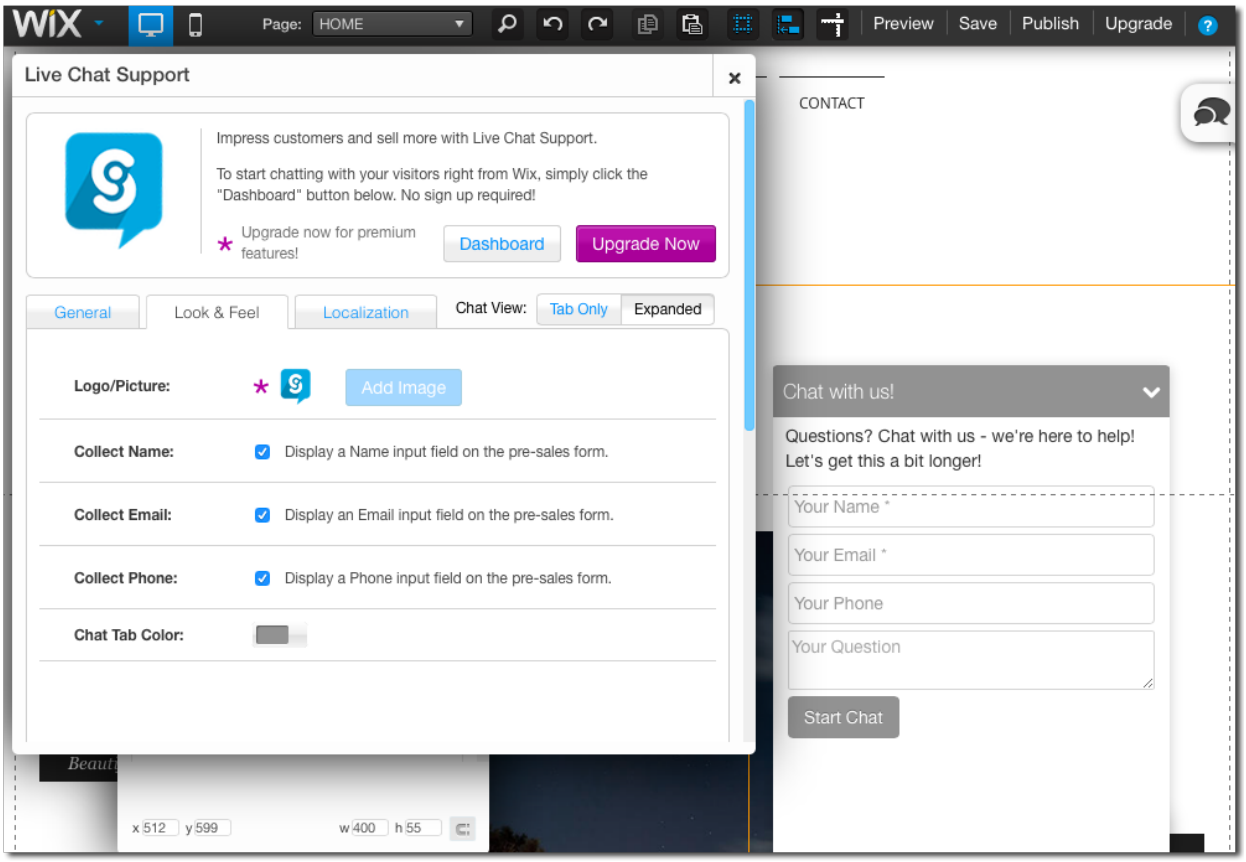


Look & Feel

The second tab allows you to modify what information you collect on the Pre-Chat Survey, change default colors, as well as an option to use a custom Logo or Agent Image on the chat.

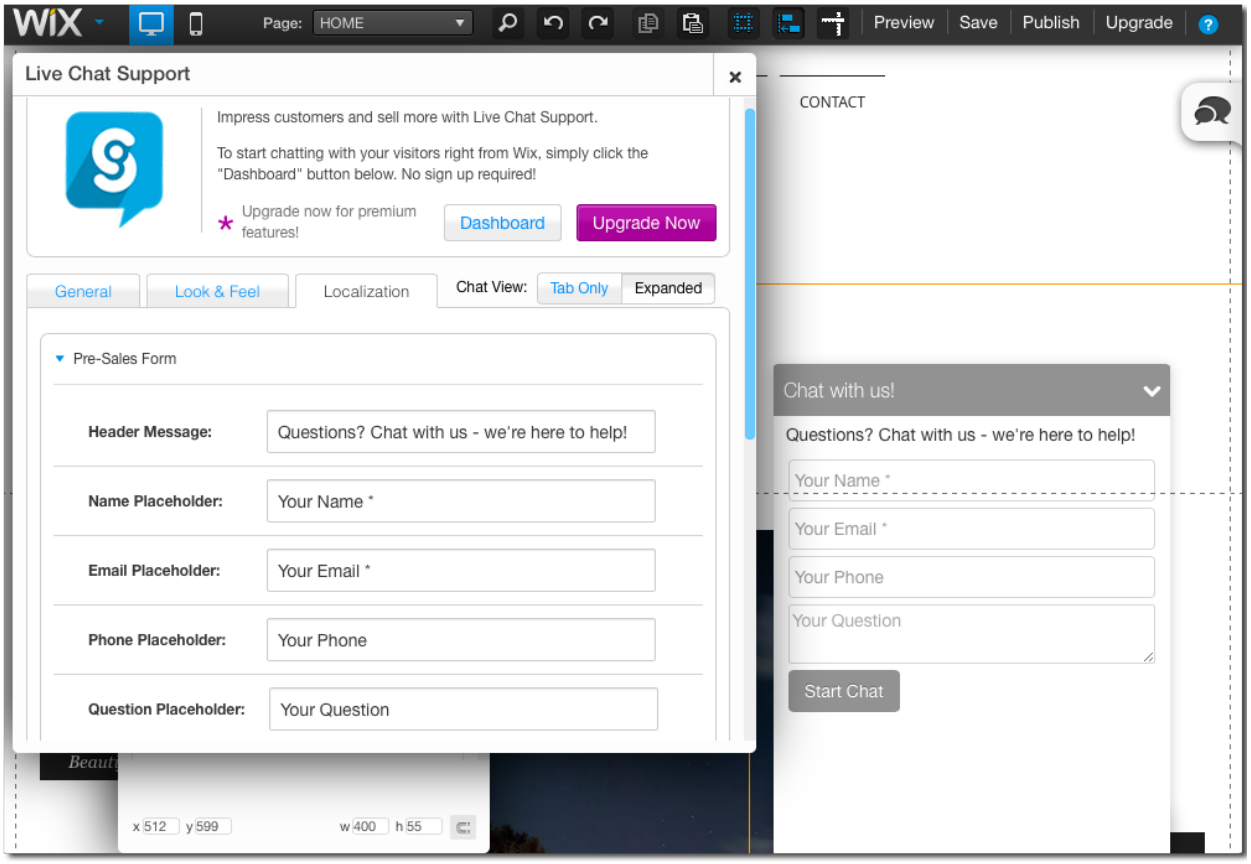
Logo/Picture: By default, the Social Intents logo is displayed to the visitor once a chat is started. You can upload your own logo or a custom agent image. This feature is enabled for Premium customers.

Chat Tab Color: Choose your tab colors and chat header color that matches your site.



Localization and Multiple Language Support

You can customize every single field name, text, and message that is displayed in your live chat. This level of customization is what sets our live chat apart. Customize the text for your brand, or translate it for your language. The changes are picked up automatically on your site, so no need to republish.



Online and Offline Availability

You have complete control over when your chat tab is online or offline. These are controlled by your Agent Availability in the Live Chat Dashboard.

When you open the Dashboard, you are automatically made Available by default. This then changes your Live Chat widget to Online.

Multiple Agents

With multiple agents, if at least one of you are Available, then the chat widget will be online. If you want to force the chat widget offline, change your status to Unavailable. For multiple agents, as an administrator, you can click on the Agents tab, and select each individual agent and force them offline.

Missed and Offline Messages

We store all missed and offline messages right in our app so you never miss them. Use the History link to search on and view all chat transcripts, missed, and offline chats. Easily responds to any.

Mobile Client Support

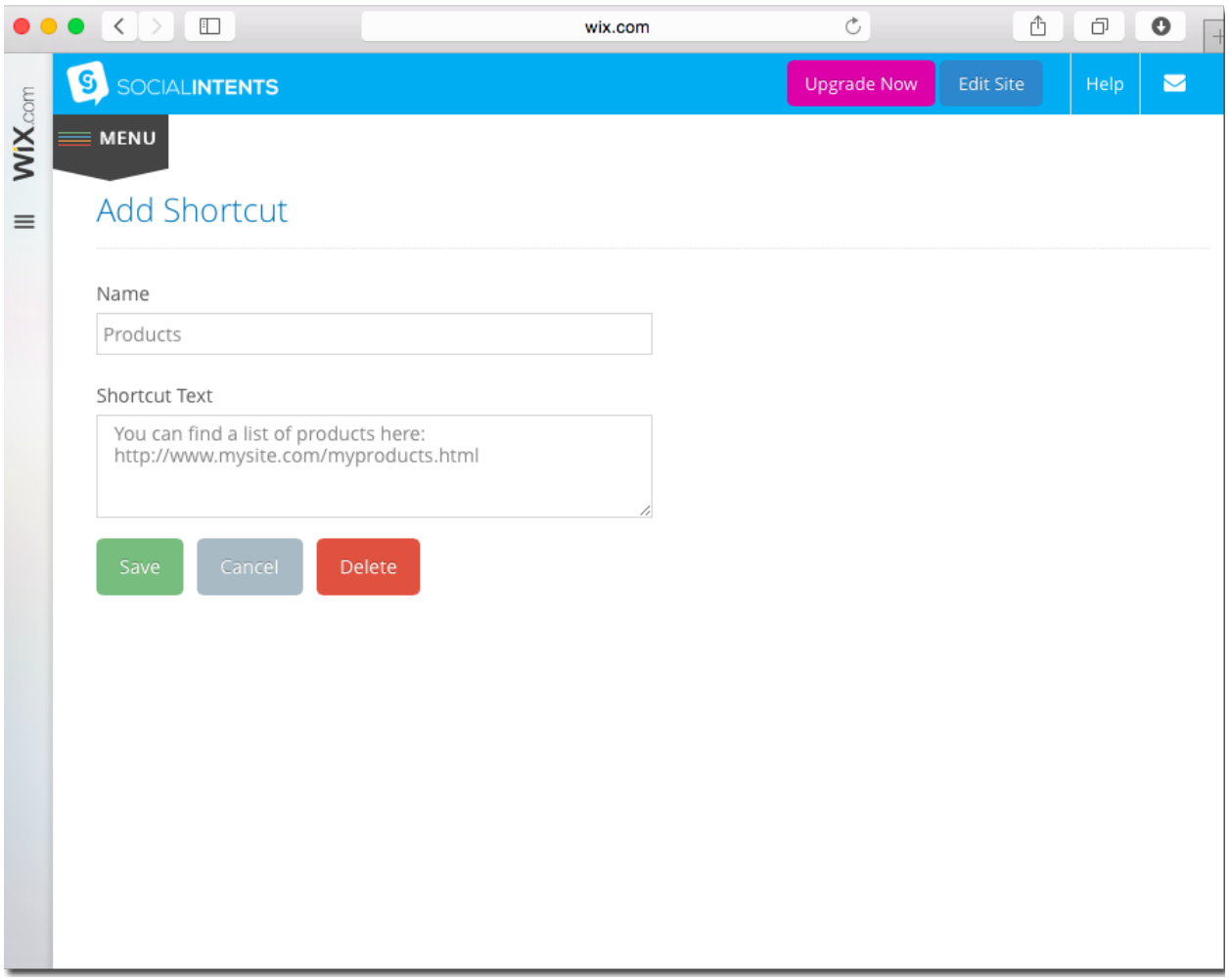
We have a mobile optimized chat that allows you to easily chat with visitors while you're on the go. You can click on an email notification or on a pushover.net notification to open the chat directly on your mobile phone and start chatting.

See the section above titled "Mobile Push Notifications with Pushover.net" for details on configuring your mobile phone with native push notifications.

Shortcuts

Shortcuts are a great way to set up default message responses to questions that your visitors typically ask. Configure these in the Shortcuts section and have quick access to all shortcuts right in the top right of your Agent Chat window as a shortcut list.

Use shortcuts to save time and increase customer satisfaction.



Setting up an Agent

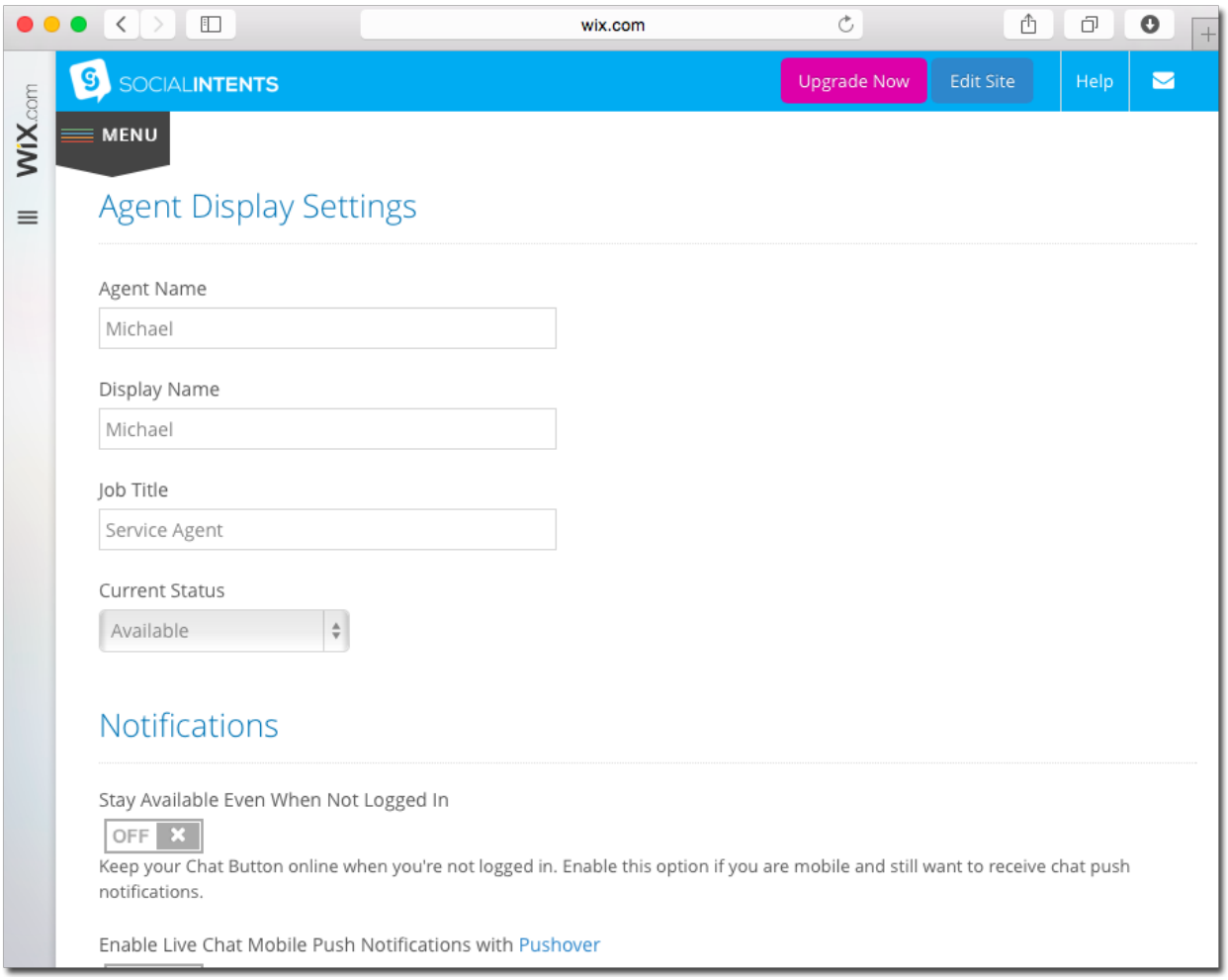
With Live Chat on Wix, you can set up as many agents as you like after upgrading to the Premium plan.

Agent Name: This is for internal use only and used as an agents real name

Display Name: The display name is what is show the website visitor when chatting.

Job Title: The job title is the subtext that displays under and agent name to the visitor when a chat begins. Use this for an agent role or position (or whatever other creative text you can think of).

Current Status: Whether the agent is online or offline. You can force someone online or offline here using this field.



Notifications

Use the Notifications area of the Agent Details to configure how the agents will be notified of new chat request, either Email or Native Mobile Push.

Stay Available Even When Not Logged In: Enable this option if you always want your chat tab online and you typically answer chats from Email or Push. This will have the effect of keeping the Chat Tab online as long as this option is chosen.

Multiple Language Support

With our Language Customization features, we support full control over the language displayed to the visitor in the live chat.

You can modify every field for your native language and for your brand. You have complete control and flexibility in what the visitor sees.

Best Practices

Login every morning

Make sure to login to your Live Chat Dashboard every morning to change your chat from Offline to Online.

Respond quickly

Set up notifications if you're not always at your computer, and try to respond to customer requests in under a minute if possible.

Follow up on missed and offline messages

If you happen to miss a chat, always respond to any inquiries from your History in Live Chat. You'll see chats labeled as missed or offline for the ones you didn't get to.