



LIVE CHAT SUPPORT
by SOCIALINTENTS

Help Guide

Try our live chat!

Questions? Chat with us - we're here to help!

Your Name *

Your Email *

Your Question

Start Chat

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.

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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.

The screenshot shows a web browser window with the URL 'wix.com'. The page header includes the SocialIntents logo, a 'MENU' button, and navigation links for 'Upgrade Now', 'Edit Site', 'Help', and a notification icon with a '1'. The left-hand navigation menu is open, showing options like 'Dashboard', 'Popular Shortcuts', 'App Market', 'MY APPS', 'News Feed', 'Contacts', 'Send Newsletters', 'Smart Actions', 'SEO Wizard', and 'Live Chat Support' (which is highlighted in blue).

The main content area is titled 'Live Chat' and features a toggle switch for 'I'm Available:' which is currently turned on. Below this, there is a 'Visitors' tab and a text box explaining that new incoming chats are displayed in the 'Queued Chats' area. A table titled 'Queued Chats (1)' shows one chat entry:

VISITOR	QUESTION	VIEWING	WAITING FOR
John Bookner	Hi, I wanted to request a catalog	http://www.socialintents... compld=i8unqf5v	2 min, 5 sec

Below the 'Queued Chats' table, there is an 'Active Chats (0)' section with a similar table structure. At the bottom of the main content area, there is a link that says 'Click Here for Transcripts, Missed, and Offline Chats'.

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.

The screenshot shows the Wix Live Chat Support dashboard settings window. The window title is "Live Chat Support" and it has a close button (X) in the top right corner. The main content area features a blue speech bubble icon with a white 'S' and the text: "Impress customers and sell more with Live Chat Support. To start chatting with your visitors right from Wix, simply click the 'Dashboard' button below. No sign up required!". Below this is a purple star icon and the text "Upgrade now for premium features!". There are two buttons: "Dashboard" (light blue) and "Upgrade Now" (purple).

Below the main content area are several tabs: "General" (selected), "Look & Feel", and "Localization". Under the "General" tab, there are settings for "Chat View" with options "Tab Only" (selected) and "Expanded".

The settings list includes:

- Logo/Picture:** A star icon, a blue speech bubble icon with a white 'S', and an "Add Image" button.
- Collect Name:** A checked checkbox and the text "Display a Name input field on the pre-sales form."
- Collect Email:** A checked checkbox and the text "Display an Email input field on the pre-sales form."
- Collect Phone:** A checked checkbox and the text "Display a Phone input field on the pre-sales form."
- Chat Tab Color:** A grey color swatch.

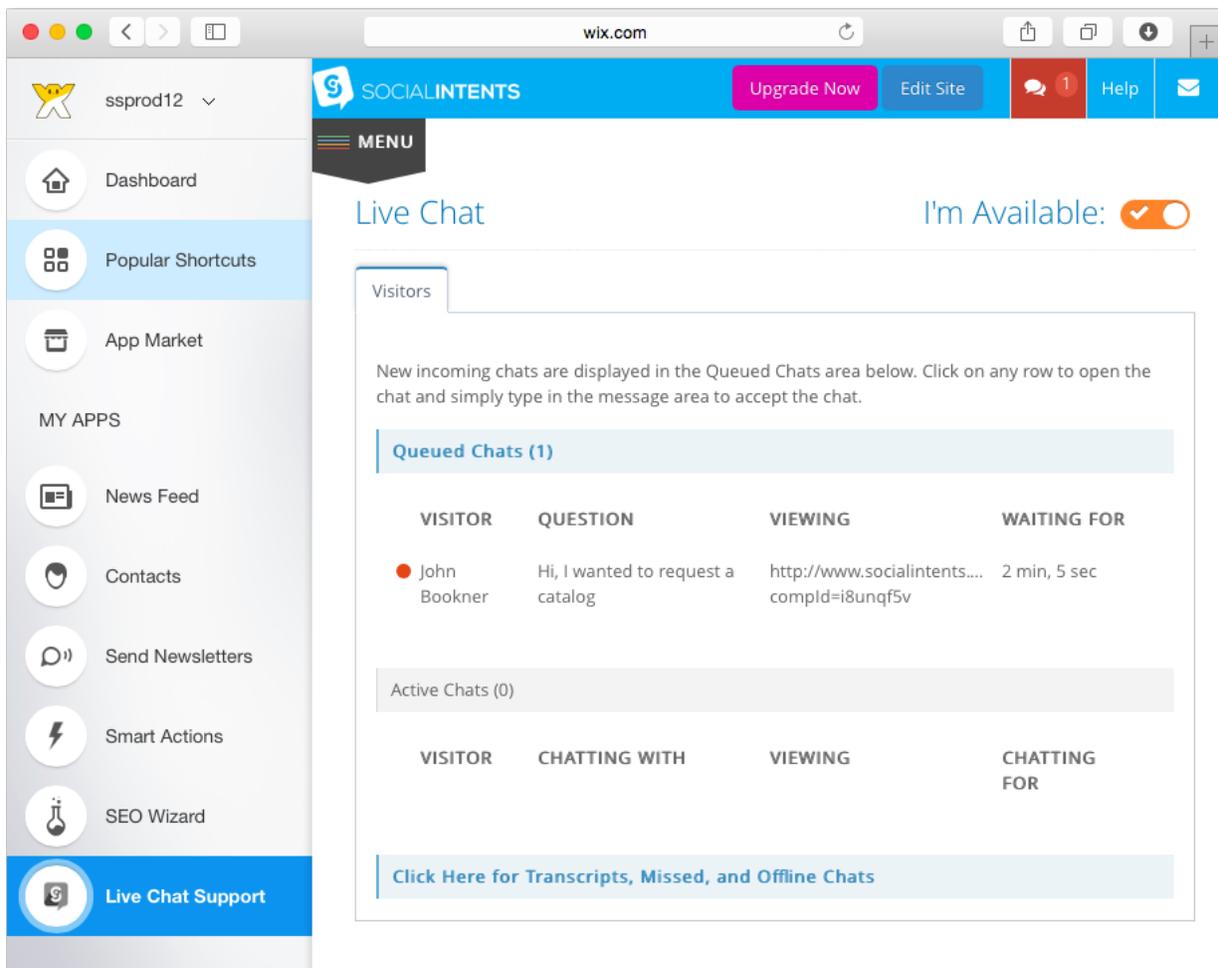
At the bottom of the window, there are input fields for "x 512", "y 599", "w 400", and "h 55".

The background shows a website editor interface with a "CONTACT" page. A chat widget is visible on the right side of the page, titled "Chat with us!". The widget contains the text "Questions? Chat with us - we're here to help! Let's get this a bit longer!". Below the text are input fields for "Your Name *", "Your Email *", "Your Phone", and "Your Question". A "Start Chat" button is at the bottom of the widget.

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.



The screenshot displays the SocialIntents Live Chat dashboard. The top navigation bar includes the SocialIntents logo, a 'MENU' button, and links for 'Upgrade Now', 'Edit Site', 'Help', and a notification icon. The sidebar on the left lists various dashboard features: Dashboard, Popular Shortcuts, App Market, MY APPS (News Feed, Contacts, Send Newsletters, Smart Actions, SEO Wizard), and Live Chat Support. The main content area is titled 'Live Chat' and has a toggle switch for 'I'm Available' which is currently turned on. Below the toggle, there is a 'Visitors' section with instructions on how to handle incoming chats. The 'Queued Chats (1)' section contains a table with one row of chat data:

VISITOR	QUESTION	VIEWING	WAITING FOR
John Bookner	Hi, I wanted to request a catalog	http://www.socialintents...	2 min, 5 sec

The 'Active Chats (0)' section is currently empty. At the bottom of the dashboard, there is a link: 'Click Here for Transcripts, Missed, and Offline Chats'.

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.

The screenshot shows a browser window with the URL `wix.com`. The page header includes the SocialIntents logo, a 'MENU' button, and navigation links for 'Upgrade Now', 'Edit Site', 'Help', and a notification icon. The main content area is titled 'Live Chat' and features a toggle for 'I'm Available:'. Below this, there are tabs for 'Visitors' and 'Chat with John Bookner x'. The 'Chat with John Bookner' window is open, displaying a message from 'John Bookner' that says 'Hi, I wanted to request a catalog'. To the right of the chat window is a 'Visitor Info' section with the following details: Name: John Bookner, Email: john@acme.com, Phone: 212-555-1234. Below this is a note 'This is their 1st visit'. The 'Browsing Details' section lists: Current Page: `http://www.socialintents.com/plugins/wixchat.jsp?compId=i8unqf5v`, Referrer: (empty), Browser: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_10_1) AppleWebKit/600.2.5 (KHTML, like Gecko) Version/8.0.2 Safari/600.2.5, and IP: 75.189.135.112. At the bottom of the chat window is a text input field with the placeholder text 'Type here and press Enter to accept chat'.

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.

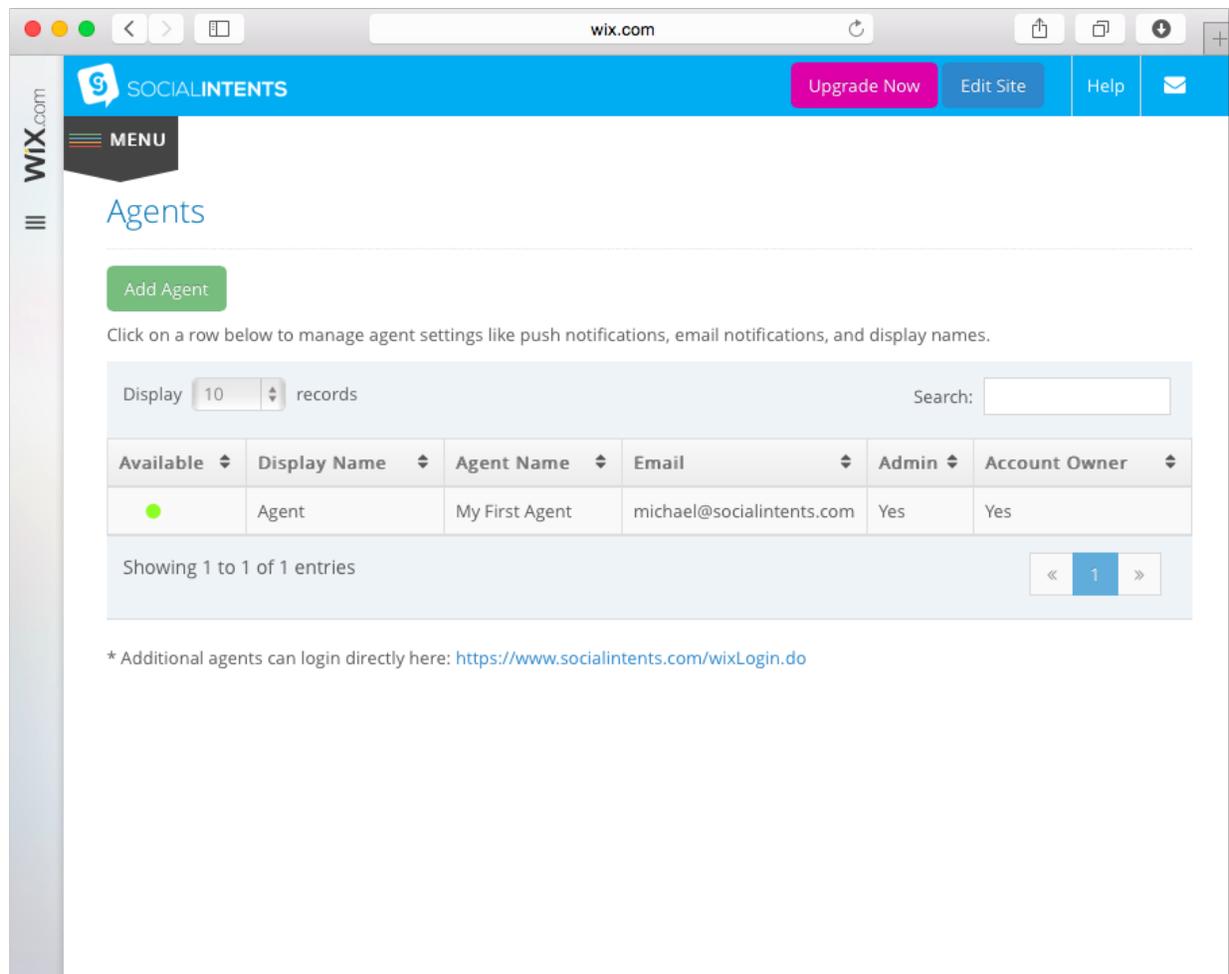
If you're likely away from your computer, we have a setting under your Agent settings called "Stay Available Even When Not Logged In". Be sure to enable this option if you want your Live Chat to stay online even when you're not. That way, you can receive an email of any incoming requests. Simply click 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.

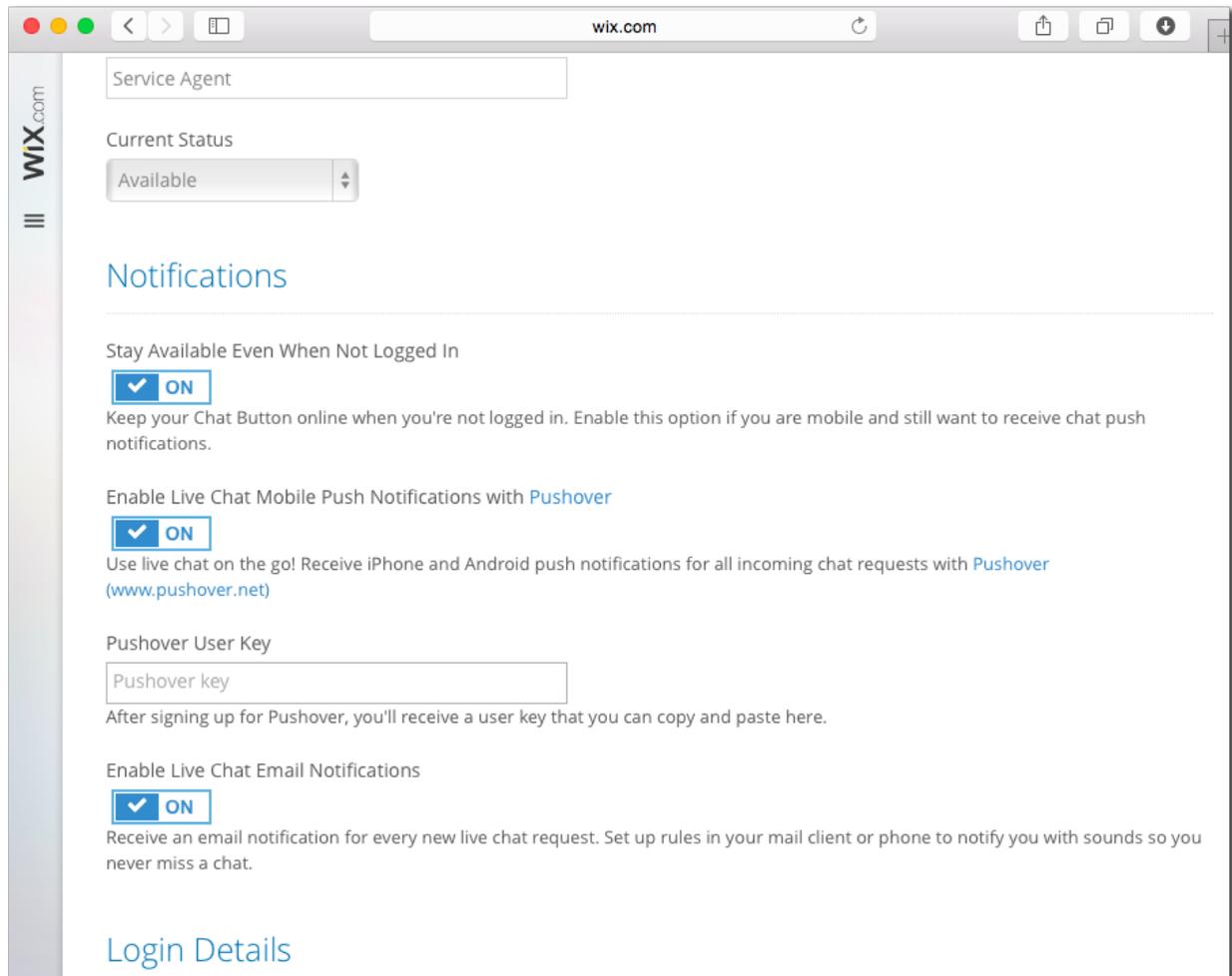
You’ll receive a mobile push notification right to your phone for every chat request. Just click the link in the notification to open the chat right on your mobile phone. This is a great way to always ensure you’ll answer all of your live chats.



The screenshot shows a web browser window with the URL `wix.com`. The page header includes the SocialIntents logo, a 'MENU' button, and navigation links for 'Upgrade Now', 'Edit Site', 'Help', and an email icon. The main content area is titled 'Agents' and features an 'Add Agent' button. Below this is a table with columns for 'Available', 'Display Name', 'Agent Name', 'Email', 'Admin', and 'Account Owner'. A single agent entry is shown with a green status dot, display name 'Agent', name 'My First Agent', email 'michael@socialintents.com', and both 'Admin' and 'Account Owner' set to 'Yes'. The table includes a search bar and pagination controls showing 'Showing 1 to 1 of 1 entries'. A footer note provides a direct login URL: `https://www.socialintents.com/wixLogin.do`.

Available	Display Name	Agent Name	Email	Admin	Account Owner
●	Agent	My First Agent	michael@socialintents.com	Yes	Yes

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

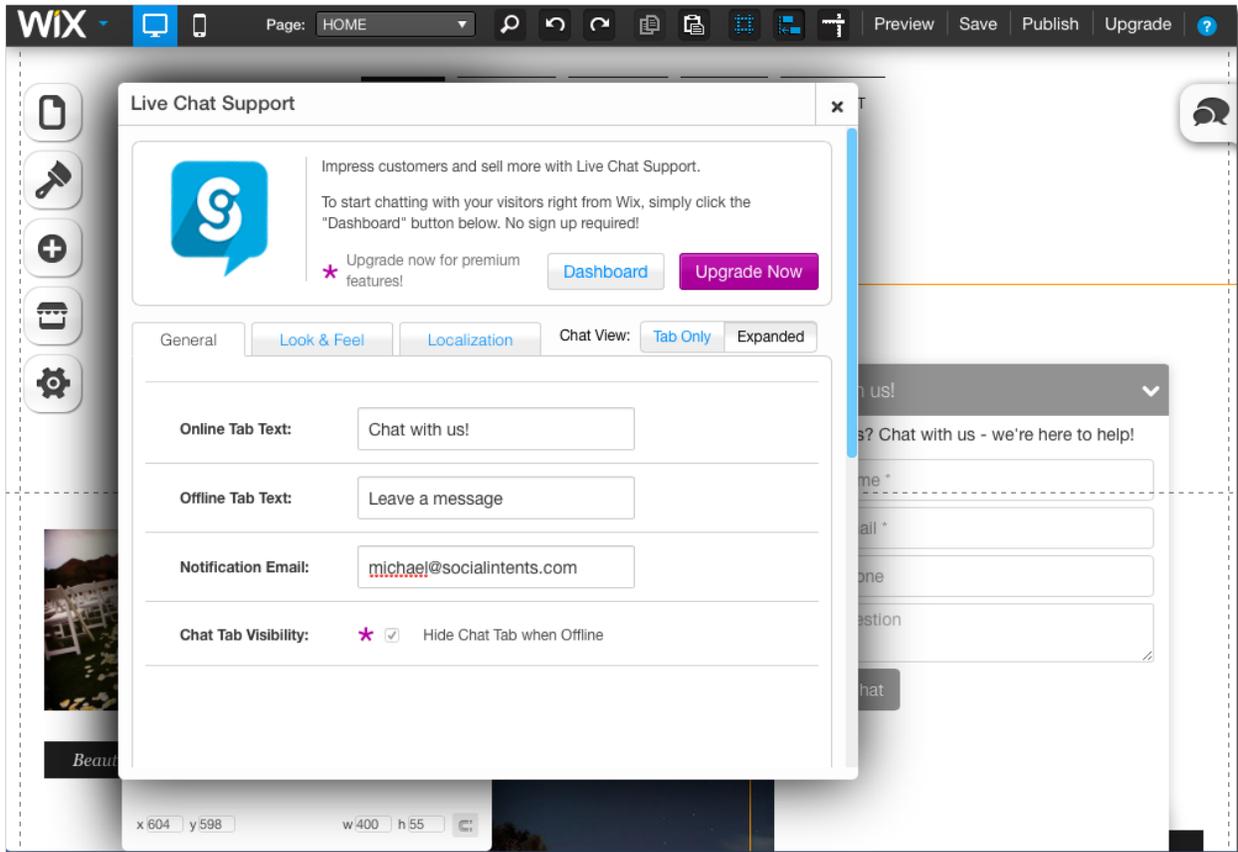
All of the configuration options for your Live Chat Support app are configurable right from Wix. Open your website editor and click on the Live Chat Support tab. Our Live Chat details will open. Select the “App Settings” button to open the Settings Editor.

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.



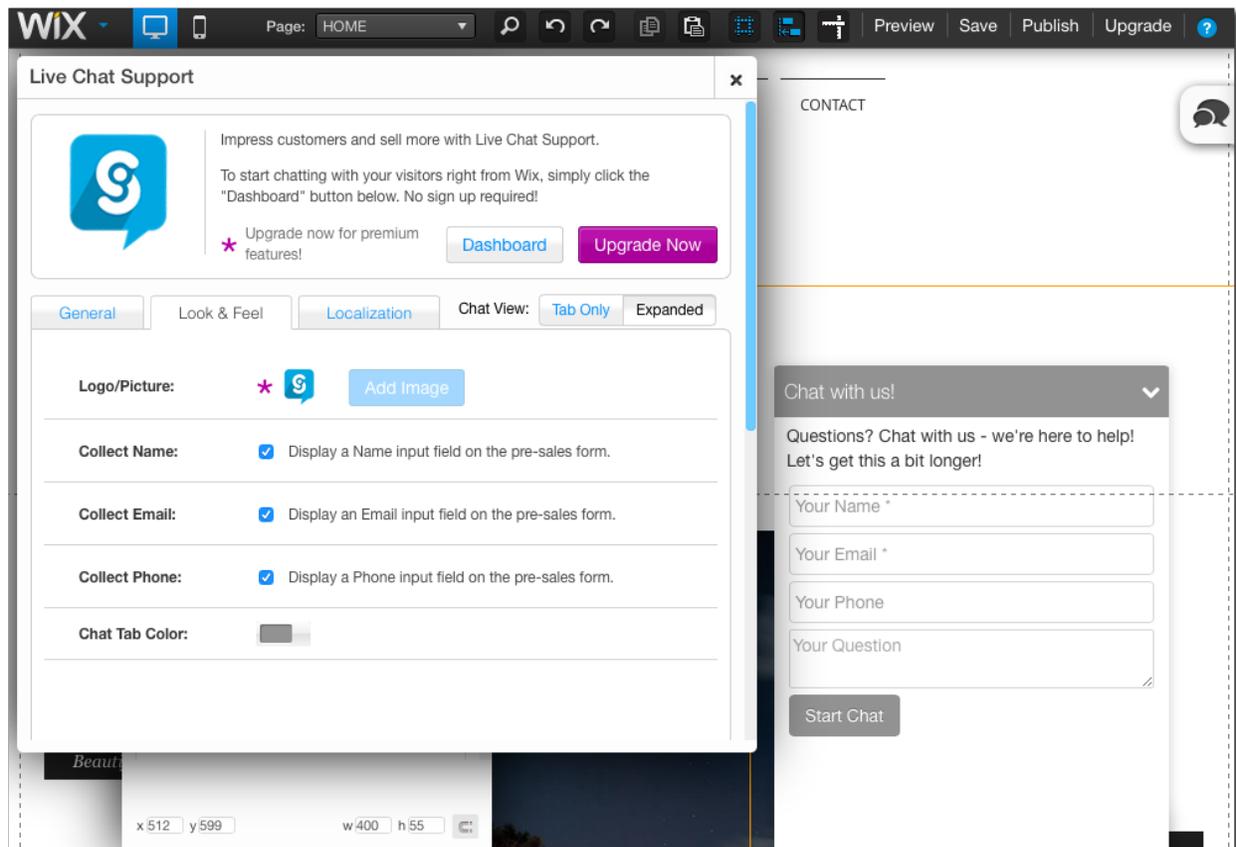
The screenshot shows the Wix Live Chat Support settings panel. The panel is titled "Live Chat Support" and includes a close button (X) in the top right corner. Below the title is a Wix logo and a message: "Impress customers and sell more with Live Chat Support. To start chatting with your visitors right from Wix, simply click the 'Dashboard' button below. No sign up required!" There is a purple "Upgrade Now" button and a "Dashboard" button. Below this is a section for "Chat View" with options "Tab Only" (selected) and "Expanded". The "General" tab is active, showing fields for "Online Tab Text" (set to "Chat with us!"), "Offline Tab Text" (set to "Leave a message"), and "Notification Email" (set to "michael@socialintents.com"). There is also a "Chat Tab Visibility" section with a premium icon and a checked checkbox for "Hide Chat Tab when Offline". The background shows a preview of a website with a chat tab visible.

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.



The screenshot displays the Wix Live Chat Support configuration interface. The top navigation bar includes the Wix logo, a mobile view toggle, and a 'Page: HOME' dropdown. The main interface is divided into two sections: a configuration panel on the left and a chat widget on the right.

Configuration Panel (Left):

- Live Chat Support:** A section with a Social Intents logo and text: "Impress customers and sell more with Live Chat Support. To start chatting with your visitors right from Wix, simply click the 'Dashboard' button below. No sign up required!". It includes a "Dashboard" button and an "Upgrade Now" button.
- General:** The active tab.
- Look & Feel:** The selected sub-tab.
- Localization:** A sub-tab.
- Chat View:** Options for "Tab Only" (selected) and "Expanded".
- Logo/Picture:** A field with a Social Intents logo icon, a star icon, and an "Add Image" button.
- Collect Name:** A checkbox (checked) with the text "Display a Name input field on the pre-sales form."
- Collect Email:** A checkbox (checked) with the text "Display an Email input field on the pre-sales form."
- Collect Phone:** A checkbox (checked) with the text "Display a Phone input field on the pre-sales form."
- Chat Tab Color:** A color selection tool.

Chat Widget (Right):

- CONTACT:** A header for the chat widget.
- Chat with us!** A dropdown menu.
- Questions? Chat with us - we're here to help! Let's get this a bit longer!** A message.
- Your Name *** A text input field.
- Your Email *** A text input field.
- Your Phone** A text input field.
- Your Question** A text area.
- Start Chat** A button.

At the bottom of the configuration panel, there are coordinates: "x 512 y 599" and "w 400 h 55".

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.

The screenshot displays the Wix Live Chat Support configuration interface. The main window is titled "Live Chat Support" and contains the following elements:

- Header:** "Impress customers and sell more with Live Chat Support. To start chatting with your visitors right from Wix, simply click the 'Dashboard' button below. No sign up required!"
- Buttons:** "Dashboard" (blue) and "Upgrade Now" (purple).
- Navigation:** "General", "Look & Feel", "Localization", and "Chat View: Tab Only" (selected) / "Expanded".
- Pre-Sales Form:**
 - Header Message:** Questions? Chat with us - we're here to help!
 - Name Placeholder:** Your Name *
 - Email Placeholder:** Your Email *
 - Phone Placeholder:** Your Phone
 - Question Placeholder:** Your Question

The background shows a "CONTACT" page with a chat widget that mirrors the configuration shown in the interface. The widget includes a "Chat with us!" dropdown, a header message, input fields for "Your Name *", "Your Email *", "Your Phone", and "Your Question", and a "Start Chat" button. The interface also shows a "WIX" logo, a "Page: HOME" dropdown, and various utility icons at the top.

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

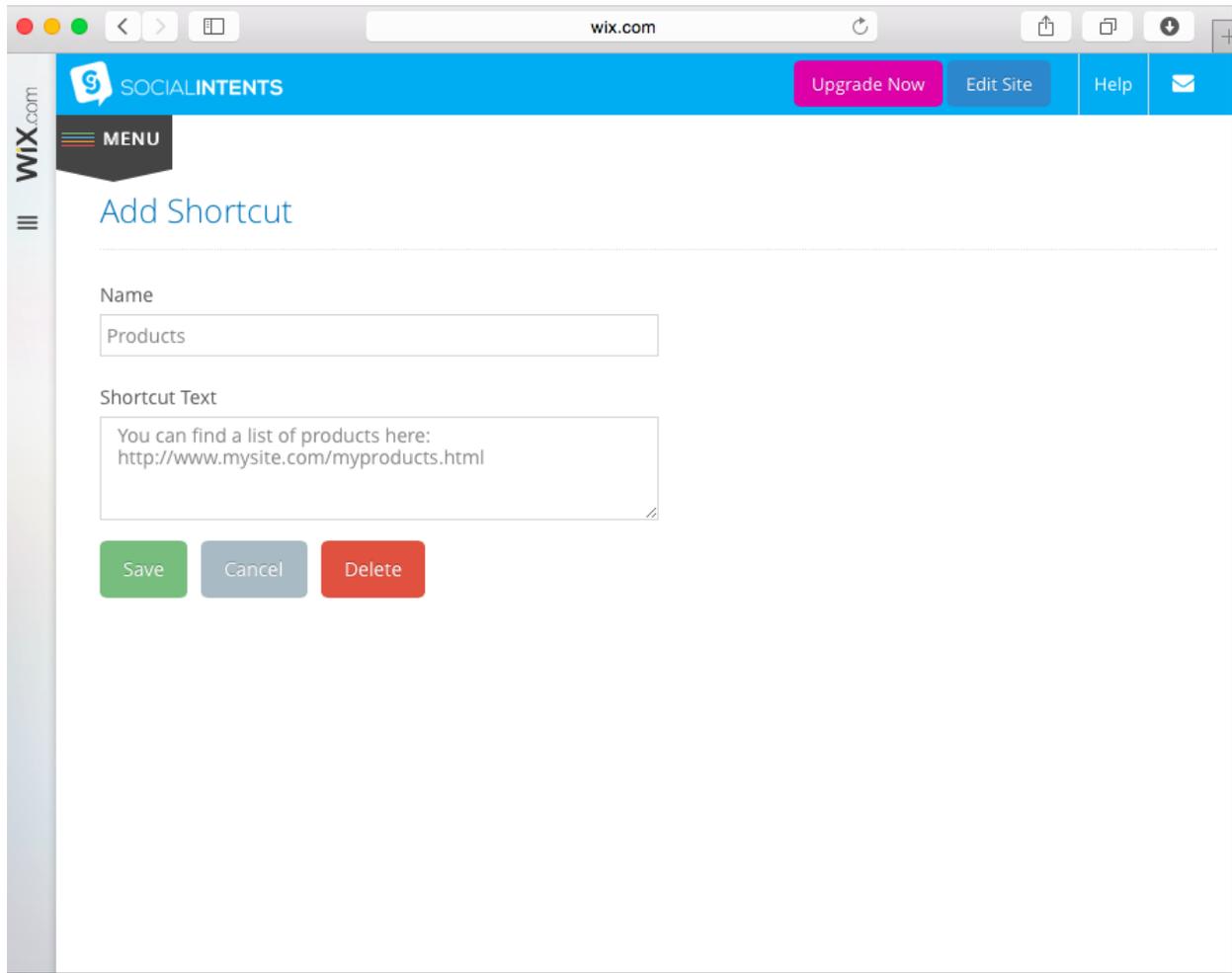
We have a mobile optimized chat that allows you to easily chat with visitors while you're on the go. You can click on an email notification or on a pushover.net notification to open the chat directly on your mobile phone and start chatting.

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

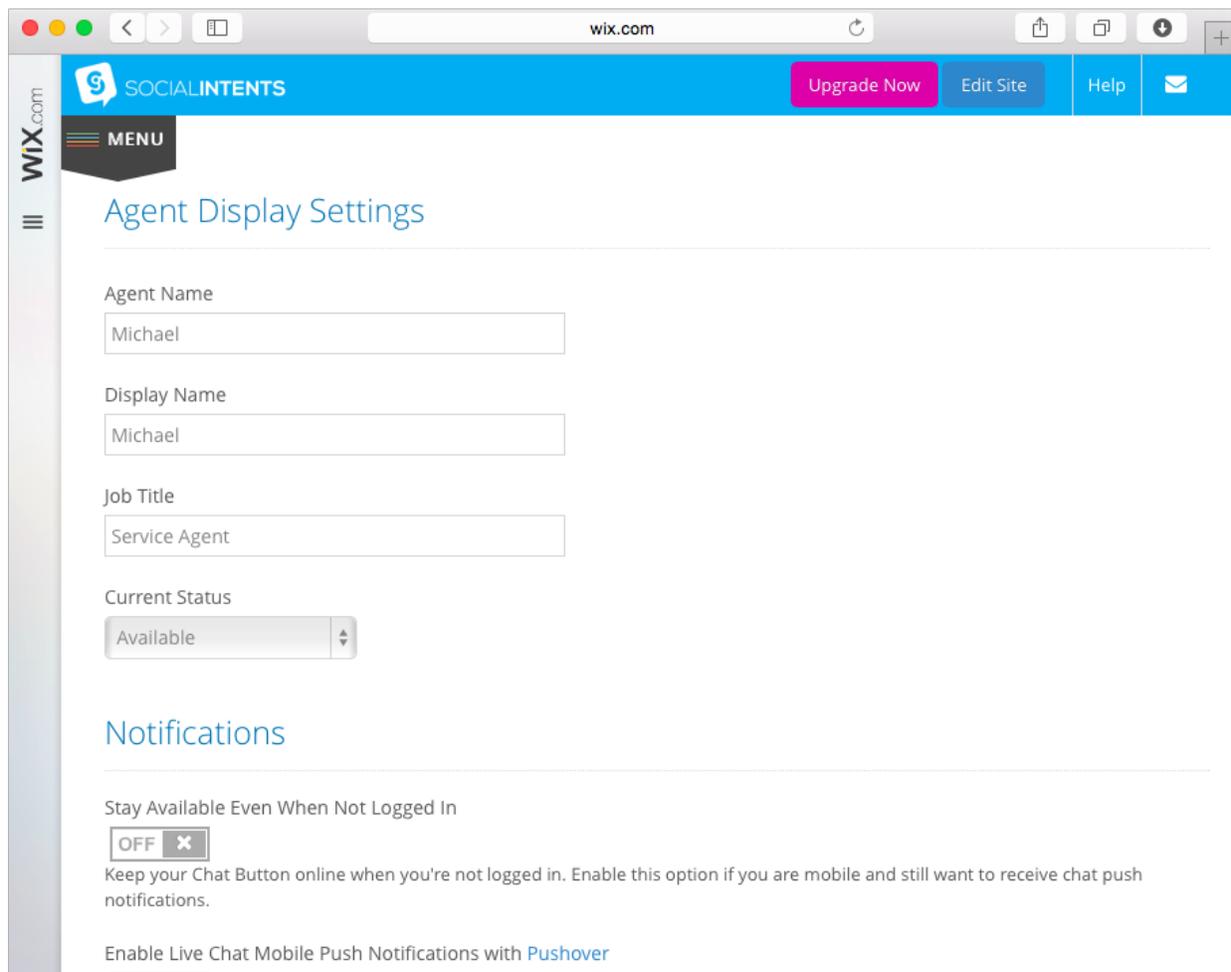
With Live Chat on Wix, you can set up as many agents as you like after upgrading to the Premium plan.

Agent Name: This is for internal use only and used as an agent's real name

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

Job Title: The job title is the subtext that displays under an 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.



The screenshot shows a web browser window with the URL 'wix.com'. The page is titled 'Agent Display Settings' and is part of the 'SOCIALINTENTS' interface. The page has a blue header with the 'SOCIALINTENTS' logo, a 'MENU' button, and three buttons: 'Upgrade Now' (pink), 'Edit Site' (blue), and 'Help' (blue). The main content area is white and contains the following settings:

- Agent Name:** A text input field containing 'Michael'.
- Display Name:** A text input field containing 'Michael'.
- Job Title:** A text input field containing 'Service Agent'.
- Current Status:** A dropdown menu with 'Available' selected.

Below the settings is a section titled 'Notifications' with the following options:

- Stay Available Even When Not Logged In:** A toggle switch currently set to 'OFF'.
- Keep your Chat Button online when you're not logged in. Enable this option if you are mobile and still want to receive chat push notifications.**
- Enable Live Chat Mobile Push Notifications with [Pushover](#)**

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.