Lively Chat Support

Lively Chat Support is the last live customer support chat you'll ever need. Talk to your visitors in real time through your customizeable chatbox. After you install Lively Chat Support, you'll be able to choose from our pre-built "Call To Action" images or upload your own.

Lively Chat Support's "Offline Mode" works as a lead-capturing machine while you sleep. You can even customize your thank you message (maybe offer a freebie for signing up).

Lively Chat Support has a few premium addons to help you get the most out of your live chat:

- **Chat from your phone** - perfect for the small business owner. Through SMS (text messages), you'll be able to stay in touch with the visitors on your website.
- **Triggers** - start conversations based on your specified criteria. For example, if they've been on your checkout page too long, ask them "Do you need help checking out?".
- **Surveys** - quick and unintrusive, surveys are a great way to learn more about your visitors (who love giving their input!).

The Free installation could not be simpler.

1. Go to Plugins/Add New. Type in Lively Chat Support and search.
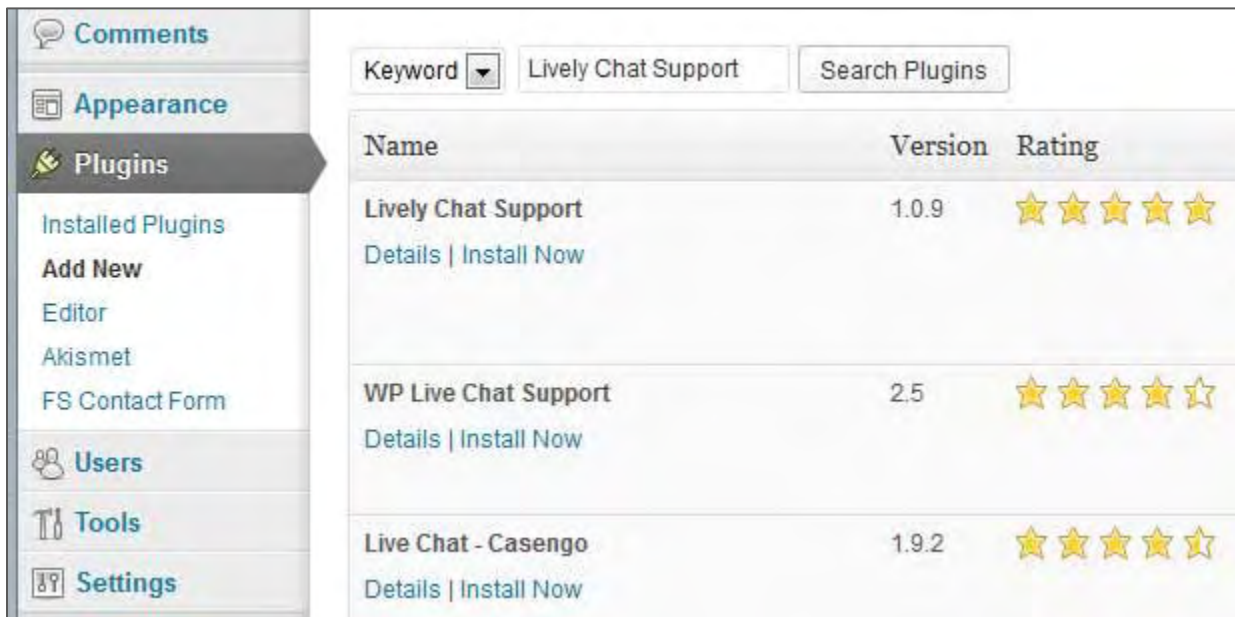
2. Once it is installed and activated, you will see a Lively Chat box in the left sidebar.
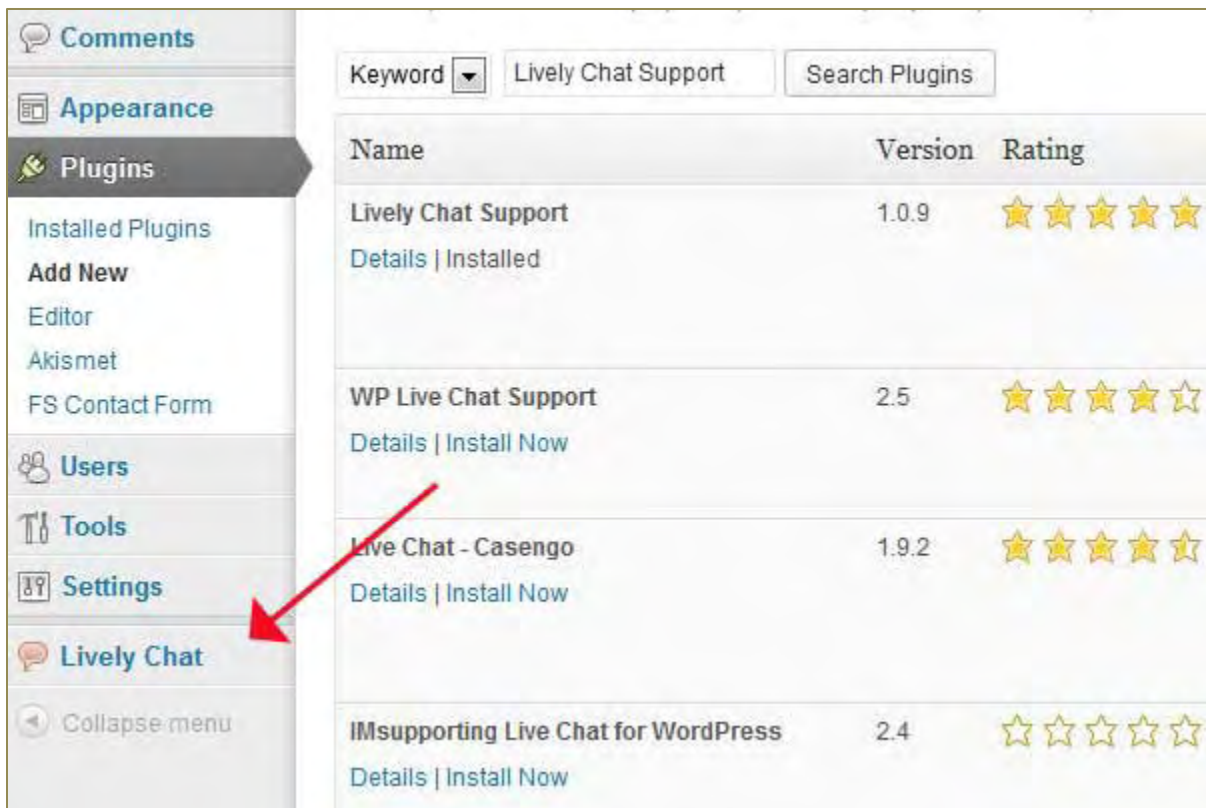
3. When you click it you will be asked to enter the name of the support person and the email. The support person should already be in the WP Users list.

4. You will now see a "Setup" screen. First of all, go to Agents and activate. Add your Name and your Avatar. This could be your company's logo. Click Save.

5. Don't worry about visitors for the moment, because you won't have any. Next, click Schedule and pick one of the four selections. If you choose Online according to office hours, you have to set the office hours by clicking Add Another Time Slot. Add the day and the hours of business.

Online According to Office Hours ▾

Is it **12:29 PM on Tuesday**? If not, change your timezone on the General Settings page.

Not seeing your agents? Make sure the "Active" column is ticked on the Agents page.

Day	Open At (eg. 6am, 6 AM, 6:00 AM)	Close At (eg. 6am, 6 AM, 6:00 AM)	Who Should Respond?	Contact Method
Monday ▾	9:00 AM	5:00 PM	Technical Support Team ▾	Wordpress ▾
Tuesday ▾	9:00 AM	5:00 PM	Technical Support Team ▾	Wordpress ▾
Wednesday ▾	9:00 AM	5:00 PM	Technical Support Team ▾	Wordpress ▾
Thursday ▾	9:00 AM	5:00 PM	Technical Support Team ▾	Wordpress ▾
Friday ▾	9:00 AM	5:00 PM	Technical Support Team ▾	Wordpress ▾

Add Another Time Slot

Save My Settings

6. Triggers, Surveys and SMS are all purchased Plugins. If you are using the free version, go to Setup. This is where you set up the Color Bar, The Call to Action and the Call to Action Image (here it is shown as the pointed box, Talk With Us Live)
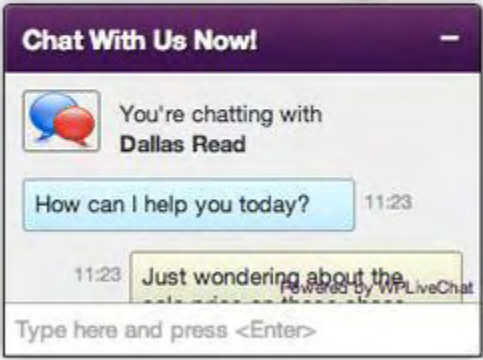
Colour

Select Color

Call To Action Text

Chat With Us Now!

Call To Action Image

Use pre-built, Choose file, or No image

http://localhost:8888/emailope

Hint: You can drag the image vertically.

Position on Screen

Hint: Aligns image if present.

Bottom Right ▾

Save My WPLiveChat

TALK WITH US LIVE

Chat With Us Now! —

You're chatting with
Dallas Read

How can I help you today? 11:23

11:23 Just wondering about the

Powered by WPLiveChat

Type here and press <Enter>

The Call to Action Image will only appear above the Chat Box. Your Chat Box should now be personalized.

7. Keep going down that page to the Offline Mode settings. You can change the Call to Action, add a graphic and a personalized thank you.

8. This is what your visitors will see When they first look at the lower right of your website:
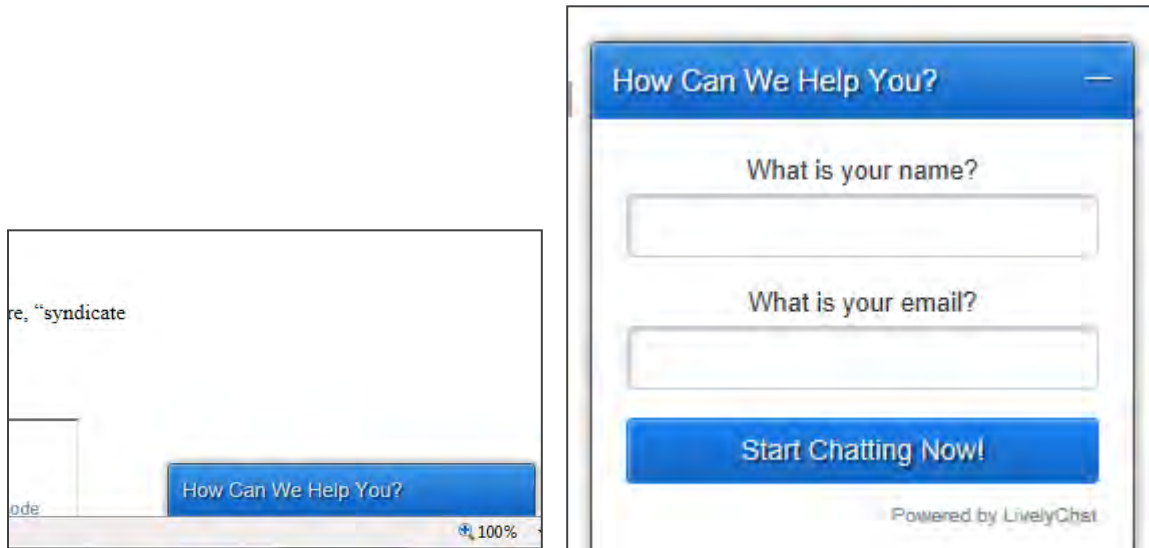

Once they click on it, it will expand, asking for a name and an email. The customer clicks Start Chatting Now

9. When you come into the office, open your website to the Dashboard and click on Lively Chat Support. Now click on Visitors. At first, there will be no one there, until someone starts a chat. When they do, you will hear a "Bing!"

10. This is what you will see: Click the name of the person with whom you want to start a conversation
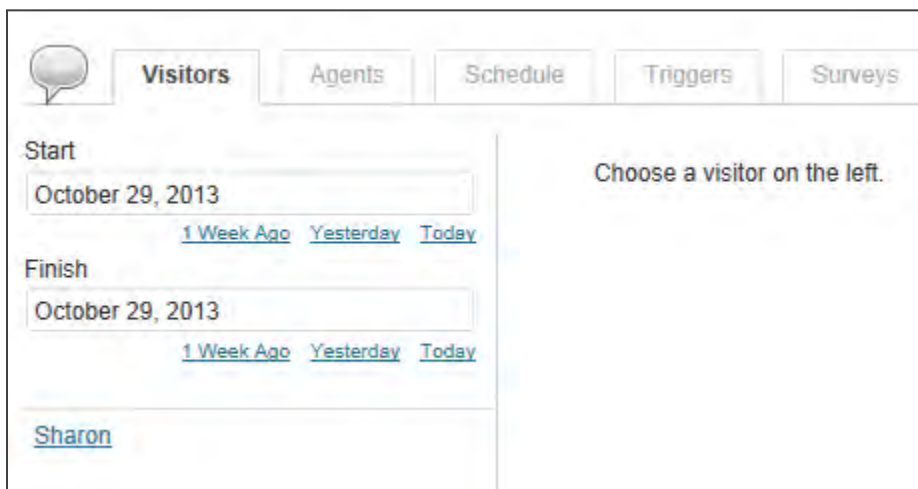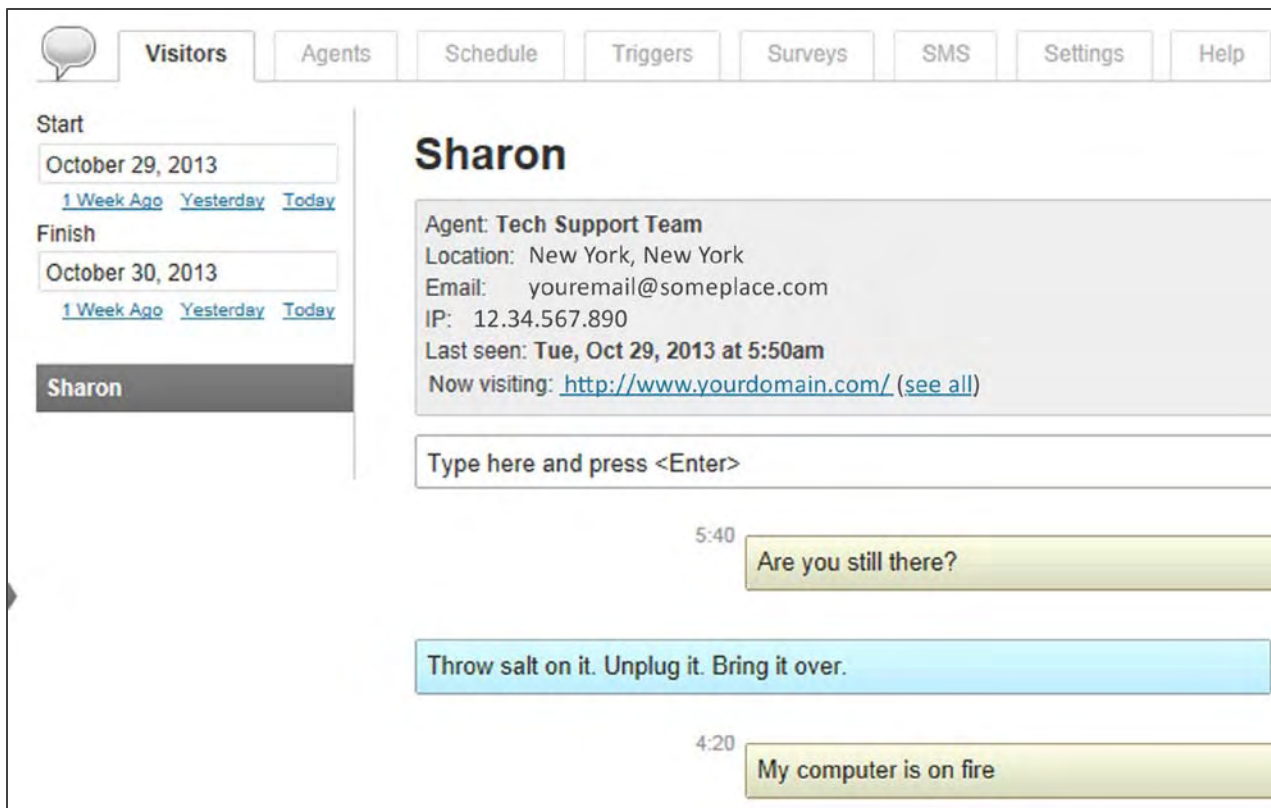
11. For the administrator, the conversation starts on the bottom and works up. The client will see a conversation starting from the top and working down.
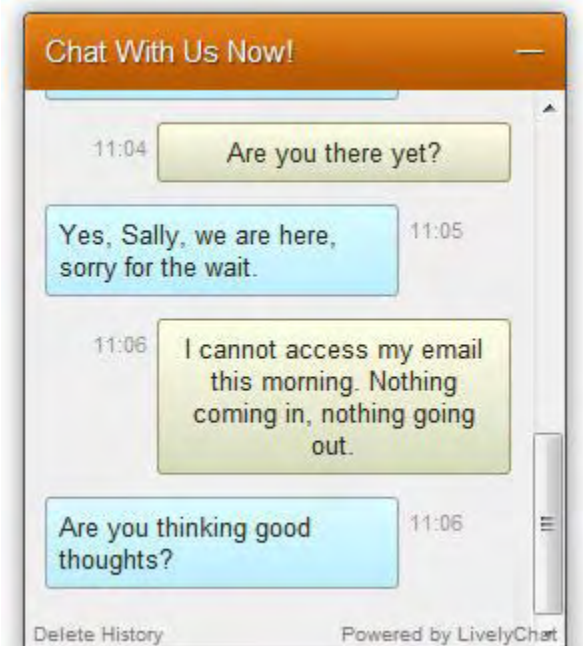
…and you are on your way. If you are using the Free Version, please do the developer the courtesy of showing "Powered by LivelyChat" on the bottom of the chatbox.

No harm in donating a few dollars, either!!