

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 customizable 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.

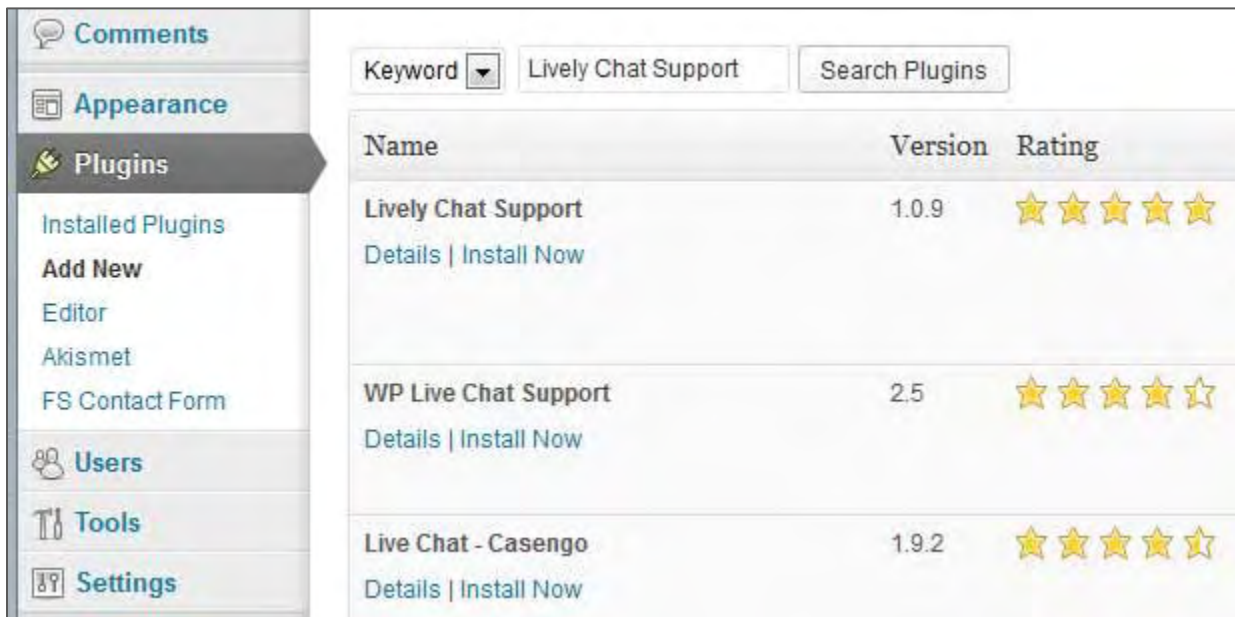
Lively Chat Support's "Offline Mode" works as a lead-capturing machine while you sleep. You can even customize your thank you message (maybe offer a freebie for signing up).

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

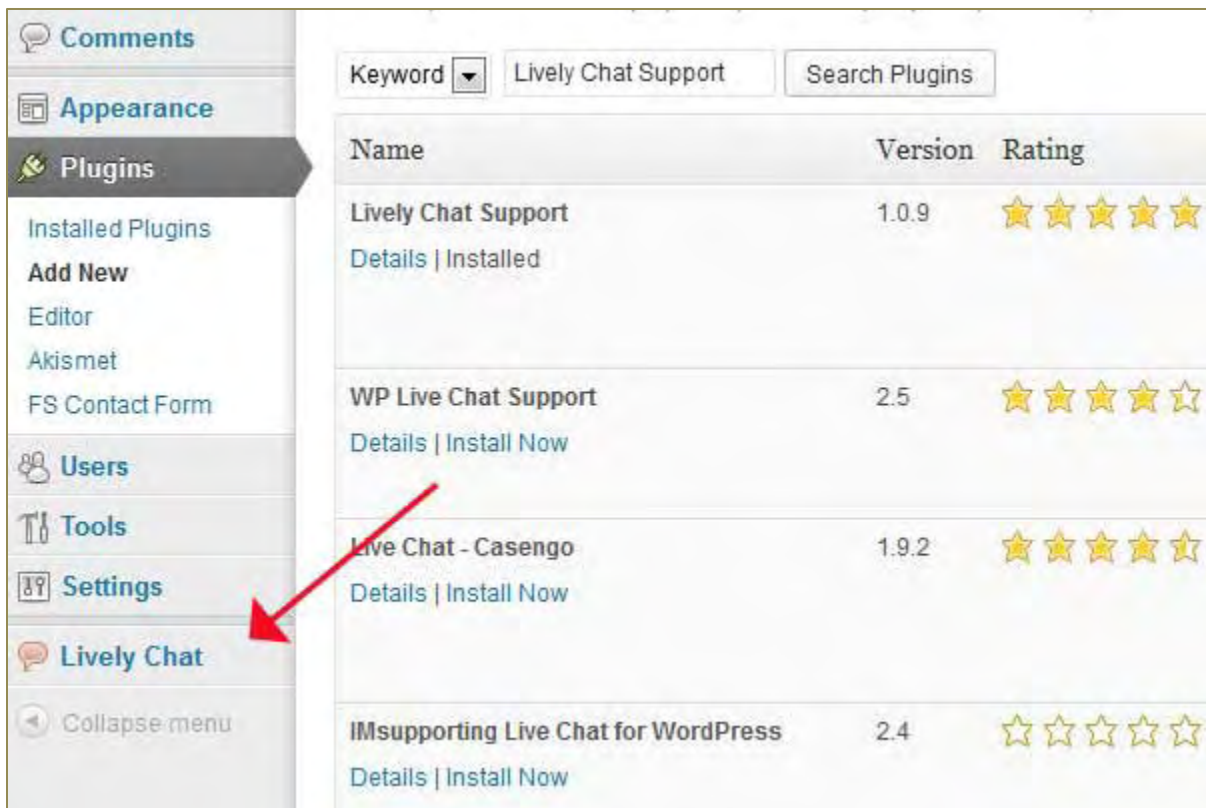
- **Chat from your phone** - perfect for the small business owner. Through SMS (text messages), you'll be able to stay in touch with the visitors on your website.
- **Triggers** - start conversations based on your specified criteria. For example, if they've been on your checkout page too long, ask them "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.

The screenshot shows the 'Just a quick setup...' screen for Lively Chat Support. It has tabs for 'Visitors', 'Agents', 'Schedule', 'Triggers', and 'Surveys'. The main content asks 'Which email address should your leads be emailed to?' with a text input field. Below it, it says 'By setting up LivelyChatSupport, you will receive Lively Chat Support updates. You can opt out at any time. We will NOT sell your email address.' Then it asks 'What's your name?' with another text input field. At the bottom is a blue button labeled 'Save My LivelyChatSupport'.

The screenshot shows the 'Setup' screen for Lively Chat Support. It has the same tabs as the previous screen. A yellow box at the top says 'Your changes have been saved.' Below it is a list of 5 steps: 1. Set up your agents on the [Agents](#) page. 2. Set your office hours on the [Schedule](#) page. 3. Visit the [Settings](#) page to change the appearance of your chat box. 4. Chat with your visitors. 5. Purchase an addon (SMS, Surveys, Triggers, or Multiple Agents!). Below this is a section 'Need extra help?' with links: '→ Is your question already on the [Wordpress Plugin Forum](#)?', '→ Visit [LivelyChatSupport.com](#).', and '→ Email dallas at excitecreative.ca.'

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.

The screenshot shows the 'Agents' setup screen. It has tabs for 'Visitors', 'Agents', 'Schedule', 'Triggers', and 'Surveys'. Below the tabs is a table with columns: 'Active', 'Default', 'Email Address', 'Display Name', and 'Avatar Url'. The first row has a checked checkbox under 'Active', a radio button under 'Default', the email 'youremail@someplace.com', the display name 'Technical Support Team', and the avatar URL 'http://yourdomain.com/wp-content/up' with a 'Choose' button. At the bottom is a blue button labeled 'Save Agents'. A red arrow points to the 'Active' checkbox.

Active	Default	Email Address	Display Name	Avatar Url
<input checked="" type="checkbox"/>	<input type="radio"/>	youremail@someplace.com	Technical Support Team	http://yourdomain.com/wp-content/up Choose

- 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 <input type="button" value="v"/>	<input type="text" value="9:00 AM"/>	<input type="text" value="5:00 PM"/>	Technical Support Team <input type="button" value="v"/>	Wordpress <input type="button" value="v"/>
Tuesday <input type="button" value="v"/>	<input type="text" value="9:00 AM"/>	<input type="text" value="5:00 PM"/>	Technical Support Team <input type="button" value="v"/>	Wordpress <input type="button" value="v"/>
Wednesday <input type="button" value="v"/>	<input type="text" value="9:00 AM"/>	<input type="text" value="5:00 PM"/>	Technical Support Team <input type="button" value="v"/>	Wordpress <input type="button" value="v"/>
Thursday <input type="button" value="v"/>	<input type="text" value="9:00 AM"/>	<input type="text" value="5:00 PM"/>	Technical Support Team <input type="button" value="v"/>	Wordpress <input type="button" value="v"/>
Friday <input type="button" value="v"/>	<input type="text" value="9:00 AM"/>	<input type="text" value="5:00 PM"/>	Technical Support Team <input type="button" value="v"/>	Wordpress <input type="button" value="v"/>

- 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)


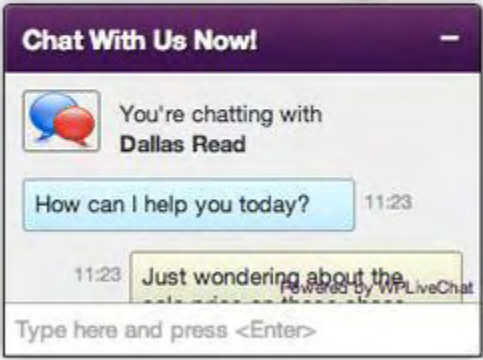
Colour

Call To Action Text

Call To Action Image
[Use pre-built](#), [Choose file](#), or [No image](#)

 Hint: You can drag the image vertically.

Position on Screen
 Hint: Aligns image if present.

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

Colour

Select Color

Call To Action Text

How Can We Help You?

Call To Action Image

[Use pre-built](#), [Choose file](#), or [No image](#)

http://yourdomain.com/w

Hint: You can drag the image vertically

Position on Screen

Hint: Aligns image if present

Bottom Right

Email responses to which address?

youremail@someplace.c

☒ Show "Powered By Lively Chat"

Save My Settings

How Can We Help You?

You're chatting with
Technical Support Team

Delete History

Powered by LivelyChat

Type here and press <Enter>

- 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.

Offline Mode (aka. the perfect lead-collection form)

Call To Action Text

Need help? We will get

Call To Action Image

[Use pre-built](#), [Choose file](#), or [No image](#)

http://yourdomain.com

Hint: You can drag the image vertically

Thank you text after submission

Thanks for contacting us. We'll get back to you as soon as we can.

Hint: Basic HTML is acceptable

Save My Settings

Need help? We will get back to you as soon as possible.

What is your name?

John Doe

What is your email?

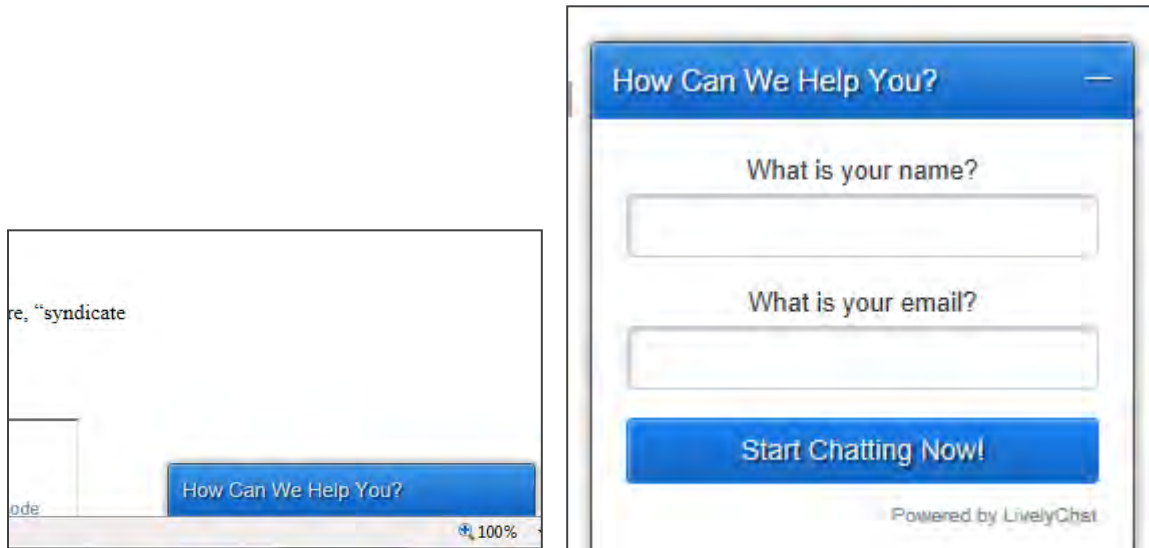
johndoe@example.com

What is your question?

Send Email

Powered by LivelyChat

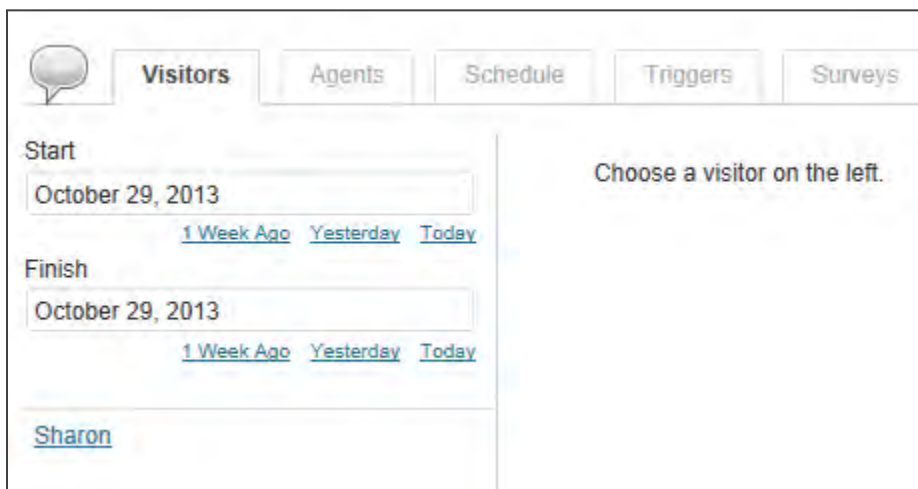
8. This is what your visitors will see When they first look at the lower right of your website:

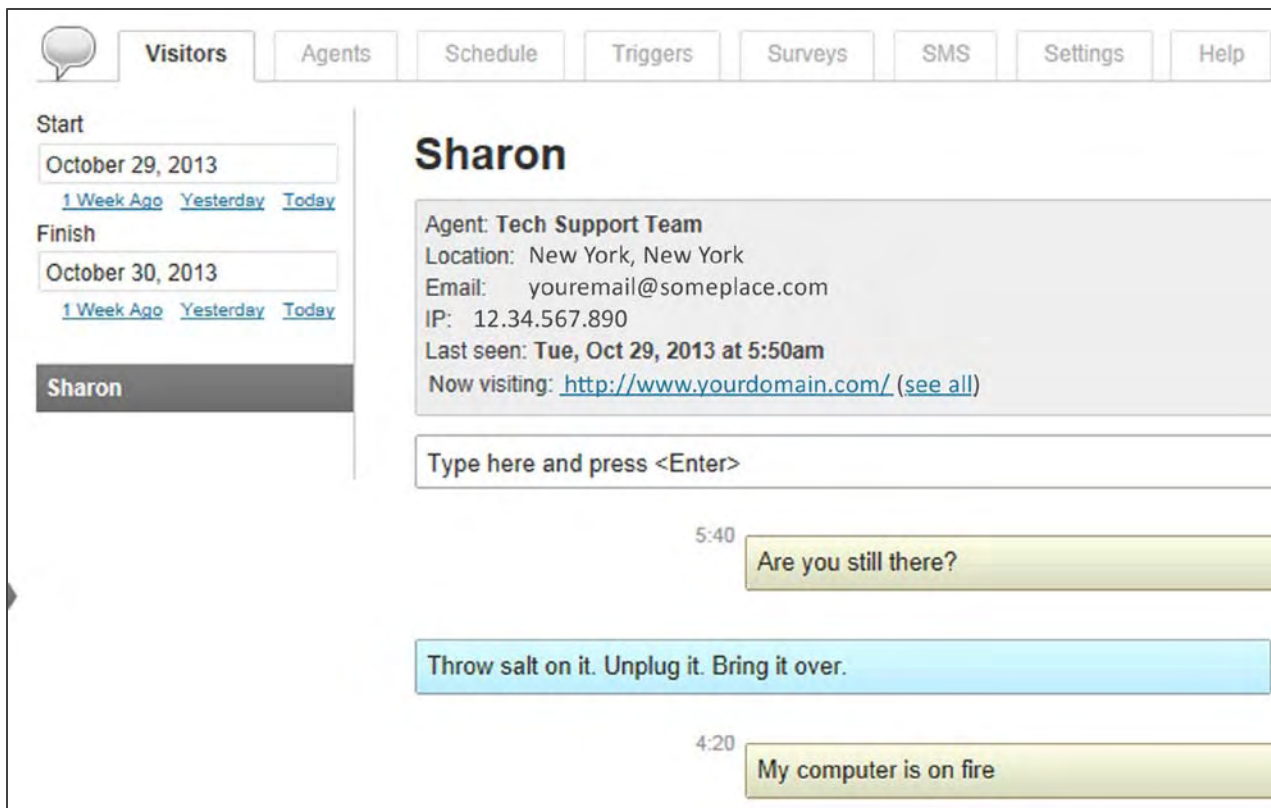


Once they click on it, it will expand, asking for a name and an email. The customer clicks Start Chatting Now

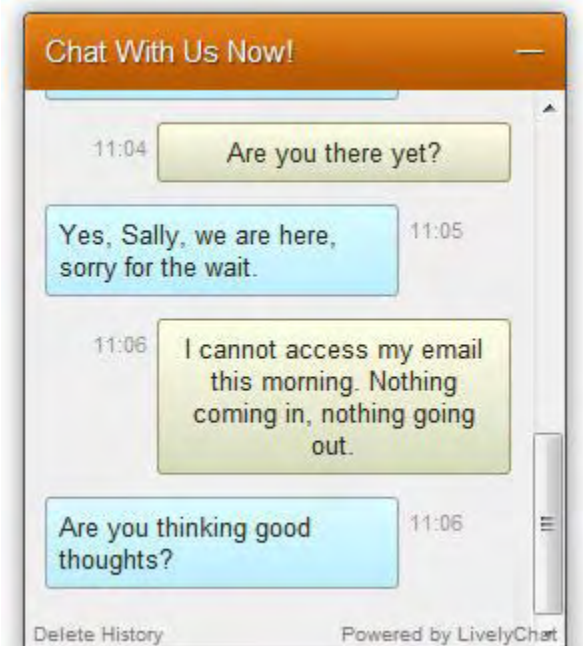
9. When you come into the office, open your website to the Dashboard and click on Lively Chat Support. Now click on Visitors. At first, there will be no one there, until someone starts a chat. When they do, you will hear a “Bing!”

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!!