

Awesome Live Chat

Documentation

First of all thank you for purchasing this plugin. I hope you feel awesome 😊 If you need any help regarding setup, installation and/or getting started which is beyond the scope of this document, please let me know via the contact form
at <http://codecanyon.net/user/KamalKhan#contact>.

Useful links: [Plugin Home](#) / [Documentation](#) / [FAQs](#) / [History](#)

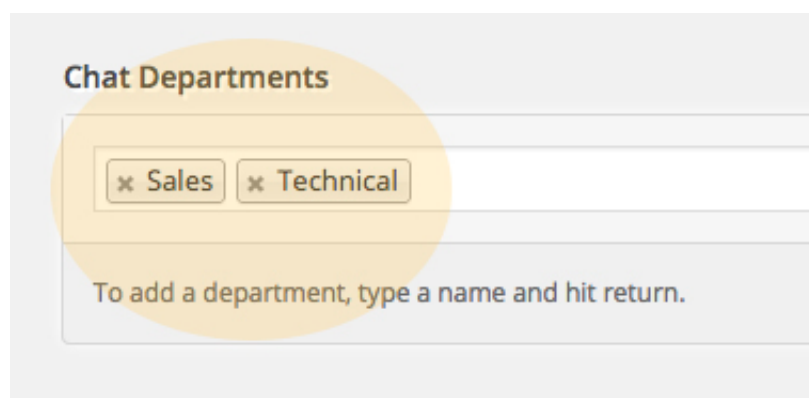
Installation

1. Head over to `http://example.com/wp-admin/plugin-install.php?tab=upload`, where `example.com` is the url to your WordPress website.
2. Browse for `awesome-live-chat-x.x.x.zip` and click **Install Now**.
3. Activate the plugin.

Departments

The first thing you need to do, is to setup one or more departments. You can do that by heading over to the plugin settings page at `http://example.com/wp-admin/admin.php?page=awesome_live_chat_admin#Departments`.

Enter the name(s) of the department you wish to create.



To save, either press `ctrl+s` (on windows) or `command+s` (on mac) or click the save button.

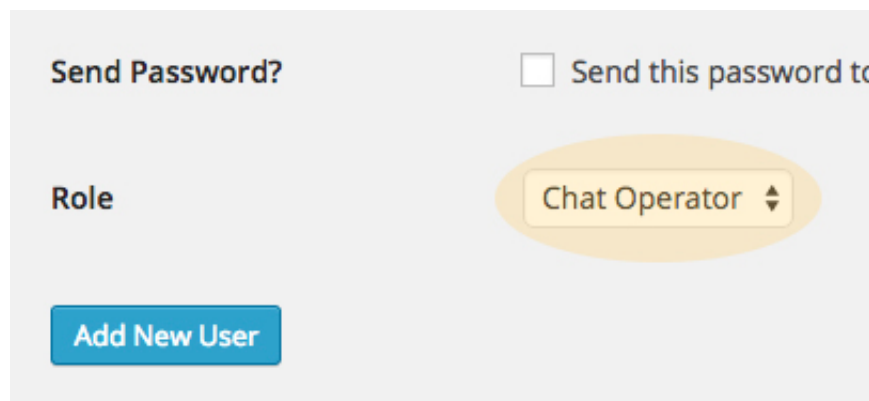
Following this step, you will need to create and add at least one operator to a department. Let's see how this is done.

Operators

Without an operator, it is sensible to believe that we would not be able to provide support or chat with a visitor coming from the website.

To add an operator, head over to the users admin page at <http://example.com/wp-admin/users.php>. You can either select an existing user to act as an operator or create a new user.

To create a new user, click the **Add New** button at the top or head over to <http://example.com/wp-admin/user-new.php>. Fill in the normal details and choose **Chat Operator** as the role for this user. You can choose any role and give the user permission to act as an operator later but this role will only allow the user to operate and nothing else. It's all up to you. Click **Add New User** at the bottom so that the user is created.

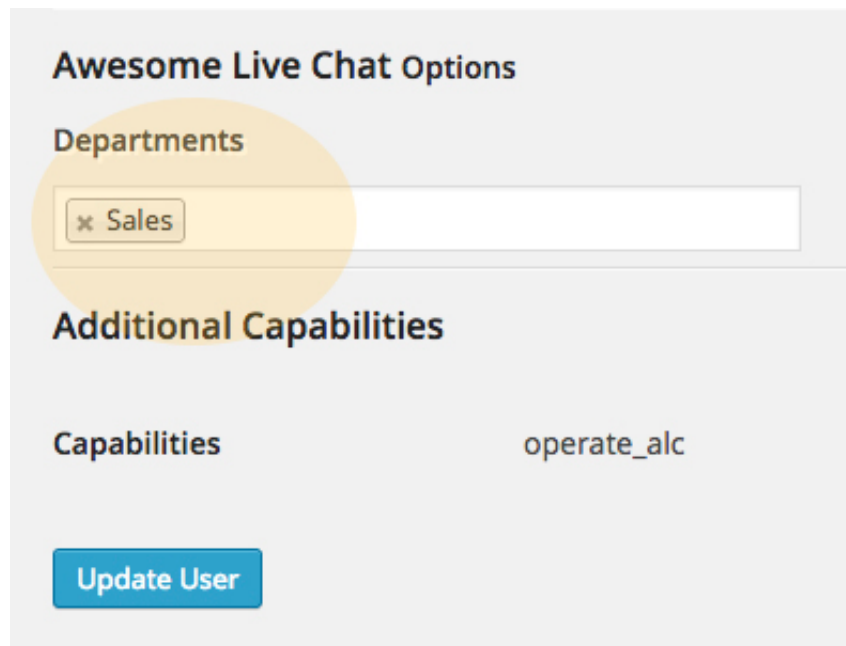


Send Password? ☐ Send this password to

Role **Chat Operator**

Add New User

Finally, to add a department, head over to the edit section of a user profile, select the departments at the bottom and click **Update User** or **Update Profile**.



Awesome Live Chat Options

Departments

✕ Sales

Additional Capabilities

Capabilities

Update User



At this point, you are all set to initiate a live chat session with your website visitors.

Initiating a chat

If you are an operator, you will be able to head over to the `Operator` sub menu of `Awesome Live Chat` in the admin at `http://example.com/wp-admin/admin.php?page=awesome_live_chat_operator`.

Click the chat panel at the bottom right of the screen to open it and listen for visitors. As soon as a visitor is wanting to chat with an operator, you will receive him here. Click on the visitor's tab that comes up and hit `Initiate a chat` to start a chat session with the visitor.

To terminate a chat session, click on the `icon` located at the top right corner of the panel. Make sure the correct visitor is in focus before doing so.

Archives

Whenever you or the visitor terminates a chat session, you as an operator may send the chat to the archives. This can be done by clicking the `Send to archives` link at the bottom of the chat screen.

Head over to the archives tab on the operator's admin page at `http://example.com/wp-admin/admin.php?page=awesome_live_chat_operator#Archives` to see the

archive. From here, you may view chat histories as well as delete them.

Database pruning

At some point, you may want to prune (flush) the chat database containing expired records (removed archives, visitors, departments) or even the entire setup.

You may do so by heading over to the settings page at http://example.com/wp-admin/admin.php?page=awesome_live_chat_admin and clicking on the **Prune database** button located at the top right corner.



You can not undo a prune so make sure you are certain.

Settings

The settings for Awesome Live Chat is explained alongside all the options you may set. Settings may be adjusted at http://example.com/wp-admin/admin.php?page=awesome_live_chat_admin.

Below is a summary of the different tabs.

About – You will need to enter your purchase code here to receive future updates.

General – This tab deals with the core adjustments of the plugin. Important options are the **Chat Avatar** and **Chat Icon** images.

Chat Mode <div>Online ▼</div> <div>Enable/disable live chat.</div>	Message Sound <div>No ▼</div> <div>Enable/disable sound on new message.</div>
Placement <div><div>× Posts</div> <div>× Pages</div> <div>× Archives</div> <div>× Home</div></div> <div>Where should the chat appear.</div>	Position <div>Right ▼</div> <div>Position the chat panel on the left or right side of a page.</div>

Chat Width

Width of the chat panel (in pixels).

Chat Height

Height of the chat panel (in pixels).

Chat Icon



24x24 pixel chat icon.

Hide Border

Hide transparent border around chat panel.

Hide Website Field

Hide the website field when online/offline.

Glass Effect

Display a see through effect during chat (will not show for iframe).

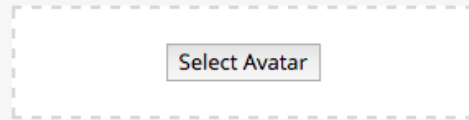
Restrict Operators

Restrict operators to their profile and chat screen only.

Responsive

Allow the chat panel to integrate well under handheld devices.

Chat Avatar



45x45 pixel avatar. Leave blank to use operator gravatars.

Border Width

Width of the border (in pixels).

Hide Status

Hide the status bar when online/offline.

Hide Department

Hide department field when there is a single department.

Transparent Modal

Display transparent modal (will not show for iframe).

Use iFrame

Render chat panel in an iframe. Useful, if encountering layout issues.

Mail – Email related options for offline mail and transcript mail may be adjusted here.

Offline Message - Subject <input type="text" value="Offline message via Awesome Live Chat"/> Subject of the email that will be sent when a visitor sends an offline message.	Offline Message - Sender Name <input type="text"/> Sender name associated with the offline message email. Leave this empty if you would like this to be set as the visitor's name.
Offline Message - Sender Email <input type="text"/> Email address associated with the offline message. Leave this empty if you would like this to be set as the visitor's email.	Offline Message - Receiver Email <input type="text" value="john@example.com"/> The email address which should receive the offline message sent by a visitor. This would be you.
Transcript - Subject <input type="text" value="Chat transcript via Awesome Live Chat"/> Subject of the transcript email.	Transcript - Sender Name <input type="text" value="WordPress"/> Sender name associated with the transcript email.
Transcript - Sender Email <input type="text" value="john@example.com"/> Email address associated with the transcript email.	Transcript - Intro email <div><p>Dear [name], The following is a transcript of the chat you had with our [department] support department.</p></div> Introductory transcript email. Use [name], [email] and [department] as variables.

Strings – text replacements for buttons, intros, status etc may be done here.

Chat Title <input type="text" value="Awesome Live Chat"/>	Status - Online <input type="text" value="We are online"/>
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Title of the chat panel.

Status when online.

Status - Offline

We are offline

Status when offline.

Status - Wait

Connecting you with an operator

Status when visitor is waiting for an operator.

Status - Start

You are now chatting with [operator]

Status when chat is initiated.
Use [operator] as variable to hold the operators name.

Name Field

Name

Name field text in form.

Website Field

Website

Website field text in form.

Email Field

Email

Email field text in form.

Message Field

Message

Message field text in offline form.

Department Field

Department

Department field text in form.

Button - Offline

Send Message


Button text on offline form.

Button - Online

Start Chat

Button text on online form.

Intro - Online

 Add Media

Visual

Text

B *I* U “ ” ABC ☰ ☷ ☰ ☷ ↶ ↷ 🔗 ✂ ✂

Fill in the form below so
that one of our
operators may help you


p

Welcome Message

Hello [name], how may I help you.

Welcome message when chat is initiated (global).
Can be overridden by an operator as well.
Use [name] as placeholder to hold the users name.

Intro - Offline

 Add Media

Visual

Text

Introductory text to display before the form, when online.

Fill in the form below to send us a message.

p

Introductory text to display before the form, when offline.

Skin – Adjust overall look and feel of the front-end chat panel here. Including fonts and colors.

Header Font

Alegreya Sans SC

Google font for the chat header. See a list of [google fonts](#).

Body Font

Sans Serif

Google font for the chat body. See a list of [google fonts](#).

Primary Color

Select Color

Primary color of the chat panel. This includes the header and confirmation buttons.

Primary Text Color

Select Color

Primary text color of the chat panel (the header).

Secondary Text Color

Select Color

Secondary text color of the chat panel (the status bar).

Secondary Color

Select Color

Secondary color of the chat panel. This includes the status bar and cancellation buttons.

Border Opacity

20

Opacity of the chat border.

Border Color

Select Color

Transparent border color.

CSS – Any custom css rules may be provided here. These will override the default rules.

Javascript – If you need custom script, you may do so here.

Block – Provide ip-addresses of visitors you wish to block.

Socket – If you have bought the socket.io server, this is where you can enable and adjust the connection settings.

Factory restore

To restore all settings to their factory defaults, head over to the settings page at `http://example.com/wp-admin/admin.php?page=awesome_live_chat_admin` and clicking on the **Restore to factory** button located at the top right corner.



You can not undo a restore so make sure you are certain.