



## Accepting a chat

When there is an incoming chat, the Alerter will notify you with a pop-up message. Click on the notification to open the Operator Panel.

Click the **Accept** button to chat with the visitor.


The Alerter will notify every operator logged into your LiveHelpNow account at the same time. The first one to accept a chat will be assigned to it.

## Inviting visitors to chat proactively

You can invite visitors browsing your site to chat with you, help with their questions, and direct them to relevant resources.

Here's how:

1. Select a browsing visitor from the visitor grid.

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2. Type your message into the chat box to the right of the visitor grid, and [Send] the invitation.
3. The visitor will be presented with your message and will be able to accept or reject the chat.

**TIP:** Visitors who have been on your site for a short time will probably not accept chat requests.

It is best to wait for a visitor to browse a number of pages, especially if those pages are product-related.

## Visitors/Chats status & multitasking

Visitors and chats are color coded according to their status:

	<b>Yellow-</b> Visitor waiting for a response
	<b>Red-</b> Visitor waiting for chat
	<b>Green-</b> Operator waiting for response
	<b>Gray-</b> Visitor has not interacted today
	<b>Blue-</b> Visitor has interacted today

Watch for **yellow status icons** when chatting with multiple visitors. When a visitor is waiting for a response, you will hear a soft chime sound within the operator panel.

## The Alerter operator console

The Alerter is the recommended way to login to and logout of LiveHelpNow. It will save your credentials and give you pop-up notifications of incoming chats.

**Download Alerter** [www.livehelpnow.net/alserter](http://www.livehelpnow.net/alserter)

Install the Alerter and enter your login credentials when prompted. If you always work from the same computer select 'remember me on this computer'.

## Using the Alerter

Right-click on the Alerter icon to go Online, Offline, or to access the Settings menu.





**IMPORTANT:** Be sure to go 'Offline' before leaving your desk at the end of the business day.

## Creating canned messages










1. Click [Switch to admin panel] at the top of the Operator panel and select the 'Chat System' tab.
2. Click [Canned messages]
3. Select Responses, Links, or Images
4. Click the [Add] button located at the bottom.
5. Enter a title and message, click [Add] to save.
6. Click [Switch to Operator Panel] at the top to return to the Operator Panel.

## Operator Panel Icon Glossary

### Visitors/Chats

	Country flag
	Returning visitor- A visitor that has been to your website before.
	Search referral- A visitor coming from a major search engine like Google, Yahoo, or Bing.

### Operator Tools

	Canned messages
	File transfer
	Transfer chat
	Translator
	Spell check
	Email transcript
	Print transcript
	Remote Assistance
	Terminate chat