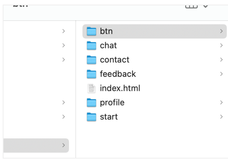
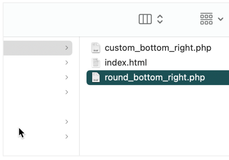
Custom Live Chat Template

The Template Files Explained



1 Each view has his own folder similar to the javascript files. Here you can create multiple views for each section, therefore give more options for your custom template.



2 Let's browse into a folder, here we can see two files for example with clear names what they do. This is important name your views clearly so they can be understand from the operator.

3 Open a file with your preferred editor, again each file is commented through so you won't get lost but we will go through each option here.

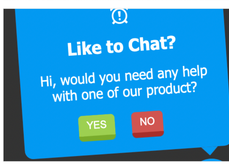
4 There is an array called $wtplsett and this should never be renamed neither the array keys like: chatposition, customjs or customcss. You always edit the value see number 5.

5 You always want to change the value and not the key. Here for example we define the chat position and the link to the javascript file that is needed for that particularly view.

6 The next array called $btnsett is responsible for the preview and options for the operator side, it is commented through. Again only change the value and never the array name or key.

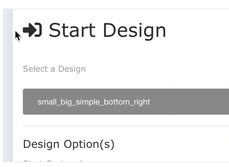
7 The next part comes from the possible custom options you have set in number 6. They will make sure they will be executed when changed from the operator.

8 Finally the html to display for this view. Here we have four views inside the button view itself: Online View, Offline View and Engage View and Hide

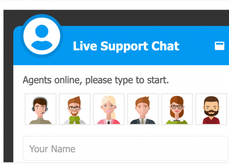


9 Depend on the website visitor and operator status it will load one of the views. This is for example the engage view inside the button template.

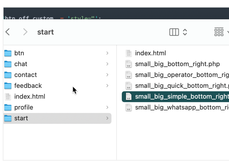
10 This will be the offline view for the website visitor. Because no operator is online the offline (button) will be shown.



11 Let's have another look into a start template, selected in the operator panel. As you can see now why it is important to choose a clear name what the template does.

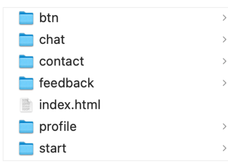


12 At the client side (website visitor) it will look like this. The chat will be opened small, possible to make it big and we ask only for a name and a question.



13 In the template structure itself you will find the file in the start folder and the name is the same as we have selected above (see number 11).

14 Opening the file with your editor will give you again the same structure as the btn template we have explained above but this file is responsible for the start view.



15 So for each view you have template files, makes it easy to modify and add more. Hope that guide helps you to create your own custom template.