

# 4. Phrases and Language Packs

*Predefined text, language packs and waiting messages.*

**2** Title

Department

All

Language

En

Message Type

**3** Standard

Display messenger after

15 seconds **4**

Standard Answer / Text

**1** Group Chat Full

Group Chat Off

Group Chat Welcome

Quickstart Page

Feedback Page

Contact Page

Start Page

Leave

Welcome

Ended

**1** You should never delete a single message, except custom ones! Always create complete language packs when adding a new language.

**2** You can add custom waiting messages for your website visitors when they start a chat conversation.

**3** The message type use standard for custom created messages. This messages are fired automatically after a certain waiting time in the chat.

**4** Select the time when the message should be shown in the conversation. Please note it only shows until an operator picks up the live chat.