4. Phrases and Language Packs

Predefined text, language packs and waiting messages.

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.