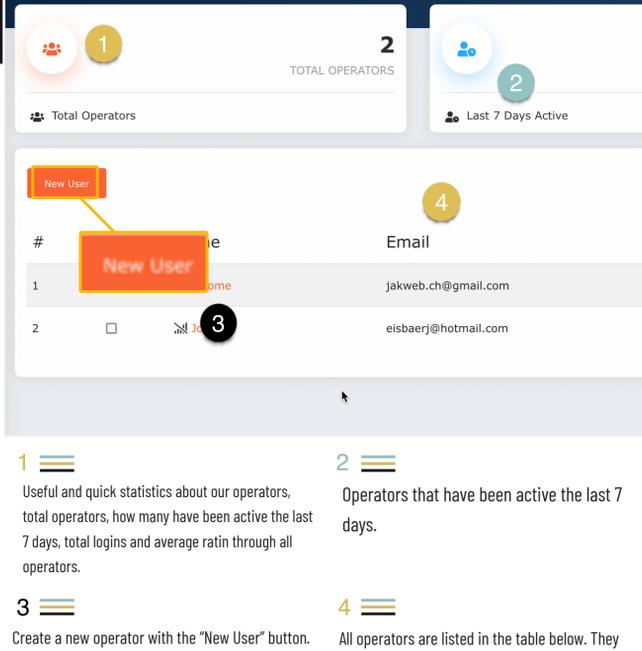


Users / Operators

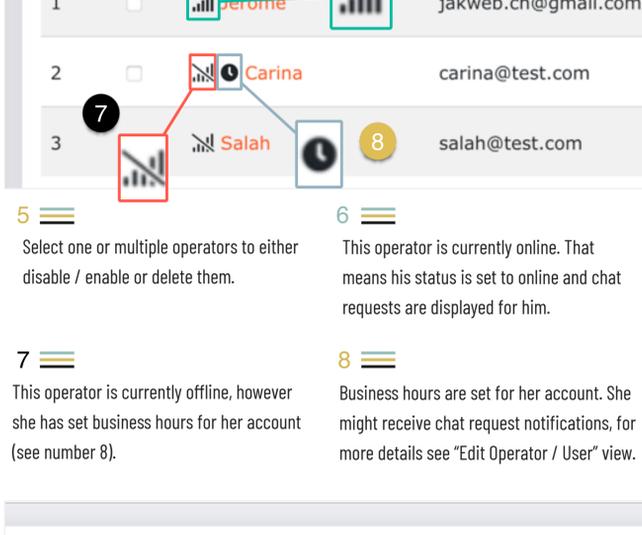


1 Useful and quick statistics about our operators, total operators, how many have been active the last 7 days, total logins and average rating through all operators.

2 Operators that have been active the last 7 days.

3 Create a new operator with the "New User" button. To create a super operator please read following article: <https://www.jakweb.ch/faq/a/4/add-super-operators>

4 All operators are listed in the table below. They can be edited, disabled, deleted and each one has an extended statistic about their performance.

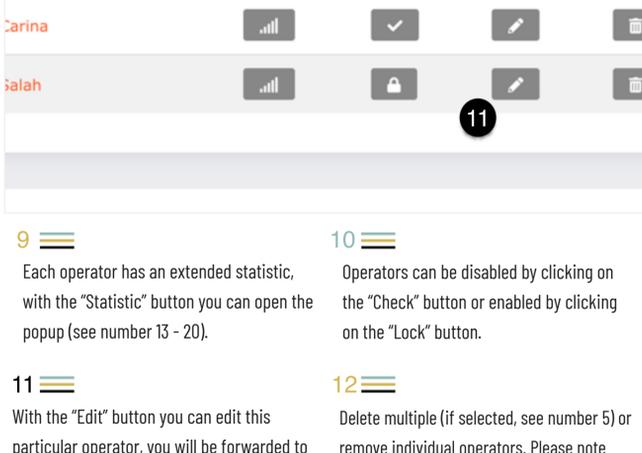


5 Select one or multiple operators to either disable / enable or delete them.

6 This operator is currently online. That means his status is set to online and chat requests are displayed for him.

7 This operator is currently offline, however she has set business hours for her account (see number 8).

8 Business hours are set for her account. She might receive chat request notifications, for more details see "Edit Operator / User" view.



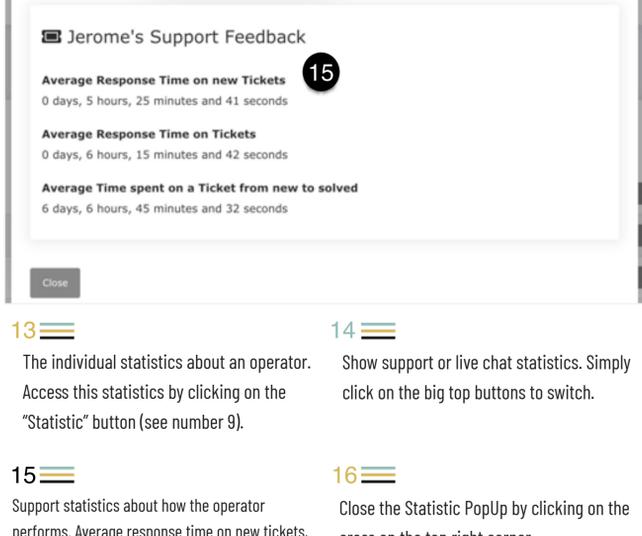
9 Each operator has an extended statistic, with the "Statistic" button you can open the popup (see number 13 - 20).

10 Operators can be disabled by clicking on the "Check" button or enabled by clicking on the "Lock" button.

11 With the "Edit" button you can edit this particular operator, you will be forwarded to the "Edit Operator / User" view.

12 Delete multiple (if selected, see number 5) or remove individual operators. Please note super operators are protected from removal.

Operator Statistics

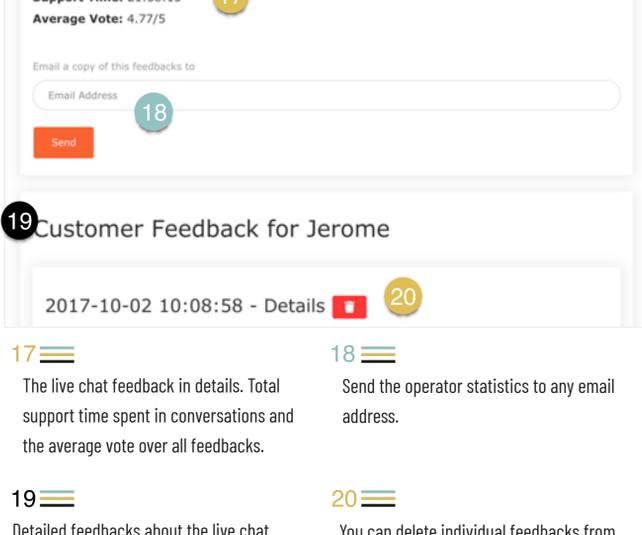


13 The individual statistics about an operator. Access this statistics by clicking on the "Statistic" button (see number 9).

14 Show support or live chat statistics. Simply click on the big top buttons to switch.

15 Support statistics about how the operator performs. Average response time on new tickets, average response time on tickets in general and average time from new to solved.

16 Close the Statistic PopUp by clicking on the cross on the top right corner.



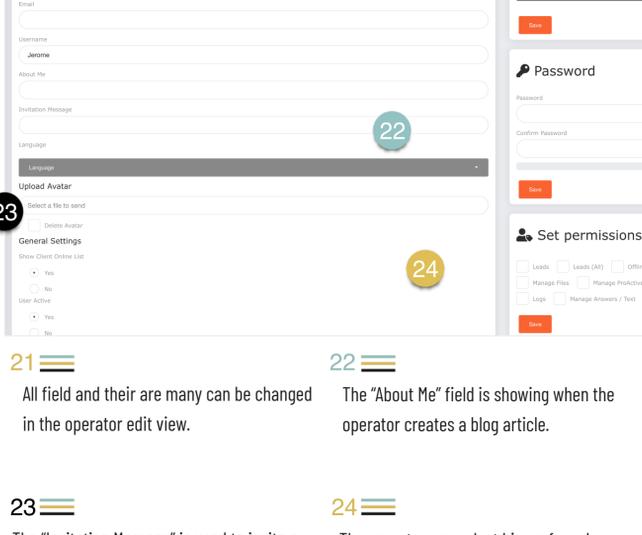
17 The live chat feedback in details. Total support time spent in conversations and the average vote over all feedbacks.

18 Send the operator statistics to any email address.

19 Detailed feedbacks about the live chat conversation from the customer.

20 You can delete individual feedbacks from the customer if they are inappropriate.

Edit Operator / User

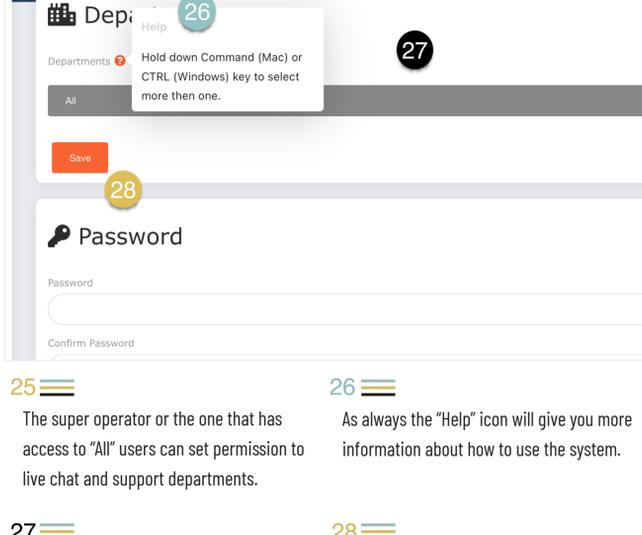


21 All fields and their values can be changed in the operator edit view.

22 The "About Me" field is shown when the operator creates a blog article.

23 The "Invitation Message" is used to invite a website visitor to a conversation. Of course it can also be changed when inviting someone.

24 The operator can select his preferred language, this will only change the language for himself.

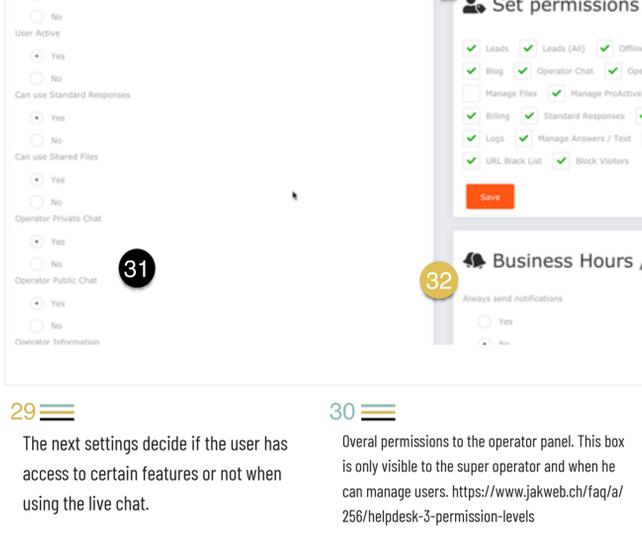


25 The super operator or the one that has access to "All" users can set permission to live chat and support departments.

26 As always the "Help" icon will give you more information about how to use the system.

27 You can select multiple departments for the operator. When you select all your other selected departments are unselected.

28 The "Save" button will always save all changes made. They do not save only the box you have clicked the save button.

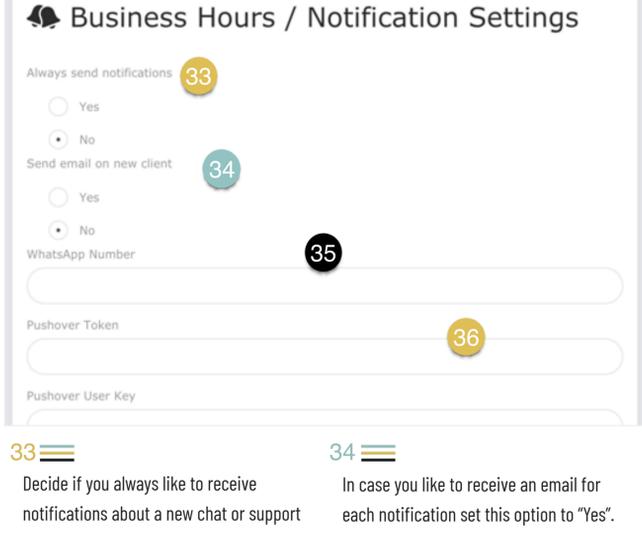


29 The next settings decide if the user has access to certain features or not when using the live chat.

30 Overall permissions to the operator panel. This box is only visible to the super operator and when he can manage users. <https://www.jakweb.ch/faq/a/206/helpdesk-3-permission-levels>

31 Operator to Operator chat can be allowed or denied here. The public operator chat is a chat room where all operators can anticipate.

32 Business hours and notifications can be set here, see number 33 - 36 for more details.

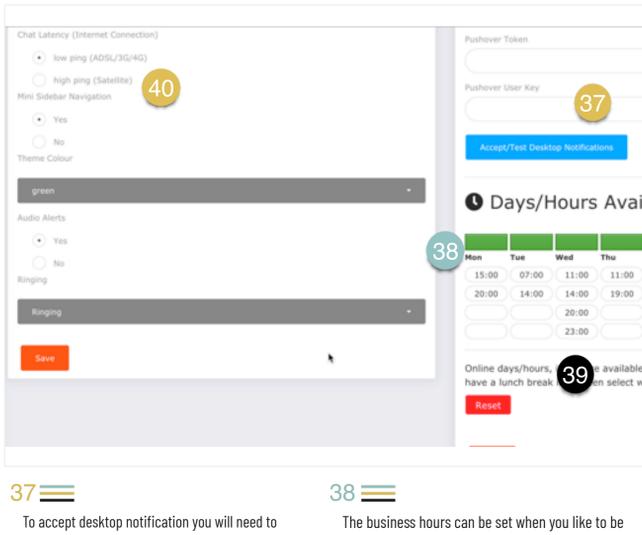


33 Decide if you always like to receive notifications about a new chat or support request.

34 In case you like to receive an email for each notification set this option to "Yes".

35 The WhatsApp number to show yourself available on the live chat widget if WhatsApp has been turned on. <https://www.jakweb.ch/faq/a/206/whatsapp-chat-feature>

36 The PushOver Token and Key if you have an account for it and downloaded the app: <https://www.jakweb.ch/faq/a/142/push-notifications-via-pushover>



37 To accept desktop notification you will need to confirm by clicking this button. Please note desktop notification will only work on SSL protected installations. (E.g. <https://helpdesk3.com>)

38 The business hours can be set when you like to be online. This way you don't need to be physically online at all times. Get notified when a customer needs your attention.

39 The "Reset" button will set the business hours table back to standard.

40 Should you have a slow internet connection (slow ping) you can change this setting to the Satellite setting. This way the chat behaves normally.