

Departments

The departments page explained.

| # | Title | Description |
|---|--------------|-------------------------|
| 1 | Live Support | Edit this department to |

1

You can create as many chat departments you like. You can set operators for certain departments only and even setup a email address for it.

Add a Department

Title

Email Address

FAQ URL

2

The title of the department, the email address (also used for the contact form when a single department is used) and the FAQ URL. The FAQ can be used to link to your own FAQ DB.

| Edit | Active | Delete | Order |
|-------------|---------------|---------------|--------------|
| | Active | Delete | 1 |
| Edit | Active | Delete | Order |

3

You can edit the department, set in inactive/active, remove it or change the order. Please note the first department cannot be deleted or deactivated.