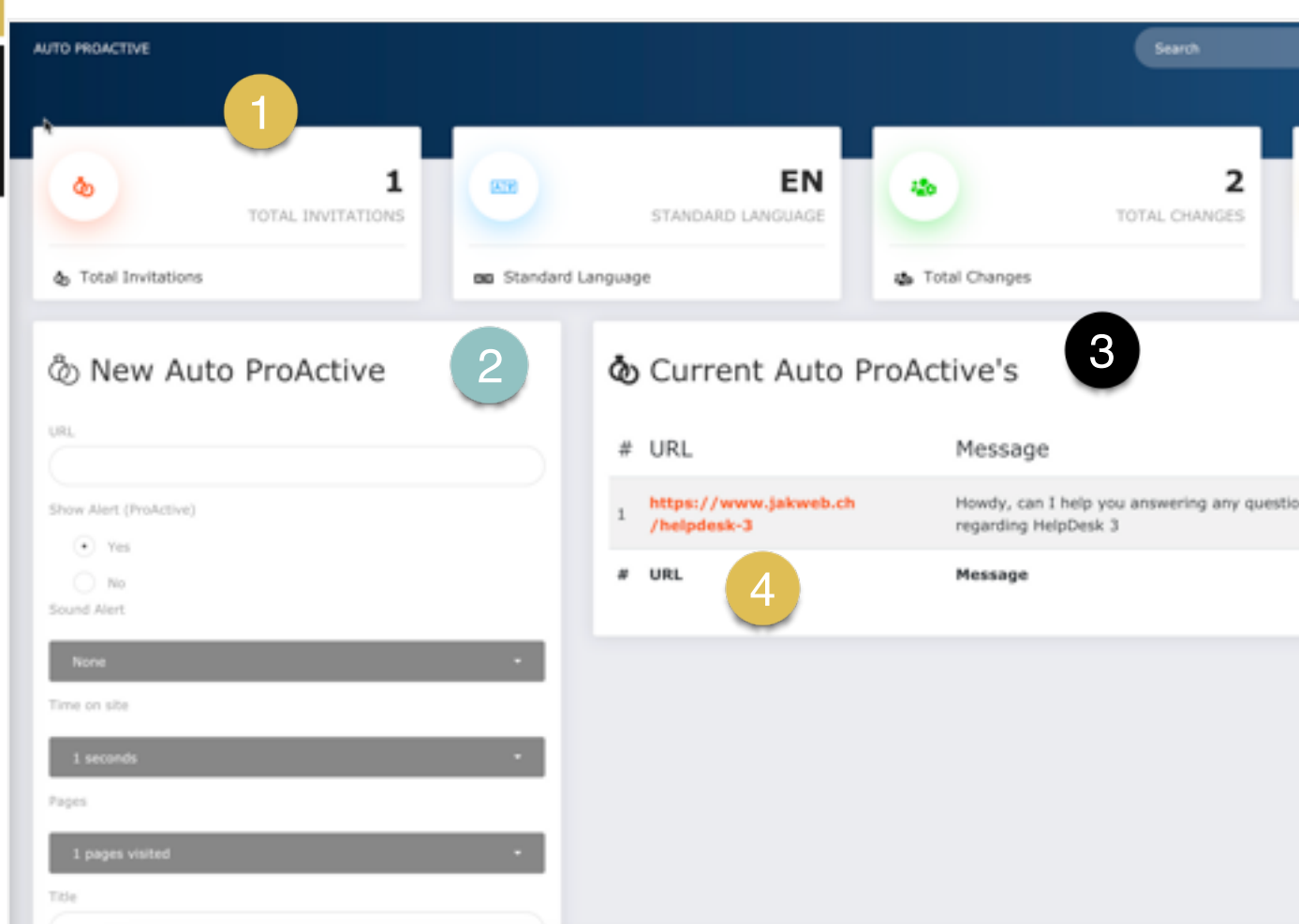


## 6. Auto ProActive / Engage



1

The small statistics about your ProActive / Engage messages. You know the drill by now. :)

2

The form to create new ProActive / Engage messages. Please see below for more details.

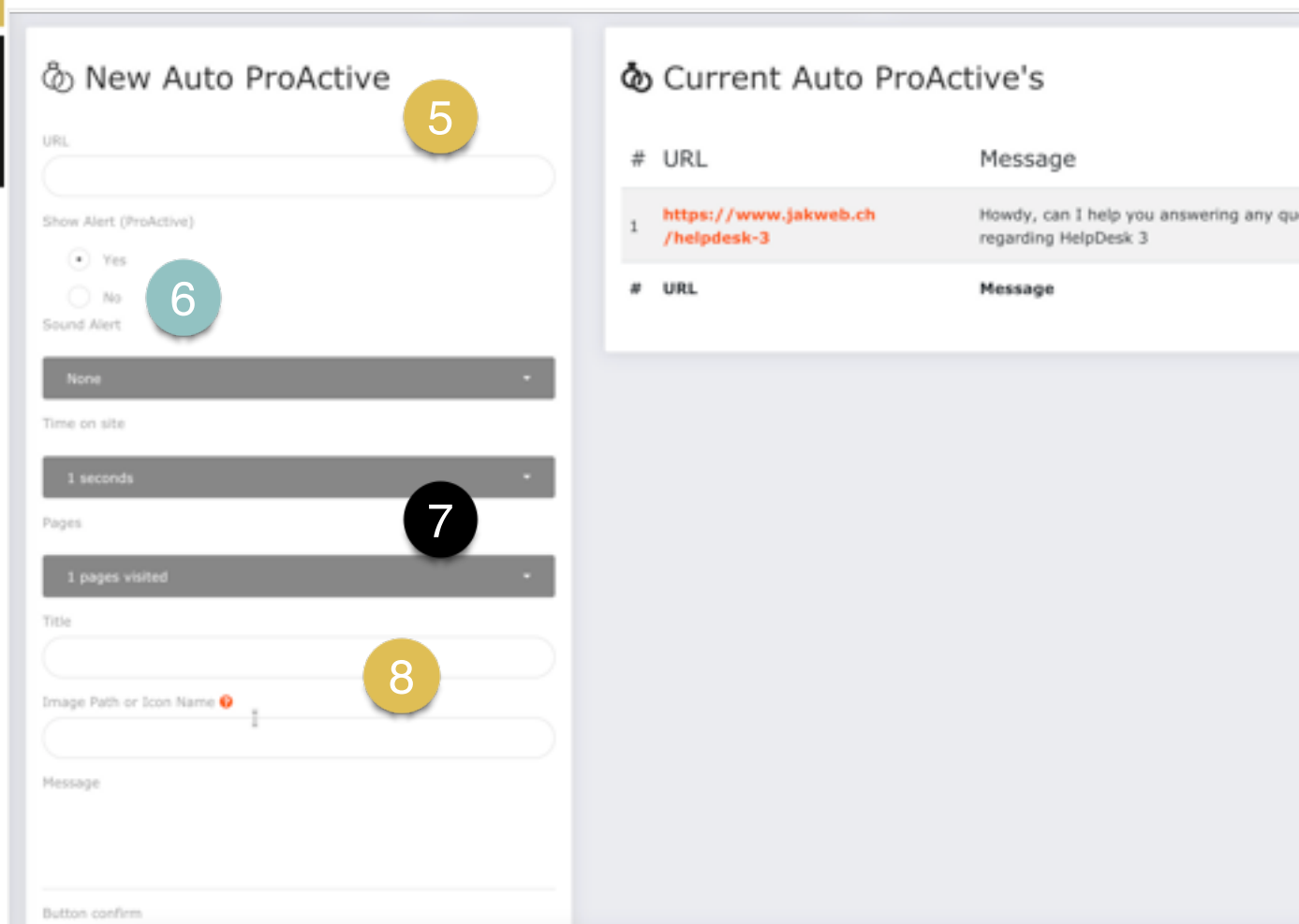
3

The table where all ProActive / Engage messages are listed. You can edit and remove each individual message of course.

4

The URL is also the link to “Edit” the ProActive / Engage message. On the right you have also a “Edit” Button.

## Add ProActive / Engage Message



5

Add the exact URL where you like to fire the ProActive / Engage message. The best way is to copy / paste the URL from your browsers.

6

You can decide if you like to show the ProActive window (Yes) or open the chat and show the message directly in the chat (No).

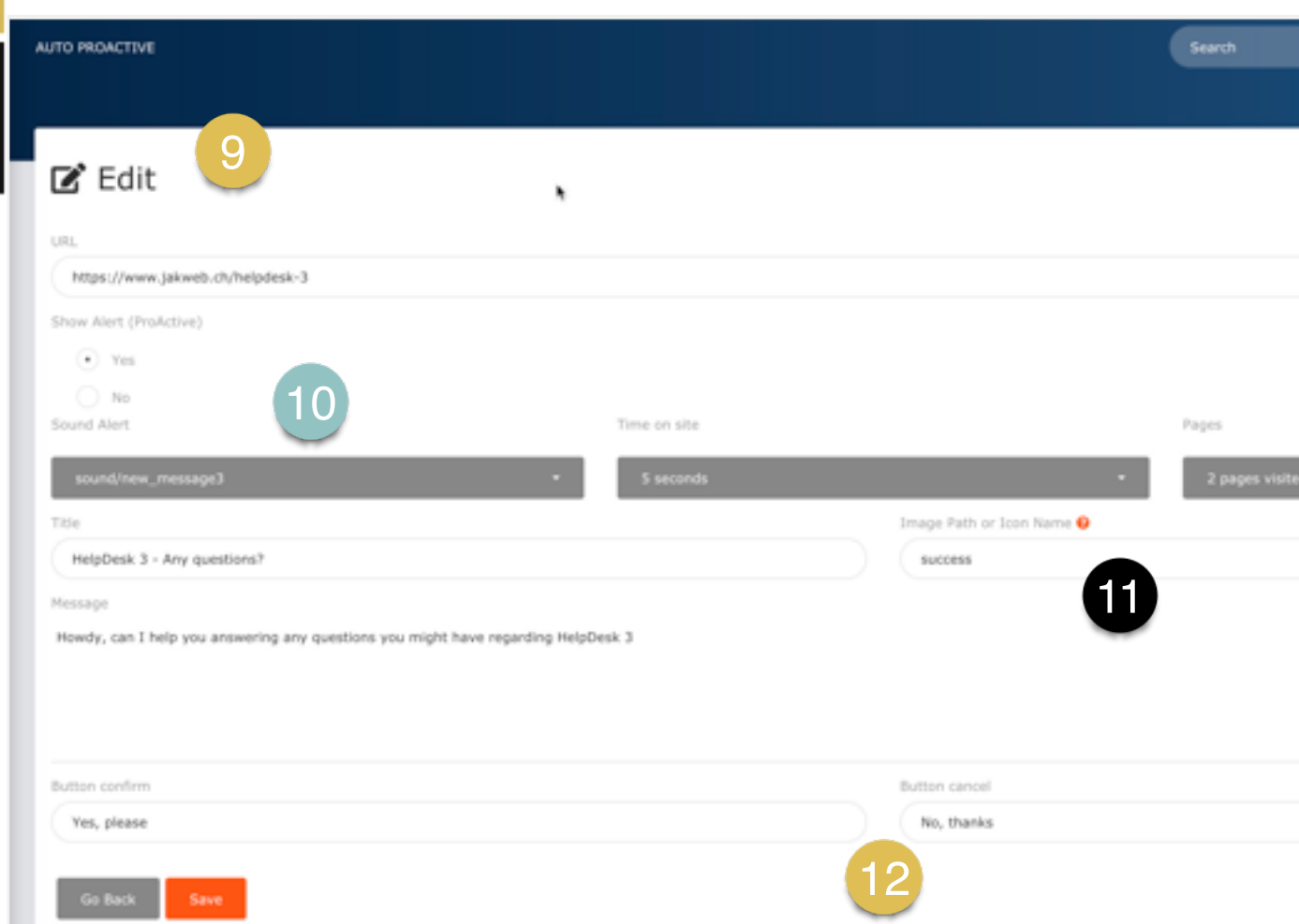
7

Choose a Sound Alert, decide how much time the client has to be on the page to show the ProActive / Engage window and how many pages he had to visit before.

8

Set a title, image / icon and a message. You can also set the text for the confirm and cancel button.

## Edit ProActive / Engage Message



9

Each ProActive / Engage message can be altered. All available input fields can be changed and saved with the red button.

10

Show the ProActive message by choosing “Yes” or open the chat directly with selecting “No”.

11

You can add an image or icon to your ProActive message, make sure to set the correct path when using an image.

12

Please note, each ProActive Message will only be fired once, to prevent spamming the website visitor. If you like to test the feature, please use a browser where you can empty the cache and cookies each time you like to see the message.