Provide Support

Features Overview

Chatting

Embedded or popup chat window

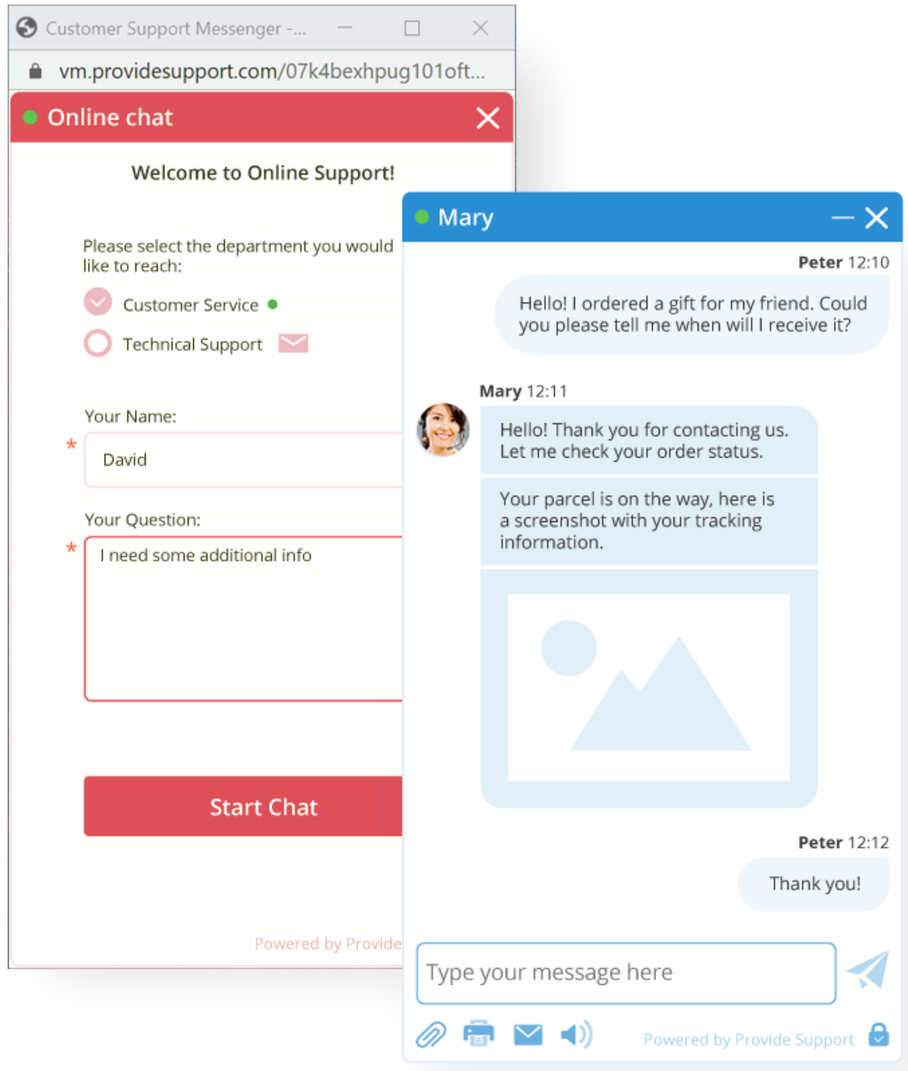
Interact with your customers in real time and increase your sales.

Secure connection

All live chat sessions are conducted via encrypted channel by default. Your sensitive information will be kept safe.

Live chat history

Receive chat transcripts by email and let your visitors send themselves or print out their live chat conversations.



File transfer with preview

Transfer files up to 100 MB during live chat sessions, preview images, audio and video files in live chat window.

Canned messages

Enhance your chat support by using predefined responses to most frequently asked questions.

Proactive live chat invitations

Invite your website visitors to chat proactively by sending them live chat invitations.

Pre-chat survey

Ask your visitors for additional information before starting a live chat session to make support fast and efficient.

Post chat survey

Ask your visitors to leave their opinion through the Post Chat Survey.

Passing customer details to chat

Pass information your website 'knows' about your customers to agent apps to avoid asking for it repeatedly.

Chat access restrictions

Block access to your chat from specific IPs, whole subnents, URLs or countries.

Data protection

Remove your visitor's IP, host name from real time monitoring and add a mandatory data processing consent checkbox to your chat.

Real time visitor monitoring

Hits	Duration	Current Page
6	00:25:13	home/all-categories/
10	01:32:48	customer-care/index.html
17	02:01:39	earphones-and-headphones/
4	00:12:18	product-category/sport-and-fitness/
3	00:11:11	support.st.com/en-us/categories/187(

Navigation

Monitor your current visitors' activity, view the list of all visited pages along with the time spent on each page.

http://www.baidu.com/
https://www.google.com/url?sa=t&rct=j&q=&esrc=s&sourc
https://twitter.com/provide_support/status/12435915864134
https://www.google.com/
https://www.bing.com/
https://www.facebook.com/

Operators | Visitors | Geo-Location | Room Details

General Info | Navigations | Proactive Chat

Location	Chat
United States, Utah, Ogden, 84201	Current room
United Kingdom, England, London	Other operator(s)
United States, Arizona, Phoenix, 85...	My room
France, Nord-Pas-De-Calais-Roub...	Other operator(s)

Current chats

Easily find visitors you or your colleagues are currently chatting with.

Safari (13.0)	macOS (10.15 "Catalina")
Microsoft Edge (18.18)	Windows 10 (x64)
Chrome (77.0)	Windows 10 (x64)
Chromium (80.0)	Ubuntu (x64)
Chrome (80.0)	Windows 10 (x64)
Mobile Safari (13.0)	iOS (13.3)

Traffic sources

Use referrer information to find out where your customers come from. Enhance your marketing campaigns with this data.

Technical details

Check your visitors' browser and operating system details to provide them with relevant instructions.

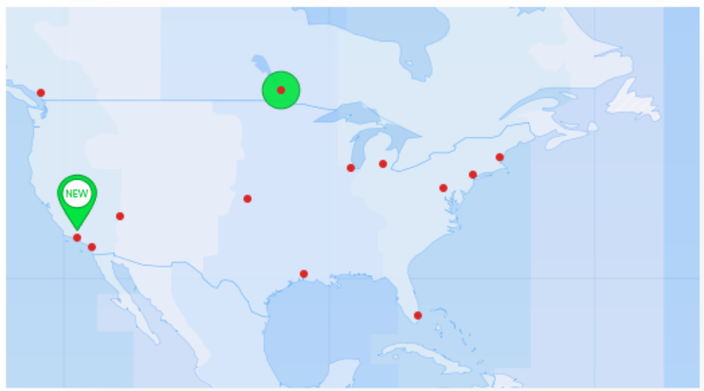
Operators | Visitors | Geo-Location | Room Details

General Info | Navigations | Proactive Chat

Location	Local Time	IP Address
United States, Californ...	02:18	127.58.10.60
United Kingdom, Engl...	10:18	138.158.39.170
United Kingdom, Engl...	10:18	185.134.505.250
United Arab Emirates, ...	13:18	93.25.305.233

Location and local time

Send your visitors relevant greetings depending on their local time and geographical location.

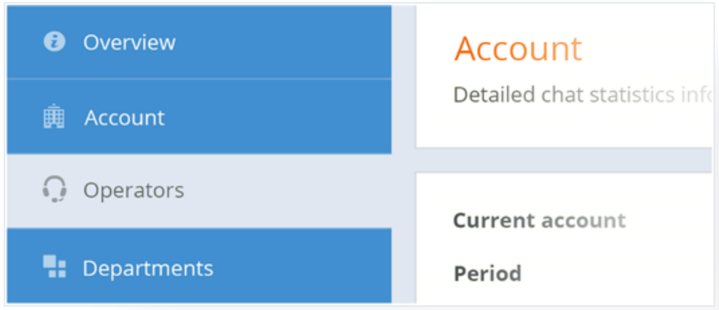


Geo location map

Take a look at your real time visitors' distribution over the world on a live map.

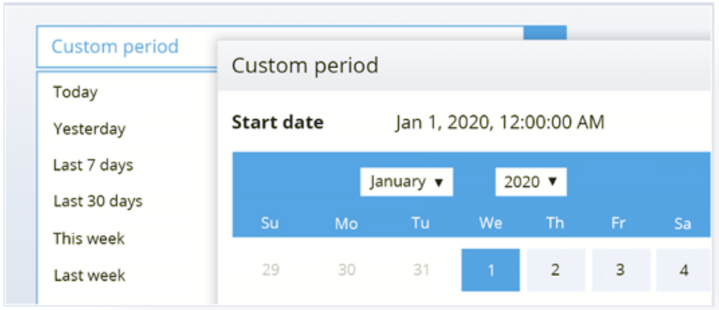
Live Chat Statistics module

Live Chat Statistics is a great analytics tool, which will help you to improve your support team productivity, find and fix your website issues.



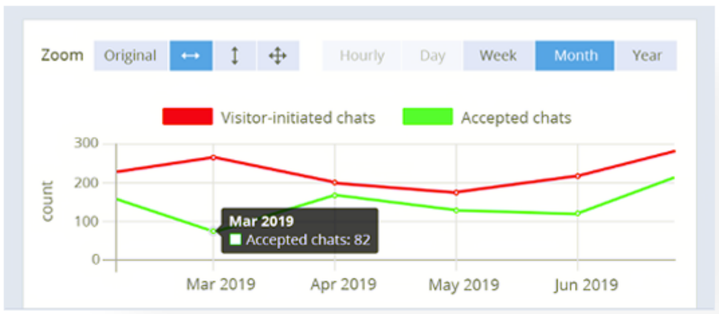
Monitor your chat performance on different levels

Check both the whole company and individual operators/departments performance. Number of conducted chats, acceptance rate, and average chat accept delay, online and offline time, and other metrics are available on the company level, for each operator and for each department.



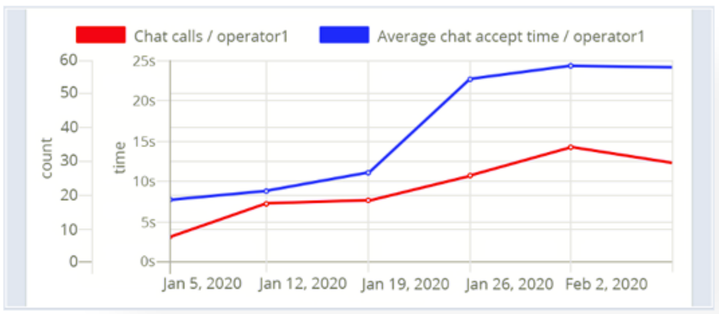
Get reports for any period

Chat statistics data is available from the moment you enabled this feature in your account settings. Choose from a set of predefined reporting periods or define a custom one.



Choose timeline detailing

View both generalized data for the selected period as a table, and expand it to timeline charts representing hours / days / weeks / months / years. Depending on the reporting period, different levels of details are available. Zoom timeline to descry specific moments.



Compare different metrics on one timeline and find dependencies

It's not always obvious how different processes influence each other. Viewing different statistics metrics on the same timeline allows discovering metrics' interconnections and patterns in the chat workflow.

Customization and branding

Status changing customizable chat icons

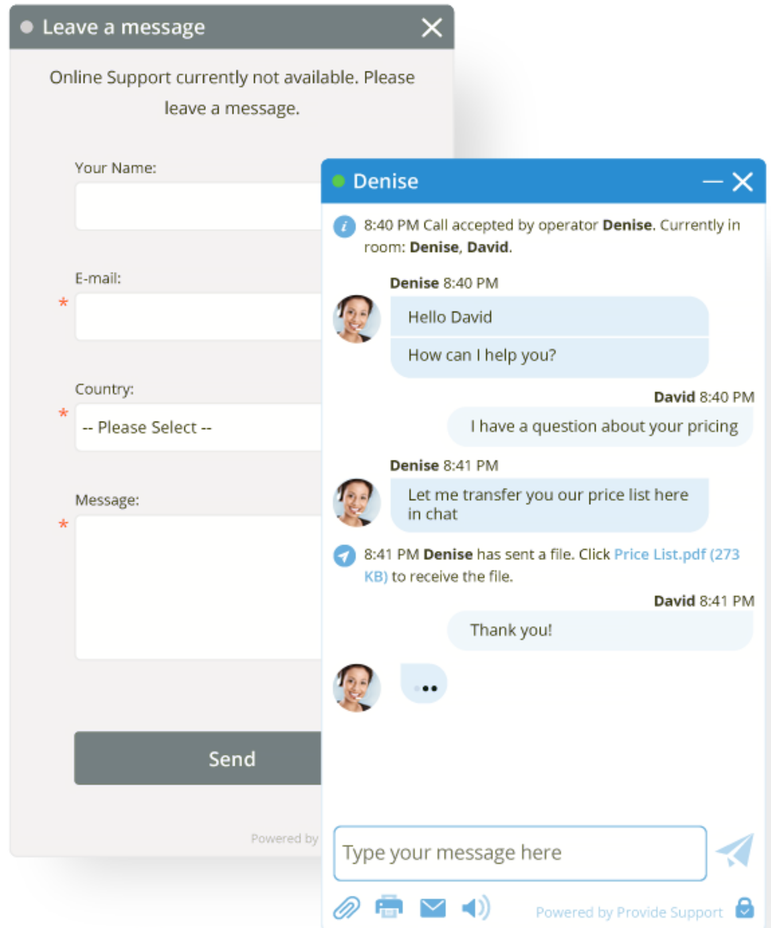
Use live chat icons from a gallery or upload your own ones. The live chat buttons will change their status depending on your online or offline mode.

Choose chat window color

Choose the best theme for your chat window to fit your website look and feel.

Define set of available functions

Choose if your visitors will see operator typing notifications and messages' timestamps. Define if they will be able to send you files, email chats, etc.



Create pre-chat survey

Choose which information to request your visitors to fill out before starting a live chat session.

Ask the right questions when offline

Let your visitors leave you messages during your company offline support hours.

Ask for feedback

Get feedback from your customers through customizable Post Chat Survey.

Choose chat invitation

Choose the live chat invitation image from our online gallery, customize it or upload your own one.

Add human touch to your chats

Make your chats more friendly by uploading your operator picture.

Multilingual support including Eastern languages

Our live chat window is translated into more than 40 languages and supports RTL.

Define offline behaviour

Hide the chat button when offline, redirect your visitors to other page or let them leave you a message.

Chat agents' apps and workflows

Smart calls distribution

Choose most suitable calls distribution method: to all agents, random, round robin or load balanced.

Multitasking

Handle several live chat sessions concurrently for faster chat requests processing.

Chats transfer and agent chats

Transfer your chat to a co-worker or initiate a chat with another agent.

Chats routing to departments

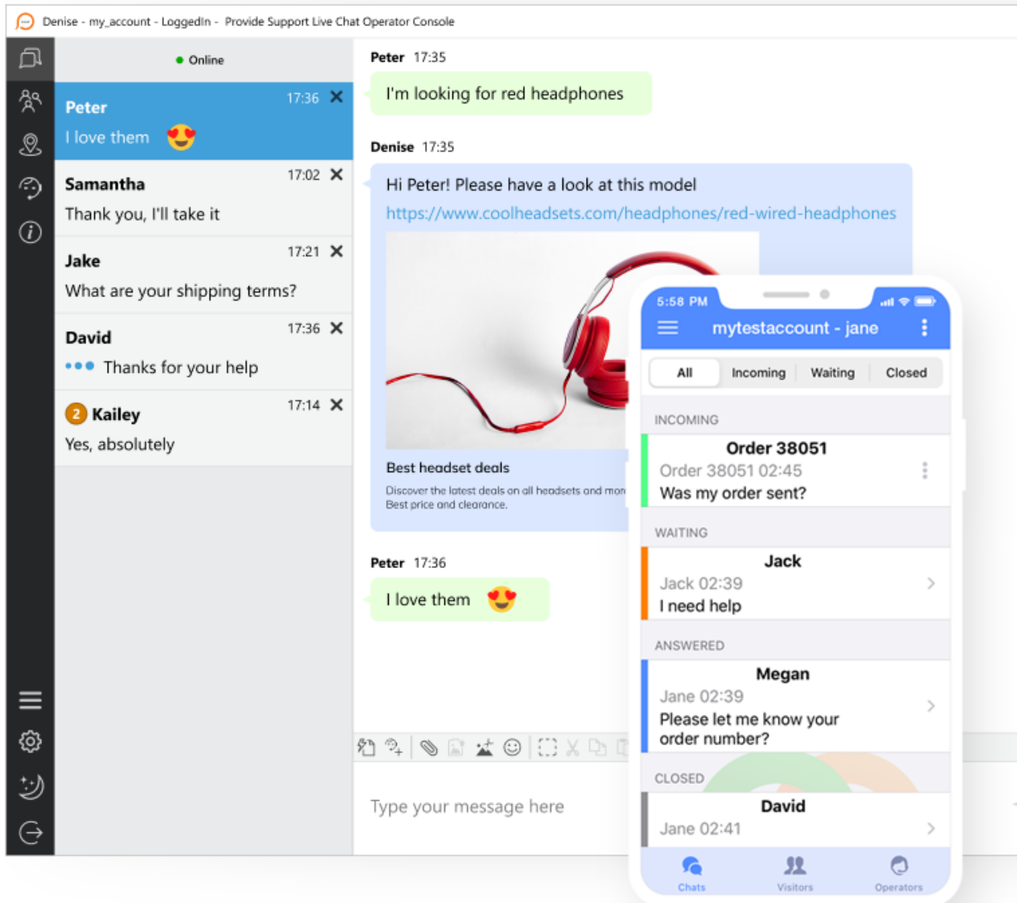
Create different departments and assign your agents to them accordingly.

Native desktop and mobile apps

Powerful native agent application for Windows, Mac and Linux. Also, you can chat with your customers on the go using mobile apps for iOS and Android.

Browser based app

Chat from any location and any computer using a convenient browser based application.



Native desktop apps

Hot key combinations

Use hot key combinations to enhance your live chat workflow.

Spell checker

Powerful built into the agent app spell checker for different languages.

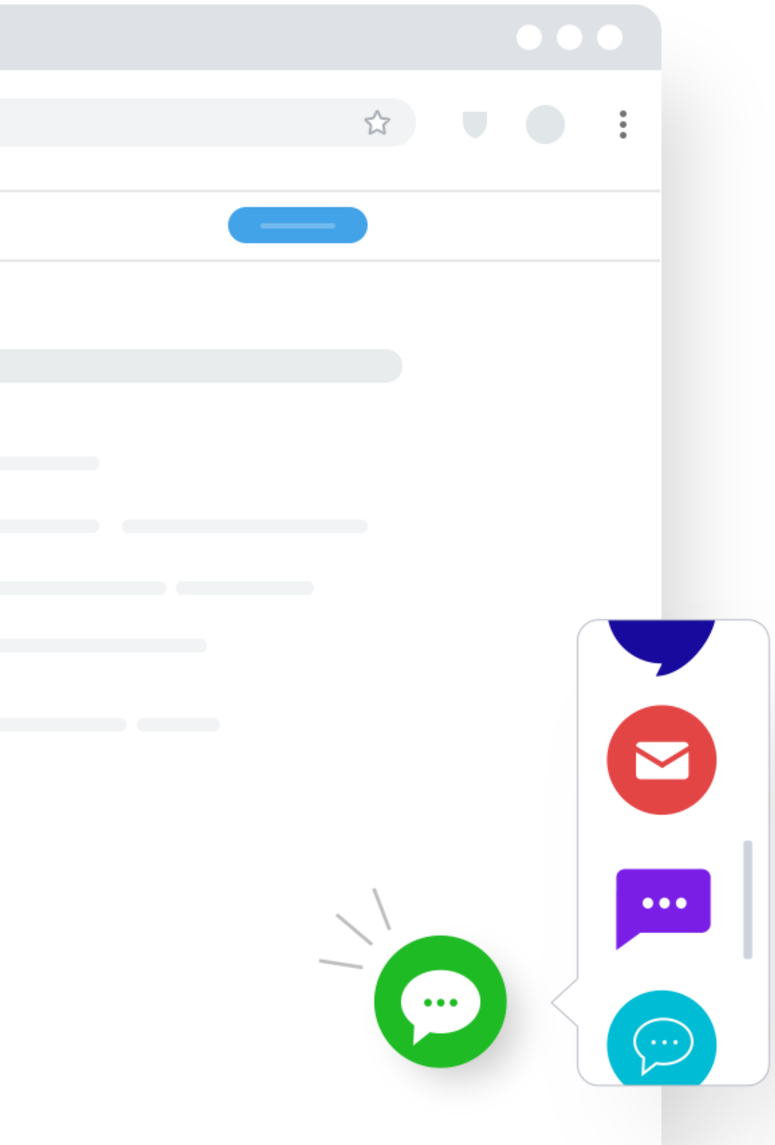
Tray notifications and alerts

Get system tray notifications, sound and visual alerts on different events.

Auto start and idle detection

Have your agent app launched automatically when you turn your computer on.

Chat button codes



Chat and monitor your website

Our live chat can be integrated with any website by inserting a chat button code snippet directly into your HTML code or through a plugin installation.

Use text link as chat button

Display a text chat link instead of a graphics chat button using Text Chat Link Code.

Set different chat icons on different pages

Have different live chat icons on different pages of your website.

Pass customer details to your agents

Pass information your website 'knows' about visitors to agent apps using Passing Information Code.

Monitor website silently

If you would like to monitor your website without displaying any chat button, use Hidden Code for Visitor Monitoring.

Intergrate with CMS and tag managers

Use Pure JavaScript Code to integrate chat with tag managers and CMS that doesn't support adding custom HTML code.

Cannot add JS to your site?

Use No-Script Code on those websites which have restrictions for JavaScript adding.

Intergrate with social media

Add your live chat button or text chat link to your social media platforms.

Get chats from emails

Let your visitors initiate chats with you directly from your email messages.

Provide Support Live Chat integrations

CMS integrations

Powerful modules, plugins and extensions for fast and easy live chat integration with your CMS.

Shopping cart software integrations

Offer your online shoppers real time assistance via live chat channel.

Email services integration

Add the live chat button to your business emails and newsletters.

Google analytics integration

Get reporting on the number of chats and sent offline messages.

- Wordpress
- Wix
- Shopify
- Fortune3
- Joomla
- Microsoft Outlook
- AmeriCommerce
- osCommerce
- Magento
- Open Cart
- 3dcart
- Google Analytics
- GetResponse
- Pinnacle Cart
- CoreCommerce
- Weebly
- Volusion
- X-Cart
- CubeCart
- Squarespace
- Bigcommerce
- Presta Shop
- Zen Cart
- MailChimp

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