

# Screets LiveChat - User Guide

## Requirements

- WordPress 4.7 or newer
- PHP 5.4 or newer

## Limitations

- Maximum \*\*100 user devices \*\*\* can connect to your chat at the same time (including operators). For instance, if 10 operators are connected to the chat, they can handle 90 visitors at the same time.
- Supports all major browsers (IE11+). The widget just don't load itself before IE11.

(\*): One user can connect your chat through multiple devices. For instance, if a visitor opens your website on 2 different tabs and login to chat. he will be counted as 2 connections. In this case, you have 98 connections left.

## Getting started

### 1. Setup Firebase

<https://www.youtube.com/watch?v=xLopjuX-U4w&>

1. Create new Firebase project
2. Click and select Project Settings.
3. Change "**Public-facing name**" as "Screets Live Chat" (optional, but its useful for later.)
4. Find **Project ID** and **Web API key** and copy/paste to related fields on this page below.
5. Go to "Service accounts" tab and click click **Generate New Private key** button.
6. Open downloaded JSON file and copy/paste the content into **Private Key** field on this page below.
7. Go to Authentication > Sign-in Methods tab and enable: *Email/Password*, *Anonymous* and *Google*
8. Find **Authorized domains** on the same page and add your domain: *mydomain.com*
9. Now go to Chat Console and click **Sign-in** to complete installation

### 2. Complete installation & update database

When you sign-in in chat console, sometimes LC asks you to login your Google account to complete setup (updating required real-time database and security rules).

If LC asks you in chat console, you will want to:

- Click " Login to your Firebase account"
- Give access to your Live Chat application you created for LC
- After login, LC will complete updating and refresh the browser window

- Now click “Sign-in” again

### 3. Creating new operator

You are already an operator as administrator. If you want add more, it is very easy.

Instead of adding operator, you should give permission to a user role (i.e. Editor, Contributor, Author, etc.).. Any WordPress user can be operator as long as their user role has permission to chat with visitors.

For instance, let’s give all “Editor” users “Chat with visitors” permission:

- Go to Live Chat > Options
- Click “Users” tab
- Enable “Chat with visitors” under **Editor** section

Now all Editor users have permission to enter chat console and sign-in as operator.

*Note that if a user still can't sign-in chat even though you gave permission, ask them to re-login their Wordpress account.*

## WordPress Shortcodes

You can use shortcodes in post and pages

### Show up chat box

Simple way to show up chat box. If the popup is already open, it will close it.

```
[livechatx]Chat with us[/livechatx]
```

### Open specific page on chat box

You can open specific page on setup.

To open conversations list page: `[livechatx name="cnv"]Your conversations[/livechatx]`

To open chat messages page: `[livechatx name="online"]Chat now[/livechatx]`

### Start new chat

To show up a chat without any message: `[livechatx type="newChat"]Start chat now[/livechatx]`

To show up chat box with a message. It doesn’t actually start a real chat in database until visitor sends a message: `[livechatx type="newChat" msg="Hello, how can I help with pricing?"]Talk to human[/livechatx]`

## Online / Away mode

Although it isn't recommended, in some cases, you might want to show chat status *online* when visitor click on a link or button. Or you might set "away" mode on some pages (like "Privacy" page) even though your operators are online.. So your support team can focus on more important issues.

To go online (it might be changed after page refresh): `[livechatx type="online"]Talk now! [/livechatx]`

To go offline (it might be changed after page refresh): `[livechatx type="away"]Ask a human [/livechatx]`

## Chatting with visitors

### Visitor names

Each unknown visitor has a random name combined by color and animal (i.e. Red Fox). It is good to remember the person later. To rename visitor names:

- click related visitor name
- find the visitor name on the right sidebar
- edit the name
- hit "enter" to rename

### Case numbers

Each chat has a unique case number. It helps you to relate the chat when needed. For instance, if you receive an email or a call by your customer, they can easily referrer the related conversation by providing case number.

Some examples where you can use case numbers:

- Referring the chat conversation while you're talking with your customer on other platform (phone, skype, email)
- Connect chat with your CRM or other applications with case number not to mix
- or any other useful way you can imagine

## Join chat

This feature allows you to handle chats by you. When you join a chat, visitors can see that you are talking with them. Your name and other details will appear on the chat box. It is more personal, yet professional.

**What about other operators?** Only one operator can join chat. However, other operators who didn't joined chat can also see the conversation and send messages if they think it's needed.

**Who will get notifications about the chat?** Only the operator who joined the chat will receive notifications when visitor sends a message. Other operators must click the conversation to see what's going on. If you joined the chat, you're the one who is responsible with the visitor.

## Ending chat

The **End Chat** feature helps you to close the chat easily. It is very useful to speed up your support. You can close conversation by one-click with ending message when you think the chat is ended. So you don't need to think a lot for last messages and easily move to the other conversation.

Ending chat feature also helps you to send a copy of chat transcript to the visitor if visitor provided any email.

## Archiving chat

The **Archive Chat** feature allows you to hide a conversation from your **Chats** screen and access it later, if needed. It is important feature, because LC don't listen the chat events anymore. You can save your bandwidth and improve performance by adding closed chats into archive.

You can anytime unarchive the under the "Archive" list on chat console by clicking **Undo** button.

## Translating into your language

You can already translate almost all messages appearing in your chat box (front-end) directly from your messages chat options. However, if you'd like to translate other strings (including options, chat console, etc), you will want to follow the instructions below:

- Copy/paste that file "*wp-content/plugins/screets-lcx/languages/\_default.po*" into your new "lcx" folder you have just created
- Find your locale code if you don't know:  
<https://wpastra.com/docs/complete-list-wordpress-locale-codes/>
- Rename the file like that *lcx-LOCALE\_CODE.po* file (i.e. **lcx-fr\_FR.po** is for French or **lcx-pt\_BR.po** for Brazilian)
- Open this file with **Poedit** application ([www.poedit.net](http://www.poedit.net))
- Add your translations to "Translations" part
- Upload your translations (especially mo files) into your "**wp-content/languages/lcx**" folder (if "lcx" folder isn't exists, create new one)

*NOTE: Poedit should create .mo files automatically. If not, go to Poedit preferences and ensure that "Automatically compile .mo file on save" is checked under General settings.*

## Known Issues

## I don't see chat box in my website.

There would be a couple reasons.

- Try to clear cache
- Check appearance chat options. Maybe chat box is already set as hidden
- Check if your browser console (CMD/CTRL + SHIFT + C) has any JavaScript error. If yes, check the common errors below and please report the issue to us.

I faced with an error (not listed above) in browser console related with the Live Chat plugin. If your browser console (CMD/CTRL + SHIFT + C) shows up an error related with the plugin, it might be caused by just your browser cache or CDN server still using old files of the plugin. Please try those steps below to fix the issue:

- Clear cache if you use any CDN or cache plugin
- Try hard refresh in browser
- **Safari:** Empty Cache (<https://apple.stackexchange.com/a/12053/76941>)
- **Chrome/Firefox:** CMD/CTRL + SHIFT + R
- Deactivate and remove the Live Chat plugin. Then **upload the latest version** and activate it again. It will solve a lot of problems. Don't worry it won't delete any of your settings or data.
- If your WordPress installed on SSL, you might need to open your website from <https://yourdomain.com>... not from <http://>... It is also good idea to use one of Force SSL plugins.

If you still have errors related with the plugin, send a screenshot of browser console with your **Screens API key** to us and we will assist you fixing the issue for you, ofc.

## Neither us or our visitors receive emails sent by the plugin.

Live Chat uses `wp_mail()` which is one of core functions in WordPress, nothing more. It means that if your WordPress sends email, then Live Chat will do as well.

- If you use SMTP, you will want to install Easy WP SMTP plugin and try to get help from server administrator: <https://wordpress.org/plugins/easy-wp-smtp/>
- Check if you are using valid email in "Site email" in your site info options
- Try different email by changing "Site email" field
- or contact with your email server provider and ask them how to setup your email to your WP installation. They're suppose to help you to do that.

## Why i don't receive desktop notifications?

There would be two reasons:

- Your back-end has no SSL. In this case, purchase an SSL certificate for your website. Your developer or hosting provider can do that for you.
- You disable desktop notifications for your domain. For Chrome, check here:

<https://support.google.com/chrome/answer/3220216>