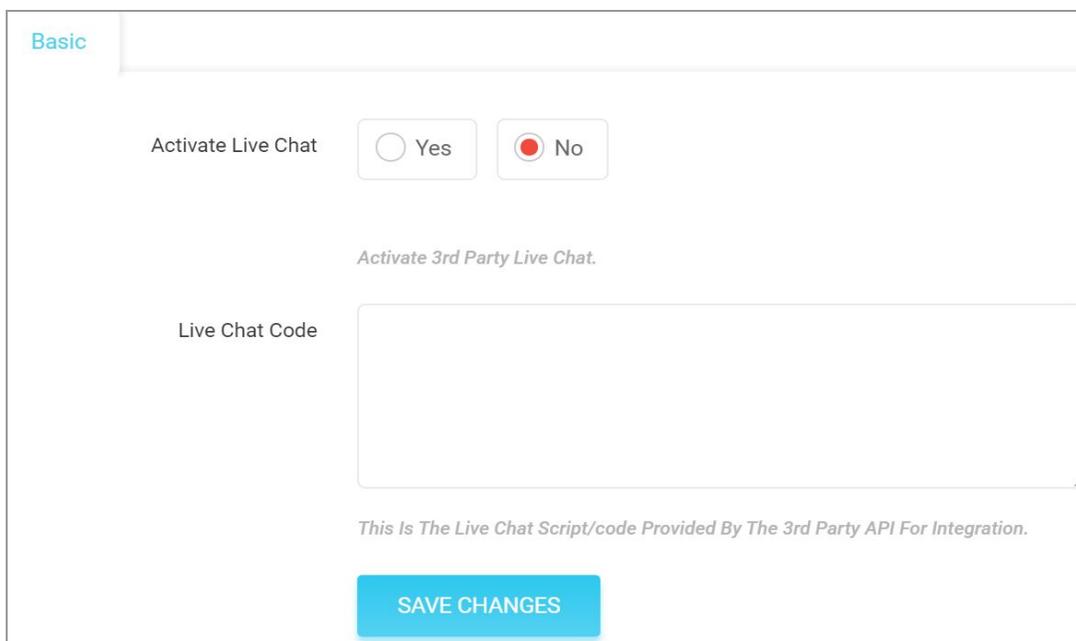


Live Chat Code (Tawk.to) Script Setup Guide

The admin can activate the 'Live Chat' feature on their website from **System Settings > General Settings > Live Chat**. The admin will be redirected to the page shown in figure 1 where they can activate or deactivate this feature.



Basic

Activate Live Chat Yes No

Activate 3rd Party Live Chat.

Live Chat Code

This Is The Live Chat Script/code Provided By The 3rd Party API For Integration.

SAVE CHANGES

Fig. 1: Live Chat Code (Admin-end)

Admin needs to configure the settings to ensure that this feature works at the front-end.

To get access to 'Live Chat Code' the steps to be followed are:

1. Visit <https://www.tawk.to/> which will redirect the admin to the website's homepage.

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning 'note well' or 'take notice' or 'please note'. Asterisk (*) next to a form control's label indicates it as 'required'.

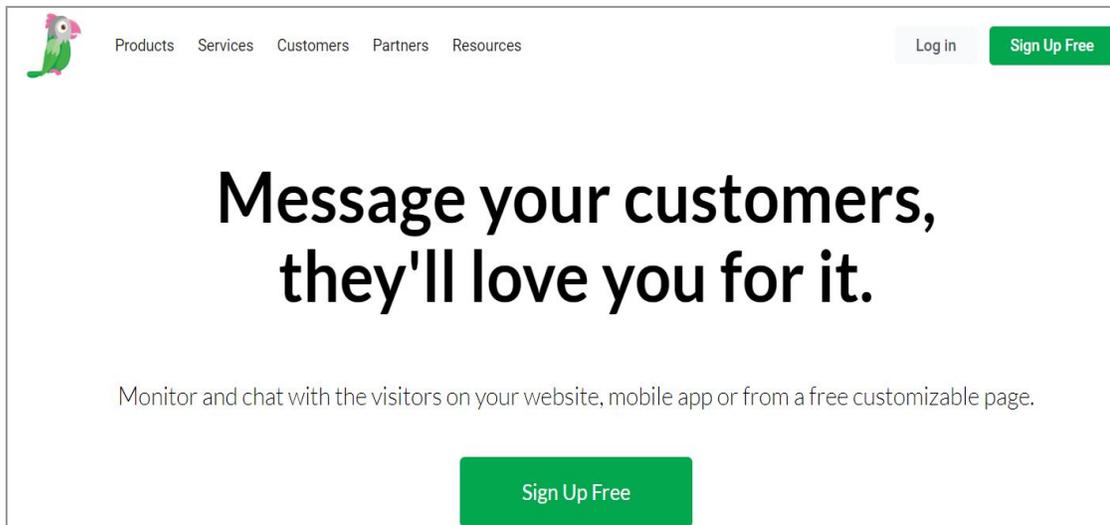


Fig. 2: Login/Sign UP Page

NB: The admin must carefully follow the ‘**Sign Up**’ process since the ‘**Live Chat Code**’ will be generated within the sign up steps only.

- Admin must click on ‘**Sign Up Free**’ which will redirect them to the Sign Up form. The admin must enter:
 - Name
 - Email Address
 - Password

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning ‘note well’ or ‘take notice’ or ‘please note’. Asterisk (*) next to a form control's label indicates it as ‘required’.



Create a completely free account

- 6 characters minimum
- At least one number
- Upper & lowercase character

Already have an account? [Return to Sign In](#)

Fig. 3: Sign Up

3. On clicking the 'Sign Up for Free' button the admin will be redirected to the next step which is '**Language Selection**' as shown in figure 4.

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning 'note well' or 'take notice' or 'please note'.

Asterisk (*) next to a form control's label indicates it as 'required'.

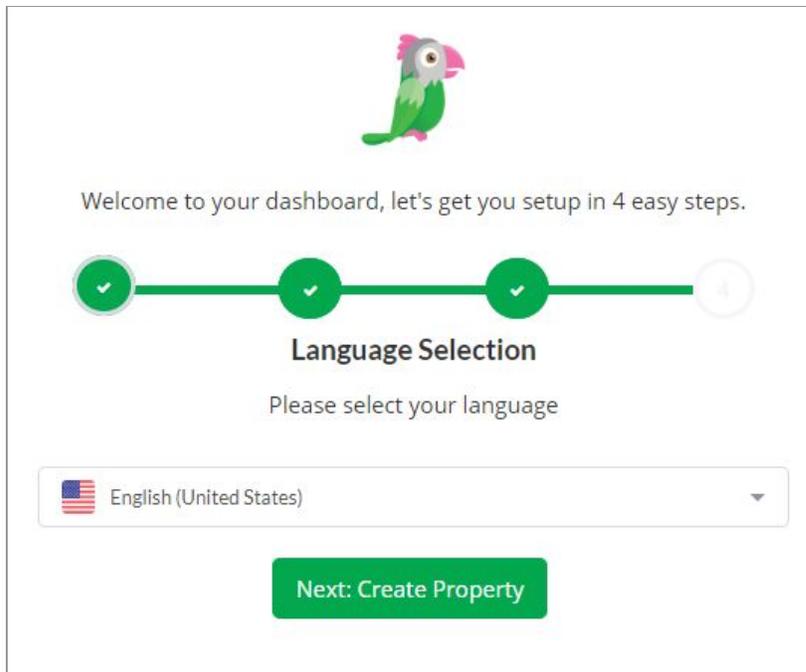
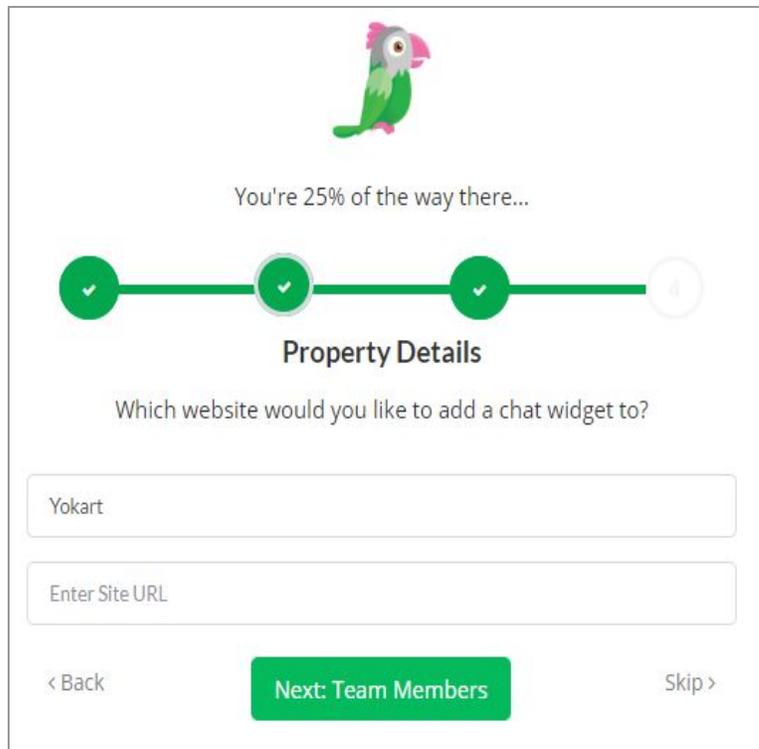


Fig. 4: Sign Up - Step 1

The admin must select the language of choice from the drop-down list and click on the 'Next' button to proceed further.

4. The next step is to enter the '**Property Details**' as shown in figure 5.

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You're 25% of the way there...

Property Details

Which website would you like to add a chat widget to?

Yokart

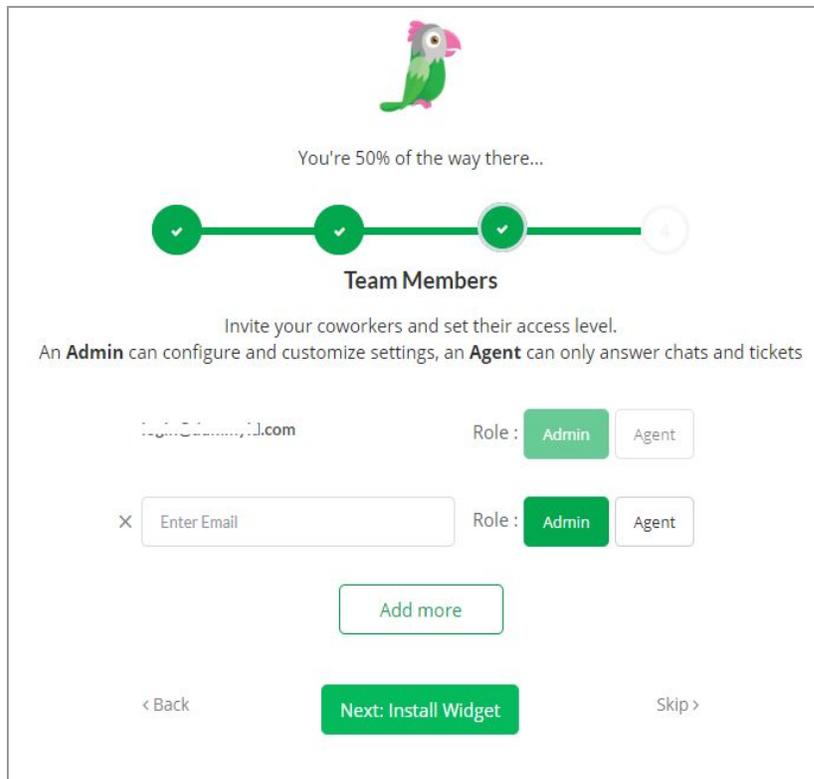
Enter Site URL

< Back Next: Team Members Skip >

Fig. 5: Sign Up - Step 2

5. Entering the details and clicking on 'Next' will redirect the admin to '**Team Members**' step. Admin can add more than one email address to add more team members.

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning 'note well' or 'take notice' or 'please note'. Asterisk (*) next to a form control's label indicates it as 'required'.



You're 50% of the way there...

Team Members

Invite your coworkers and set their access level.
An **Admin** can configure and customize settings, an **Agent** can only answer chats and tickets

Role :

Role :

Fig. 6: Sign Up- Step 3

6. Clicking on '**Next**' will redirect the admin to the '**Install Widget**' step as shown in figure 7.

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning 'note well' or 'take notice' or 'please note'. Asterisk (*) next to a form control's label indicates it as 'required'.

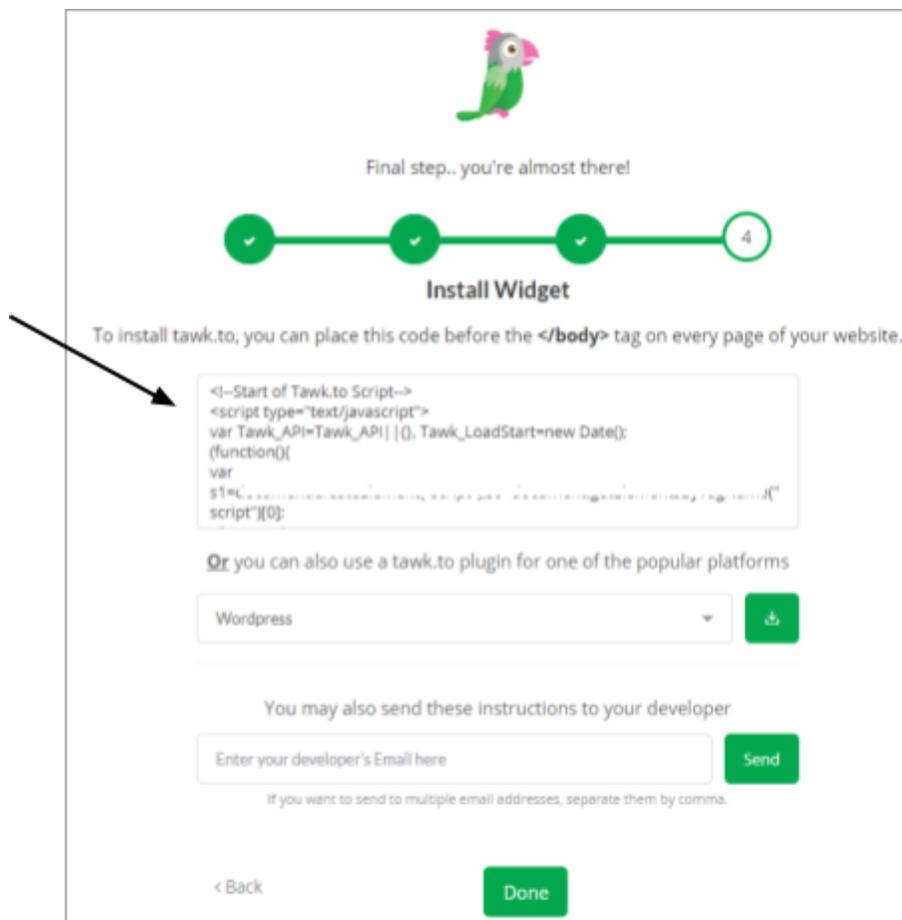


Fig. 7: Sign Up- Step 4

The admin must copy the code provided in the text box (marked in figure 7) and paste it in their settings as shown in [figure 1](#).

7. The admin can complete their Sign Up process by clicking on the '**Done**' button as shown in figure 7.
8. If by any chance, the admin forgets to copy this code, they can access it from their profile. To do so, the admin must go to the '**Settings**' tab provided on the bottom of the left side-navigation bar (refer figure 8).

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning 'note well' or 'take notice' or 'please note'. Asterisk (*) next to a form control's label indicates it as 'required'.

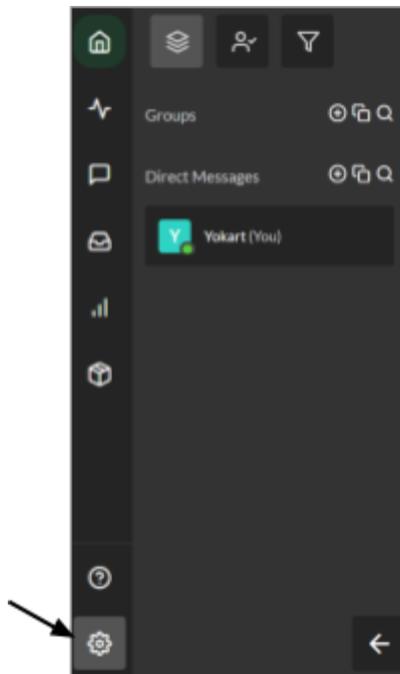


Fig. 8: Side Navigation Bar on Tawk.to

- The admin will be redirected to the **'Settings'** page which also provides a separate left side-navigation bar. The admin must click on the **'Chat Widget'** tab as marked in figure 9.

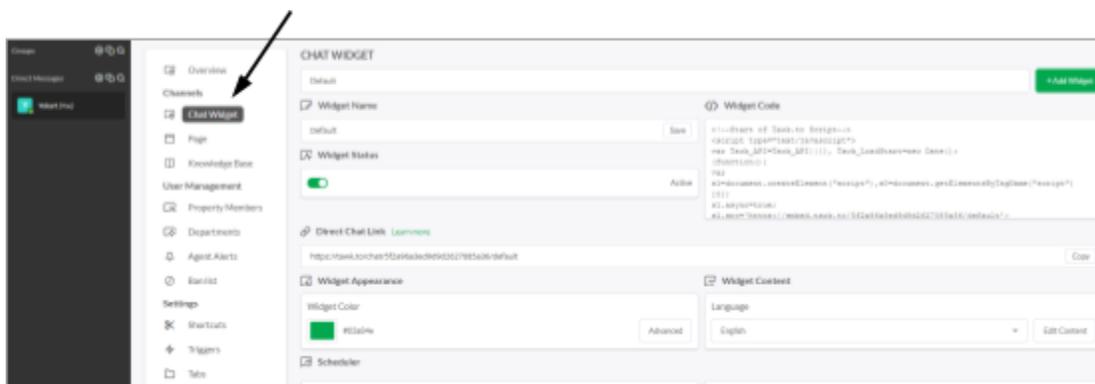


Fig. 9: 'Chat Widget' tab under Settings

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning 'note well' or 'take notice' or 'please note'. Asterisk (*) next to a form control's label indicates it as 'required'.

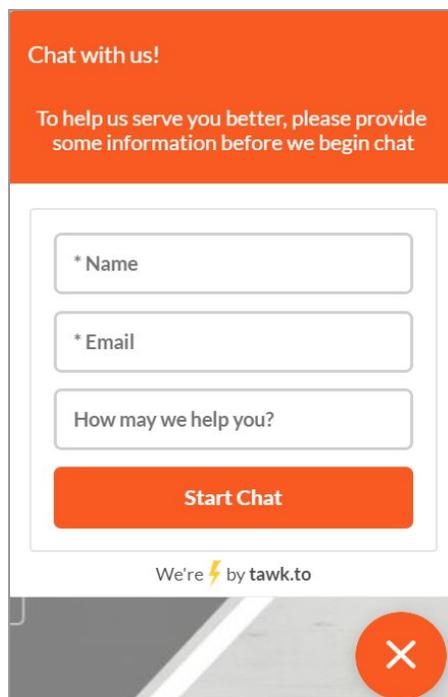
This will open the ‘**Chat Widget**’ page which displays the ‘**Widget Code**’ that the admin can copy and paste in the ‘**Live Chat Code**’ input field in their settings (refer [figure 1](#)).

Output at Front-end: Once the Live Chat has been enabled and settings have been configured by the admin, a ‘**Live Chat**’ icon will appear on the website at the front-end (as shown in figure 10).



Fig. 10: Live Chat Icon

Clicking on this icon, a pop-up will appear as shown in figure 11. In this pop-up, the user can enter their details and start chatting by clicking on ‘**Start Chat**’.



The pop-up form has an orange header with the text "Chat with us!". Below the header, it says "To help us serve you better, please provide some information before we begin chat". The form contains three input fields: "* Name", "* Email", and "How may we help you?". Below the input fields is an orange "Start Chat" button. At the bottom of the form, it says "We're ⚡ by tawk.to". There is a red circular close button with a white 'X' in the bottom right corner of the pop-up.

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning ‘note well’ or ‘take notice’ or ‘please note’. Asterisk (*) next to a form control's label indicates it as ‘required’.

Fig. 11: Live Chat Pop-up

The admin can make several changes related to appearance and managing these chats from the **'Settings'** tab of their respective Tawk.to account.

NB: The steps to configure **'Zendesk'** code are also very similar.

NB: Nota Bene [Note Well] (N.B., N.b., n.b or NB, Nb, nb) is a Latin phrase, meaning 'note well' or 'take notice' or 'please note'. Asterisk (*) next to a form control's label indicates it as 'required'.