



SupportSuite

Version	:	3.1.1.24
Revision	:	4
Website	:	www.kayako.com
Forums	:	http://forums.kayako.com
Support	:	http://support.kayako.com
Editorial	:	docs@kayako.com

Kayako LiveResponse

Client Application User Manual

About this manual

This version of the manual can be used as a guide for many other proceeding and proceeding versions of Kayako LiveResponse Client Application. However, please note that feature discrepancies may exist between versions.

We publish a new and up to date manual upon the release of each stable build. For accuracy, be sure to use the manual(s) bundled with your downloaded SupportSuite package.

If you would like to send in a suggestion or report any errors in this manual, please send an e-mail to docs@kayako.com or post in the documentation forum - your input is very much appreciated. Please do **not** use this address for support.

You can obtain further support for any of Kayako's products via:

- **Support desk** – www.kayako.com/support
- **Community forums** – <http://forums.kayako.com>

Contents

About this manual	2
Contents.....	3
Introduction to Kayako LiveResponse Client Application	6
Client Application feature list	7
Downloading the Client Application	9
Locating the setup files	10
Getting the latest version	11
Interface quick reference	12
Main interface.....	13
Chat window	14
Installation guide	15
Step one.....	16
Step two: License agreement.....	17
Step three: Component selection.....	18
Step four: Installation location	19
Step five: Completion	21
First-time configuration guide	22
Step one: Copyright notice	23
Step two: Account settings.....	24
Step three: General settings.....	26
Step four: Language.....	27
Logging into the server	28
View panes	29
Monitor pane	30
Visitor information tabs.....	31
Chat history	40
Tickets	43
Ad tracking	44
Handling chats	46
Stage one: Visitor makes a chat request	47
Chat request accepted	49
Chat unavailable or request rejected.....	50

Stage two: Staff receives chat request	52
Chat interface.....	55
Making a proactive chat request.....	71
Staff-to-Staff chatting.....	73
Canned messages	74
Using canned messages	76
Visitor messages	77
ViewShare	78
Setting up ViewShare	79
Using ViewShare in a chat.....	80
ViewShare monitor.....	81
Staff statuses	82
Changing status.....	83
Visitor banning	85
Removing and managing visitor bans.....	86
Links toolbar	87
Browser controls	89
Options and configuration	90
General	91
Network.....	93
Display	94
Alerts	96
Chat.....	97
Hot keys.....	99
Spell check	100
Language.....	102
Support resources	103
Frequently asked questions	104
How do I add a new language pack to Client Application?.....	104
How do I write a new language pack for the Client Application?	104
What does "The Client's Chat Window is not responding" mean?	105
How are notes stored?	106
How can I save a copy of a chat transcript?	106
What is a "Tag"?	106
Do I need to purchase licences for the Client Application?	107

I have logged into the Client Application, but Live Support still displays as Offline	107
How are chat histories recorded?.....	107
All staff users are not notified to a chat request – why?	107
Error messages explained	108
Event logger.....	108
Error: “The server returned an error response”	108
Error: “Unknown error”	108
Error: “Received unexpected response from server (invalid header)”	109
Error: “The session has expired”	109
Error: “Failed to connect to server”	109
Error: “Connection to the server timed out”	110
Error: “Authentication has failed”	110
Error: “HTTP request has failed”	110

Introduction to Kayako LiveResponse Client Application

Kayako LiveResponse Client Application is an application for Windows® (*Microsoft® Corporation*) that communicates with your installation of **SupportSuite** or **LiveResponse**; monitoring for user activity, chat requests and also provides a seamless interface to your support desk.

The Client Application can be configured to alert you in a variety of ways, including:

- Alerting you of new chat requests.
- Alerting you of new visitors to your site, or areas of your site.

If **Kayako InstaAlert** is installed, InstaAlert can be configured that when clicking on ticket notifications, the ticket is opened within the **Client Application** interface rather than in a web browser window.

The Client Application is not licensed per machine, one purchasing a SupportSuite or LiveResponse license, you are free to download unlimited copies of the application and distribute them to your support desk staff users.

Client Application feature list

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Location
45.46.10...	Browsing			57:47		/sup...	
38.250.111.5	Browsing			08:02		/ind...	
65.126.31...	Browsing			45:35		/ind...	
207.218.4...	Browsing			09:33		/pric...	
200.122.1...	Browsing			32:32		http...	
pk@futuro...	Browsing	Support ...	Ragha...	21:58		/ind...	
86.31.11.99	Browsing			17:11		/sup...	
220.227.4...	Browsing			16:13		/fva...	

Information

IP Address: 83.66.22.187

Host Name: 83.66.22.187

Current Page: <http://www.kayako.com/supportsuite.php?page=screenshots>

Page Title: Products SupportSuite Screenshots

Referrer: <http://www.google.es/search?hl=es&q=kayako&meta=>

Total Pages: 2

Browser Type: Internet Explorer

Browser Version: 4.0 (compatible; MSIE 7.0; Windows NT 5.1; .NET CLR 2.0.50727; InfoPath.2; .NET CLR 1.1.4322)

Full App Version: 4.0 (compatible; MSIE 7.0; Windows NT 5.1; .NET CLR 2.0.50727; InfoPath.2; .NET CLR 1.1.4322)

Visitors: 24, Pending Chats: 0, Active Chats: 8

Above: Kayako LiveResponse Client Application – showing two visitors browsing areas of your support desk installation.

- Users use their SupportSuite or LiveResponse login information with the Client Application.
 - Users can only handle and respond to chat requests made to the department they are assigned, unless a chat is transferred to an individual.
- Chat live with your website visitors.
- Conference chat with a website visitor – more than one staff user may participate in a chat with a visitor.
- Accurate, on-the-fly spell checking of your messages.
- Application can be minimized and controlled via the system tray.
- Notification methods can be customized using:

- Animated icons.
 - Pop-up notifications.
 - Sounds.
 - Staff status changes.
- To alert you to a chat request or a new visitor.
- Proactive and forced chatting options allow you to proactively communicate with website visitors.
- Manage notes and chat histories for site visitors.
- View a visitor's foot prints and where they were referred from in real time.
- Log in to your support desk seamlessly, and manage tickets and all SupportSuite or LiveResponse related functions seamlessly, from within the Client application.
- Staff users can have an online, offline, away, busy or be back shortly status.
- Use ViewShare functionality to demonstrate to your visitors from your own desktop, all through the visitor's web browser.
- Use hot-keys to quickly control your support desk operations and manage multiple chat sessions at any one time.
- Canned messages (predefined responses) to speed up communication, resolution and closure of an issue with your visitors.
- Supports multiple languages.
- Ability to connect via a network proxy.
- Automatic program start and login options available.
- Visitor tracking across your support desk or any other of your web pages that have been tagged with a visitor tracking JavaScript snippet.

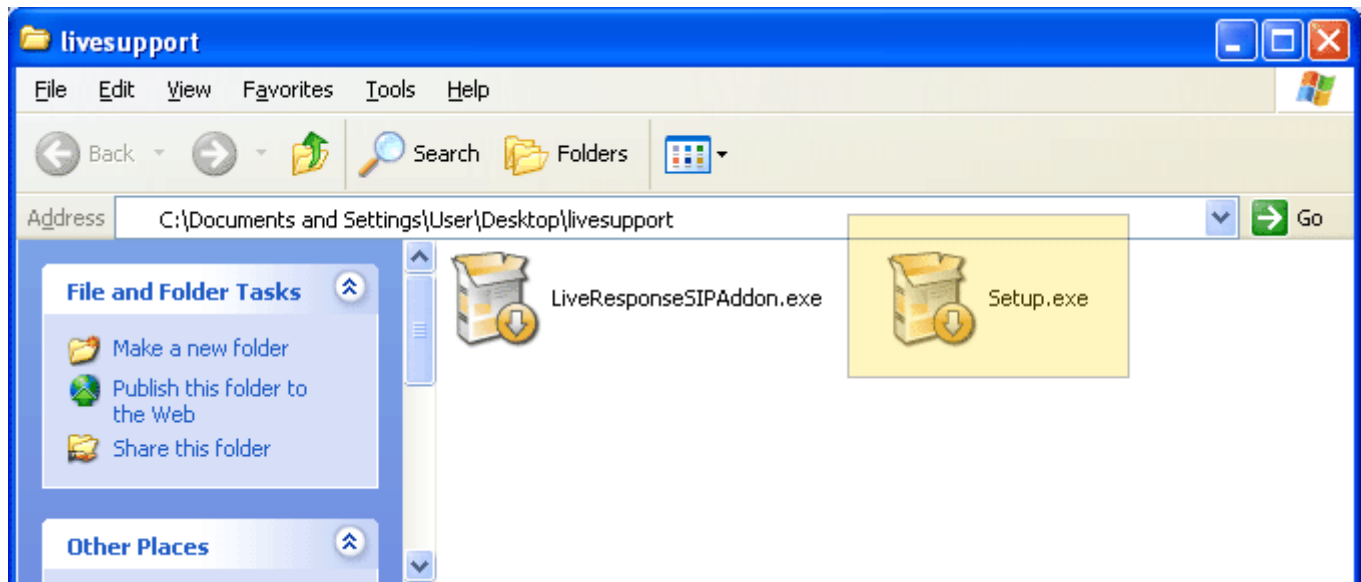
Downloading the Client Application

Locating the setup files

This Client Application setup files can be found in the archive of **eSupport** or **SupportSuite** that is available for download from the member's area (<http://members.kayako.net>), as shown below.

Order ID	Product	Date
GFS79510562	SupportSuite Owned	05 Jan 2007
Downloads		
Filename		Build Status
✔ supportsuite.3.04.10.stable.ioncubeopen.tar.gz		STABLE
✔ supportsuite.3.04.10.stable.zendopen.tar.gz		STABLE
License Key		
✔ Download License Key (key.php)	Expires: 04 Jul 2007	

The Client Application setup files will be found in the folder **\livesupport** of the **.tar.gz** archive, as shown below.



Getting the latest version

The latest stable version of the Client Application can be downloaded from <http://hotfix.kayako.net>. It is recommended you download a copy from this location, so that you can be sure you have the most up-to-date release.

Interface quick reference

The interface quick-reference is a visual FAQ (frequently asked question) guide to the most common interfaces of the **LiveResponse Client Application**.

Main interface

Chat window

Installation guide

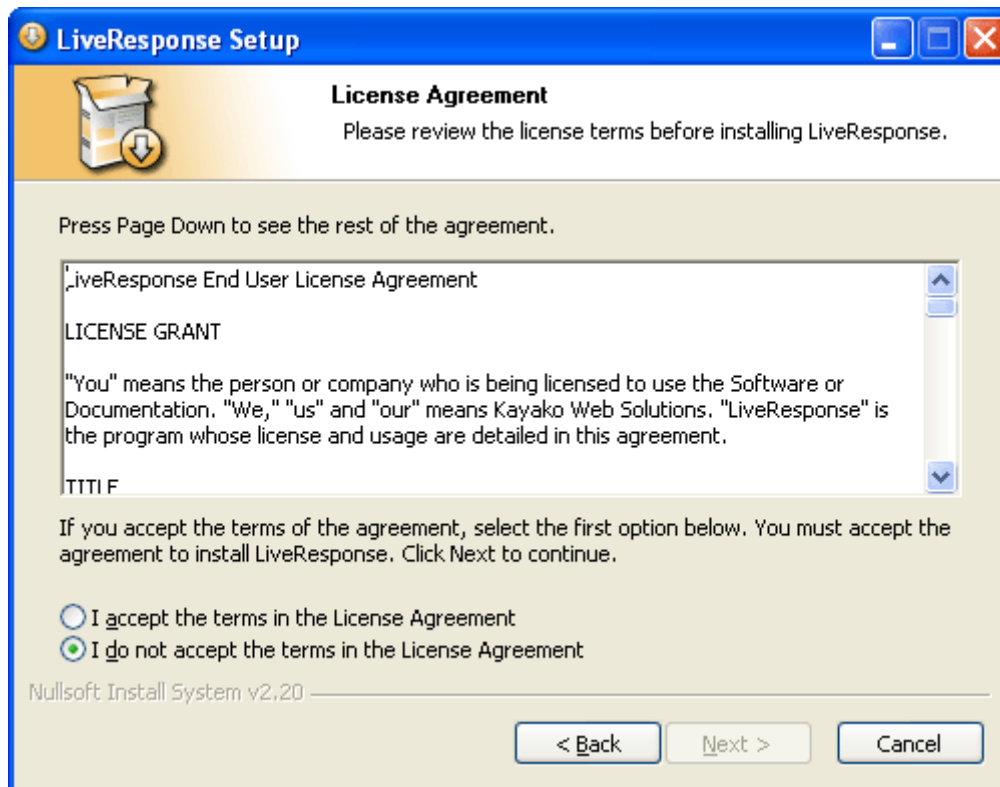
Step one

After [downloading the latest version](#) of the Client Application software, run **Setup.exe**. This will begin the installation procedure, as shown below.



Click on the **Next** button to continue.

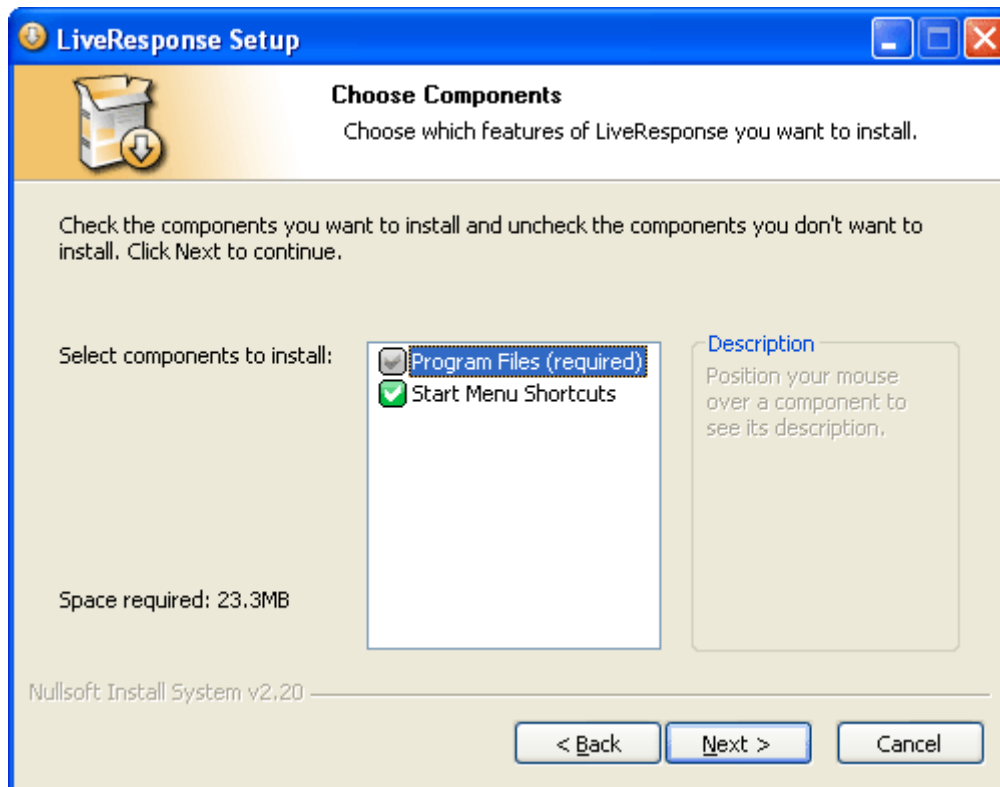
Step two: License agreement



Review the license agreement and accept the terms as appropriate.

Click on the **Next** button to continue.

Step three: Component selection

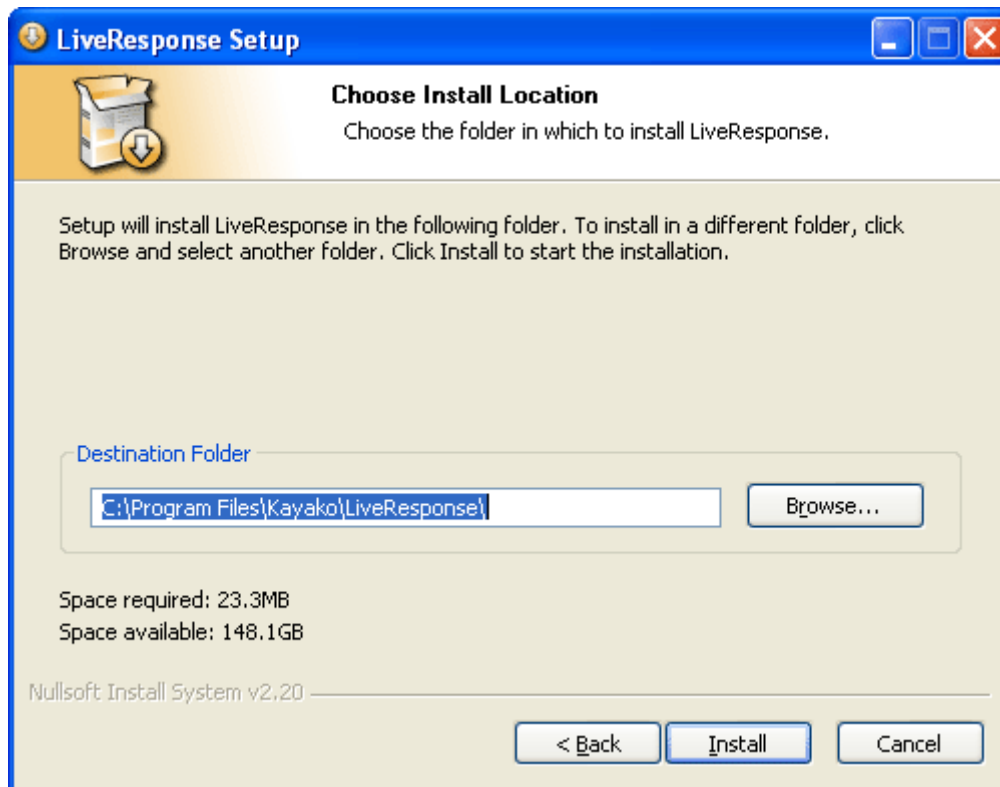


Configure the installation options as appropriate.

- **Program Files** – this option is required for the installation of the Client Application. The Program Files consist of the core files needed for InstaAlert to function.
- **Start Menu Shortcuts** – this is optional. Enabling this option will install a shortcut to the Client Application program in the Start Menu.

Click on the **Next** button to continue.

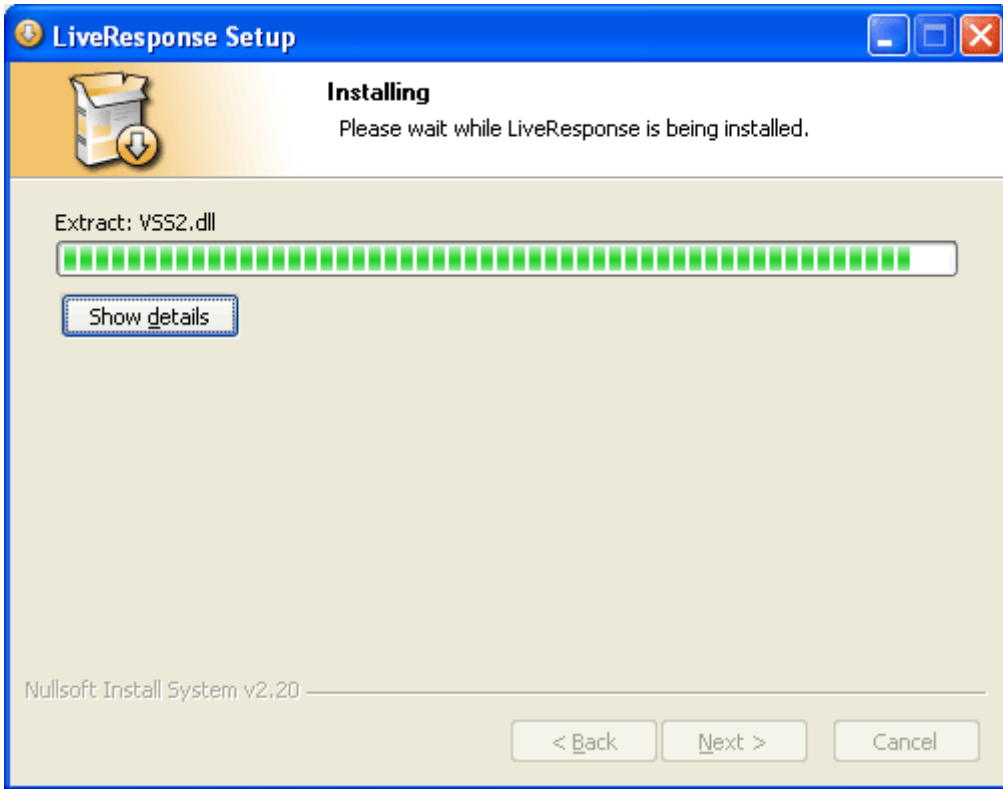
Step four: Installation location



- **Destination Folder** – the location within the file system where the Client Application program files are to be installed.

It is recommended you leave the Destination Folder setting as what is given as default – normally within the '**Program Files**' folder.

Click on the **Install** to proceed with the installation. The Client Application program files will now be installed onto the system and configured. This process is automatic, and you will see window activity as shown below.



Step five: Completion

After the automatic installation procedure has taken place, you will be presented with the following finishing screen.



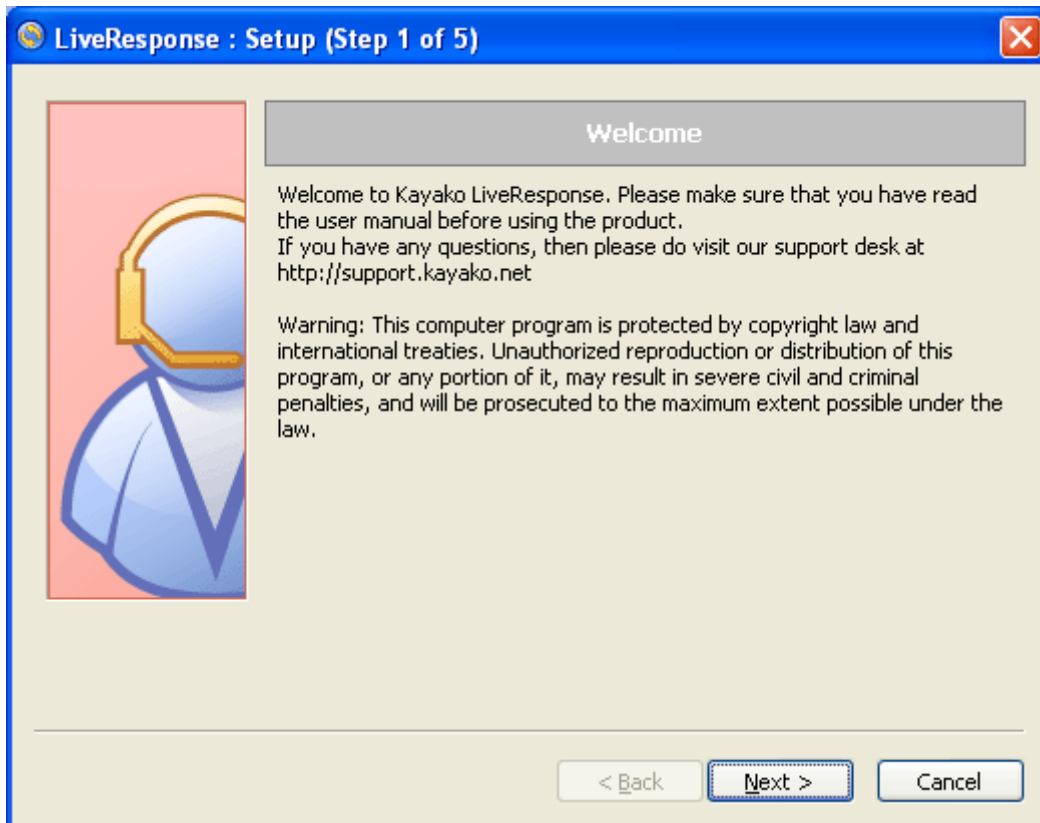
The installation is now complete. Leaving the **Run LiveResponse** box ticked will launch the Client Application immediately after you have pressed the **Finish** button.

Click on the **Finish** button to finishing the installation and close this window.

First-time configuration guide

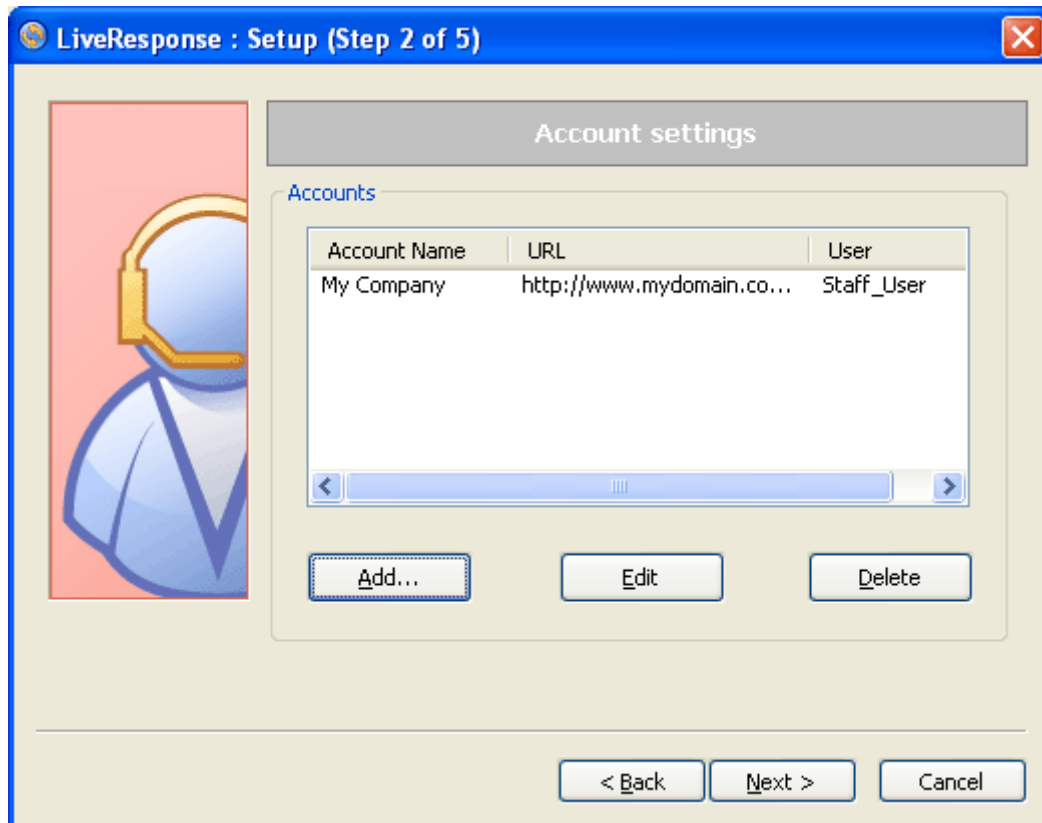
The first-time configuration process is a procedure that you are taken through following the first run of the Client Application. The wizard will take you through the basic configurations required to get the application up and running.

Step one: Copyright notice



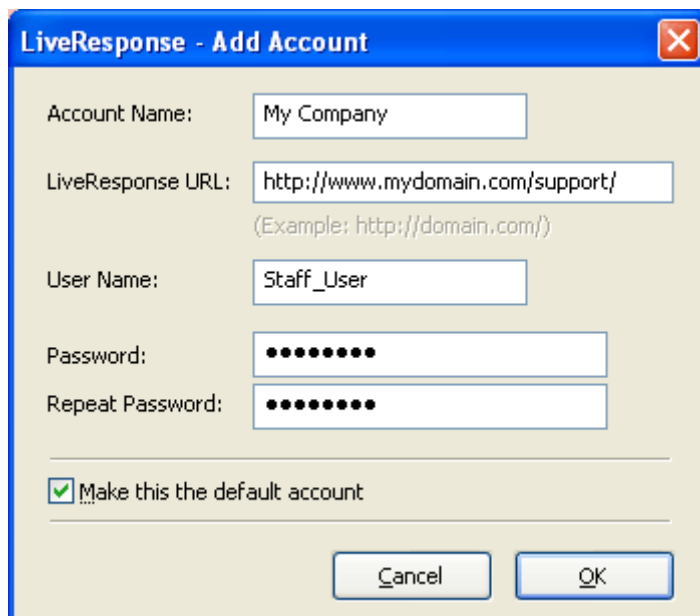
Review the copyright notice and click on the **Next** button to continue.

Step two: Account settings



To connect the Client Application to your SupportSuite or LiveResponse installation, you must enter its location and your staff user account information.

Click on the **Add** button to add a new account using the window shown below.

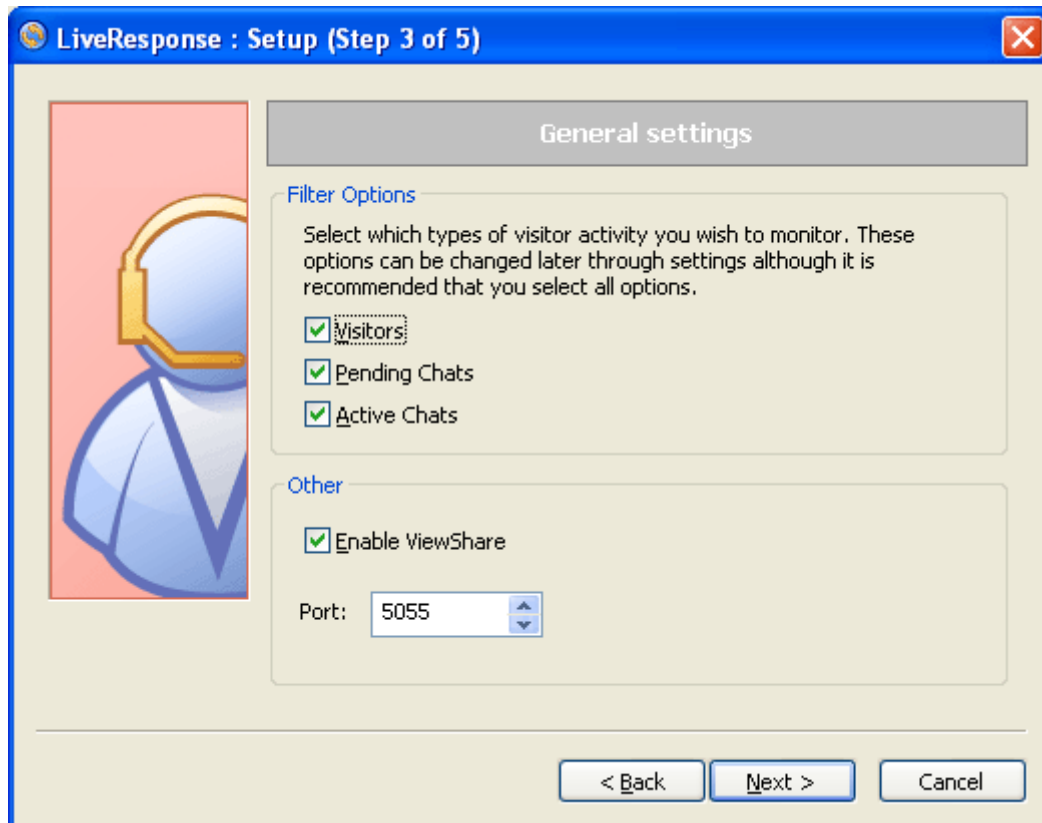


- **Account Name** – reference name for this account.
- **LiveResponse URL** – the URL of your SupportSuite or LiveResponse installation.
- **User Name** – your staff user account username.
- **Password** – your staff user account password.
- **Repeat Password** – confirm your entry.
- **Make this the default account** – if enabled, this account will become the default account, which will be logged into automatically when starting LiveResponse (if configured later).

Click on the **OK** button to add the account.

The Client Application can store the account details of more than one SupportSuite or LiveResponse installation. If you wish to add more account details, enter them now. If not, click on the **Next** button to continue.

Step three: General settings



Filter Options

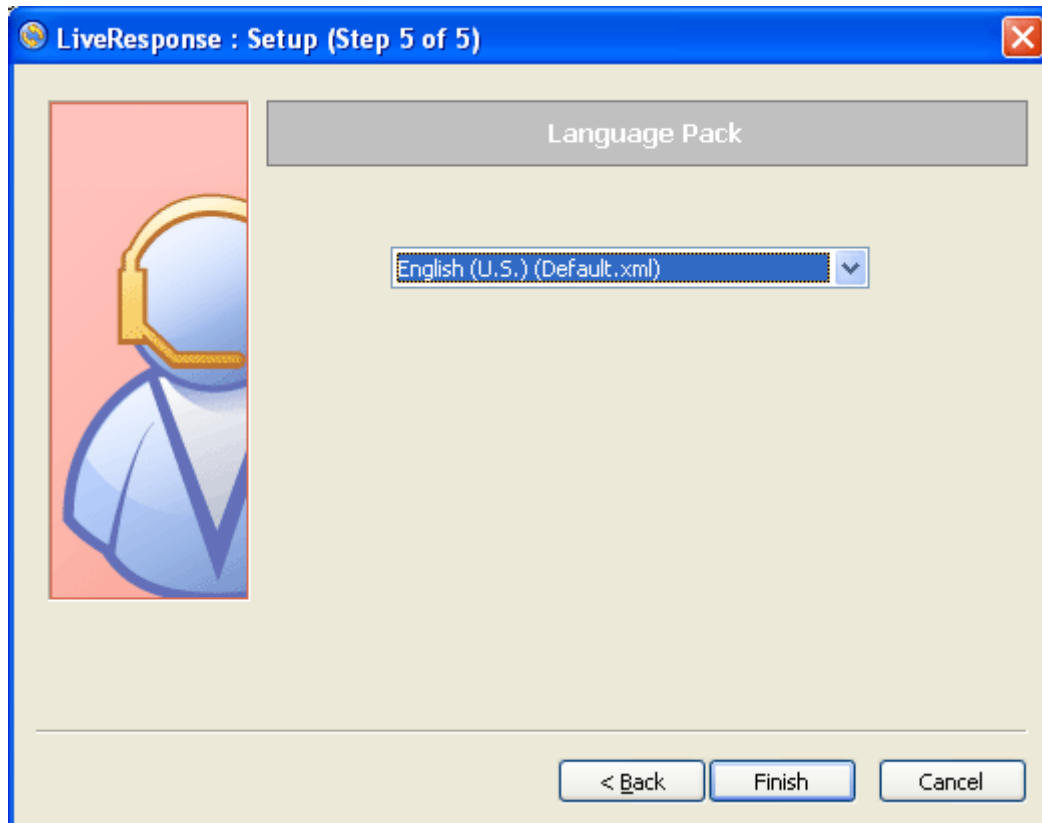
- **Visitors** – if enabled, visitors to your site (or any of your web pages that you have added a visitor tracking button or live chat button to) will be listed in the monitor pane.
- **Pending Chats** – if enabled, visitors who are requesting a chat session will be listed in the monitor pane.
- **Active Chats** – if enabled, visitors who currently in a chat session with a staff will be listed in the monitor pane.

Other

- **Enable ViewShare** – if enabled, the ViewShare functionality of the Client Application will be activated. For more information on ViewShare, see [ViewShare](#).
- **Port** – the port to which visitors will connect to view your ViewShare session.

Click on the **Next** button to continue.

Step four: Language



Which language pack the Client Application will use is configured here.

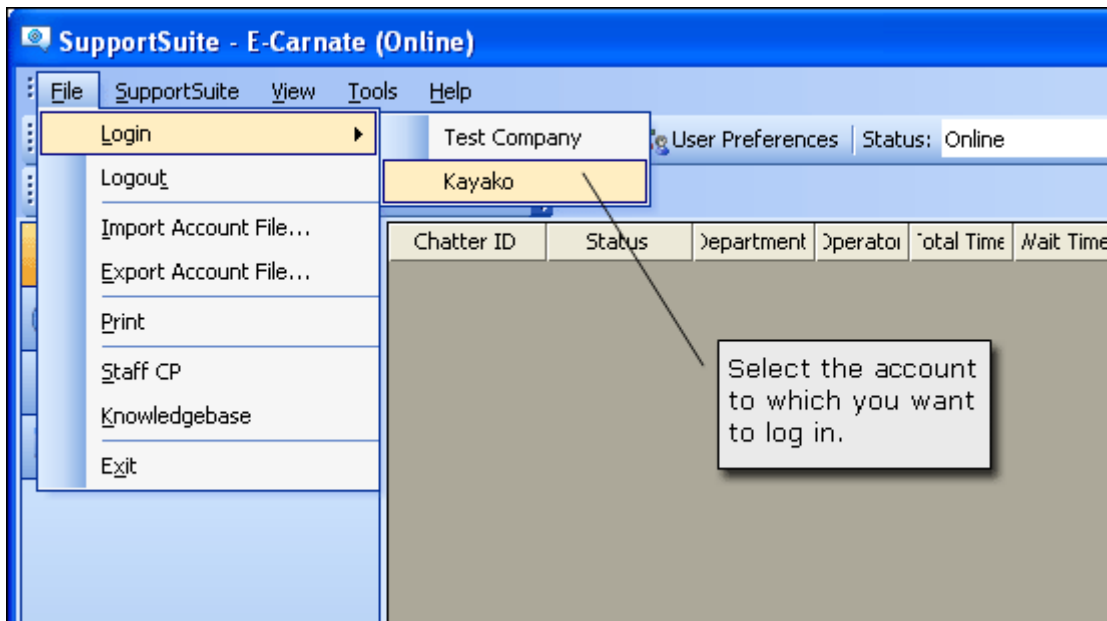
By default, the only language pack for the application bundled with the installation files is the default **English (U.S.)** language file.

Click on the **Finish** button to complete the configuration and start using the Client Application.

Logging into the server

To log in to an account:

1. Open on the File menu.
2. Hover over the Login menu.
3. Click on the account to which you want to log in, as shown below.



View panes

Monitor pane

The monitor pane lists all visitors who are viewing web pages that have the visitor tracking JavaScript coded in. The visitor's IP address (and username if logged in or present in a chat), browsing time, country and current web page are viewable here. This, along with the department and operator (if the visitor is in a chat session).

The screenshot shows the Kayako Monitor Pane interface. The main table displays visitor information:

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
85.211.104.38	Browsing			02:53		http://w...	U...
195.0.152.186	Browsing			01:38		http://w...	N...

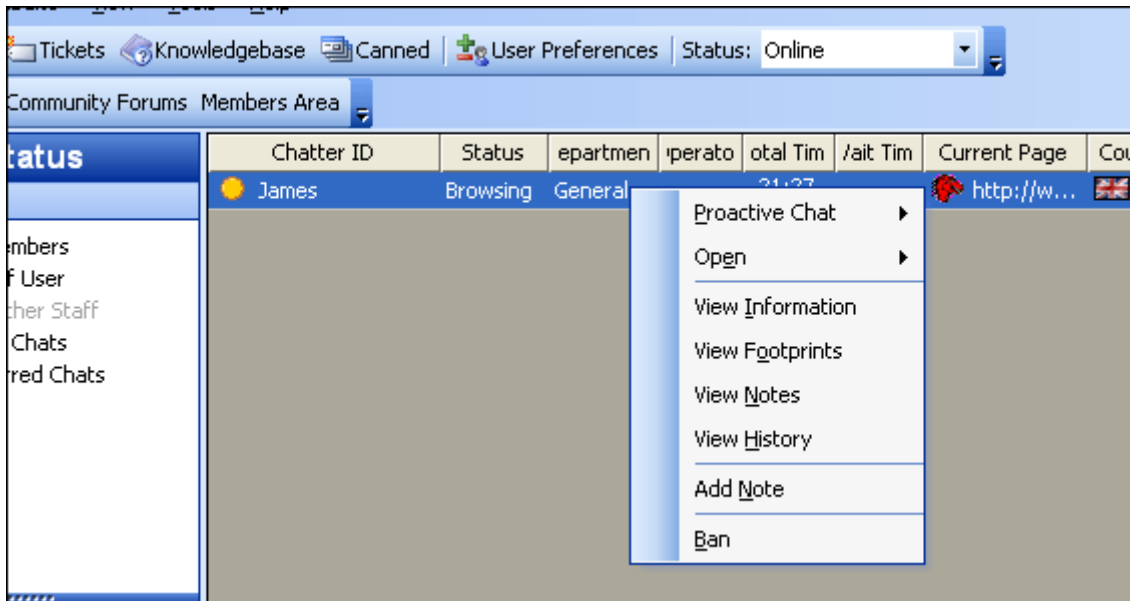
Below the table is an 'Information' section for the selected visitor:

- IP Address:** 85.211.104.38
- Host Name:** 85-211-104-38.dyn.gotadsl.co.uk
- Current Page:** <http://www.kayako.com/kayako/>
- Page Title:** Test SupportSuite Company - Powered By Kayako SupportSuite

The interface also includes a left-hand navigation pane with sections like 'Current Status', 'Monitor Pane', 'Chat History', 'Tickets', and 'Ad Tracking'. At the bottom, there are tabs for 'History', 'Chat Status', 'Notes', 'Footprints', and 'Information', and a status bar showing 'Visitors: 2, Pending Chats: 0, Active Chats: 0'.

User information tabs.

Right-clicking a visitor in this list will open an action menu, as shown below.



- **Proactive Chat** – allows you to proactively request or force a chat with a visitor. For more information on proactive chat requests, see [proactive chat request](#).
- **Open** – allows you to open the **current page** the visitor is browsing, or the page the visitor was **referred from**.
- **View Information** – view more information about the visitor (opens the **Information** tab on the **visitor information tabs** bar).
- **View Footprints** – view the footprints left by the visitor's browsing of your web pages (browsing history).
- **View Notes** – view notes attached to this visitor's IP address, left by other staff users.
- **View History** – view the **chat history** for this visitor's account or IP address.
- **Add Note** – allows you to **attach a note** to this visitor's IP address.
- **Ban** – ban the user (by IP address). If banned, the visitor's chat requests will not be processed and the visitor will not appear on the monitor pane list. The visitor will also not be able to see any **live support status images** for your support desk installation. For more information on banning a visitor, see [visitor banning](#).

The Client Application polls the server for new visitor data every 15 seconds by default (this value is configurable under [general options](#)). You can manually force a data refresh by pressing the **F5** key, or by clicking on the **View** menu, followed by **Refresh Visitor Data**.

Visitor information tabs

The location of the **visitor information tabs** is shown below.

SupportSuite - My Company (Online)

File SupportSuite View Tools Help

Staff CP Tickets Knowledgebase Canned User Preferences Status: Online

Support Desk Community Forums Members Area

Current Status

- Staff Members
 - Staff User
 - Another Staff
- Pending Chats
- Transferred Chats

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
Visitor	Browsing	General		02:07		.../inde...	U...
80.85.61.18	Browsing			10:33		.../inde...	H...

Information

IP Address: 85.211.104.38

Host Name: 85-211-104-38.dyn.gotadsl.co.uk

Current Page: http://www.kayako.com/kayako/index.php?_m=troubleshooter&_a=steps&troubleshootercatid=1&parentid=0

Page Title: Test SupportSuite Company - Powered By Kayako SupportSuite

Referrer:

Total Pages: 5

History Chat Status Notes Footprints **Information**

Visitors: 2, Pending Chats: 0, Active Chats: 0

The user information tabs.

Information

The screenshot shows the SupportSuite interface with the 'Information' tab selected. The interface includes a menu bar (File, SupportSuite, View, Tools, Help), a navigation bar (Staff CP, Tickets, Knowledgebase, Canned, User Preferences, Status: Online), and a sidebar with 'Current Status' and navigation options (Staff Members, Pending Chats, Transferred Chats). The main area displays a table of visitor information and a detailed 'Information' tab.

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
85.2...	Browsing			19:11		http://...	U...

Information

IP Address:	85.211.226.216
Host Name:	85-211-226-216.dyn.gotadsl.co.uk
Current Page:	http://www.kayako.com/kayako/
Page Title:	Test SupportSuite Company - Powered By Kayako SupportSuite
Referrer:	
Total Pages:	3
Browser Type:	Mozilla
Browser Version:	5.0 (Windows; en-GB)
Full App Version:	5.0 (Windows; en-GB)
Operating System:	Windows
Color Depth:	32
Resolution:	1280x994
Country:	United Kingdom
Search Engine:	Google
Search Query:	support desk software

Visitors: 1, Pending Chats: 0, Active Chats: 0

The **information** tab gives a comprehensive overview of information about the selected visitor.

- **IP Address** – the IP address of the visitor.
- **Host Name** – the resolved IP address of the visitor.
- **Current Page** – the page the visitor was last logged as browsing.
- **Page Title** – the title of the page the visitor was logged as browsing.
- **Referrer** – what page the user was referred from. If blank, either the visitor's referrer could not be logged or the user came directly to this page.

- **Total Pages** – the total number of pages the visitor has been logged browsing.
- **Browser Type / Browser Version / Full App Version** – information about the visitor’s web browser.
- **Operating System** – what operating system the visitor is running.
- **Color Depth** – the color depth the visitor is using.
- **Resolution** – the screen resolution the visitor is using.
- **Country** – the approximated geographical location of the visitor, based on the IP address.
- **Search Engine** – the name of the search engine if visitor was referred from a search engine.
- **Search Query** – if the data can be found, what keywords the visitor typed into the search engine to find your web site.

History

The screenshot shows the SupportSuite interface. The main content area displays a 'History' table with the following data:

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
James	Brow...	General	Staff User	03:30		.../ind...	U...

Chat ID	Full Name	Date	Staff Name	Department
19	James	26 Mar 2007 11:27 AM	Staff User	General
20	James	26 Mar 2007 01:59 PM	Staff User	General
21	James	26 Mar 2007 02:00 PM	Staff User	General

At the bottom of the interface, a status bar shows: Visitors: 1, Pending Chats: 0, Active Chats: 0.

The **history** tab is shown above. It lists all chat histories associated with this visitor's user account (if registered and logged in) or their IP address.

To view a chat history, click on the respective **Chat ID**. It will open up the chat history for that session, as shown below.

SupportSuite - My Company (Online)

File SupportSuite View Tools Help

Staff CP Tickets Knowledgebase Canned User Preferences Status: Online

Support Desk Community Forums Members Area

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
James	Brow...	General	Staff User	05:36		.../ind...	U...

Current Status

- Staff Members
 - Staff User
 - Another Staff
- Pending Chats
- Transferred Chats

Monitor Pane

Chat History

Tickets

History

Conversation

Staff User: Hi there, how may I help you?
 James: Hi. I would like your instant messenger information.
 Staff User: Ok, not a problem. Let me get that for you.
 Staff User: James, you can find our contact information by following this Troubleshooter: http://www.ecarnate.com/kayako/index.php?_m=troubleshooter&_a=steps&troubleshootercatid=1&parentid=0
 James: Ok, thanks
 Staff User: No problem, have a good day.

History Chat Status Notes Footprints Information

Visitors: 1, Pending Chats: 0, Active Chats: 0

Chat status

The screenshot displays the SupportSuite interface with the following components:

- Header:** SupportSuite - My Company (Online)
- Menu:** File, SupportSuite, View, Tools, Help
- Navigation:** Staff CP, Tickets, Knowledgebase, Canned, User Preferences, Status: Online
- Sub-navigation:** Support Desk, Community Forums, Members Area
- Current Status Sidebar:**
 - Staff Members
 - Staff User
 - Another Staff
 - Pending Chats
 - Transferred Chats
- Chat Status Table:**

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
James	In Chat	General	Staff User	08:24		.../ind...	U...
- Chat Feed:**
 - Conversation
 - Staff User: Hi there, how may I help
 - James: Hi. I would like your instant messenger information.
 - Staff User: Ok, not a problem. Let me get that for you.
 - Staff User: James, you can find our contact information by following this Troubleshooter: http://www.ecarnate.com/kayako/index.php?_m=troubleshooter&_a=steps&troubleshootercatid=1&parentid=0
 - James: Ok, thanks
 - Staff User: No problem, have a good day.
 - Staff User: Hi there, how can I help you?
- Bottom Panel:**
 - History | **Chat Status** | Notes | Footprints | Information
 - Visitors: 0, Pending Chats: 0, Active Chats: 1

The **chat status** tab shows either the most recent chat session with the visitor or a live feed of a chat in progress (refreshable by clicking on the **Refresh** link at the bottom of the chat feed).

Notes

The screenshot shows the SupportSuite interface for 'Test Company (Online)'. The main window displays the 'Current Status' of a visitor with ID 85.2... who is 'Browsing'. The status table includes columns for Chatter ID, Status, Department, Operator, Total Time, Wait Time, Current Page, and Country. Below this, a 'Notes' section contains a table of notes attached to the visitor.

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
85.2...	Browsing			03:55		http://...	U...

Date	Added By	Note
26 Mar 2007 02:10 PM	Staff User	This note has been attached to...
26 Mar 2007 02:13 PM	Staff User	This note has also been attach...

At the bottom of the interface, there are tabs for 'Information', 'Footprints', 'Notes', 'History', and 'Chat Status'. The status bar at the very bottom indicates 'Visitors: 1, Pending Chats: 0, Active Chats: 0'.

Visitor notes can be added from within the [monitor pane](#) or from within a chat session window. When a note is attached to a visitor, the note is stored according to that visitor's IP address. This means that, should the same visitor return to your support desk with a different IP address, you will not be able to view the notes for this user left according to their previous IP address.

Footprints

The screenshot shows the SupportSuite interface for a 'Test Company (Online)'. The main window displays the 'Current Status' of a visitor. The status bar shows the Chatter ID as 85.2..., Status as Browsing, Department as Browsing, Operator as 12:51, Wait Time as 12:51, Current Page as http://..., and Country as U... The interface includes a menu bar (File, SupportSuite, View, Tools, Help) and a navigation bar (Staff CP, Tickets, Knowledgebase, Canned, User Preferences, Status: Online). A sidebar on the left contains 'Staff Members' (Staff User, Another Staff), 'Pending Chats', and 'Transferred Chats'. The main content area is divided into two sections: 'Current Status' and 'Footprints'. The 'Footprints' section is a table with columns for 'Page Title' and 'Referrer'. The table contains two entries: one for 'Test SupportSuite Company - Powered By Kayako SupportSuite' with a referrer of 'http://www.kayako.com/kayako/' and another for 'Test SupportSuite Company - Powered By Kayako SupportSuite' with a referrer of 'http://www.kayako.com/kayako/index.php?_m=troubleshooter&_a=view'. The interface also includes a bottom status bar showing 'Visitors: 1, Pending Chats: 0, Active Chats: 0'.

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
85.2...	Browsing	Browsing		12:51	12:51	http://...	U...

Page Title	Referrer
Test SupportSuite Company - Powered By Kayako SupportSuite	http://www.kayako.com/kayako/
Test SupportSuite Company - Powered By Kayako SupportSuite	http://www.kayako.com/kayako/index.php?_m=troubleshooter&_a=view http://www.kayako.com/kayako/

Annotations in the image:

- "The 'current' page." points to the 'Current Page' field in the status bar.
- "Where the user was before coming to the 'current' page." points to the 'Referrer' column in the Footprints table.
- "A previous page." points to the first entry in the Footprints table.

A visitor's **footprints** are left when browsing your support desk, or any of your web pages that have been tagged using visitor tracking JavaScript (see [What is a "Tag"?](#)).

Chat history

Full documentation for the **chat history database** features of SupportSuite and LiveResponse are available in the **staff control panel** manual.

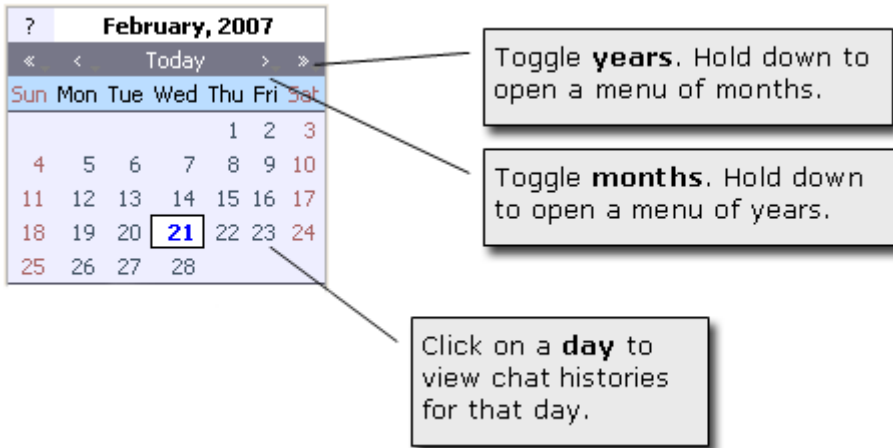
The screenshot displays the SupportSuite - Test Company (Online) interface. The main content area is titled "Live Support » Chat History" and shows a "Chat History List" with the following entries:

Full Name
James
James
James
James
James
James
James
James
James
fxg

The interface also features a calendar for March 2007, a "Quick Jump" section with "Chat History" and "Online Staff" options, and a "Monitor Pane" with "Chat History", "Tickets", and "Ad Tracking" buttons. A legend at the bottom indicates "User <> Staff Chat" and "Staff <> Staff".

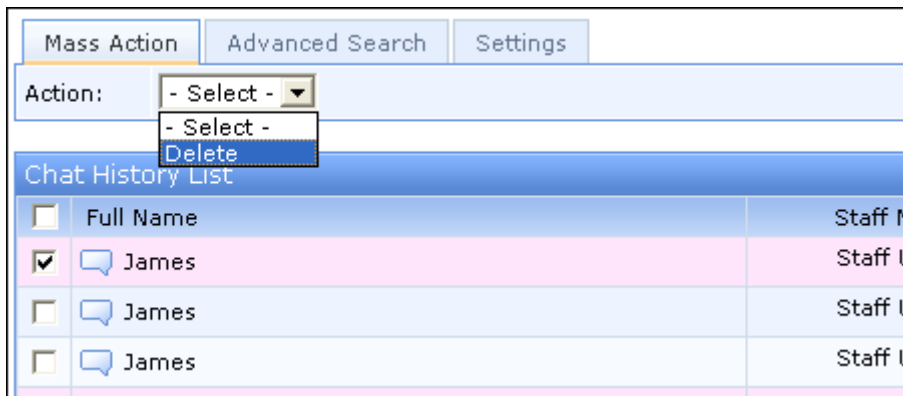
The **chat history** pane (shown above) gives a browser-type interface to the SupportSuite or LiveResponse **staff control panel**. From here, you can access all staff control panel functions as well as the chat histories.

Chat histories can be filtered by **data**. To filter by date, use the dynamic calendar to select a date, as shown below.



Selecting multiple chat history entries (by checking the corresponding check boxes) will open the **mass-management menu**, as shown below. Using this menu, entries can be mass-deleted.

Under the **Advanced Search** tab, entries can be searched for by visitor name, e-mail or transcript contents. Under the **Settings** tab, the number of entries shown per page (if there are many) can be limited.



To view a chat history, click on the chat entry name. The transcript of this chat will be shown, as shown below.

The screenshot displays the SupportSuite web application interface. The main window title is "SupportSuite - Test Company (Online)". The navigation bar includes "File", "SupportSuite", "View", "Tools", and "Help". Below this, there are links for "Staff CP", "Tickets", "Knowledgebase", "Canned", "User Preferences", and a "Status: Online" dropdown menu. A secondary navigation bar contains "Support Desk", "Community Forums", "Members Area", and browser navigation buttons: "Back", "Forward", "Refresh", "Stop", and "Toggle Shortcut Bar".

The interface is divided into several sections:

- Current Status:** A sidebar on the left containing:
 - Staff Members
 - Staff User
 - Another Staff
 - Pending Chats
 - Transferred Chats
- Monitor Pane:** A vertical stack of buttons: "Monitor Pane", "Chat History", "Tickets", and "Ad Tracking".
- Live Support:** The main content area, currently showing "View Chat: 21".

The chat session details for Chat ID: 21 are as follows:

Chat Information		
Fullname:	James	Email:
Date:	26 Mar 2007 02:00 PM	Duration:
Staff:	Staff User	Department:
Was Transferred?:	No	Transferred:
IP Address:	85.211.226.216	Chat Type:

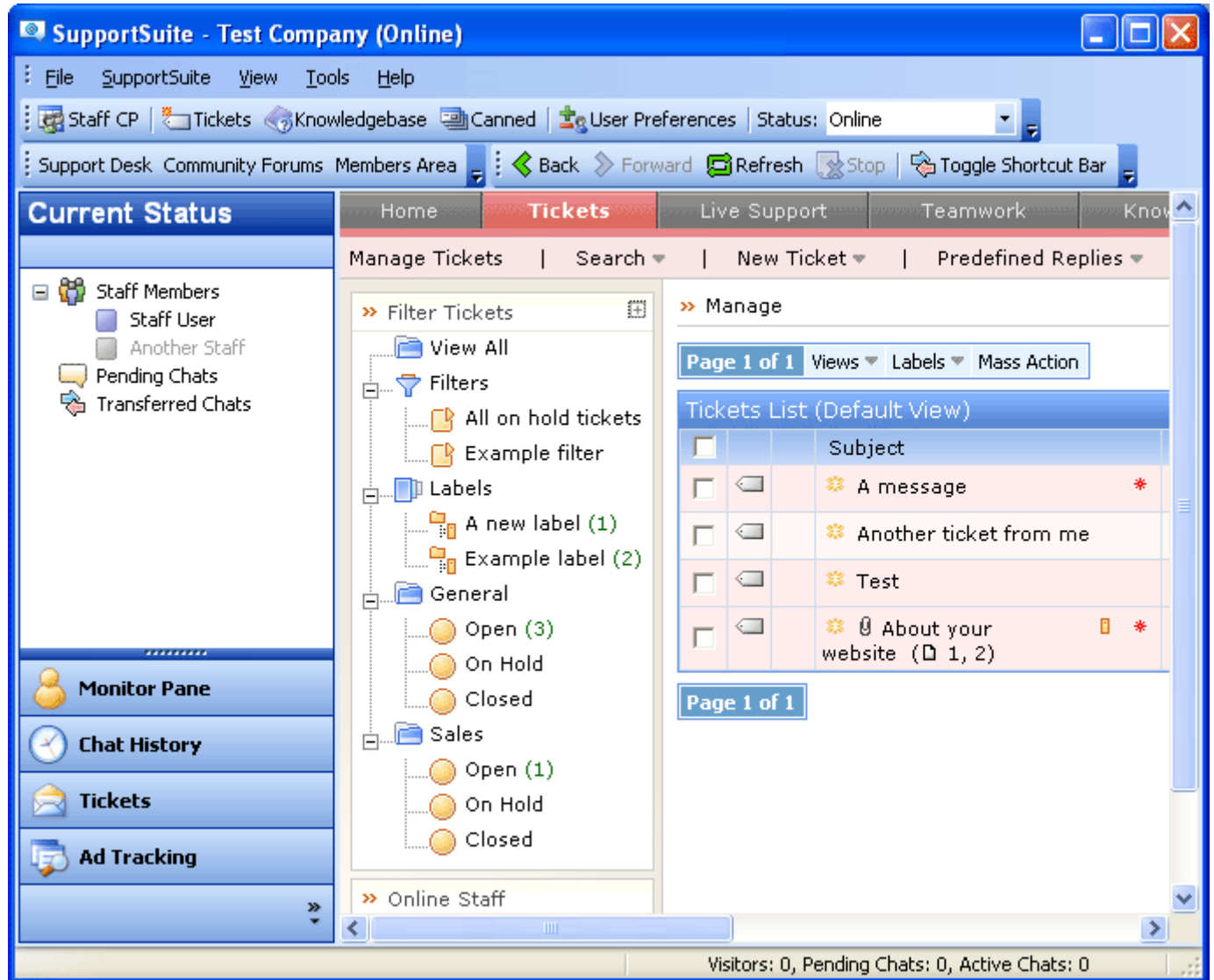
The conversation history is as follows:

- Staff User:** Hi there, how may I help you?
- James:** Hi. I would like your instant messenger information.
- Staff User:** Ok, not a problem. Let me get that for you.
- Staff User:** James, you can find our contact information by following this Tip: http://www.ecarnate.com/kayako/index.php?_m=troubleshooter&_a=ste
- James:** Ok, thanks
- Staff User:** No problem, have a good day.

At the bottom of the window, a status bar indicates: "Visitors: 0, Pending Chats: 0, Active Chats: 0".

Tickets

Full documentation for the **ticket** features of SupportSuite and LiveResponse are available in the **staff control panel** manual.



The screenshot shows the SupportSuite - Test Company (Online) interface. The main content area is titled "Tickets" and contains a "Manage Tickets" section. The sidebar on the left shows a "Filter Tickets" section with a tree view of filters and labels. The main area displays a "Tickets List (Default View)" table with columns for checkboxes, status, and subject. The table contains four rows of tickets, with the last row having a count of 1, 2 and a red asterisk.

<input type="checkbox"/>		Subject	
<input type="checkbox"/>	☞	✱ A message	*
<input type="checkbox"/>	☞	✱ Another ticket from me	
<input type="checkbox"/>	☞	✱ Test	
<input type="checkbox"/>	☞	✱ About your website (1, 2)	*


The **tickets** pane (shown above) gives a browser-type interface to the SupportSuite or LiveResponse **staff control panel**. From here, you can access all staff control panel functions as well as the ticket features.

Ad tracking

Full documentation for the **ad tracking** features of SupportSuite and LiveResponse are available in the **staff control panel** manual.

The screenshot shows the SupportSuite interface for 'Test Company (Online)'. The main content area is divided into two sections: 'Quick Jump' and 'Campaigns'. The 'Quick Jump' section contains a list of options: Campaigns, Insert Campaign, and Reports. The 'Campaigns' section contains a text description of the Ad Tracking feature and a 'Campaign List' table. A callout box points to the 'Reports' option in the 'Quick Jump' menu with the text: 'Click here to view campaign reports.'

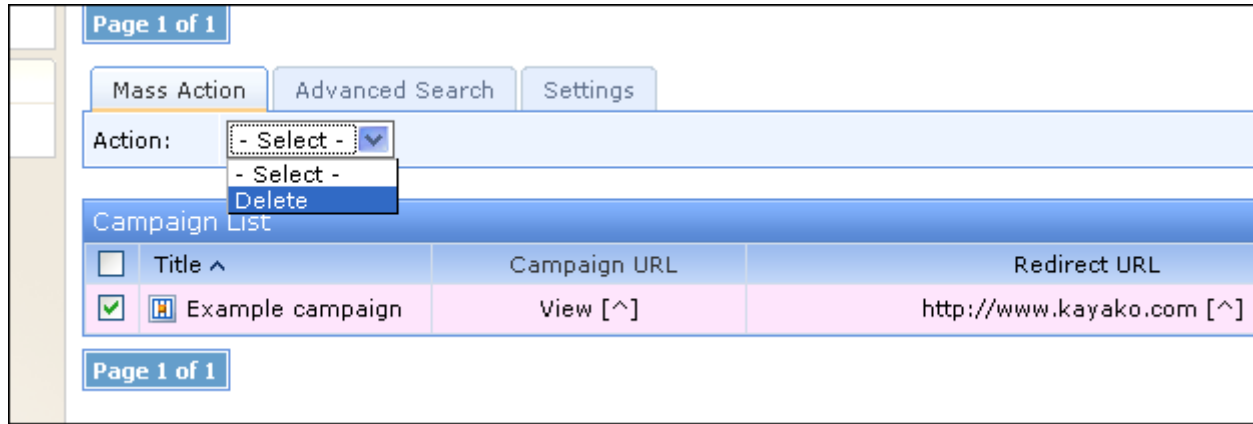
The **ad tracking** pane (shown above) gives a browser-type interface to the SupportSuite or LiveResponse **staff control panel**. From here, you can access all staff control panel functions as well as the ad tracking and campaign tools.

To edit a campaign, click on the corresponding edit  button next to the corresponding campaign, as shown below.

Campaign List				
<input type="checkbox"/>	Title ^	Campaign URL	Redirect URL	Options
<input type="checkbox"/>	 Example campaign	View [^]	http://www.kayako.com [^]	 Edit  Delete

Selecting multiple campaigns (by checking the corresponding check boxes) will open the **mass-management menu**, as shown below. Using this menu, campaigns can be mass-deleted.

Under the **Advanced Search** tab, campaigns can be searched for by title or URL. Under the **Settings** tab, the number of campaigns shown per page (if there are many) can be limited.



Handling chats

The main functionality of the Client Application exists in its staff user interface to the live chat system of SupportSuite and LiveResponse.

Via your client interface to your SupportSuite or LiveResponse installations or by a website that features your 'live chat' tag (see [What is a "Tag"?](#)), visitors can initiate a chat request. The visitor will then be asked for a **name** and an **e-mail** address.

Depending on how many of your staff users are available and for what live chat department, the visitor may be placed in a queue for support. If configured in the **administrator control panel**, the visitor will be told how many are in the queue before him.

Stage one: Visitor makes a chat request

The visitor opens the Live Support tag (see [What is a "Tag"?](#)) on your support desk or tagged web page, as shown below.

The screenshot displays a support desk interface with the following sections:

- Submit a Ticket**: Submit a new issue to a Department.
- Troubleshooter**: Take a step-by-step tour to find the solution to all your issues.
- Downloads**: View our categorized library of downloads for all necessary manuals, software, etc.

	Views
	12
	3
	1

	Date Added
	07 Mar 2007 12:08 PM
	07 Mar 2007 12:08 PM

> Login [Lost Password]

Email:

Password:

Remember Me:

> Search

-- Entire Support Site --

> Latest News

- >> March 07: A company news announcement
- >> January 24: Public news announcement

Live Support ONLINE

Next, the visitor enters his or her **name** and **e-mail** address, as shown below.

http://www.ecarnate.com - Test SupportSuite Company - Help ...

SupportSuite

Live Support

Please enter the required information below to request Live Support.

Department:

Full Name:

Email:

powered by kayako

Done

After clicking on the **Submit** button, the visitor enters the **support queue**. The visitor is shown the message in the figure below every X seconds for Y tries (both of these values are configured via the **administrator control panel**).

http://www.ecarnate.com - Test SupportSuite Company - Help ...

SupportSuite 0:02:49

Please wait, an operator will be with you shortly.

Your request is important to us. Please wait, an operator will be with you shortly.

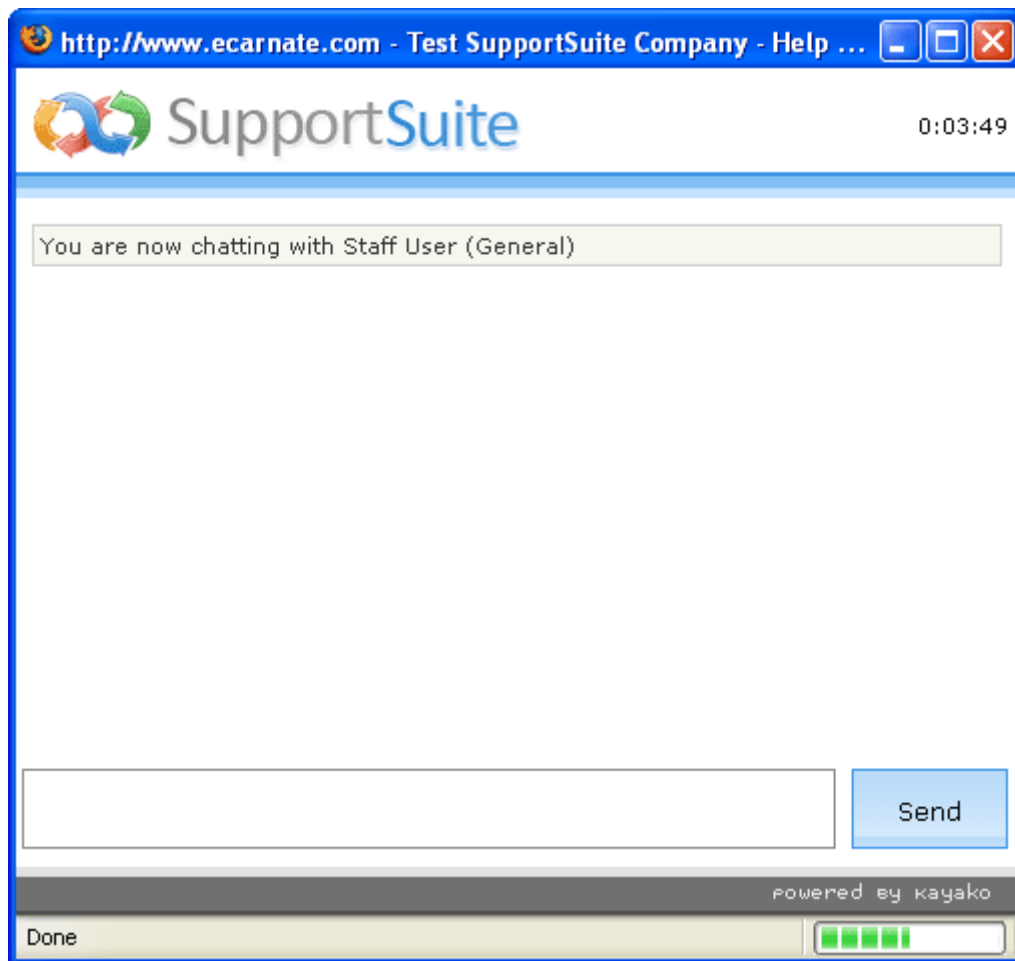
Your request is important to us. Please wait, an operator will be with you shortly.

powered by kayako

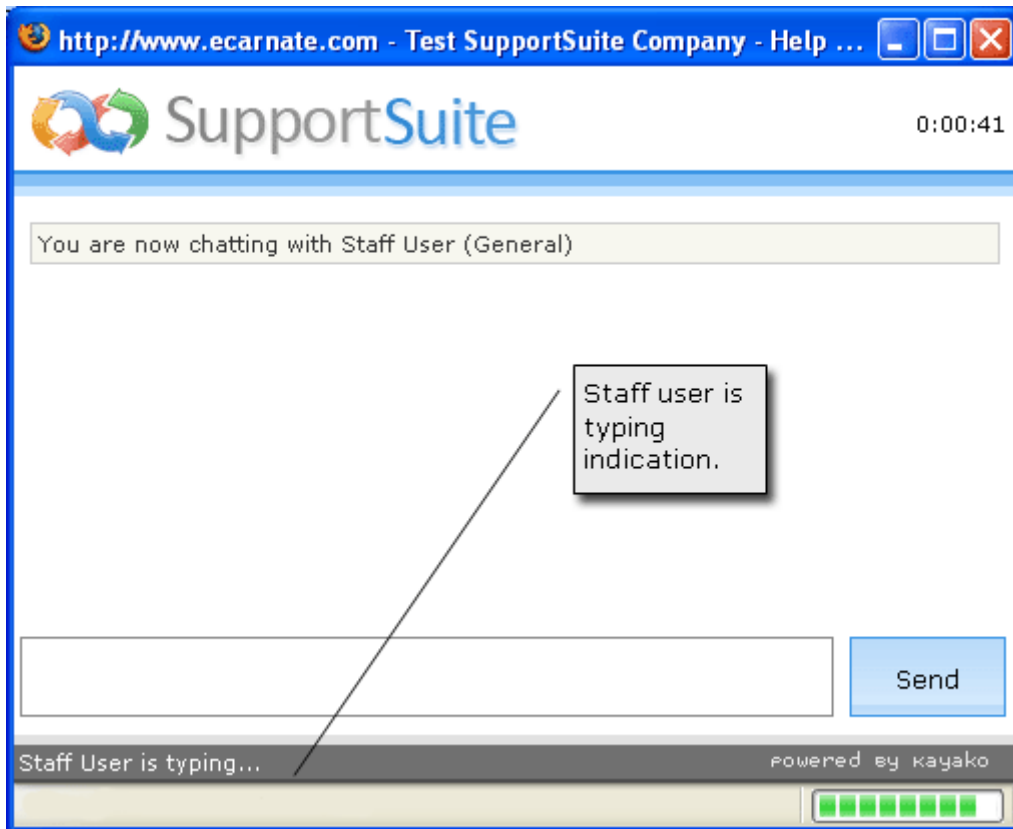
■■■■■■■■

Chat request accepted

If a staff user accepts a visitor's chat request, the acceptance is indicated on the client's chat window as shown below.

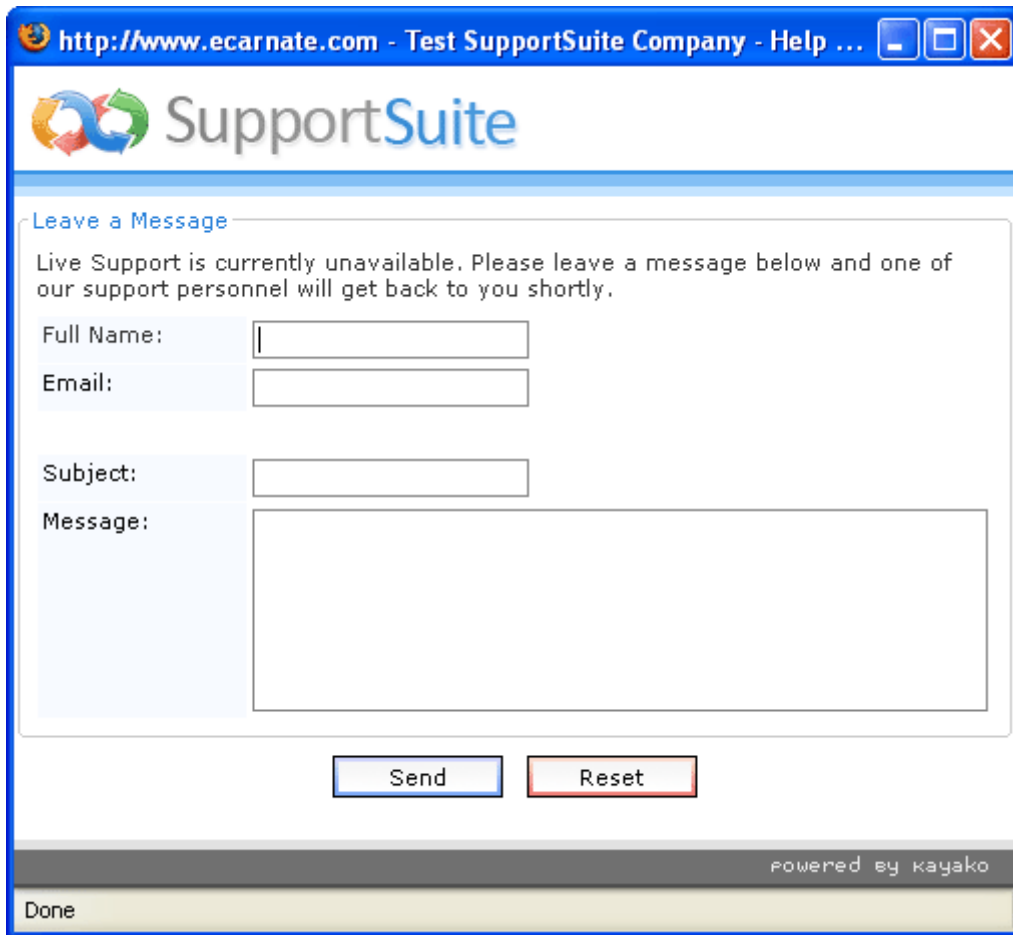


When you (the staff user) is typing, the client is given indication of this as shown below.



Chat unavailable or request rejected

If a visitor's chat request is not accepted before the number of tries runs out, the visitor is shown a message dialog, as shown below.



The screenshot shows a web browser window with the address bar displaying "http://www.ecarnate.com - Test SupportSuite Company - Help ...". The page title is "SupportSuite". Below the title is a "Leave a Message" section. The text reads: "Live Support is currently unavailable. Please leave a message below and one of our support personnel will get back to you shortly." The form contains four input fields: "Full Name:", "Email:", "Subject:", and "Message:". Below the "Message:" field are two buttons: "Send" and "Reset". At the bottom right of the form area, it says "powered by kayako". The browser's status bar at the bottom left shows "Done".

http://www.ecarnate.com - Test SupportSuite Company - Help ...

SupportSuite

Leave a Message

Live Support is currently unavailable. Please leave a message below and one of our support personnel will get back to you shortly.

Full Name:

Email:

Subject:

Message:

powered by kayako

Done

Chat may not be available for any one of the following reasons:

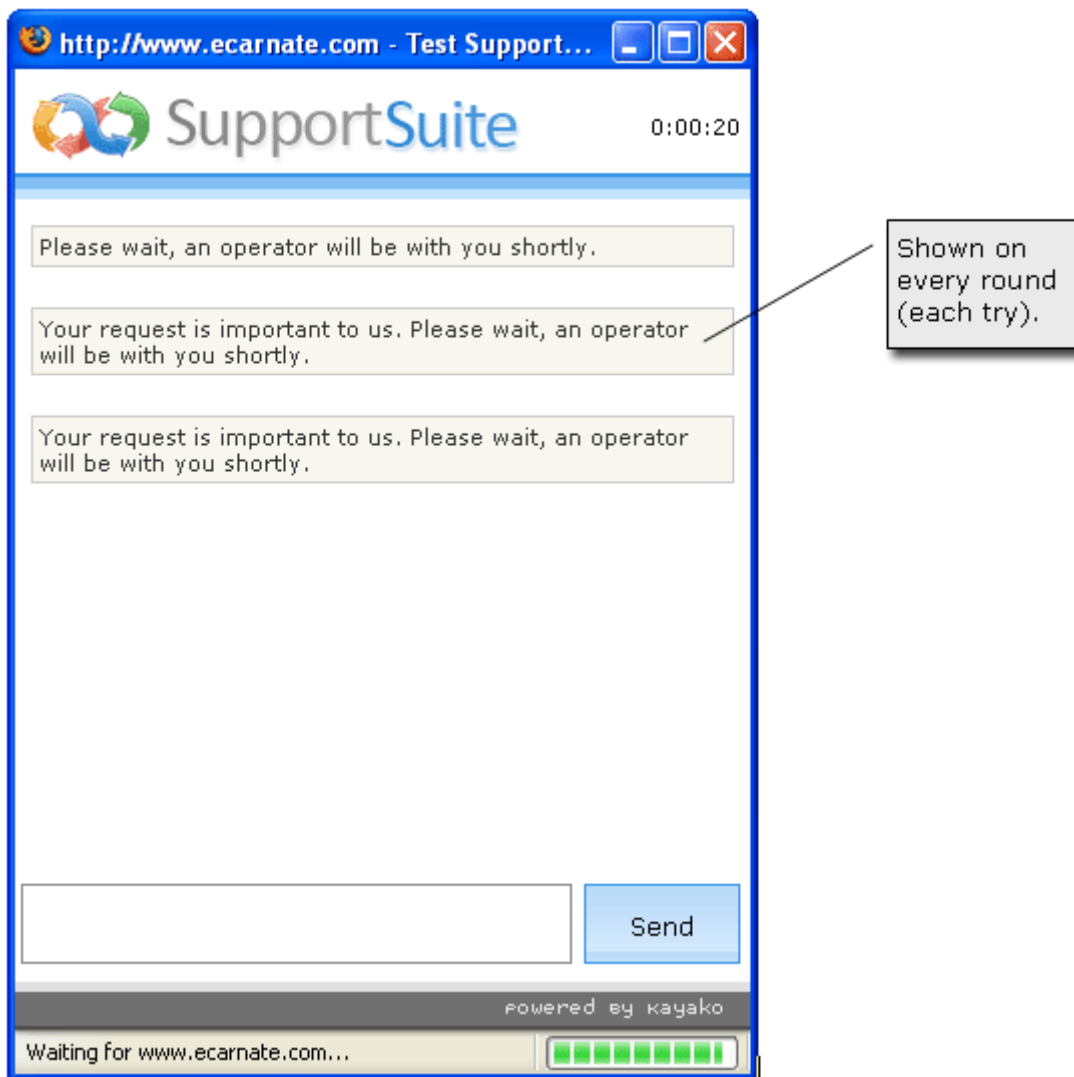
- There are no available staff users.
- The chat request was actively refused.
- All staff user's are set to busy (handling too many chats – this value is configured per Client Application in the Client Application [options](#)).
- All staff users are set to away or be back shortly (a staff user's status is configured per Client Application in the Client Application [options](#)).

Stage two: Staff receives chat request

When a visitor requests a chat, the system attempts to notify each available staff user. If a staff user does not accept the chat request within the amount of time set under *Number of Seconds after each Retry* (**administrator control panel** > Live Support), the system will then attempt to notify the next available staff user.

This is called a **round-robin** system. The number of "rounds" (each **try**) is also configured within the **administrator control panel** under *Number of Chat Round Robin Retries*.

If no staff user accepts the chat after the number of tries is up, the user will be told that live chat is unavailable, and will be offered the option of [leaving a message](#).



When a request comes in, it will be marked on the **monitor pane** and **current status bar**, as shown below.

The screenshot displays the SupportSuite - Test Company (Online) interface. The main window title is "SupportSuite - Test Company (Online)". The menu bar includes "File", "SupportSuite", "View", "Tools", and "Help". The navigation bar shows "Staff CP", "Tickets", "Knowledgebase", "Canned", "User Preferences", and "Status: Online". The "Support Desk" tab is active, showing "Community Forums" and "Members Area".

The "Current Status" section on the left lists "Staff Members" (Staff User, Another Staff), "Pending Chats (1)" (James), and "Transferred Chats". The "Monitor Pane" is highlighted, showing a pending chat request for "James" with a status of "Pending Chat" and a department of "General". The "Total Time" is 01:30 and the "Wait Time" is 01:09. A callout box points to the "Wait Time" column, stating: "How long the visitor has been waiting for a chat request acceptance."

The "Information" pane for the selected user shows the following details:

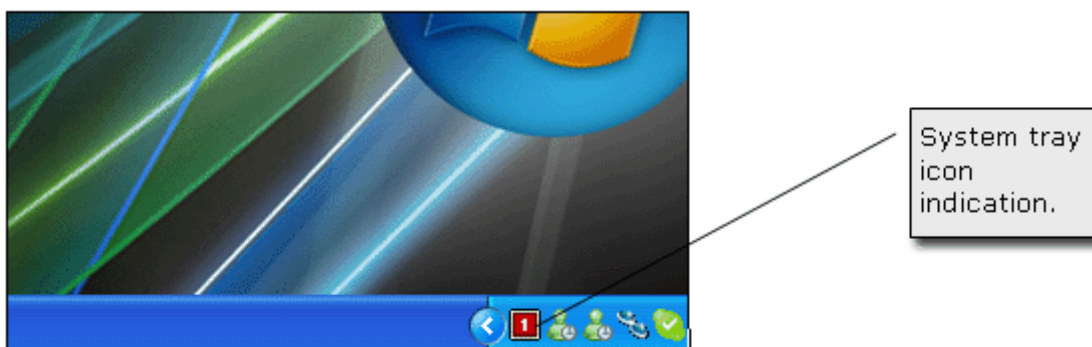
Information	
IP Address:	85
Host Name:	85
Current Page:	http://.../inde...php
Page Title:	Test Company Kayako SupportSuite
Referrer:	
Total Pages:	1
Browser Type:	Mozilla
Browser Version:	5.0 (Windows; en-GB)

A callout box points to the "Current Page" field, stating: "Pending chats are also listed here, and can be accepted by right clicking on the visitor's name." The bottom status bar shows "Visitors: 0, Pending Chats: 1, Active Chats: 0".

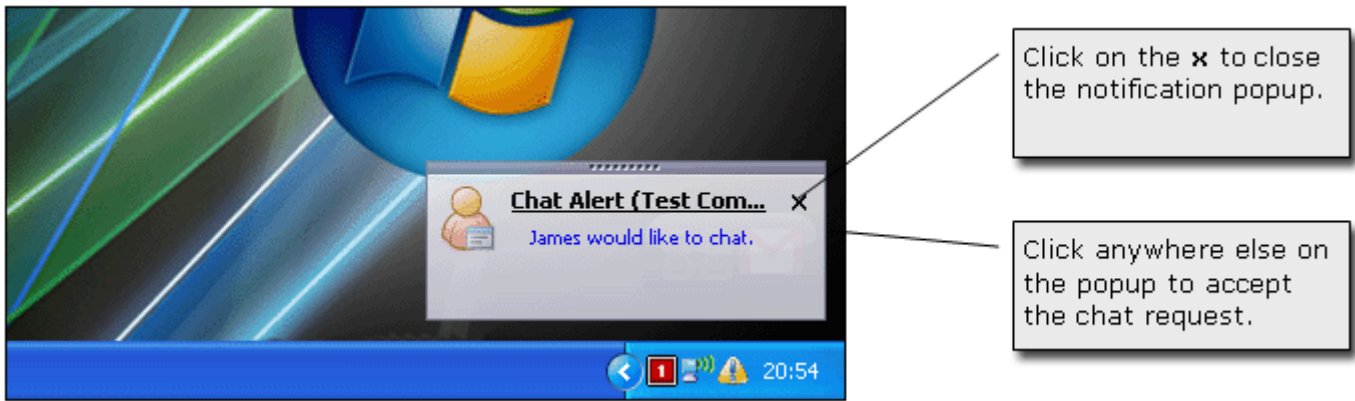
From the monitor pane you can accept the chat request by right-clicking on the requesting user, as shown below.

From here, chat requests can also be actively refused. When refused, the user will be shown a “Live Support is unavailable” notice, and will be given the opportunity to **send a message**.

The **system tray** icon for the Client Application will flash **red** to indicate the pending chat request. The number in the middle of the icon shows the number of site visitors being monitored.

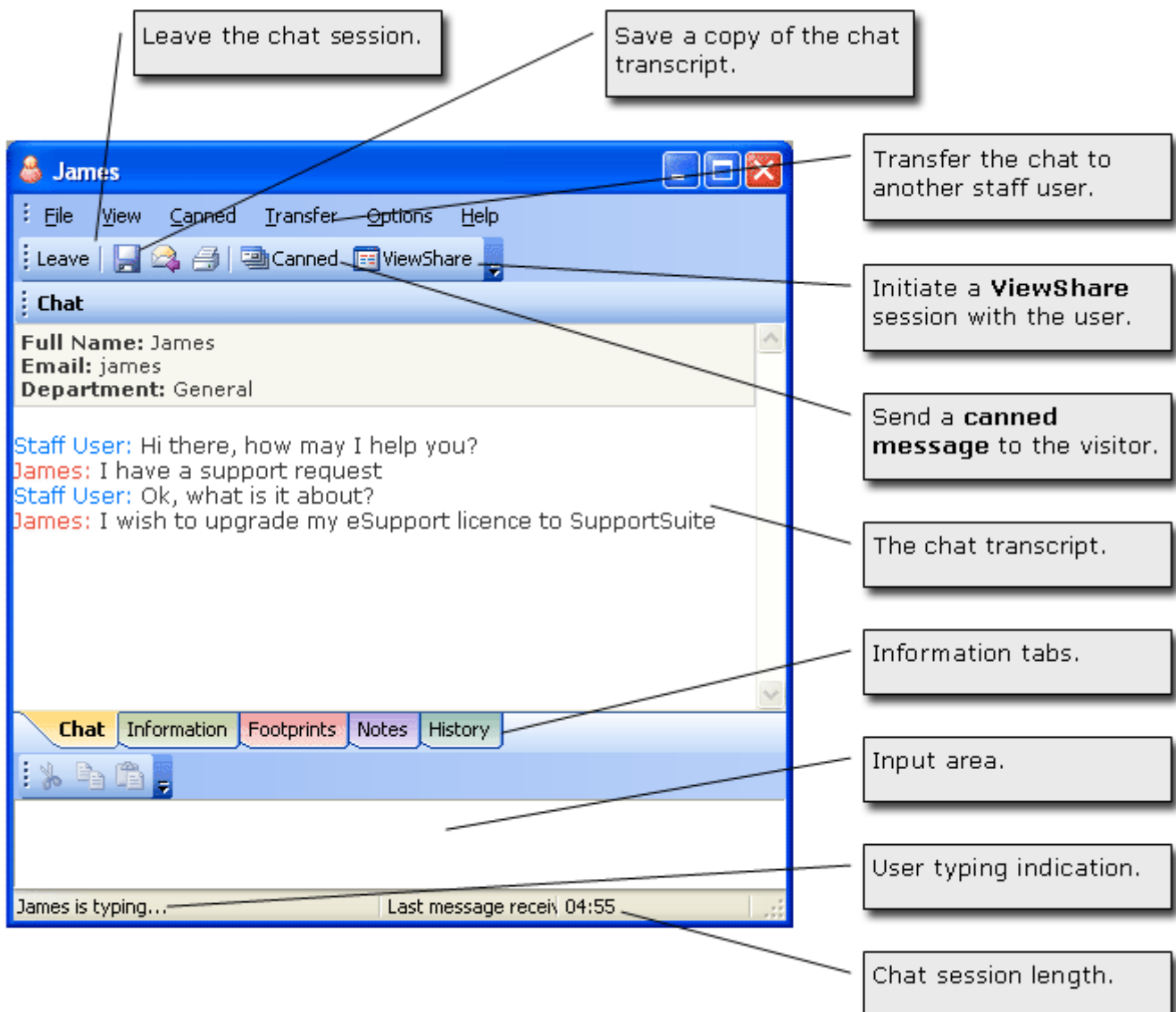


If configured within the Client Application [options](#), a notification popup will display and a notification sound will chime, indicating the new chat request, as shown below.



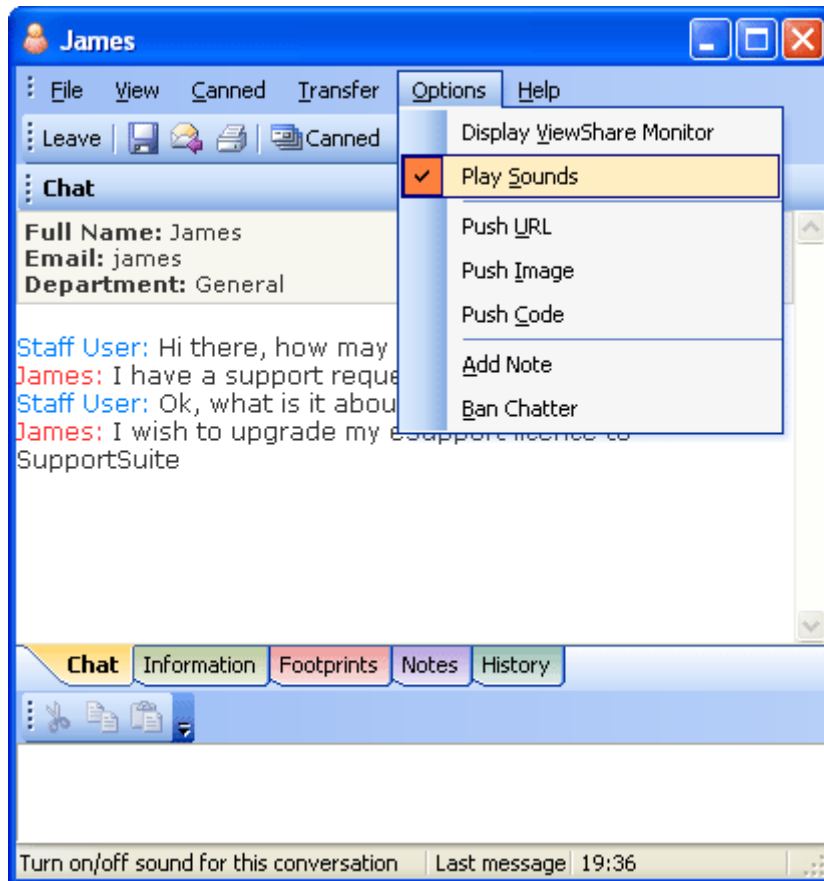
Clicking on this notification popup will accept the chat request and initiate the chat with the visitor, thus starting the chat session. If you just want to close the popup, click on the **x**, as indicated above.

Chat interface

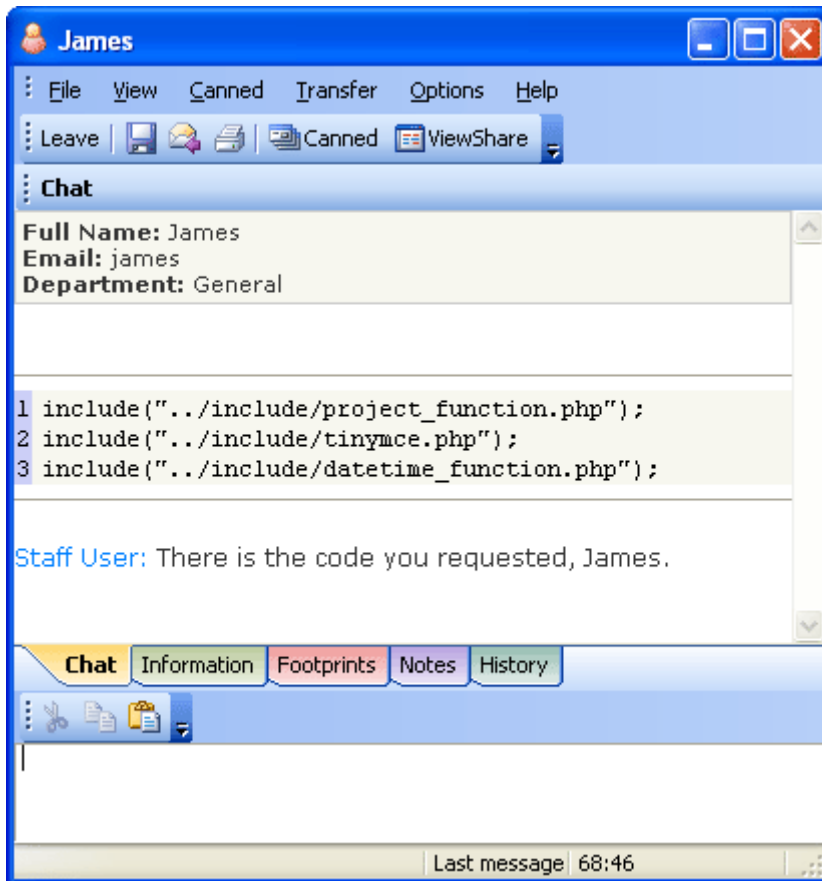


The typical chat window for a staff user using the Client Application is shown above. To send a message to the visitor, type a message in the **input area** and press the enter key. When typing a message, the user will be notified that you are typing.

Under the **options** menu, a variety of extra tasks can be executed, as shown below.



- **Display ViewShare Monitor** - see [ViewShare monitor](#).
- **Play Sounds** – if enabled, a sound will be played notifying you to a new message from the user.
- **Push URL** – allows you to **push** a URL to the visitor. Pushing a URL involves forcibly opening up a new window within the visitor’s browser that opens the URL given here.
- **Push Image** – allows you to push a URL of an image to the visitor, opening in the same way as pushing a URL.
- **Push Code** – allows you to send formatted and line-numbered code to the visitor, as shown below.



- **Add Note** – attach a note to the record of this visitor’s IP address (notes entered this way are **not** their user account).
- **Ban Chatter** – ban the visitor by their IP address. If banned, the visitor’s chat requests will not be processed and the visitor will not appear on the monitor pane list. The visitor will also not be able to see any **live support status images** for your support desk installation. For more information on banning a visitor, see [visitor banning](#).

Information tabs

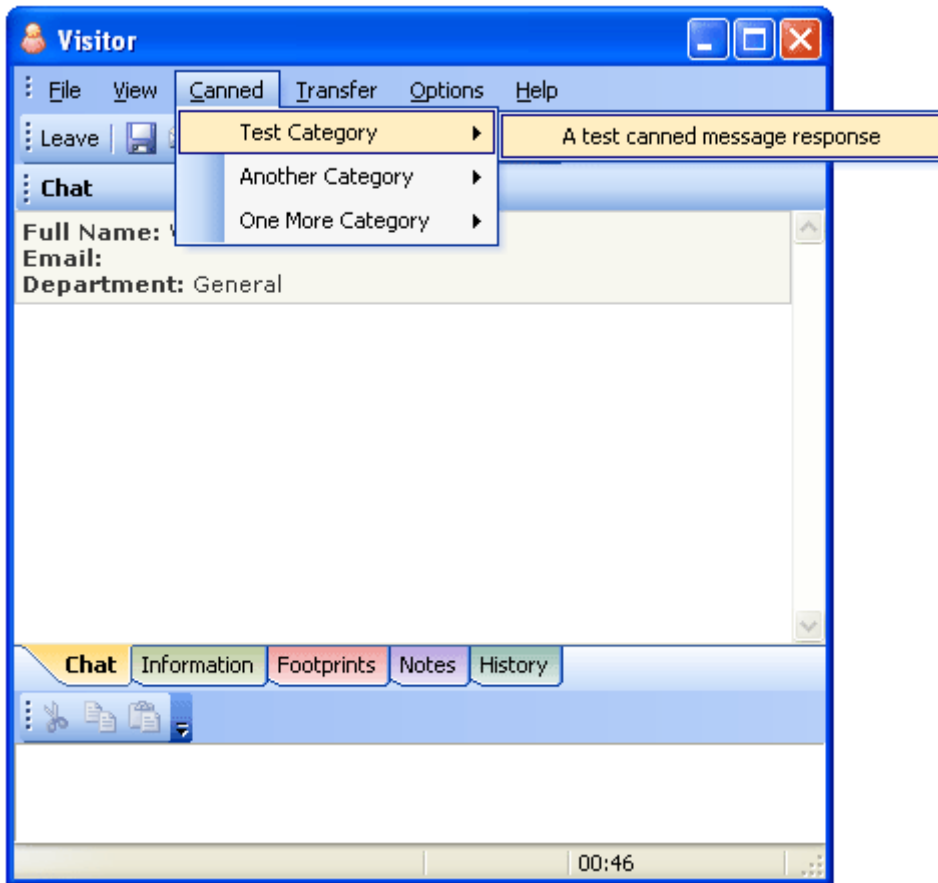
The information tabs here work exactly as there do In the [monitor pane](#).

Using canned messages

A canned message acts as a **predefined reply**, also referred to as a **standard reply**. It is a copy/paste message or message template that can be used to more efficiently handle a support load.

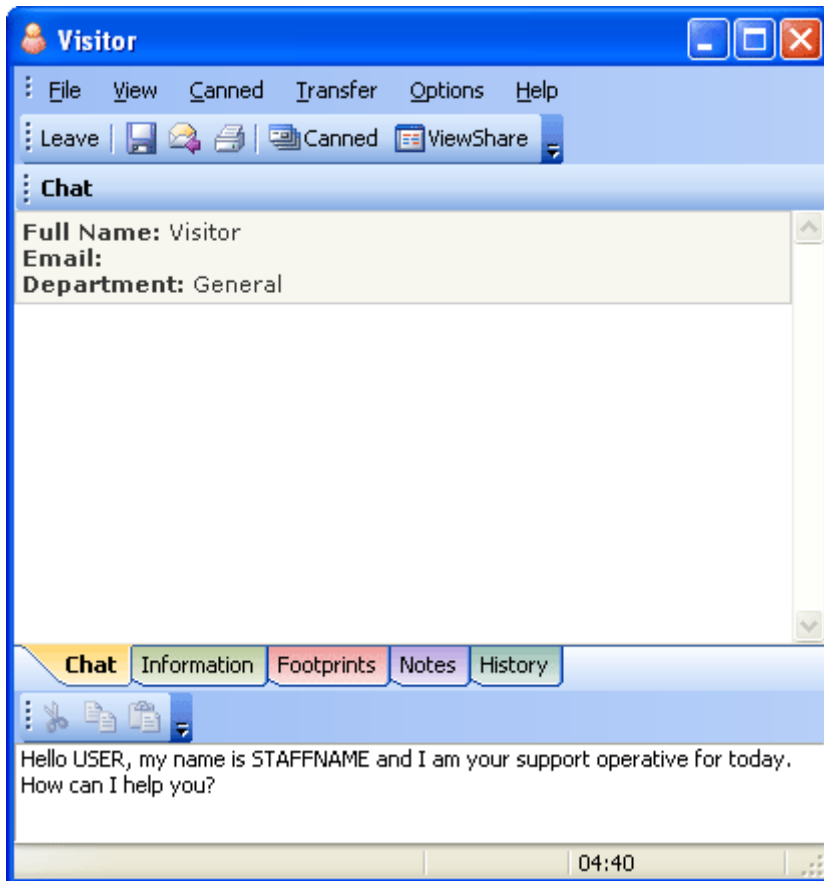
To use a canned message from the chat interface:

1. Open the **Canned** menu, as shown below.



2. Navigate to the category and sub-categories as appropriate.
3. Click on the canned message you wish to insert.

The message will **not** be sent immediately – it will simply be copied to the input area where the message contents can be edited, as shown below.



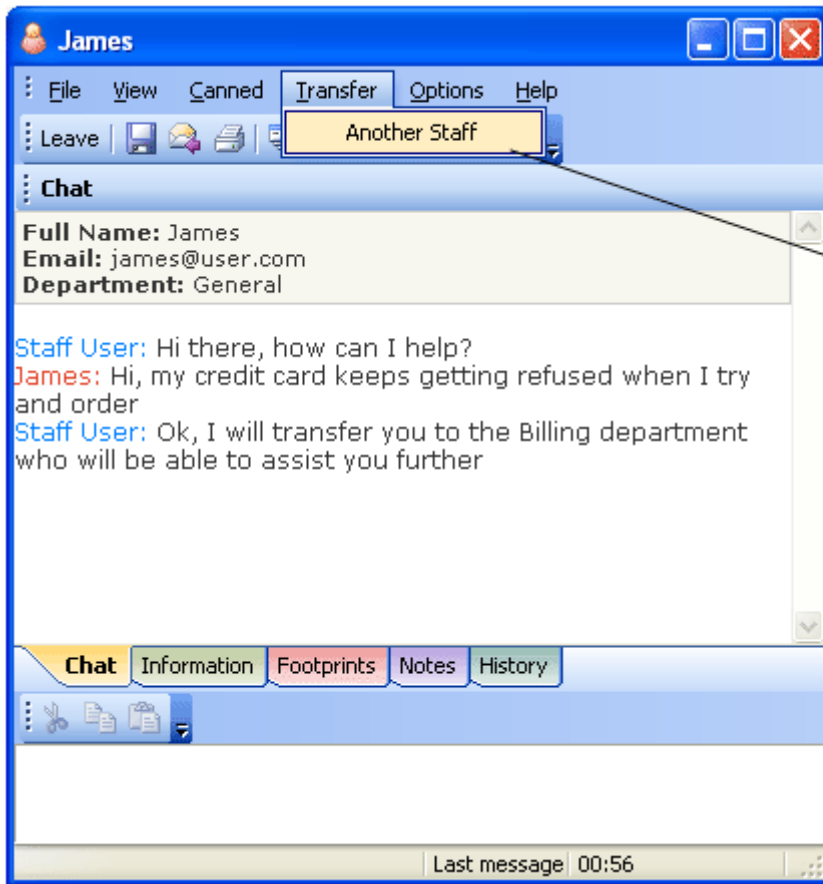
For information on managing **canned messages**, see [managing canned messages](#).

Transferring a chat

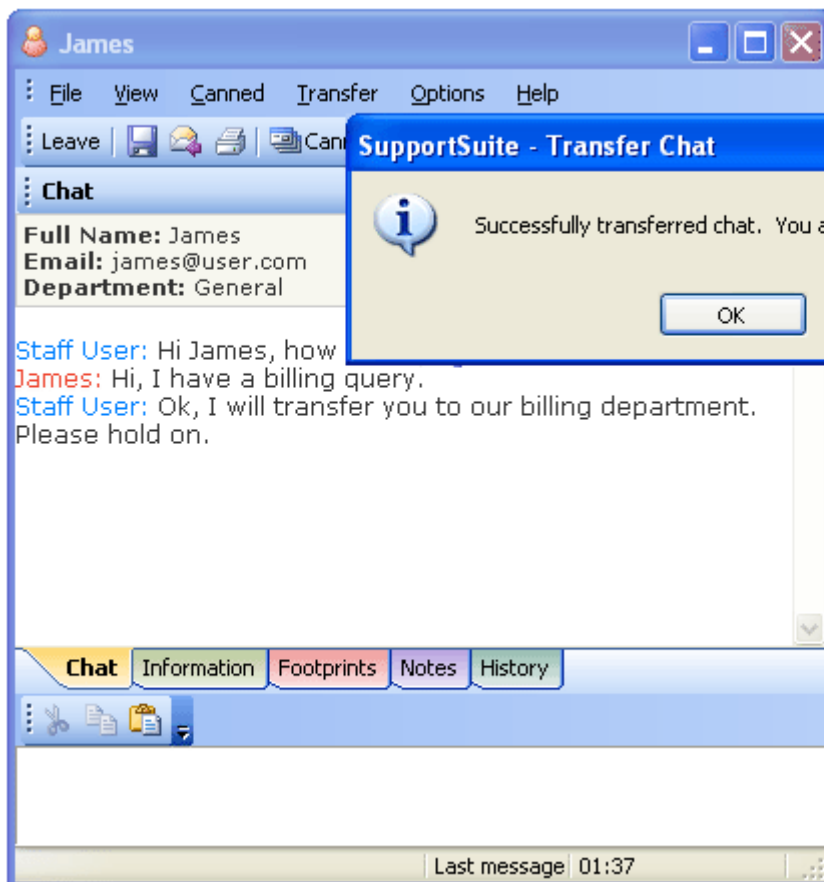
When in a chat session with a user, you can actively transfer the chat to another staff user. This will instantly open a new chat window on the staff user's Client Application (to who you are transferring to).

When a chat is transferred, the chat session will become a **conference** session. This means that both you and the staff user you transferred the chat to will be in the chat session with the visitor. The procedure is exemplified below.

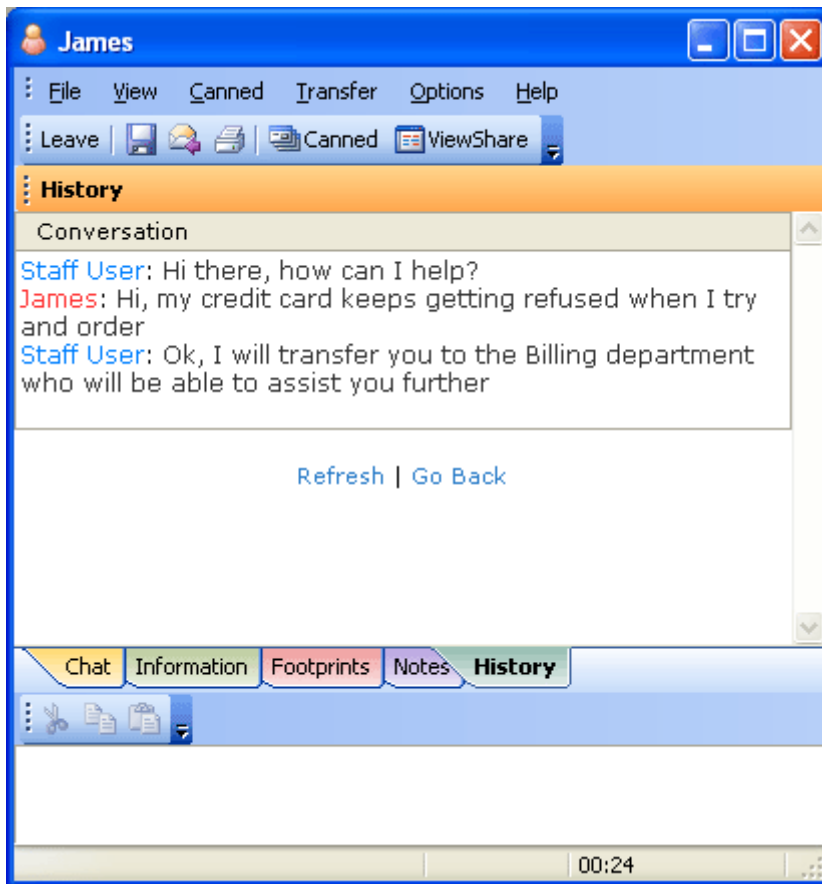
To transfer the chat, click on the **Transfer** menu (as shown below) and select the staff user to who you want to transfer the chat.



Available staff users are listed here.

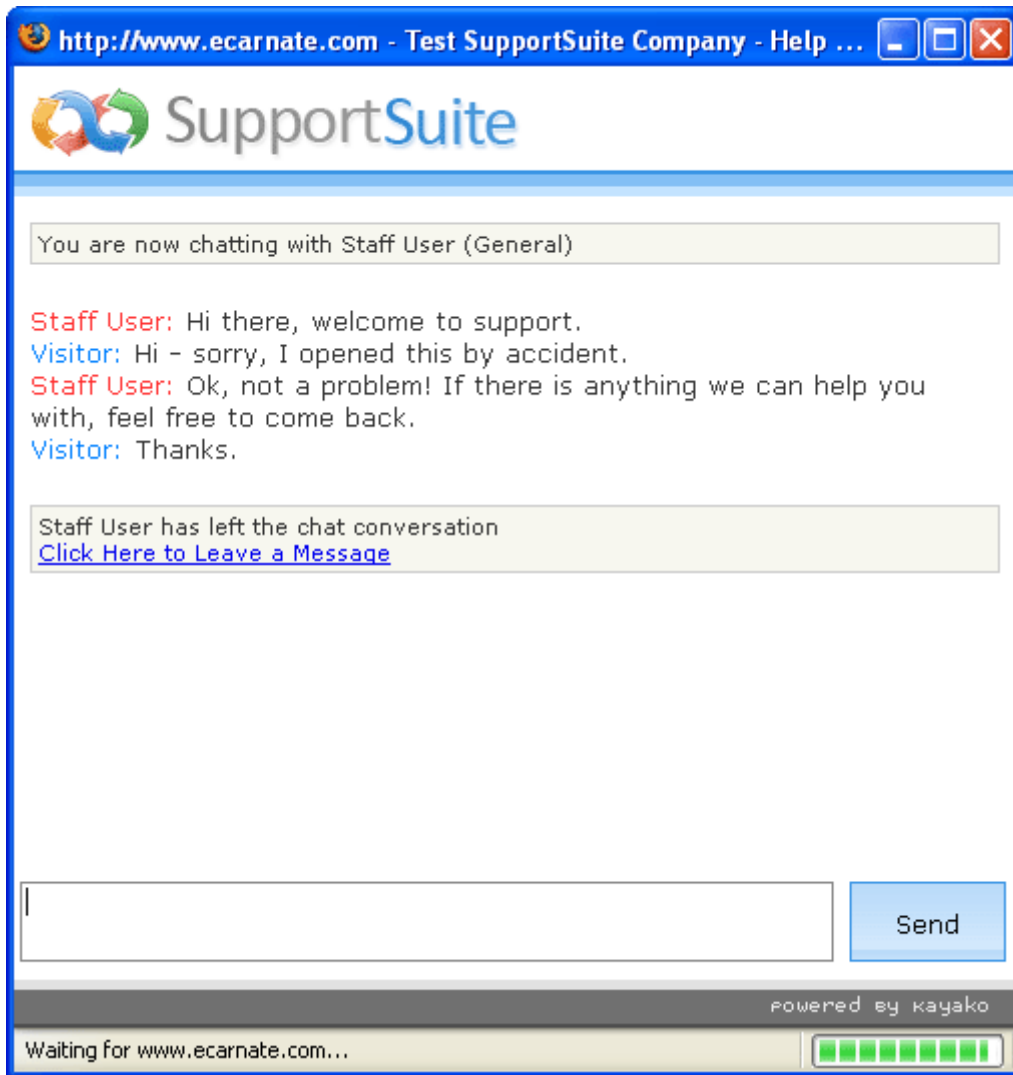


A new window will open up on the desktop of the staff user to who you transferred the chat to. The chat window will be empty. However, the staff user receiving the transfer can review the transcript by clicking on the **History** tab, as shown below.

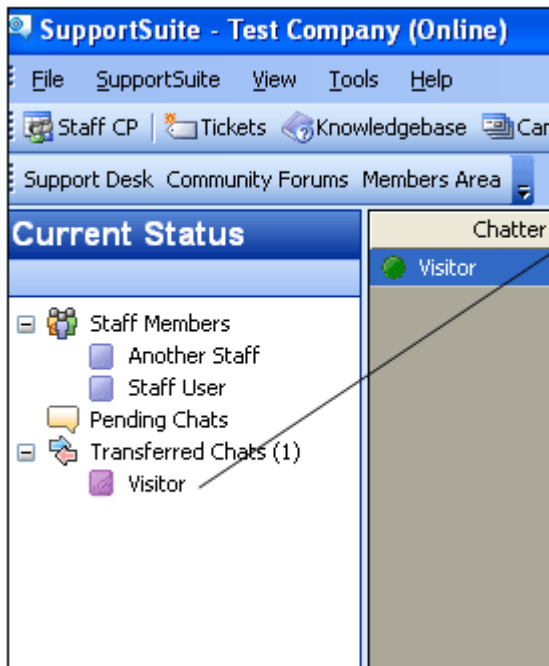


As described earlier, when a chat is transferred it becomes a **conference** - you (as the transferring staff user) will still be present in the chat session in a conference mode, meaning both you and the staff user who you transferred the chat to can chat with the visitor.

You can also leave the conference at any time, by closing your window or clicking on the **Leave** button. When you leave a conference, the visitor will be notified as such (as shown below).



Transferred chat sessions are listed under **Transferred Chats** on the current status side bar, as shown below.



Starting or entering a conference

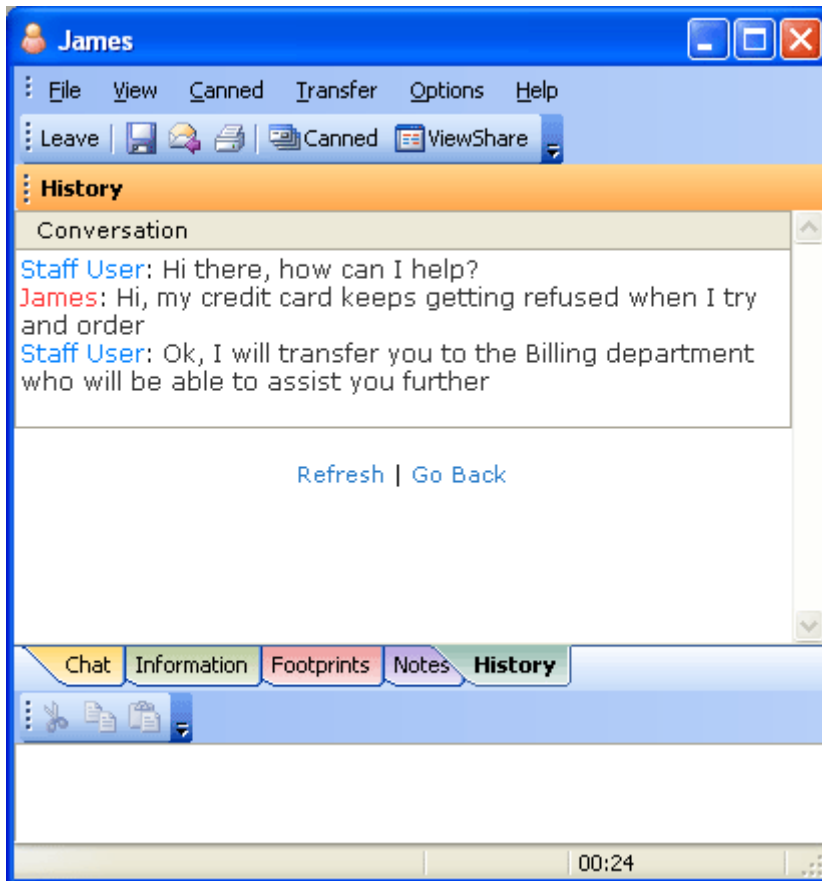
When a user is in a chat session with another staff user, you are able to start a **conference session** by right-clicking on this user within the monitor pane (as shown below) and clicking on **Start Conference**.

The screenshot shows the SupportSuite interface for 'Test Company (Online)'. The main window displays a chat window for a user named 'Jamie' who is 'In Chat'. A context menu is open over the 'Information' tab, showing options: 'Start Conference', 'View Information', 'View Footprints', 'View Notes', 'View History', 'Add Note', and 'Ban'. The 'Information' tab is selected, displaying the following data:

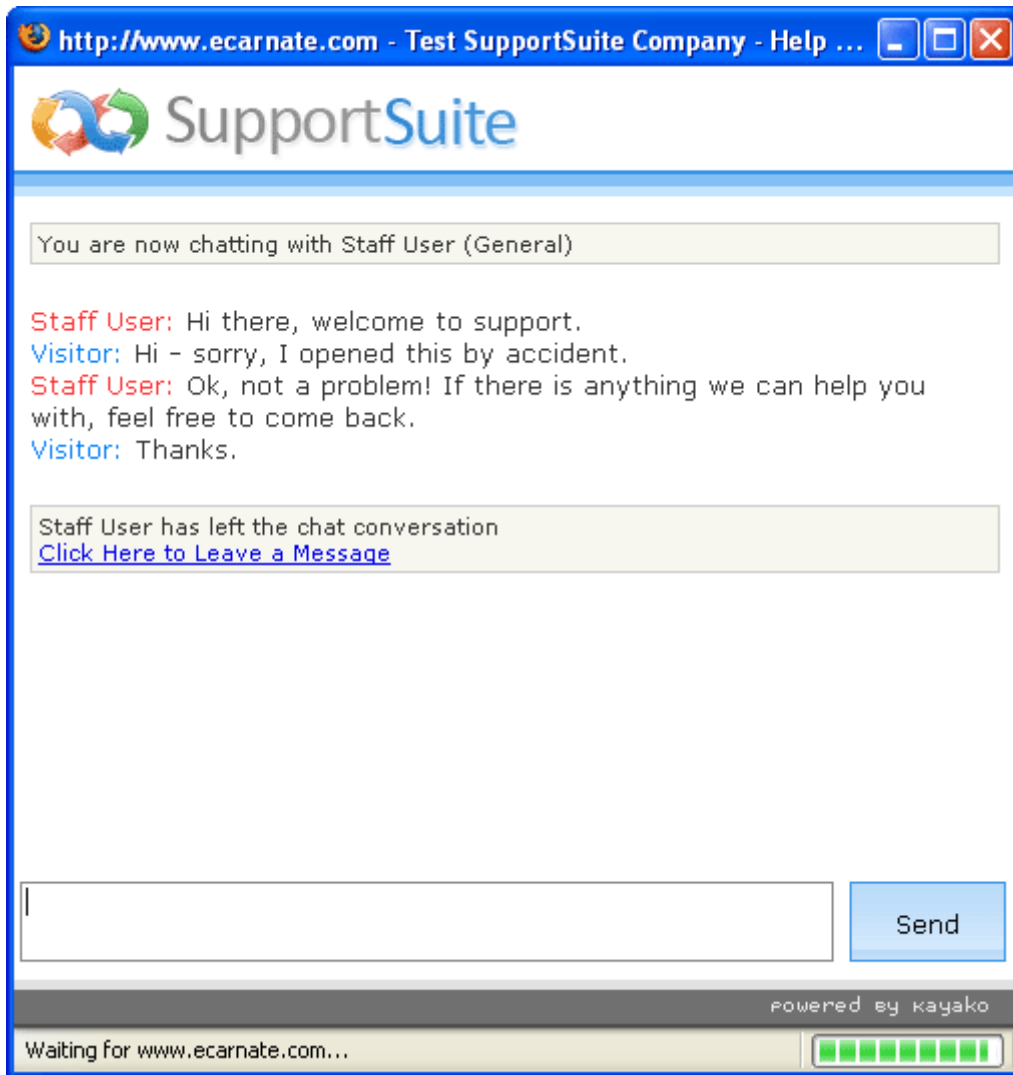
Field	Value
IP Address:	85.2
Host Name:	85-2
Current Page:	http://...
Page Title:	Test supportsuite Company - Powered By Kayako SupportSuite
Referrer:	
Total Pages:	3
Browser Type:	Mozilla
Browser Version:	5.0 (Windows; en-GB)

At the bottom of the interface, there are tabs for 'History', 'Chat Status', 'Notes', 'Footprints', and 'Information'. The 'Information' tab is currently selected. A status bar at the bottom right shows 'Visitors: 0, Pending Chats: 0, Active Chats: 1'.

Your chat window will appear empty. You can review a transcript of the chat so far by clicking on the **History** tab, as shown below.



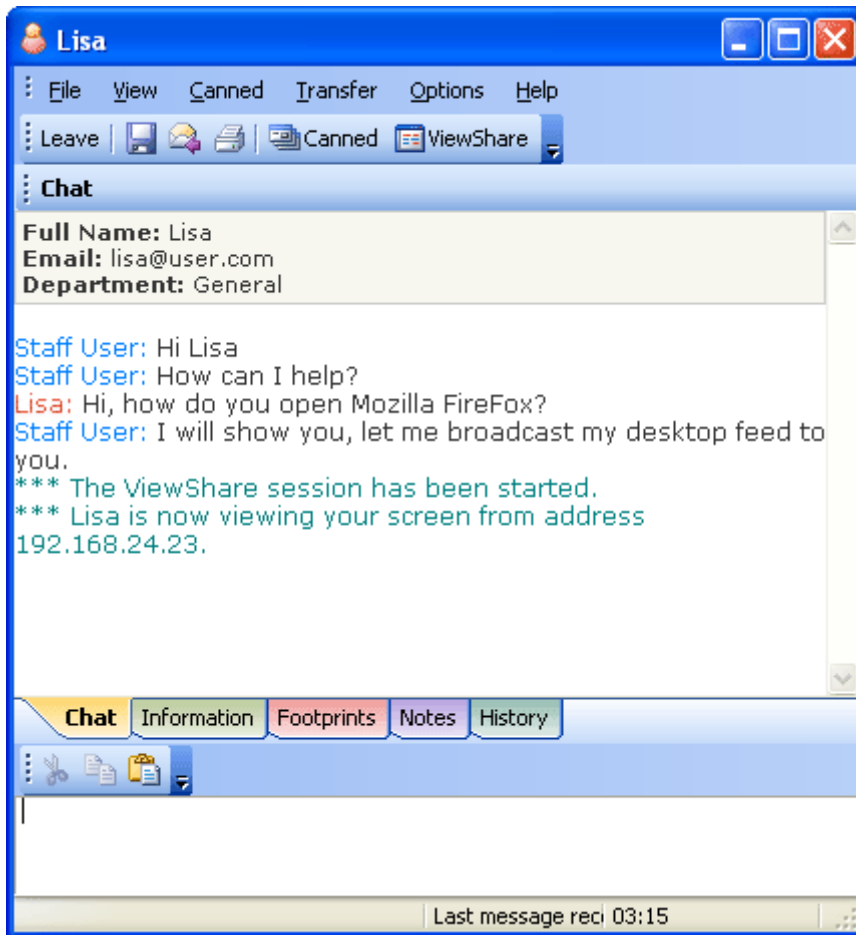
When you leave the conference (either by closing your chat window or clicking on the **Leave** button), the visitor will be notified as such, as shown below.



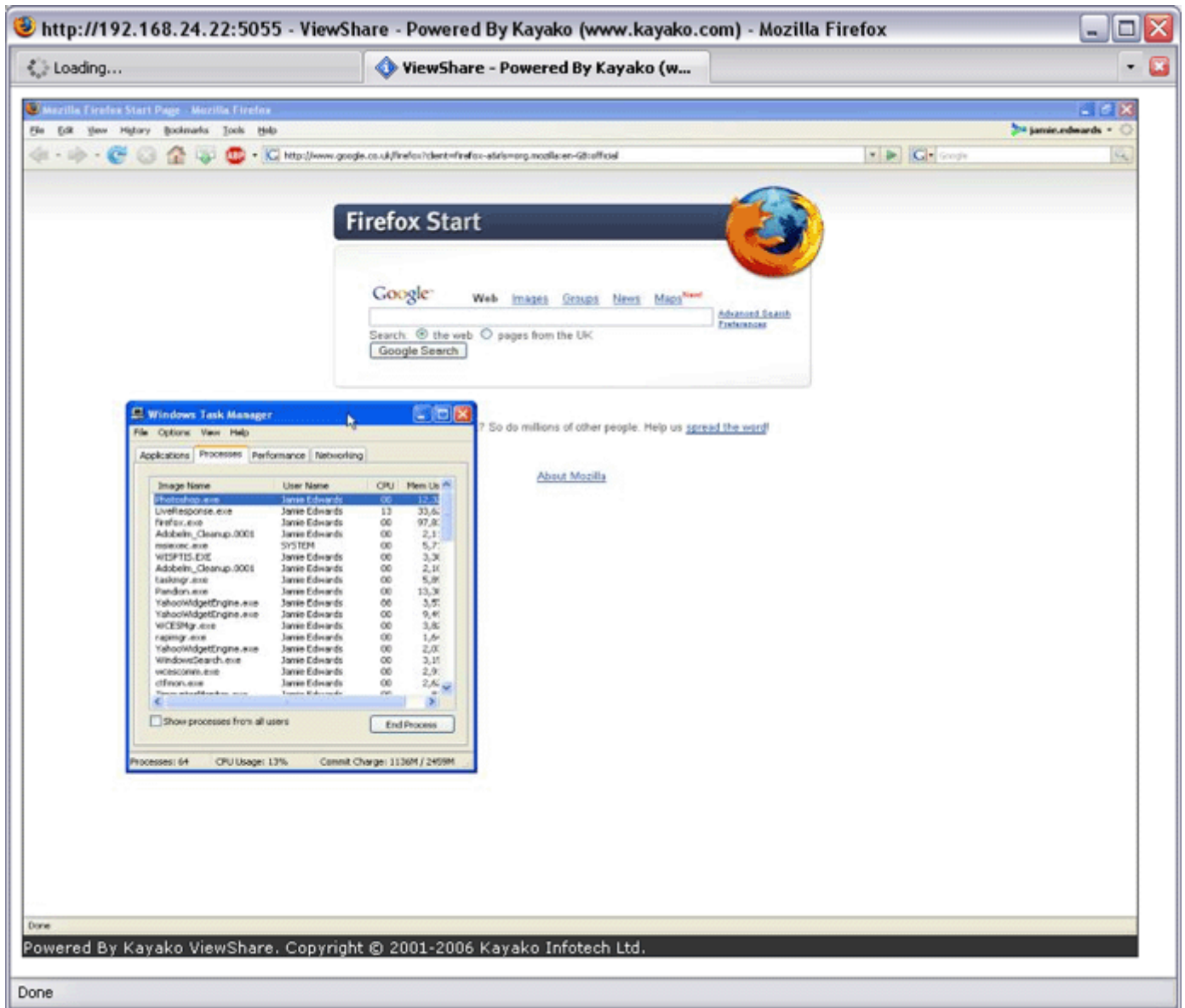
Please note that the conferencing functionality of the Client Application is not the best way to simply monitor a chat's progress. If you simply want to review a live transcript of a chat, click on the **History** tab within the [monitor pane](#).

Starting a ViewShare session

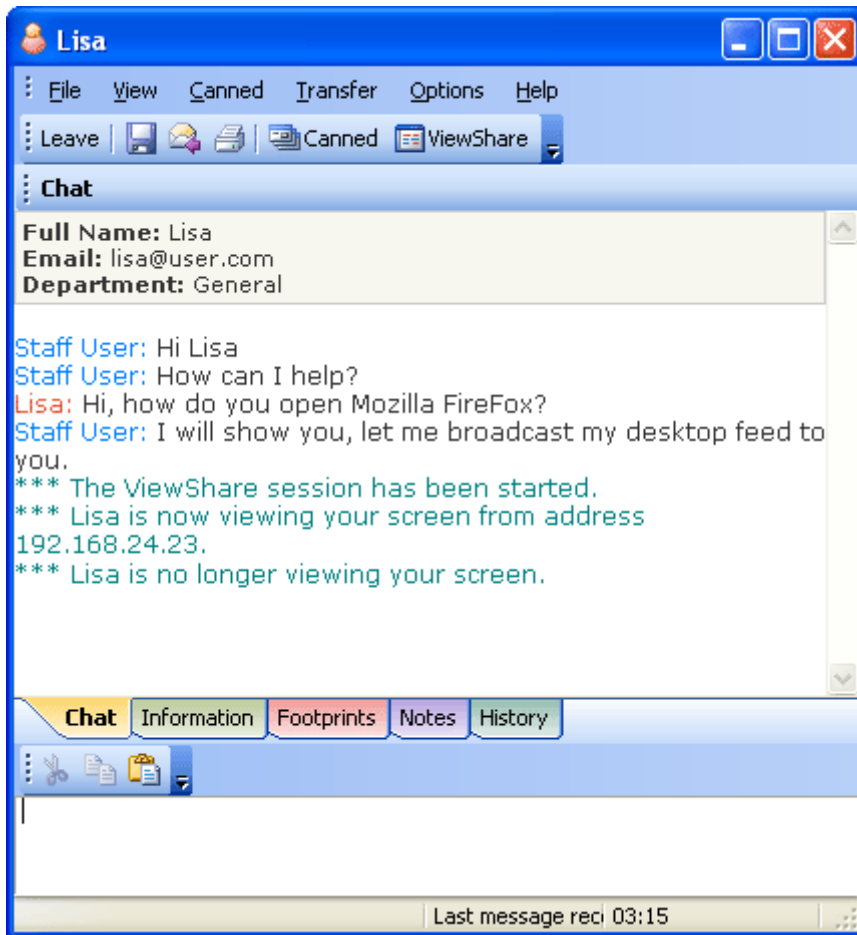
To launch a ViewShare session with a user, click on the **ViewShare** button as shown below.



You will be notified when the visitor is connected (shown above). Shown below is an example of the kind of feed the visitor sees.



When the visitor has closed his or her window of your desktop feed, you will also be notified as such, as shown below.

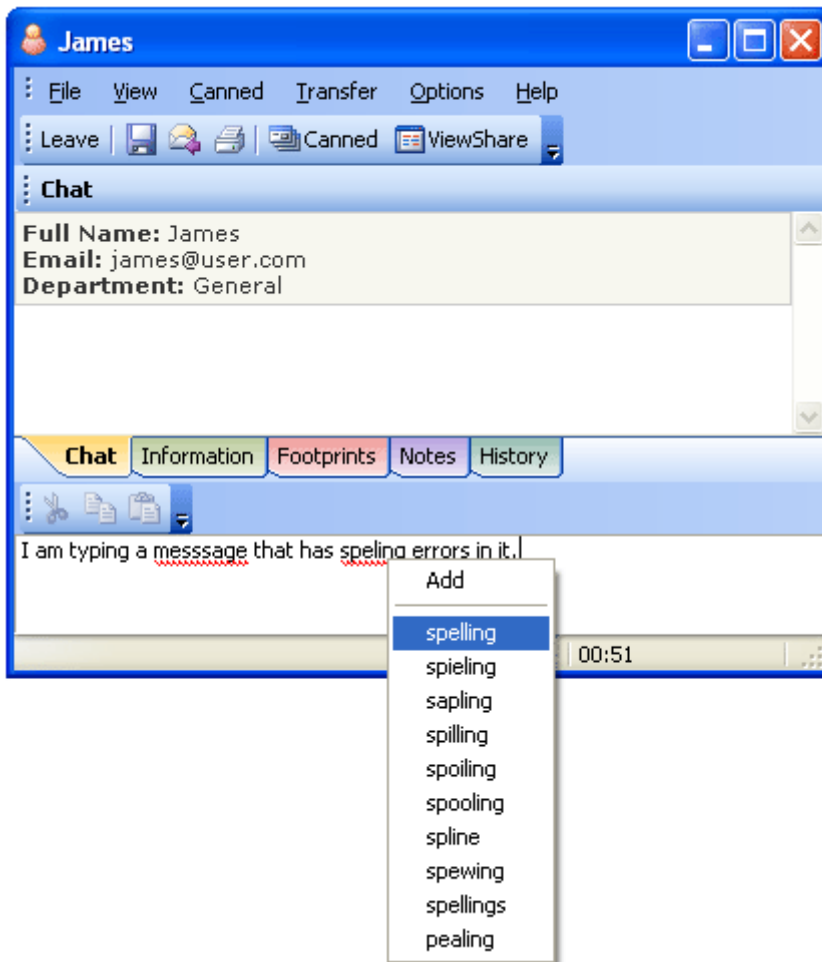


To end a ViewShare session from within the chat interface, click on the **ViewShare** button again.

Note that even though a user has ended their view of your desktop feed, the **connection** within the ViewShare server may still be active. For security reasons, use the [ViewShare monitor](#) to ensure the connection is closed (a visitor cannot connect to your ViewShare server without an active connection hash).

Spell checking features

If enabled, your typed input during a chat session is automatically spell checked. Any spelling errors are highlighted by a red underline, as shown below.



To view a list of suggested corrections for a highlighted word, right-click on the word and select from one of the suggestions. If the spelling is correct and you want to add it to the dictionary as a correct term, click on the **Add** menu option.

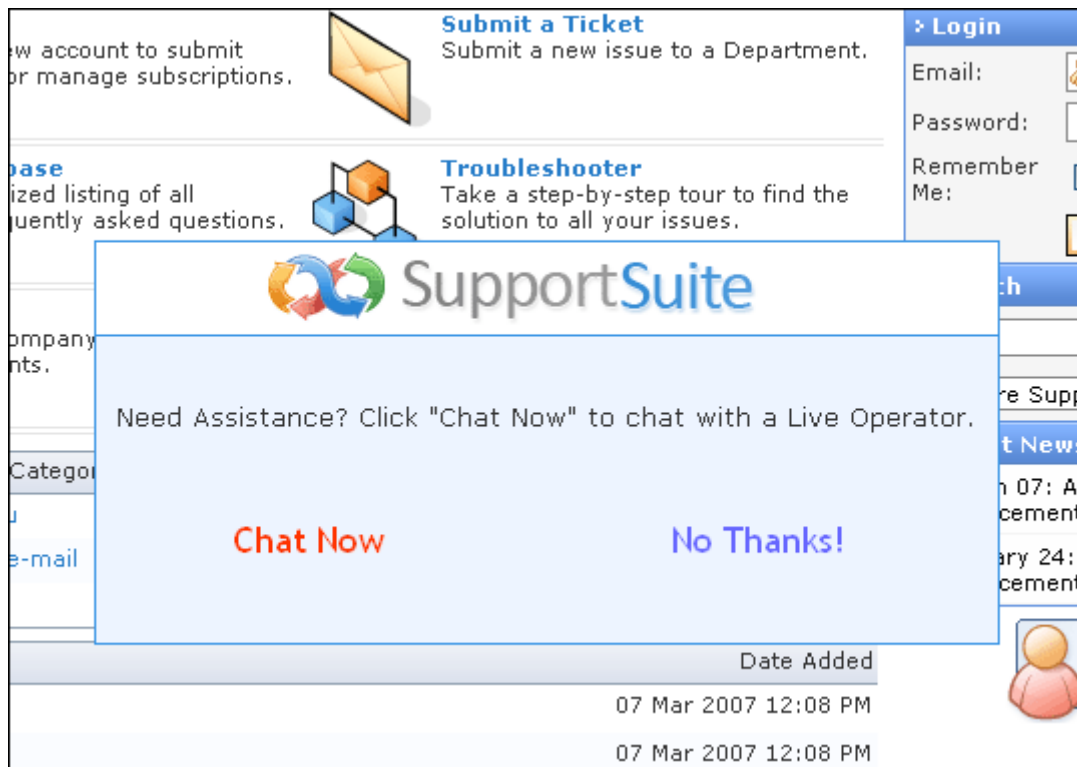
Spell checker options and dictionaries are configured and selected in the Client Application [options](#) area.

Making a proactive chat request

When a user is browsing your support desk and tagged web pages (see [What is a "Tag"?](#)), it is possible for a staff user to proactively make a chat request to that user.

A chat request can be **forced** or **requested**.

A forced chat request will instantly open a chat window and chat session for that visitor and for you (the requesting staff user). A requested chat session involves a dialog appearing on the visitor's web browser asking whether or not they would like to start a session, as shown below.



If a chat request is forced and the visitor is using a **popup blocker**, the forced chat request may not open and the visitor may not notice the request has been made.

However, if the chat request is **requested** (as shown above), a popup blocker will not block the popup as the request window is not made in a popup, but in a new layer on the web page.

Chat requests can be made from within the [monitor pane](#), as shown below.

The screenshot shows the SupportSuite interface for 'Test Company (Online)'. The top menu includes File, SupportSuite, View, Tools, and Help. Below the menu are navigation tabs for Staff CP, Tickets, Knowledgebase, Canned, User Preferences, and Status: Online. The main interface is divided into several sections:

- Current Status:** A sidebar on the left containing 'Staff Members' (Another Staff, Staff User), 'Pending Chats', and 'Transferred Chats'.
- Monitor Pane:** A section below the sidebar with a clock icon.
- Chat History:** A section below the Monitor Pane.
- Chat Session:** The main area shows a chat with 'James' (Browsing). A context menu is open over the chat, with options: Proactive Chat, Open, View Information, View Footprints, View Notes, View History, Add Note, and Ban. The 'Request Chat' and 'Forced Chat' options are highlighted.
- Information Section:** Below the chat, it displays:
 - IP Address: 85.211.54.204
 - Host Name: 85-211-54-204.dyn.gotadsl.co.uk
 - Current Page: <http://www.ecarnate.com/kayako/>
 - Page Title: Test SupportSuite Company - Powered By Kayako SupportSuite
- Navigation:** At the bottom of the chat area are tabs for History, Chat Status, Notes, Footprints, and Information.
- Footer:** At the bottom right, it shows 'Visitors: 1, Pending Chats: 0, Active Chats: 0'.

If the request has been processed successfully, you will receive the following notification.

The notification dialog box is titled 'SupportSuite - Request Chat'. It contains an information icon and the following text: 'Successfully requested chat session with visitor. The session will begin if the visitor decides to accept your request.' An 'OK' button is located at the bottom center of the dialog.

If the visitor rejects your chat request, you will not be directly notified of this. If the visitor accepts the chat request, the chat session will begin automatically.

Note that once a chat request has made, the site visitor has to reload their page or browse to another page that has been tagged in order for the notice to display (see [What is a "Tag"?](#)).

Staff-to-Staff chatting

Using the Client Application chat interfaces, staff-to-staff chats can take place. Using the side-bar, right click on a staff user can click on **Start Chat**, as shown below.

The screenshot displays the SupportSuite application window titled "SupportSuite - Test Company (Online)". The interface includes a menu bar (File, SupportSuite, View, Tools, Help), a navigation bar (Staff CP, Tickets, Knowledgebase, Canned, User Preferences, Status: Online), and a sidebar with sections for "Current Status", "Staff Members", "Pending Chats", "Transferred Chats", "Monitor Pane", and "Chat History".

In the "Staff Members" list, a user named "Another S" is selected. A right-click context menu is open, showing the "Start Chat" option. A callout box with the text "Start a chat." points to this option.

The main chat area shows a table with the following data:

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
Visitor	Browsing	General		156:39		http://...	U.

Below the table is an "Information" section with the following details:

- IP Address: 85.211.54.204
- Host Name: 85-211-54-204.dyn.gotadsl.co.uk
- Current Page: <http://www.ecarnate.com/kayako/>
- Page Title: Test SupportSuite Company - Powered By Kayako SupportSuite

At the bottom of the interface, there are tabs for "History", "Chat Status", "Notes", "Footprints", and "Information". A status bar at the very bottom indicates "Visitors: 1, Pending Chats: 0, Active Chats: 0".

Canned messages

A canned message acts as a **predefined reply**, also referred to as a **standard reply**. It is a copy/paste message or message template that can be used to more efficiently handle a support load.

To view and manage canned message responses, click on the **canned** button on the menu bar, as shown below.

The screenshot shows the SupportSuite application window titled "SupportSuite - Test Company (Online)". The menu bar includes "File", "SupportSuite", "View", "Tools", and "Help". Below the menu bar, there are navigation tabs: "Staff CP", "Tickets", "Knowledgebase", "Canned", "User Preferences", and "Status: Online". A sub-menu bar shows "Support Desk", "Community Forums", and "Members Area".

The main interface is divided into several sections:

- Current Status:** A table with columns: Chatter ID, Status, Department, Operator, Total Time, Wait Time, Current Page, and Country. The first row shows a Visitor with Status "Browsing", Department "General", Total Time "169:38", and Current Page "http://...".
- Staff Members:** A list including "Another Staff" and "Staff User".
- Monitor Pane:** A section for monitoring chat activity.
- Chat History:** A section for viewing chat history.
- Information:** A section displaying visitor details:

IP Address:	85.211.54.204
Host Name:	85-211-54-204.dyn.gotadsl.co.uk
Current Page:	http://www.ecarnate.com/kayako/
Page Title:	Test SupportSuite Company - Powered By Kayako SupportSuite

A callout box with the text "Canned messages." points to the "Canned" button in the navigation bar. At the bottom of the window, a status bar shows "Visitors: 1, Pending Chats: 0, Active Chats: 0".

Within the application, an interface to your SupportSuite or LiveResponse installation will be opened, from which you can manage the canned message responses and categories.

Full documentation for managing **canned** messages within SupportSuite and LiveResponse are available in the **staff control panel** manual.

The screenshot displays the SupportSuite web interface for a test company. The interface is divided into several sections:

- Header:** Includes a menu bar (File, SupportSuite, View, Tools, Help) and a status bar (Status: Online).
- Navigation:** A breadcrumb trail shows 'Support Desk > Community Forums > Members Area'. Below this are navigation buttons for Back, Forward, Refresh, Stop, and Toggle Shortcut Bar.
- Current Status:** A sidebar on the left with a tree view:
 - Staff Members
 - Another Staff
 - Staff User
 - Pending Chats
 - Transferred Chats
- Monitor Pane:** A vertical stack of buttons on the left: Monitor Pane, Chat History, Tickets, and Ad Tracking.
- Main Content Area:**
 - Navigation tabs: Live Support (selected), Teamwork, Knowledgebase, Download.
 - Sub-navigation: Ad Tracking, Canned, Tag Generator.
 - Section: >> Canned Responses
 - Section: Manage Canned Categories
 - Parent Category [Add Sub Category | Add Response]
 - Test Category [Add Sub Category | Add Response | Edit Category | D
 - Another Category [Add Sub Category | Add Response | Edit Category]
 - A Sub-Category [Add Sub Category | Add Response | Edit Catego
 - A Sub-Sub-Category [Add Sub Category | Add Response | Edi
 - One More Category [Add Sub Category | Add Response | Edit Catego

- Footer:** A status bar at the bottom right shows 'Visitors: 0, Pending Chats: 0, Active Chats: 0'.

New canned message categories and messages will **not** be populated into your Client Application until you log in and out of the server.

Using canned messages

The procedure for using canned messages within a chat session is described in [using canned messages](#).

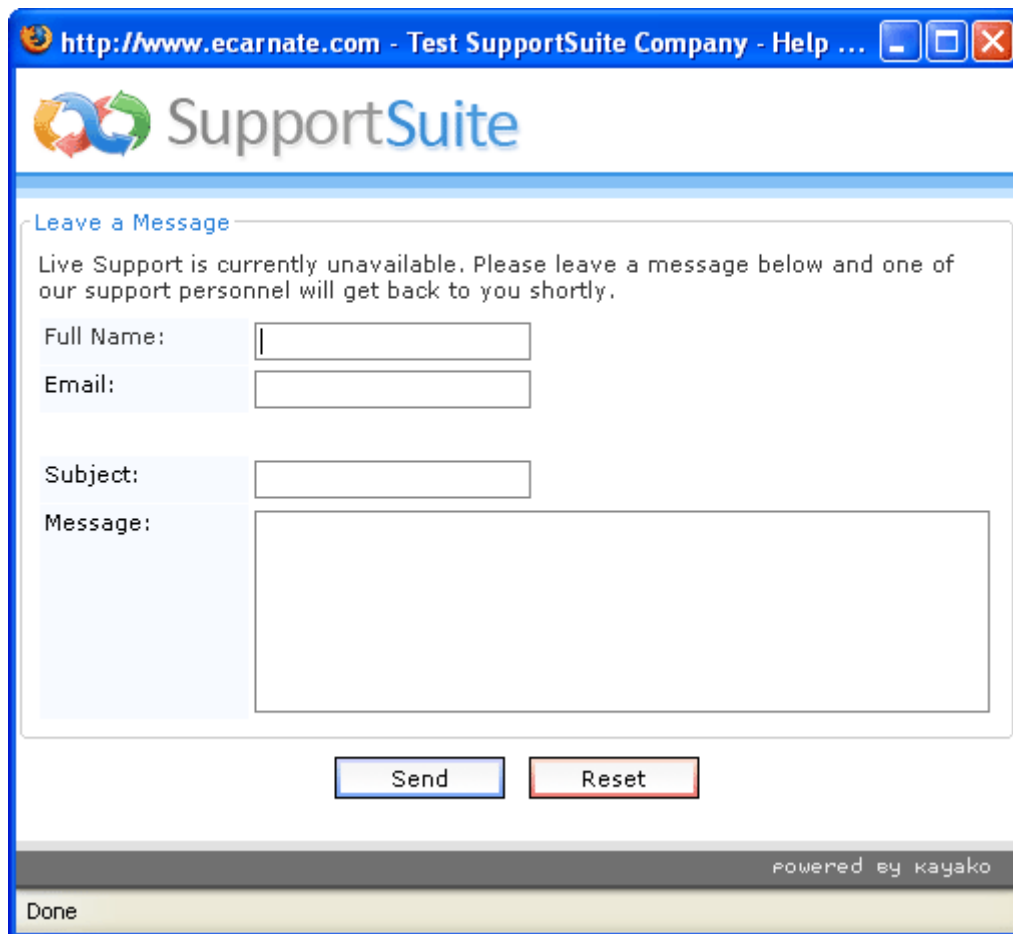
Visitor messages

A **visitor message** is a message that is left by a visitor who:

1. Has attempted to request live chat, but no one was available.
2. A had completed an ended chat session, and was offered the option of leaving a message.

Messages left by a visitor are **not** the same as tickets – they work different and are stored in a different location.

As shown below, the form the visitor uses to “leave a message”.



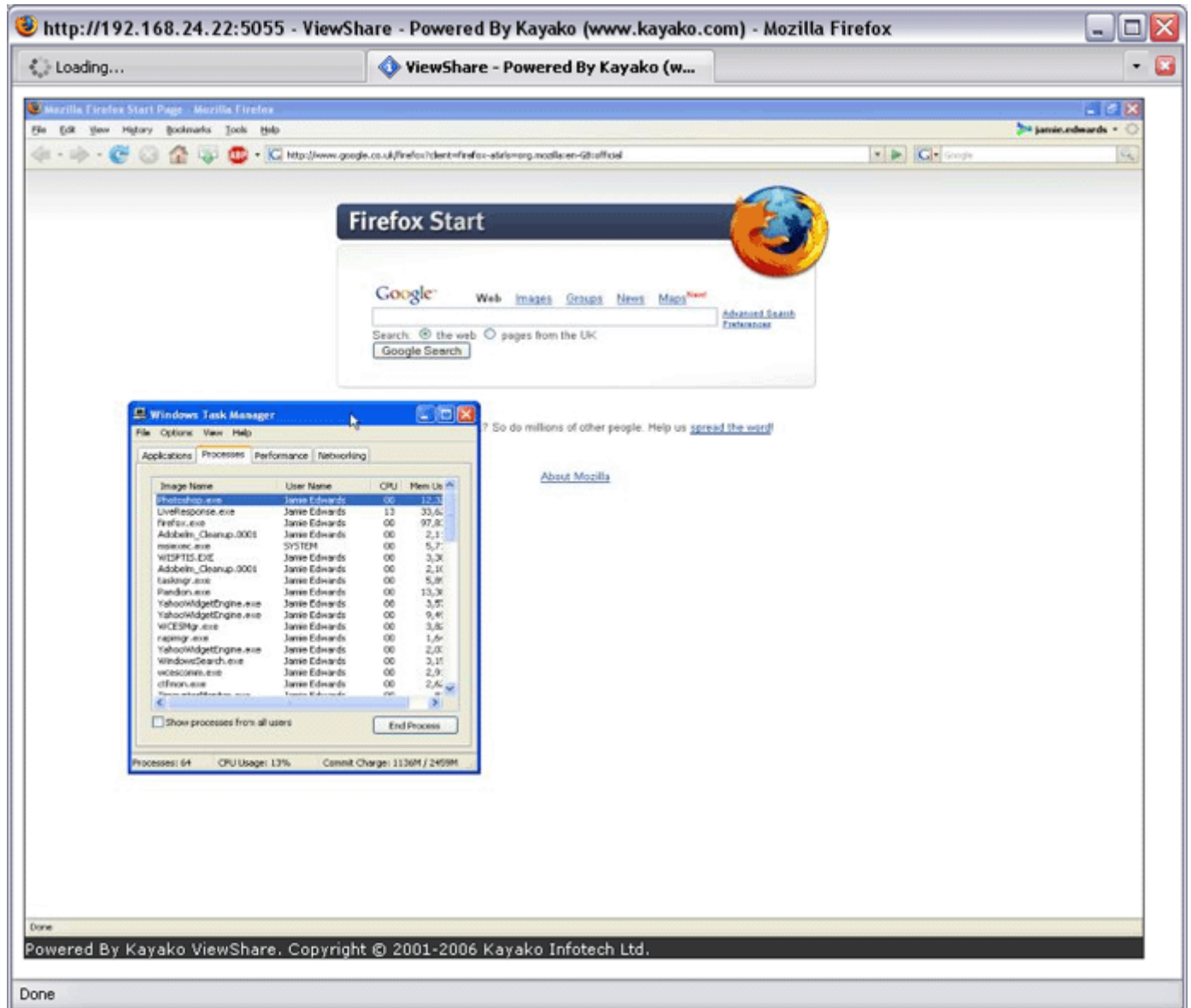
The screenshot shows a web browser window with the address bar displaying "http://www.ecarnate.com - Test SupportSuite Company - Help ...". The page title is "SupportSuite". The main content area is titled "Leave a Message" and contains the following text: "Live Support is currently unavailable. Please leave a message below and one of our support personnel will get back to you shortly." Below this text are four input fields: "Full Name:", "Email:", "Subject:", and "Message:". The "Message:" field is a large text area. At the bottom of the form are two buttons: "Send" and "Reset". The footer of the page says "powered by kayako" and the browser status bar shows "Done".

Messages can be reviewed and responded to under the **Live Support** section of the **staff control panel** (in SupportSuite or LiveResponse). Full documentation of the visitor messages management is provided in the staff control panel manual.

ViewShare

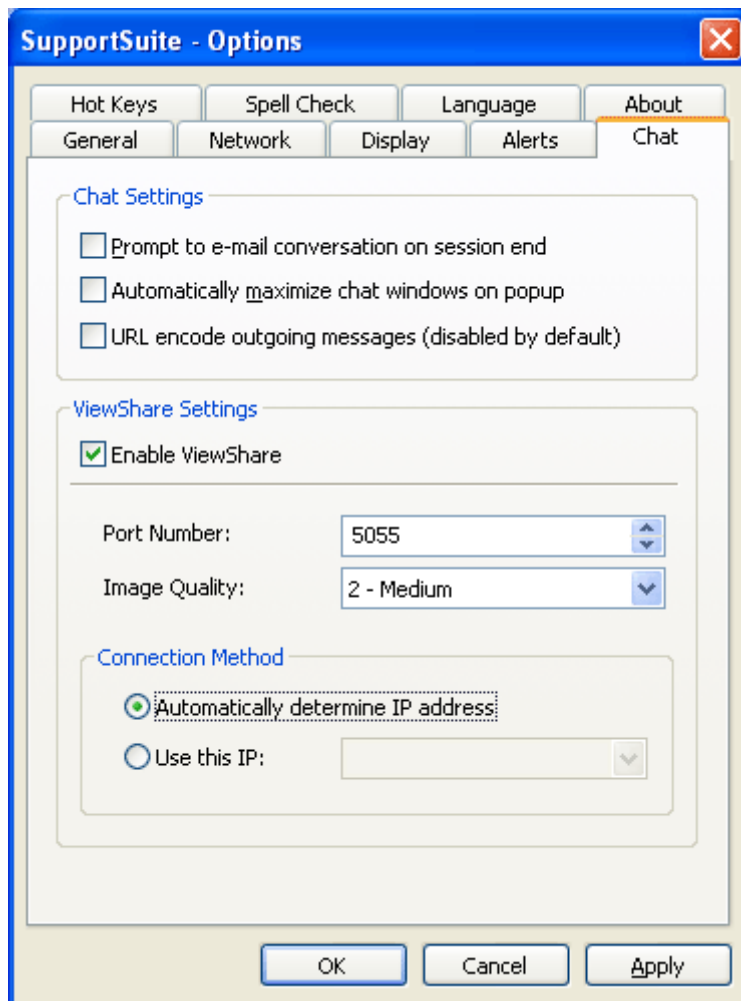
The **ViewShare** component of the Client Application allows you to broadcast a direct feed of your desktop to a site visitor from within a chat session. On the client end, the broadcast is entirely browser based and powered by JavaScript, so the visitor does not need to download anything.

An example of a client's view of a desktop feed is shown below.



Setting up ViewShare

ViewShare can be configured within the Client Application options [dialog](#) (Tools > Options > Chat).



ViewShare Settings

- **Enable ViewShare** – in order to be able to use ViewShare, this box must be checked.
- **Port Number** – the port number through which visitors will connect to your ViewShare process on your computer.
- **Image Quality** – the quality of the broadcast image. The higher the quality, the higher your upload bandwidth should be (it is unlikely the visitor will be bottlenecked by a bandwidth too low).

Connection Method

1. Automatically determine IP address – this is best left set to default. However, if you're your visitors are experiencing problems connecting, manually enter your **external IP** address under **Use this IP**.

Using ViewShare in a chat

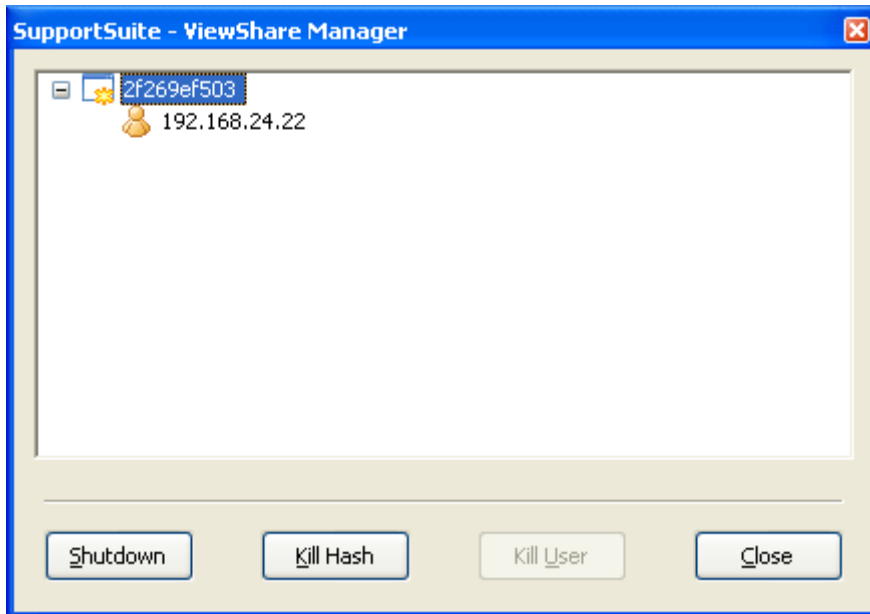
The procedure for using ViewShare within a chat session is described in [starting a ViewShare session](#).

ViewShare monitor

The **ViewShare monitor** displays all current and active ViewShare connections to your Client Application.

To open the ViewShare monitor:

1. Open the **SupportSuite** menu.
2. Click on the **ViewShare Monitor** menu option.



To close a connection, select the connection **hash** and click the **Kill Hash** button. The **Shut Down** button will shut down the ViewShare server for your Client Application. Without an active connection hash, a user cannot connect to your ViewShare server.

Staff statuses

A staff user can have the following **statuses**:

2. Online
3. Offline
4. Be back shortly
5. Away

A staff user can also have a status of **Busy** – but this status cannot be manually set, and is used internally only when a user is handling **the maximum number** of chat requests (this number is configured under [general options](#)).

When staff are available (not busy and are all **online**), the live support status icon will display as below:



When all staff users are **offline**:



If some staff users are online but their status is accumulatively set to **away**:



If some staff users are online but their status is accumulatively set to **be back shortly**:

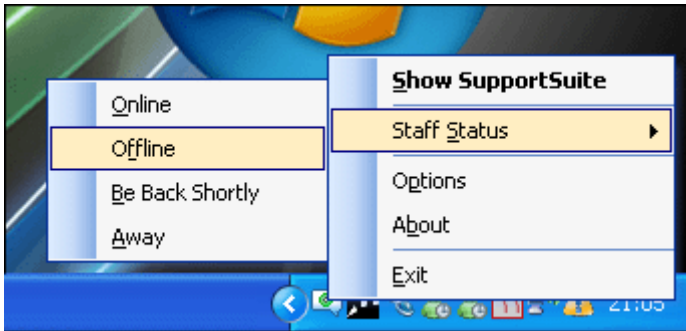


Users set to any status other than **Online** will not receive new chat requests.

Changing status

Your status can be changed from the **system tray icon** or from within the application interface.

To change your status from the system tray, right click on the Client Application icon and select your status, as shown below.



To change your status from within the application, change your status using the menu shown below.

The screenshot shows the SupportSuite interface for 'Test Company (Online)'. At the top, there is a menu bar with 'File', 'SupportSuite', 'View', 'Tools', and 'Help'. Below this is a navigation bar with 'Staff CP', 'Tickets', 'Knowledgebase', 'Canned', 'User Preferences', and a 'Status: Online' dropdown menu. The dropdown menu is open, showing options: 'Offline', 'Online', 'Be Back Shortly', and 'Away'. A callout box with the text 'Change your status using this menu.' points to the dropdown menu. The main area contains a table with columns: 'Chatter ID', 'Status', 'Department', 'Type', 'Current Page', and 'Country'. Below the table is an 'Information' section with the text 'There are no items to show in this view.' At the bottom, there is a status bar with 'Change your status' and 'Visitors: 0, Pending Chats: 0, Active Chats: 0'. On the left side, there is a sidebar with 'Current Status' and 'Monitor Pane' sections.

Current Status

- Staff Members
 - Staff User
 - Another Staff
- Pending Chats
- Transferred Chats

Monitor Pane

- Chat History
- Tickets
- Ad Tracking

Chatter ID	Status	Department	Type	Current Page	Country
------------	--------	------------	------	--------------	---------

Information

There are no items to show in this view.

History | Chat Status | Notes | Footprints | **Information**

Change your status | Visitors: 0, Pending Chats: 0, Active Chats: 0

Visitor banning

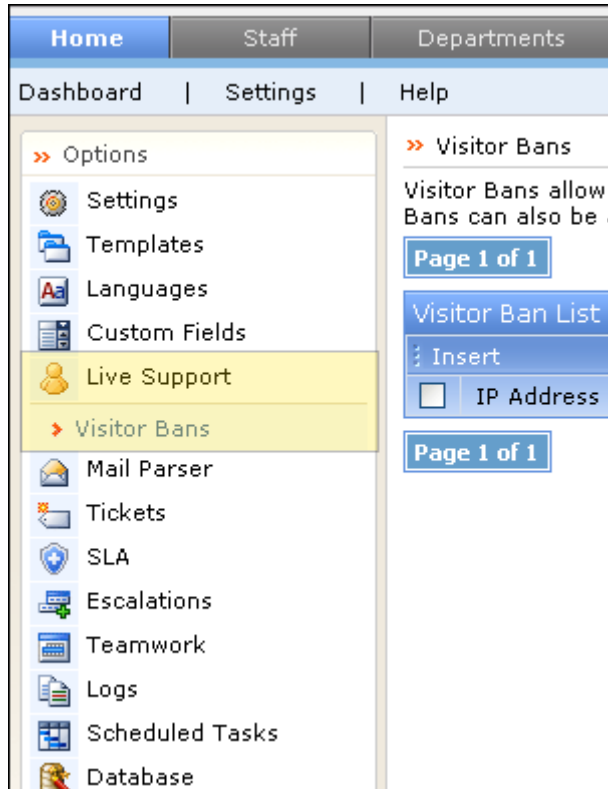
A visitor can be **banned** by IP through the [monitor pane](#) or from directly within a [chat session's window](#).

When a visitor is banned, he or she will not be able to see the live support status icon. The visitor will also no longer appear within the **monitor pane** (the visitor will no longer be tracked).

Bans are enforced according to the visitor's IP address. Therefore, if the visitor returns with a different IP address, he or she will be able to **evade the ban**.

Removing and managing visitor bans

Visitor bans are managed using the **administrator control panel** (under the **Live Support** menu, as shown below).

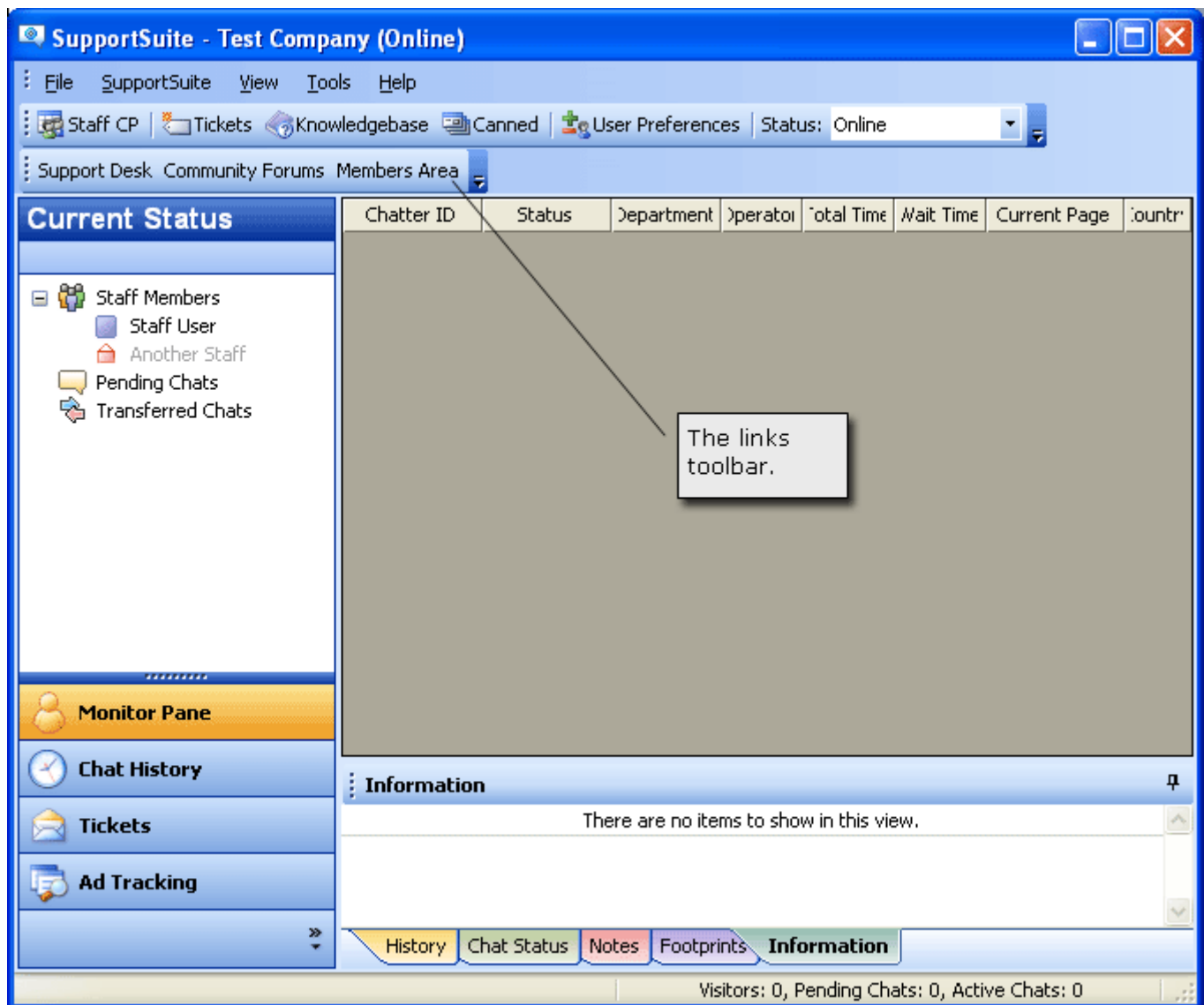


Links toolbar

The links bar is a bar of labeled URLs that can be opened within the Client Application.

To display the links bar:

1. Click on the **View** menu.
2. Hover over **Toolbars**.
3. Click on the **Links** menu option (if unchecked).



The links on the links toolbar can be customized. To customize them:

1. Open the **Tools** menu.
2. Click on the **Links Toolbar** menu options.



From this window, you can add, remove and modify existing link items.

Web pages loaded within the Client Application can be navigated around using the [browser controls toolbar](#).

Browser controls

The **browser controls** toolbar is a toolbar consisting of a **back**, **forward**, **refresh** and **stop** browser controls, as shown below.

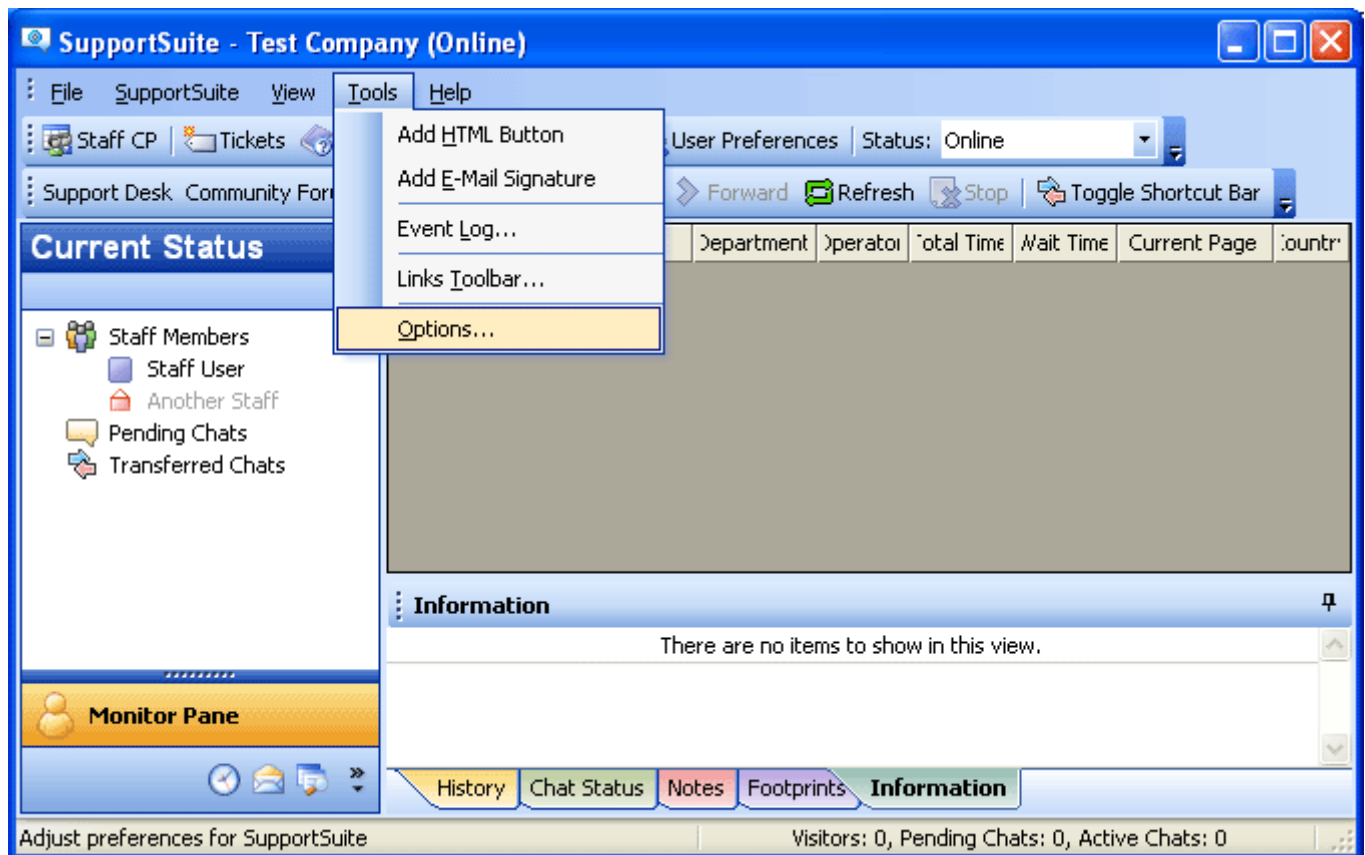
The screenshot shows the SupportSuite - Test Company (Online) web application. The browser's address bar displays the URL and navigation controls. A callout box points to the browser controls toolbar, which includes Back, Forward, Refresh, and Stop buttons. The main content area displays a table with columns for Chatter ID, Status, Department, Operator, Total Time, Wait Time, Current Page, and Country. The table is currently empty. The left sidebar contains navigation options like Staff Members, Pending Chats, and Transferred Chats. The bottom status bar shows 'Visitors: 0, Pending Chats: 0, Active Chats: 0'.

Chatter ID	Status	Department	Operator	Total Time	Wait Time	Current Page	Country
There are no items to show in this view.							

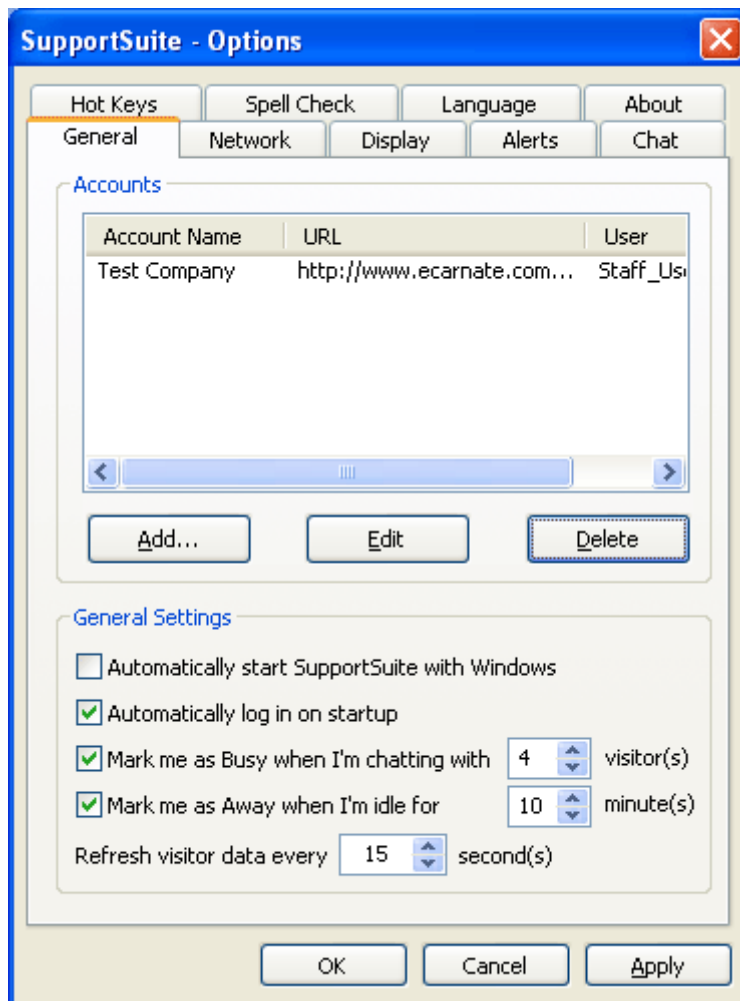
Options and configuration

All of the Client Application's core configuration can be made within the options dialog. To access the options dialog:

1. Open the **Tools** menu.
2. Click on the **Options** menu option.



General



Accounts

- **Add** – add an account.

The screenshot shows a dialog box titled "SupportSuite - Add Account" with a close button (X) in the top right corner. The dialog contains the following fields and options:

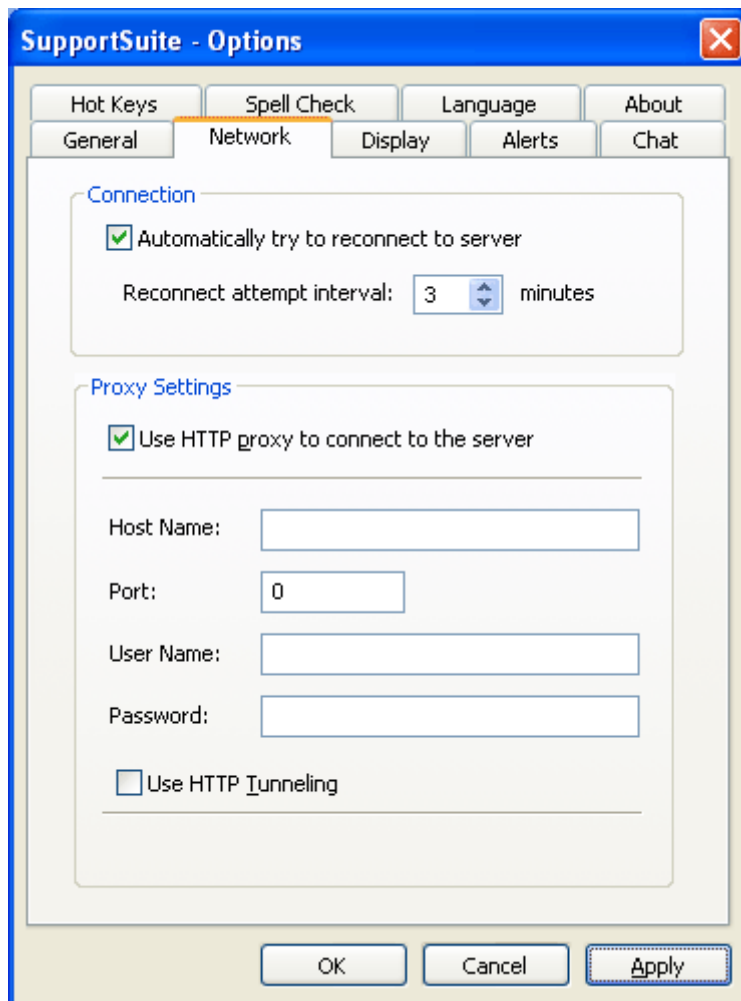
- Account Name:** A text input field with a callout: "A name for this account."
- SupportSuite URL:** A text input field with a callout: "The URL of your SupportSuite or LiveResponse installation." Below the field is the example text: "(Example: http://domain.com/)"
- User Name:** A text input field with a callout: "Your staff user account's username."
- Password:** A text input field with a callout: "Your staff user account's password."
- Repeat Password:** A text input field.
- Make this the default account:** A checkbox with a callout: "Check this box to make this the default account (for automatic login)."
- Buttons:** "Cancel" and "OK" buttons.

- **Edit** – edit an account's existing details.
- **Delete** – delete an account.

General Settings

- **Automatically start SupportSuite with Windows** – if enabled, the Client Application will start automatically when a user logs on to Windows.
- **Automatically log in on startup** – automatically log the Client Application into the **default** account.
- **Mark me as Busy when I'm chatting with** – the number of chat sessions you can have open before being marked as busy (see [staff statuses](#) for more information).
- **Mark me as Away when I'm idle for** – how many minutes of mouse inactivity will pass before being marked as idle.
- **Refresh visitor data every** – the time between each poll the Client Application will make to the server for visitor information and chat transcript updates.

Network



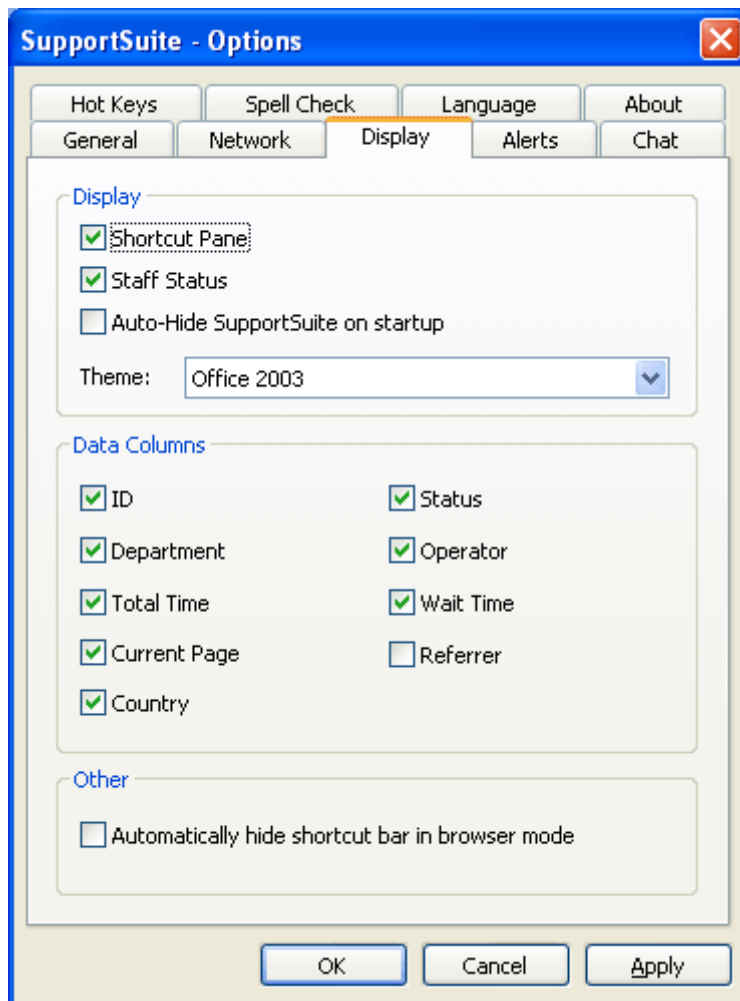
Connection

- **Automatically try to reconnect to server** – if enabled, the Client Application will make automatic connection retries if it finds itself disconnected from the server.
- **Reconnect attempt interval** – the time (in minutes) between each retry.

Proxy Settings

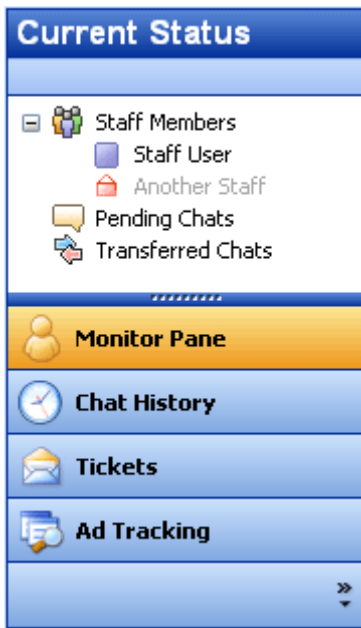
- **Use HTTP proxy to connect to the server** – if checked, the Client Application will use the proxy settings (configured below this field) to make a network connection. If you are outside of a large business network, it is recommended to leave this setting disabled.

Display



Display

- **Shortcut Pane** – if checked, the shortcut pane display will be enabled (the pane is shown below).

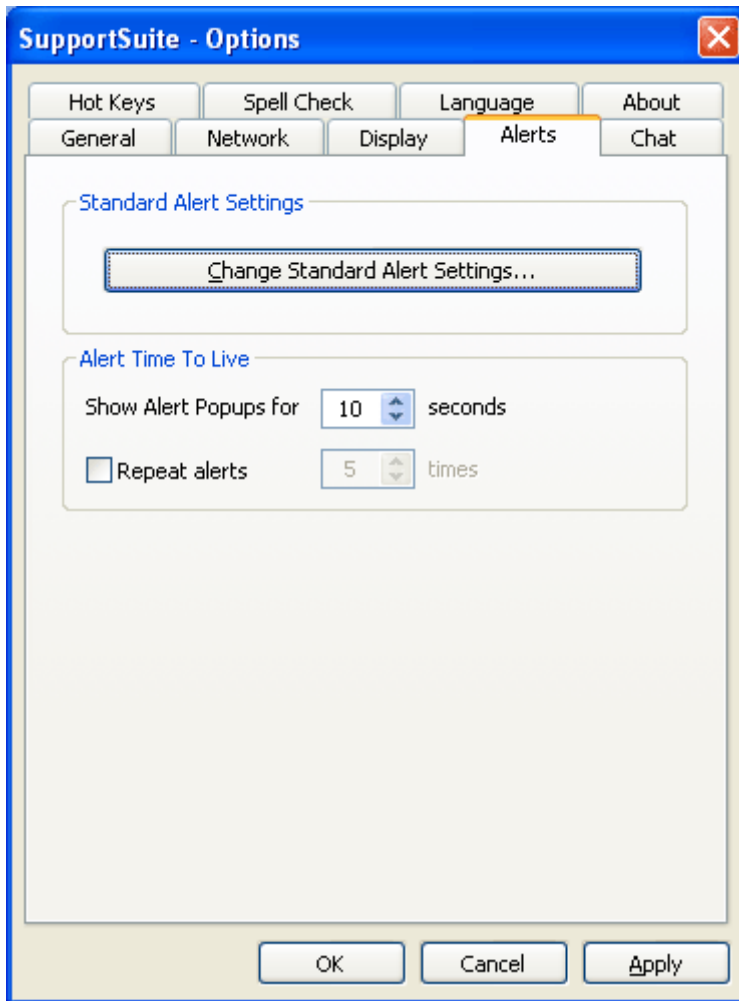


- **Staff status** - - if checked, the staff status display will be enabled (the display is shown below).



- **Auto-Hide SupportSuite on Startup** – if enabled, the Client Application will automatically minimize to the system tray.
- **Theme** – select how the Client Application should be themed.
- **Data Columns** – select the data columns you wish to view in the [monitor pane](#).
- **Automatically hide shortcut bar in browser mode** – if enabled, when browsing a web page within the Client Application, the shortcut bar will be hidden – giving you a full browser view.

Alerts



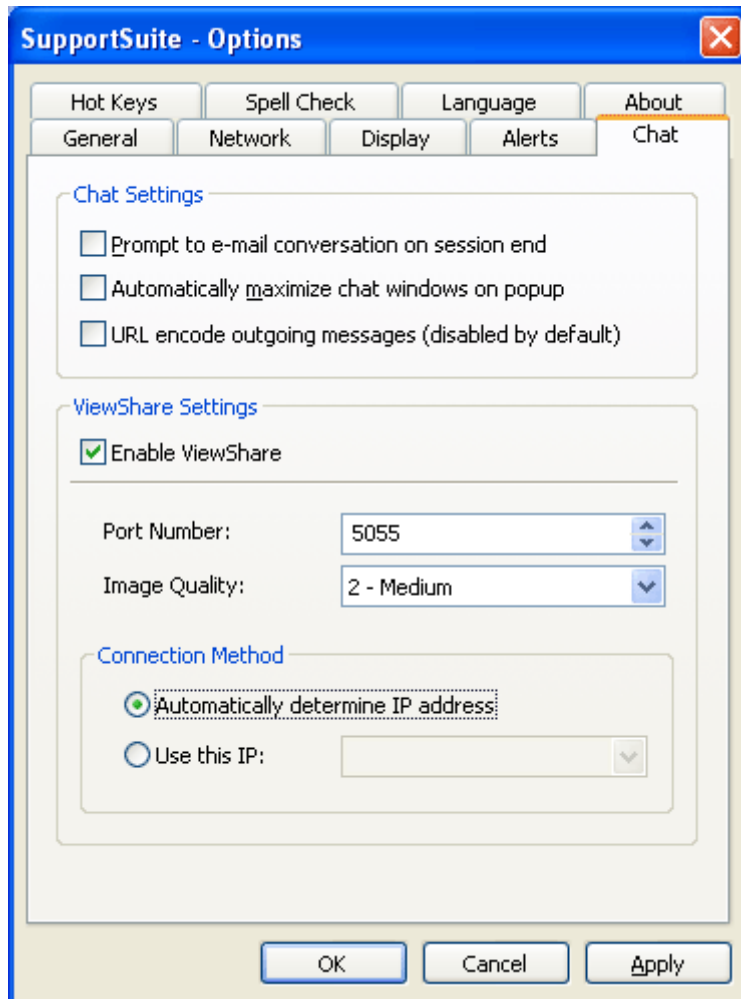
Standard Alert Settings

- **Change Standard Alert Settings** – this dialog allows you to change what events trigger alert notifications, and what sound (if any) should be played.

Alert Time To Live

- **Show Alert Popups for** – how long (in seconds) the popup notifications should display.
- **Repeat alerts** – if enabled, the alerts will be repeated after the “**Show Alert Popups for**” time has expired.

Chat



Chat Settings

- **Prompt to e-mail conversation on session end** – if enabled, you will be prompted with a notification asking whether or not you would like to e-mail a transcript of an ended chat session.
- **Automatically maximize chat windows on popup** – if enabled, the chat interface window will be maximized automatically.
- **URL encode the outgoing messages** – if enabled (disabled by default), outgoing URLs will be encoded (such as, replacing spaces with %20, converting ampersands to & and so on). You may want to enable this if you have issues with sending links containing spaces, that become “unclickable” as they have not been encoded into one string.

ViewShare Settings

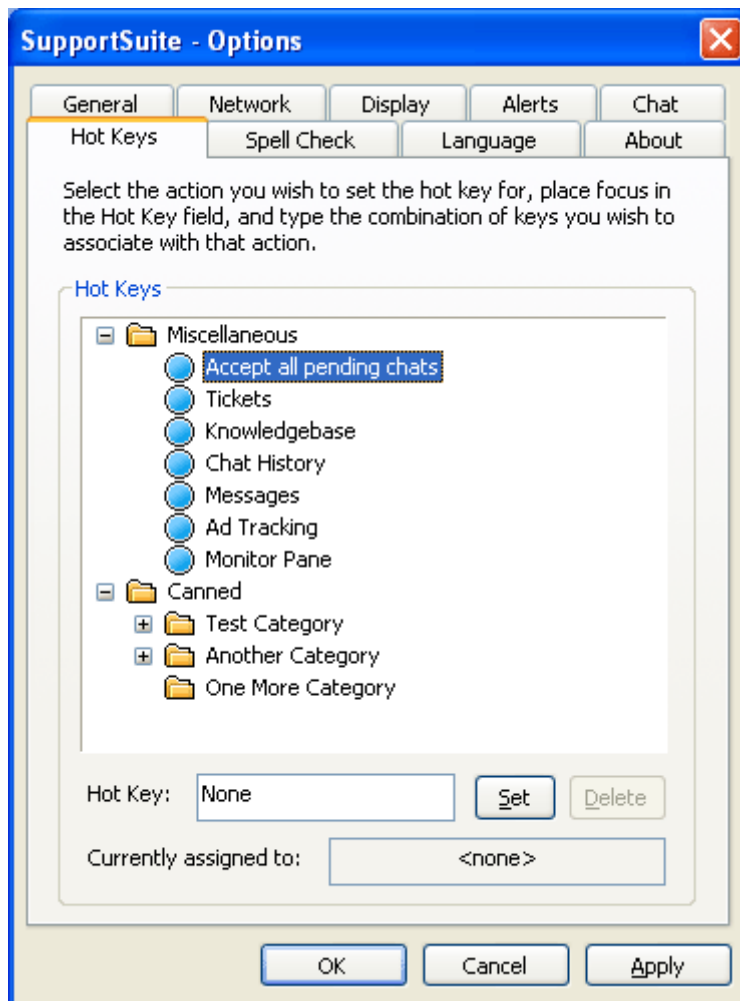
- **Enable ViewShare** – in order to be able to use ViewShare, this box must be checked.

- **Port Number** – the port number through which visitors will connect to your ViewShare process on your computer.
- **Image Quality** – the quality of the broadcast image. The higher the quality, the higher your upload bandwidth should be (it is unlikely the visitor will be bottlenecked by a bandwidth too low).

Connection Method

6. Automatically determine IP address – this is best left set to default. However, if you're your visitors are experiencing problems connecting, manually enter your **external** IP address under **Use this IP**.

Hot keys

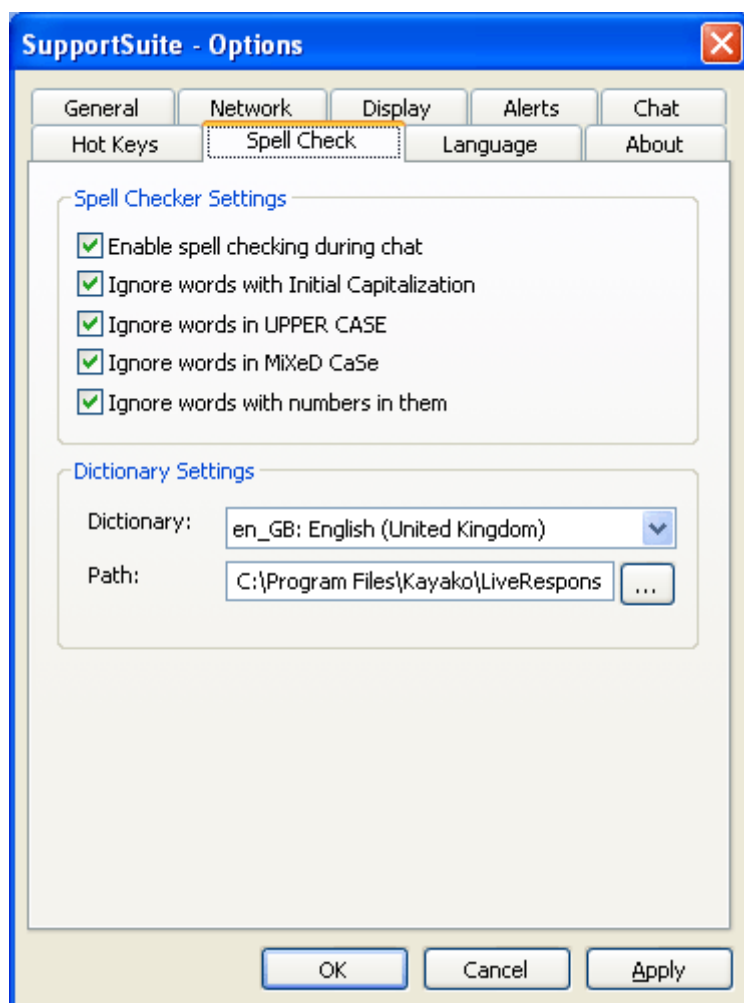


Hot keys can be assigned to common commands and tasks – for example, the insertion of a [canned message](#) or switching [panes](#).

To set a hot key for a task:

1. Select the task (as shown above).
2. Click on the text area (above, it currently says "None" indicating there has been no assignment for this action).
3. Once the text area is selected, press the actual key (or key combination, such as CTRL+Z) to which you want to assign the action.
4. Click on the **Set** button to confirm the assignment.

Spell check



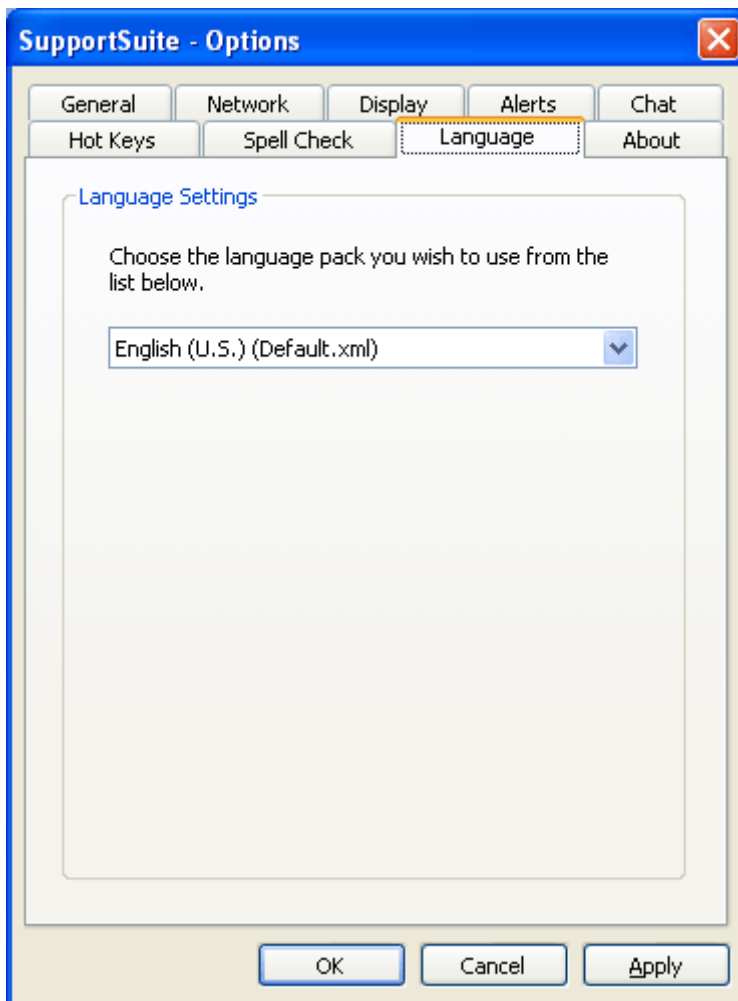
Spell Checker Settings

5. **Enable spell checking during chat** – if checked, the spell checker will be enabled.
6. **Ignore words with Initial Capitalization** – if checked, the spell checker will not spell check words that have the first letter capitalized.
7. **Ignore words in UPPER CASE** - if checked, the spell checker will not spell check words that are in UPPER CASE.
8. **Ignore words in MiXeD cAsE** - if checked, the spell checker will not spell check words that are in MiXeD case.
9. **Ignore words with numbers in them** - if checked, the spell checker will not spell check words that have numbers in them (such as numbers9 or numb3rs).

Dictionary Settings

- **Dictionary** – select which dictionary the spell checker should use.
- **Path** – set the path to dictionaries that the Client Application will list here.

Language



Language Settings

- **Language** – set which language pack should be used for the Client Application menus, table headings, window titles and so on.

Support resources

If you would like to send in a suggestion or report any errors in this manual, please send an e-mail to docs@kayako.com or post in the documentation forum - your input is very much appreciated. Please do **not** use this address for support.

You can obtain further support for any of Kayako's products via:

- **Support desk** - www.kayako.com/support
- **Community forums** - <http://forums.kayako.com>

Frequently asked questions

How do I add a new language pack to Client Application?

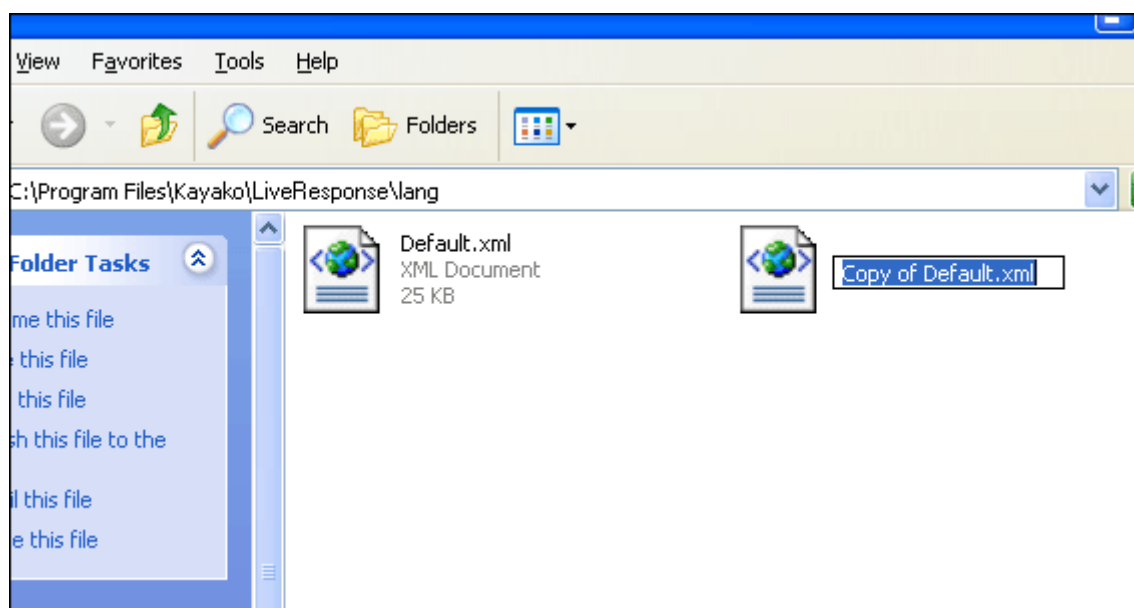
To install a new language pack for the Client Application (you should have already downloaded your **Language.xml** file or [created your own](#)), copy the file into the **C:\Program Files\Kayako\LiveResponse\Lang** (what was set during the installation process [Step four: Installation location](#)).

Now configure the Client Application to use the new language pack in the [language dialog](#).

How do I write a new language pack for the Client Application?

The words and phrases the Client Application uses are all stored in an XML file located in the **\Lang** folder of your the Client Application installation path (what was set during the installation process [Step four: Installation location](#)).

To create a new language pack, create a copy of **Default.xml** and name it accordingly (such as **Spanish.xml**).



Open up the file. You will be presented with XML markup similar to the following:

```
<code>Code</code>
<title>English (U.S.)</title>
<rtl>>false</rtl>
```

It is this markup that needs to be modified in order to create a new language pack. Begin by configuring the Code, Title and RTL properties of the XML file.

- **Code** – should be left as “Code”.

- **Title** – the title given to your language pack (this is the title that will be displayed when selecting a language pack from within the Client Application as in the [language dialog](#)).
- **RTL** – whether or not the language contained in this file is a **right-to-left** language and character set such as Hebrew.

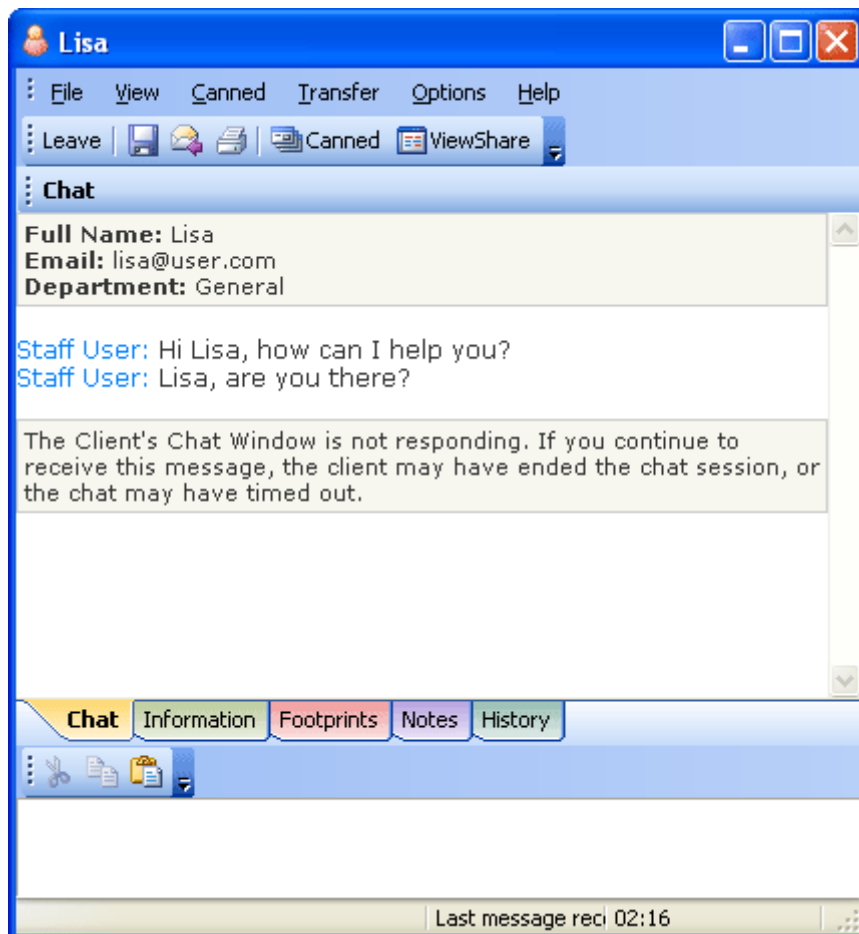
Once this basic configuration of the language file has been complete, you can now start translating the phrases, as described below.

```
<string id="IDS_MAINWNDTITLE">Kayako LiveResponse</string>
<string id="IDS_APPNAME">SupportSuite</string>
<string id="IDS_ERRMSGTITLE">SupportSuite - Error</string>
<string id="IDS_INFOMSGTITLE">SupportSuite - Information</string>
```

The **"id"** of the phrase should not be changed. This is the ID the Client Application uses to reference these phrases. The only text that should be changed is highlighted in **red** – all other markup should be left alone.

What does "The Client's Chat Window is not responding" mean?

When the Client Application doesn't receive a response from the visitor's browser window whilst in a chat session, this notice will be displayed.



Seeing this message more than once is usually an indication that the visitor has closed his or her chat window. However, seeing it once may just be the result of connection issues on the visitor's end.

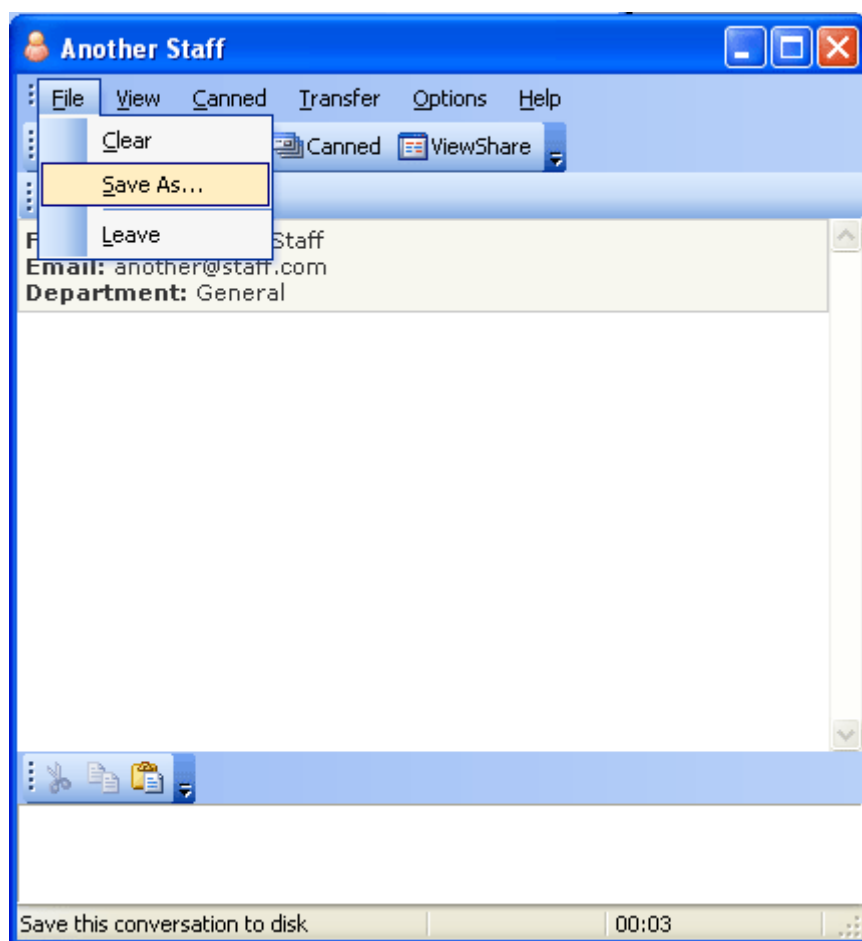
How are notes stored?

Notes are stored and associated with by a visitor's IP address. This means that if the same visitor returns to the support desk with a **different** IP address, you will not be able to retrieve notes for that visitor left for a **pervious** IP address.

How can I save a copy of a chat transcript?

To save a HTML file of the current chat transcript from within the chat interface:

1. Open the **File** menu.
2. Click on the **Save As...** menu option, as shown below.



What is a "Tag"?

A **tag** is a JavaScript tab that can be generated and placed on your web pages, and is already placed on the pages of your **client interface** to your support desk.

Tagging a web page enables you to track visitors through the page, using the visitor tracking features of LiveResponse – particularly the features within the Client Application.

There are two types of JavaScript tag – one which simply and silently monitors your visitors, the other displays the status of your live support departments as well as monitoring your visitors, for example:



When a visitor clicks on one of these tags, he or she will be able to start a **chat request** (depending on the status of your departments).

Do I need to purchase licenses for the Client Application?

No, you do not. The Client Application is not licensed per machine, one purchasing a SupportSuite or LiveResponse license, you are free to download unlimited copies of the application and distribute them to your support desk staff users.

I have logged into the Client Application, but Live Support still displays as Offline



The most common cause of this issue is that you have not given yourself or the staff user in question access permissions to the live support department(s). Permissions are managed within the **administrator control panel** of your SupportSuite or LiveResponse installation.

How are chat histories recorded?

Chat histories are stored by a visitor's IP address, or if one is available (either by the visitor logging into the support desk or entering an e-mail address when requesting a chat session), stored by their e-mail address.

When stored by e-mail address, chat histories can be called up from within the SupportSuite or LiveResponse staff control panel.

All staff users are not notified to a chat request – why?

When a chat request comes in, the system notifies each available staff user in turn. If the staff user does not respond within a given time, the next staff user will be "tried". This system is explained in more detail in [staff receives chat request](#).

Error messages explained

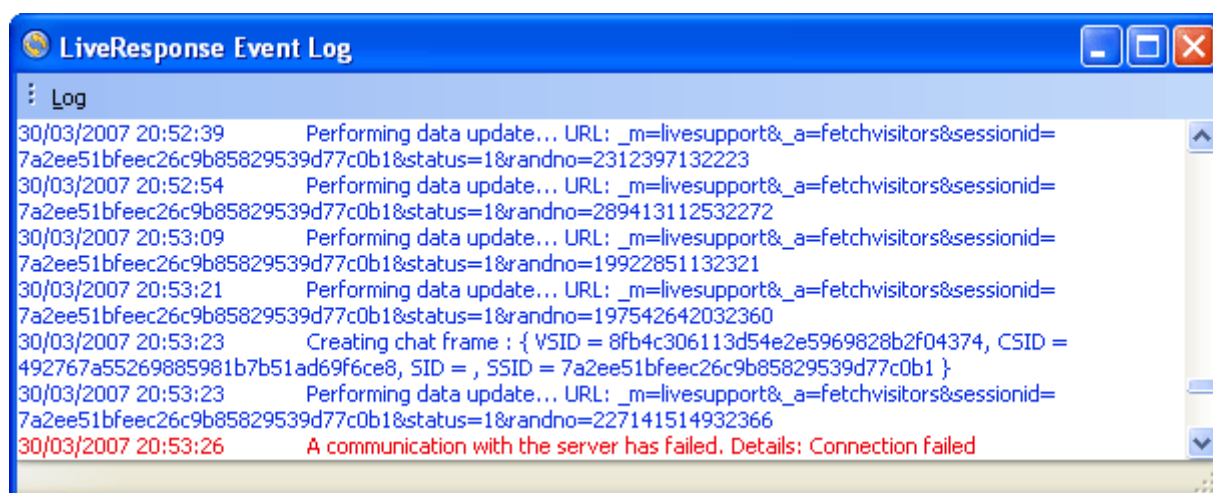
Event logger

The Client Application has an integrated event logging system and a log viewer. Most errors (among other events) are reported to this log.

To view the event log:

1. Click the **Tools** menu
2. Click the **Event Log** menu choice.

This will bring up a window similar to the following:



Error: "The server returned an error response"

Possible causes:

1. This error is most commonly caused by a *404 Not Found* error, a Forbidden error or any other **HTTP code** that is not 200 (the code for "successful").

Potential solutions:

1. Check you have entered the correct path to your support desk in [Options: General](#).
2. Check the configuration of your web server (such as folder permissions, .htaccess permissions etc.).

Error: "Unknown error"

Possible causes:

1. Something has gone very wrong within the internals of the Client Application.

Potential solutions:

1. Restart the program. If the problem persists, make sure you have the latest stable build of the Client Application (see [getting the latest version](#)).

Error: "Received unexpected response from server (invalid header)"

Possible causes:

1. The Client Application receives data it does not expect to receive.
2. Your support desk may be "down" and displaying an error message (such as a *MySQL error*).
3. Your support desk may be displaying a **license error**.
4. Your support desk may be reporting that the **setup** directory still exists.

Potential solutions:

1. Ensure you are running the latest stable release of the Client Application (see [getting the latest version](#)).
2. Ensure your support desk is working properly.

Error: "The session has expired"

Possible causes:

1. When the Client Application logs into your support desk, it creates an active session for your username. If this session is deleted or ended for any reason, this error will be generated.
2. A common cause of this error is that more than one copy of the Client Application is being used to login to the same support desk – each one attempting an alternating login that interferes with the other's session.

Potential solutions:

1. Ensure that no more than one copy of the Client Application is being used to login to your support desk with the **same username**.

Error: "Failed to connect to server"

Possible causes:

1. You have entered an invalid host name in your support desk URL.
2. Your server is unavailable.

Potential solutions:

1. Ensure that you have entered the correct support desk host name and URL in the [options dialog](#).
2. Check the connectivity of your server.

Error: "Connection to the server timed out"

Possible causes:

1. You have entered an invalid host name in your support desk URL.
2. Your server is unavailable.

Potential solutions:

1. Ensure that you have entered the correct support desk host name and URL in the [options dialog](#).
2. Check the connectivity of your server.

Error: "Authentication has failed"

Possible causes:

1. You have entered the wrong username and password that the Client Application is attempting to use to login to the support desk.

Potential solutions:

1. Ensure that you have entered the correct username and password in the [options dialog](#).

Error: "HTTP request has failed"

Possible causes:

1. There was a problem in making the HTTP request to your support desk.

Potential solutions:

1. Restart the program. If the problem persists, restart your machine. If the problem still persists, please contact support.