

The Aplus.Net Premium Live Chat product is broken into three main components. Please find below the URLs to access these components along with their descriptions;

Customer Configuration Utility:

http://chat.aplus.net/<customer_username>/custconfig.cgi

This interface is used for the following operations:

Manage operators

- add operator's accounts
- delete operator's accounts
- edit operators (password, real name and images)

Account Configuration

- edit company name, set the email addresses that the offline messages will be sent to, change the main user password (not operator), set the theme color, number of pop-ups per visitor, time before redirect, and time before the first pop-up

Branding

- Customize chat images - company's logo, premium live chat image, login image, default operator image, and the chat icons

Operator Interface:

http://chat.aplus.net/<customer_username>/opers.cgi

The operator is any person who will log into the chat system and chat with visitors. There are four main buttons;

1. Toggle Online - By clicking this button, the operator can temporarily become "invisible" (inaccessible) to the site visitors without completely logging out of the chat system. When the button is red it means that the operator is offline. When the operator wishes to become available to the system again, they simply click on the Toggle button to re-activate their status. This is confirmed by the button changing from red to green.
2. Show Logs – All chat sessions are logged and kept online for 30 days. By clicking this button, operators have the ability to search through the logs of their conversations.
3. Options – This button allows the operator to change his real name and the welcome messages. The operator can set up up to five different welcome messages to show up on different parts of the site.
4. Close – This button allows the operator to end a currently engaged chat session or to log out completely from the system.

Embedding the chat system into your website:

To embed the chat system into your website just place the following sample code into the pages you wish to have chat capabilities.

```
<SCRIPT language="javascript"
src="http://chat.aplus.net/<customer>/chatmgr.cgi?cmd=OpenChatLoad&department=sales&
site=msg1&height=350&width=500"></SCRIPT>
```

Please make sure you replace '**<customer>**' with your chat username and set 'department', 'site', 'height' and 'width' variables as described below.

This will put a clickable chat icon on your page and activate the chat pop-up system.

There are currently two parameters that **need** to be passed to the cgi script:

'department'
'site'

and two **optional** parameters in addition:

'height'
'width'

The defaults are: 'department=sales', 'site=msg1', 'height=350' and 'width=500'

'department' determines which department should be contacted. It can be set to either 'sales' or 'support'

'site' is to select one of several welcome messages set by each operator (see operator's interface above - button #3 - options). It can be msg1 - msg5

'height' is to set the height of the chat window. The parameter is optional and the default value is 350.

'width' is to set the width of the chat window. The parameter is optional and the default value is 500.

examples:

```
<SCRIPT language="javascript"
src="http://chat.aplus.net/<customer>/chatmngr.cgi?cmd=OpenChatLoad&department=sales&
site=msg2"></SCRIPT>
```

```
<SCRIPT language="javascript"
src="http://chat.aplus.net/<customer>/chatmngr.cgi?cmd=OpenChatLoad&department=support
t&site=msg2"></SCRIPT>
```

```
<SCRIPT language="javascript"
src="http://chat.aplus.net/<customer>/chatmngr.cgi?cmd=OpenChatLoad&department=support
t&site=msg5"></SCRIPT>
```

```
<SCRIPT language="javascript"
src="http://chat.aplus.net/<customer>/chatmngr.cgi?cmd=OpenChatLoad&department=support
t&site=msg5&height=600&width=440"></SCRIPT>
```

```
<SCRIPT language="javascript"
src="http://chat.aplus.net/<customer>/chatmngr.cgi?cmd=OpenChatLoad&department=support
t&site=msg5&height=300"></SCRIPT>
```

Note: You cannot put more than one chat icon on a single page.

Operating Instructions:

First you need to create accounts for your operators via the Customer Configuration Utility.

Next, embed the chat system into your website. When doing so please take note to set the department and site parameters correctly.

You are now ready to chat!

The visitor has two ways to initiate a chat session;

- 1) By clicking on the chat icon on your website

- 2) After a predefined amount of time, an automatic chat pop-up window will appear if operators are currently logged in.

If there are operators online and available, the customer will then engage in a chat session with an operator. If the operator doesn't respond within the time configured in the Customer Configuration Utility (default is 30 seconds) the visitor will be transferred to the next available operator (or offline message if the operator is the last online), and the non-responsive operator will be automatically logged off.

If no operator from the corresponding department is currently logged in and available the visitor will be automatically redirected to a message asking them to leave an offline message. The offline message will be sent to the email address (see customer configuration utility above - account configuration) of the corresponding department.