GETTING STARTED GUIDE: LIVECHAT

FROM PMW

Live chat will speed up your customer service and positively impact your sales. Use your online chat to assist your visitors exactly when they need it. This means more lead conversion through your website!

EMAIL INVITATION

1 You will receive an email directly from LiveChat giving you access to your new account.

- This email will come from **Accounts <support@livechatinc.com>**

- The Title will be: Invitation to LiveChat.

If you do not receive this email, please contact our support team at support@propertymanagerwebsites.com, and they will resend the email.

The email will look something similar to this
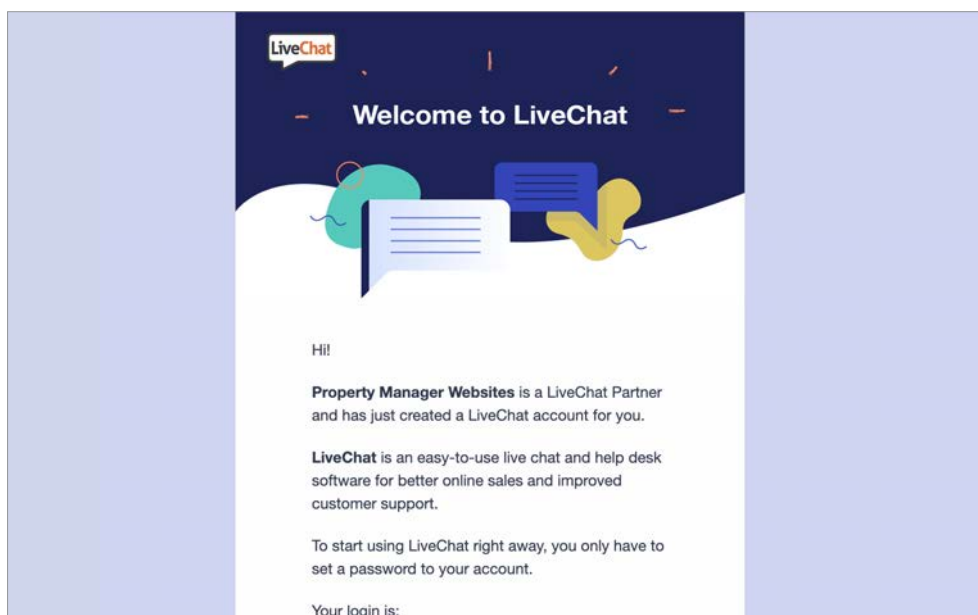
2 You will be asked to set up your password. make sure it's secure, and save it. You'll need it to log into the *LiveChat Agent App*. Once you set up your password, you'll be redirected to the LiveChat Agent App. You will now have the ability to start receiving chats straight away. If you would like to have a look around first, switch your Accept Chats Status to off. If you're going to continue later, use the Log in option on *livechat.com* or, better still, *download the LiveChat Agent App*.

To learn more about LiveChat, check out the LiveChat help center here: https://www.livechat.com/help/ or contact our support team at support@propertymanagerwebsites.com

SET YOUR STATUS

ACCEPTING CHATS

When you start your shift on chats, make sure the Accept chats toggle is switched on. You can use this toggle to take yourself out of active chatting at the end of your shift, during a break, or when you need to attend to other duties.
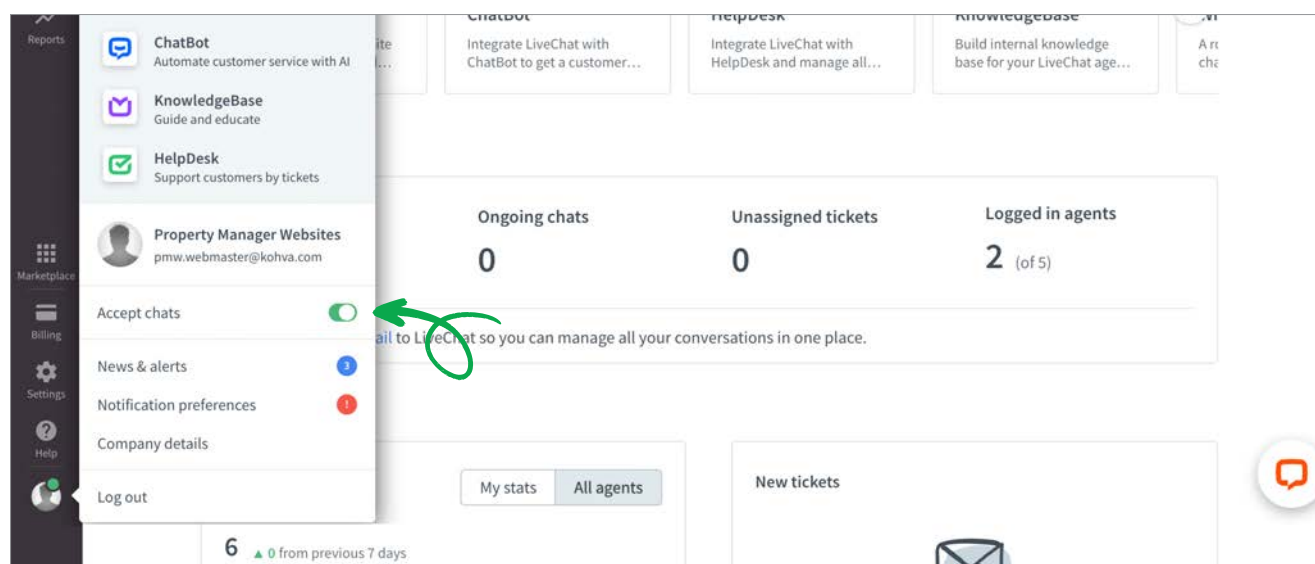
NOT ACCEPTING CHATS

When you're off accepting chats, no new chats will be assigned to you. You will still be able to finish ongoing chats, assign new chats to yourself, receive a transferred chat, and do any other work inside LiveChat. To learn more about setting up your status, check out the LiveChat tutorial here: *https://www.livechat.com/agents-handbook/#welcome*
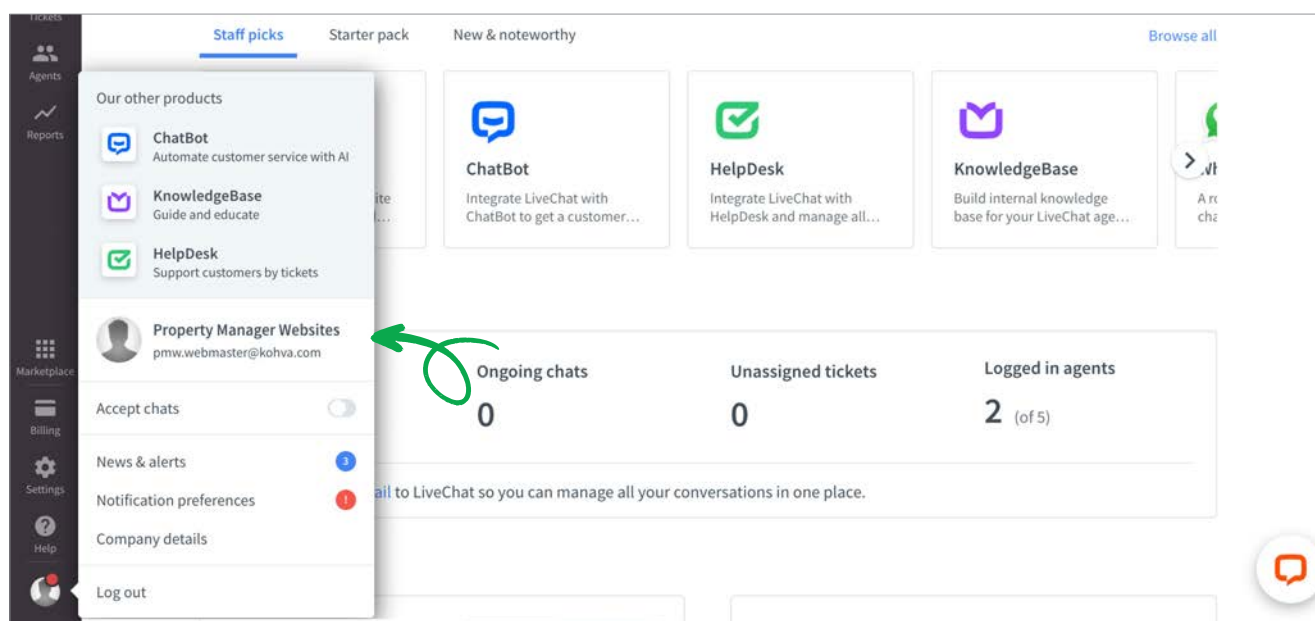
SET UP NOTIFICATIONS

When you click on Notification preferences, you will be able to configure the notifications to match your workflow.

Make sure that the sound is on and that you can see and hear the notifications well. You can test them in the configuration panel.
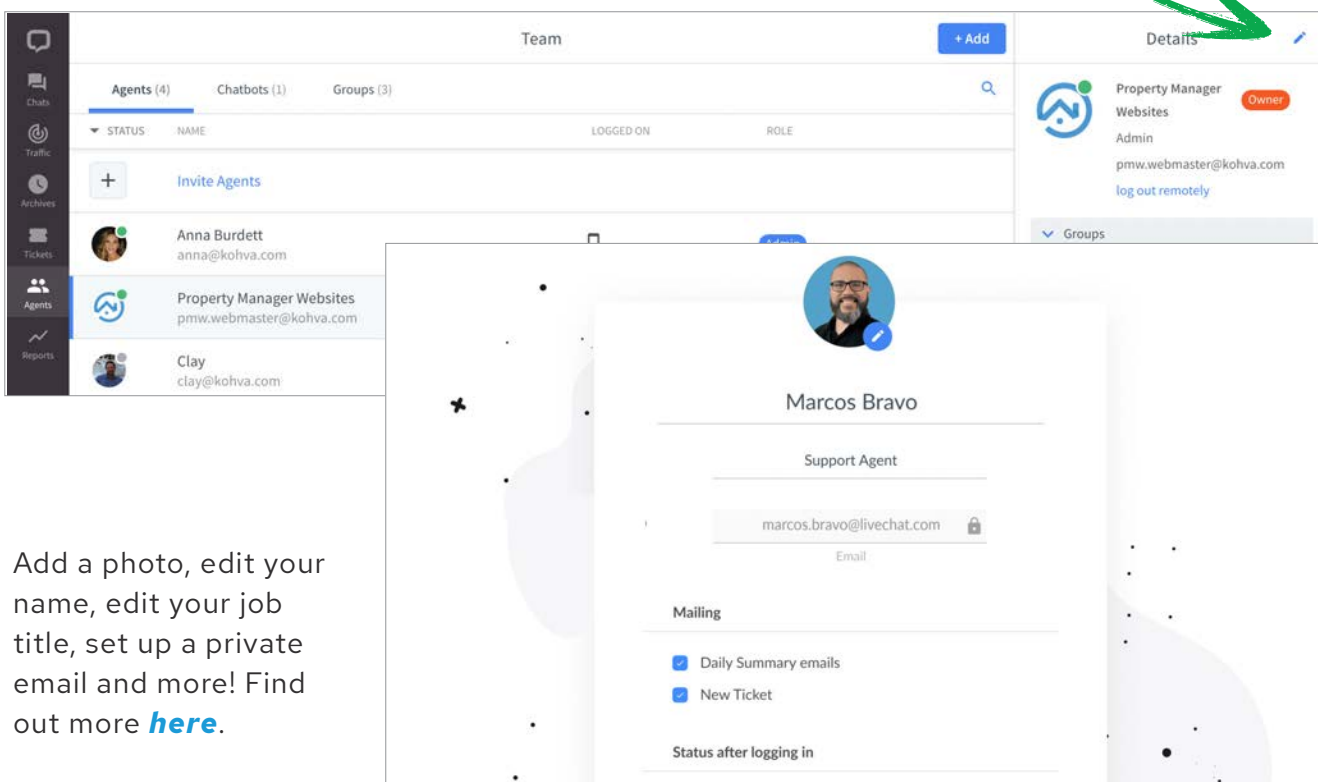
DOWNLOAD THE LIVECHAT AGENT APP

LiveChat for Mac
Download

LiveChat for Windows
Download

LiveChat for iOS
Go to App Store

LiveChat for Android
Go to Google Play

LiveChat on the Web
Sign Up Free

You can use the LiveChat Agent app for *web browser*, *desktop* or mobile. You can find the download links in the LiveChat Agent app in the *Settings* section. If you would like to read on about it, we have an article on LiveChat Agent apps in our *Help Center*.
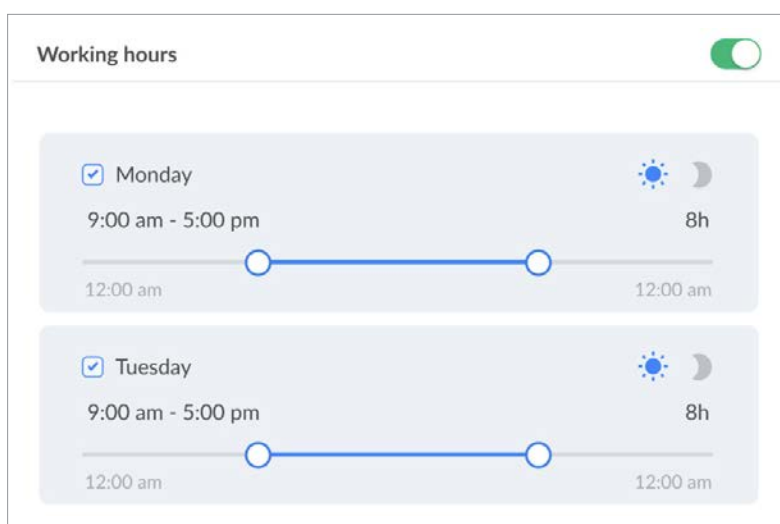
SET UP YOUR AGENT PROFILE

Now, let's set up your Agent profile. To edit your Agent profile, go to the Agents tab in your LiveChat Agent app, and double click on yourself. You can also pick yourself from the list and then click on the pen icon to edit.

Add a photo, edit your name, edit your job title, set up a private email and more! Find out more *here*.

SET UP WORKING HOURS
Your team may be using the *Work scheduler*. If this is the case, the Working hours toggle will be switched to green, and you won't need to set the Status after logging in. Your Status will be set to accepting chats during your working hours and to not accepting chats after hours. You'll still be able to switch off chats for breaks, and to attend to other duties. All you need to do is make sure you are logged into the LiveChat Agent app. Work scheduler is available in Business and Enterprise *plans*.

Have questions about Chat?

Contact Support:
support@propertymanagerwebsites.com

Help Article:
https://www.livechat.com/help