Live Support Details

On the live support admin screen ("tiki-live_support_admin.php"), there are some other options. One of them is "Generate HTML" ("tiki-live_support_admin.php?show_html"), which leads you to a page where you can copy some HTML code to paste it in any HTML page you wish to produce the live support icon:

```
Open operator console   Open client window   Generate HTML   Transcripts

Generated HTML code:
Copy-paste the following XHTML snippet in the pages where you want to provide live support.

```html
<a href="#"
 onclick="javascript:window.open('tiki-live_support_client.php?filter_operator=admin')"
 src='tiki-live_support_server.php?operators_online' alt='image' /></a>
```
```

Moreover, there is the option "Transcripts", which can be filtered by operator. In this example, we filtered the transcripts for operator "admin" (tiki-live_support_transcripts.php?filter_operator=admin):

```
Support chat transcripts
back to admin

Support requests

find          username          operator
             all          all          find

    started     username     reason                        operator  msgs
Thu 05 of Jul, 2007 [19:29]  Professor     Can I see reports of individual contributions of my students while working in groups?  admin  3

If you click on the number at the column "msgs", you can view the messages of that support request process (3, in this example):

```
Transcript

[19:30] (admin) In Tiki 1.9.x there is no easy way to do that (no place of single report with all your students contributions, on a students basis)
[20:52] Professor has left the chat
[20:53] admin has left the chat

Related pages
- Live Support
- Live Support User
- Live Support Admin