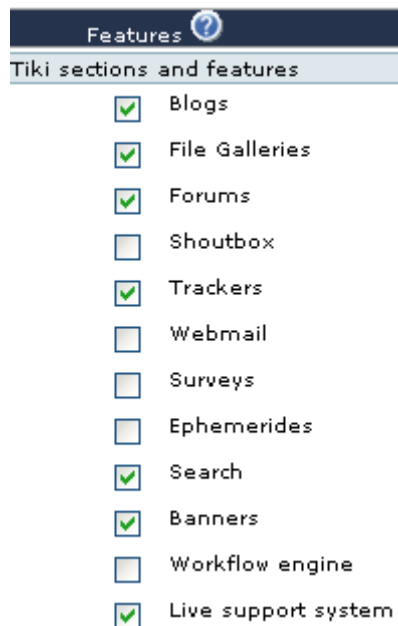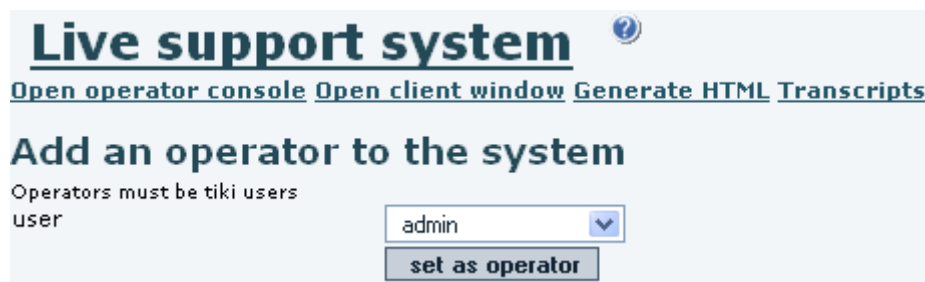Live Support Admin

Live Support settings

First enable the feature on "Admin->Features".

On the Admin dropdown menu choose the Live Support option
Now make some Tiki users into operators.

To make the Live Support visible on the site, create the module through Admin->Modules.
The name of the module is live_support and assign it the desired column and set visability accordingly.

Operator usage (1 user to 1 operator)

Now logged into the Tiki site as one of the operators, click the Open Live Support Console window. Lets assume in this example that there are 3 users defined as operators, and only one of them is online.

Live support system

Open operator console   Open client window   Generate HTML   Transcripts

## Online operators

Operator	stats	
Xavi	Accepted requests: 0 online since: Thu 05 of Jul, 2007[18:45] transcripts	

Offline operators

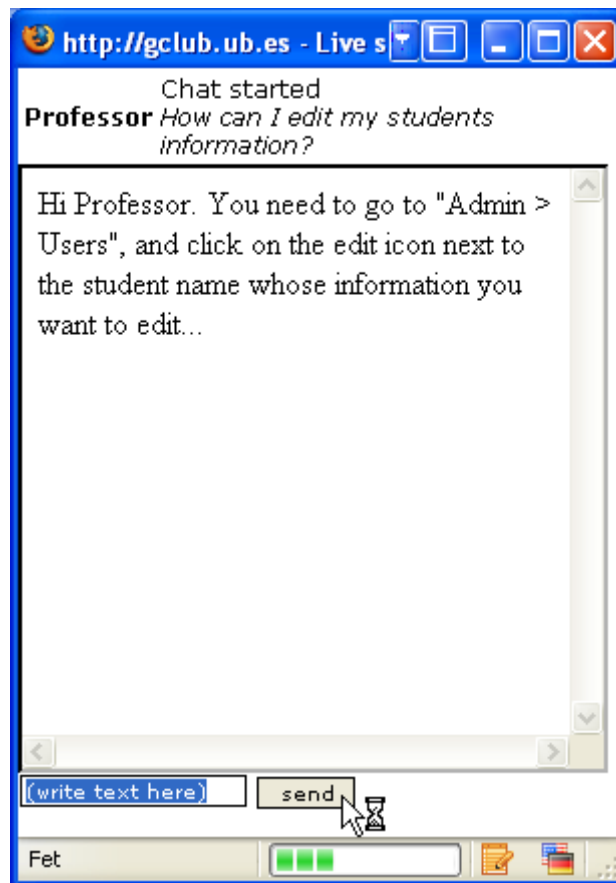| Operator	stats	
xavidp	Accepted requests: 0 offline since: unknown	
admin	Accepted requests: 0 offline since: unknown	

When a user makes a support request, you will see an tilting popup small window to request you to see that request in order to see it, so that you decide to accept it or not.

La pàgina a http://gclub.ub.es diu:

hey

D'acord
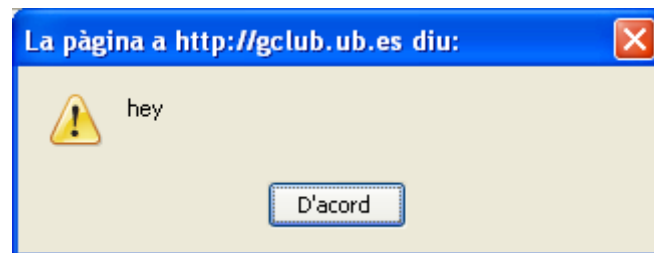
If you click on accept, then you will be able to "**accept**" or not the support request, or "**join**" the support that another operator is already giving to that request.

http://gclub.ub.es - Live support:Console - Mozilla Firefox

Operator: Xavi   Status: **online**   be offline

Support requests

User	Reason	Requested	
Professor	How can I edit my students information?	18:51	Accept Join

Fet
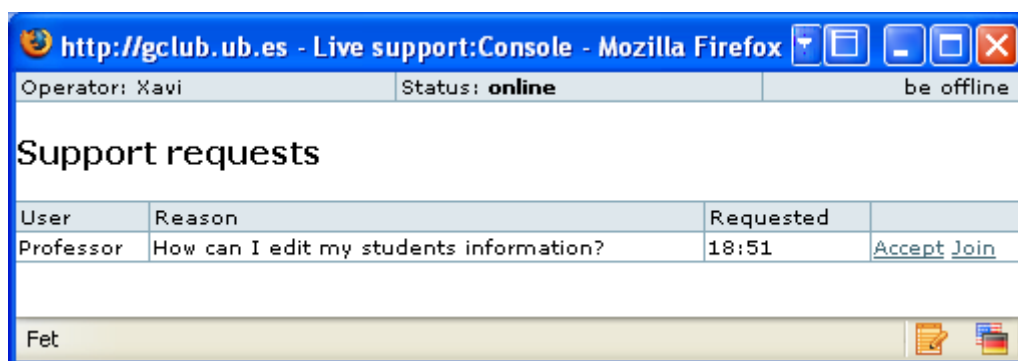
If you accept the support request, this is the window where the request for support will appear:

Now the chat can continue, until the user requesting support closes his/her window to end the support session.
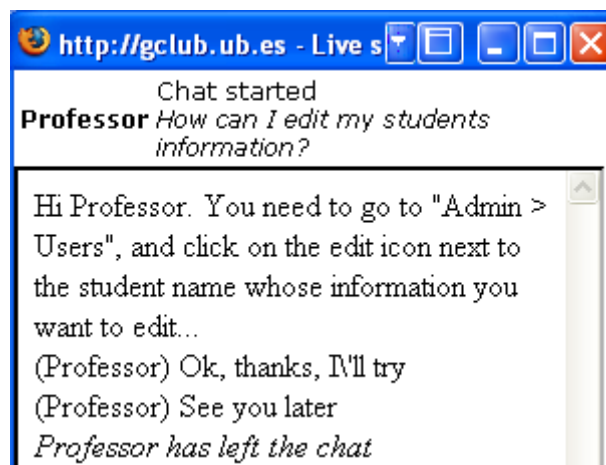
See Live Support User to view the user side of the same support request process.

Two operators on the same support request

If two or more operators where online by the time of the support request, all of them would get the popup window noticing a support request was made, and once they clicked on the small popup "accept" window, each one of them could accept of join the support request process.

Live support system

Open operator console Open client window Generate HTML Transcripts

Online operators
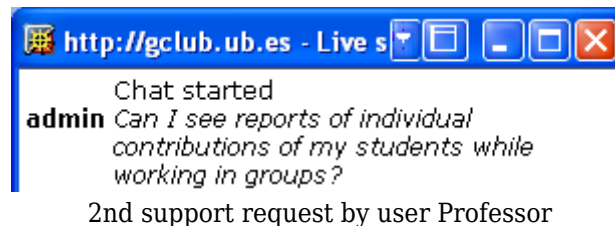
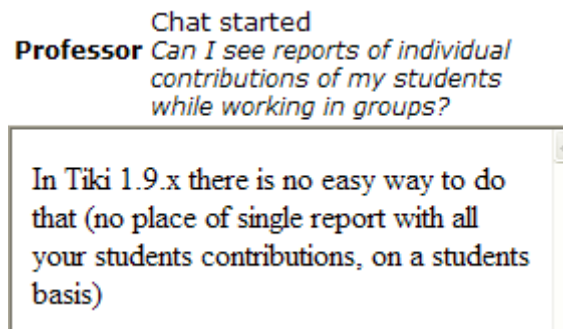| Operator	stats	
Xavi	Accepted requests: 1 online since: Thu 05 of Jul, 2007[19:12] transcripts	
admin	Accepted requests: 0 online since: Thu 05 of Jul, 2007[19:10] transcripts	

Offline operators

Operator	stats	
xavidp	Accepted requests: 0 offline since: unknown	

In this example, another support request was made by user "Professor".

http://gclub.ub.es - Live s

Chat started
admin *Can I see reports of individual contributions of my students while working in groups?*

2nd support request by user Professor

By that time, operators "admin" and "Xavi" where online. The first to accept was admin, which already answered the support request with an answer.

Chat started
Professor *Can I see reports of individual contributions of my students while working in groups?*

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)

Then the second operator ("Xavi"), would see a screen like this one, where he could add some more information, if this was the case:
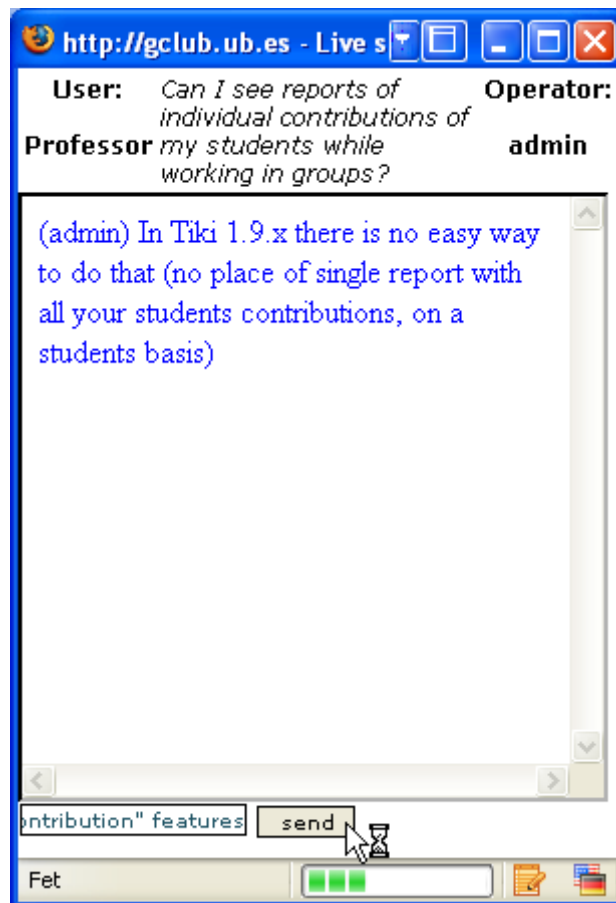
In this case, the second operator could complement the answer of the first, since In Tiki 1.10 two new features have been added to support this need declared by the Professor: Action log and (Contribution)) features.

Related pages

- Live Support
- Live Support User
- Live Support Details