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 HTML snippet in the pages where you want to provide live support.

```
<a href="#"
onclick="javascript:window.open('tiki-live_support_client.php','Opera','status=0,location=0,dir=auto,tscrollbars=1,menubar=0,resizable=0,scrollbars=1,width=260,height=230');return false;"
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

<table>
<thead>
<tr>
<th>started</th>
<th>username</th>
<th>reason</th>
<th>operator</th>
<th>msgs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu 05 of Jul, 2007 [19:29]</td>
<td>Professor</td>
<td>Can I see reports of individual contributions of my students while working in groups?</td>
<td>admin</td>
<td>3</td>
</tr>
</tbody>
</table>
```

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