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 a page where you can copy some html code to paste it in any html page you wish to produce the live support icon:

```html
<a href="#" onclick="javascript:window.open('tiki-live_support_client.php','0')"
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):

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**

<table>
<thead>
<tr>
<th>Time</th>
<th>Operator</th>
<th>Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>19:30</td>
<td>admin</td>
<td>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)</td>
</tr>
<tr>
<td>20:52</td>
<td>Professor</td>
<td>Professor has left the chat</td>
</tr>
<tr>
<td>20:53</td>
<td>admin</td>
<td>admin has left the chat</td>
</tr>
</tbody>
</table>

Related pages

- Live Support
- Live Support User
- Live Support Admin