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:

Information about generating an 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?operators_online',"","""); return false;">Live Support</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

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>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>19:30</td>
<td>(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)</td>
</tr>
<tr>
<td>20:32</td>
<td>Professor has left the chat</td>
</tr>
<tr>
<td>20:53</td>
<td>admin has left the chat</td>
</tr>
</tbody>
</table>

Related pages

- Live Support
- Live Support User
- Live Support Admin