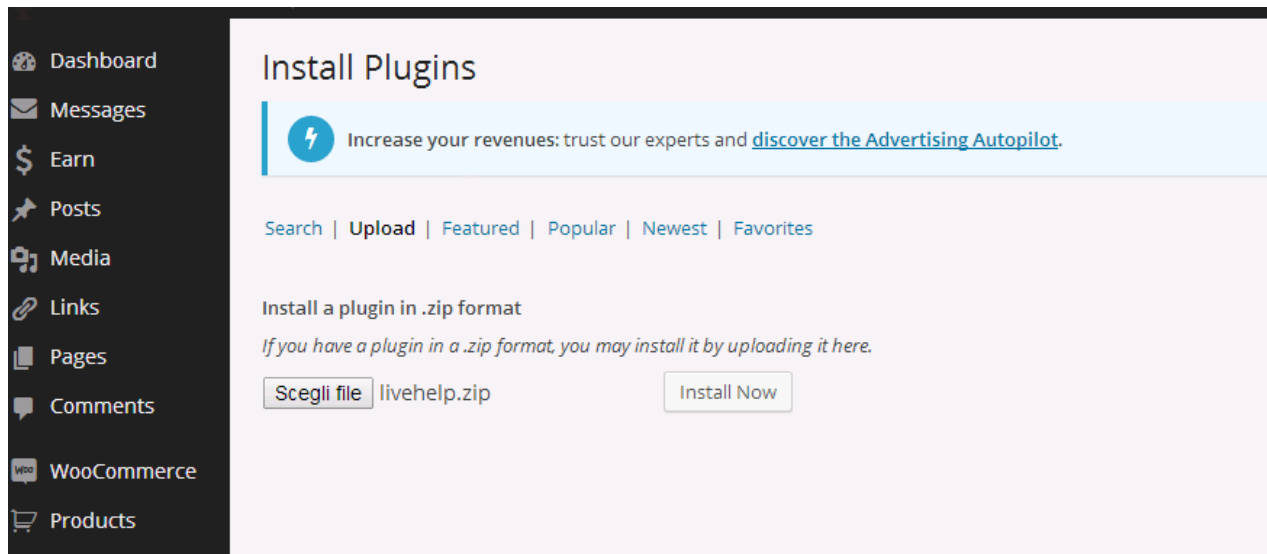


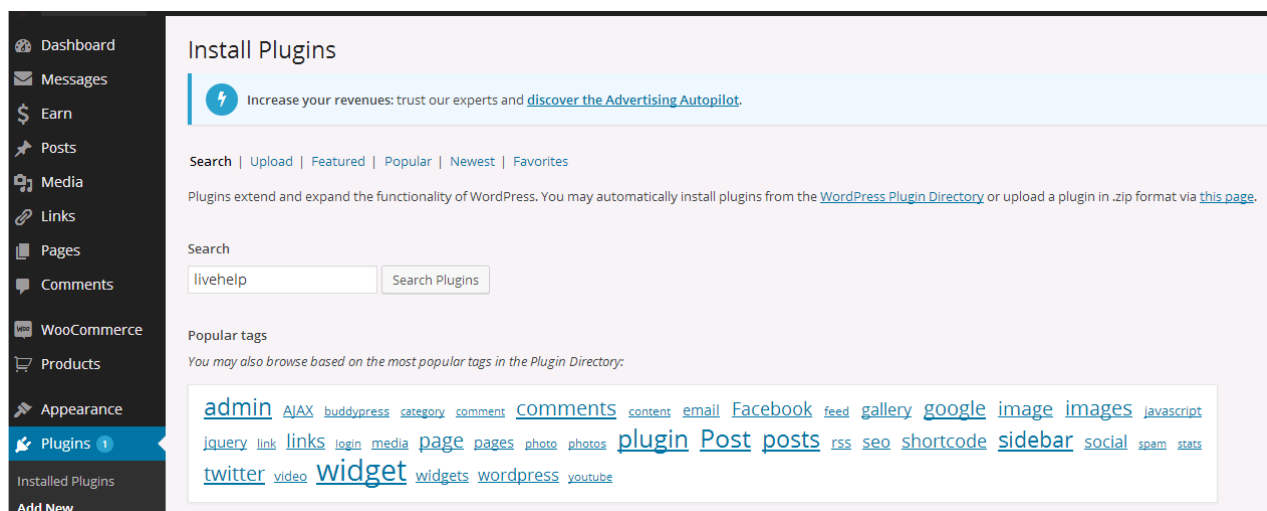
LIVEHELP® – PLUGIN INSTALLATION

Get the plugin

1. Click on **“plugins”** in the left panel, then click on **“Add new”**.
2. Click on **“upload”** and select the livehelp.zip file.
3. Click on **“install now”** and then **“activate plugin”**: You’re ready!



As an alternative, you can search Livehelp in plugins panel and then press “install now”:



Create the widget!

In the left menu now you can see “LiveHelp® chat”. In this panel you can configure the widget on frontend.

1. **If you don't have a valid LiveHelp® ID, get one for free** on <http://www.livehelp.it/vedit/pagina.asp?lingua=EN&pagina=1413>. You will receive an e-mail with your ID and login data for the admin dashboard (<http://server.livehelp.it>).
2. **Paste the Livehelp® ID** in the widget configuration.
3. **Select the button layout and position.**
4. **Save all** and then use the button on the right for open the **dashboard** and the **agent's login**.

Livehelp® configuration

Options saved.

⚡ Increase your revenues: trust our experts and [discover the Advertising Autopilot](#).

Configure LiveHelp® widget

LiveHelp® ID get one for free	<input type="text" value="12345"/>
Button layout	<input type="text" value="omino livehelp"/>
Button position	<input type="text" value="bottom-right fixed"/>
ADVANCED: Paste the html code	<div style="border: 1px solid #ccc; height: 60px;"></div>

[download the user manual](#)

What is LiveHelp®?

LiveHelp® is the customer care service easy to use and to integrate.

Website visitors can chat with an agent of your customer care service and get information about products and services in real time. Only one click to get in contact with a trusted reference.

How it works

Generate the button with the widget and get ready to chat with your users!

Agents log into the operator's client from a custom URL, using their personal username and password.

Users invite operators to chat in a private browser window by clicking the LiveHelp® button or text you put into your website.

Agents receive a sound alert (customizable in the administrator panel) and a desktop notification on their monitors, from which they can accept the chat.

Advanced configuration

In the Admin dashboard you can customize your button. Simply copy the html code generate in “widget e codice html” and paste it in the white area below widget options, then press “save” and your button will be automatically updated in your website.