

WP Cool Live Chat User's Manual

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Introduction

WP Cool Live Chat is a plugin that creates a live chat widget on your website allowing the site visitor to directly interact with the administrator in real-time or offline mode. With this plugin, visitors who are having issues with your products or services or who simply wanted to send a short message to the administrator can quickly do so right from the website.

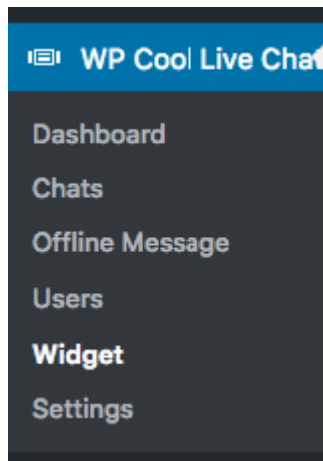
The WP Cool Live Chat plugin comes in two editions: the full edition and the lite edition. The following features are available in the full edition, but are missing in the lite edition.

1. Users List
2. Setting background image & Button Icon
3. Settings Chat Bubble
4. Settings Input Form
5. Settings Widget Effect
6. Notification

I. Setting The Style Widget

The default style that comes with the plugin is quite simple, but it is very easy to change and customize to your desired look. Here is how to set the various options for the widget.

To access the Widget Settings page, simply navigate to it from the WordPress Dashboard as shown below.



The following describes the various options available.

A. General

This section contains options to set the widget display style.

- 1. Widget Width** -- Sets the width of the widget.

Widget Width

420

px



2. Templates -- Sets the template or style type of the widget.

Template

Template #2



3. Position -- Sets the position of widgets on the web page.

Position

Left



B. Tab Button

This section contain options to customize the look of the tab key. The following options are available:

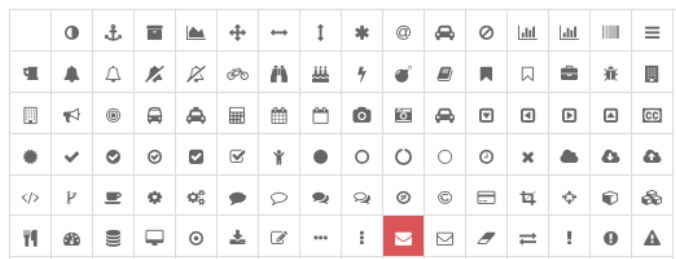
4. Button Label -- Sets the label of the tab key.

Button Label



5. Button Icon -- Sets the icon of the tab key.

Button Icon



6. Width -- Sets the width of the tab key.

Width

px

?

7. Height -- Sets the height of the tab key.

Height

px

?

8. Background Color -- Sets the background color of the tab key.

Background Color

Select Color

9. Border -- Sets the margins of the tab key.

Border

px

Select Color

?

10. Border Radius -- Sets the curvature of the line the edge of the tab key.

Border Radius

None

▼

?

11. Text Color -- Sets the text color of the tab key.

Text Color

Select Color

12. Font Size -- Sets the font size of the tab key.

Font Size

px

?


13. Font Family -- Sets the type font of the tab key.

Font Family 


C. Header

This section contains options for the header. The following options are available:

14. Header Text -- Sets the text of a section header.

Header Text 



15. Height -- Sets the height of the header.

Height 

16. Background Color -- Sets the background color of the header.

Background Color 

17. Background Image -- Sets the background image of the header.

Background Image  

Select an image or upload new image using the button below.

18. Background Repeat -- Sets the type of repetition of the background image of the header.

Background Repeat

No Repeat

▼

?

19. Background Opacity -- Sets the transparency level of the background image of the header.

Background Opacity

20%

▼

?

20. Border -- Sets the margins of the header.

Border

px

Select Color

?

21. Border Radius -- Sets the curvature of the edge line of the header.

Border Radius

None

▼

?

22. Text Color -- Sets the text color of the header.

Text Color

Select Color

23. Font Size -- Sets the font size of the header.

Font Size

16

px

?

24. Font Family -- Sets the font type from the header.

Font Family

Roboto



D. Footer

This section contains options to set the footer information.

25. Footer Text -- Sets the text of the footer.

Footer Text



26. Height -- Sets the height of the footer.

Height

48

px



27. Background Color -- Sets the background color of the footer.

Background Color



Select Color

28. Border -- Sets the margins of the footer.

Border

px



Select Color



29. Border Radius -- Sets the curvature of the line the edge of the footer.

Border Radius

None



30. Text Color -- Sets the text color of the footer.

Text Color

Select Color

31. Font Size -- Sets the font size of the footer.

Font Size

16

px

?

32. Font Family -- Sets the font type of the footer.

Font Family

Roboto

▼

?

E. Main Content

This section contains options to set the main part of the widget. The following options are available:

33. Height -- Sets the height of the main part of the widget.

Height

320

px

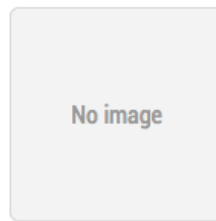
?

34. Background Color -- Sets the background color of the main part of the widget.

Background Color

Select Color

35. Background Image -- Sets the background image of the main part of the widget.

Background Image

Select an image or upload new image using the button below.

 **Select Image**



36. Background Repeat -- Sets the type of repetition of the background image of the main part of the widget.

Background Repeat

No Repeat



37. Background Opacity -- Sets the transparency level of the background image of the main part of the widget.

Background Opacity

20%



38. Border -- This option is used to set the margins of the main part of the widget.

Border

px

Select Color



39. Border Radius -- Sets the curvature of the line the edge of the main part of the widget.

Border Radius

None



40. Text Color -- Sets the text color of the main part of the widget.

Text Color

Select Color

41. Font Size -- Sets the font size of the main part of the widget.

Font Size

16

px

?

42. Font Family -- Sets the type font of the main part of the widget.

Font Family

Roboto

▼

?

F. Chat Bubble

This section contains options for controlling the display of the chat box. The following options are available:

43. Background Color -- Sets the background color of the chat box.

Background Color

Select Color

44. Border -- Sets the margins on the chat box.

Border

px

Select Color

?

45. Border Radius -- Sets the curvature of the edge line of the chat box.

Border Radius

None

▼

?

46. Text Color -- Sets the text color of the chat box.

Text Color

Select Color

47. Font Size -- Sets the font size of the chat box.

Font Size

16

px

?

48. Font Family -- Sets the type font of the chat box.

Font Family

Roboto

▼

?

49. Shadow -- Sets whether or not to add shadow effects on the chat box.

Shadow

On

Off

?

50. Arrow -- Sets whether or not to add decoration arrow on the chat box.

Arrow

On

Off

?

51. User Photo -- Sets whether or not to display pictures in the chat box.

User Photo

On

Off

?

G. Form

This section contains options for controlling the display of input form. The following options are available:

52. Background Color -- Sets the background color of the input form.

Background Color

 Select Color

53. Border -- Sets the margins on the input form.

Border

 px Select Color ?

54. Border Radius -- Sets the curvature of the line the edge of the input form.

Border Radius

 None ?

55. Text Color -- Sets the text color of the input form.

Text Color

 Select Color

56. Font Size -- Sets the font size of the input form.

Font Size

 16 px ?

57. Font Family -- Sets the font type of input form.

Font Family

 Roboto ?

Submit Button

This section explains the various options to set the appearance of a form submit button.

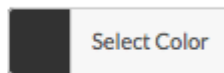
58. Button Icon – Sets the icon on the submit button.

Button Icon



59. Background Color -- Sets the background color of the submit button.

Background Color



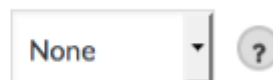
60. Border -- Sets the margins on the submit button.

Border



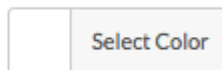
61. Border Radius -- Sets the curvature of the line the edge of the submit button.

Border Radius



62. Text Color -- Sets the text color of the submit button.

Text Color

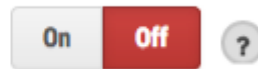


H. Effect

This section contains options to set the effect of the widget. The following options are available:

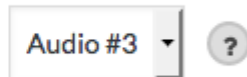
63. Shadow -- Sets whether to add shadow effects on the widget.

Shadow



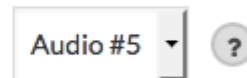
64. Sending Chat Sound -- This option is used to adjust the sound / music that is played when a user sends a new chat message.

Sending Chat Sound



65. News Chat Sound -- This option is used to adjust the sound / music that is played when there is a new chat message.

New Chat Sound

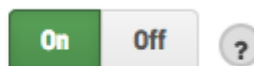


WIDGET SHOW EFFECT

This section explains the various options to set the animation effect when the widget is displayed.

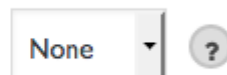
66. Default Show / Hide -- Sets whether or not the page is first loaded, it will display the main content or just the tab key.

Default Show/Hide



67. Animation Type -- Sets the type of animation when the widget is displayed.

Animation Type

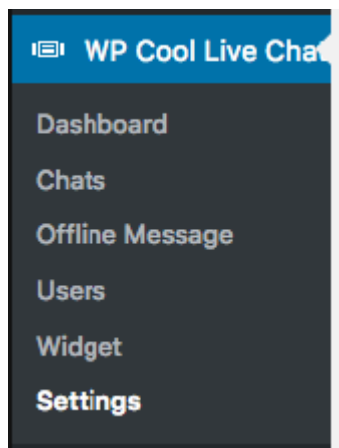


68. Animation Speed -- This option is used to control the speed of the animation when the widget is displayed.

Animation Speed

II. Adjusting Chat Features

In addition to the widget display, you can set how the plugin will run the main features of this plugin. You can do so by accessing the settings page via the Settings menu on the left.



The following explains the various options provided:

A. General

This section contains the most common options for the live chat feature.

1. Widget visibility -- Sets whether to show or hide the widget.

Widget Visibility

☒ On ☐ Off

2. Online Status -- Sets the status online / offline. If the status is set to offline, the user can only send messages offline.

Online Status

☒ On ☐ Off

3. Restricted User -- Sets whether or not only the user who logged in can use the live chat feature.

Restricted User

On

Off

?

B. Content

This section contains options to set the content of information or messages from a live chat feature.

1. Online Info -- Sets the information to display to indicate that you are online.

Online Info

?

2. Offline Info -- Sets the message to display to indicate that you are offline.

Offline Info

?

MESSAGE

This section explains the options for the content of the messages that appear as a result of user interaction to a live chat feature.

3. Offline Message -- Sets the message that is displayed to notify the user when the admin is offline.

Offline Message

?

4. Success Send Offline Message -- Sets the message displayed when the user has successfully sent an offline message.

**Success Send Offline
Message**

?

5. Failed Offline Send Message -- Sets the message displayed when the user fails to send offline messages.

Failed Send Offline Message	<input type="text"/>	?
-----------------------------	----------------------	-------------------

6. Success Register Message -- Sets the message displayed when the user successfully registers (to start chatting).

Success Register Message	<input type="text"/>	?
--------------------------	----------------------	-------------------

7. Failed Register Message -- This option is used to set the message displayed when the user fails to register (to start chatting).

Failed Register Message	<input type="text"/>	?
-------------------------	----------------------	-------------------

C. FORM

This section contains options to manage content form.

1. Input Name Labels -- Sets the label of the name input field.

Input Name Label	<input type="text" value="Name"/>	?
------------------	-----------------------------------	-------------------

2. Input Label Email -- Sets the label of the email input field.

Input Email Label	<input type="text" value="Email"/>	?
-------------------	------------------------------------	-------------------

3. Input Label Phone -- Sets the label of the phone input field.

Input Phone Label	<input type="text" value="Phone"/>	?
-------------------	------------------------------------	-------------------

4. Input Message Label -- Sets the label of the message input field.

Input Message Label	<input type="text" value="Message"/>	?
---------------------	--------------------------------------	-------------------

INPUT CHAT

This section explains the options for the content of the chat input box.

5. Input Chat Placeholder -- Sets the placeholder text of the chat input field.

Input Chat Placeholder	<input type="text" value="Enter your message..."/>	?
------------------------	--	-------------------

6. Submit Button Label -- Sets the label of the submit button.

Button Submit Label	<input type="text" value="Send"/>	?
---------------------	-----------------------------------	-------------------

FORM OFFLINE MESSAGE

This section will explain the options available to set the content of the offline messages.

7. Input Name -- Sets whether or not to show the input name.

Input Name	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	?
------------	---	-------------------

8. Input Phone -- Sets whether or not to display the phone number input.

Input Phone	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	?
-------------	---	-------------------


9. Submit Button Label -- Sets the label of the submit button.

Button Submit Label	<input type="text" value="Send"/>	?
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REGISTER FORM MESSAGE

This section explains the options to set the content of the register form (when the user will start the process of chatting).


10. Name Input -- Sets whether or not to show the input name.

Input Name ☒ On ☐ Off 

11. Input Phone -- Sets whether or not to display the phone number input.

Input Phone ☒ On ☐ Off 


12. Submit Button Label -- Sets the label of the submit button.

Button Submit Label 

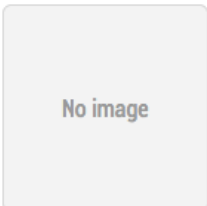

D. USER


This section contains the options to set the name and icon / user pictures to be displayed on every conversation.

1. Name Admin -- Sets the administrator name as shown on each talk.

Admin Name 


2. Admin Photo -- Sets the photo of the administrator that is displayed on every conversation.


Admin Photo  Select an image or upload new image using the button below. 



3. User Photo Type -- Sets the type of user photo displayed on every conversation.

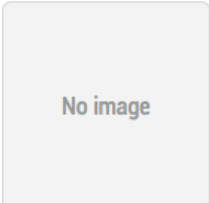
User Photo Type

Default User Photo 





4. Default User Photos -- Sets the default photo of the user that is displayed on every conversation.

Default User Photo



Select an image or upload new image using the button below.





E. NOTIFICATION

This section contains various options to set the notifications will be sent via email to the administrator on any user interaction to a live chat feature.

1. Notification Email -- Sets the email address to send the notification to.

Notification Email



2. New Chat Notification -- Sets whether or not to send an email notification when new chat is initiated.

New Chat Notification

On **Off**



3. Offline Chat Notification -- Sets whether or not to send an email notification when new messages offline is initiated.

Offline Chat Notification

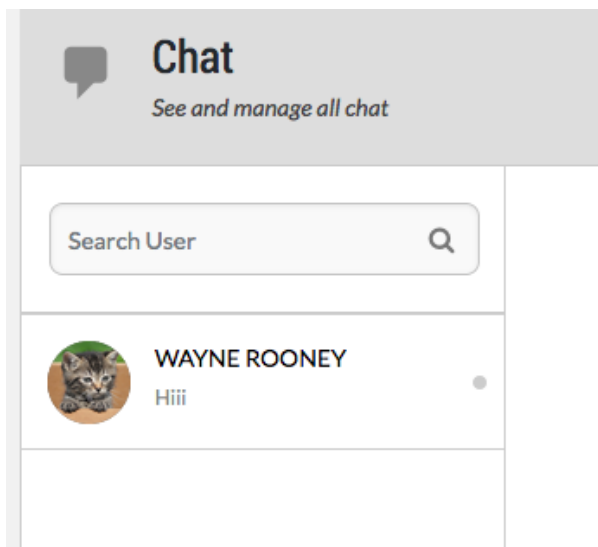
On Off



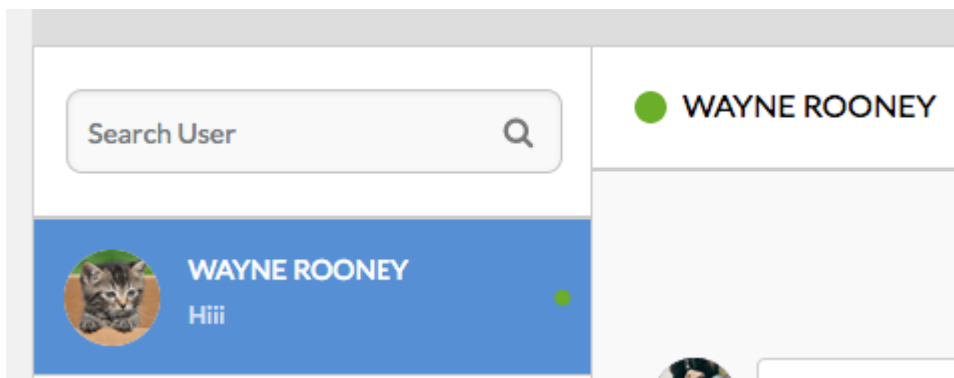
III. ADMIN CHAT

This is the main section where the administrator can communicate with the user directly.

1. To start a chat, you can click on one of the user on the left side.



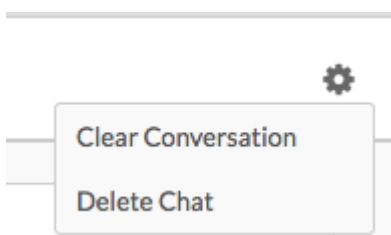
2. You can only send chat to the online user. Every online user will be marked with a green dot.



3. To send a chat, you can use the chat input that is in the bottom right.



4. To manage any chat to a user you can use over the next option.

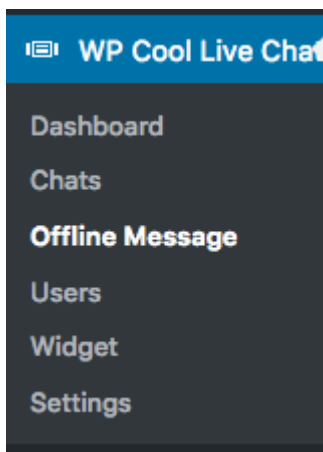


IV. OFFLINE MESSAGE

This section is where the administrator can manage offline messages. Here's an explanation of each of the features in the offline page message.

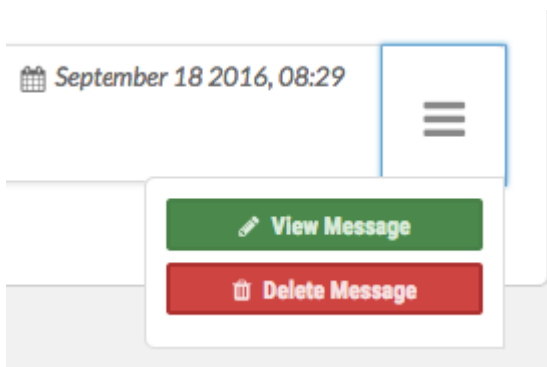
1. View the Message List

To view the list of offline messages sent, click the menu link found in the left sidebar of the WordPress Dashboard as shown below.



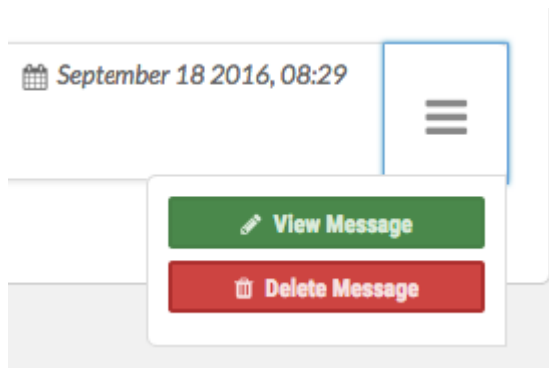
2. View Message

To view the messages in detail, you may click on the name of the sender or the existing View Message button on the right of each item message.



3. Delete Message

To view the messages in detail, click on the Delete Message button on the right of each message item.



IV. USERS LIST

In this section you can view a list of all users who have ever communicated with you. With a user list it is easier for you to call back a user using other communication media.

To access this page Users can use the menu on the left.

