

NETOP®

# Live GUIDE™

Live Chat for Customer Engagement

Adding live chat to your  page



## Adding a link to Live Guide chat on your Google+ page

If you have a Google+ page that you use to connect with customers you can add a Live Guide link that enables your customers to chat with you directly from Google+.

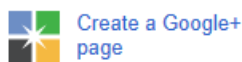
This article explains:

- How to create a page on Google+ if you do not already have one.
- How to add a Live Guide link to your Google+ page.

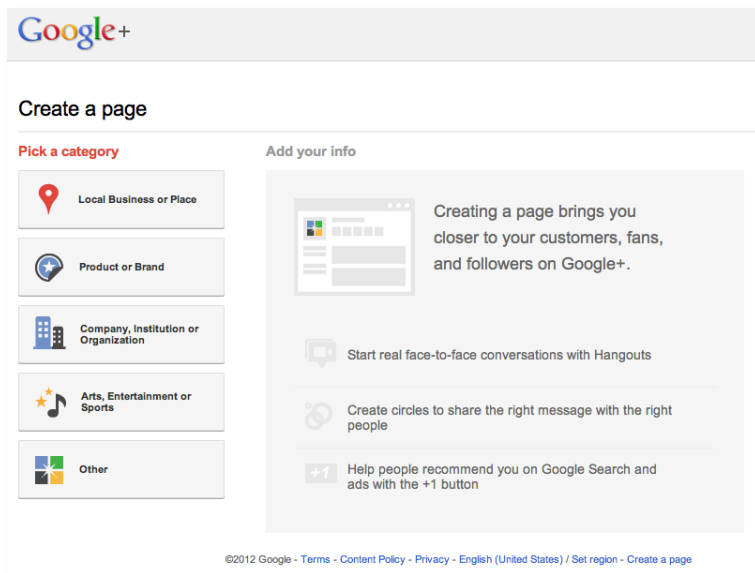
## Create a page on Google+

If you do not have a page already on Google+ you can create one by going to <https://plus.google.com/pages/create>.

When you have gone through the account setup steps you can create a page by clicking:

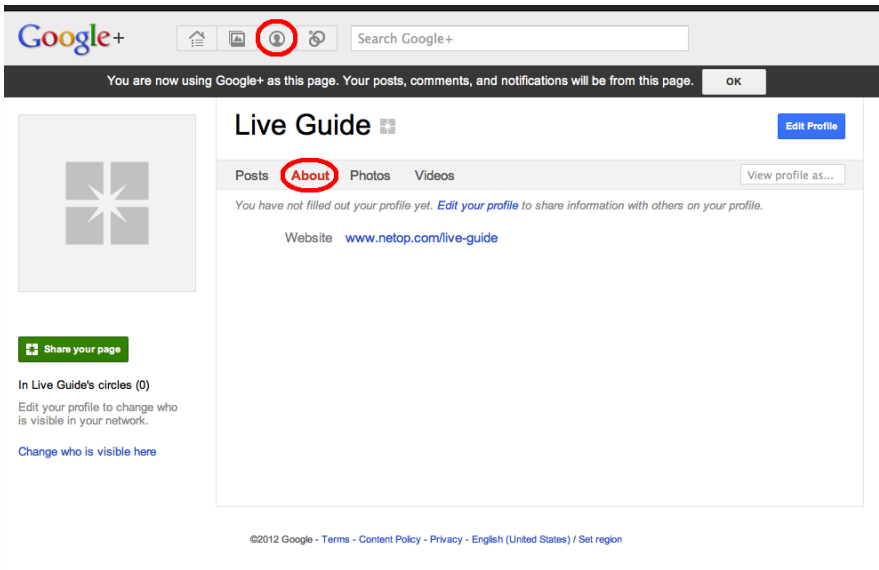


This will open a page like the following:

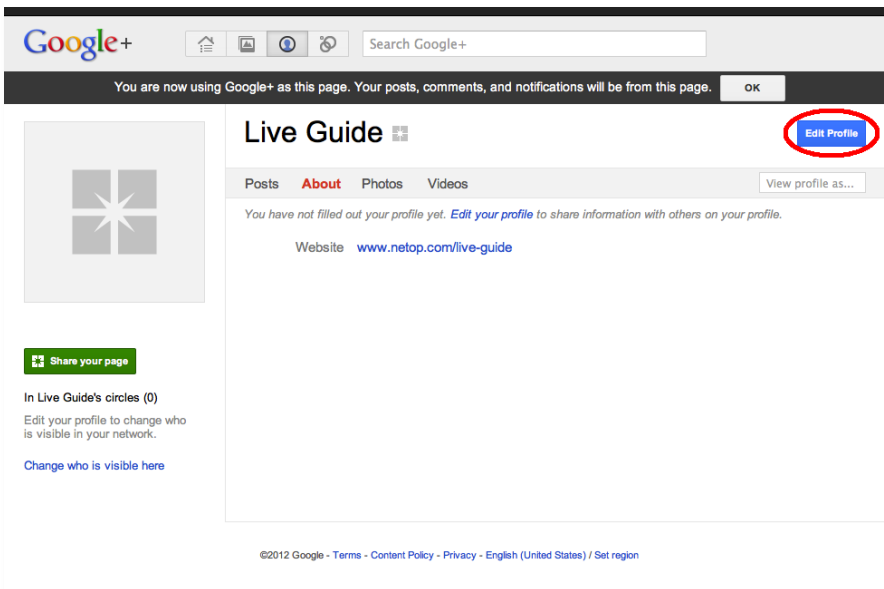


# Add a Live Guide link to your Google+ page

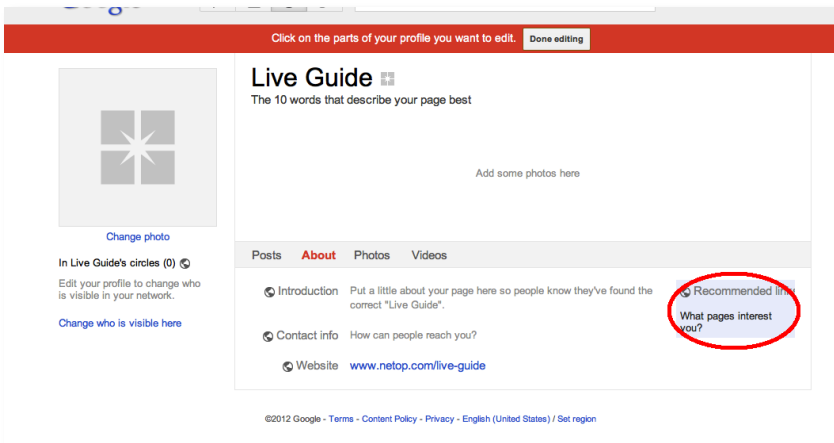
On your Google+ page, click **Profile** and then **About**:



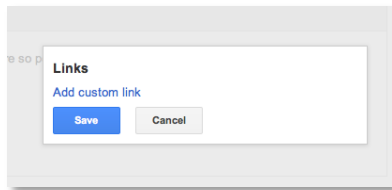
Click **Edit Profile**:



Click **Recommended links**:



Click **Add custom link**:

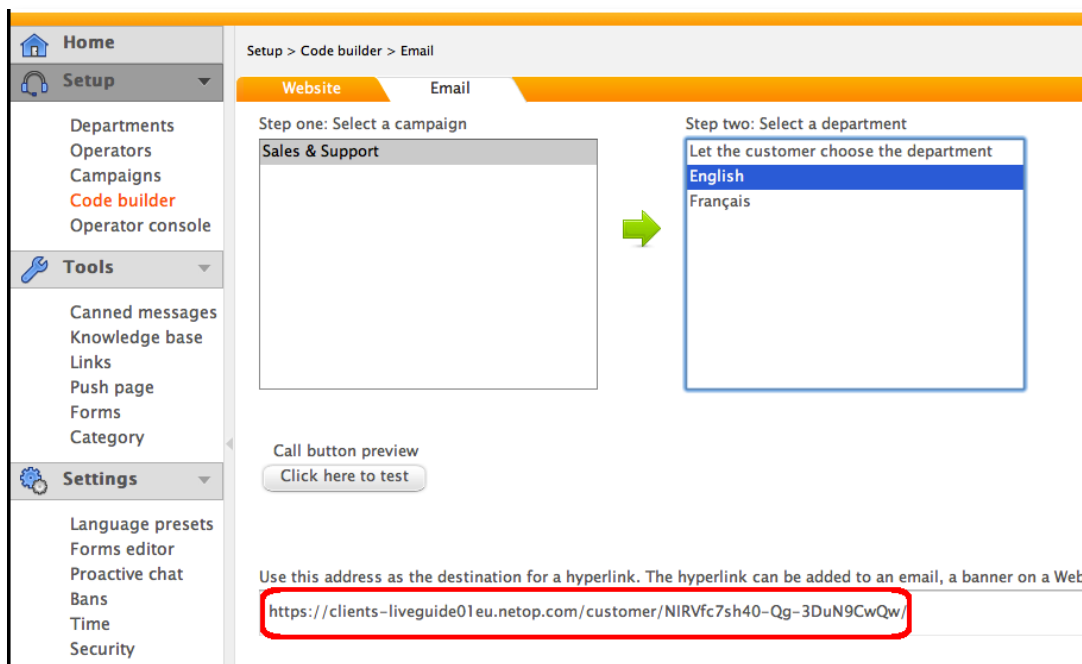


Now you must add the link that is automatically generated in the Administration module in Live Guide:

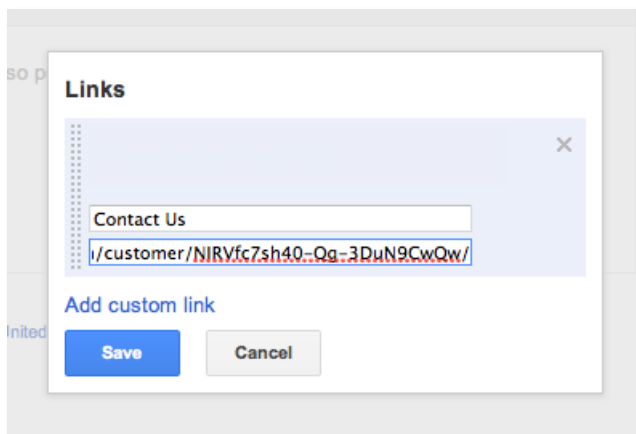
Open a separate browser page.

Log on to the Live Guide Administration and go to the **Code builder** page.

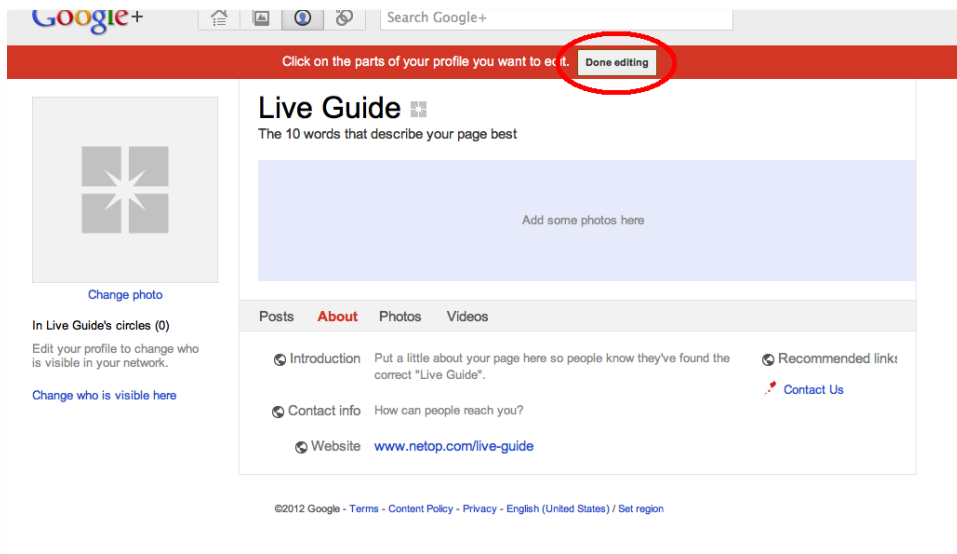
Click the **Email** tab and select the Live Guide campaign and department that you would like the link to go to.



On the Google+ Links page add a description and the URL from Live Guide:



Click **Done editing**:



You can now see the **Contact Us** link on your Google+ page:

