Call Window Editor

Data Sheet

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Introduction

The Call Window Editor enables you to customize the appearance of the call windows to match the look and feel of your website. You can then choose to specify the window dimensions, select button images from a gallery, alter colors, and change the text and the fonts etc. If your account has the Visitor Profile feature, you can also create a number of window sets and assign them to different visitor profiles.

Using the Window Editor

To edit a window you need to select a Window Type in the Visitor Experience section in the Admin Console. All changes can be viewed in a window preview. You can restore the default settings for all the windows with a Restore Default button. The Call Window Editor is displayed in Figure 1-1.
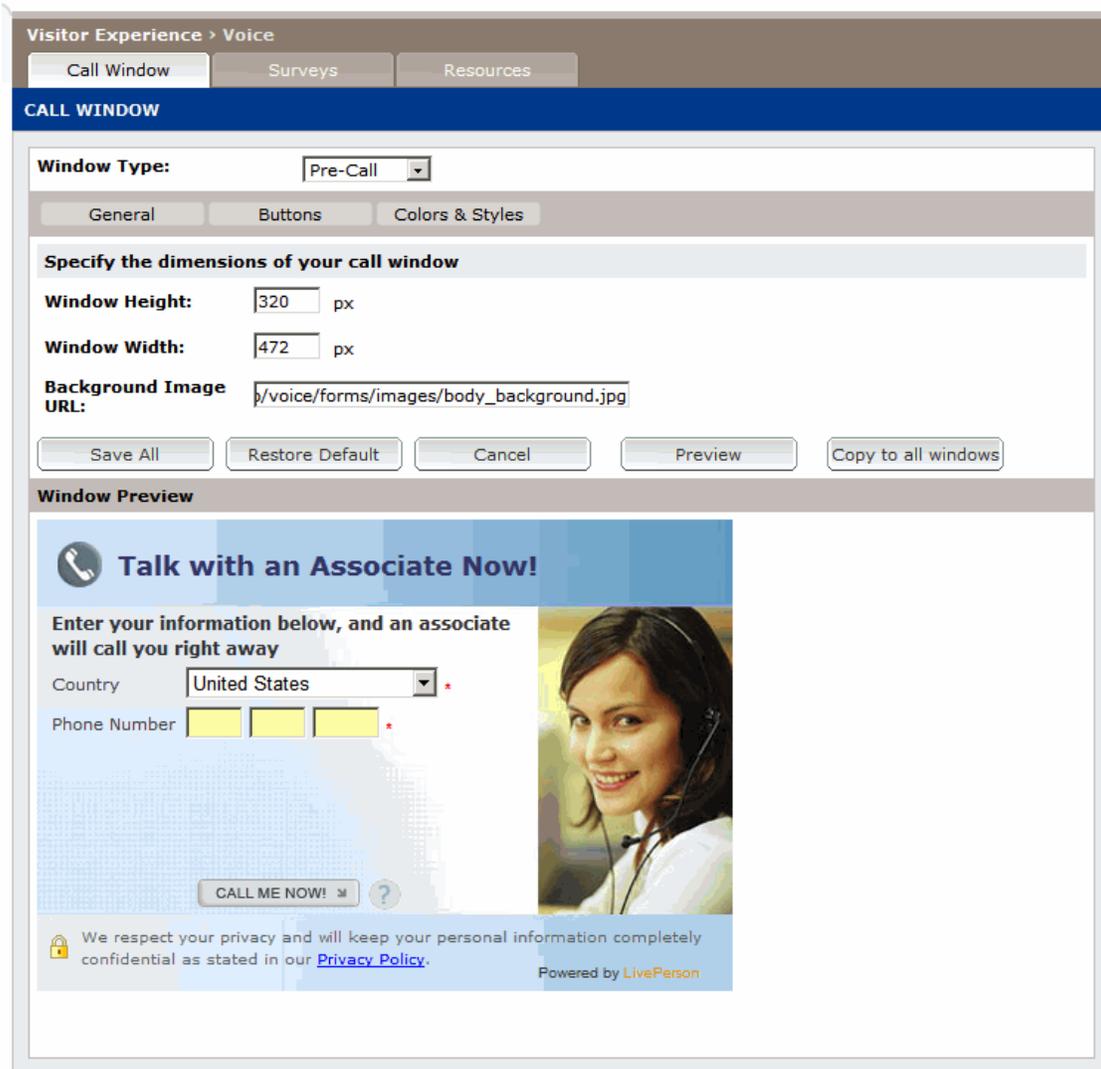
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Figure 1-1: *Call Window Editor*

Window Types

The Call Window Editor enables you to edit the following window types: Pre Call window, Call Status window, Call Exit window, and Call Offline window.

Note: *The survey questions are configured in the* **Visitor Experience** > **Voice** > **Surveys** *page.*

The window types are explained next.

Pre Call Window

The Pre Call window appears every time a visitor requests a call. The Pre Call window collects contact information from a visitor prior to the call, thereby providing a more timely and customized service. This survey is always enabled. An example is displayed in Figure 1-2.

Figure 1-2: *Pre Call Window*

Call Status Window

The Call Status window informs visitors of their estimated wait times and the position in the call queue. This window appears after the visitor clicks the "Call Me Now" button in the Pre Call window. An example is displayed in Figure 1-3.
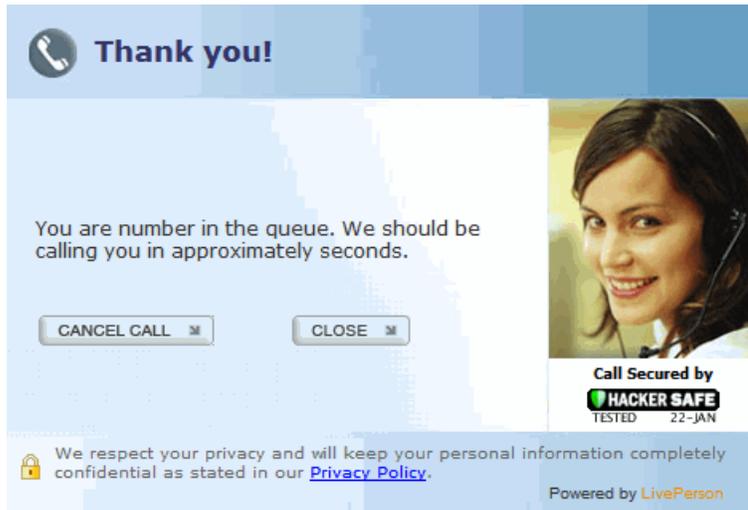

Figure 1-3: *Call Status Window*

Call Exit Window

The Call Exit window appears when the visitor ends a call. This survey enables you to obtain useful feedback that may help to improve the visitor's experience. An example is displayed in Figure 1-4.
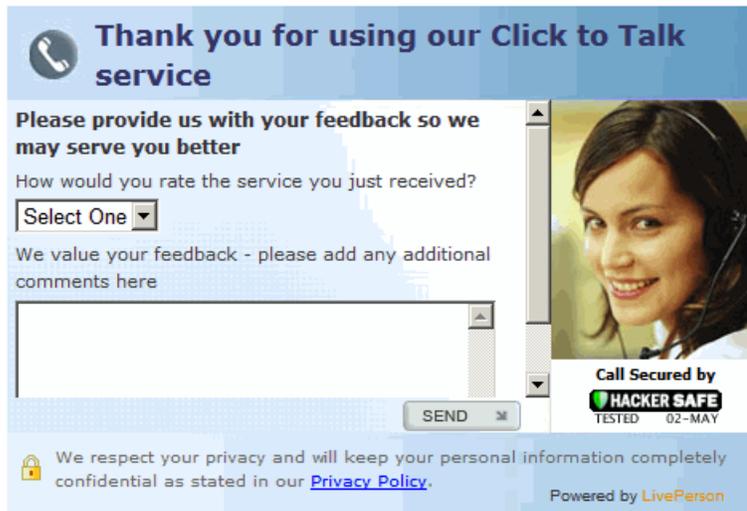

Figure 1-4: *Call Exit Window*

Call Offline Window

The Call Offline survey appears when a visitor wants to talk but operators are offline. This survey is always enabled. An example is displayed in Figure 1-5.
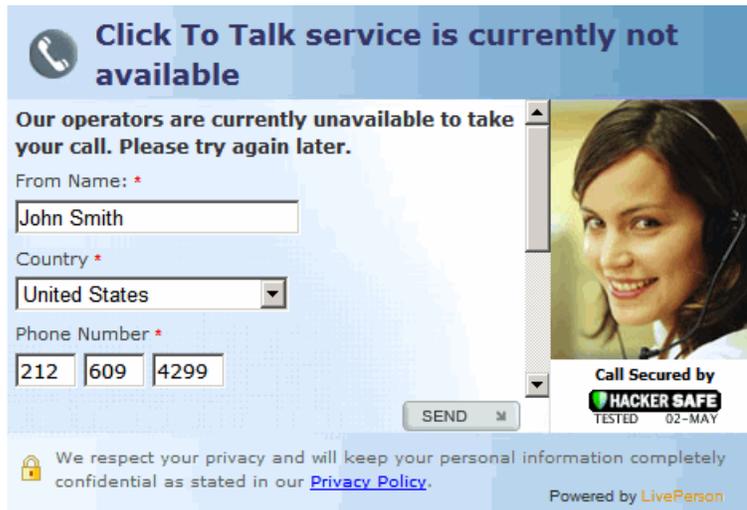

Figure 1-5: *Call Offline Window*

Supported Browsers

The call windows are supported on the following browsers:

- ✦ Firefox 1.0.7 to 2.0
- ✦ Internet Explorer 5.5 to 7.0
- ✦ Netscape 6.0 and 7.0
- ✦ Safari 1.0 v85 to 2.0

General Settings

You can set the window's width and height, as well as the background image. You can apply these settings to all the windows or only the current window. If you change the dimensions of the window you should replace the Call Button Tag on your website.

Note: *The windows will be opened with the size that is specified in the Call Button Tag in the web page, but once the page is loaded the window will resize according to the dimensions specified in the Call Window Editor.*

☞ **To change the dimensions and background image of a window:**

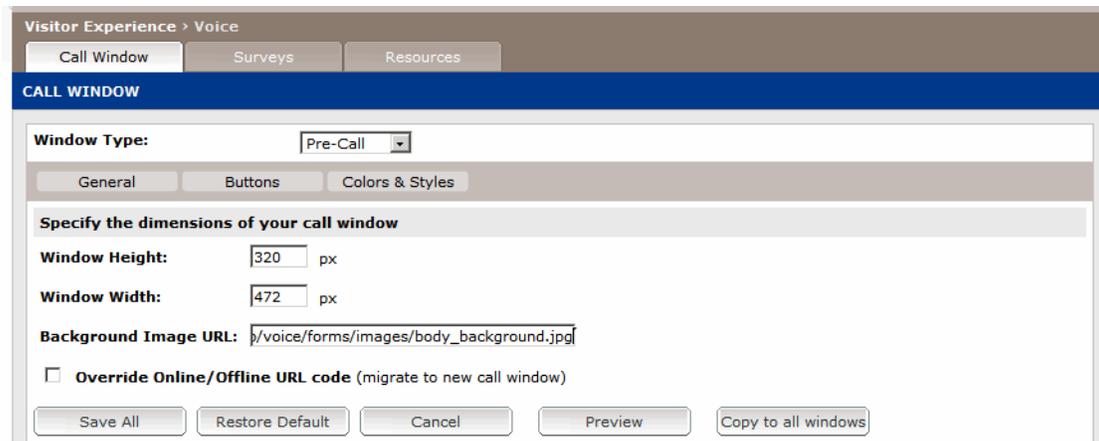1 From the Admin Console menu, select **Visitor Experience** > **Voice**. The Call Window Editor appears.

Figure 1-6: *Call Window Editor*

2 In the Window Type box, select the window that you would like to edit. By default the Pre Call window is selected.

3 Enter the Window Width in pixels. The default is 320 pixels.

4 Enter the Window Height in pixels. The default is 472 pixels.

5   Enter the URL of the background image that you would like to use.

6   If you used an Online or Offline URL from a release prior to version 8.0, and you want to migrate to the new call window, select the **Override Online/Offline URL Code** check box. When selected this check box overrides the URL specifications and uses the settings specified in the Call Window Editor. Clear this check box, if you have not used an Online or Offline URL specification or you do not want to override your URL settings.

7   Click the **Preview** button to preview the window.

8   Click the **Save All** button to save all the changes, click the **Cancel** button to revert to the previously saved values or click the **Restore Default** button to restore the default values of the current window.

Note: *Once you save your changes the updated call window will be displayed to visitors.*

9   Click the **Copy to all windows** button if you would like to apply the new dimensions and background image to all the call windows.

Customizing the Buttons

You can edit the buttons in the call windows. You can select the position for the buttons, select a number of image options from the LivePerson gallery, use custom images, or enter your own text on the buttons. You can also enter a tooltip text for each button.

The "Call Me Now" button appears on the Pre Call window, the Cancel Call, Retry, Back, and Close buttons appear on the Call Status window, and the Send button appears in the Call Exit and Call Offline windows.

☞ **To customize the buttons:**

1 In the Call Window Editor page, click the **Buttons** tab. The following page appears.
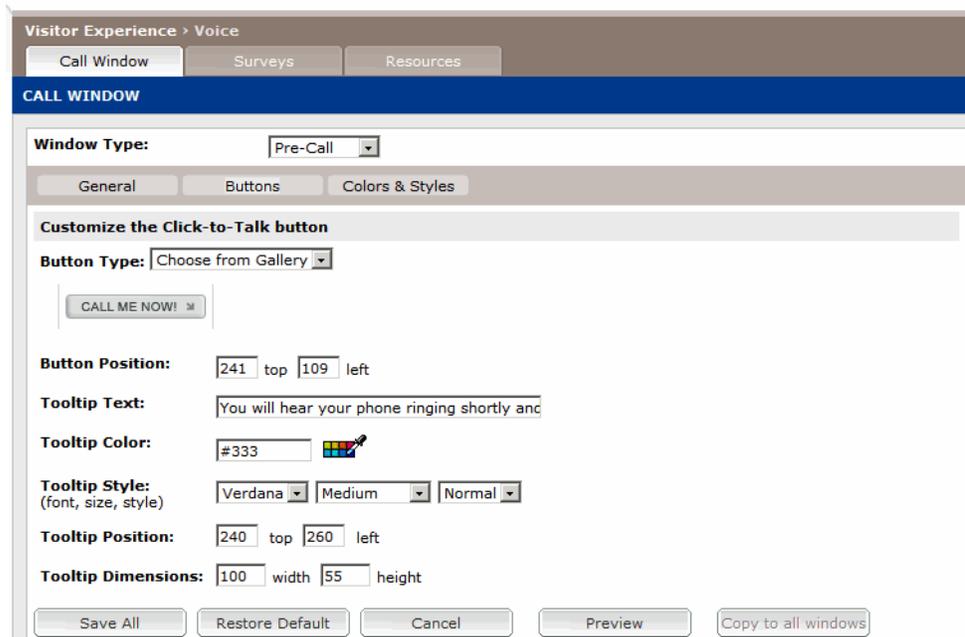

Figure 1-7: *Buttons Tab*

Note: *The* **Copy to all windows** *command is unavailable in this tab.*

2 In the Window Type box, select the window that you would like to edit.

3 In the button Type box, select from the following options:
- ❖ **Choose from Gallery:** Enables you to select a button from LivePerson's gallery.
- ❖ **Custom Image:** Enter the URL of the image that you would like to use.
- ❖ **Custom Text:** Enter the text that you would like to appear on the button.

4 Enter or select the button position, Tooltip Text, Tooltip Color, Tooltip Style, Tooltip Position, and Tooltip Dimensions. The available options change according to the selected window type.

5 Click the **Preview** button to preview the window.

6 Click the **Save All** button to save all the changes, click the **Cancel** button to revert to the previously saved values or click the **Restore Default** button to restore the default values of the current window.

Changing Colors and Fonts

You can change the colors and font style of the text displayed in the header, body and footer of the call windows. The text elements are displayed in the Figure 1-8.

Figure 1-8: *Colors and Styles*

☞ **To customize the colors and styles:**

1 In the Call Window Editor page, click the **Colors & Styles** tab. The following page appears.

Figure 1-9: *Colors & Styles Tab*

2 In the Header, Body and Footer sections of the page enter the following:
   ❖ **Text:** The required text.
   ❖ **Position:** The position of the text (top and left) in pixels.
   ❖ **Dimensions:** The dimension of the table text in pixels.
   ❖ **Text Style:** The required font, size and style of the text.
   ❖ **Color:** Select the required color. You can enter the hexadecimal code or you can use the color picker to select a color.

❖ **Privacy Text:** Enter the text that you would like to appear as a link. The text entered here must match the words that appear in the Text box. The text must be identical and is case-sensitive. (Footer section only).

❖ **Privacy URL:** Enter the URL for the privacy link. (Footer section only).

3 Click the **Preview** button to preview the window.

4 Click the **Save All** button to save all the changes, click the **Cancel** button to revert to the previously saved values or click the **Restore Default** button to restore the default values of this window.

5 Click the **Copy to all windows** button if you would like to apply the new colors and styles to the all the windows.

Using Visitor Profiles

If you have purchased the Visitor Profiles feature, multiple call windows can be created. Visitor profiles enable you to customize the visitor experience for specific groups of site visitors. You can select specific sets of call windows.

Note: *When using multiple call windows, the rule engine enables you to set a specific call window as an outcome.*

☞ **To create additional call windows:**

1 From the Admin Console menu, select **Visitor Experience** > **Voice**. The Call Windows page appears.

Figure 1-10: *Call Windows Page*

2 Click the **New Call Window** button. The Call Window Editor page appears.
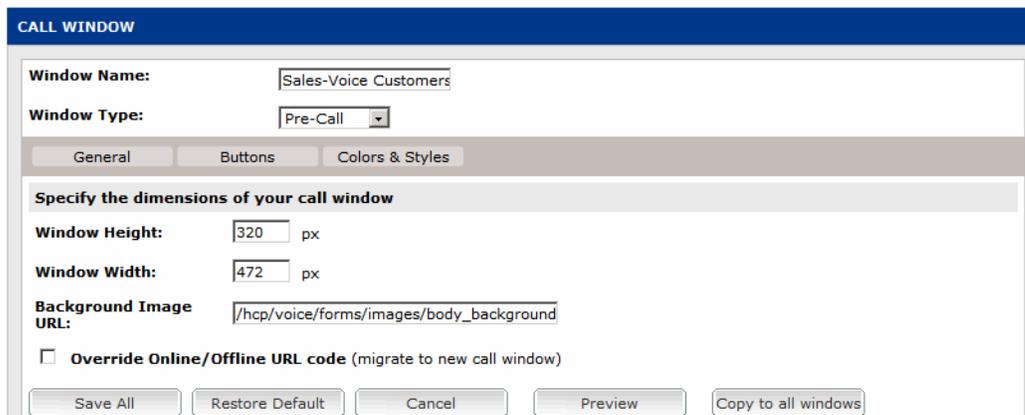
Figure 1-11: *Call Window Editor – Profiles*

3 In the Window Name box, enter a name for the window set.

Note: *A window set includes the Pre Call window, Call Exit window and Call Offline window.*

4 Select the Window Type and the required settings for each window in the tabs as explained previously.

5 Click the **Preview** button to preview the window.

6 Click the **Save All** button to save all the changes, click the **Cancel** button to revert to the previously saved values or click the **Restore Default** button to restore the default values of this window.

☞ **To add a window set to the Visitor Profile:**

1 From the Admin Console menu, select **Visitor Experience** > **Profiles** and click the required profile. The Edit Visitor Profile page is displayed.

Figure 1-12: *Edit Visitor Profile Page*

2   In the Active Call Window box, select the required window set for this profile. The window set includes the Pre Call, Call Exit and Call Offline windows.

3   Verify that the required surveys are enabled for this profile.

Note: *If a survey is enabled in the Visitor Profile page this will override the setting in the* **Visitor Experience** *>* **Voice** *>* **Surveys** *page.*

Click the **Save Profile** button. The windows will now be displayed for the profile. On your website, you should test and verify that the call windows appear as planned.

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