Mobile adaptation

For customers using mobile devices, the page should be adapted to be responsive and support mobile devices. If you're not already managing this, or if you are having trouble with the chat solution on mobile devices, you should try to use the "viewport" meta tag. The viewport is defined as the user's visible area of a web page. The viewport varies with the device, and will be smaller on a mobile phone than on a computer screen. With the viewport meta tag, the mobile experience usually is improved, among others it scales the chat starter button to be scaled more appropriate on the mobile device. Here's an example of the viewport meta tag:

<head>

<meta name="viewport" content="width=device-width, height=device-height, initial-scale=1.0, maximum-scale=1.0, target-densityDpi=device-dpi" />

In the chatter intro text, there is a variable called "isMobile". This variable is set to "true" if the chatter seems to be on a mobile phone, and "false" if not. This variable can be used in CRM popup.

Also, it is a good idea to set the text to start at the bottom of the chat window (instead of at the top, which is default) if you have a lot of mobile user. This text direction mode improves the view on a mobile phone and the behaviour when writing on the mobile phones key pad. This is described further down in this document.