Introduction Text (intro-field)

You can include a chat introduction-text, containing outlined information on the initiated chat, to appear in the beginning of the chat conversation. This information is "pushed" up and out of sight when the chat conversation replaces it. You can choose to include the following information:

- How many agents are logged on

- How many agents are active

- How many requests in queue

- Chatter's public IP address

- Variables, if they are defined on the page and input is given

When relevant, the text *"The chatter seems to be on a mobile phone"* is displayed at the bottom of the introduction field. This is for the agent's awareness that e.g. link-handling isn't as trivial as on a PC.