

Dynamic Messages

If you do not want to display the standard message texts (starting with “msg...”) used in the chat interface, e.g. “msgWelcome” / “msgGoodbye”, you can overwrite them in the chat form.

You can also insert dynamic texts, defined in the chat setting page in the Administration Portal (*Administration Portal->Users->Products->Chat*), by referencing the variables set there (Information to customer **\$textxx**) in the chat form, for example “msgWelcome: '**\$text01**'”.

If you e.g. want to inform about the chat opening hours in the closed text, you can define “Information to customer **\$text01**” in the Administration Portal to be “08:00 – 16:00”, and in the chat form (msgTimeClosed) write this: “Our opening hours are Monday to Friday from **\$text01**. Have a nice day!”. The text that appears in the chat window will be “Our opening hours are monday to friday from 08:00 to 16:00. Have a nice day!”.

In this way, the company can change the text displayed to the chatter without having to contact the web designer (you).