

Dropdown list for “Queue” or “Note”

There are a couple of ways to add a dropdown list to the chat form. To add a dropdown list below the default name and e-mail address input field, using our standard variables “queueKey” and/or “chatIssue”, you can set up the code like this:

Example with a dropdown list of queues:

```
$(document).ready(function() {
  $('#someID').intelecomChat({
    customerKey: '12345',
    queueKey: 'Q_CHAT_SALES',
    queueLabel: "Please choose your preferred service",
    queuePlaceholder: "Select a service...",
    queues: [
      { value: 'Q_CHAT_SALES', text: 'Default' },
      { value: 'Q_CHAT_SALES', text: 'Sales' },
      { value: 'Q_CHAT_SUPPORT', text: 'Support' }
    ]
  });
});
```

Example with a dropdown list of notes (topics):

```
$(document).ready(function() {
  $('#someID').intelecomChat({
    customerKey: '12345',
    queueKey: 'Q_CHAT_SALES',
    chatIssueLabel: "What is your chat about?",
    chatIssuePlaceholder: "Select a topic...",
    chatIssues: [
      { value: 'Subscription', text: 'Default' },
      { value: 'Subscription', text: 'New Subscription' },
      { value: 'Support', text: 'Technical Support' }
    ]
  });
});
```

If you already have customised the input fields used in the chat form, you can add a dropdown list with customised variables in the same code, like this:

```
inputLabel: "Select your favourite colour",
inputType: "select",
```