

Adding Page Categories

Page categories are used to indicate the path that the visitor has navigated on the web site. The agents will be able to see which pages that the visitor has visited.

To create a new Page category, you need to:

1. Go to Configure -> Page categories [under Desktop Settings] -> click on [+ New page category](#)
2. Specify a name for the page category and click Save

New page category

Name

3. Enter the path or URL, description and choose the icon and colour if desired and click Save

Edit page category: New path

Name

URL Fragment

Description

Icon

Color