

## Stylesheet (CSS)

By the use of CSS (Cascading Style Sheets), the chat window is presented to the chatter. The stylesheet is adapted to match the style of the company's website. Puzzel's chat form contains two alternative stylesheets with respectively light and dark themes, light being the default. You can also use your own stylesheet, but Puzzel will not customise or support this for you. Be aware that Puzzel may change the default stylesheet in future releases.

Light-colored theme

The light-colored theme features a green header bar with 'AA' and a speaker icon on the left, and a close button on the right. The main content area is light gray. The first screenshot shows the initial chat form with input fields for 'Your name' and 'Your e-mail', and a green 'START CHAT' button. The second screenshot shows an active chat session with a green header bar and a 'CONNECTED' status. The chat messages are displayed in white bubbles on a light gray background. The third screenshot shows the 'Your chat session has ended' screen with a green 'SEND' button.

Dark colored theme (green color changed to red, to show diversity)

The dark-colored theme features a red header bar with 'AA' and a speaker icon on the left, and a close button on the right. The main content area is dark gray. The first screenshot shows the initial chat form with input fields for 'Your name' and 'Your e-mail', and a red 'START CHAT' button. The second screenshot shows an active chat session with a red header bar and a 'CONNECTED' status. The chat messages are displayed in white bubbles on a dark gray background. The third screenshot shows the 'Your chat session has ended' screen with a red 'SEND' button.

To add the light or dark theme, you must add the respective stylesheet to your web page.

Light theme stylesheet:

<link rel="stylesheet" href="https://chat.puzzel.com/Content/Client/css/intelecom-light.css" type="text/css" />

Dark theme stylesheet:

<link rel="stylesheet" href="https://chat.puzzel.com/Content/Client/css/intelecom-gray.css" type="text/css" />

## Style sheet for e-mail copy

The layout of the e-mail transcript sent to the chatter can be customised to fit your company's profile. You can change the colours and the logo in the e-mail body, among other things. The default layout is without a logo and with a neutral grey colour. The example below shows how it can be customised. One thing you cannot change is the e-mail sender address, which by default is [no-reply@puzzel.com](mailto:no-reply@puzzel.com). However, you can alter the display name of the sender. See chapter "Chat Parameters" for more details.

