

Banners

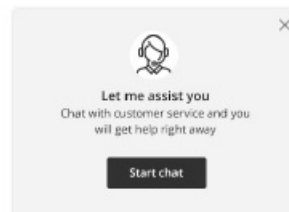
Types of banner

Banner can be of 5 types:

- **Dooreye banner** : This is the most common or preferred type of banner. It is configured to float on the webpage and is not docked to any part of the viewport. The banner can be set to automatically expand and collapse after X secs or configured to expand on hover or click.

Engage with each individual customer online

Everyone agrees on the link between improving online experiences and customer satisfaction. And that the base is being able to deliver more convenient and consistent online customer issue resolution and service. The dream scenario: any customer issue be managed by any agent at any time. We helps site owners and agents improve efficiency, profitability and satisfaction.



- **Injected banner** : This is a banner type that is injected on the webpage for a visitor to seek help on something.



- **Tab banner** : Tab banner is by default docked to the right side of the browser window. The banner can be set to automatically expand and collapse after X secs or configured to expand on hover or click.

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Let me assist you
Chat with customer service and you will get help right away

Start chat

- Takeover banner : This banner is designed to take over the webpage and present itself on top of the content, forcing the visitor to take an action or to dismiss it. This is best used when you need user attention to something.

Standard design - Chat panels and Banners

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Do you need help?
Chat with customer service and you will get help right away

Start chat

[Don't ask me again](#)

- Queue reservation : This is a banner used to book meetings up to several weeks ahead.

Schedule an appointment

Make a reservation for a personal web meeting

The meeting can take place through video on your computer or a simple phone call.

1. Choose a time you prefer from the calendar.
2. Fill out your contact information and click "Make reservation"

October 2020

Sections & Credits

MONDAY 26 October	TUESDAY 27 October	WEDNESDAY 28 October	THURSDAY 29 October	FRIDAY 30 October
14.30	14.30	14.30	14.30	14.30
14.45	14.45	14.45	14.45	14.45
15.00	15.00	15.00	15.00	15.00
15.15	15.15	15.15	15.15	15.15
15.30	15.30	15.30	15.30	15.30
15.45	15.45	15.45	15.45	15.45
16.00	16.00	16.00	16.00	16.00
16.15	16.15	16.15	16.15	16.15

Creating banners

To create a banner, go to Engage -> Banners -> click on the

+ New banner

 icon on the right of your screen. Enter a suitable and description and choose the banner template from the drop down. Click **Save**.

New banner

Name

Test dooreye banner

Description

Sample dooreye

Template

Dooreye

Save

Cancel

You will now be taken to the Edit banner page where you can add more details to the banner. This page has five tabs:

General

General

Settings

Intro

HTML

CSS

Id

3C7D6F73-A370-4E56-AFE6-048A15A252F7

Name

Test dooreye banner

Template

Dooreye

Description

Sample dooreye

Save

Delete

This tab contains a automatically generated banner id that is used by the application to identify the banner, a user specified name, banner type[template], a banner description. Click **Save** before you proceed to the next tab.

Settings

Edit banner: Test dooreye banner

General
Settings
Intro
HTML
CSS

Display banner when

☐ Open
☒ Busy
☒ Closed

Mouse expand

☒ Expand when cursor enters banner
☒ Collapse when cursor leaves banner

Visitor UI mode

Select Visitor UI mode to use in dialogs started from this banner.

Normal

Save
Delete

Here you can select when the banner should be rendered. For example: During opening hours, when queue is busy, or out of hours. With the above settings, the banner will be displayed only during busy or out of hours. You can also configure the banner to expand and collapse upon hovering. Click **Save** before you proceed to the next tab.

Intro

General
Settings
Intro
HTML
CSS

Intro duration (seconds)

10

Intro delay (seconds)

5

☒ Do intro once
☐ Once per template

Do once timeout until next intro (minutes)

60

Save
Delete

Here you can configure how long before the banner should appear and the duration it needs to be visible before it is collapsed.

- Intro duration: How long does the banner need to remain expanded
- Intro delay: How long before the banner appears
- Do intro once: If selected, the banner will only perform intro once every 60 mins
- Once per template: This needs to be selected in conjunction with the **Do intro once** option so that the intro for all

banners with a similar template is done only once

- Do once timeout until next intro : If you want to change the timeout until next intro to a value other than the default value of 60 mins, you can do that here.

Click **Save** before you proceed to another tab.

HTML

General
Settings
Intro
HTML
CSS

Wrapper additional class names

Tab HTML

HTML

```

1 <div class="vngage-close-btn" data-vngage-
  banner="toggle">
2 </div>
3 <div class="vngage-container">
4   <div class="vngage-agent-picture"></div>
5   <h2 class="vngage-title">
6     Need assistance?
7   </h2>
8   <p class="vngage-subtitle">
9     Talk to our expert team to get help right away
10  </p>
11  <button class="vngage-btn" data-vngage-banner="join">
12    Start chat
13  </button>
14 </div>

```

Text key name
Text key value

Add banner text key

This is the area where you define the content in the banner.

CSS

General Settings Intro HTML **CSS**

This CSS is shared for all banners across the account.

☒ Responsive banners

Primary color

Banner background

Account CSS

```

1 @bannerPrimaryColor: red;
2
3 @font-face {
4   font-family: 'vngage-opensans-regular';
5   src: url('/content.psplugin.com/images/87338888-
6 4903-4187-89D4-719BCC78C769/fonts/vngage-opensans-
7 regular.woff') format('woff');
8   font-weight: normal;
9   font-style: normal;
10 }
11 @font-face {
12   font-family: 'vngage-opensans-semibold';
13   src: url('/content.psplugin.com/images/87338888-
14 4903-4187-89D4-719BCC78C769/fonts/vngage-opensans-
15 semibold.woff') format('woff');
16   font-weight: normal;
17   font-style: normal;
18 }

```

Here you can modify the style of the banner. Please bear in mind that the CSS style defined here is used for all banners.

Translations

This is an additional **Translations** tab available for Queue reservation banner only where you can customise and add translated content in the banner messages. Read this [article](#) to know more.

Searching a banner

You can search for a banner by typing in the name in the search bar. If the banner is found, it will be listed for you. Click on the banner to see the details of it.

Deleting a banner

To delete a banner, click on the banner to open for edit and press the delete button at the bottom of the screen and confirm deletion.

General

Settings

Intro

HTML

CSS

Id

8E5A39962E5

Name

Banner | Highcontrast | Custom banner

Template

Dooreye

Description

Banner | Highcontrast | Custom banner

Save

Delete

