Live Support Details

On the live support admin screen ("**tiki-live_support_admin.php**"), there are some other options. One of them is "Generate HTML" ("**tiki-live_support_admin.php?show_html**"), which leads you a page where you can copy some html code to paste it in any html page you wish to produce the live support icon:

Open operator console   Open client window   Generate HTML   Transcripts

Generated HTML code:
Copy-paste the following XHTML snippet in the pages where you want to provide live support.

HTML code

```
<a href="#"
onclick='javascript:window.open("tiki-live_support_client.ph
border="0"
src="tiki-live_support_server.php?operators_online"
alt="image" /></a>
```

result

click here for
Live Support
OFFLINE 💡

Moreover, there is the option "**Transcripts**", which can be filtered by operator. In this example, we filtered the transcripts for operator "admin" (**tiki-live_support_transcripts.php?filter_operator=admin**):

Support chat transcripts

back to admin

Support requests

find	username	operator	
	all	all	find

started	username	reason	operator	msgs
Thu 05 of Jul, 2007 [19:29]	Professor	Can I see reports of individual contributions of my students while working in groups?	admin	3

If you click on the number at the column "**msgs**", you can view the messages of that support request process (3, in this example):

Transcript

19:30	(admin) In Tiki 1.9.x there is no easy way to do that (no place of single report with all your students contributions, on a students basis)
20:52	Professor has left the chat
20:53	admin has left the chat

Related pages

- Live Support
- Live Support User
- Live Support Admin