

Live helper chat

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It's an open-source powered application, which brings simplicity and usability in one place. With live helper chat you can bring live support on your site for free. <http://livehelperchat.com>

Demo

<http://livehelperchat.com/demo-12c.html>

Documentation

<http://livehelperchat.com/documentation-6c.html>

Extensions

<https://github.com/LiveHelperChat>

Translations contribution

<https://www.transifex.com/projects/p/live-helper-chat/>

Folders structure

- * Directories content:
- * `lhc_web` - WEB application folder.

Rest API support

<https://api.livehelperchat.com/>

Third party support

- * [Telegram](<https://livehelperchat.com/telegram-integration-481a.html>)
- * [Twilio](<https://livehelperchat.com/twilio-support-for-sms-chat-477a.html>)
- * [Facebook messenger](<https://livehelperchat.com/integration-with-facebook-messenger-464a.html>)

Features

Few main features

- * XMPP support for notifications about new chats. (iPhone, iPad, Android, Blackberry, GTalk etc...)
- * Chrome extension
- * Repeatable sound notifications
- * Work hours
- * See what user see with screenshot feature
- * Drag & Drop widgets, minimize/maximize widgets
- * Multiple chats same time
- * See what users are typing before they send a message
- * Multiple operators
- * Send delayed canned messages as it was real user typing
- * Chats archive

- * Priority queue
- * Chats statistic generation, top chats
- * Resume chat after user closed chat
- * All chats in single window with tabs interface, tabs are remembered before they are closed
- * Chat transcript print
- * Chat transcript send by mail
- * Site widget
- * Page embed mode for live support script or widget mode, or standard mode.
- * Multilanguage
- * Chats transferring
- * Departments
- * Files upload
- * Chat search
- * Automatic transfers between departments
- * Option to generate JS for different departments
- * Option to prefill form fields.
- * Option to add custom form fields. It can be either user variables or hidden fields. Usefull if you are integrating with third party system and want to pass user_id for example.
- * Cronjobs
- * Callbacks
- * Closed chat callback
- * Unanswered chat callback
- * Asynchronous status loading, not blocking site javascript.
- * XML, JSON export module
- * Option to send transcript to users e-mail
- * SMTP support
- * HTTPS support
- * No third parties cookies dependency
- * Previous users chats
- * Online users tracking, including geo detection
- * GEO detection using three different sources
- * Option to configure start chat fields
- * Sounds on pending chats and new messages
- * Google chrome notifications on pending messages.
- * Browser title blinking then there is pending message.
- * Option to limit pro active chat invitation messages based on pending chats.
- * Option to configure frequency for pro active chat invitation message. You can set after how many hours for the same user invitation message should be shown again.
- * Users blocking
- * Top performance with enabled cache
- * Windows, Linux and Mac native applications.
- * Advanced embed code generation with numerous options of includable code.
- * Template override system
- * Module override system
- * Support for custom extensions
- * Changeable footer and header content
- * Option to send messges to anonymous site visitors,
- * Canned messages

- * Informing then operator or user is typing.
- * Option to see what user is typing before he sends a message
- * Canned messages for desktop client
- * Voting module
- * FAQ module
- * Online users map
- * Pro active chat invitatio
- * Remember me functionality
- * Total pageviews tracking
- * Total pageviews including previous visits tracking
- * Visits tracking, how many times user has been on your page.
- * Time spent on site
- * Auto responder
- * BB Code support. Links recognition. Smiles and few other hidden features :)
- * First user visit tracking
- * Option for customers mute sounds
- * Option for operators mute messages sounds and new pending chat's sound.
- * Option to monitor online operators.
- * Option to have different pro active messages for different domains. This can be archieved using different identifiers.
- * Dekstop client supports HTTPS
- * Protection against spammers using advanced captcha technique without requiring users to enter any captcha code.
- * Option for operator set online or offline mode.
- * Desktop client for
 - * Windows
 - * Linux
 - * Mac
- * Flexible permission system:
 - * Roles
 - * Groups
 - * Users

Forum:

<http://forum.livehelperchat.com/>