Live Chat Code- Zendesk Script Setup Guide

Key Components:

- 1. Configure the API keys
- 2. Testing outputs

1. Configure the API Key

The admin can activate the 'Live Chat' feature on their website from System Settings > General Settings > Live Chat.

Basic		
	Activate Live Chat	Ves No
		Activate 3rd Party Live Chat.
	Live Chat Code	
		This Is The Live Chat Script/code Provided By The 3rd Party API For Integration.
		SAVE CHANGES

Fig. 1: Live Chat Code (Admin-end)

Admin needs to configure the settings to ensure that this feature works at the front-end.



To get access to 'Live Chat Code' through **Zendesk**, please follow the below steps.

Visit Zendesk Homepage which will redirect you to the website's homepage.



Fig. 2: Zendesk Homepage

Please login using your credentials. In case if not registered, please create a new account and then login.

On the redirected page, the displayed.



Get Started and Dashboard tabs are

	F Add			Q Conversations 🖲 🖵 🗞 🕰 🗵
^	Get started Dashboard			Suite Professional trial ends in 13 days on November 4, 2021 Buy Zendesk
型 *** 用:1	Your account Customer support channels Add your team	3 min	Customer support channels See how Zendesk Suite works. It's ready to go with these essential elements that were made just for you.	
¢	Ticketing system	3 min 12 min	Email Share this email with your customers, so they can reach you for help. Plus. you can create an unlimited number of custom emails or forward an existing address. Your email is support@dummyidsupport.zendesk.com	
	Help center	10 min	Live chat and messaging	
	Reporting and analytics Agent productivity	8 min	Collie Collie Collie Statis et al. Model and Social Statis with adulty Widget to your website. Add your Web Widget code	
	About your trial		Voice Converting with customers on the phone helps you stay dialed in to their needs.	
			Your phone number is +1 (256) 935-2119	
X	Ready to start			$_{\rm Next}$ $ ightarrow$

Fig. 3: Get Started & Dashboard

In the **Get Started** tab, please proceed with **Live Chat and Messaging >Add Zendesk to your Website**. Please proceed to the steps one by one.

	+ Add				
A	Get started Dashboard				
臣					
2:	Your account 3 min				
₩ 11	Ticketing system 3 min				
۵	Live chat and messaging 12 min				
	Connect on web, mobile, and social				
	영 Add Zendesk to your website 🗸				
	영 Set up on social channels				
	Help center 10 min				
	Reporting and analytics New				
	Agent productivity 8 min				
	About your trial				

Fig. 4: Get Started > Live Chat and Messaging



Fig. 5: Add Zendesk to your website - Step 1

The process includes 2 steps. In the first step, setup a Web Widget theme.

Now, click on the 'Go to Step 2' button.



Fig. 6: Add Zendesk to your website - Step 2

In the second step, the Enable Web Widget section is provided.

Get started in two steps



Use the ^L button to **copy** the widget code and paste it in the settings provided on the admin panel (<u>figure 1</u>). Please read the instructions provided above the code before saving changes.

2. Testing Outputs at front-end

Once the Live Chat has been enabled and settings have been configured by the admin, 'Leave a Message' window will appear on the website at the front-end (as shown in figure 10).



Fig. 10: Zendesk- Live Chat window

Clicking on this bar, a window will appear as shown in figure 11. In this pop-up, the user can enter their details and start chatting by clicking on **'Send Message'**.

Chat Support	-
Sorry, we aren't online at the moment. Leave a message and we'l get back to you.	1
Introduce yourself *	
Name, Email	
or sign in with 🖪 G	
Phone number *	
	- 1
Message *	
Send message	
Z	endesk

Fig. 11: Live Chat Pop-up- Zendesk

The admin can make several changes related to appearance and managing these chats from their Zendesk account (fig. 5).

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