



ADVANCED CUSTOMISATION EXAMPLES

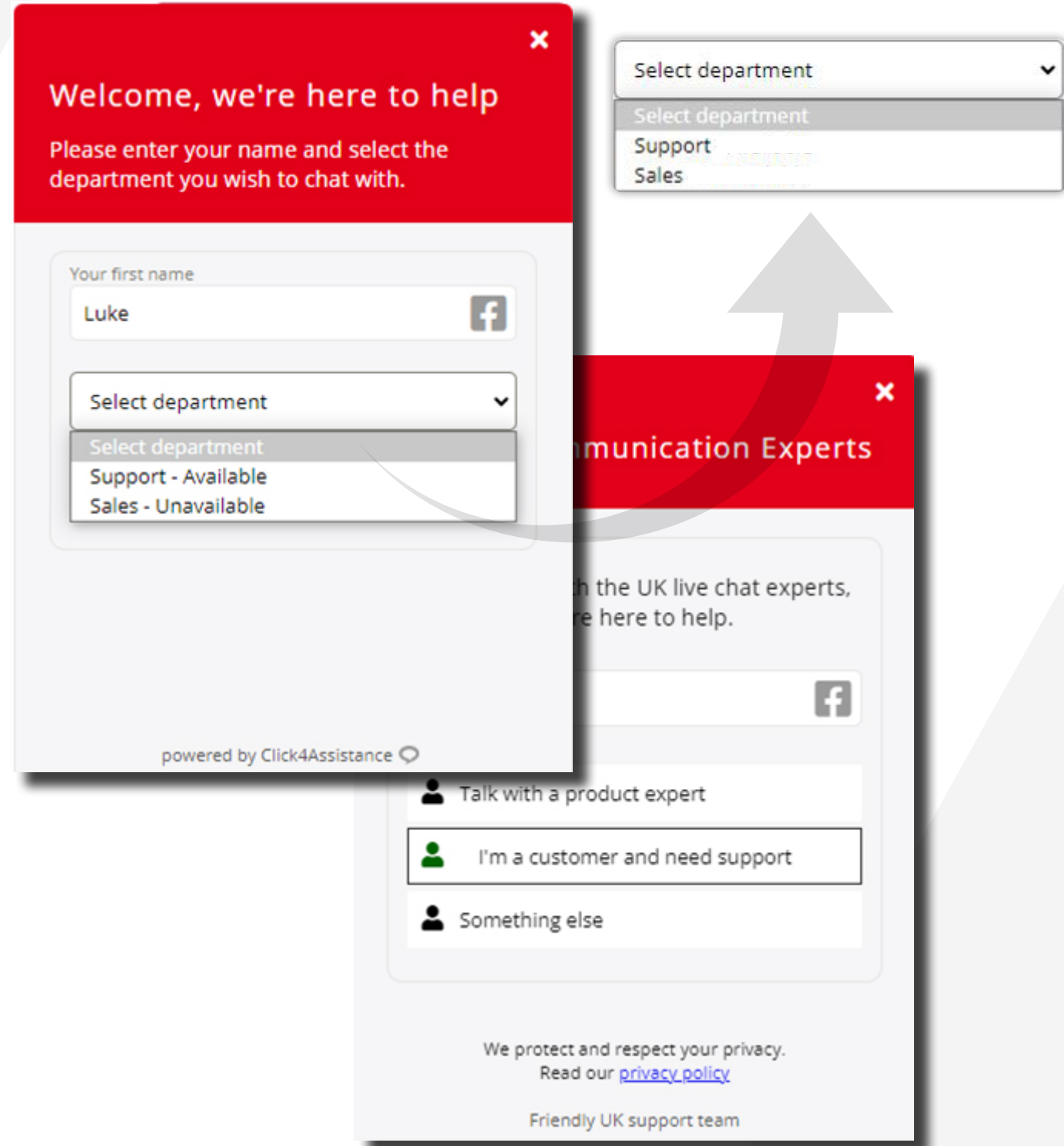
Enhance the chat window with additional
functionality and features

DEPARTMENT SELECTOR

Are you using a department selector to route chats?

Hide the availability status from view when routing groups are set to always appear, regardless of if they're online/offline.

You can also replace the dropdown list with your own custom buttons using aliases.



Welcome, we're here to help

Please enter your name and select the department you wish to chat with.

Your first name
Luke

Select department

Select department
Support
Sales

Communication Experts

With the UK live chat experts, we're here to help.

Talk with a product expert

I'm a customer and need support

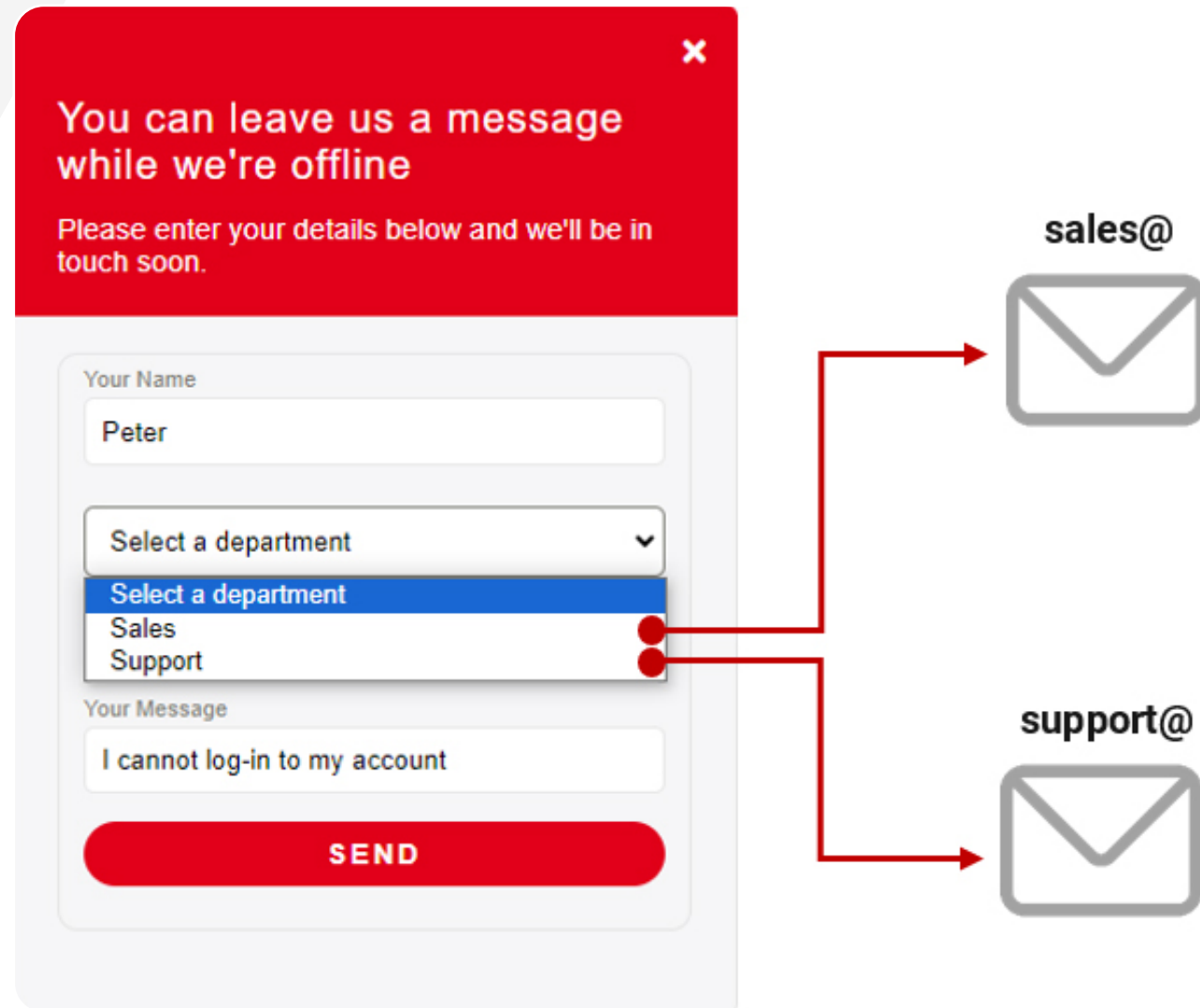
Something else

We protect and respect your privacy.
Read our [privacy policy](#)

Friendly UK support team

powered by Click4Assistance

OFFLINE DEPARTMENT SELECTOR



The diagram illustrates an offline department selector form. A red header box contains the text: "You can leave us a message while we're offline" and "Please enter your details below and we'll be in touch soon." Below this, the form fields are: "Your Name" (with the value "Peter"), a department dropdown menu (showing "Select a department" with a dropdown arrow, and options "Sales" and "Support" below it), "Your Message" (with the value "I cannot log-in to my account"), and a red "SEND" button. Red arrows indicate the flow of data: one arrow points from the "SEND" button to an envelope icon labeled "sales@", and another arrow points from the "Support" option in the dropdown menu to an envelope icon labeled "support@".

You can leave us a message while we're offline
Please enter your details below and we'll be in touch soon.

Your Name
Peter

Select a department
Select a department
Sales
Support

Your Message
I cannot log-in to my account

SEND

sales@

support@

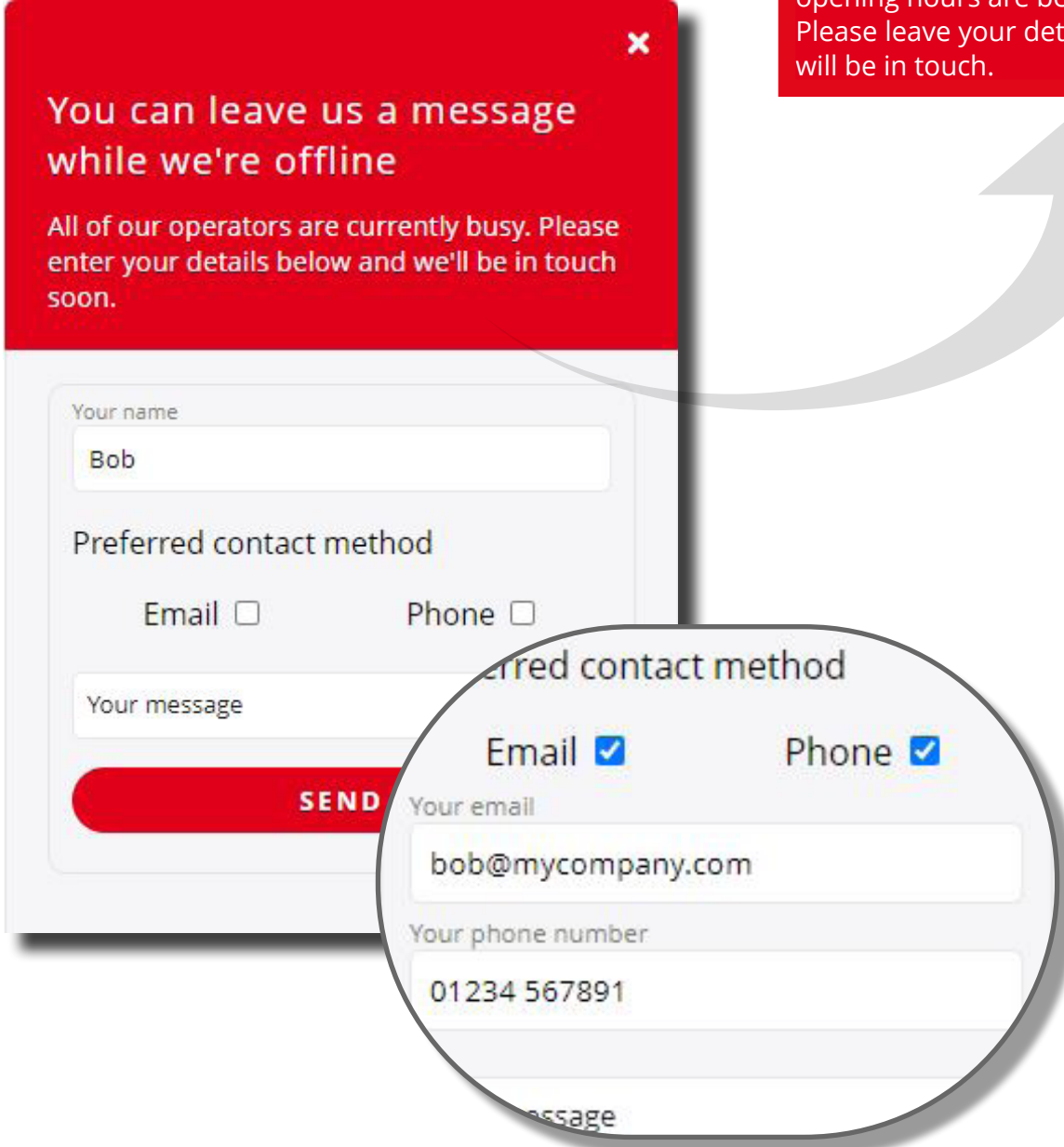
Send the offline request to a specified email address, based on the department selected.

The offline department selector can branch off to separate email addresses, directing the relevant information to the appropriate team.

DYNAMIC ELEMENTS

Dynamically display elements based on certain criteria or the visitor's choices.

- ✓ **Populate opening hours** - Adjust the text based on date or time of day.
- ✓ **Invisible fields** - Determine what content appears as the visitor engages with the form.



You can leave us a message while we're offline

All of our operators are currently busy. Please enter your details below and we'll be in touch soon.

Your name
Bob

Preferred contact method

Email ☐ Phone ☐

Your message

SEND

Preferred contact method

Email ☒ Phone ☒

Your email
bob@mycompany.com

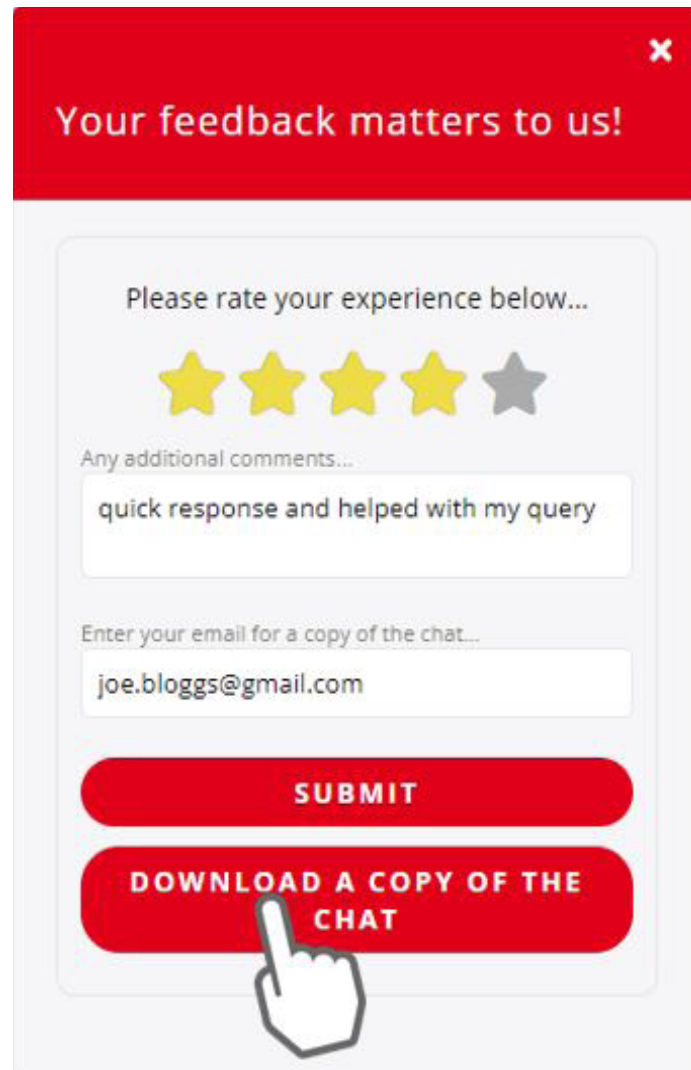
Your phone number
01234 567891

message

Sorry, we are currently unavailable. Our opening hours are between 09:00 - 17:00. Please leave your details below and somebody will be in touch.

ADDITIONAL FUNCTIONALITY

Add a button that allows you to download the complete transcript or increase/decrease the font-size for accessibility.



Your feedback matters to us!

Please rate your experience below...

★★★★★

Any additional comments...

quick response and helped with my query

Enter your email for a copy of the chat...

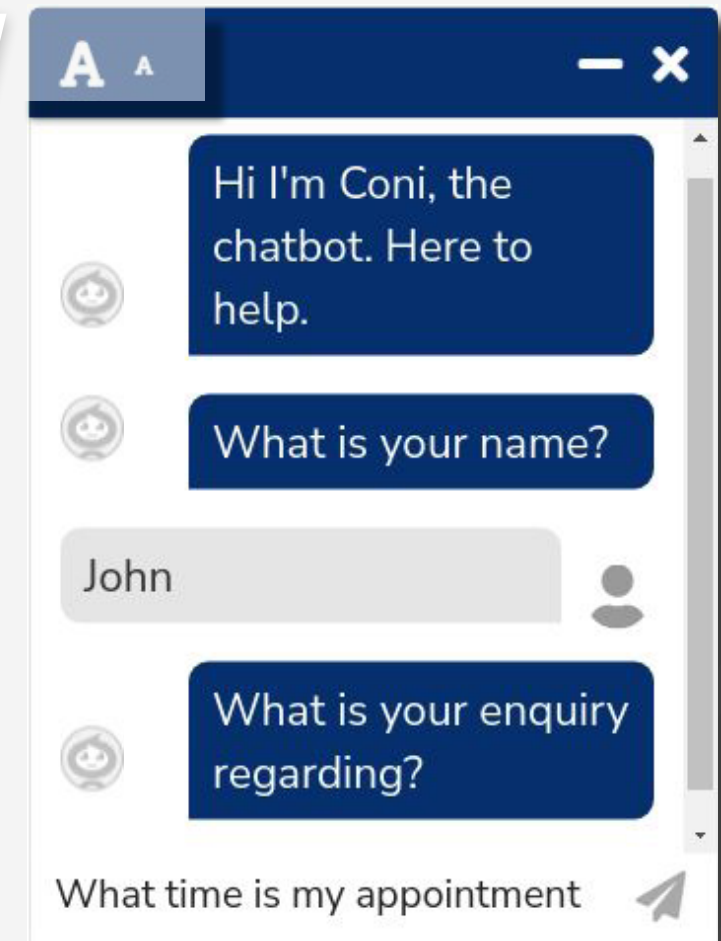
joe.bloggs@gmail.com

SUBMIT

DOWNLOAD A COPY OF THE CHAT

Enlarge Text – Increase font for visually impaired users.

Download Transcript – Instantly allow visitors to save a copy of the transcript after chat.



A A - X

Hi I'm Coni, the chatbot. Here to help.

What is your name?

John

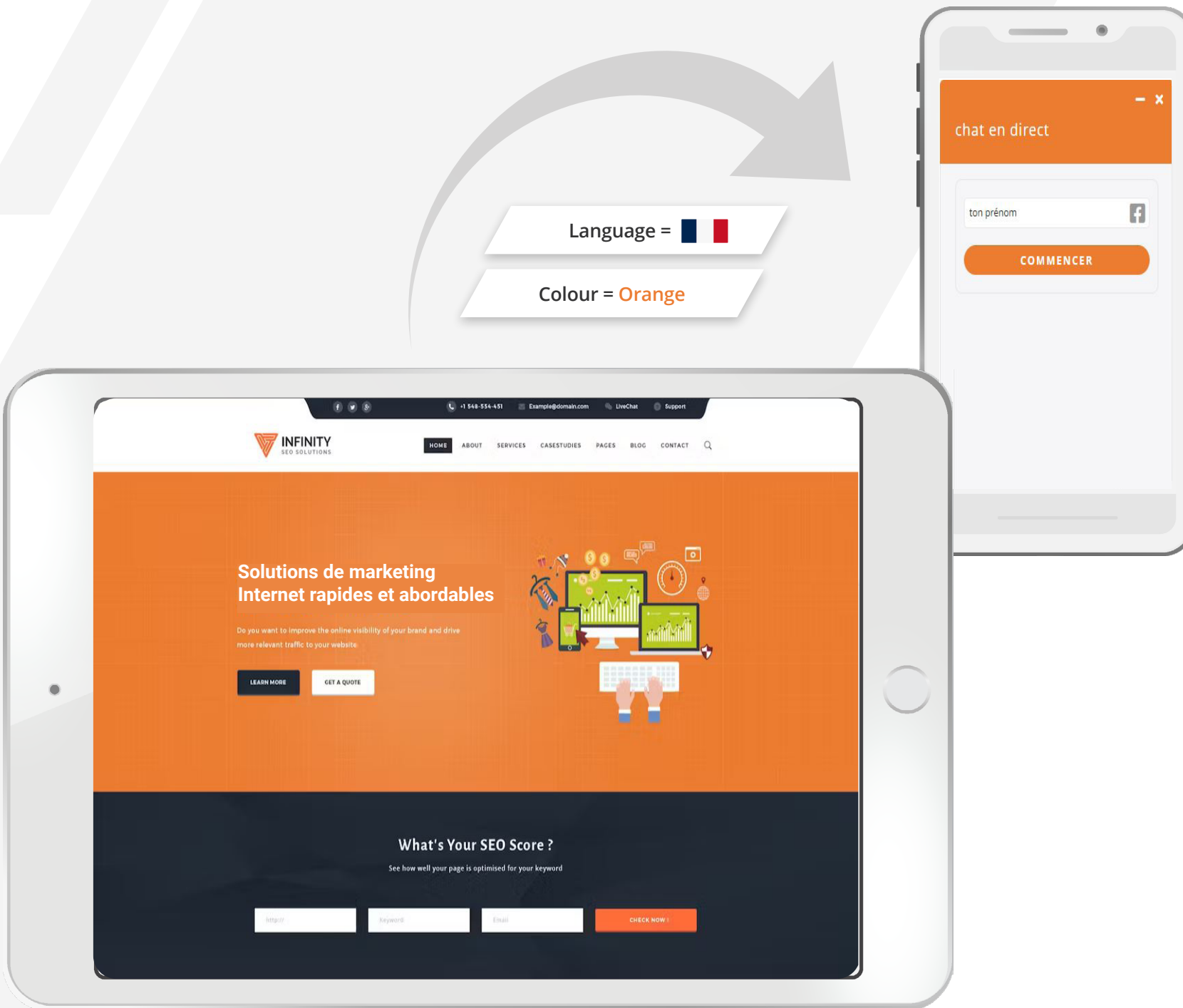
What is your enquiry regarding?

What time is my appointment

PASSING THROUGH DATA

Use custom data from your website to alter the style of the chat window such as:

- ✓ **Theme** - Match your visitor's preferences in terms of colour and font.
- ✓ **Language** - Show text in preferred language based on the customer's selection.



MORE INFORMATION?

From a UK based provider

We understand that customisation can raise a number of questions, that's why we provide friendly UK based account managers to answer all your questions even while you're on trial.

www.click4assistance.co.uk



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CLICK FOR A LIVE CHAT