

## Live Support Chat

Written by Administrator

Saturday, 07 July 2007 09:54 - Last Updated Sunday, 16 May 2010 21:37

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[Free 30 days trial](#) of Live Support service that allows you to chat with your website visitors, enabling you to give instant online customer support and pro-actively sell your product. WebsiteChat.net is a hosted system which means you don't have to worry about server capacity, bandwidth usage, system upgrades and other issues.

## How it works?

1. Visitor clicks the Live Chat button on your Joomla site.



2. Your live chat window prompts visitor for name and email address.

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**3. Chat request is routed to available operators based on their status.**



**4. Operator receives chat request in Chat Operator Application including visitor's name, visited page and geo-location**



**5. Chat begins between visitor and operator.**

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### 6. Operator can access chats history in online control panel.

