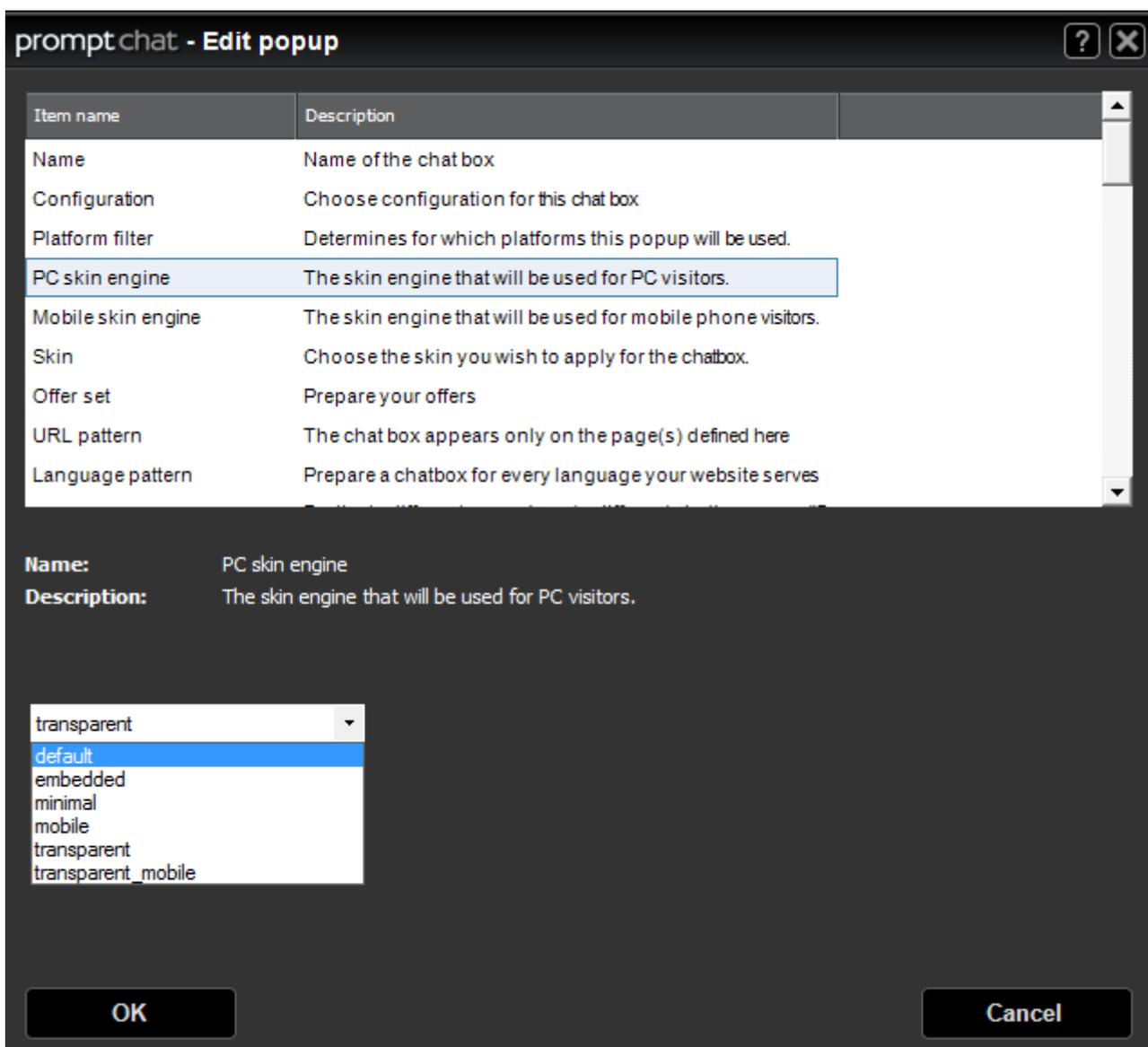


How to create offers and rotate them in the offers field under the chatbox

1) Create Your Chatbox to Display Your Offers

With Promptchat's white label chat software you can create personalized PPC style offers and display them in a prime area in the footer of your chatbox(es). Offers can include an image, Title, Description, Footer and a Hyperlink. If you create more than one offer, these will automatically start rotating under the chatbox. You can see such chatbox as an example on this webpage when you click on the live chat example icon on the left hand side of the page. In order for you to prepare a chatbox that displays offers, you will need to 1) create a chatbox, 2) create the offers, 3) assign the offers to the chatbox and set on which pages you want this chatbox with the offers display. In the following you see a guide as to how you can get these done.

NOTE: Only The “default” PC skin engine supports displaying offers. (Embedded, Minimal, Mobile and Transparent do not). So the first thing you need to make sure is that you are using a chatbox which uses the “default” PC Skin engine and it's related skins ([click here to see further info regarding this setup](#)). Check your PC skin engine settings in Administration/Chatboxes menu here:



Item name	Description
Name	Name of the chat box
Configuration	Choose configuration for this chat box
Platform filter	Determines for which platforms this popup will be used.
PC skin engine	The skin engine that will be used for PC visitors.
Mobile skin engine	The skin engine that will be used for mobile phone visitors.
Skin	Choose the skin you wish to apply for the chatbox.
Offer set	Prepare your offers
URL pattern	The chat box appears only on the page(s) defined here
Language pattern	Prepare a chatbox for every language your website serves

Name: PC skin engine
Description: The skin engine that will be used for PC visitors.

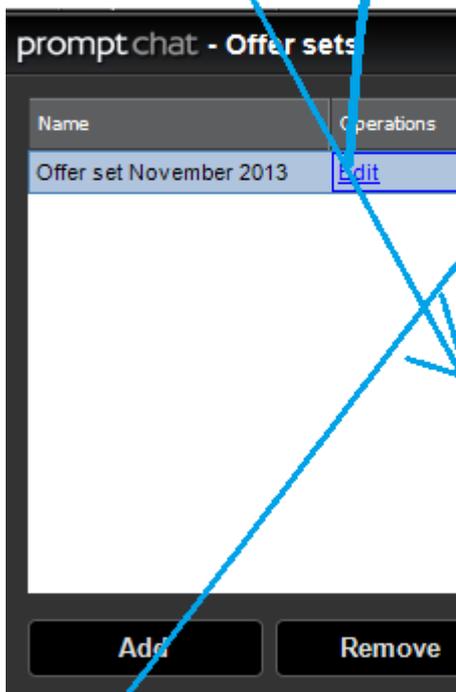
transparent
default
embedded
minimal
mobile
transparent
transparent_mobile

OK Cancel

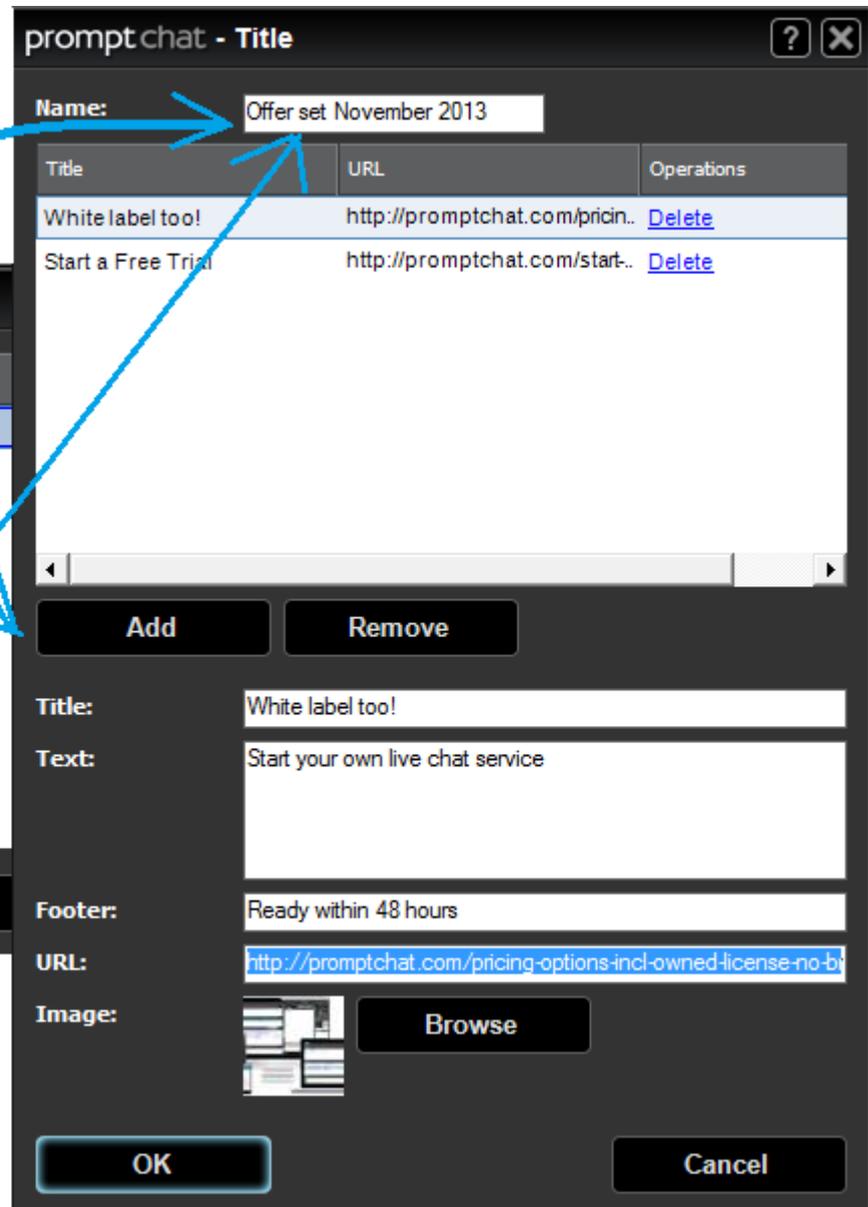
2) Create your Offers

You can access the offers editor in Administration/Offers menu where you can create your offers.

Start Adding your offers



Name these offers so you can assign them to your chatbox when finished.



prompt chat - Title

Name: Offer set November 2013

Title	URL	Operations
White label too!	http://promptchat.com/pricin..	Delete
Start a Free Trial	http://promptchat.com/start..	Delete

Add Remove

Title: White label too!

Text: Start your own live chat service

Footer: Ready within 48 hours

URL: <http://promptchat.com/pricing-options-incl-owned-license-no-b>

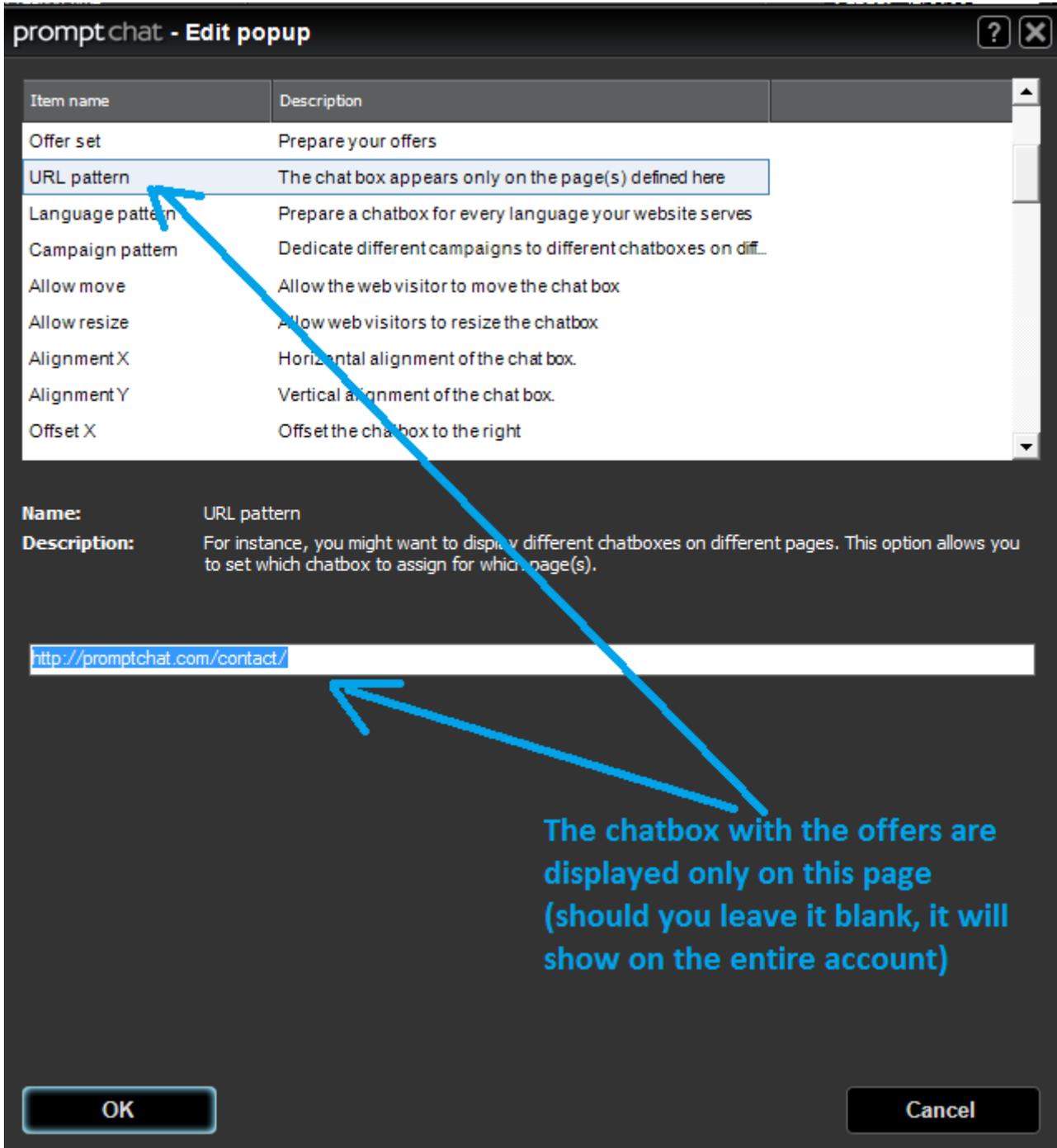
Image:  Browse

OK Cancel

Simply fill in all the details required for an offer: Title, Text, Footer, URL and you can upload an image. Click the Add button to add more of these offers. These will rotate under the chatbox.

3) Set when and where to display Your Offers

You choose which page(s) you want to display such offers (set the URL of the pages in URL Parameters of each chatbox - accessed via Administration/Chatboxes) here;



The screenshot shows the 'prompt chat - Edit popup' window. It features a table with columns 'Item name' and 'Description'. The 'URL pattern' row is highlighted, and a blue arrow points from it to a text input field containing 'http://promptchat.com/contact/'. Another blue arrow points from the text 'The chatbox with the offers are displayed only on this page (should you leave it blank, it will show on the entire account)' to the same input field. The window also includes 'Name', 'Description', 'OK', and 'Cancel' buttons.

Item name	Description
Offer set	Prepare your offers
URL pattern	The chat box appears only on the page(s) defined here
Language pattern	Prepare a chatbox for every language your website serves
Campaign pattern	Dedicate different campaigns to different chatboxes on diff.
Allow move	Allow the web visitor to move the chat box
Allow resize	Allow web visitors to resize the chatbox
Alignment X	Horizontal alignment of the chat box.
Alignment Y	Vertical alignment of the chat box.
Offset X	Offset the chat box to the right

Name: URL pattern
Description: For instance, you might want to display different chatboxes on different pages. This option allows you to set which chatbox to assign for which page(s).

<http://promptchat.com/contact/>

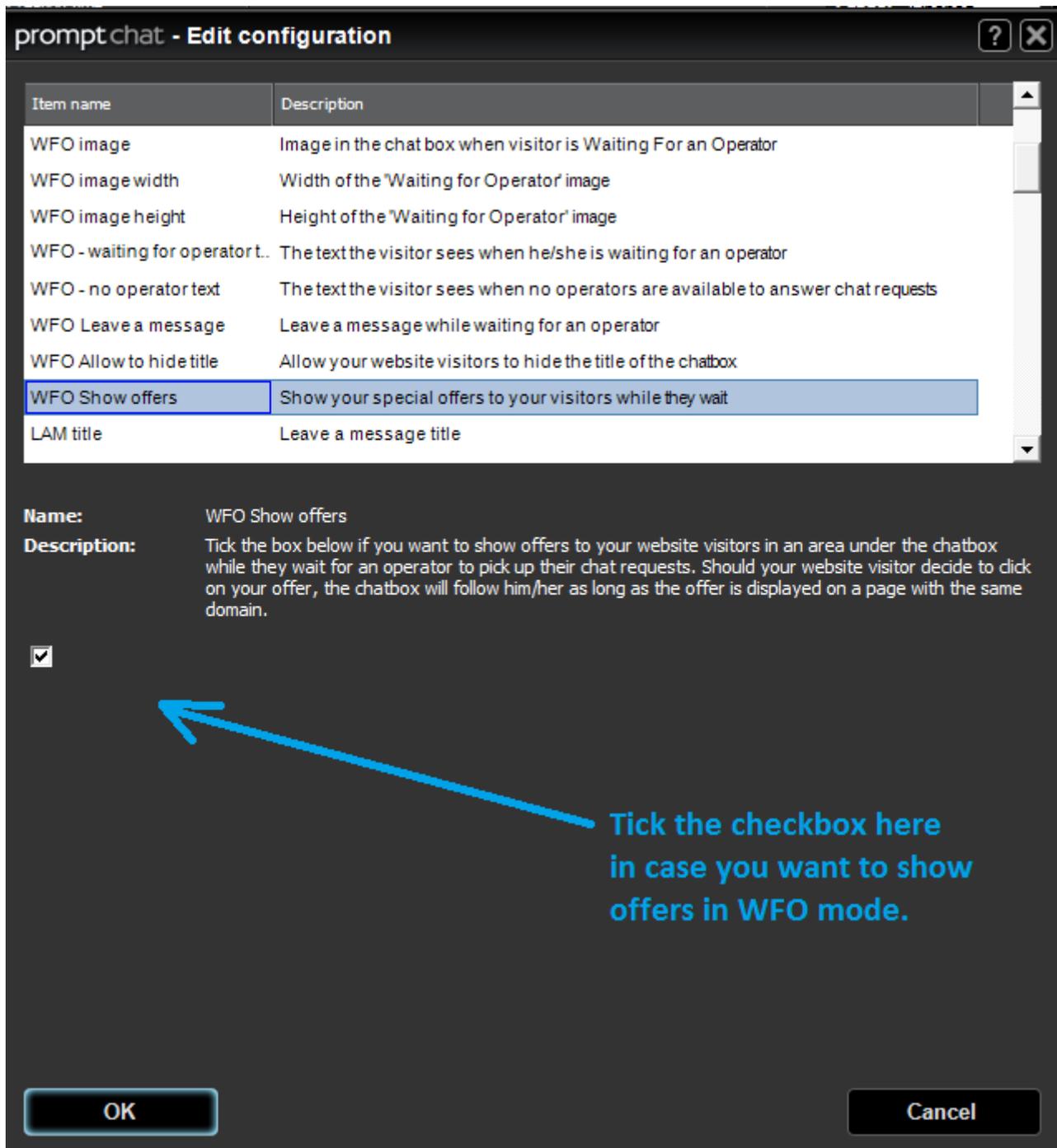
The chatbox with the offers are displayed only on this page (should you leave it blank, it will show on the entire account)

OK **Cancel**

In addition, you can also set in which chatbox state you want to display the offers. There are 4 chatbox states in total:

- WFO (Waiting for operator mode)
- WFV (Waiting for visitor mode)
- SES (In live chat session mode)
- LAM (Leave a message mode)

You can choose to display the offers in any or all of these chatbox modes. For instance you might not want to display the offers during an active live chat session but display them in the other modes. You can set this in Administration/Configurations menu here:



Item name	Description
WFO image	Image in the chat box when visitor is Waiting For an Operator
WFO image width	Width of the 'Waiting for Operator' image
WFO image height	Height of the 'Waiting for Operator' image
WFO - waiting for operator t..	The text the visitor sees when he/she is waiting for an operator
WFO - no operator text	The text the visitor sees when no operators are available to answer chat requests
WFO Leave a message	Leave a message while waiting for an operator
WFO Allow to hide title	Allow your website visitors to hide the title of the chatbox
WFO Show offers	Show your special offers to your visitors while they wait
LAM title	Leave a message title

Name: WFO Show offers

Description: Tick the box below if you want to show offers to your website visitors in an area under the chatbox while they wait for an operator to pick up their chat requests. Should your website visitor decide to click on your offer, the chatbox will follow him/her as long as the offer is displayed on a page with the same domain.

Tick the checkbox here in case you want to show offers in WFO mode.

OK **Cancel**

Now go to the Administration/Chatboxes menu and select which offers “package” you want to display using that the chatbox you are currently editing. (This way, you can create as many chatboxes you want each of them showing different offers and any webpage you want it on.) See below;

prompt chat - Edit popup

Item name	Description
Name	Name of the chat box
Configuration	Choose configuration for this chat box
Platform filter	Determines for which platforms this popup will be used.
PC skin engine	The skin engine that will be used for PC visitors.
Mobile skin engine	The skin engine that will be used for mobile phone visitors.
Skin	Choose the skin you wish to apply for the chatbox.
Offer set	Prepare your offers
URL pattern	The chat box appears only on the page(s) defined here
Language pattern	Prepare a chatbox for every language your website serves

Name: Offer set

Description: Set your offers here by uploading an image, title, description and hyperlink to your offers. Keep the description short!

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Offer set November 2013

OK Cancel

That's all.