

PureChat Instructions

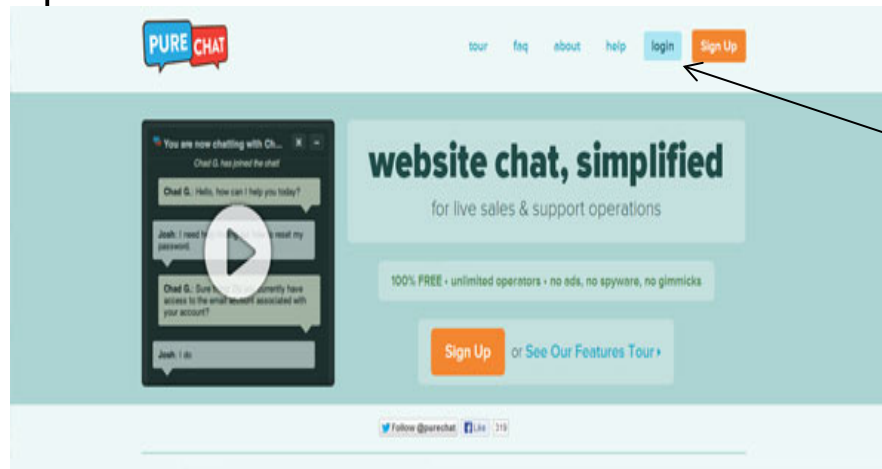
PureChat is a free chat widget for websites. It allows you to communicate with customers through the widget, by logging into the dashboard.



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Logging into PureChat

- In order to use the chat widget, you must be logged into your dashboard at <http://www.purechat.com>
- The Login button is located in the top right corner of the site next to the Sign Up button



Your Login

- After clicking the login button, enter your login details below:

email:
password:

- Click Log In.

Email

Password

[Login](#) [Forgot your password?](#)

- You will now be directed to your Dashboard screen.

Dashboard Screen

- On your Dashboard screen, you will see a toolbar running across the top, and along the left side.

The screenshot shows the Pure Chat dashboard interface. At the top, there is a toolbar with the following items: **current chats**, **canned responses**, **transcripts**, **account settings**, **profile settings**, **users**, and **stats**. On the left side, there is a sidebar with the following sections: **Your Name** (Available, Log Out), **INCOMING CHATS** (There are no incoming chats.), **MY ACTIVE CHATS** (Chrissy, 0:37, http://localhost:23788/default.aspx), **OTHER ACTIVE CHATS** (There are no other active chats.), and **ONLINE OPERATORS** (Your Name, AVAILABLE). The main chat window shows a chat with **CHRISSEY** (Request, Leave, End Chat) with a URL and a timer of 0:37. The chat history includes the message "Chrissy has joined the chat!" and "Chrissy: Can you help me?".

Callouts from the right side of the image point to the following features:

- Stats**: All of your different users
- users**: Your settings
- transcripts**: Transcripts of all your chats
- canned responses**: Canned Responses (preset responses to make responding faster and easier)
- current chats**: Shows all of your current chats and incoming chats and online operators

Current and Incoming Chats

- Your main Dashboard page is the current and incoming chat window. You can also reach this by clicking the Current Chats button on the top left.
- Here you will see your current chat windows, and all of the incoming or active chats going on.

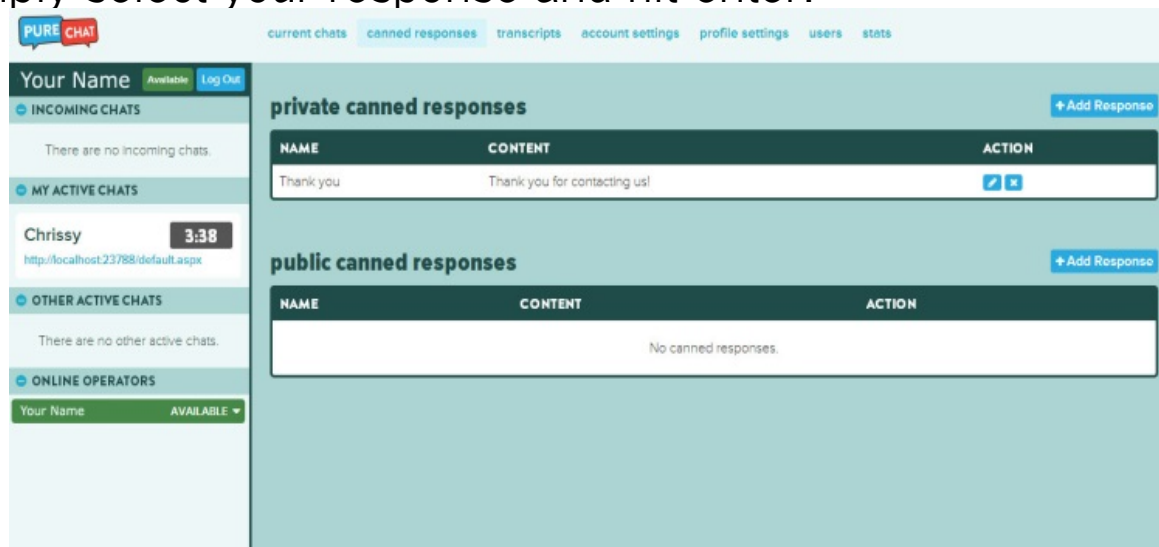
The screenshot displays the Pure Chat dashboard interface. At the top left, the 'PURE CHAT' logo is visible. The main navigation bar includes 'current chats', 'canned responses', 'transcripts', and 'account settings'. The dashboard is divided into several sections:

- Your Name**: Shows the operator's status as 'Available' and a 'Log Out' button.
- INCOMING CHATS**: Lists incoming chat requests. One chat from 'John' is shown with a duration of 0:14 and a URL of <http://localhost:23788/default.aspx>.
- MY ACTIVE CHATS**: Lists active chat windows. One chat with 'Chrissy' is shown with a duration of 5:56 and the same URL.
- OTHER ACTIVE CHATS**: A message indicating 'There are no other active chats.'
- ONLINE OPERATORS**: Shows the operator 'Your Name' with a status of 'AVAILABLE' and a dropdown arrow.

The main chat window on the right is titled 'CHRISSEY' and shows a chat history. The chat starts with the message 'Chrissy has joined the chat!'. The user 'Chrissy' asks, 'Can you help me?'. The operator 'Your Name' responds, 'Thank you for contacting us!'. The chat window also includes a 'Request' button, an 'End Chat' button, and a URL of <http://localhost:23788/default.aspx> with a duration of 5:55. A text input field is visible at the bottom of the chat window.

Canned Responses

- Canned responses are present responses that you can choose from that makes responding to the chatters faster and more efficient. For example, you can program different phrases that you may use all the time:
 - Hello! Thank you for contacting us!
 - How can I help you?
 - Have a nice day
 - Thank you for contacting us!
- When chatting, these responses can be chosen from the dropdown and inserted into the chat without the user having to type anything.
- Simply select your response and hit enter.



The screenshot displays the Pure Chat web interface. At the top, there's a navigation bar with the 'PURE CHAT' logo and several menu items: 'current chats', 'canned responses', 'transcripts', 'account settings', 'profile settings', 'users', and 'stats'. The 'canned responses' menu item is highlighted. On the left side, there's a sidebar with sections for 'Your Name' (Available, Log Out), 'INCOMING CHATS' (no incoming chats), 'MY ACTIVE CHATS' (one active chat with 'Chrissy'), 'OTHER ACTIVE CHATS' (no other active chats), and 'ONLINE OPERATORS' (Your Name, AVAILABLE). The main content area is divided into two sections: 'private canned responses' and 'public canned responses'. The 'private canned responses' section has a '+ Add Response' button and a table with one entry: 'Thank you' with the content 'Thank you for contacting us!' and an 'ACTION' column containing a plus icon and a checkmark icon. The 'public canned responses' section also has a '+ Add Response' button and a table that is currently empty, displaying the text 'No canned responses.'

Transcripts

- Here you can access all the transcripts from all your chats easily.

Account and Profile Settings

- You will not need to use these much, but here you can set up basic settings such as:
 - When the widget shuts off for the day
 - Whether a sound effect should go off with each new chat
 - Popup Alerts for each new chat
 - Etc.

Users

- Under this option, you can set up individuals with their own user name and permissions.

The screenshot shows the Pure Chat user interface. At the top, there is a navigation bar with the Pure Chat logo and menu items: "current chats", "canned responses", "transcripts", and "account settings". Below the navigation bar, the user's profile is displayed with the name "Your Name", a status of "Available", and a "Log Out" button. The interface is divided into several sections: "INCOMING CHATS" (empty), "MY ACTIVE CHATS" (containing a chat with "Chrissy" at 4:50), "OTHER ACTIVE CHATS" (empty), and "ONLINE OPERATORS" (containing "Your Name" with a status of "AVAILABLE").

The screenshot shows the Pure Chat user interface from a different perspective. At the top, there is a navigation bar with the Pure Chat logo and menu items: "current chats", "canned responses", "transcripts", "account settings", "profile settings", "users", and "stats". Below the navigation bar, the user's profile is displayed with the name "RONALD ...", a status of "Available", and a "Log Out" button. The interface is divided into several sections: "INCOMING CHATS" (empty), "MY ACTIVE CHATS" (containing a chat with "Chrissy" at 3:04), "OTHER ACTIVE CHATS" (empty), and "ONLINE OPERATORS" (containing "Ronald C. Makoski" with a status of "AVAILABLE"). A chat window is open on the right side, showing a message from "Chrissy" at 3:04: "http://localhost:23788/default.aspx Thank you". The chat window also shows a message from "Ronald C. Makoski" at 3:04: "Thank you for contacting us!".

- Users are prompted to review their chat experience when a chat ends. The stats page shows how many chats, and their rating.

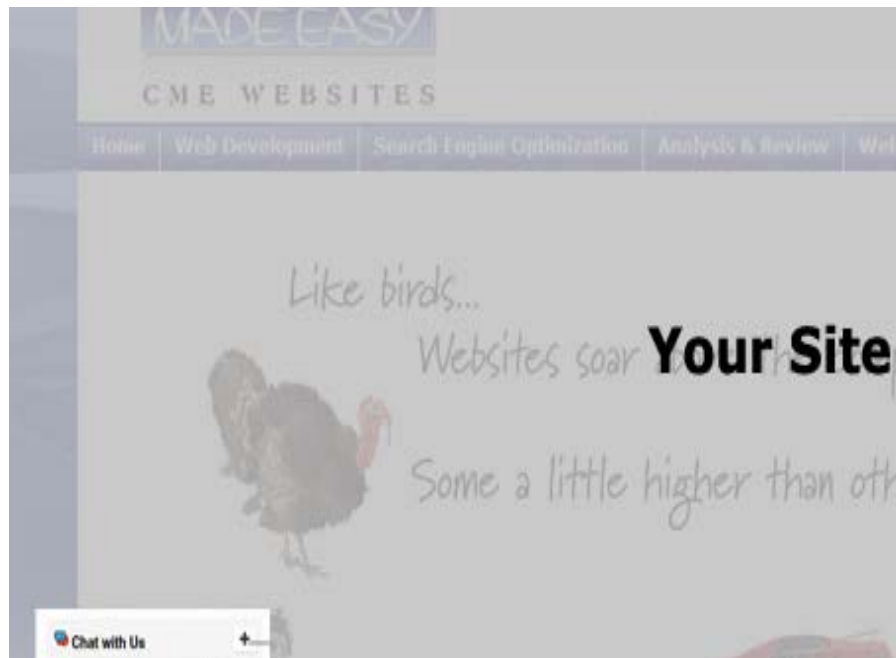
The screenshot displays the Pure Chat operator interface. At the top, there's a navigation menu with links for 'current chats', 'canned responses', 'transcripts', 'account settings', 'profile settings', and 'users'. The main content area is divided into several sections:

- Operator Profile:** Shows 'Your Name' with 'Available' status and a 'Log Out' button.
- INCOMING CHATS:** A section indicating 'There are no incoming chats.'
- MY ACTIVE CHATS:** A section showing one active chat for 'Chrissy' with a duration of '4:50' and a URL 'http://localhost:23788/default.aspx'.
- OTHER ACTIVE CHATS:** A section indicating 'There are no other active chats.'
- ONLINE OPERATORS:** A section showing 'Your Name' with a status of 'AVAILABLE'.
- operator statistics:** A table summarizing chat performance.

OPERATOR	TODAY			YESTER	
	🗨️	👍	👎	🗨️	👍
Your Name:	2	0	0	0	0
TOTAL	2	0	0	0	0

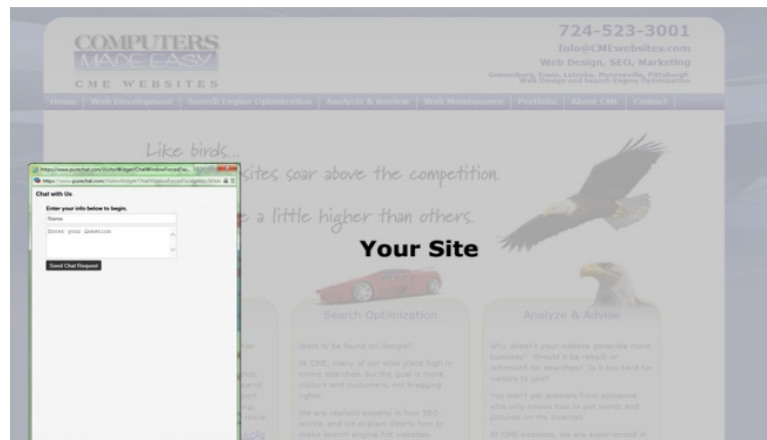
Logout of PureChat

- It is very important to logout of PureChat when you are finished for the day, or when you will not be available for chatting. The widget will not display when there are no users logged in, so it is important to logout so you do not miss anyone.



Widget Appearance

- When the widget is displaying, you can find it in the bottom corner of your website. Upon clicking to chat, the user is prompted to enter information and start the chat.



- On the backend, the chat will show up on your incoming chats window. You must click on it to bring it onto your screen.

Widget Appearance Cont.

The screenshot displays the Pure Chat interface. At the top left is the 'PURE CHAT' logo. A navigation bar contains links for 'current chats', 'canned responses', 'transcripts', 'account settings', 'profile settings', 'users', and 'stats'. The left sidebar is divided into four sections: 'INCOMING CHATS' (showing a chat with John, 0:14), 'MY ACTIVE CHATS' (showing a chat with Chrissy, 5:56), 'OTHER ACTIVE CHATS' (empty), and 'ONLINE OPERATORS' (showing 'Your Name' as AVAILABLE). The main chat window is titled 'CHRISSY' and shows a message from Chrissy: 'Chrissy: Can you help me?'. A response from 'Your Name' says: 'Thank you for contacting us!'. The chat window also includes a 'Request' button, an 'End Chat' button, and a URL 'http://localhost:23788/default...'. A text input field is visible at the bottom of the chat window.

Note:

You can view the widget on your site, by going to <http://stg.com> .