

ADMIN PORTAL

Live Chat Integration USER GUIDE



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Contents

Live Chat Integration.....	0
Getting Started.....	3
Navigation Pane	3
Live Chat.....	4
Roles Involved	4
Menu items of Live Chat	4
My Chats	6
Screen Components.....	6
Incoming Chats:.....	6
Active Chat:.....	7
Chat Session:.....	7
How does Live Chat works	8
Enable Availability to take Chats.....	8
Disable Availability to take Chats.....	9
Accepting / Taking a Chat	10
Disconnecting User from Live Chat.....	12
Using Canned Responses	13
Live Chat Settings.....	14
Role required	14
Create queues	14
Adding Conditions to a Queue	14
Add/remove users from queues	15
Add Users to a Queue	16
Remove Users from a Queue	16
Monitor Chats	17
Role required	17
Monitor Live Chat	17
Assign a Chat to an Agent	17
Re-assign a Chat to a Different Agent.....	18
Live Chat Dashboard	19
Review Chats.....	20
Role required	20
Reviewing Chats.....	20
Reports.....	22

Role required	22
Running a Report	22
Canned Responses	24
Creating a Canned Response	24
Modify a Canned Response	25
Remove a Canned Response	25
User Management	26
Virtual Agent Roles	26
Edit a User Account.....	Error! Bookmark not defined.
Live Chat Agent Notification Settings	33
Windows 10	33
Chrome.....	35
Internet Explorer 11.....	36
Microsoft Edge	37
Safari	38

Getting Started

Welcome to your Admin Portal!!! In this manual we will look at the various sections of the Admin Portal, what they are and how to use them.

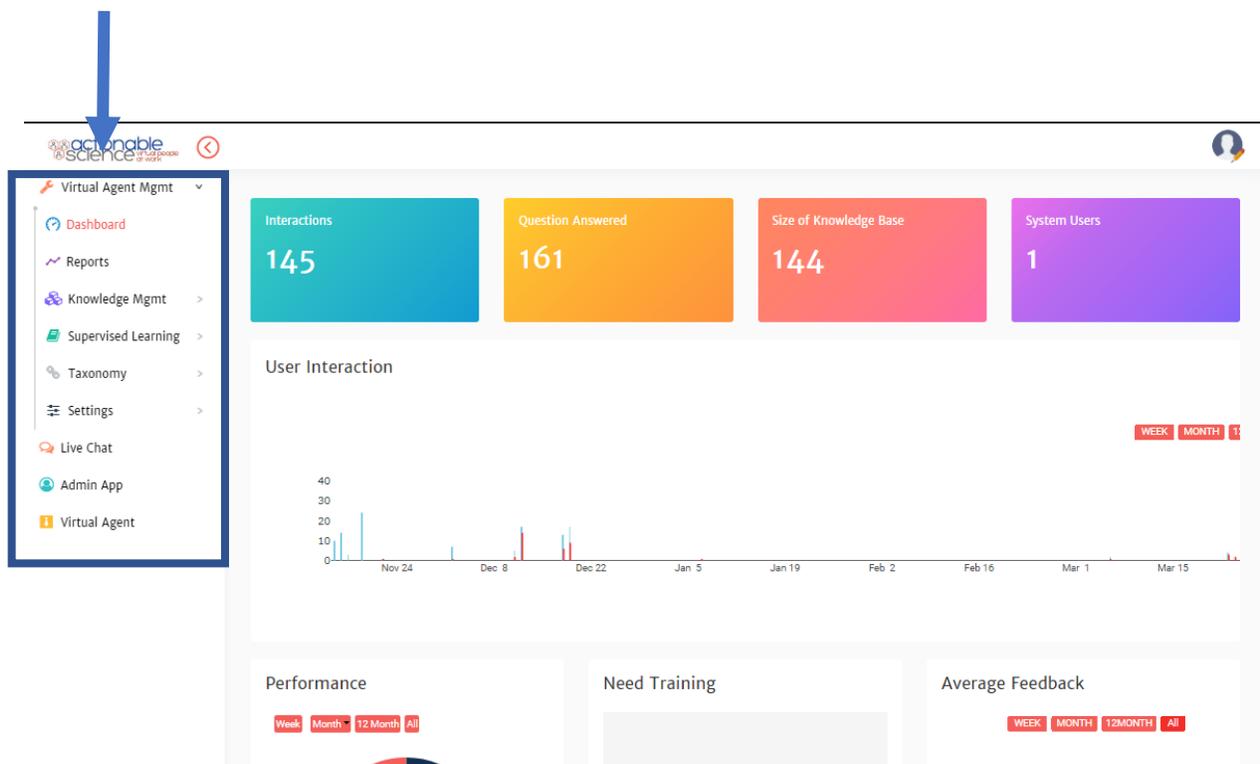
After logging in you are automatically taken to the Dashboard. We will have a more detailed look at this shortly.

On the left of the screen is the Navigation Pane. You will use this to move around the portal. In this manual, we will go over the various sections and how to use them.

Navigation Pane

The Navigation menu can be always be found on the left side of your screen except when using the Virtual Agent section.

What you are able to see in the navigation pane depends on what roles you have been given in the Admin Portal.



1. **Virtual Agent Mgmt** is where you will manage the bot. It includes the Dashboard, Reports, Knowledge Mgmt, Supervised Learning, Taxonomy, and Settings.
2. **Ticket Mgmt** is used to manage the Ticketing system. It includes My Tickets (ticket landing page with SLA dashboard) and Ticket Settings.
3. **Live Chat** is used to manage the Live Chat. It includes My Chats (Dashboard for chat section), Live Chat Settings, and Review Chat.

4. **Admin App** is used to manage users and attributes for restricting their usage. It includes the User Management and Attribute modules.
5. **Virtual Agent** is where you can test the bot.

Live Chat

This module is used to connect end-users to live agents/support staff from the BOT. In this way the BOT conversations can be configured to connect end-users to a live chat team when required. This configuration is purely customizable depending on your needs. For more info on the customization, you can contact your SPOC at Actionable Science.

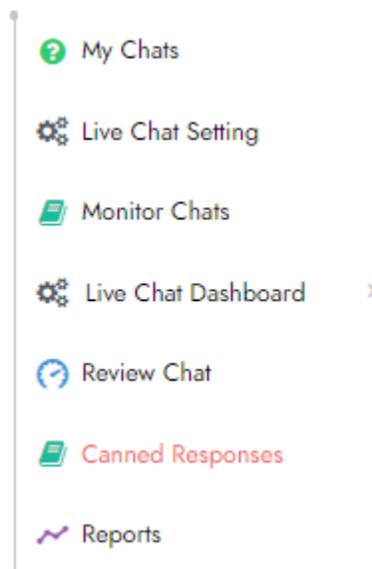
Roles Involved

Chat Agent – This role is required so that support staff can access My Chats and can work on incoming chats.

Chat Agent Admin – This is required so that a support agent can access Live Chat Settings and perform activities like create / update queues, add/ remove an agent from a queue.

Chat Agent Supervisor - This is required to monitor agent chats.

Menu items of Live Chat



My Chats: Shows the incoming chats and chats being serviced.

Monitor Chats: This option will only show for Supervisors. They can monitor chats live and assign agents if needed.

Live Chat Settings: Include all settings related to chat queues and support agents in the chat.

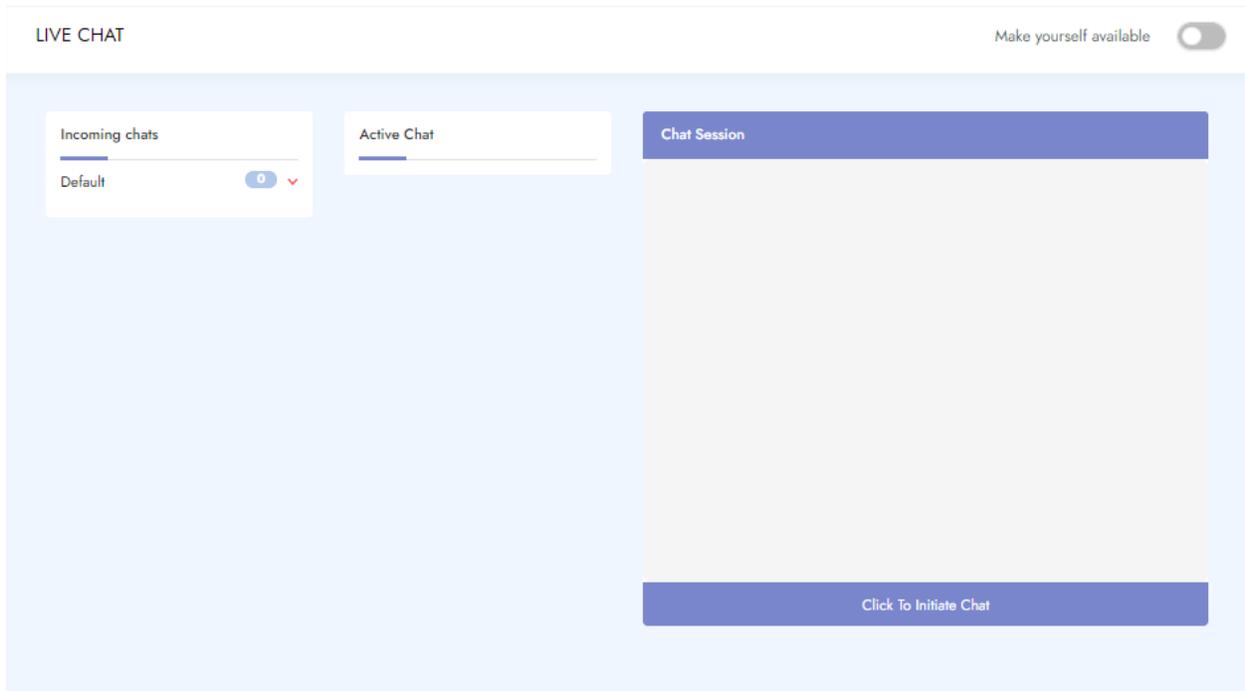
Review Chat: This is used to review all chats that are handled by the chat support team

Canned Responses: This is used by agents to create and manage their personal Canned Responses.

Reports: This section has reports specific to Live Chat.

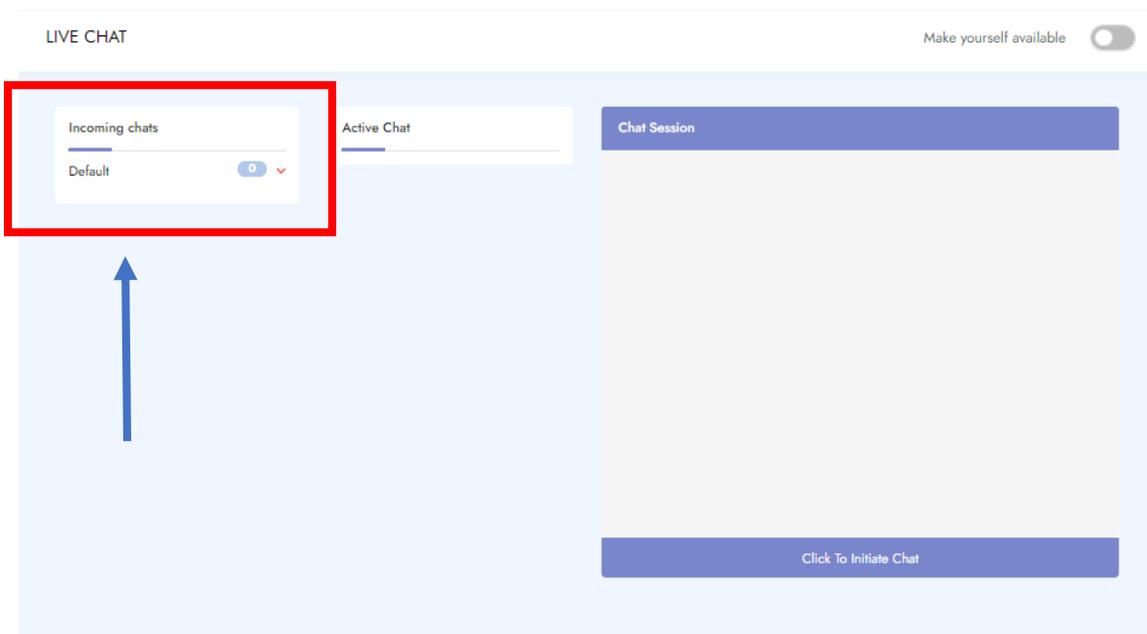
My Chats

This is the main screen where all chats from end-users show. Below is how the chat terminal looks like



Screen Components

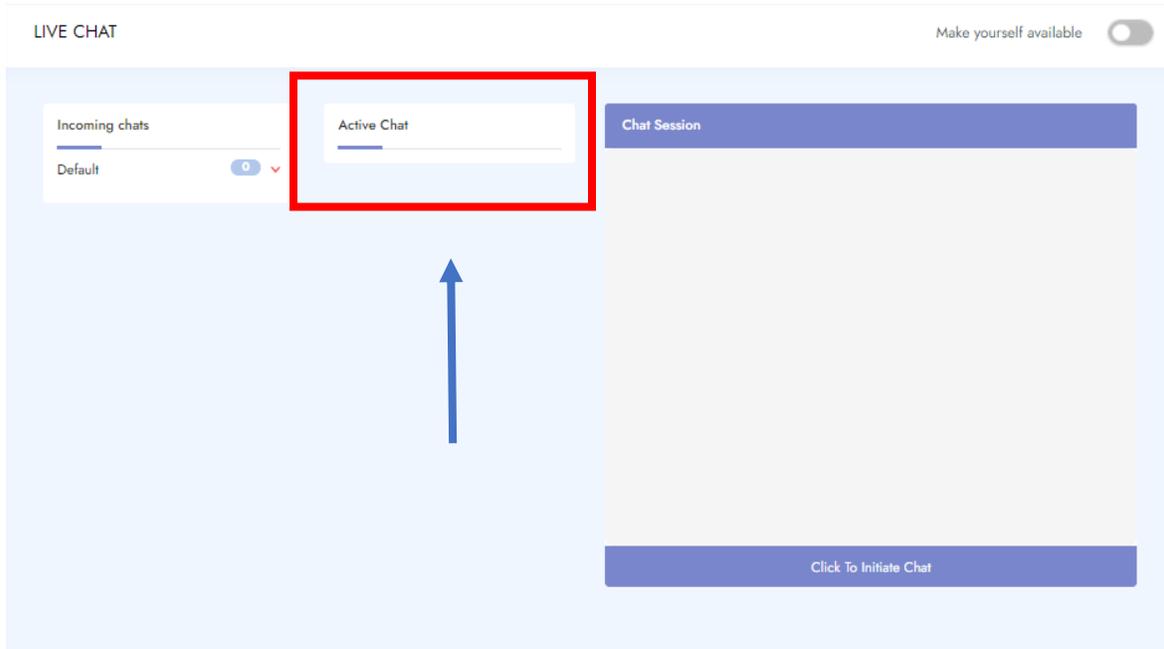
Incoming Chats:



- These are the unanswered chats waiting in the queue.
- You will see the queue name such as “Facilities” and the number of chats waiting in the blue square

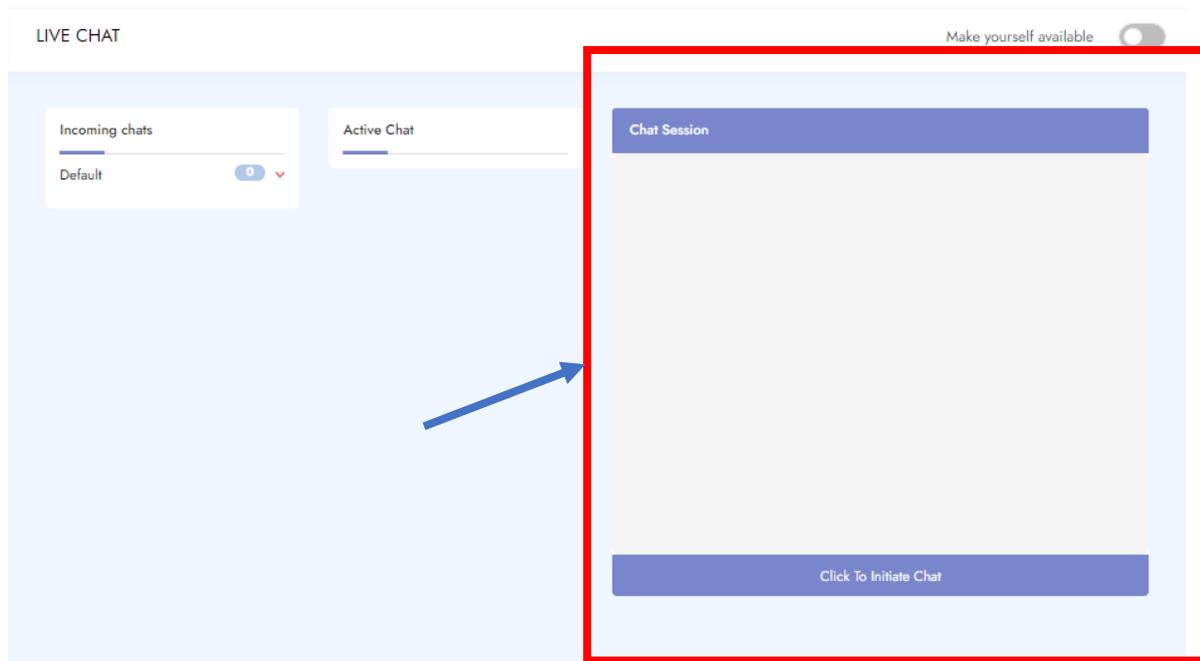


Active Chat:



- This shows the list of end-users that are currently being serviced. In other words, these are chats that are in work in progress.
- Under active chats, an agent can see details (name/email id) of the user who they are servicing.
- In case there are multiple queues that a support user is servicing, then they will see the queue name followed by users being serviced in each queue.

Chat Session:



- This window shows the current chat at which a support user is working on at any point in time. This will show the chat transcript between user and agent/ BOT.

How does Live Chat works

Within the BOT configuration that ASC does for you based on your requirements, we enable different live chat escalation points from which end users can simply click in the BOT and get connected to a live chat agent.

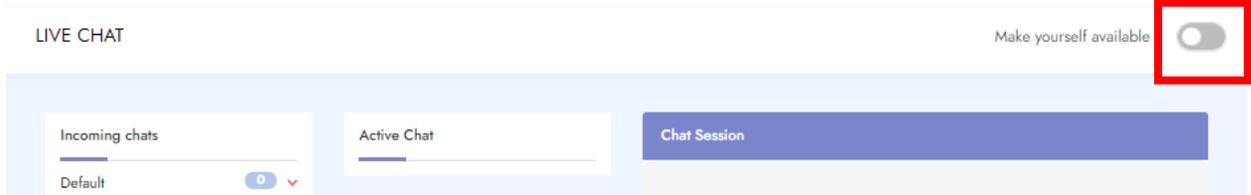
Based on requirements, Virtual Agent is enabled too either:

1. Escalate the chat directly to live chat team without checking if a human agent is available
2. Check availability of the team and prompt the user to talk to a live agent only if at least one agent is available from the queue.

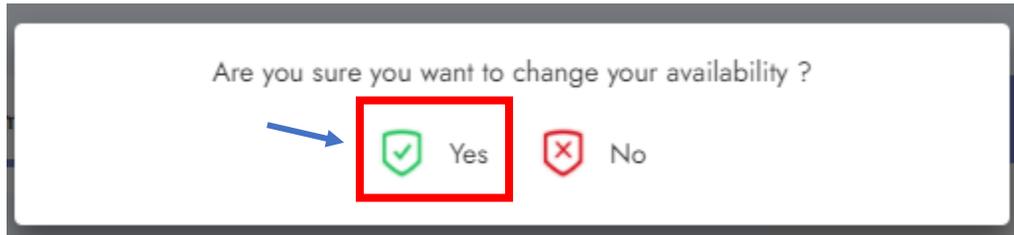
Based on the configuration, when a chat comes in **Incoming Chat** panel, an agent will get a pop up on the top right and a pop-up sound that notify them of an incoming chat.

Enable Availability to take Chats

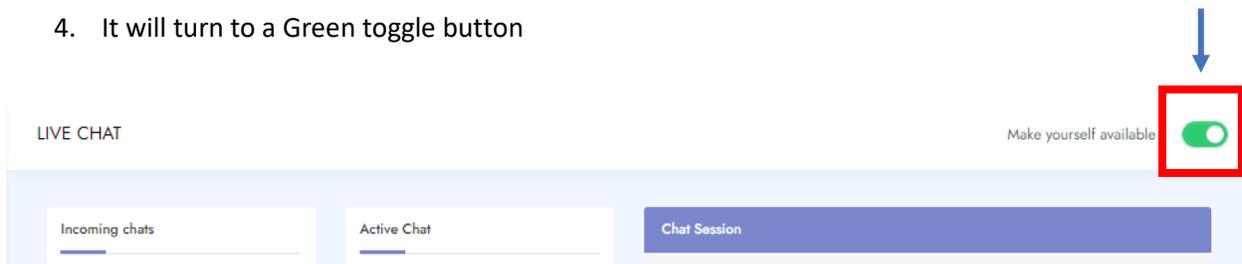
1. Go to **Live Chat** ->**My Chats** screen
2. Simply click on the **Gray toggle** button next to *Make yourself available*



3. Click **Yes** to Confirmation window

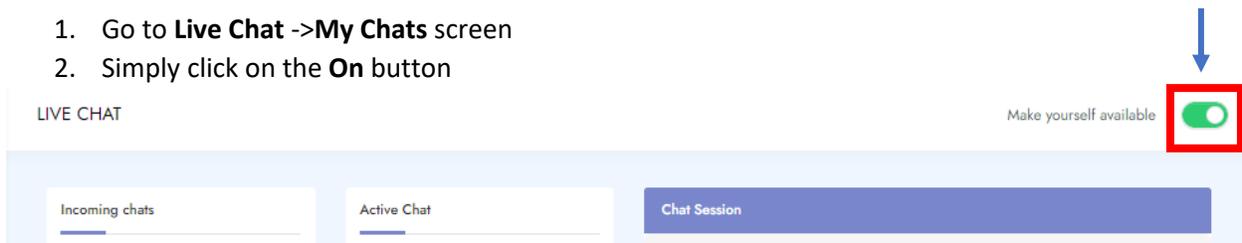


4. It will turn to a Green toggle button

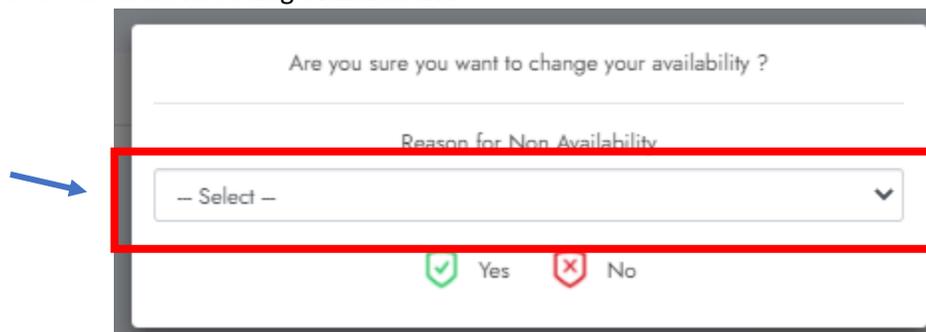


Disable Availability to take Chats

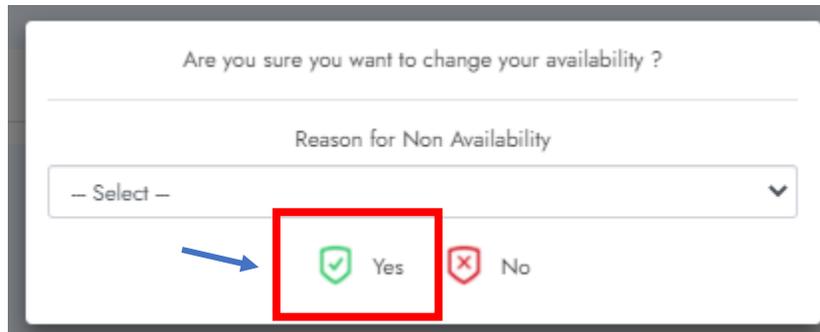
1. Go to **Live Chat** -> **My Chats** screen
2. Simply click on the **On** button



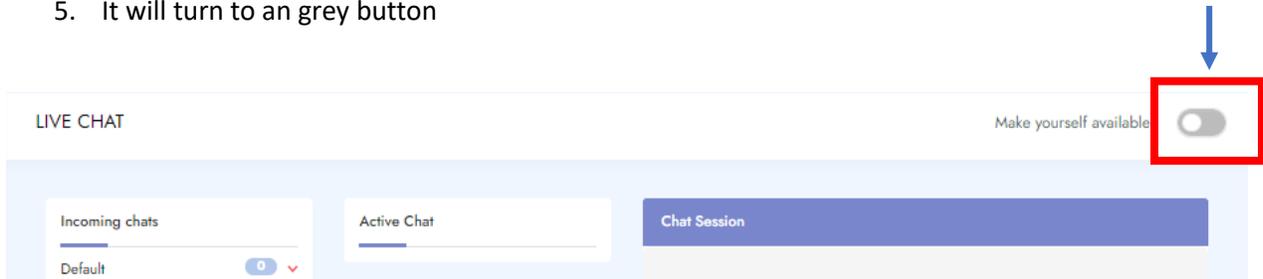
3. Select a reason for not being available and



4. Click **Yes** to Confirm



5. It will turn to an grey button

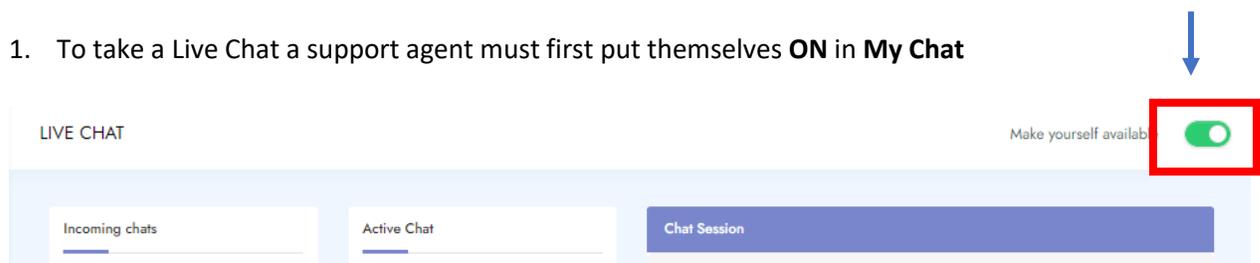


NOTE: The support agent can only pick up the chats if their availability is **ON**. If their availability is OFF and they try to pick up an incoming chat, they will get an error that will ask them to update their availability and then try to pick up the chat.

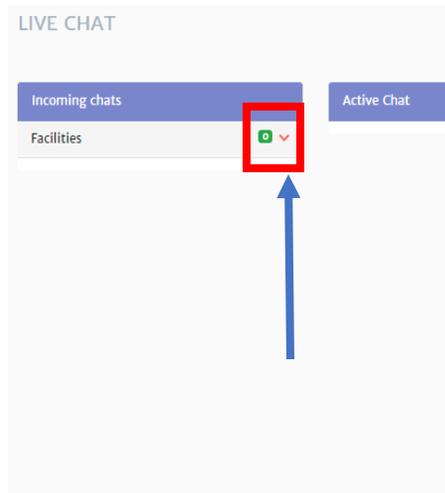
Accepting / Taking a Chat

- On the BOT, the user will be provided with feedback or further assistance based on the customization and requirements.
- Before connecting to a Live Agent an Open Ticket will be created

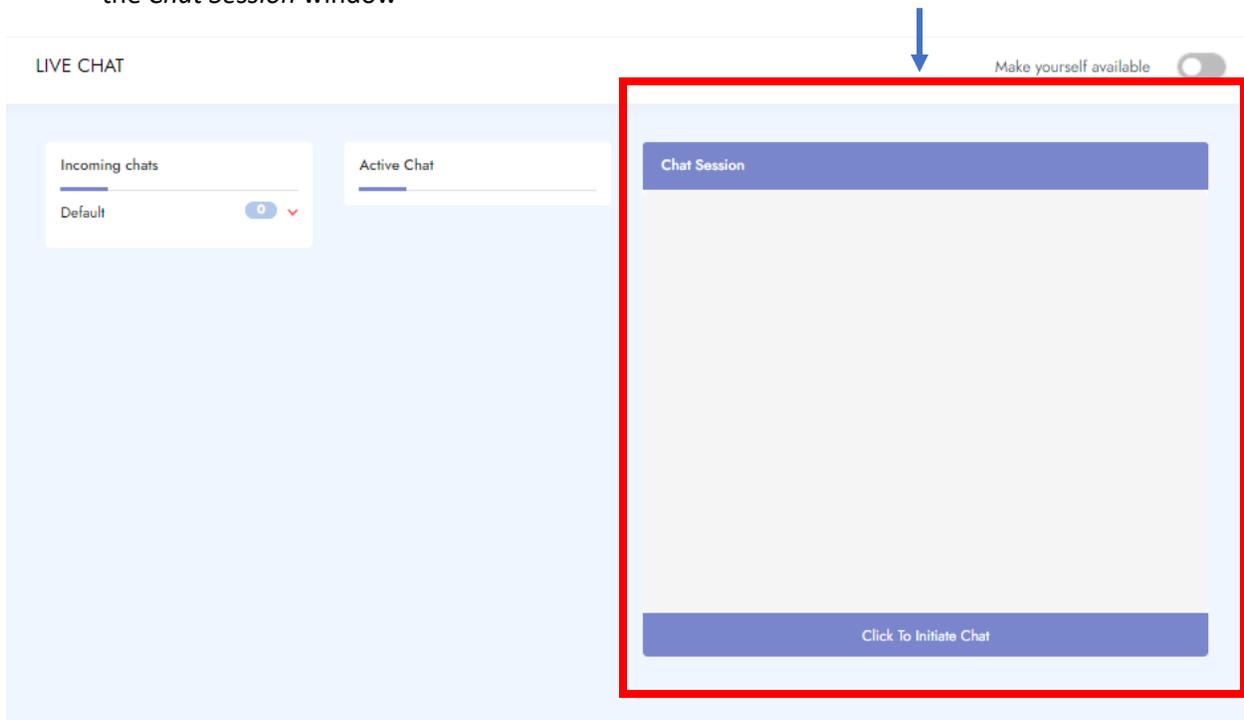
1. To take a Live Chat a support agent must first put themselves **ON** in **My Chat**



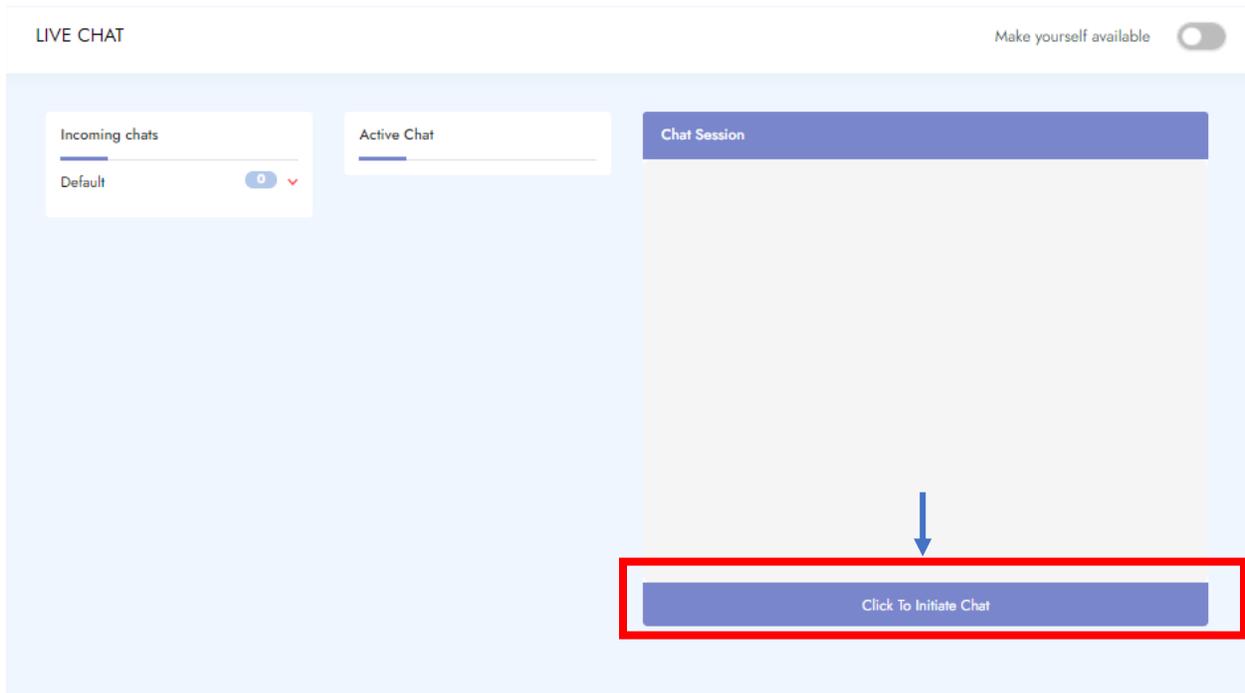
2. Clicks on the dropdown arrow that is on the right edge of the queue label, a dropdown will open showing the details (name/email id) of the user who is waiting.



3. Select the chat by clicking on the name/email id of the end-user
4. Review the conversation the end-user had with the bot and open the ticket that was created in the *Chat Session* window



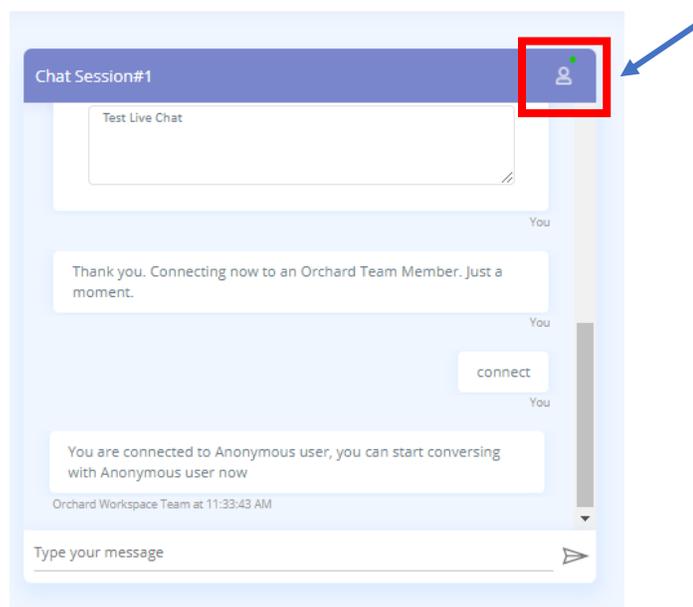
5. To start talking to the end-user they must click on **Click to Initiate Chat**



Disconnecting User from Live Chat

Agents can disconnect the chats from their support portal (My Chats) module. Once they have completed assisting the user and want to end it chat:

- Click on the Disconnect button (Person Icon in the top right-hand corner of Chat Session box) while on the chat. This will close and remove the user session from their end.



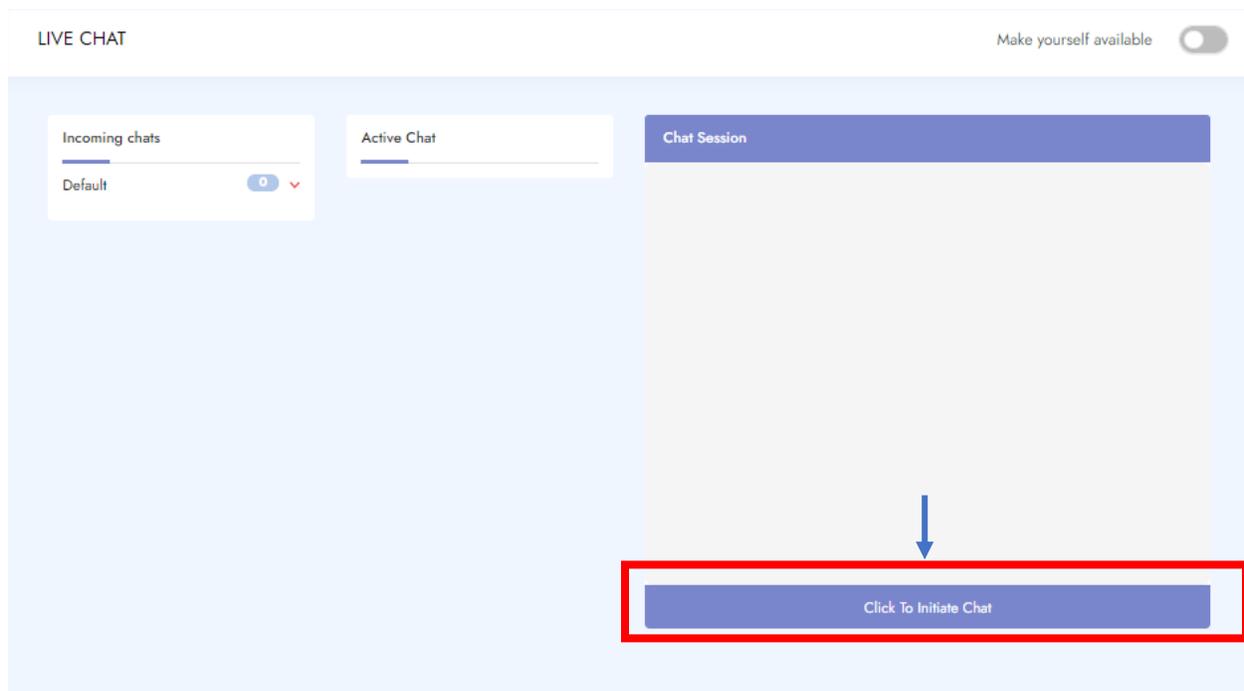
- Once done, BOT will continue with the user as per the configured workflow.

NOTE: The system doesn't allow Chat agents to log off from the system without Turning their availability OFF. In case, the agent tried to logoff without turning their availability OFF, the system gives them an error notification and asks agents to first turn off the availability and then logoff/ logout.

Using Canned Responses

Canned Responses can only be triggered when connected to an end-user.

1. Start talking to the end-user, click on **Click to Initiate Chat**



2. To trigger the Canned Response, type #, a list of your existing canned responses will appear
Note: You can follow the # with the text you entered as a key and press enter
3. Select the canned response you want and click enter to send

Live Chat Settings

This enables Chat Admin to:

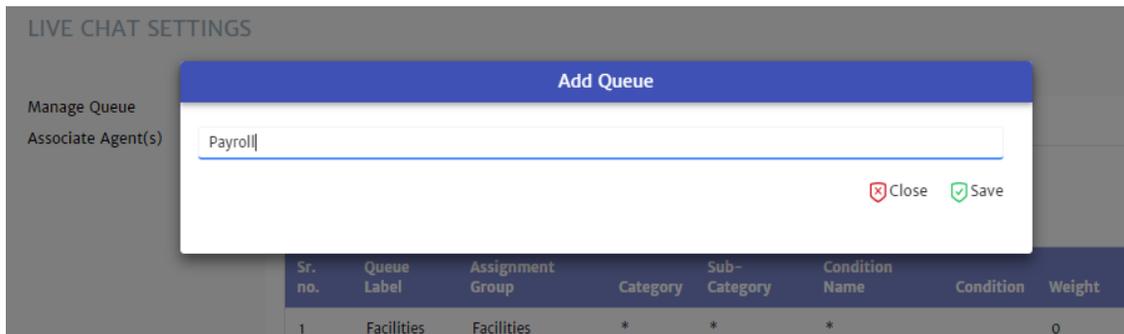
- ✓ Create queues
- ✓ Add/remove users from Queues

Role required

Chat Agent Admin

Create queues

1. Navigating to **Live Chat Setting - >Manage Queue.**
2. Click on **ADD QUEUE.**
3. On the new pop-up screen called **Add Queue**, you will need to enter the Queue Name and click on **Save.**



Once created, you will see queue created under Manage Agent Queue with all parameters as *. See Payroll queue below:

Manage Agent Queue

[+ ADD QUEUE](#) [+ ASSIGNMENT RULES](#)

Sr. no.	Queue Label	Assignment Group	Category	Sub-Category	Condition Name	Condition	Weight	Rule Description	Status	Action
1	Payroll	*	*	*	*		0		Active	
2	Facilities	Facilities	*	*	*		0		Active	

Adding Conditions to a Queue

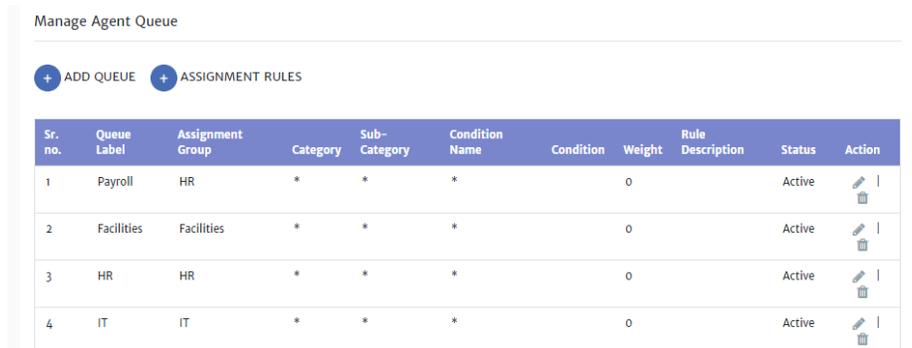
You can then add conditions as instructed by ASC SPOC and click on Save. In this event, it will create a new queue with the same name and updated conditions.

Manage Agent Queue

[+ ADD QUEUE](#) [+ ASSIGNMENT RULES](#)

Sr. no.	Queue Label	Assignment Group	Category	Sub-Category	Condition Name	Condition	Weight	Rule Description	Status	Action
1	Payroll	HR	*	*	*		0		Active	 
2	Payroll	*	*	*	*		0		Active	 

Delete the one that was created earlier – with no conditions. You can use the delete(dustbin) sign under action to delete that queue. In the end, you should have only one queue with the conditions you put in.



Manage Agent Queue

[+ ADD QUEUE](#) [+ ASSIGNMENT RULES](#)

Sr. no.	Queue Label	Assignment Group	Category	Sub-Category	Condition Name	Condition	Weight	Rule Description	Status	Action
1	Payroll	HR	*	*	*		0		Active	 
2	Facilities	Facilities	*	*	*		0		Active	 
3	HR	HR	*	*	*		0		Active	 
4	IT	IT	*	*	*		0		Active	 

Add/remove users from queues

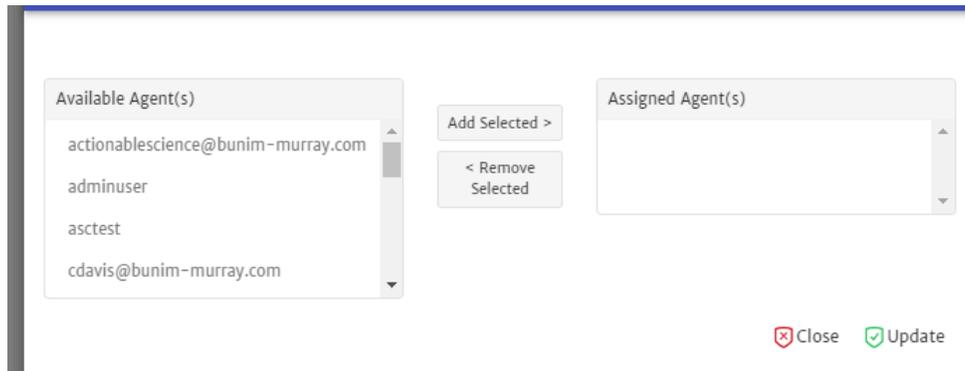
1. For the user to act on Chats, we need to elevate their role and add “Chat Agent” from User Management. Once done, move to the next step.
2. Navigate to **Live chat** -> **Live chat settings** -> **Associate Agent(s)** .
3. Select the queue you want to add/remove members to by clicking on Edit (Pencil) sign under actions.



Assign Agent(s) To Queue

Sr. No.	Queue Label	Users	Action
1	Facilities	actionablescience@bunim-murray.com	
2	IT	cdavis@bunim-murray.com, gcortina@bunim-murray.com	
3	Payroll	N/A	
4	HR	lcaraballo@bunim-murray.com	

4. Once you click on Edit, a new screen will open:



Add Users to a Queue

1. On the left-hand side, you will see all users who have a chat agent role and can be added in the queue.
2. Select the agent name on the left pane and click on **Add Selected**. The user will now move to the Assigned Agent(s).
3. Click on **Update** and you will be back on the *Associate Agent(s)* screen with the new user added for the queue and available under *Users*.

Assign Agent(s) To Queue

Sr. No.	Queue Label	Users	Action
1	Facilities	actionablesience@bunim-murray.com	
2	IT	cdavis@bunim-murray.com, gcortina@bunim-murray.com	
3	Payroll	actionablesience@bunim-murray.com	
4	HR	lcaraballo@bunim-murray.com	

Remove Users from a Queue

1. On the right-hand side, you will see all users who have a chat agent role and are part of the queue.
2. Select the agent name on the right pane and click on **Remove Selected**. The user will now move to the Available Agent(s).
3. Click on **Update** and you will be back on the *Associate Agent(s)* screen with the user removed from the queue and available under *Users*.

Monitor Chats

This enables Supervisors to:

- ✓ Monitor Chats Live
- ✓ Assign Chats to Agents

Role required

Chat Agent Supervisor

Monitor Live Chat

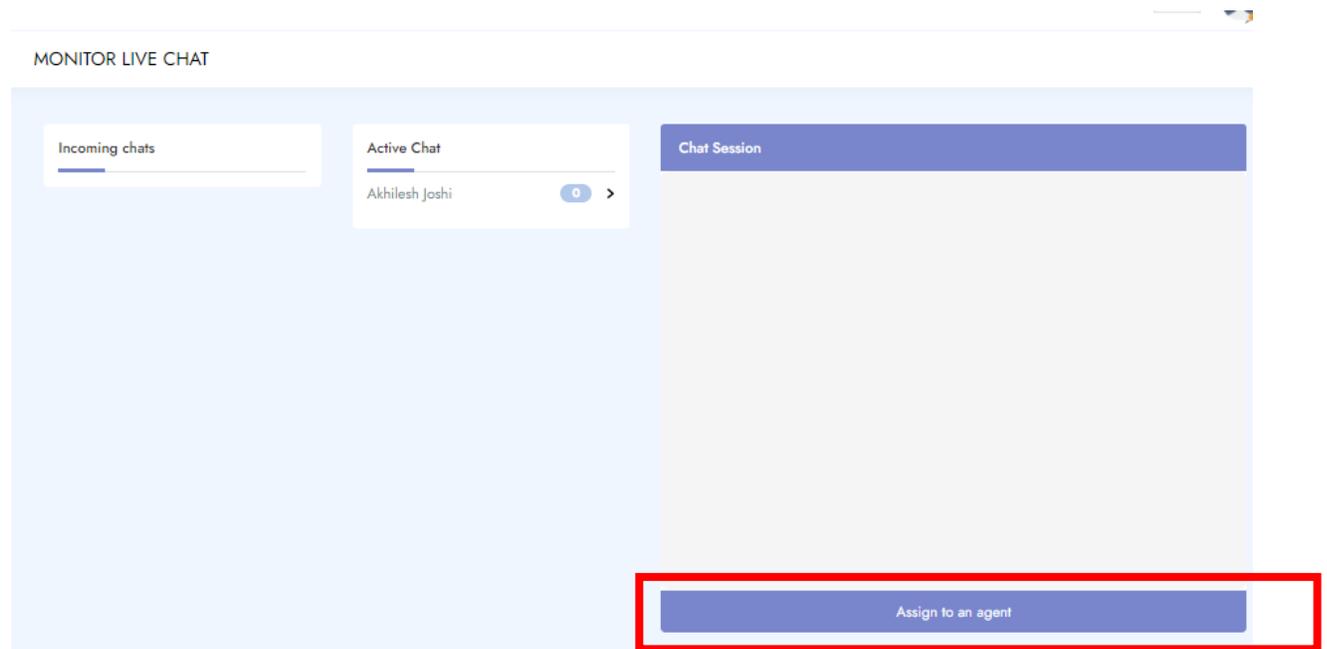
1. Select the chat by clicking on the name/email id of the end-user

Note: As a Supervisor you can Monitor Live Chats in Incoming Chat or Active Chat.

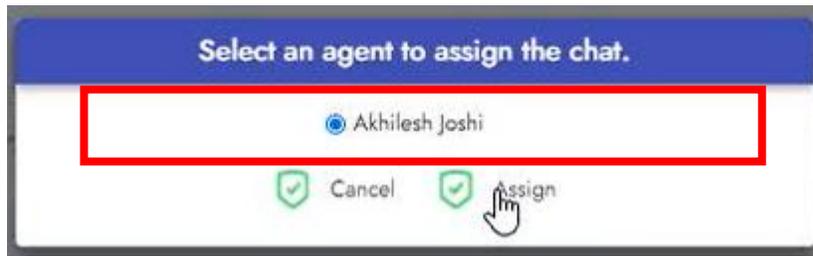
2. The session will load in the Chat Session section
3. Scroll up to Review the conversation the end-user had with the bot and/or with the agent
4. Scroll all the way down to monitor the session Live

Assign a Chat to an Agent

1. Select the chat by clicking on the name/email id of the end-user under *Incoming chats*
2. Click **Assign to an Agent**



3. In the pop-up box, select the name of the agent you would like to assign it to

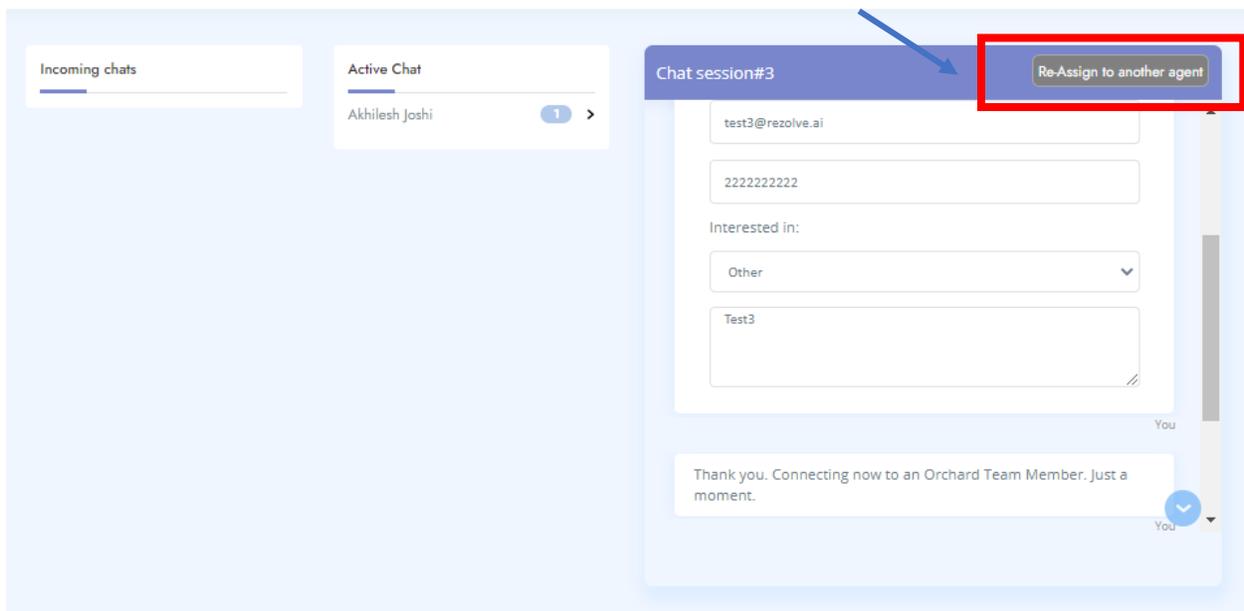


4. Click **Assign**



Re-assign a Chat to a Different Agent

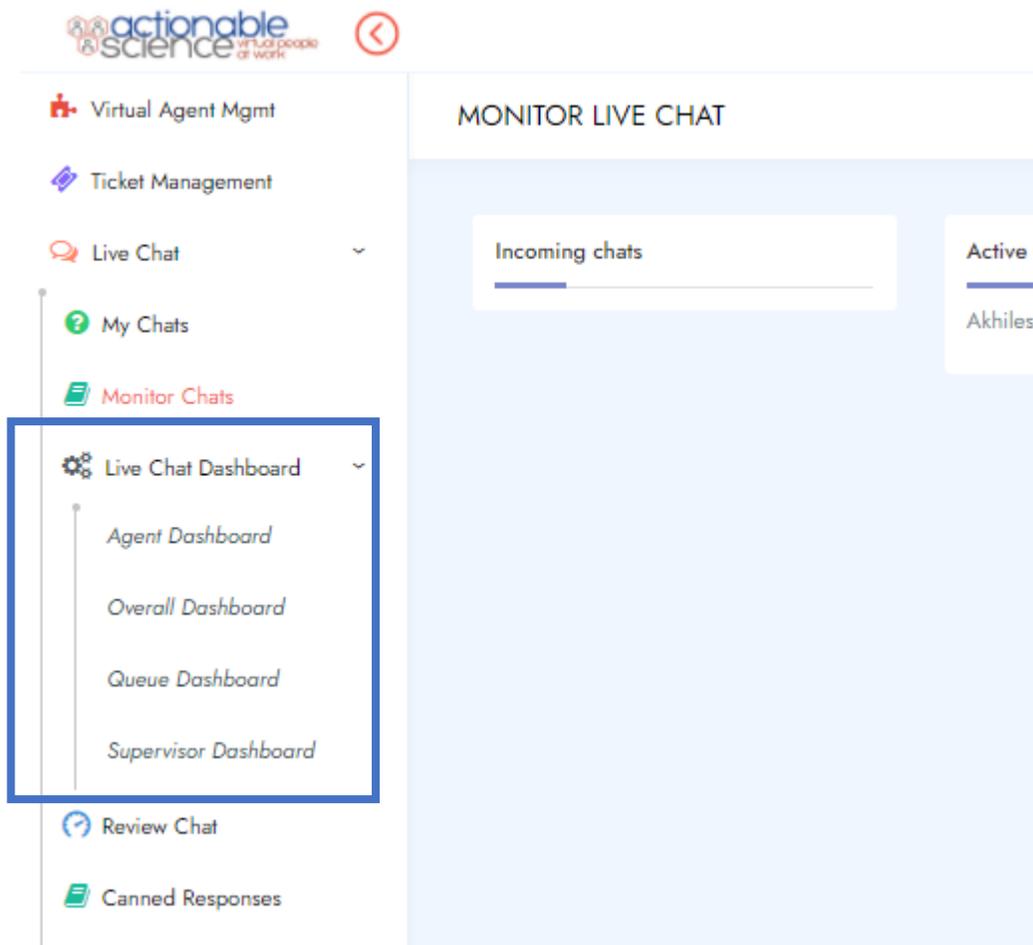
1. Select the chat by clicking on the name/email id of the end-user under *Active chats*
2. Click **Re-Assign to another agent**



3. In the pop-up box, select the name of the agent you would like to re-assign the chat to
4. Click **Re-Assign**

Live Chat Dashboard

The Live Chat Dashboard section consist of 4 different Dashboards. What Dashboard(s) is available to you depends on the role you have been assigned.



The screenshot shows the Actionable Science interface. The top left features the logo "actionable science" with the tagline "virtual people at work" and a red circular arrow icon. A left-hand navigation menu includes the following items: "Virtual Agent Mgmt", "Ticket Management", "Live Chat" (with a dropdown arrow), "My Chats", "Monitor Chats", "Live Chat Dashboard" (with a dropdown arrow and highlighted by a blue box), "Review Chat", and "Canned Responses". The "Live Chat Dashboard" dropdown menu is open, showing four options: "Agent Dashboard", "Overall Dashboard", "Queue Dashboard", and "Supervisor Dashboard". The main content area is titled "MONITOR LIVE CHAT" and contains a section for "Incoming chats" with a progress bar. To the right of this section, there are two status indicators: "Active" and "Akhiles", each with a blue underline.

We are currently undergoing some changes with the Dashboards.

Review Chats

The **Review Chat** section of *Live Chat* is used to view the conversation between the user and the agent.

Role required

Chat Agent Supervisor

Reviewing Chats

1. Click Live Chat-> Review Chat
2. Use the filters or scroll through to find the chat you want

REVIEW CHAT

Show Me All Agent(s) All From 12 Mar 21 To Select

User name	Attributes	Agent	Chat duration	Date	Rating	Action
adminuser	N/A	adminuser	00:01:34	May-12-2021 04:05:17 PM - 04	NA	 

3. Click on the eye icon to review the chat

REVIEW CHAT

Show Me All Agent(s) All From 12 Mar 21 To Select

User name	Attributes	Agent	Chat duration	Date	Rating	Action
adminuser	N/A	adminuser	00:01:34	May-12-2021 04:05:17 PM - 04	NA	 

4. Scroll through and review the chat
5. Click the X in the top right corner to close the chat when done

Show Me All

Chat Review



Hi

Admin User

Admin, I see you have some recent tickets.

Would you like to follow up on one of them or is this something new?

Review Existing Ticket

Report a New Issue

Submit New Request



Reports

The **Reports** section of *Live Chat* is used to view reports specific to Live Chat.

Role required

Chat Agent Supervisor

Running a Report

1. Click **Live Chat -> Reports**
2. Set the date range for the report you would like to run, *From* and *To* the desired dates

REPORTING/ANALYTICS

Report Name	Filter By	Date Range		Roll Up	Action
Chats Report	Overall Chat Report	From 01 Jan 21	To Select	Daily Weekly	Download
Queue Report	--Select Queue--	From 01 Jan 21	To Select		Download

3. Select how you would like the data organized, Daily or Weekly

REPORTING/ANALYTICS

Report Name	Filter By	Date Range		Roll Up	Action
Chats Report	Overall Chat Report	From 01 Jan 21	To Select	Daily Weekly	Download
Queue Report	--Select Queue--	From 01 Jan 21	To Select		Download

4. Click **Download**

REPORTING/ANALYTICS

Report Name	Filter By	Date Range		Roll Up	Action
Chats Report	Overall Chat Report	From 01 Jan 21	To Select	Daily Weekly	Download
Queue Report	<input type="text" value="-Select Queue-"/>	From 01 Jan 21	To Select		Download



5. The file will download to your PC. Locate it and click on it to open in Excel.

Note: Please make sure that Pop-ups are allowed for this URL

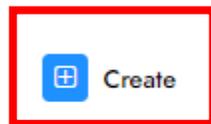
Canned Responses

Canned Responses are predetermined responses to common questions. Rather than typing the same answer again and again or pasting from another resource, a Live Agent can insert a canned response triggered by keystrokes.

Creating a Canned Response

1. Go to **Live Chat** -> **Canned Response** screen
2. Click + in front of Create

CANNED RESPONSES



 Hide Fields ▾  Filter ▾  Sort ▾

Text

Language

3. Enter the text you want as your response in the *Text* field

Text *	<input type="text" value="Please enter the text."/>	<input type="button" value="Create"/>
Key *	<input type="text" value="Please enter the key."/>	
Language *	<input type="text" value="Please specify the Language"/>	
Status	<input type="text" value="Please choose status"/>	

4. Enter what keyboard key you want to trigger that response in the *Key* field

Text * Create

Key *

Language * ▼

Status ▼

5. Select the language
6. Set the status as Published (if you want it available) or Draft (if you need to work on it further)

Text * Create

Key *

Language * ▼

Status ▼

7. When done, click **Create**

Modify a Canned Response

1. Go to **Live Chat** -> **Canned Response** screen
2. Click on the Canned Response you want to change from the list
3. Make your changes
4. When done, click **Update**

Remove a Canned Response

Canned Responses' can not be deleted. They can be moved to Draft status. To move a Canned Response to Draft Status:

1. Go to **Live Chat** -> **Canned Response** screen
2. Click on the Canned Response you want to change from the list
3. Change the status to Draft
4. When done, click **Update**

User Management

User Management is where users who can access the admin console are added/edited and assign appropriate roles.

Virtual Agent Roles

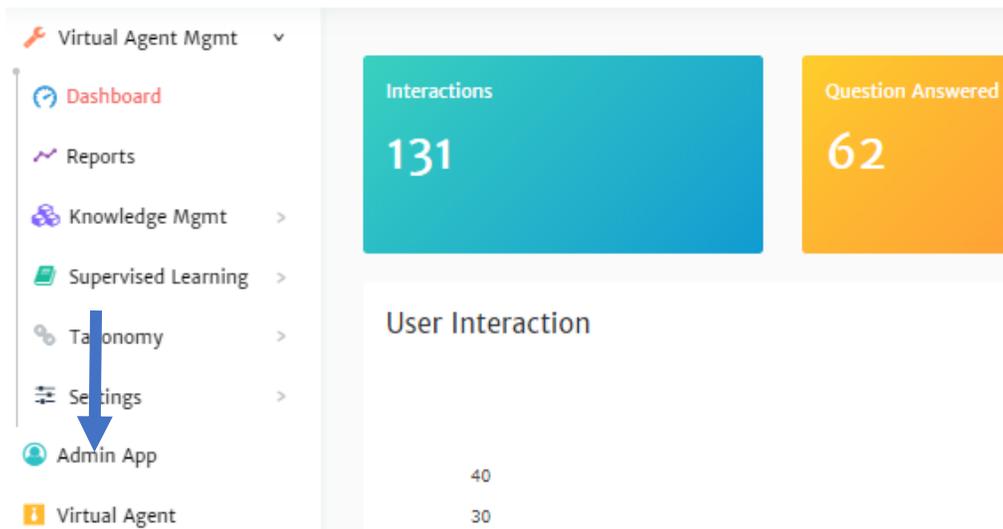
What you are able to see in the navigation pane depends on what roles you have been given in the Admin Portal.

Role	Module	Action / Purpose	Comments
Bot User	Virtual Agent	To access Virtual Agent (Chat Bot)	This is the default / primary role provided to all users who access virtual agent (chat bot) platform for the first time.
Bot Analyst	Virtual Agent Mgmt	Provide access to Virtual Agent (Chat Bot) Management	This role allows a user access to all sections of the Virtual Agent Mgmt section except Bot Settings (i.e. Access to Manage QA, Supervised Learning, Taxonomy)
Bot Admin	Virtual Agent Mgmt	Provide access for Virtual Agent and other maintenance feature	This role allows a user access to all sections of the Virtual Agent Mgmt section including Bot Settings.
User Admin	User Mgmt	Provide access to User Management	This role allows a user access to create users, define attributes & SSO configuration.
Chat Agent	Live chat	Provide access to My Chats	This role provides an agent access to live chat. The user will be able take live chats in My Chat section.
Chat Agent Admin	Live chat	Provide Access to Live Chat Settings	This role gives a user access to view the live chat settings page with the ability to configure queues and assign (add/remove) agents from queues.
Chat Agent Supervisor	Live Chat	Provides additional Privileges within Live Chat	This role allows you to monitor other agent chats, assign chats to agents and/or re-assign chats if needed. In addition, you can review past Live chats.
Ticket User	Ticket Mgmt	End user access to Self-created tickets	This is the default / primary role provided to all end user in the Ticketing Module. This user can create tickets. They can check ticket status in My Tickets menu.
Ticket Agent	Ticket Mgmt	Provide access to My Tickets	This role allows an agent to see tickets raised by users.
Ticket Agent Supervisor	Ticket Mgmt	Provides Supervisor privileges in the Ticketing system.	This role gives you access to ticketing Reports, ability to close tickets at any status and a different view of ticketing if assigned as a queue approver.
Ticket Admin	Ticket Mgmt	Provide Access to Ticketing Settings	This role gives a user the ability to configure queues and assign (add/remove) agents from queues.

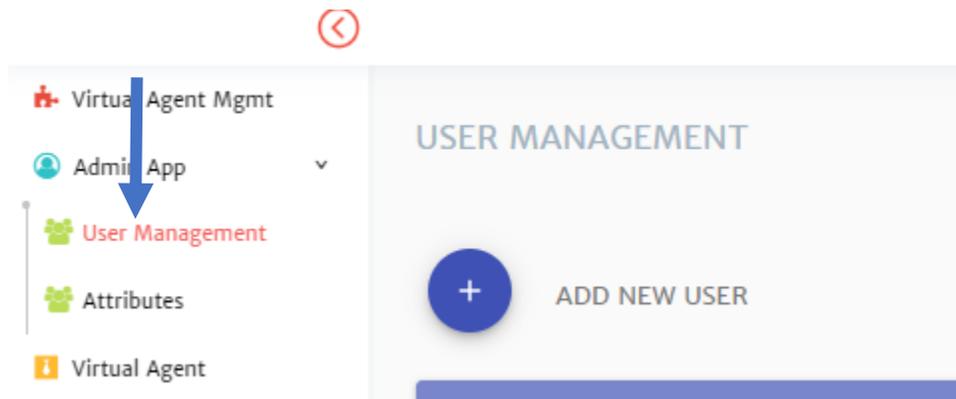
NOTE: Users are advised to logout and re-login to the system for new roles to take effect.

Edit a User Account

1. Click on **Admin App** in the navigation pane on the left of your console



2. Click on **User Management** in the navigation pane on the left of your console



3. Click on the username on the same line as the user you would like to edit

Users 🔍 ↻

[+ Add New User](#)

Hide Fields ▼ 📄 Import

User Name	First Name	Last Name	Email	Roles	Attributes	Status	actions
adminuser	Asc	Admin	sahil.sharma@actionable-science.com	ASC Admin Tenant Admin	Apply Content Restriction: Support User	Active	View

4. A new page will open and you can edit

- First Name
- Last Name
- Roles
- Attributes

Important Note: Please only change **Roles and Attributes** if you have enabled Active Directory. All other information is provided by the account info associated with your AD.

NOTE: When adding and removing a Role, click outside of the Roles box for it to minimize.

5. When changes are complete, click Update to Save

USER MANAGEMENT Back to List

Update User

User Name: adminuser

Email: david@davidwilsondemo.onmicrosoft.com

First Name: David

Last Name: Wilson

Roles: Bot Admin x Bot Analyst x Bot User x Chat Agent x Chat Agent Admin x Chat Agent Supervisor x Support Supervisor x Support User x Tenant Admin x Ticket Admin x Ticket Agent x Ticket Agent Supervisor x Ticket User x User Admin x + Manage Roles

Status: Active

User Attributes: -Select Attributes-

Update

Activate and Deactivate an Account

Accounts can be deactivated and re-activated with a simple click.

1. Click on **Admin App** in the navigation pane on the left of your console

Virtual Agent Mgmt

- Dashboard
- Reports
- Knowledge Mgmt
- Supervised Learning
- Taxonomy
- Settings
- Admin App**
- Virtual Agent

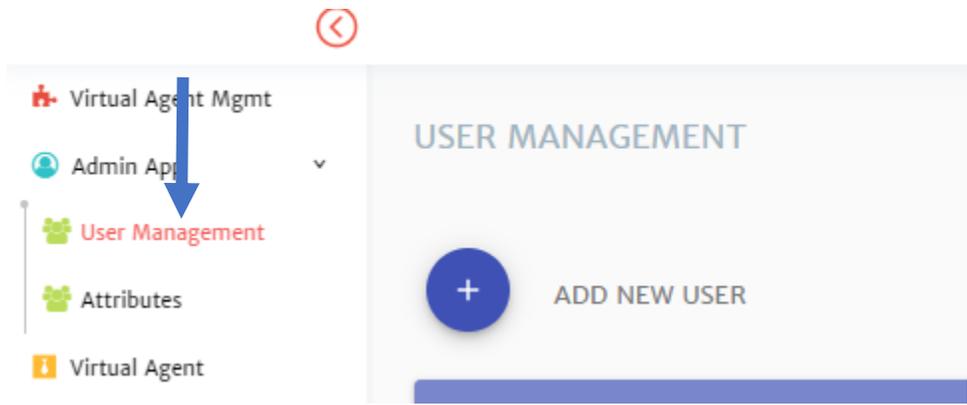
Interactions: 131

Question Answered: 62

User Interaction

	40
	30

2. Click on **User Management** in the navigation pane on the left of your console



3. Click on the username on the same line as the user you would like to edit

Users 🔍 ↻

[+ Add New User](#)

Hide Fields 📄 Import

User Name	First Name	Last Name	Email	Roles	Attributes	Status	actions
adminuser	Asc	Admin	sahil.sharma@actionable-science.com	ASC Admin Tenant Admin	Apply Content Restriction: Support User	Active	View

4. Go to the Status field

USER MANAGEMENT Back to List

Update User

User Name: adminuser [Update](#)

Email:

First Name:

Last Name:

Roles: Bot Admin x Bot Analyst x Bot User x Chat Agent x Chat Agent Admin x Chat Agent Supervisor x Support Supervisor x Support User x Tenant Admin x Ticket Admin x Ticket Agent x Ticket Agent Supervisor x Ticket User x User Admin x [+ Manage Roles](#)

Status: Active

User Attributes:

5. Click on the current Status selection box

USER MANAGEMENT [Back to List](#)

Update User

User Name adminuser [Update](#)

Email * david@davidwilsondemo.onmicrosoft.com

First Name * David

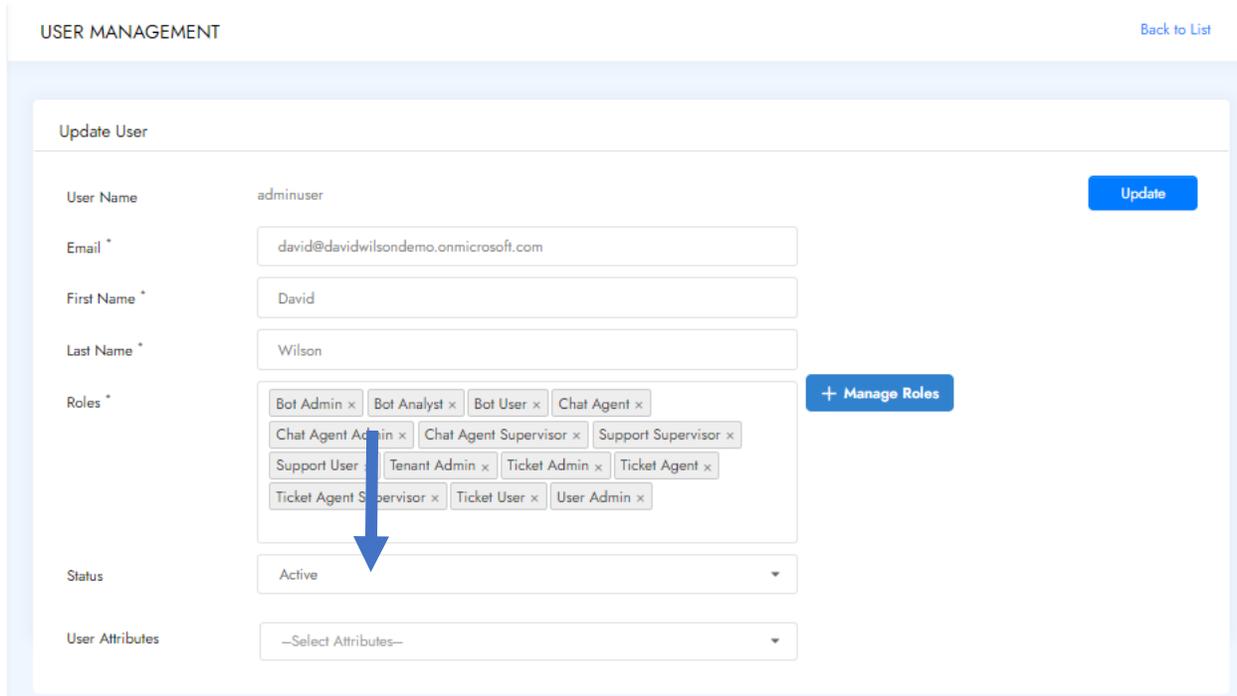
Last Name * Wilson

Roles * [+ Manage Roles](#)

Bot Admin x Bot Analyst x Bot User x Chat Agent x
Chat Agent Admin x Chat Agent Supervisor x Support Supervisor x
Support User x Tenant Admin x Ticket Admin x Ticket Agent x
Ticket Agent Supervisor x Ticket User x User Admin x

Status Active

User Attributes --Select Attributes--



6. Choose the status you would like it to be

7. Click **Update** to save your changes

USER MANAGEMENT [Back to List](#)

Update User

User Name adminuser [Update](#)

Email * david@davidwilsondemo.onmicrosoft.com

First Name * David

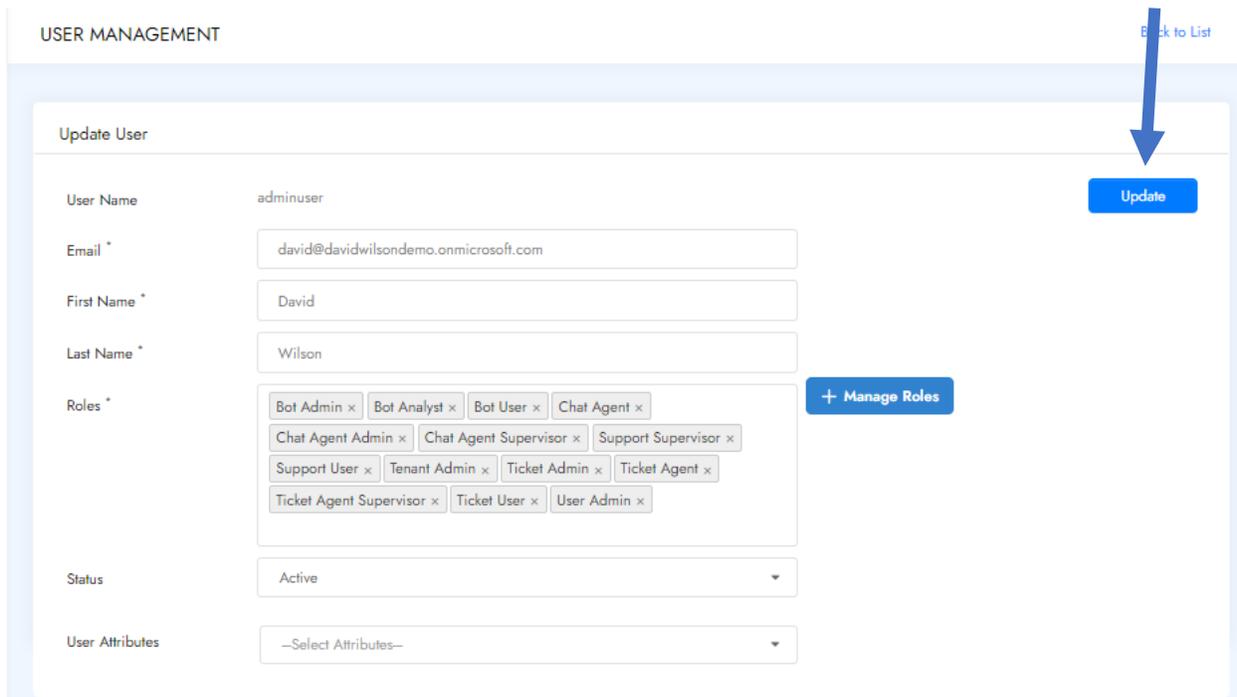
Last Name * Wilson

Roles * [+ Manage Roles](#)

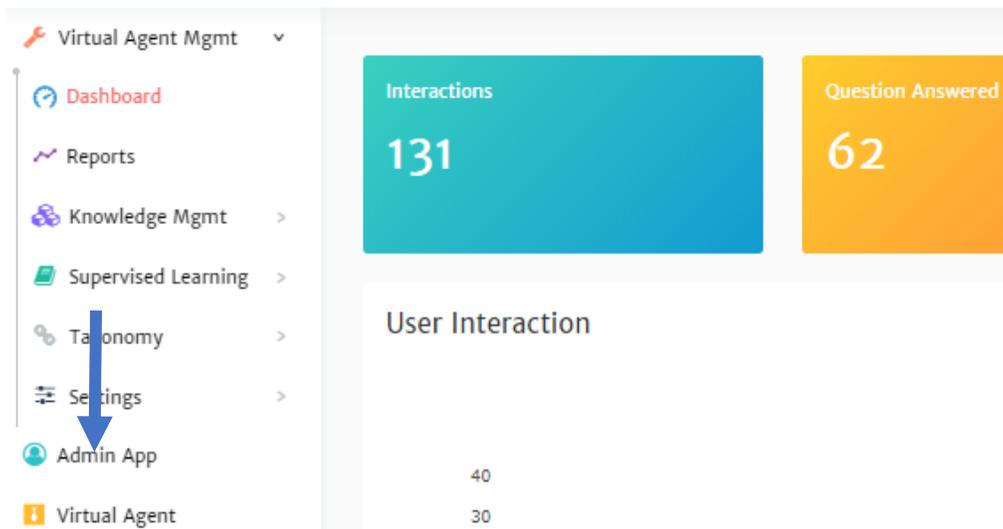
Bot Admin x Bot Analyst x Bot User x Chat Agent x
Chat Agent Admin x Chat Agent Supervisor x Support Supervisor x
Support User x Tenant Admin x Ticket Admin x Ticket Agent x
Ticket Agent Supervisor x Ticket User x User Admin x

Status Active

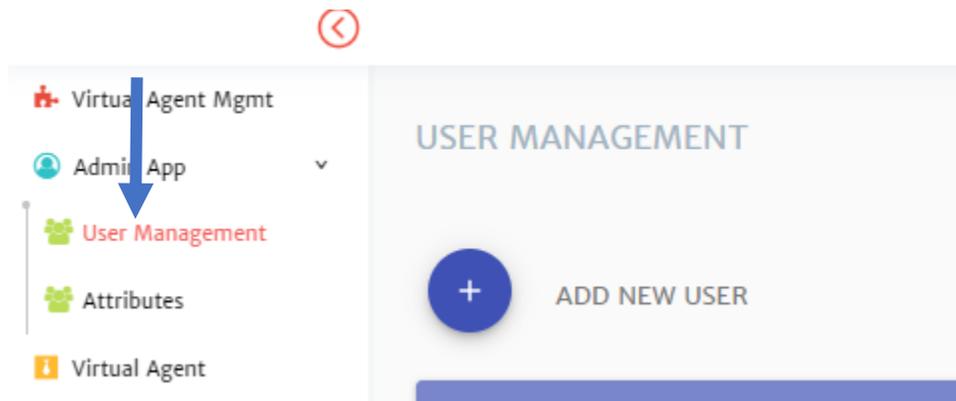
User Attributes --Select Attributes--



6. Click on **Admin App** in the navigation pane on the left of your console



7. Click on **User Management** in the navigation pane on the left of your console



8. Click on the username on the same line as the user you would like to edit

Users

Add New User

Hide Fields

User Name	First Name	Last Name	Email	Roles	Attributes	Status	actions
adminuser	Asc	Admin	sahil.sharma@actionable-science.com	ASC Admin Tenant Admin	Apply Content Restriction: Support User	Active	View

9. A new page will open and you can edit

- First Name
- Last Name
- Email
- Roles

- Attributes

Important Note: Please only change **Roles and Attributes** if you have enabled Active Directory. All other information is provided by the account info associated with your AD.

NOTE: When adding and removing a Role, click outside of the Roles box for it to minimize.

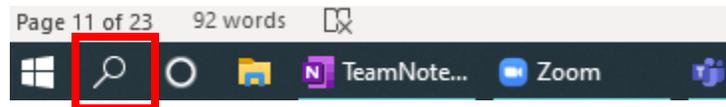
10. When changes are complete, click **Update**

Live Chat Agent Notification Settings

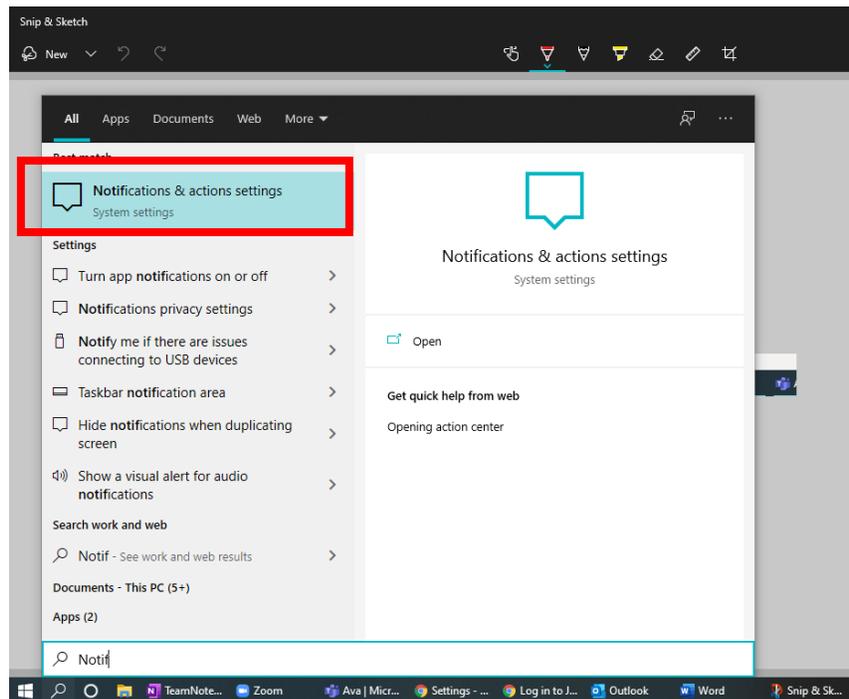
To receive notifications of Incoming Chats, agents must enable settings in the Browser and/or Computer.

Windows 10

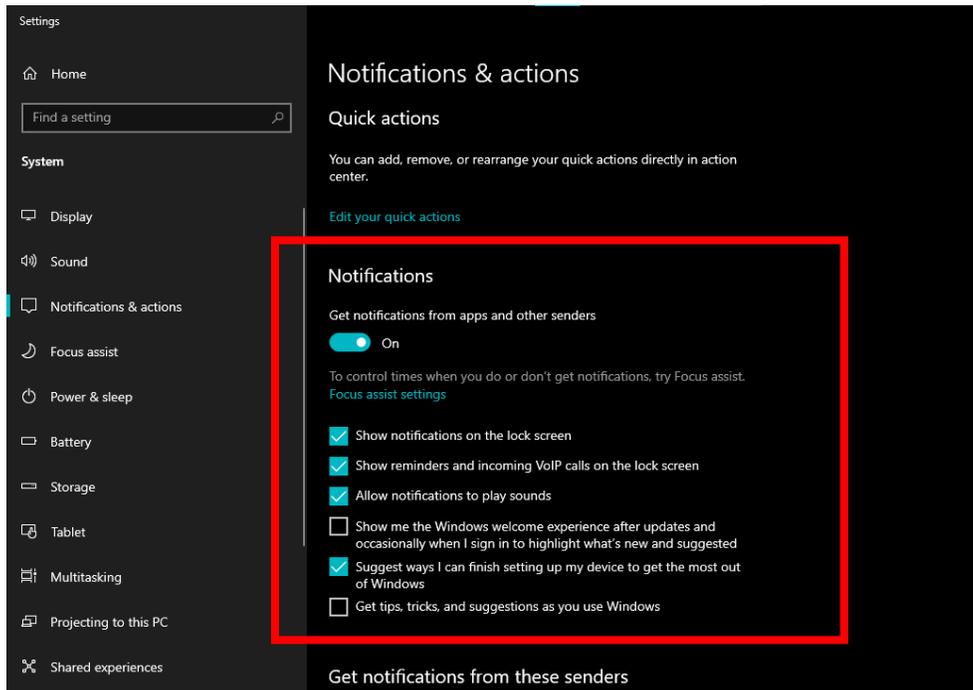
1. Click the Search Icon of a magnifying glass in your Windows Taskbar



2. Start typing *Notifications*
3. Select Notifications & actions settings

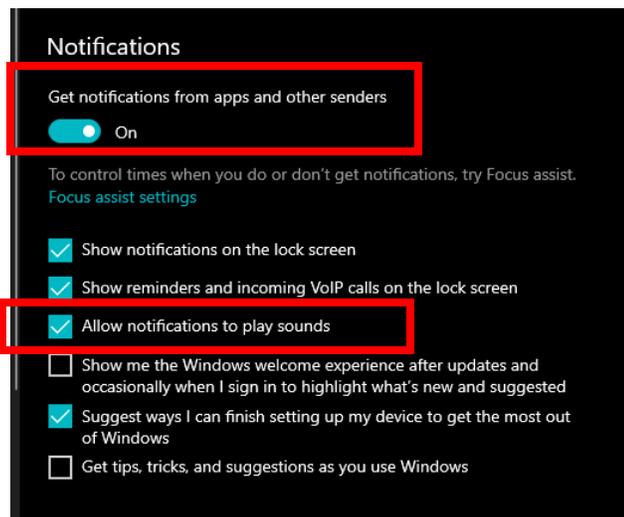


4. When the Notifications & settings screen pops up go to Notifications section

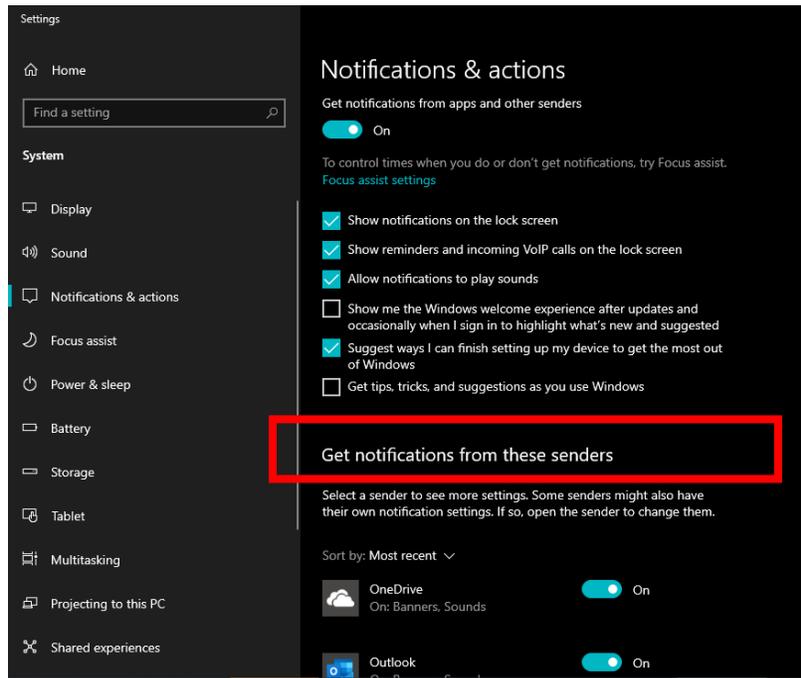


5. Make sure of the following:

- Notifications are turned on
- Allow Notifications to play sound is checked if you want audio

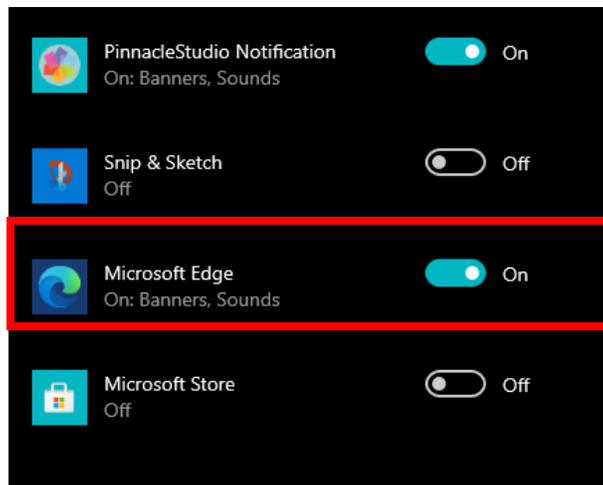


6. Scroll Down further to Get Notification from these Senders



7. In the List of applications make sure the browser is set to On (

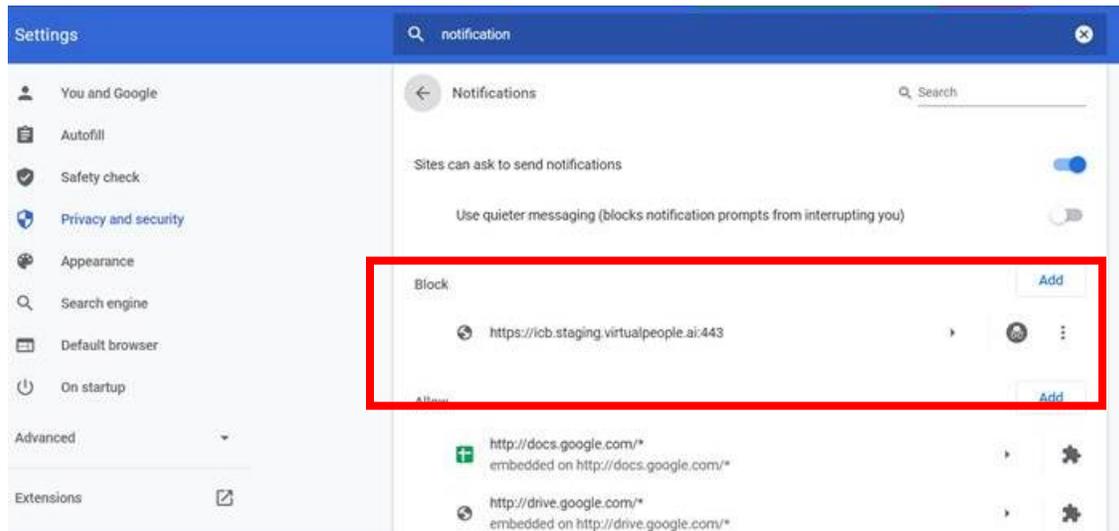
Please Note: Chrome and IE may not show in the list)



Chrome

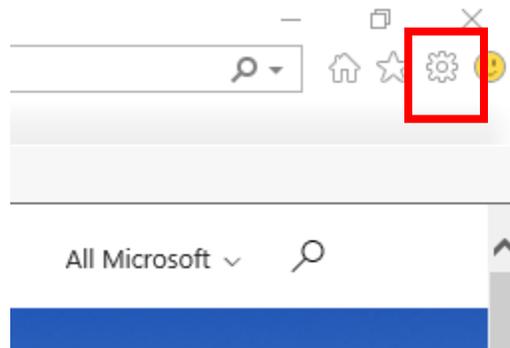
1. Go to the *Live Chat > My Chat* page in Admin Portal
2. In the Chrome menu bar, click the three ... > *Settings*
3. Search *Notifications*
4. Select *Site Settings*
5. Click on *Notifications*
6. Look for the Virtual People URL (i.e. <https://icb.staging.virtualpeople.ai/>) in the *Block* list
7. Click on the three ... next to it

8. Select *Allow*
9. Close Settings tab

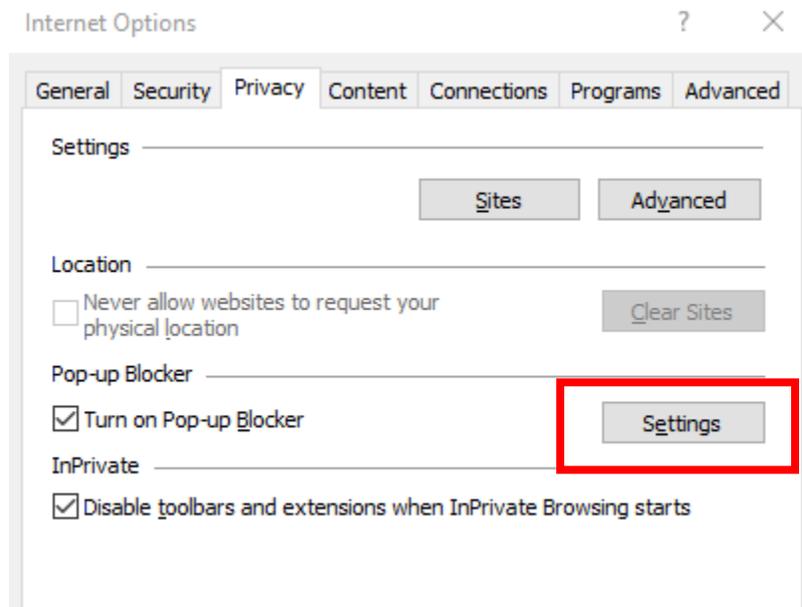


Internet Explorer 11

1. Go to the *Live Chat > My Chat* page in Admin Portal
2. In the IE menu bar, click the Settings icon (Looks like a gear)



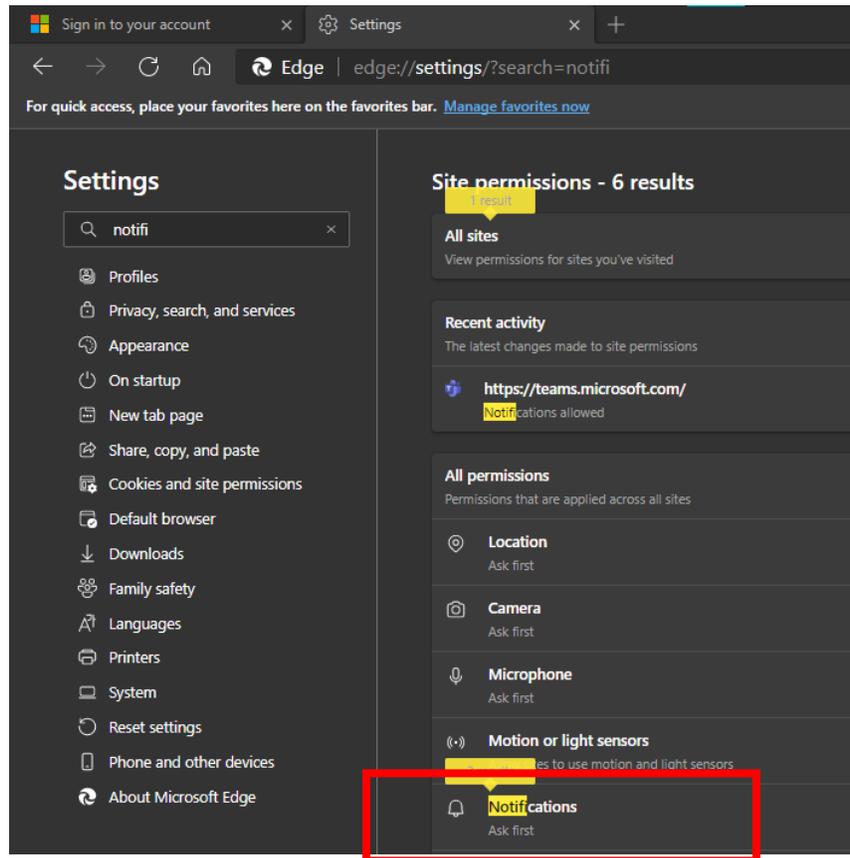
3. Click Internet Options
4. Select *Privacy* tab
5. Look for *Pop-up Blocker* and select *Settings* button under it



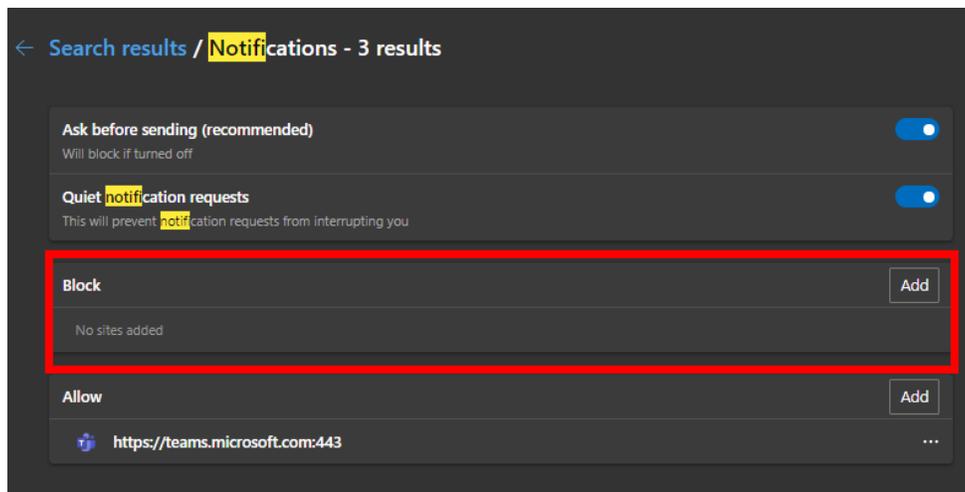
6. In the *Address of website to allow* bar, type your Virtual People URL (i.e. <https://abc.staging.virtualpeople.ai/>)
7. Click on *Add*
8. Click *Close*
9. Click *OK*

Microsoft Edge

1. Go to the *Live Chat > My Chat* page in Admin Portal
2. In the Edge menu bar, click the three ... > *Settings*
3. Start typing *Notifications* in the search bar
4. Select *Notifications*



5. Look for the Virtual People URL (i.e. <https://icb.staging.virtualpeople.ai/>) in the *Block* list

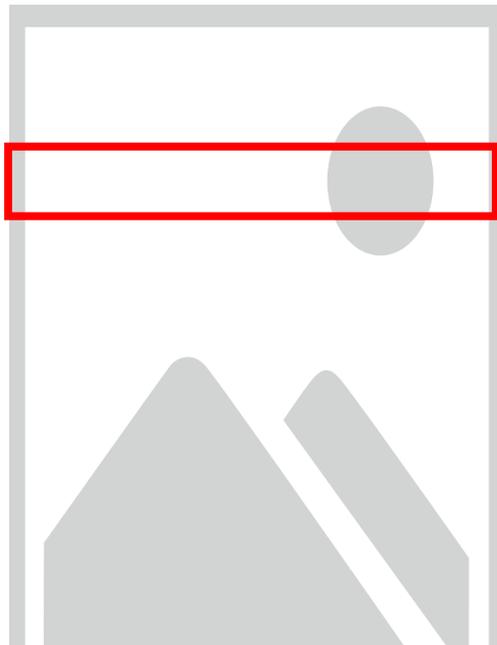


6. Click on the three ... next to it
7. Select *Allow*
8. Close Settings tab

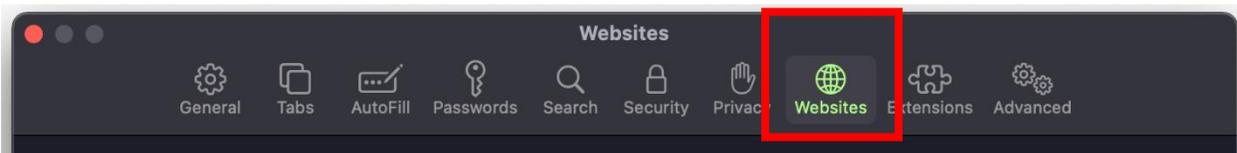
Safari

1. Open Safari

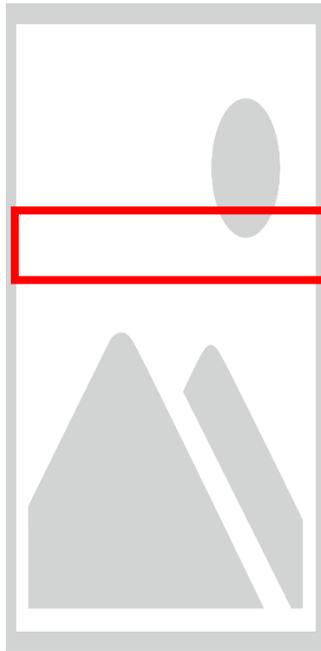
2. Select Safari and Click *Preferences*



3. Click on Websites



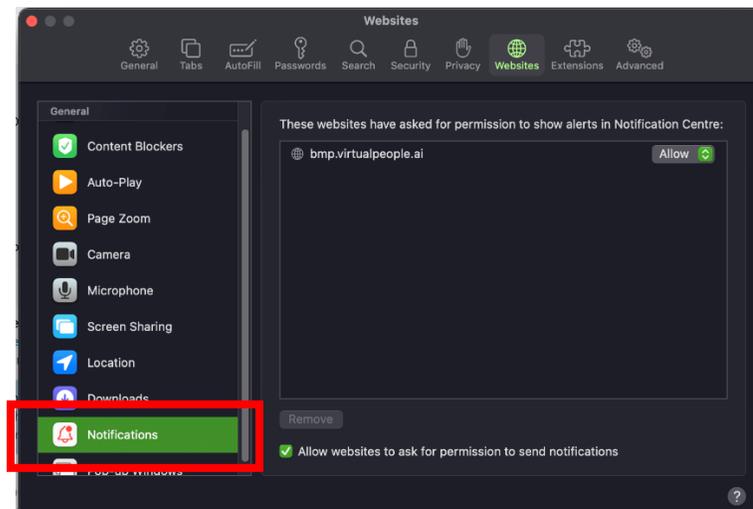
4. >Click on *Auto-Play* in the options on the left



5. On the right, scroll to Virtual People URL (i.e. <https://bmp.virtualpeople.ai/>)
6. Make sure it is set to Allow All Auto-Play



7. Navigate to *Notifications* in the options list on the left



8. On the right, scroll to Virtual People URL (i.e. <https://bmp.virtualpeople.ai/>) and select allow.

