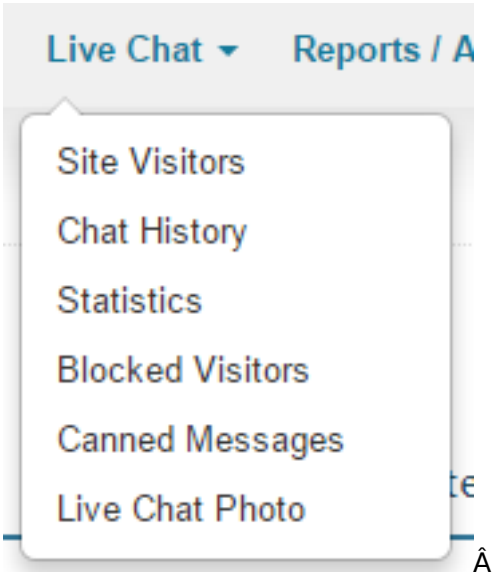
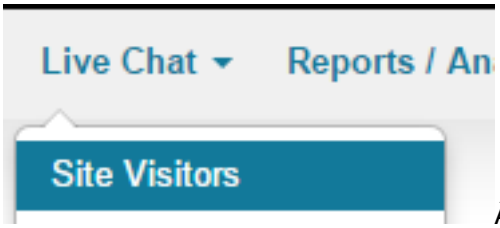
Live Chat

What do the LIVE CHAT menu items mean and do?

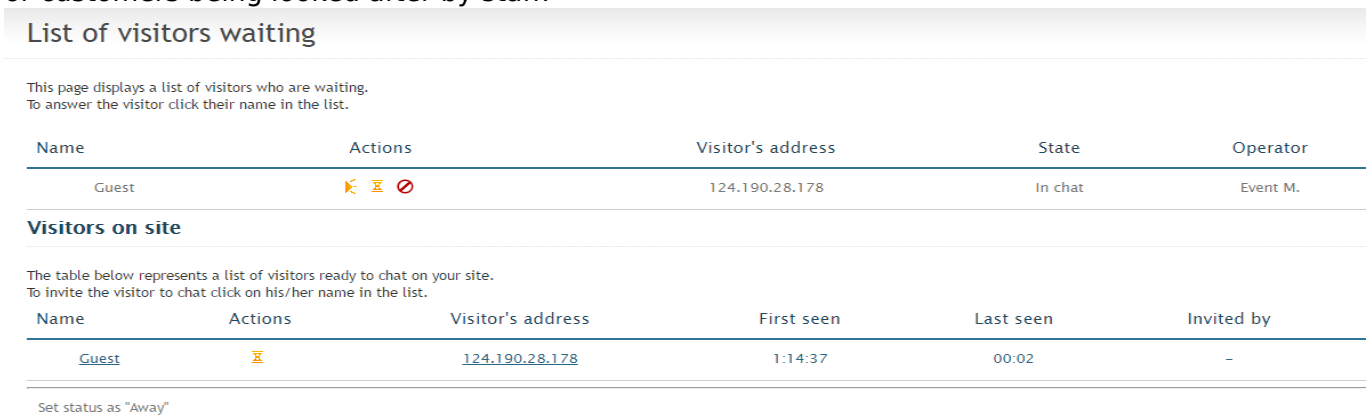
In the ERM menu item of LIVE CHATÂ 

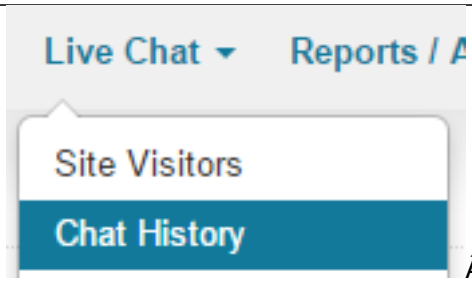
Â the following menus are listed and do the following function.

Â

The 

Â **LIVE CHAT Site Visitors (Customers Waiting)** will open up the List of Visitors Page where staff will be able to see customers waiting for to be spoken to or customers being looked after by staff.



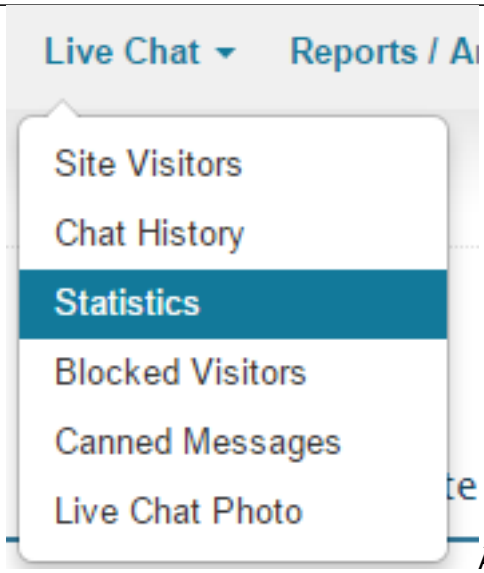
The 

Â **LIVE CHAT Chat History** menu opens up Chat History page.Â
To use the Chat History page, type a staff members name, customer name or message text and the search button to find the chat you wish to look at.Â When the results are displayed, click on the

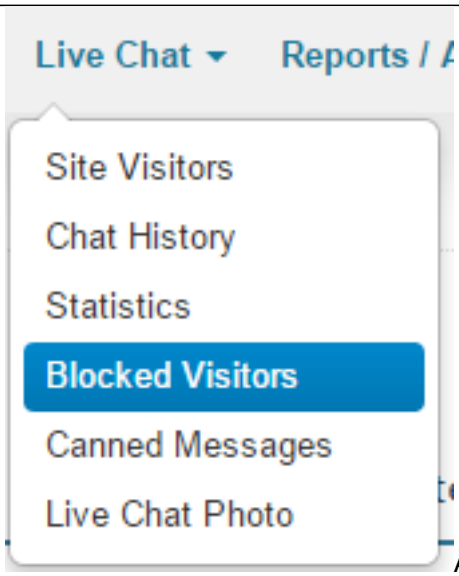
© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:03
URL: https://staff.iconic.productions/KB/content/0cat=44/229/en/what-do-the-live-chat-menu-items-mean-and-do.html

Live Chat

Name of the Customer to open up the chat history.Â **Please note:** No Chat History can be deleted.

Â The 

Â **LIVE CHAT Statistic** menu opens up the statistics of the chat history.

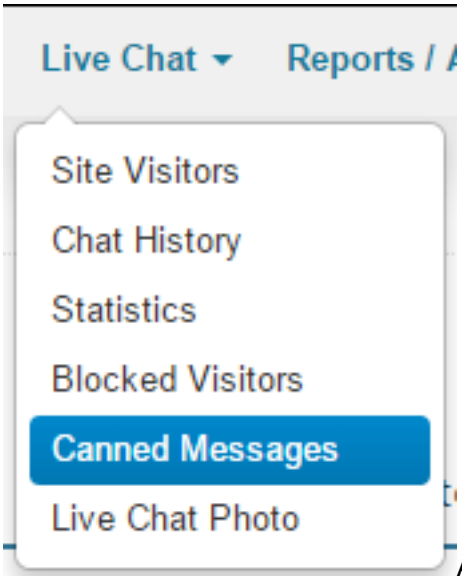
The 

Â **LIVE CHAT Blocked Visitors** menu opens up a list of customers/visitors that have been blocked.
Please note: Only Team supervisors or the company administrators can ban a customer/visitor. If you wish to ban a customer/visitor contact your Team Supervisor on SLACK and inform them of the nature of the reason to ban the customer/visitor.Â If approved by your Team Supervisor, the customer/visitor will be banned.

Â The

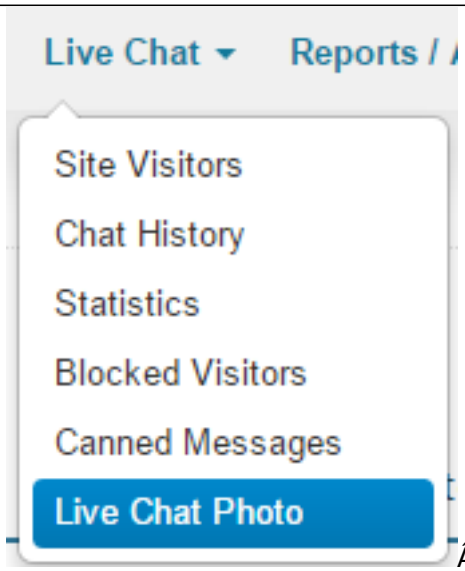
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Live Chat



Â **LIVE CHAT Canned Messages** menu opens up page that allows staff to enter approved Pre-Select Messages to be used in the drop down menu in the LIVE CHAT chat window.
Please note: If you have a message you use regularly and would like this in the Pre-set drop box, contact your team supervisor and inform them.Â If approved by your team supervisor, it will be added to the Pre-Set drop box.

Â The



Â **LIVE CHAT LIve Chat Photo** (Staff Photo Live Chat) is an area where your staff photo will be placed. The photo here will be displayed to the customer whenÂ you are you chatting to them.

Attached files:

Unique solution ID: #1228
Author: n/a
Last update: 21-Jul-2016 09:02

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