Live Chat

Live Chat tracking shows track history with same date and time for every customer and then it shows the current one.

This is not a problem and is the system tracking regular customers based on the cookies left on the customer computer, as discussed below.

jeet-aceonics says
11:35 AM @michael.stone: if there was campaign on the same sate for same customer then it is normal.

support-team_graham says
1:20 PM @jeet-aceonics I do check on Track path of Live Chat Customer.Â No email campaign sent on this time.Â Email campaign sent on 2016/07/25 14:16 and one early than this 2016/07/20 07:17, but not on time of July 26, 2016 09:09 PM for page ofÂ http://thecolonialshow.com.au/ (edited)

1:21 @jeet-aceonics I also do checking and find all Live Chat customer have same time and visited page.Â No customer different.Â All same time and 1 maybe 2 maybe 3 minute different for time.

jeet-aceonics says
1:22 PM @support-team_graham: it is still normal Graham, 25th campaign was sent means people would keep checking emails up to two three days, also if campaign is scheduled for multiple days obviously system is keeping records of their visits.

support-team_graham says
1:22 PM @jeet-aceonics I see.Â no problem with tracking.Â i leave ticket empty.

1:33 PM @jeet-aceonics I question about Track History.Â Customer show come from http://www.bing.com/search?q=iconic performances&form=MSSEDF&pc=EUPP_MSSEÂ but it still show track same date same time same colonial show URL below.Â This correct?

jeet-aceonics says
1:34 PM @support-team_graham previous entry has nothing to do with from where customer visited this page now.

support-team_graham says
1:35 PM @jeet-aceonics that mean system keep track all customer on Live Chat

jeet-aceonics says
1:35 PM @support-team_graham Yes, until they do not clear history of their browser and has third party cookies enabled.

Attached files:

Unique solution ID: #1238
Author: n/a
Last update: 25-Aug-2016 06:54

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