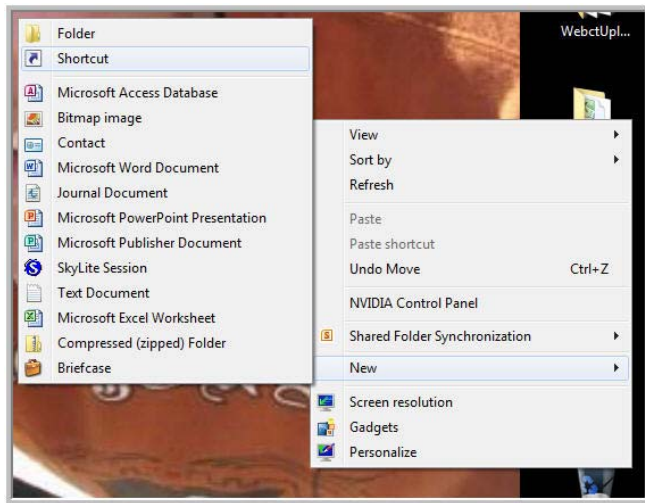




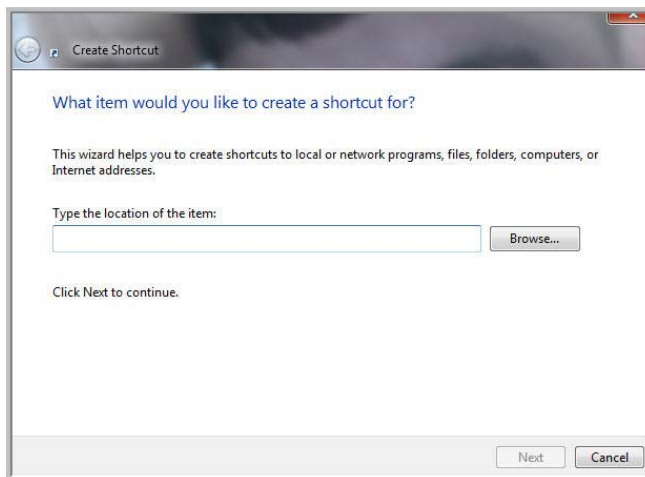
USING PHPLIVE

“PHPLive enables live help and live customer support directly from our website. With PHP Live! Support, we can provide one-on-one chat assistance in real-time, answer visitor questions and add that extra human touch to our website”.

- To create a shortcut to the PHPLive login page, right click on an empty area on your desktop. Using your left mouse button, click New, and then click Shortcut.



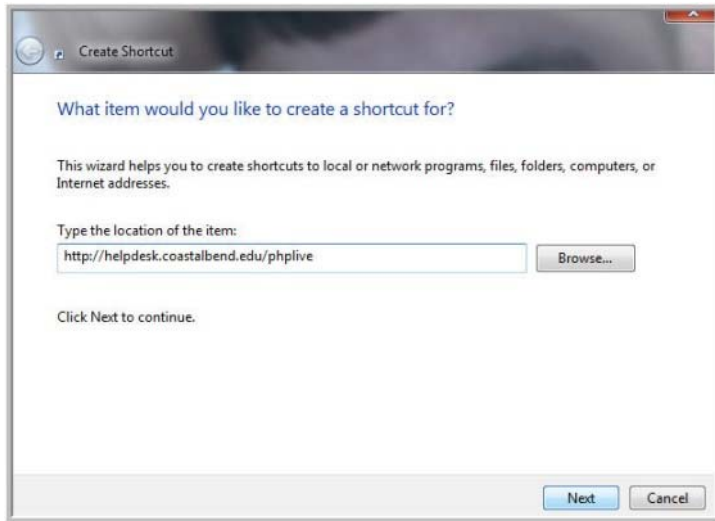
- The following screen appears.



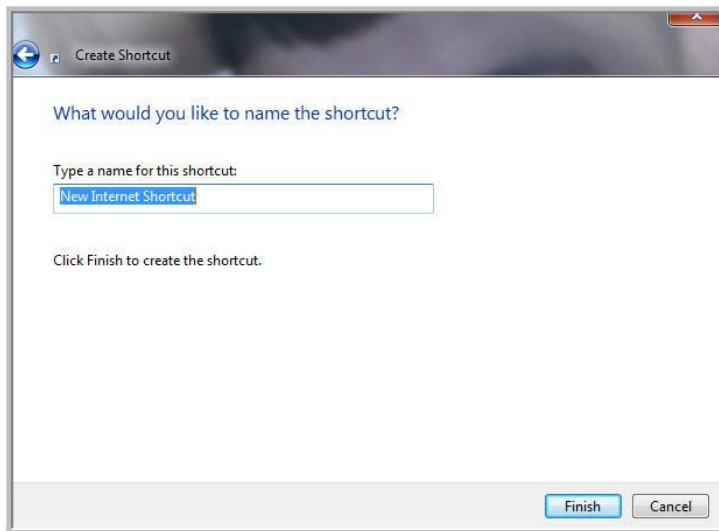
- Enter the following into the white text box: <http://helpdesk.coastalbend.edu/>



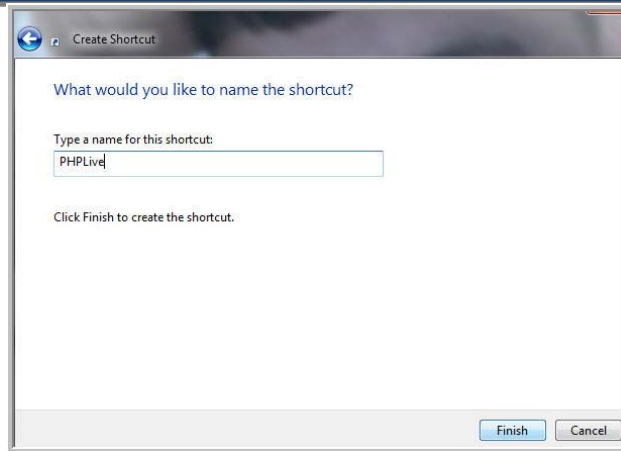
- Your screen should now look similar to the next image.



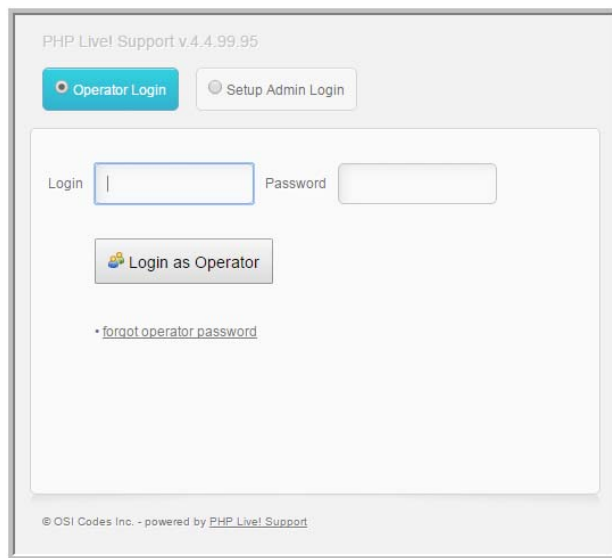
- Click Next
- The following screen appears



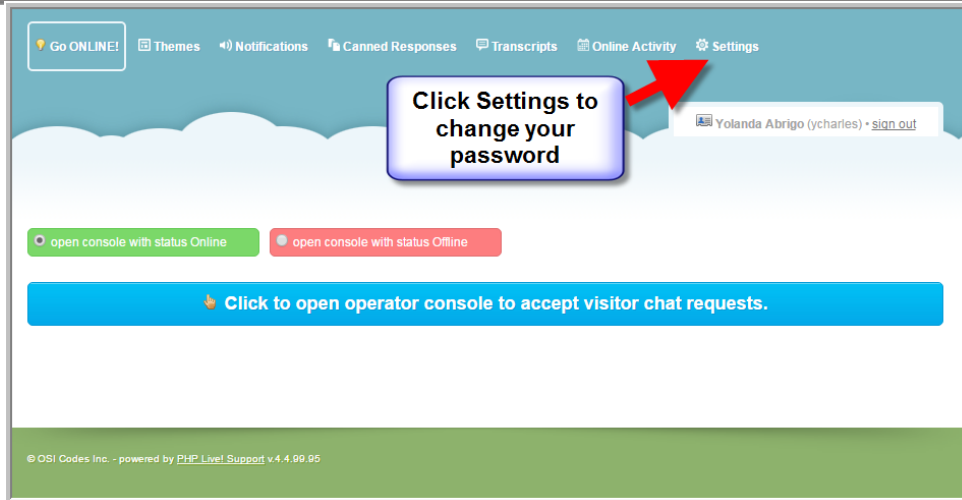
- Enter a name for your new shortcut; for example, you can enter PHPLive



- Click Finish to create your shortcut – which will now appear on your desktop
- To launch PHPLive, double-click your PHPLive icon. The following screen will appear.

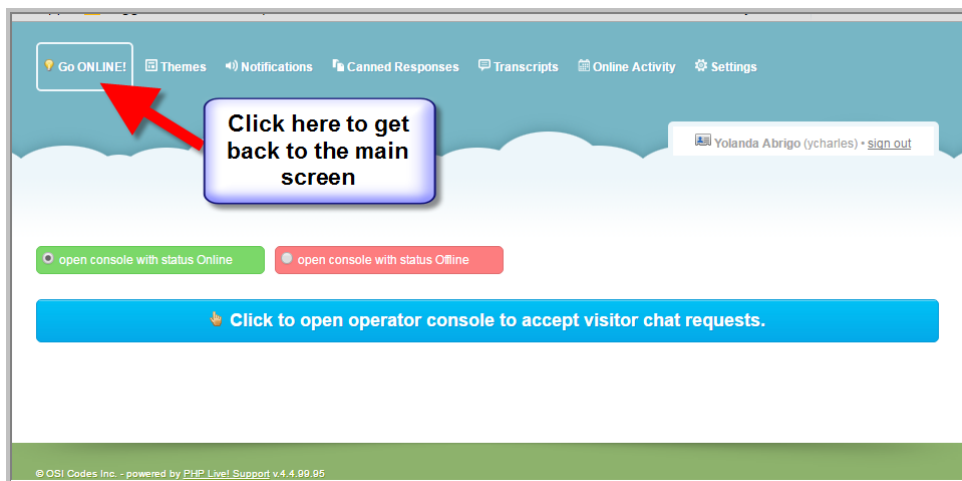


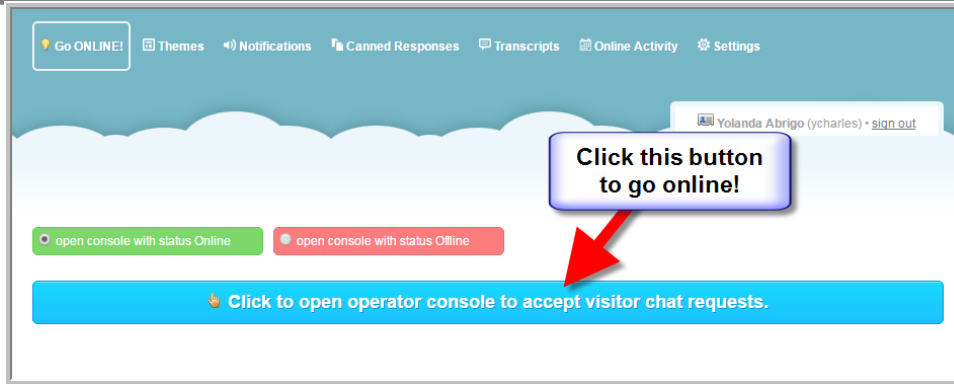
- If you have an account already setup to use PHPLive, enter your username and password into the required fields. If not, contact Cynthia Abrigo (extension 2508 or via email to cabrigo@coastalbend.edu)
- Click on Login as Operator to login. Be sure to have your speakers connected and turned on so that you will know when someone is requesting a chat as a sound will play.
- Once you have logged in, the following screen will appear.



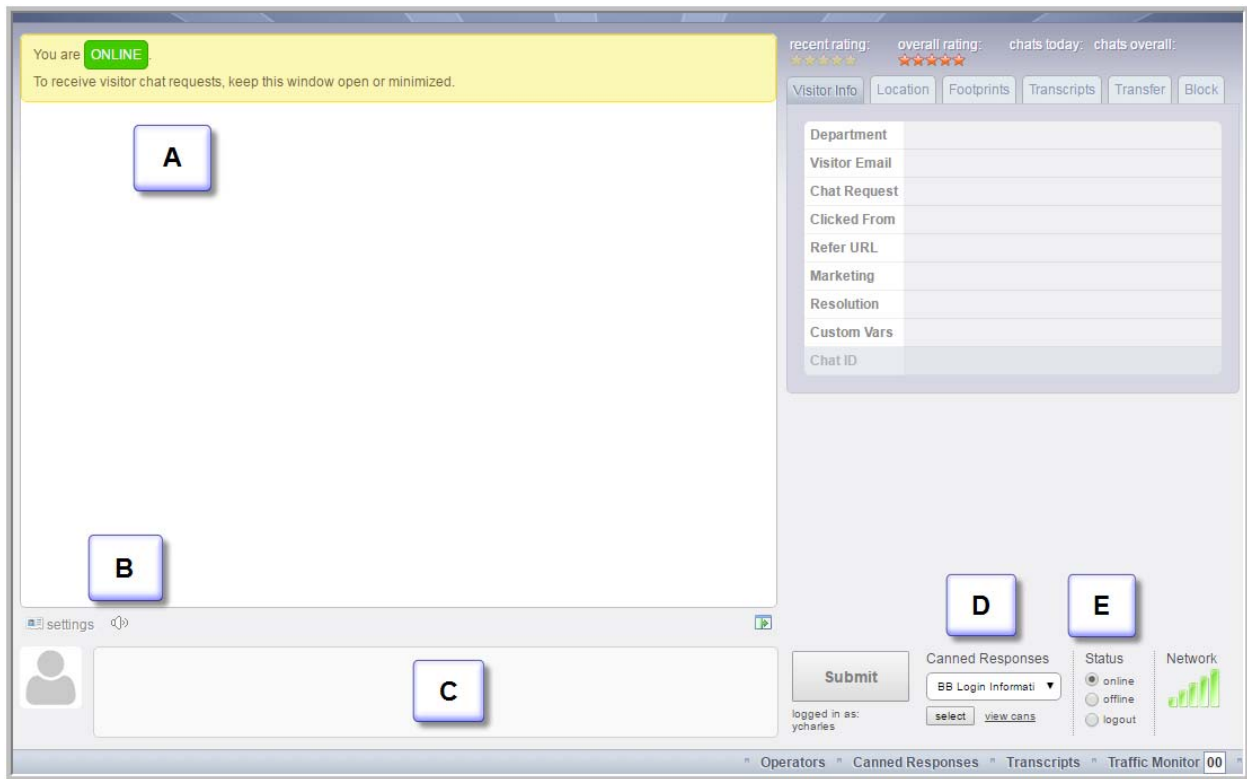
- To change your password for PHPLive, click on Settings, then click on the Password tab
- Complete the required fields and click Update Password

Click GoONLINE! to get back to the main screen





The following screen appears:



Let's review the screen:

- Section A will display the conversation between the operator and the customer
- Section B will allow you to access your settings and adjust your volume
- Section C is the area that you will type into to chat with the customer; you can press enter on your keyboard or click the SUBMIT button to deliver your message



- Section D is your Canned Responses that can be created ahead of time to make chatting more effective and timely.
- Section E shows your Status: Click Offline when you temporarily step away from your desk or Logout to logout

Let's talk about Canned Responses. Canned responses are common questions and/or answers that will reduce the amount of time you spend repeatedly typing. To create Canned Responses, you can click on the Canned Responses link that appears in the bottom menu.

A screenshot of a chat application interface. At the top left, it says 'You are ONLINE' in a green box. Below that is a yellow box with the text 'To receive visitor chat requests, keep this window open or minimized.' The main chat area is empty. On the right side, there's a sidebar with tabs for 'Visitor Info', 'Location', 'Footprints', 'Transcripts', 'Transfer', and 'Block'. Below these tabs is a form with fields for 'Department', 'Visitor Email', 'Chat Request', 'Clicked From', 'Refer URL', 'Marketing', 'Resolution', 'Custom Vars', and 'Chat ID'. At the bottom of the interface, there's a navigation bar with a 'Submit' button, a 'Canned Responses' link, a 'Status' section with radio buttons for 'online', 'offline', and 'logout', and a 'Network' section with a small bar chart. A blue callout box with the text 'Click here to access the Canned Responses area' has a red arrow pointing to the 'Canned Responses' link in the bottom menu.



You are **ONLINE**
To receive visitor chat requests, keep this window open or minimized.

close | Create/Edit Canned

recent rating: ★★★★★ overall rating: ★★★★★ chats today: chats overall: ★★★★★

Visitor Info Location Footprints Transcripts Transfer Block

* canned responses created here will be available to your account only [Add New](#)

Title	Department	Auto Select	Message
select BB Login Information	All Departments	<input type="checkbox"/>	To login to Blackboard, you will enter the following information: For your username, enter your last name plus the last four digits of your SSN. For your password, enter your CBC Student ID number without the dashes. Click I Login
select Campus Connect Login	All Departments	<input type="checkbox"/>	To login to Campus Connect, enter the following information: For the STUDENT ID field, enter either your SSN or your CBC Student ID number (without the dashes). For the PIN field, enter your birthdate using all eight (8) digits - MMDDYYYY Click the yellow arrow icon to login.
select CBC ID	All Departments	<input type="checkbox"/>	Can you please provide me with your CBC Student ID number?
select Further Assistance	All Departments	<input type="checkbox"/>	Is there anything else I can assist you with today?
select Hello	All Departments	<input type="checkbox"/>	Hello %visitor%/%s, please give me a moment to read over your question.
select Rating	All Departments	<input type="checkbox"/>	At the end of this chat session, please take a moment to rate your experience today. Thank you and have a great day.

Operators Canned Responses Transcripts Traffic Monitor 00

To add a new response, click Add New:

- One canned response can be a welcome greeting so you can type **Greeting** into the Reference text box
- Type a message into the Canned Message box such as **Hello. Please give me a minute to read over your question.**
- Click Submit
 - You can enter as many Canned Responses as you need. This will make chatting so much easier and faster.

To view saved transcripts, click the Transcripts list from the bottom menu

You are **ONLINE**
To receive visitor chat requests, keep this window open or minimized.

close | Transcripts

recent rating: ★★★★★ overall rating: ★★★★★ chats today: chats overall: ★★★★★

Visitor Info Location Footprints Transcripts Transfer Block

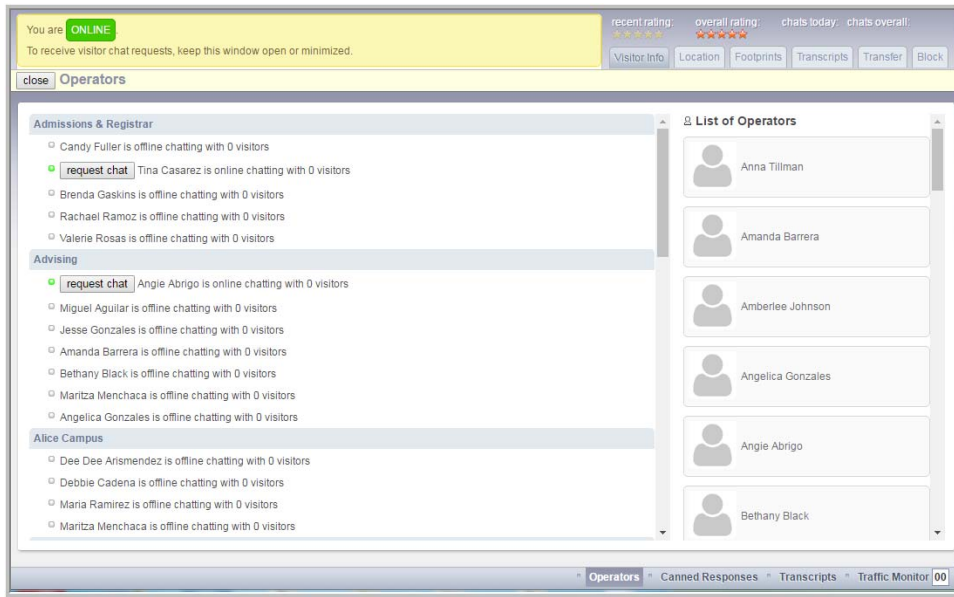
1 Search:

Operator	Visitor	Rating	Created	Duration	Question
Yolanda Abrigo	ashley	★★★★★	Apr 18 (10:53 am)	6 min	More info on kids college. Is it too late to register for this? There are no links or anything for more info how would you sign up?
Cynthia Abrigo	Alexandra Hernandez	★★★★★	Apr 14 (11:08 am)	8 min	Is it possible to borrow a laptop from the SSC?
Cynthia Abrigo	Kate	★★★★★	Apr 12 (11:09 am)	2 min	I would like to take classes to help me prepare for the GED test but I can not find it again, can you help me please? Thanks.
Cynthia Abrigo	Christ	★★★★★	Apr 11 (12:06 pm)	10 min	My bill created online indicates I am registered for a class in Summer I as well as Fall. I only intend on being registered for the Fall class. When I have attempted to "drop" the Summer I class it tells me I am not registered for any classes. Can you please help me resolve this?
Cynthia Abrigo	Calisa Moron	★★★★★	Apr 11 (10:14 am)	11 min	Is there a way to access my W2 for 2015 online?
Cynthia Abrigo	Nicholas Bingham	★★★★★	Apr 5 (5:47 pm)	7 min	I can't get a hold of help regarding my service number 2389 an
Cynthia Abrigo	Alyssa Mendez	★★★★★	Apr 5 (10:24 am)	2 min	I need some inform
Cynthia Abrigo	ruby	★★★★★	Mar 31 (10:51 am)	12 min	When is the early
Cynthia Abrigo	Jose Torres	★★★★★	Mar 23 (5:29 pm)	19 min	Pick up transcript?
Cynthia Abrigo	Stacey	★★★★★	Mar 22 (4:15 pm)	6 min	Hello, where on this website can I find the official transcript request?
Cynthia Abrigo	javier saenz	★★★★★	Mar 10 (4:01 pm)	8 min	looking for an advisor in accounting department in alic that I can talk to in alic??
Cynthia Abrigo	javier saenz	★★★★★	Mar 10 (3:35 pm)	8 min	may mester
Cynthia Abrigo	celina	★★★★★	Mar 10 (2:13 pm)	9 min	I am requesting my transcript? what is the process for this request?

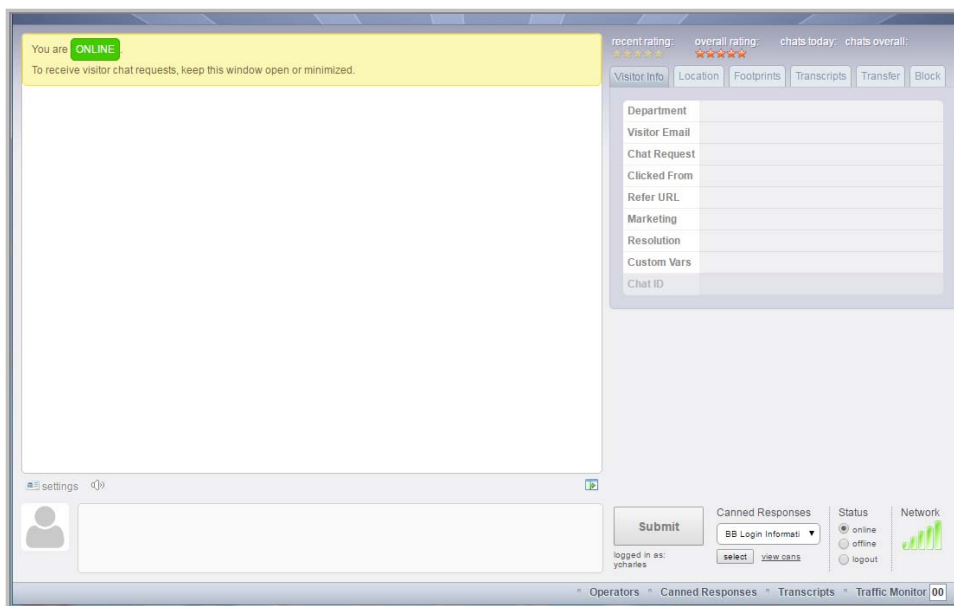
Operators Canned Responses Transcripts Traffic Monitor 00



Operators – clicking this tab will show which operators are online. From this tab, you can also generate a chat session with other operators as well by clicking Request Chat when available.



- **Close** – clicking this button simply closes the tab you are in and take you back to the main screen.





- **One thing to remember is the ONLINE / OFFLINE option.** Be sure to click Offline when you are not at your desk. If you forget to click Offline, it's ok. If a student happens to request a chat and you are not available to pick up the call, the student will be given an option to send their request as an email.
- **This window can be minimized and all other PHP windows can be closed.** This will keep PHPLive running in the background and when someone requests a chat session, you will be notified with a “ring” of a telephone.
- **When you are leaving for the day, be sure to click Logout to logout of the program.**

A screenshot of the PHPLive chat interface. The main window shows a yellow banner at the top stating 'You are ONLINE' and 'To receive visitor chat requests, keep this window open or minimized.' Below this is a large empty white area. On the right side, there is a sidebar with tabs for 'Visitor Info', 'Location', 'Footprints', 'Transcripts', 'Transfer', and 'Block'. Under 'Visitor Info', there are several input fields for 'Department', 'Visitor Email', 'Chat Request', 'Clicked From', 'Refer URL', 'Marketing', 'Resolution', 'Custom Vars', and 'Chat ID'. At the bottom right, there is a 'Submit' button, a 'Canned Responses' dropdown menu, and a 'Status' section with radio buttons for 'online', 'offline', and 'logout'. A red arrow points from a blue callout box containing the text 'Click Logout to logout.' to the 'logout' radio button. The bottom of the interface shows a navigation bar with links for 'Operators', 'Canned Responses', 'Transcripts', and 'Traffic Monitor' with a counter '00'.