

Smartsupp Live Chat

User Guide

INTRODUCTION

Free live chat with visitor recording

Smartsupp is a combination of live chat and visitor recording, making it the only tool you'll need to get to understand your visitors. With Smartsupp you can chat with visitors in real-time and also watch their behavior on your website.

Features

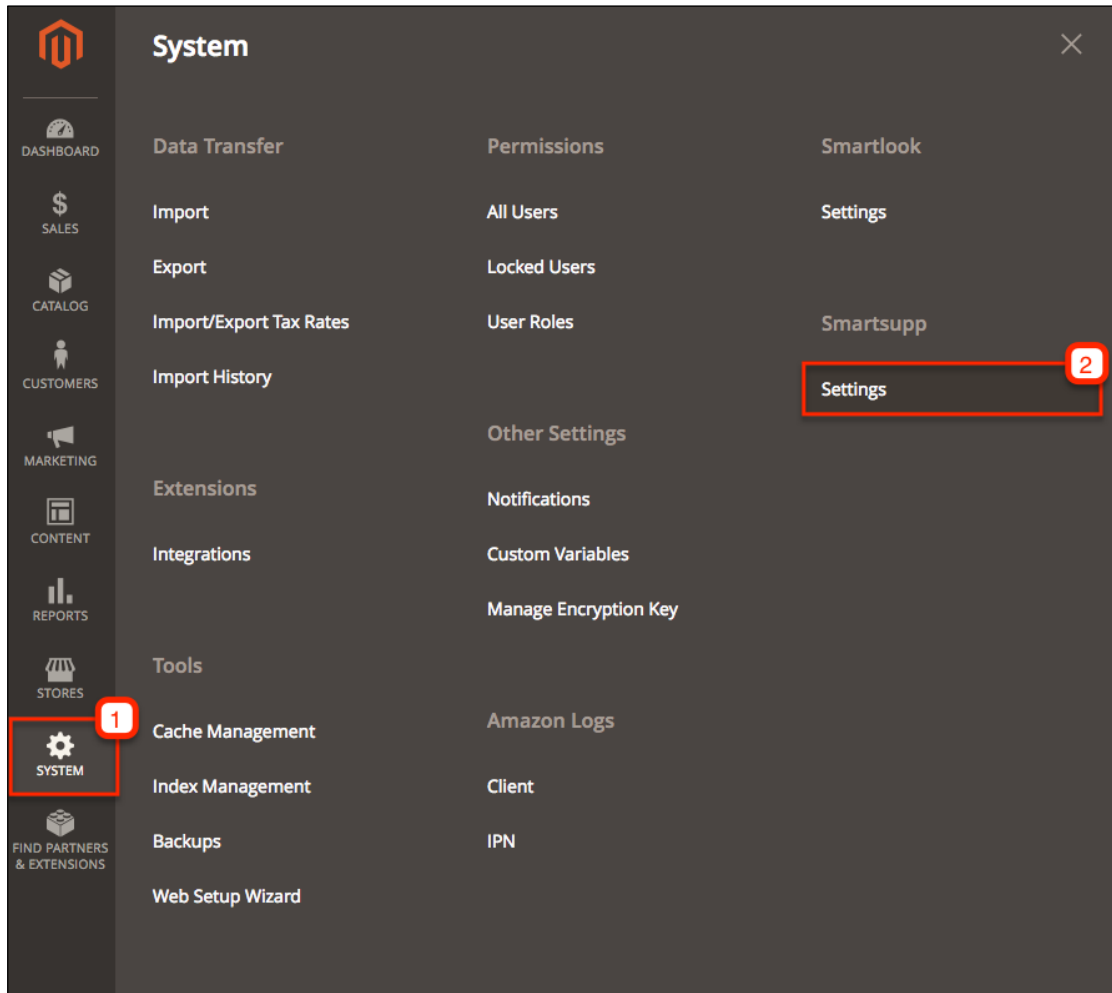
- A fully customizable chat box
- Visitor recordings
- Canned replies
- Automatic messages and offline hours
- Unlimited chat history
- Multi-language support
- Native mobile apps, both for Android and iOS



INSTALLATION

1.) Download extension

After installing latest version of **Smartsupp Live Chat extension** for Magento 2 you will find it under *System > Smartsupp > Settings* in Magento's store admin.



2.) Login to Smartsupp account

You can **Create free account** or **Connect existing account**.

The screenshot shows the Smartsupp dashboard interface. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area features the Smartsupp logo at the top left and a search bar, notification bell, and user profile (admin) at the top right. A red box labeled '2' highlights the 'Connect existing account' button. Below this, a central message reads 'Free live chat with visitor recording' and 'Your customers are on your website right now. Chat with them and see what they do.' A red box labeled '1' highlights the 'Create a free account' button. At the bottom, there is a 'Visitors' section with a table of active visitors.

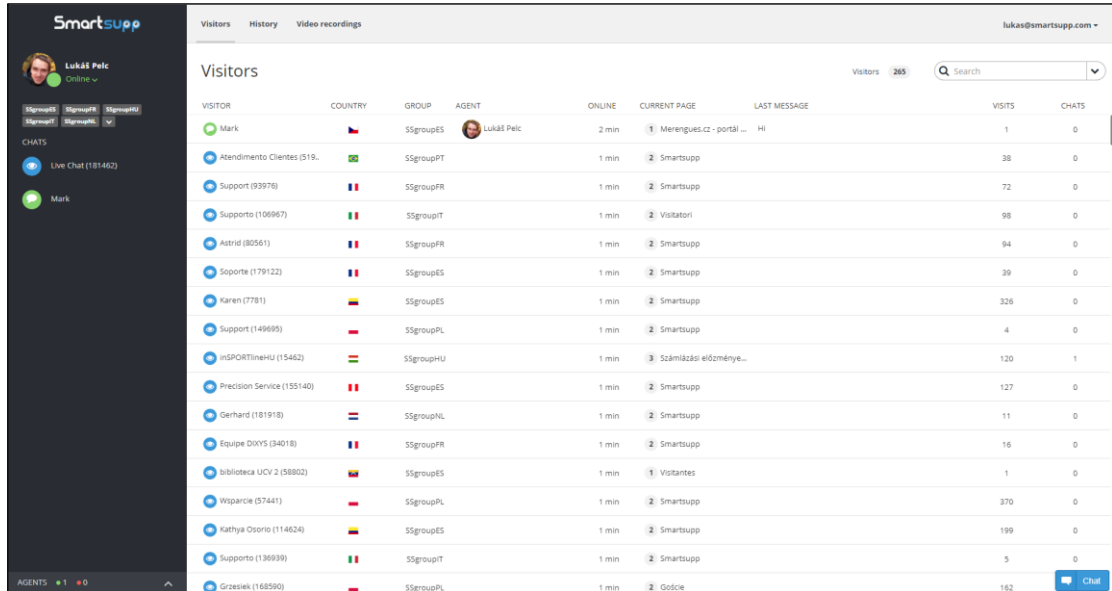
VISITOR	COUNTRY	GROUP	AGENT	ONLINE	CURRENT PAGE	LAST MESSAGE	VISITS	CHATS
Mark		SSgroupES	Lukáš Pelec	2 min	5 Merengues.cz - portál ...	Hi	1	0
Atendimento Cliente (519...		SSgroupPT		1 min	2 Smartsupp		38	0
Support (93976)		SSgroupFR		1 min	2 Smartsupp		72	0
Supporto (106967)		SSgroupIT		1 min	2 Visitatori		88	0

If all is ok you will see this page.

The screenshot shows the Smartsupp dashboard with the chat activation settings page. The sidebar is identical to the previous screenshot. The main content area displays the Smartsupp logo and the email address 'support@smartsupp.com'. A 'Deactivate Chat' button is visible in the top right. A green message states 'Smartsupp's chat box is now visible on your website.' Below this, a blue button labeled 'Go to Smartsupp' is shown, with a note '(This will open a new browser tab)'. Under the heading 'Advanced settings', there is a text box containing the instruction: 'Don't put the chat code here — this box is for (optional) advanced customizations via [Smartsupp API](#)'. A 'Save changes' button is located at the bottom of the page.

CHAT WITH VISITORS

Chat box is now visible on your website or online store. [Sign in to Smartsupp](#) to start chatting with visitors. Set up visibility and chat box design in [Settings](#).



The screenshot shows the Smartsupp dashboard interface. On the left, there's a sidebar with the user's profile (Lukáš Pelec, Online) and a list of chat windows. The main area displays a 'Visitors' table with columns for Visitor, Country, Group, Agent, Online status, Current Page, Last Message, Visits, and Chats. The table lists various visitors from different countries and groups, with their current online status and the page they are viewing.

VISITOR	COUNTRY	GROUP	AGENT	ONLINE	CURRENT PAGE	LAST MESSAGE	VISITS	CHATS
Mark	CZ	SSgroupES	Lukáš Pelec	2 min	1 Merengues.cz - portál...	Hi	1	0
Atendimento Clientes (319...	BR	SSgroupPT		1 min	2 Smartsupp		28	0
Support (93976)	FR	SSgroupFR		1 min	2 Smartsupp		72	0
Supporto (106967)	IT	SSgroupIT		1 min	2 Visitatori		98	0
Astrid (80561)	FR	SSgroupFR		1 min	2 Smartsupp		94	0
Supporto (179122)	FR	SSgroupES		1 min	2 Smartsupp		39	0
Karen (7781)	ES	SSgroupES		1 min	2 Smartsupp		326	0
Support (149695)	PL	SSgroupPL		1 min	2 Smartsupp		4	0
inSPORTlineHU (15462)	HU	SSgroupHU		1 min	3 Számítási előzménye...		120	1
Precision Service (155140)	FR	SSgroupES		1 min	2 Smartsupp		127	0
Gerhard (181918)	NL	SSgroupNL		1 min	2 Smartsupp		11	0
Equipe DIXYS (34018)	FR	SSgroupFR		1 min	2 Smartsupp		16	0
biblioteca UCV 2 (58802)	ES	SSgroupES		1 min	1 Visitantes		1	0
Wisparcie (57441)	PL	SSgroupPL		1 min	2 Smartsupp		370	0
Kathya Osorio (114624)	ES	SSgroupES		1 min	2 Smartsupp		199	0
Supporto (136939)	IT	SSgroupIT		1 min	2 Smartsupp		5	0
Grzesiek (168590)	PL	SSgroupPL		1 min	2 Goście		162	0

