

Chat Window Skinning Creation Guide

Throughout the course of a chat conversation, there are a number of different web pages that are displayed to your website visitors, including:

- The pre-chat survey
- The chat conversation
- The post-chat survey
- The “agents unavailable” form
- and the Department/Agent select form

Since Velaro’s inception in 1999, customers have always had the ability to provide a significant amount of customizations to each of the above web pages, however, beginning with Velaro’s Q4’2009 release, customers have the ability to enhance their visitor’s chat screen even further with the introduction of **Velaro’s Skinning** capabilities.

Velaro’s skinning engine allows you to design your own custom HTML pages, and place a number of special “components” on each page. Once a skin is uploaded to your account, Velaro’s live help service will parse your HTML, embed any specific chat-related components needed to successfully engage your visitor, and present the final output to your visitor during the chat. With Velaro’s skinning engine, you have total control over how each of the above forms are presented to your visitors; from control layout, colors, images, window sizes, font types, and much more!

Enabling Velaro skins

Because Velaro’s skinning engine requires you to have in-house HTML and web-design capabilities, Velaro continues to support our legacy form design that provides a more visual / option oriented service. For organizations who would not feel comfortable designing their own skins, we recommend using our legacy form management capabilities.

The Velaro Control Panel allows you to switch from the legacy designs to the skinning engine. To toggle which type of customization your account uses, follow these steps:

1. Log in to the Velaro Control Panel at <http://login.velaro.com>
2. Select Engage > Design from the main menu bar.
3. On the left hand column, below the “Current Form” selection there is a text link that displays either:

“Switch to skin engine” or
“Switch to legacy design”

4. Click this text link to toggle your account between legacy and the skinning engine.

Build a Template

Each of the five forms that may be implemented by the skinning engine are done so by providing an HTML document for each individual form.

Start off by creating a basic HTML page similar to the example below:

```

<html>
  <head>
    <title>ACME Online Support</title>
  </head>
  <body width="450" height="350">

  </body>
</html>

```

The title that you give the HTML template determines the title that is displayed for each form.

The HEIGHT and WIDTH attribute of the BODY tag automatically resizes the form. If needed you can specify a different size for each template used in the Chat Window.

The above template should be used to start development of each of your individual skins.

Add Velaro Tags

Development of your templates is straightforward, simply design the template using standard HTML elements then include specific ID names in to the components that are required for a functional Velaro form. These ID's are used to determine where to render specific Velaro components within the HTML documents.

Below is the most basic example of how to embed Velaro tags in to your HTML:

```

<html>
  <head>
    <title>Velaro Live Help</title>
    <style type="text/css">
      .vMsgLine{ display: block; }
      .vSystemMsg{
        font-style:italic;
        padding-top:2px;
        font-family:Tahoma;
        font-size:12px    }
      .vMsgAgentName{
        display: inline-block;
        color:Navy;
        font-weight:bold;
        padding-top:2px;
        font-family:Tahoma;
        font-size:12px;
        vertical-align: top;
        width: 12%;
        display: inline-block;  }
      .vMsgAgentText{
        display: inline-block;
        color:Black;
        padding-top:2px;
        font-family:Tahoma;
        font-size:12px;
        vertical-align: top;
        width: 87%;
        display: inline-block; }
      .vMsgVisitorName{
        vertical-align: top;
        width: 12%;
        display: inline-block;
        color:green;
        font-weight:bold;
        padding-top:2px;
        font-family:Tahoma;
        font-size:12px;      }
    </style>
  </head>
  <body>
  </body>
</html>

```

```

        .vMsgVisitorText{
            vertical-align: top;
            width: 87%;
            display: inline-block;
            color:GrayText;
            padding-top:2px;
            font-family:Tahoma;
            font-size:12px;    }

    </style>
</head>
<body height="440" width="400">
    <img id="header" src="" border="0" />
    <div>
        <div style="width:100%;height:300px;">
            <div id="conversation" style="height:300px;" />
        </div>
    <div>
        <div style="background-color:#cccc;">
            <div>
                <textarea id="message" style="width:80%;height:50px;" />
                <span id="sendbutton">SEND</span>
            </div>
            <span id="endchat" />CLOSE</close>
            <span id="typingstatus">Agent is typing</span>
        </div>
    <script>
        function test(){
            alert('testing');
        }
    </script>

</body>
</html>

```

Note the use of the <chat> element.

Form: Chat

The chat form is displayed once visitors and agents begin conversing. When designing the chat form skin, use the <chat> element to signify specific Velaro components. The attribute “type” determines the specific Velaro component to embed.

ID	Required?	Use in	Description
header		 or 	Header image specified in the Velaro Control Panel. By using this attribute, Velaro dynamically places the proper header that you have assigned to each specific department. You may alternatively define a completely different skin for each department and simply place all images displayed on the chat window on your own servers.
headshot			Headshot image specified in the Velaro Control Panel. If this attribute is deployed on your skin, Velaro dynamically places the headshot of the agent who answered the chat in its place. Headshots may be configured in the Velaro image gallery.
conversation	X	<div>	Defines where the ongoing live transcript of the

			conversation is displayed. Once visitor's create new text in the messages section, it is placed here. As agents add new text, it is added here as well.
message	X	<textarea>	Defines the placement of the area which visitors can type new text which will ultimately be added to the conversation.
sendbutton	X	 or 	Defines the placement and type of button displayed for letting the visitor commit to sending the new text they have types in the messages section.
endchat	X	 or 	Defines the placement and type of button displayed for letting the visitor exit the chat conversation.
transcript		 or 	Defines the placement and type of button displayed for letting the visitor e-mail a copy of the transcript to a specified e-mail address.
typingstatus		 or 	Defines the placement and type of button displayed for letting the visitor know that the agent on the other end of the conversation is currently typing.
enablesound		 or 	Defines the placement and type of button displayed for letting the visitor toggle the sound effects that are played during the course of a conversation. When using an image to display this function, you may add an additional attribute to the tag, srcoff="nosound.gif". As visitors toggle the sound, this image will be displayed when sound is turned off.
postsurvey		 or text	Defines the placement and type of button displayed for letting the visitor launch a separate window to view and submit the post-chat survey associated with this chat.
print		 or text	Defines the placement and type of button displayed for letting the visitor launch a separate window to view a printer-friendly copy of the transcript.

Customizing the font styles

The display properties of the conversation test can be further customized by defining the following CSS styles within your chat template:

Style name	Description
.vMsgLine	Style used for the container of every full line of chat text, including system messages, agent text, and visitor text. All other styles listed in this table are used for inner-elements of this primary container element.
.vSystemMsg	Style used to display system messages created by the Velaro chat service.
.vMsgAgentName	Style used to display the agent's name.
.vMsgAgentText	Style used to display the text that an agent sends to the conversation.
.vMsgVisitorName	Style used to display the visitor's name.
.vMsgVisitorText	Style used to display the text that a visitor sends to the conversation.

Forms: Pre-Chat Survey / Post-Chat Survey, Pre-Call Survey / Post-Call Survey

The pre- and post- surveys are used to gather information from the visitors before a click-to-chat or click-to-call session is initiated, and after it is complete.

TYPE	Required?	Use In	Description
header			Header image specified in the Velaro Control Panel. By using this attribute, Velaro dynamically places the proper header that you have assigned to each specific department. You may alternatively define a completely different skin for each department and simply place all images displayed on the chat window on your own servers.
survey	X	<div>	Defines the placement of the actual survey. This component displays the appropriate Velaro survey and allows the visitor to answer the survey questions. All the formatting for the actual survey itself is configured within the Velaro Control Panel > Surveys section.
endchat	X	 or 	Defines the placement and type of button displayed for letting the visitor close this window.

Pre and Post Survey Sample Html

```
<html>
  <head>
    <title>Velaro LiveHelp</title>
  </head>
  <body height="400" width="400">
    <img id="header" src="" border="0" />
    <div style="height:100%">
      <div id="survey" style="height:300px">
      </div>
      <div style="background-color:#ccc;height:40px;">
        <span id="endchat" />CLOSE</close>
      </div>
    </div>
  </body>
</html>
```

Form: Not Online / Unavailable to Chat

The unavailable to chat form is displayed when a visitor attempts to chat and no agents are available. This form is also displayed if the visitor has been sitting in the pre-chat queue and they are either timed out, or they choose to exit the queue manually before a chat starts. When designing the unavailable to chat form skin, you may choose to embed a Velaro survey using the same methodology as the pre- and post- survey forms.

Optionally, you can choose to not use a custom survey and simply embed the standard e-mail and "reason for chat" elements on your form. In this case, Velaro will collect this information and automatically mail the response of the missed chat to the configured e-mail address.

TYPE	Required?	Use In	Description
header			Header image specified in the Velaro Control Panel. By using this attribute, Velaro dynamically places the proper header that you have assigned to each specific department. You may alternatively define a completely different skin for each department and simply place all images displayed on the chat window on your own servers.
survey	X	<div>	Defines the placement of the actual survey. This component displays the appropriate Velaro survey and allows the visitor to answer the survey questions. All the formatting for the actual survey itself is configured within the Velaro Control Panel > Surveys section.
email	X	<input type=’textbox’>	Defines the placement of the text box field used to collect the visitor’s e-mail address. If this field is used, it must be used in conjunction with the message , and sendbutton attributes.
message	X	<textarea>	Defines the placement of the area which visitors can type new text which will ultimately be added to the conversation.
sendbutton	X	 or 	Defines the placement and type of button displayed for letting the visitor commit to sending the new text they have types in the messages section.
endchat	X	 or 	Defines the placement and type of button displayed for letting the visitor close this window.

Not Here Form – Using Survey

```

<html>
  <head>
    <title>Velaro LiveHelp</title>
  </head>
  <body height="400" width="400">
    <img id="header" src="" border="0" />
    <div style="height:100%">
      <div id="survey" style="height:300px">
        </div>
      <div style="background-color:#ccc;height:40px;">
        <span id="endchat" />CLOSE</close>
      </div>
    </div>
  </body>
</html>

```

Not Here Form – Using Default Form Fields

```
<html>
  <head>
    <title>Velaro LiveHelp</title>
  </head>
  <body height="400" width="400">
    <img id="header" src="" border="0" />
    <div style="height:100%">
      <table>
        <tr>
          <td>E-mail address:</td>
          <td><input type="text" id="email" /></td>
        </tr>
        <tr>
          <td>Reason for contact:</td>
          <td><textarea id="message" rows="5" /></td>
        </tr>
      </table>
      <span id="sendbutton">SEND</span>
      <div style="background-color:#ccc;height:40px;">
        <span id="endchat" />CLOSE</close>
      </div>
    </div>
  </body>
</html>
```