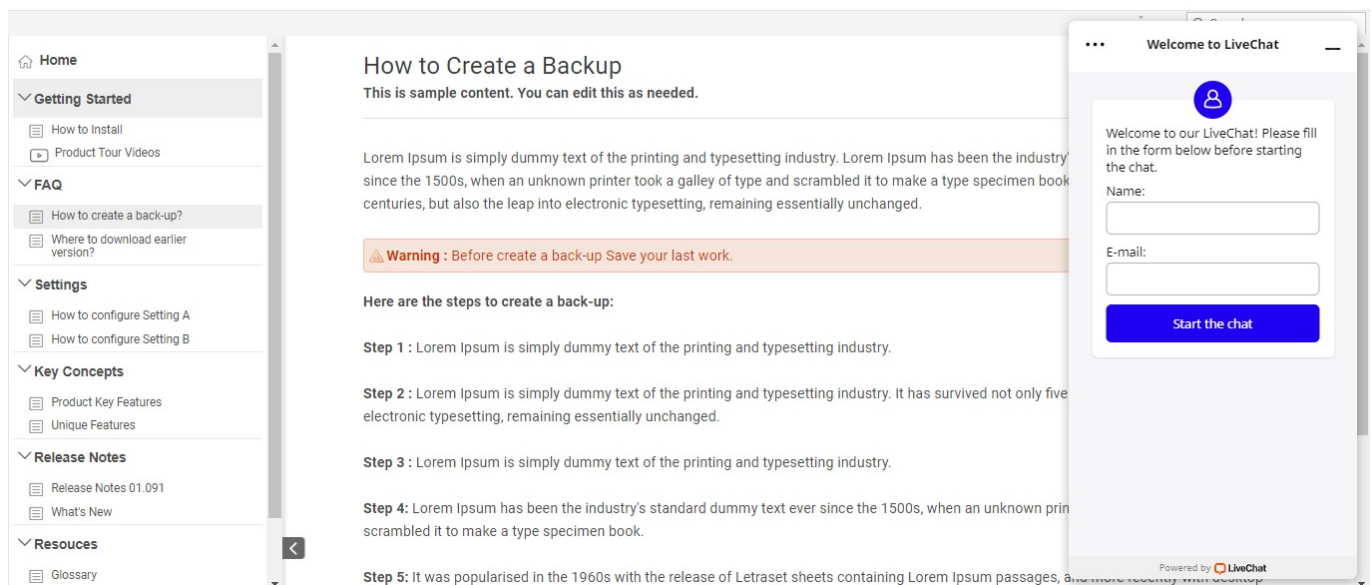


LiveChat Integration With ProProfs Knowledge Base

How does this integration help me?

Add a chat feature directly to your ProProfs site. LiveChat empowers your support group to answer questions and guide visitors to documentation directly from your ProProfs site. Customers get their questions answered immediately and leave your site feeling satisfied.



Reduce tickets with real-time support

A knowledgebase reduces support tickets as customers can find answers on their own. You can reduce tickets further by embedding live chat, which allows customers to instantly connect with the support staff if they ever feel confused.

Monitor knowledgebase visitors in real-time

With Live Chat embedded in your knowledge base, you can track visitors in real-time. You can view details like which articles they are reading, how much time they spent on a page, their country, the devices they are using, and more.

Capture feedback easily


The embedded chat box in your knowledge base works as a feedback capture form. For instance, when your support staff is offline customers can leave a message or feedback using the Live Chat message box.

How do I set it up?

- [Setting up LiveChat](#)
- [Installing LiveChat in ProPorfs](#)
- [Removing LiveChat](#)

Setting up LiveChat

- To get started, you need to create a [LiveChat](#) account.
- After you sign up, you will be redirected to a page with the LiveChat code.



Install LiveChat code manually

1 Copy and paste this code before the closing `</body>` tag on every page of your website.

```
<!-- Start of LiveChat (www.livechatinc.com) code -->
<script type="text/javascript">
  window.__lc = window.__lc || {};
  window.__lc.license = 11901678;
  (function() {
    var lc = document.createElement('script'); lc.type = 'text/javascript'; lc.async
    +-----
```

[Copy code](#)

2 Reload your website. LiveChat should appear in the bottom right corner.

Need help? [Send this task to your developer](#) OR [check install guide](#)

- Copy the provided code.

Installing LiveChat in ProPorfs

The next step is to install LiveChat in ProPorfs.

Step 1: Log in to your account (as an administrator), and click Settings > **Add, Edit, Customize Sites**.

Step 2: Select the site you want to install it for.

Step 3: Click the **Integrations** tab.

Step 4: Locate the section where you put code that runs before `</body>` and paste in the code.

Add chat and other third-party integrations to your site

Paste in code that needs to run just before `</body>` tag.

```
<!-- Start of LiveChat (www.livechatinc.com) code -->
<script type="text/javascript">
window.__lc = window.__lc || {};
window.__lc.license = 11901678;
(function() {
```

Step 5: Another way to add LiveChat to your Knowledge Base just add the **email** of your LiveChat account and you're ready to go.

LiveChat

To run LiveChat for this site, put your email.

Step 6: Click **Save**.

Step 7: Once you install LiveChat, you never have to add the code to ProPorfs again. All changes you make inside of LiveChat will instantly update your chat configuration.

Step 8: To test, log in to your LiveChat account and enable chat. Then log out of ProPorfs and go to your site's home page. A chat window should appear.

Chat will **ONLY** run for logged-out users. Logged-in users will not see the chat option.

Removing LiveChat

If you have LiveChat enabled, you can remove it at any time by doing the following:

1. Log in to your account (as an administrator), and click **Settings > Add, Edit, Customize Sites**.
2. Select the site you want to remove it from.

3. Click on the **Integrations** tab.
4. Locate the LiveChat code and delete all of it.
5. Click **Save**.

Related Articles:

[Olark](#)

[TidioChat](#)

[ProProfs Chat](#)