

Portal Chat

Aptean Ltd
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The Portal has a ?chat? system which can be used to support their users, independent of Aptean.

The chat system uses the free <https://www.tawk.to/> chat service. Comprehensive help and instructions are available on the website to setup the system.



To use the chat system, the client needs to setup a dashboard on tawk.to with a unique

?Property ID?:

OVERVIEW

Property Name: Portal Demo

Property Status: Active

Property URL: <https://www.tawk.to/51046a91760b2b5601e0fe5d9>

Property ID: 51046a91760b2b5601e0fe5d9

NOTE: Each client requires its own dashboard/ID, which can be setup as the client requires.

It is advised that the user should also enable Secure Mode, and note the API Key

Javascript API

Key: 62426a265a3031e5921730a53a6fb7a73eaa3

Secure Mode: Enabled

To enable the functionality on the Portal, the ID and the API Key needs to be matched in the Portal setup:

Module	Section	Key	Admin	Description	Value
POR	POR - TAWK_TO	API_ID	N	Tawk.to API ID	TALKAPPID
POR	POR - TAWK_TO	PROPERTY_ID	N	Tawk.to Property ID	734g34u36324234h23g4324

Once the Chat system is setup, when the user logs into the Portal, a chat icon will be visible on all of the pages (in the bottom left corner):



Clicking on this icon will initiate the tawk.to chat on the Portal:





And on the tawk.to application / web site:

Visitor navigated to Calidus Portal	13:50
Customer Support (System Message)	
Welcome to the chat function on the Calidus Logistics Portal	13:50
name test 2	
Test Message	13:52
tawk.to Admin (Me)	
Test Message Response	13:52
<div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between;"> Message Whisper </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <input style="width: 100%; height: 30px; margin-bottom: 5px; border: 1px solid #ccc;" type="text"/> <div style="display: flex; justify-content: flex-end; gap: 10px;"> 😊 📎 </div> </div>	

