

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?:

The 'OVERVIEW' page shows the following details:

- Property Name:** Portal Demo
- Property Status:** Active
- Property URL:** <https://www.tawk.to/51046a91760b2b5601e0fe5d9>
- Property Image:** Placeholder image (512x512)
- 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

The 'Javascript API' settings page shows the following:

- 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: 10px; margin-top: 5px;"> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px; margin-bottom: 5px;"> <input style="width: 100%; height: 30px; border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;" type="text"/> Write a reply... </div> <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> (smiley face) (link) </div> </div>	

