

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' section contains fields for 'Property Name' (Portal Demo), 'Property Status' (Active), and 'Property URL'. It also features a 'Property Image' upload area and a 'Property ID' field displaying a unique identifier: 5N046a9176062b560e6fe509.

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

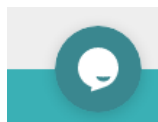
It is advised that the user should also enable Secure Mode, and note the API Key

The 'Javascript API' section shows a 'Key' field with a unique identifier and a 'Secure Mode' toggle switch that is currently enabled.

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

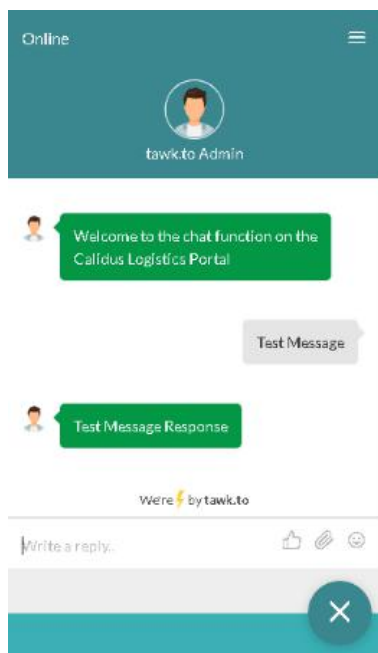
Module	Section	Key	Admin	Description	Value
POR	POR - TAWK_TO	API_ID	N	tawk.to API ID	TALKAPPID
POR	POR - TAWK_TO	PROPERTY_ID	N	tawk.to Property ID	734g34u36324234h23q4324

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 <i>Calidus Portal</i>	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

Message

Whisper

Write a reply...

