

One of the most important components to setting up WSI Live Chat is inserting the chat tags/codes accurately on the site you wish to monitor. Below you will find information regarding each tag, what they are used for and how you should install them on the site.

There are two tags you must implement into the site to set up WSI Live Chat.

1. Monitor Tag

- a. This tag “monitors” all visitor activity on the page containing it and sends the visitor activity and information to the Operator Interface.
- b. This tag should be placed on every page of the site that you want to monitor.
- c. This tag **MUST** be placed right above the closing `</body>` tag.
- d. Any pages not containing the tag will **NOT** be monitored (i.e.: will not show visitor activity in the Operator Interface).

2. Chat Tag

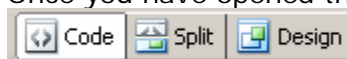
- a. The chat tag can be placed anywhere on the site you wish to elicit customer requests and it can be placed anywhere in the code you desire (anywhere on the page(s)). The position in which you place this tag in the code is the position in which the chat graphics will appear on the site.

Note: If you do not wish for site visitors to be able to initiate a chat with you, you do not have to place the chat tag on your site at all. By implementing only the monitor tag into your site, you will be able to monitor your website traffic in real-time. You will also still be able to proactively invite a visitor to chat. By not placing the chat tag on your site, the only function you lose is the ability for your site visitors to contact you via the chat graphic. We refer to this as “Stealth Mode” operation.

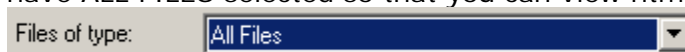
Securing your Tag Codes for Implementation on your Site

Note: Before you begin, please have at hand the zip folder titled `Sm-YOURNAME-chatandmonitortags.zip`. Also, please have opened one of the following programs: Macromedia Dreamweaver, Windows Notepad or TextPad Trial (A trial of TextPad can be found at: <http://www.textpad.com/download/index.html>)

1. Please start by unzipping the contents of `sm-YOURNAME-chatandmonitortags.zip`. **SAVE** the unzipped contents.
2. Next, you will open the `sm-YOURNAME-chatandmonitortags.htm` file. Please refer to option “a” if you are using Macromedia Dreamweaver to open your htm file. Refer to option “b” if you are using Windows NotePad or TextPad.
 - a. Option A
 1. Open Macromedia Dreamweaver.
 2. Select FILE > OPEN.
 3. Browse to where you have saved your `sm-YOURNAME-chatandmonitortags.htm` file and open it.
 4. Once you have opened the page, switch to CODE view.



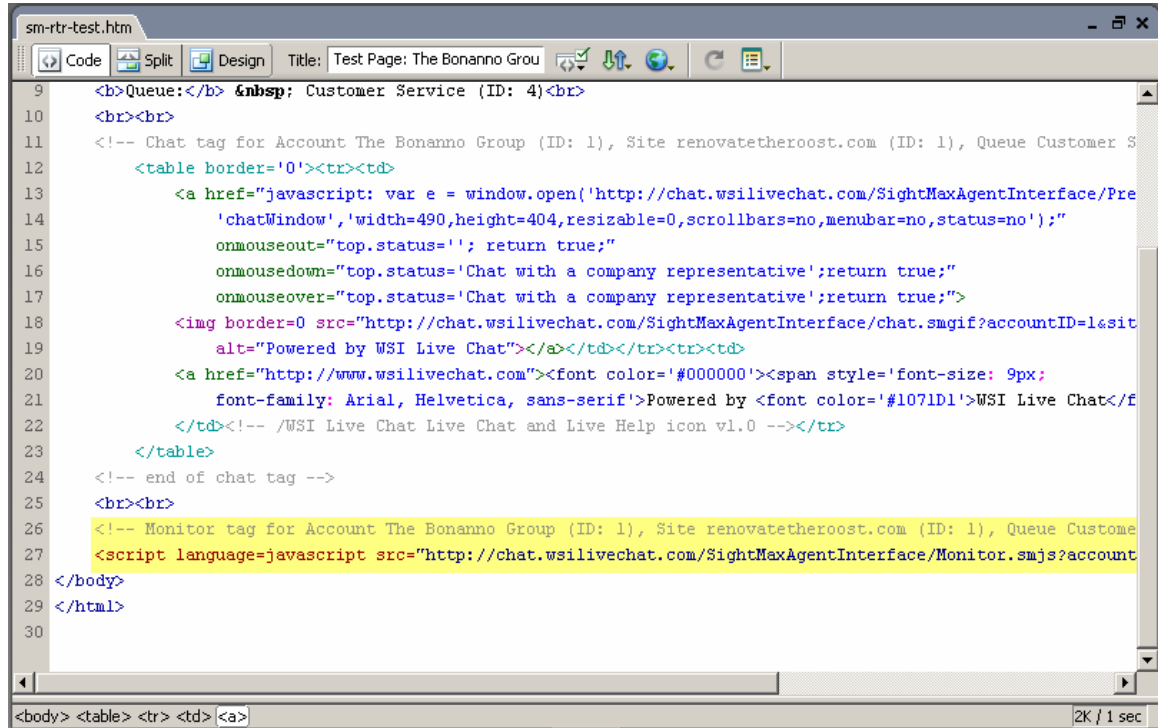
- b. Option B
 1. Open Windows Notepad or TextPad
 2. Select FILE > OPEN.
 3. Browse to where you have saved your `sm-YOURNAME-chatandmonitortags.htm` file and open it. **Note:** Make sure that you have ALL FILES selected so that you can view htm files.



Monitor Tag

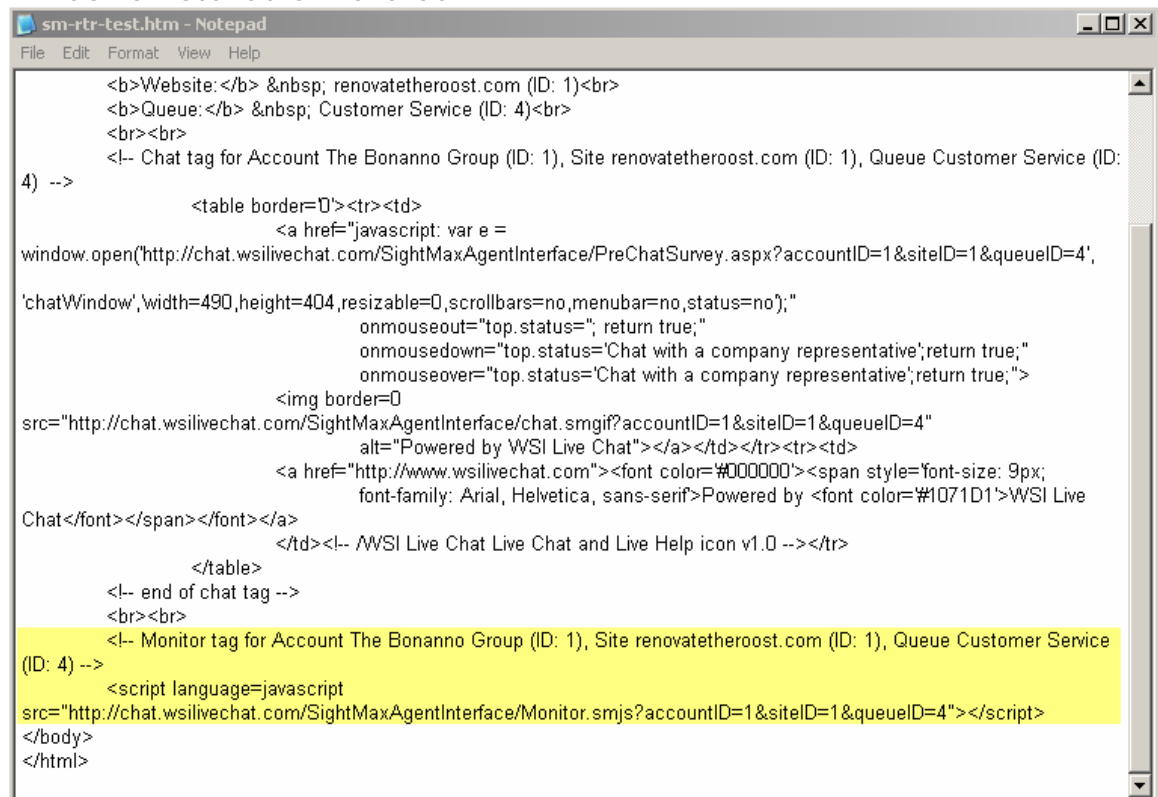
1. You will repeat a similar process to secure the monitor tags for your site; copy only the code that is part of the monitor tag by selecting it and choosing EDIT > COPY. The monitor tag starts with "`<!-- Monitor tag for Account...`" and ends right above the closing "`</body>`" tag. Refer to the pictures below for details.

Macromedia Dreamweaver:



The screenshot shows the Macromedia Dreamweaver interface with the 'Code' view selected. The title bar indicates the file is 'sm-rtr-test.htm' and the page title is 'Test Page: The Bonanno Grou'. The code editor displays HTML code for a chat widget. A yellow highlight is placed over the monitor tag code, which is enclosed in a comment block: `<!-- Monitor tag for Account The Bonanno Group (ID: 1), Site renovatetheroost.com (ID: 1), Queue Customer Service (ID: 4) -->`. The code includes a table with a link to the chat window, an image alt text 'Powered by WSI Live Chat', and a script tag for the monitor functionality.

Windows Notepad or TextPad:



The screenshot shows the Windows Notepad interface with the file 'sm-rtr-test.htm'. The code editor displays the same HTML code as the Dreamweaver screenshot. A yellow highlight is placed over the monitor tag code, which is enclosed in a comment block: `<!-- Monitor tag for Account The Bonanno Group (ID: 1), Site renovatetheroost.com (ID: 1), Queue Customer Service (ID: 4) -->`. The code includes a table with a link to the chat window, an image alt text 'Powered by WSI Live Chat', and a script tag for the monitor functionality.

2. Once you have copied the monitor tag, paste it to your site using the instructions above.