## **Live Support Details**

On the live support admin screen ("tiki-live\_ $support_admin.php$ "), there are some other options. One of them is "Generate HTML" ("tiki-live support admin.php?show html"), which leads you a page where you can copy some html code to paste it in any html page you wish to produce the live support icon:

Open operator console Open client window Generate HTML Transcripts

## Generated HTML code:

Copy-paste the following XHTML snippet in the pages where you want to provide live support.

click here for

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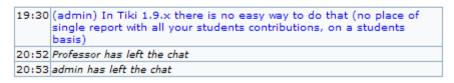
Moreover, there is the option "Transcripts", which can be filtered by operator. In this example, we filtered the transcripts for operator "admin" (tiki-live\_support\_transcripts.php?filter\_operator=admin):



find	use	ername operator		
	al	I v all v find		
started	username	reason	operator	msgs
Thu 05 of Jul, 2007 [19:29]		Can I see reports of individual contributions of my students while working in groups?	admin	3

If you click on the number at the column "msgs", you can view the messages of that support request process (3, in this example):

## Transcript



## Related pages

- Live Support
- Live Support User
- Live Support Admin