

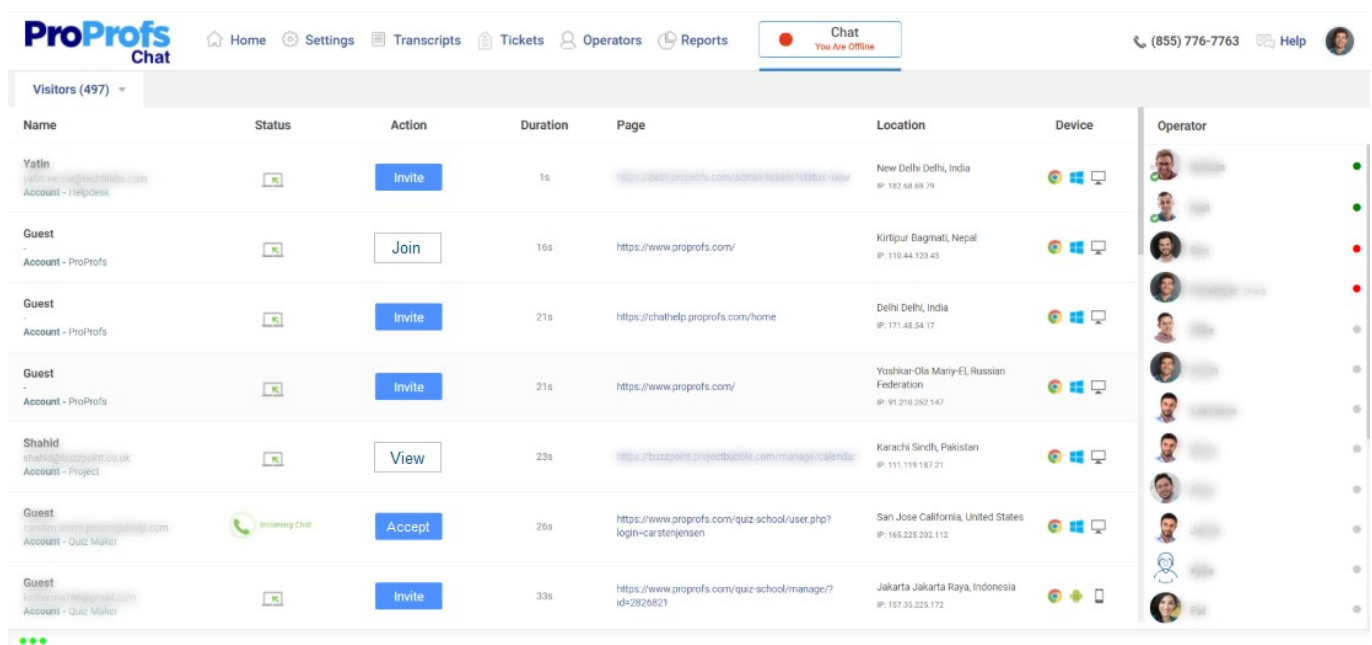
Real-Time Visitor Monitoring & User Tracking

The **Monitor Window** enables you to keep track of your website visitors. It shows all visitor activities - whether they are browsing your website, sent a chat request, or chatting with one of your operators, it displays everything.

The operators can **view** ongoing chats, **invite** visitors/customers to chat, and **accept** incoming chat requests. As an admin, you can do all this and also **join** an ongoing chat between your operator and a visitor.

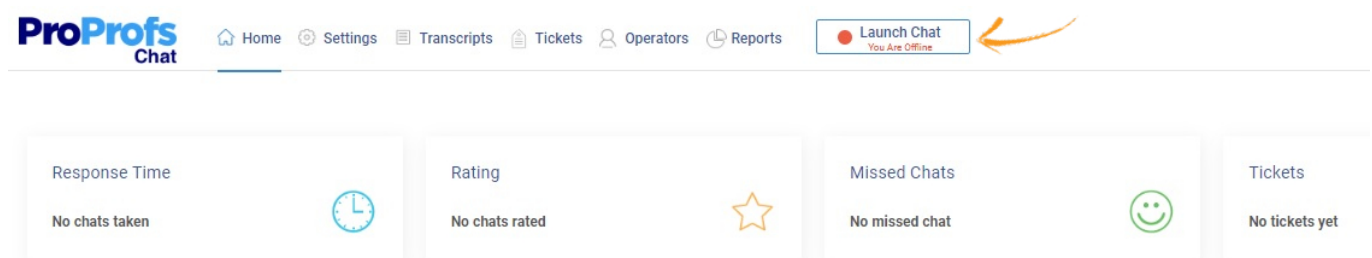
You can also view their geographical location as well as the amount of time they've spent on your website or chatting with an operator.

Here is how a fully functional **real-time visitor monitoring window** looks like:



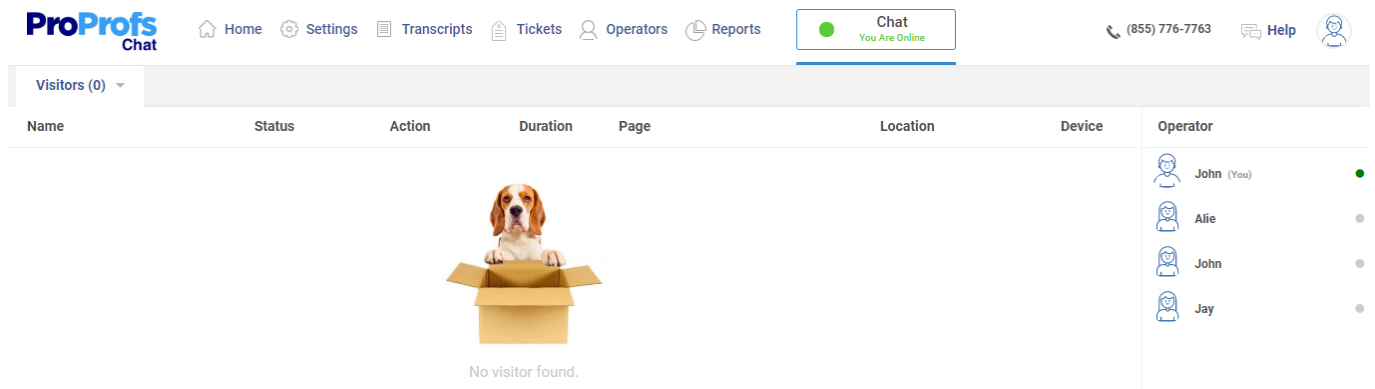
Here's how you can monitor real-time visitors:

Step 1: On your ProProfs Live Chat dashboard, click on the **Launch Chat** button to go online.

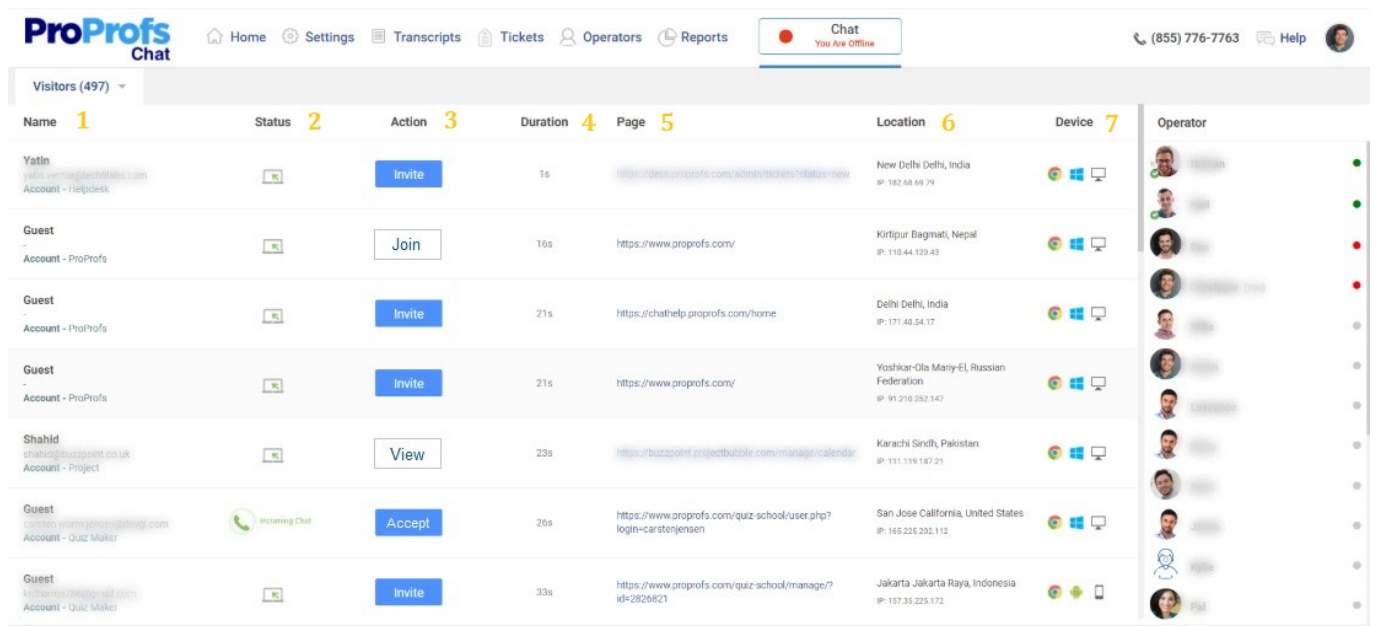


Step 2: You arrive on the **Monitor Window**, as shown in the screenshot below. When there is no visitor on your website, the **Visitors** tab appears empty while your operators that are logged in

can be seen on the right side in the Monitor Window.



Step 3: When your website gets visitors, the following information is available:



1. Name: A website visitor is shown as **New Visitor** unless they have initiated a chat by filling the pre-chat form. Once a pre-chat form is filled, the text New Visitor is replaced by the name of the website visitor.

2. Status: It shows what the visitor is doing on your website.

- In case they initiate chat, the status is shown as **Incoming Chat**.
- When a website visitor is simply browsing, a small laptop icon is displayed.
- When a visitor is chatting with one of your operators, a dialogue box icon is displayed.

3. Action: It shows what you can do with respect to the website visitor.

- You can **View** an ongoing chat.
- As an admin, you can **Join** an ongoing chat between an operator and a website visitor
- Send a chat **Invite** to a website visitor.
- **Accept** a chat request from a website visitor.

4. Duration: It shows the time a website visitor has spent on your website. The timer resets when a chat is started between you/operator and a website visitor.

5. Page: It shows the URL of the page your website visitor is currently browsing on your website.

6. Location: It shows the current location of the website visitor.

7. Device: It shows the device of the website visitor .

Related Articles:

- [How to Add a Company Logo to the Chat Window?](#)
- [How does Operator Chat Window Works?](#)
- [How to Set up the Maximum Wait Time?](#)