

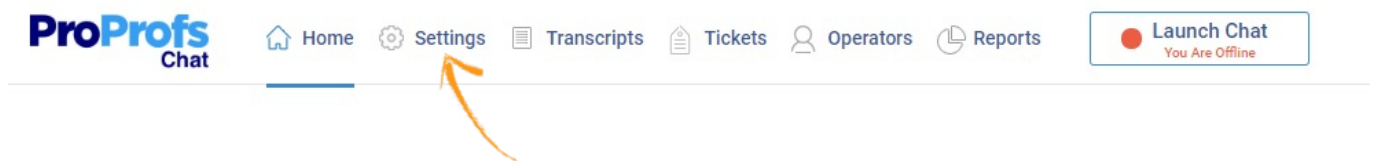
# Visitor Chat Window Settings

Video About: [How to Customize Your Live Chat Window](#)

You can enable emoticons in chat window settings to make the conversation more engaging for your site visitors. Also, allow your operators and site visitors to share files during a live chat. The software settings allow you to send a chat transcript automatically to operators once a session ends.

## Let's look at how to customize the chat window settings:

**Step 1:** On your ProProfs Live Chat dashboard, click **Settings**.



**Step 2:** Under the **Chat Window** dropdown on the left, click **Settings** to access the visitor chat window settings. Toggle each setting between **Yes/No** as per your preference.

**Chat Window** Settings

Chat Window Real Time Monitoring

Configure the chat window that the visitor will use to chat with your operators. [Learn more](#)

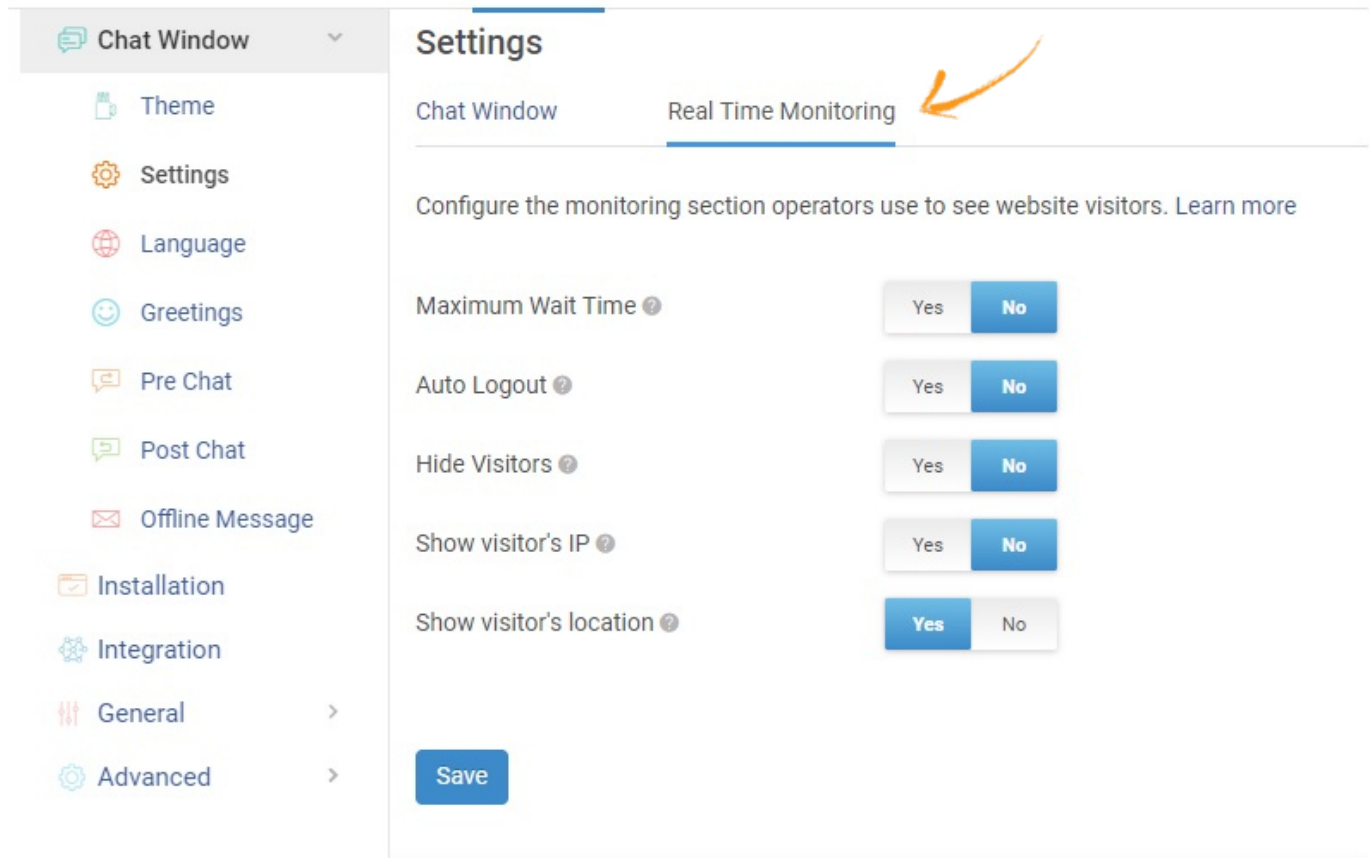
Emoticons ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
File Upload ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Chat Rating ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Auto Close ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Email transcript to operators ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Email transcript to visitor ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Timestamp ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Wait Time Message ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

[Save](#)

**Each setting for the visitor chat window is explained below:**

- **Emoticons:** Let your visitor use emoticons during a chat.
- **File Upload:** Let your visitor share a file during a chat.
- **Chat Rating:** Let your visitor rate your operator during and after a chat session.
- **AutoClose:** Set a time limit for chat inactivity. When this time limit is over, that particular chat session is closed automatically.
- **Email transcript to operators:** Chat transcript is sent automatically to the chat operator after a chat session is over.
- **Email transcript to visitor:** Chat transcript is sent automatically to the visitor after a chat session is over.
- **Timestamp:** Enable timestamp for each chat message during a session, which is visible to both the operator and the visitor.
- **Wait Time Message:** Let your visitors know if their chat request is in the queue along with the current standing.

**Step 3:** For more settings, click **Real-Time Monitoring**.



**Real-Time Monitoring** settings enable the operators to manage wait time, auto-logout, and obtain visitor location:

- **Maximum Wait Time:** Set the time limit within which an operator can accept a chat request. In case the chat request goes unaccepted, the visitor can still send an offline message.
- **Auto Logout:** Set a particular time or time period after which all your operators will logout automatically
- **Hide Visitors:** This option shows only those visitors that are in the waiting queue for a chat. It hides the remaining website visitors.
- **Show Visitor's IP:** Shows the visitors' IP address on the monitoring window.
- **Show Visitor's location:** Shows the visitors' location on the monitoring window. **Save** when you're done making changes to the settings.

**Related Articles:**

- [How to Brand & Customize Live Chat Window?](#)
- [How to Change Live Chat Language?](#)
- [How to Set up Live Chat Greetings?](#)