

# **Chat4Support User Manual**

**Version 2.01**

**2012-4-5**

## Chat4Support User Manual, Version 2.0.1

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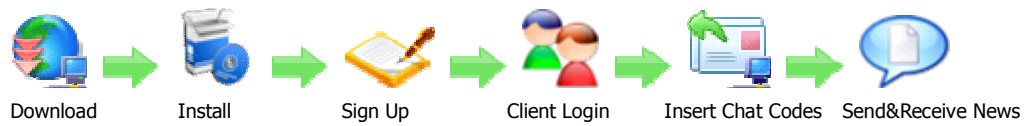
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## Catalog

Guide for New User .....	4
 Download .....	4
 Install .....	4
 Sign Up .....	6
1. Chat4Support Introduction .....	7
2. Log-in Interface .....	7
3. Generate chat button HTML .....	8
4. Hint Settings .....	10
5. Tool Bar .....	10
6. Status Bar .....	11
7. My Status .....	11
8. Application Update .....	11
9. Visitor Filter .....	12
10. Change Password .....	13
11. Set up Time Zone .....	13
12. Network Settings .....	13
13. Main Menu → "Set Up" → "IP Blacklist Settings..." .....	14
14. Other Settings .....	15
15. Add, Edit, Delete Knowledge Base (Canned Message) .....	15
16. Tool bar in chat window .....	17
17. Review Visitor's Information .....	18
18. Manage Operators .....	19
19. Manage Departments .....	19
20. Set up Keywords .....	20
21. Set up Important Pages .....	21
22. Upload Images .....	21
23. Visitor Chat Settings .....	22
24. Manage Survey .....	23
25. Support Ticket System .....	24
26. Message Board .....	26
27. Chat Statistics Report .....	26
28. Traffic Analysis .....	29

## Guide for New User



### Download

Download latest version from <http://www.chat4support.com/download.asp>

#### Chat4Support Client Download - As Low As \$6/month

**English** Version Downloading:

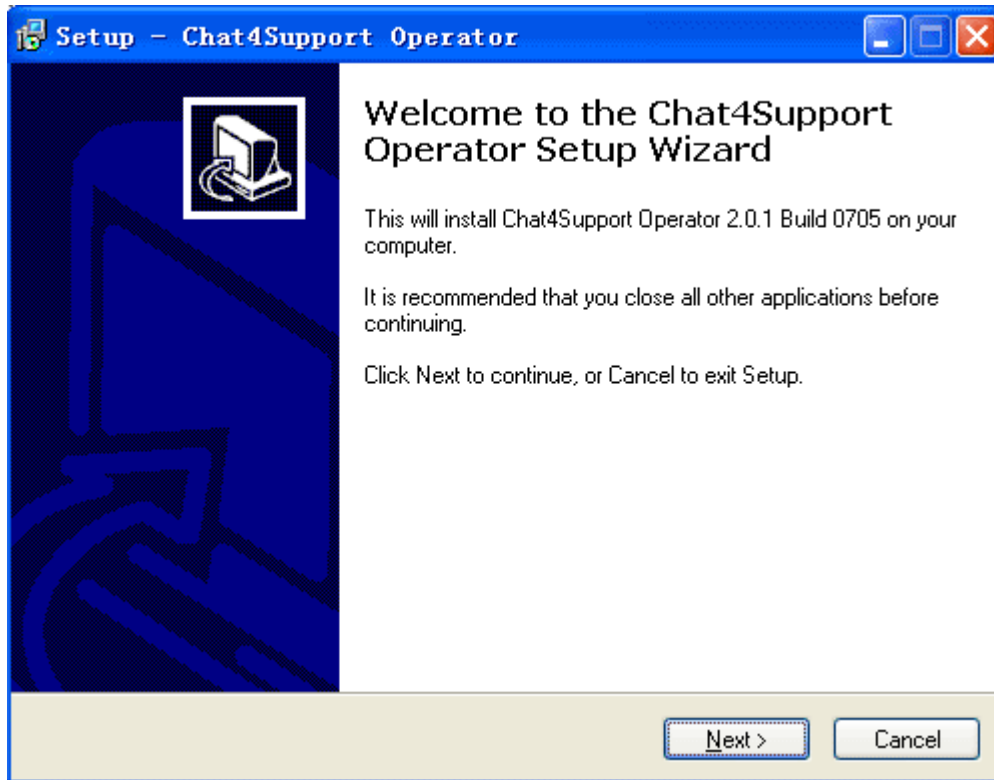
Chat4Support Operator Software

(Note: Please choose *English* language when register new account on the register page)

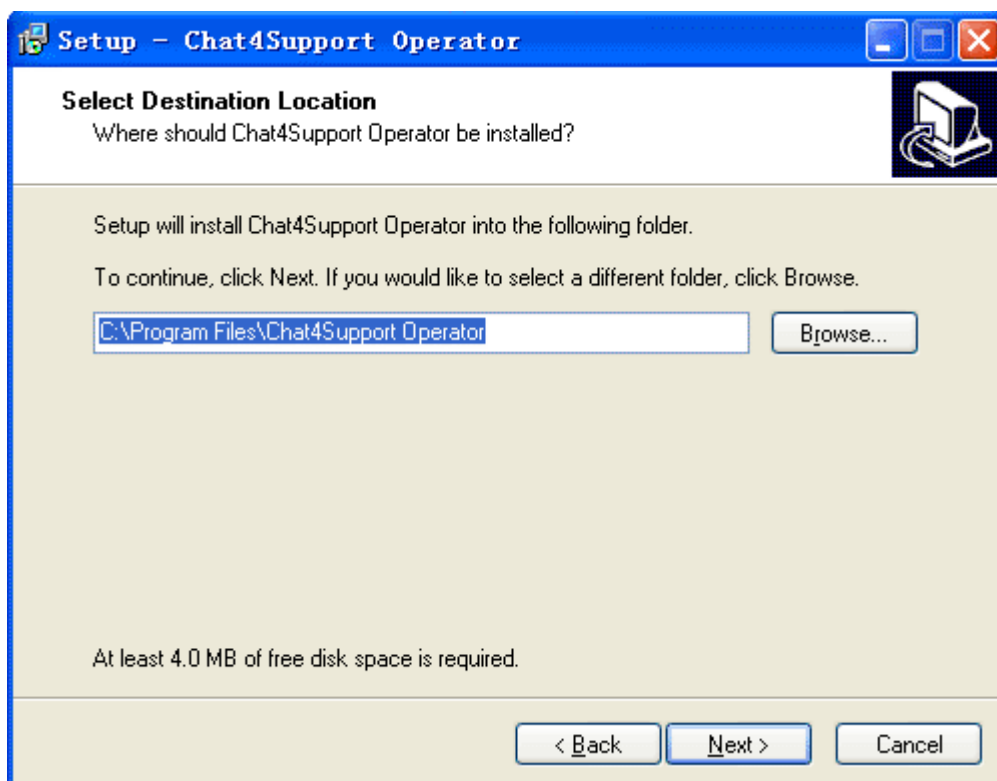


### Install

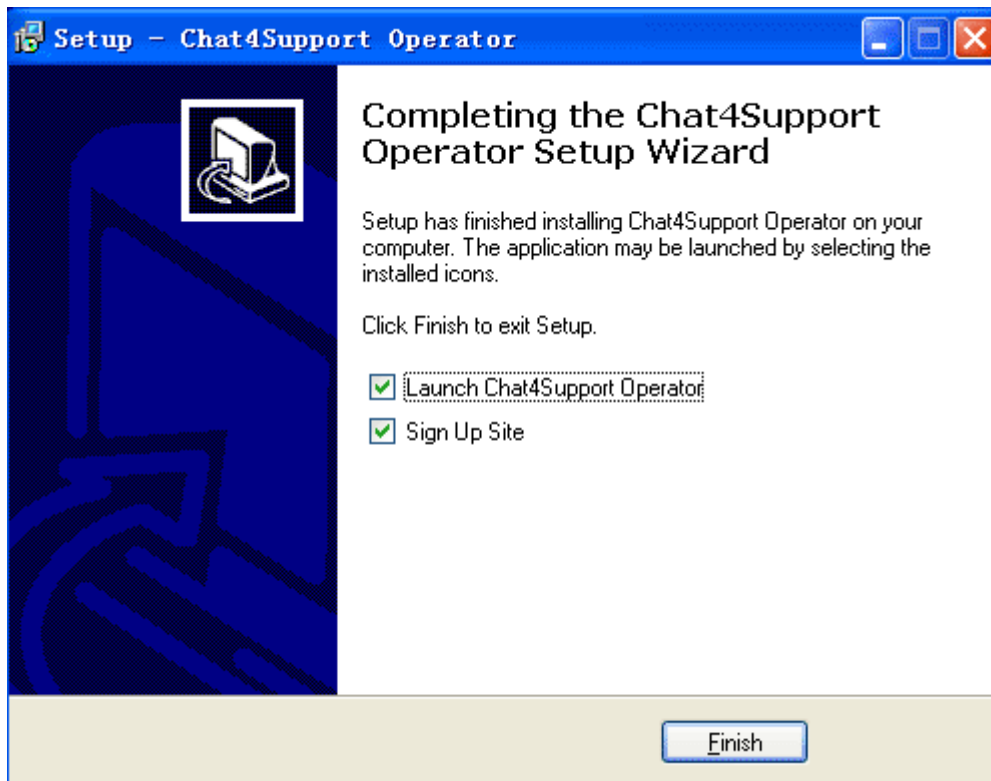
Uncompress the download package and double click " Chat4SupportSvr(en).exe " to get started. Then click "Next" in the coming "Welcome to the Folder Transfer Setup Wizard" interface to continue.



Click "Next" to continue in the "Select Destination Location" interface, and setup will install Folder Transfer into the default folder. If you would like to select a different folder, click "Browse".

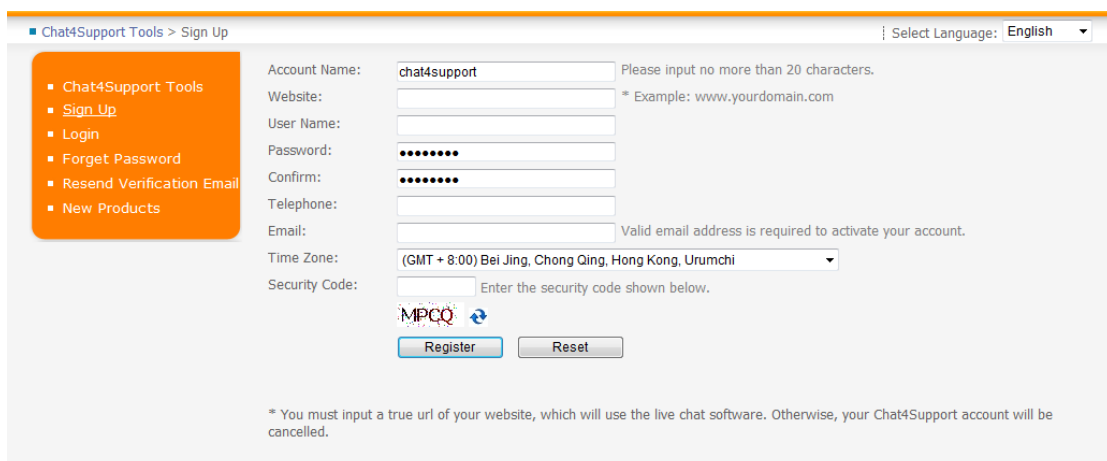


Click "Finish" in the last "Completing the foldertransfer Setup Wizard" interface to exit Setup.



## Sign Up

Please sign up from <http://web.chat4support.com/weboperator/reg.aspx>

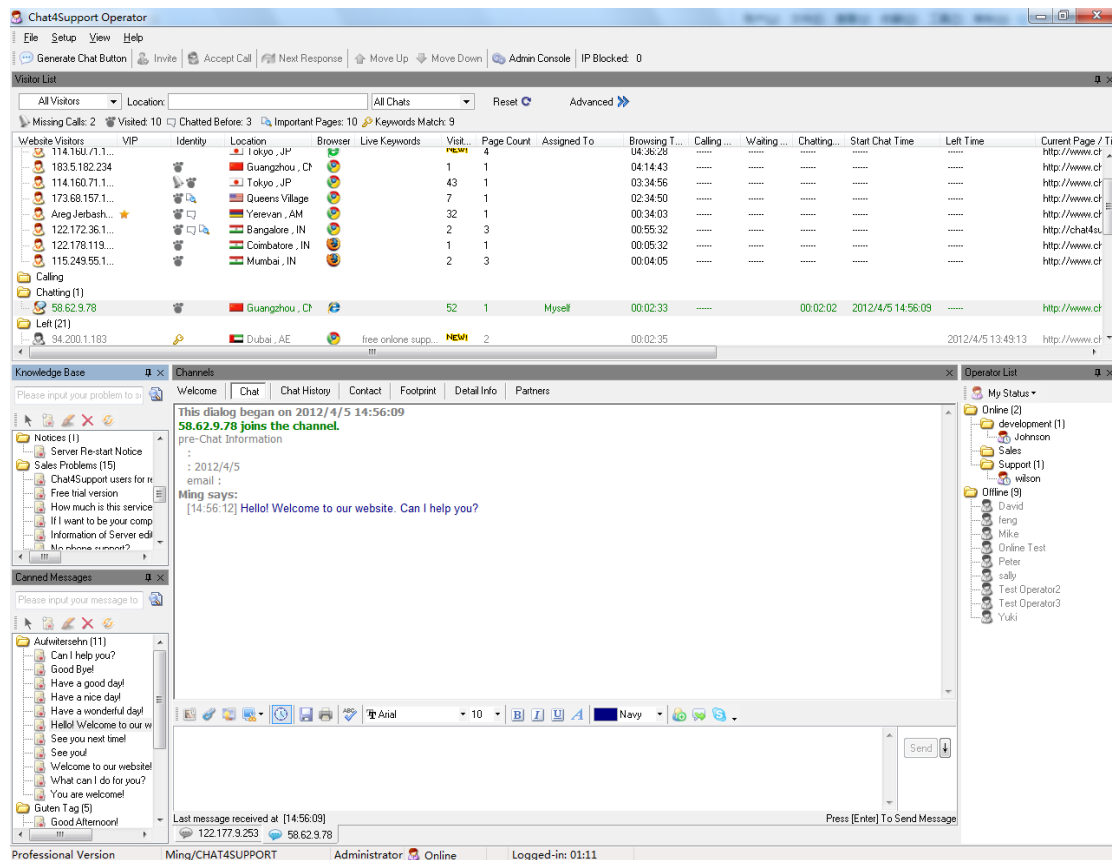


Chat4Support Tools > Sign Up | Select Language: English

Account Name: chat4support Please input no more than 20 characters.  
Website: \* Example: www.yourdomain.com  
User Name:  
Password: \*\*\*\*\*  
Confirm: \*\*\*\*\*  
Telephone:  
Email: Valid email address is required to activate your account.  
Time Zone: (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi  
Security Code: Enter the security code shown below.  
MPCQ  
Register Reset

\* You must input a true url of your website, which will use the live chat software. Otherwise, your Chat4Support account will be cancelled.

# 1. Chat4Support Introduction

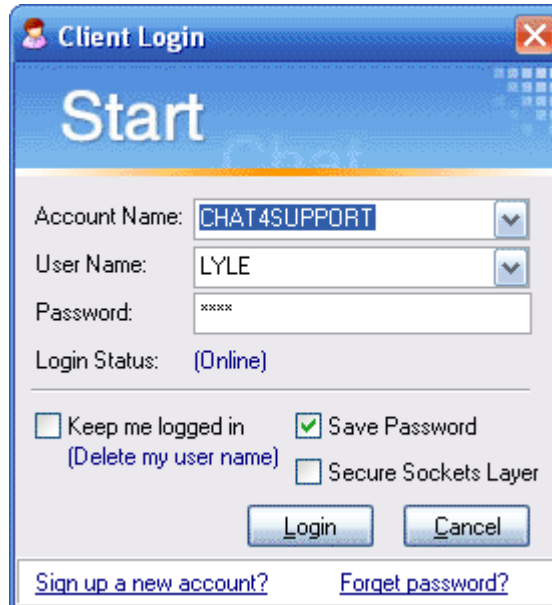


Chat4Support is a CodingBest product that helps businesses to improve their sales and customer service on the Internet. Website visitors just only need to click on the chat button. There is no need to install or download any software, and website visitors can chat in time with operators.

Chat4Support helps operators in companies or organizations chat with visitors about business, monitor website traffic, and analyze the data of website traffic through search engine and keyword ranking. These will effectively increase sales of products and dramatically reduce costs of companies.

## 2. Log-in Interface

Main Menu → "File" → "Login..."



“Account Name”: The name which user uses to register Chat4Support, which is the only one in the server data.

“User Name”: The name is used for user to log in the site.

“Password”: Is used for user to log in.

“Login Status”: There are four status after user logs in: Online, Away, Busy, Hidden.

“Keep me logged in”: When running Chat4Support next time, you can log in automatically with the information used last time.

“Save Password”: Whenever you log in, there is no need to input password again.

“Secure Sockets Layer”: Use SSL to transfer data.

### 3. Generate chat button HTML

Main Menu → “Set Up” → “Generate chat button HTML...”

Chat4Support Tools > Visitor Experience > Generate Chat Button

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

- Chat4Support Tools
- Site Information
- User Setup
- Content Manager
- Rules
- Visitor Experience
  - Generate Chat Button**
  - Upload Images
  - Visitor Chat Settings
  - Chat Survey
- Message Board
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout
- New Products

```
<script src="http://web.chat4support.com/weboperator/Operator/banner.aspx?sid=15"></script>
```

Button
 Department List
 Operator List
 Invisible
 Assign To

Button: The icon generated is a general button. When you click the button, you can call all the operators who are online.


**Javascript:**  Enabled  Disable

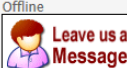
**Style:**  Fixed  Float

**Icon Position:** top-right corner

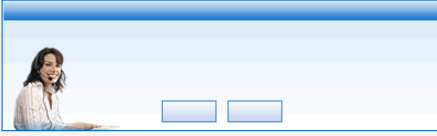
Secure Sockets Layer (SSL)
 Show up departments (operators)

**Chat Button:**  Default 1  Default 2  Default 3  Customization

**Online**  


**Offline**  


Default 1  Default 2  Default 3  Customization

**Invite Window Background:**  


[Upload Icon](#)

**Features Descriptions:**

1. JavaScript

- Enable: The codes can help you with website visitors tracking, including referrer and traffic statistics; invite visitors, analyze data, chat on line, and show operator status, etc..
- Disable: The codes can be only supplied for the chat on line.

2. Style

- Fixed: The logo generated is fixed. It cannot float along with the scroll bar or cannot change the location with the size of browser.
- Float: The logo generated is floated. It can float along with the scroll bar or change the location with the size of browser.

### "Icon Settings"

#### "JavaScript"

- Enable: The codes can help you with website visitors tracking, including referrer and traffic statistics; invite visitors, analyze data, chat on line, and show operator status, etc..
- Disable: The codes can be only supplied for the chat on line.

#### "Style"

- Fixed: The logo generated is fixed. It cannot float along with the scroll bar or cannot change the location with the size of browser.
- Float: The logo generated is floated. It can float along with the scroll bar or change the location with the size of browser.
- Invisible: The logo generated is invisible in the browser.

#### "Type"

- Button: The icon generated is a general button. When you click the button, you can call all the operators who are online.
- Department List: The icon generated is a department list. When you click one of department, you can just only call the operators in that department online.
- Operator List: The icon generated is a operator list. When you click one of operators, you can just only call that operator.

"Secure Sockets Layer": The chat page uses SSL to transfer information.

"Copy to Clipboard": Copy the chat button HTML codes to the clipboard, which helps you

to paste the codes.

“Open Test Page”: Generate and open a test page according to your settings, in order that you can preview the effect of your settings.

“Icon Preview”

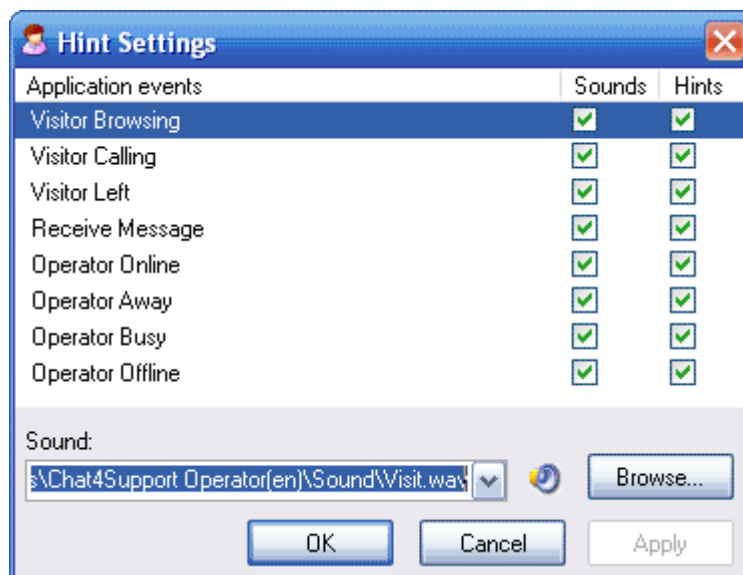
“Icon Refresh”: Download and refresh the chat button icon and invitation window background.

“Chat Button”: Choose the style of chat button.

“Invite window background”: Choose the style of invite window background

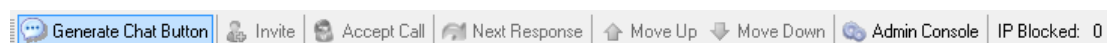
## 4. Hint Settings

Main Menu → “Set Up” → “Hint Settings...”



Chat4Support has a perfect system of hint setting. When using Chat4Support, user can also do other work. When there is a new message or event that needs operators to deal with, there are varieties of hints (Bubble window, Sound hints, and Flashing logo). Also, user can customize all the hint settings.

## 5. Tool Bar



“Generate Chat Button” button: Click this button to enter to the generate chat button page

“Invite” button: Select the visitor you want to chat in the visitor list, and click this button to send invitation to visitor.

“Cancel Invitation” button: Click this button to cancel the invitation that visitor do not accept. And the invitation window will disappear automatically.

“Accept Call” button: Click it to accept the invitation from visitor, and a new chat window will appear automatically.

“Next Response” button: Click this button to automatically shift to the chat window that you need to respond.

“Move Up” button: Click this button to move the selected visitor up in the visitor list.

“Move Down” button: Click this button to move the selected visitor down in the visitor list.

“Admin Console” button: Click this button to log in the admin console to maintain your site.

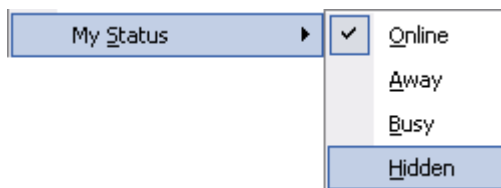
“IP Blocked””: When you block one vicious visitor successfully, the number of vicious visitors who are blocked will be added and displayed in the tool bar.


## 6. Status Bar


Professional Version    Ming/CHAT4SUPPORT    Administrator  Online    Logged-in: 01:20


Status Bar can show all the site information when you log in, and record your logging time.


## 7. My Status




 Online: Operator is online at present, to provide customer services for visitors. Once there is one operator is online, the chat button in the website shows online status. Visitor can chat with operator in time.

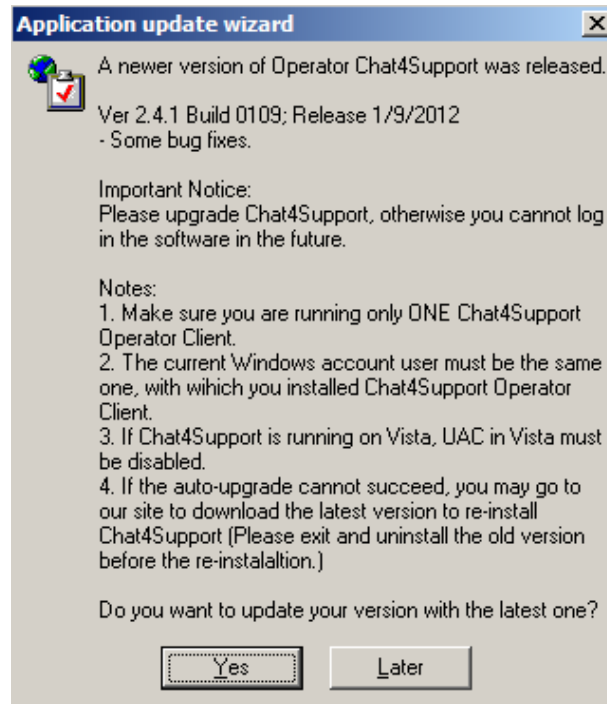
 Busy: Operator is busy at present. Visitor can leave messages. When all operators are busy, the chat button in the website shows offline status. If visitor click the chat button, it will pop-up a window for visitor to leave messages.

 Away: Operator is away at present. Visitor can leave messages. When all operators are away, the chat button in the website shows offline status. If visitor click the chat button, it will pop-up a window for visitor to leave messages.

 Hidden: Operator is hidden. Visitors and other operators cannot see whether this operator log in or not.

 Logout: Operator does not log in at present. When there is something wrong with the network, it cannot connect to the server. So it displays logging-out status.

## 8. Application Update

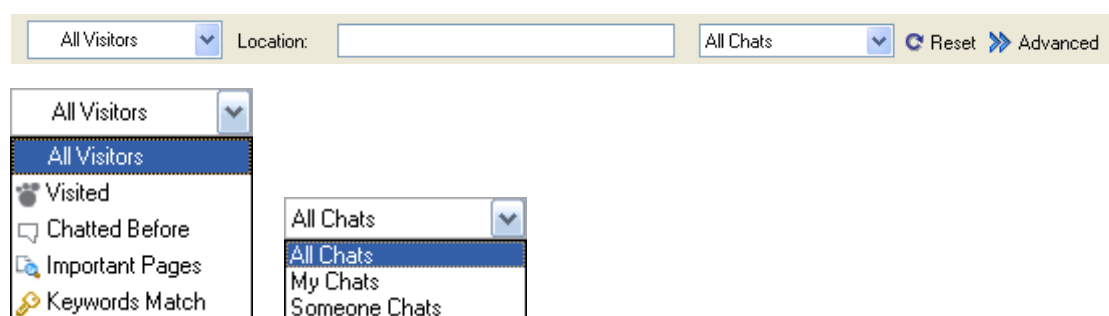


Chat4Support offers a feature for automatic upgrading. When you run the application, the system will automatically check the latest version for you. If there is a latest one, you can click "Yes" to download the newest version.

## 9. Visitor Filter

Filter the visitor who accords with your settings in the visitor list.

Simple Filter:



This feature can help you rapidly filter the visitor who accords with "Visited", "Chatted Before", "Important pages", or "Keywords Match" in the visitor list. Also you can filter the visitor through location or the chats belong to "My Chats" or "Someone Chats".

Advanced Filter:

<b>Filter Options</b>		<b>Filter Conditions</b>					
<input type="checkbox"/> Exclude matching entries		<input type="checkbox"/> Location: <input type="text"/>	<input type="checkbox"/> Visited: >= <input type="text" value="0"/>	<input type="checkbox"/> Content is:	<input type="checkbox"/> My Chats	<input type="button" value="Reset"/>	
Combine filter conditions using <b>AND</b>		<input type="checkbox"/> Page Count: >= <input type="text" value="0"/>	<input type="checkbox"/> VIP: >= <input type="text" value="0"/>	<input type="checkbox"/> Invited	<input type="checkbox"/> Keywords Match	<input type="button" value="Default"/>	

Here you can filter the visitor according to any combining conditions you set.

## 10. Change Password

Main Menu → "Set Up" → "Change Password..."

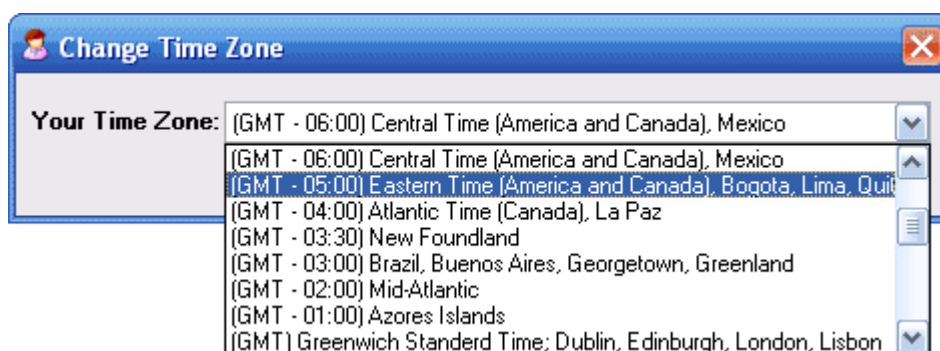


A dialog box titled "Change Password" with a close button (X) in the top right corner. It contains three text input fields: "Old Password:", "New Password:", and "Re-type New password:". At the bottom, there are two buttons: "OK" and "Cancel".

Change the old password with new one and click "OK". New password will become effective at once.

## 11. Set up Time Zone

Main Menu → "Set Up" → "Change Time Zone..."

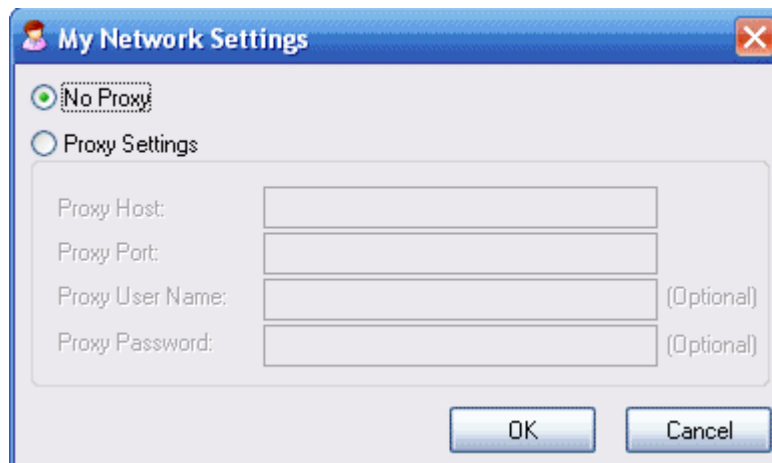


A dialog box titled "Change Time Zone" with a close button (X) in the top right corner. It features a label "Your Time Zone:" followed by a list box containing several time zone options. The selected option is "(GMT - 05:00) Eastern Time (America and Canada), Bogota, Lima, Quito". Other visible options include "(GMT - 06:00) Central Time (America and Canada), Mexico", "(GMT - 04:00) Atlantic Time (Canada), La Paz", "(GMT - 03:30) New Foundland", "(GMT - 03:00) Brazil, Buenos Aires, Georgetown, Greenland", "(GMT - 02:00) Mid-Atlantic", "(GMT - 01:00) Azores Islands", and "(GMT) Greenwich Standard Time; Dublin, Edinburgh, London, Lisbon".

Here you can set up the time zone which is used in user's area.

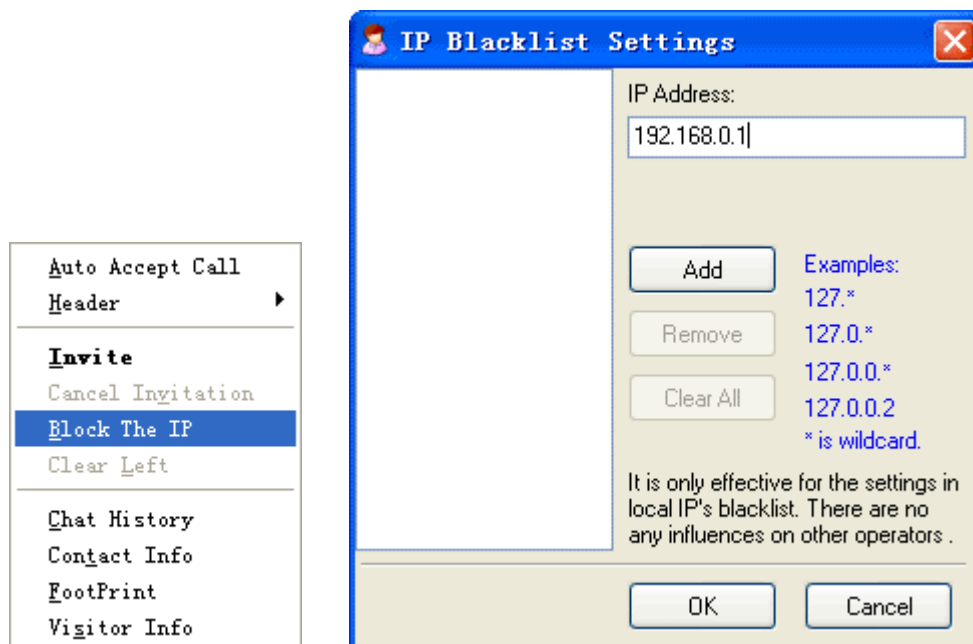
## 12. Network Settings

Main Menu → "Set Up" → "My Network Settings..."



Chat4Support allows user to customize proxy server. It is defaulted no Proxy in the system. User can edit it by own need.

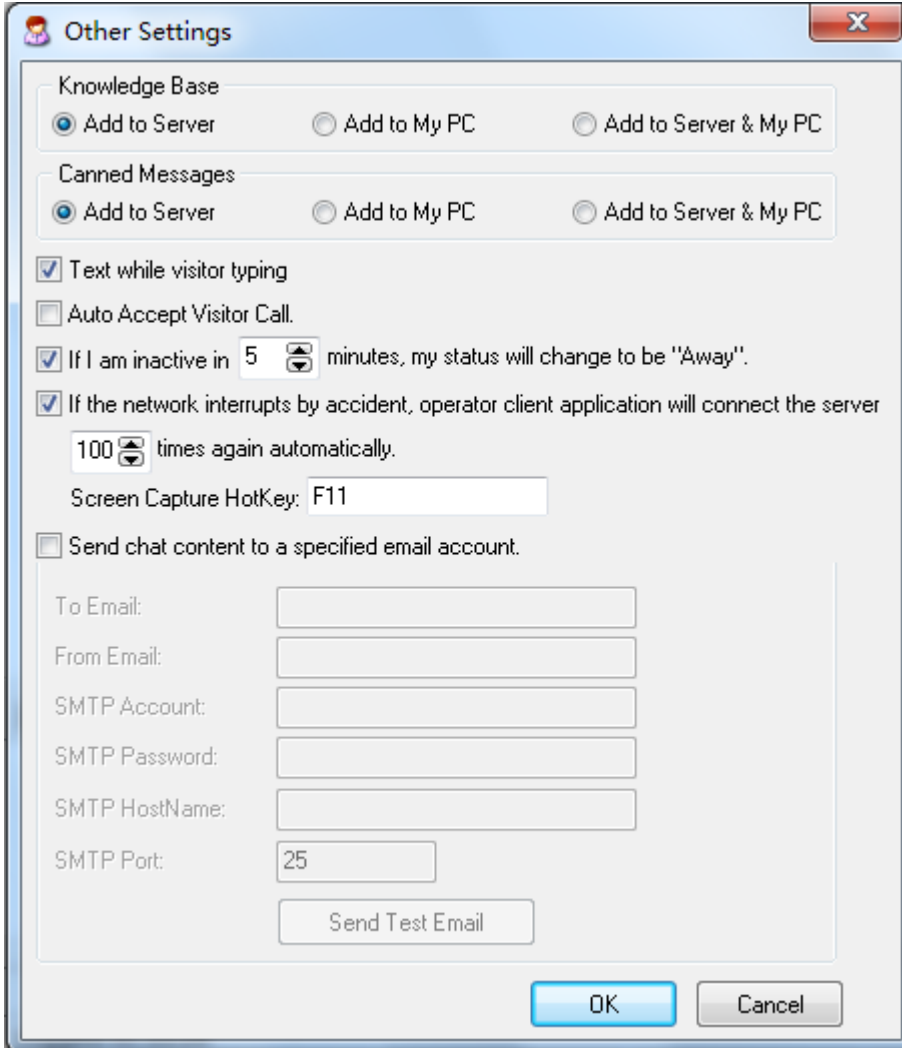
**13. Main Menu → "Set Up" → "IP Blacklist Settings..."**



This feature is useful for you to block some malicious visitors. When you add the malicious visitor's IP address to your IP Blacklist List, or right click the mouse on the visitor's name in the visitor list, and choose "Block the IP", the visitor's IP will be added into the IP Blacklist. The number of visitors who are blocked will be added and displayed in "IP Blocked" of the tool bar.

## 14. Other Settings

Main Menu → "Set Up" → "Other Settings..."

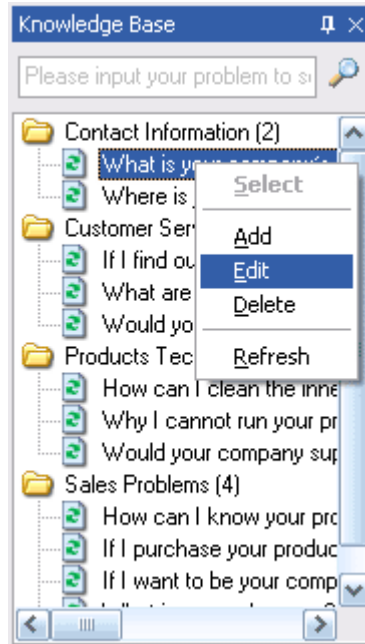


The screenshot shows the "Other Settings" dialog box with the following configuration:

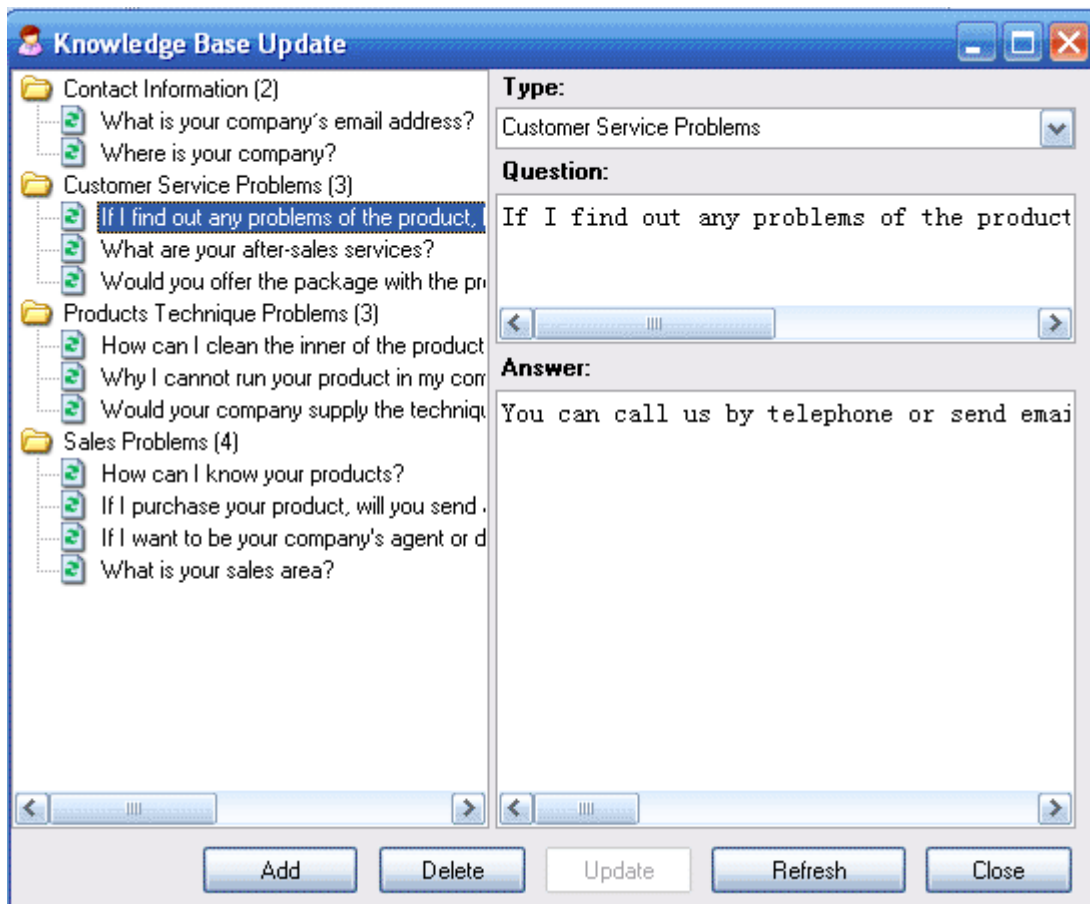
- Knowledge Base:**  Add to Server,  Add to My PC,  Add to Server & My PC
- Canned Messages:**  Add to Server,  Add to My PC,  Add to Server & My PC
- Text while visitor typing
- Auto Accept Visitor Call.
- If I am inactive in 5 minutes, my status will change to be "Away".
- If the network interrupts by accident, operator client application will connect the server 100 times again automatically.
- Screen Capture HotKey: F11
- Send chat content to a specified email account.
- To Email: [Empty text box]
- From Email: [Empty text box]
- SMTP Account: [Empty text box]
- SMTP Password: [Empty text box]
- SMTP HostName: [Empty text box]
- SMTP Port: 25
- Send Test Email [Button]

Buttons: OK, Cancel

## 15. Add, Edit, Delete Knowledge Base (Canned Message)





Right click the mouse on knowledge base list (canned message list), and choose Add or Edit, a window shown below will appear. Here you can add, delete, update and acquire data from the server.





## 16. Tool bar in chat window




 **Push Image:** Click this button to send the URL of pictures to the visitor you are chatting with. After visitor receives the URL, a thumbnail will appear in the chat window. When visitor click it, an original picture will appear in a new web page.


 **Push Web:** Click this button to send URL of the web page to the visitor you are chatting with. After visitor receives the URL, a new web page will pop-up automatically and redirect visitor's browser to the URL.

 **File Transferring:** Click this button to send files to the visitor you are chatting with. If the files are photos, visitor can preview them. JPEG, GIF, BMP, PNG, Adobe Acrobat, WinRAR, WinZip, Text, Microsoft Word, Microsoft Excel are supported

 **Dialog's Time Switch:** Display the time in the front of each chat message in the chat window.


 **Save As:** Save all dialog contents of this chat.


 **Print:** Print out all dialog contents of this chat.

 **Spell Check:** Check the spellings when you type and automatically mark red waves under spelling mistakes.

 **Font Name:** Change the fonts of the words you input.


 **Font size:** Change the font sizes of the words you input.

 **Bold:** Change the selected fonts you input to be bold ones.

 **Italic:** Change the selected fonts you input to be italic ones.

 **Underline:** Add an underline below the selected words.

 **Font Color:** Change the colors of the selected fonts with the appointed ones.

 **Multiple Chat Sessions:** Click this button to invite other online operators to join in the present chat.

 **Chat Transfer:** Click this button to transfer the present chat with visitor to other

operators.

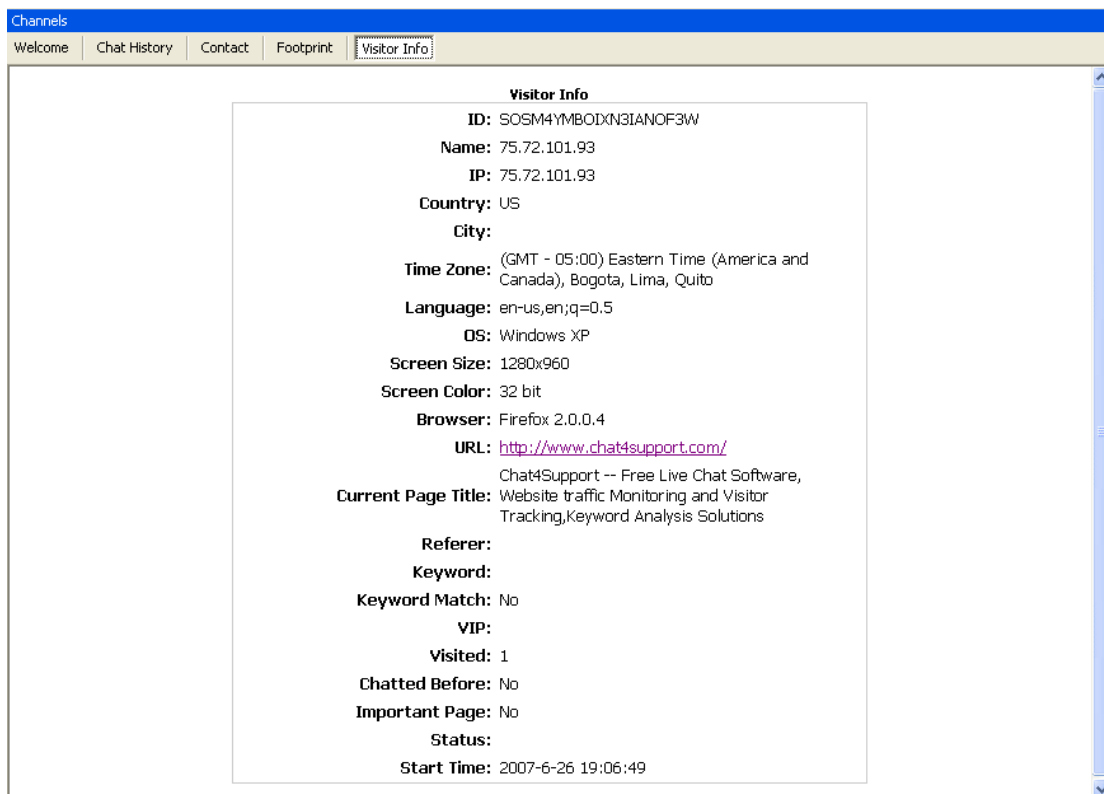


Skype Call Phone: Select or input a phone number, which will transfer the Skype programmer and make the phone number an auto-dial one.

## 17. Review Visitor's Information



Right click the mouse on any visitor's IP, and click Chat History, Contact Info, Footprint or Visitor Info. A window below will appear. You can review the chat history with this visitor, or the footprint and information of the visitor. Also, you can upload the information of this visitor to the server, in order to effectively identify next time when the same visitor browses your website.



Channels

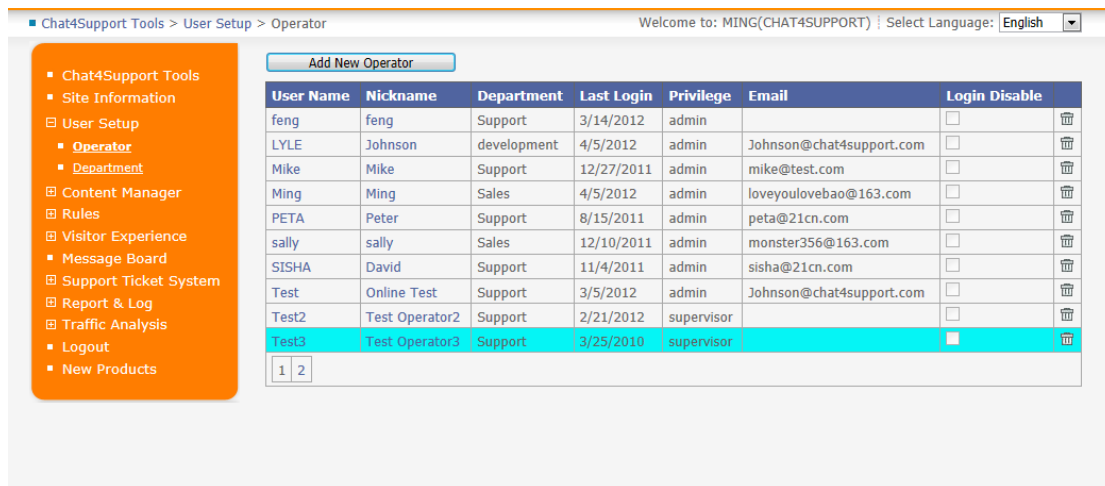
Welcome | Chat History | Contact | Footprint | **Visitor Info**

**Visitor Info**

**ID:** SOSM4YMB0IXN3IANOF3W  
**Name:** 75.72.101.93  
**IP:** 75.72.101.93  
**Country:** US  
**City:**  
**Time Zone:** (GMT - 05:00) Eastern Time (America and Canada), Bogota, Lima, Quito  
**Language:** en-us,en;q=0.5  
**OS:** Windows XP  
**Screen Size:** 1280x960  
**Screen Color:** 32 bit  
**Browser:** Firefox 2.0.0.4  
**URL:** <http://www.chat4support.com/>  
**Current Page Title:** Chat4Support -- Free Live Chat Software, Website traffic Monitoring and Visitor Tracking,Keyword Analysis Solutions  
**Referer:**  
**Keyword:**  
**Keyword Match:** No  
**VIP:**  
**Visited:** 1  
**Chatted Before:** No  
**Important Page:** No  
**Status:**  
**Start Time:** 2007-6-26 19:06:49

## 18. Manage Operators

Tool Bar → “Admin Console” → “User Setup” → “Operator”



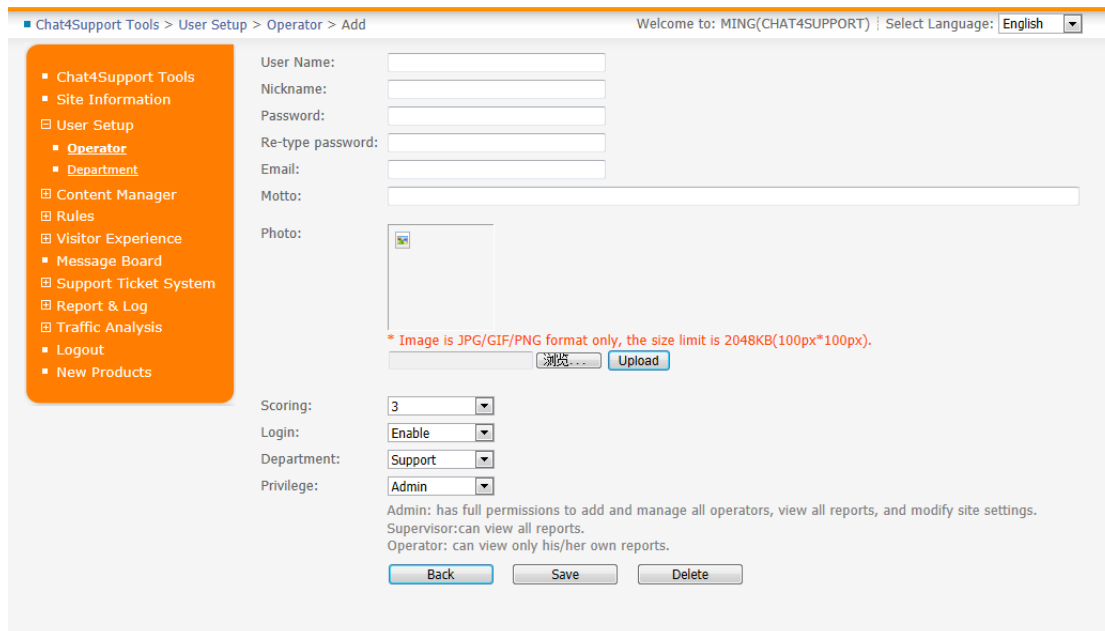
Chat4Support Tools > User Setup > Operator

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

[Add New Operator](#)

User Name	Nickname	Department	Last Login	Privilege	Email	Login Disable
feng	feng	Support	3/14/2012	admin		<input type="checkbox"/>
LYLE	Johnson	development	4/5/2012	admin	Johnson@chat4support.com	<input type="checkbox"/>
Mike	Mike	Support	12/27/2011	admin	mike@test.com	<input type="checkbox"/>
Ming	Ming	Sales	4/5/2012	admin	loveyoulovebao@163.com	<input type="checkbox"/>
PETA	Peter	Support	8/15/2011	admin	peta@21cn.com	<input type="checkbox"/>
sally	sally	Sales	12/10/2011	admin	monster356@163.com	<input type="checkbox"/>
SISHA	David	Support	11/4/2011	admin	sissha@21cn.com	<input type="checkbox"/>
Test	Online Test	Support	3/5/2012	admin	Johnson@chat4support.com	<input type="checkbox"/>
Test2	Test Operator2	Support	2/21/2012	supervisor		<input type="checkbox"/>
Test3	Test Operator3	Support	3/25/2010	supervisor		<input type="checkbox"/>

1 2



Chat4Support Tools > User Setup > Operator > Add

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

**User Name:**

**Nickname:**

**Password:**

**Re-type password:**

**Email:**

**Motto:**

**Photo:**

\* Image is JPG/GIF/PNG format only, the size limit is 2048KB(100px\*100px).

**Scoring:**

**Login:**

**Department:**

**Privilege:**

Admin: has full permissions to add and manage all operators, view all reports, and modify site settings.  
 Supervisor: can view all reports.  
 Operator: can view only his/her own reports.

This page is for you to manage operators’ information, including user name, nick name, password, email, department, privilege and so on. You can also add, edit, delete operators in the site, or lock someone to prevent he/her logging in.

## 19. Manage Departments

Tool Bar → “Admin Console” → “User Setup” → “Department”

Chat4Support Tools > User Setup > Department Welcome to: MING(CHAT4SUPPORT) | Select Language: English ▼

- Chat4Support Tools
- Site Information
- ▣ User Setup
  - Operator
  - **Department**
- ▣ Content Manager
- ▣ Rules
- ▣ Visitor Experience
  - Message Board
- ▣ Support Ticket System
- ▣ Report & Log
- ▣ Traffic Analysis
  - Logout
  - New Products

Add New Department

(In order to show department name in Operator List, there should be at least one operator in the department)

Department	
Support	✖
Sales	✖
development	✖

Chat4Support Tools > User Setup > Department > Add Welcome to: MING(CHAT4SUPPORT) | Select Language: English ▼

- Chat4Support Tools
- Site Information
- ▣ User Setup
  - Operator
  - **Department**
- ▣ Content Manager
- ▣ Rules
- ▣ Visitor Experience
  - Message Board
- ▣ Support Ticket System
- ▣ Report & Log
- ▣ Traffic Analysis
  - Logout
  - New Products

Department Name:

Back
Save

This page is for you to manage departments' information. Here you can add, edit, or delete departments in the site.

## 20. Set up Keywords



















Tool Bar → "Admin Console" → "Rules" → "Keyword Match"

Chat4Support Tools > Rules > Keyword Match

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

You may pre-set a keyword list related to your business. When a visitor goes to your website by using a search keyword that matches the keyword or keyword phrase in the list, you can identify this hot prospect immediately.

Keyword:   Exact

Keyword	isExact
  help	<input type="checkbox"/>
  support	<input type="checkbox"/>
  web	<input type="checkbox"/>
  live	<input type="checkbox"/>
  free	<input type="checkbox"/>
  download	<input type="checkbox"/>
  message	<input type="checkbox"/>
  Ticket	<input type="checkbox"/>
  chat	<input type="checkbox"/>

This page is for you to set the keywords. When user is using the keywords which is matched with that one you have set, it will be displayed in the visitor list that the keywords are matched.







## 21. Set up Important Pages

Tool Bar → "Admin Console" → "Rules" → "Important Page"

Chat4Support Tools > Rules > Important Page

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

Page Url  60 Secs.  Sample: www.yourdomain.com/order.html

Page Url	Duration Time (s)
  download.asp	2
  screenshots.asp	120
  buynow.asp	2

This page is for you to manage the important pages. Here you can inquire whether visitor ever browses the important page that you have set. Here you can add, edit or delete important pages in the site.

## 22. Upload Images


Tool Bar → "Admin Console" → "Visitor Experience" → "Upload Images"

Chat4Support Tools > Visitor Experience > Upload Images

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

\* Image is JPG/GIF/PNG format only, the size limit is 2048KB(800px\*800px).

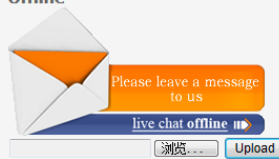
**Online**



Please click to chat with us

live chat online

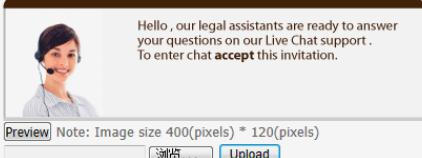
**Offline**



Please leave a message to us


live chat offline

**Invitation Window Background**




Preview Note: Image size 400(pixels) \* 120(pixels)

**Company Logo**



**Group Image**



This page is for you to upload and manage the site images.

“Online”: When operator is online, the chat button will be displayed with online image.

“Offline”: When operator is offline, the chat button will be displayed with offline image.

“Invitation Window Background”: When operator invites visitor, visitor can see the image of invitation window background in the browsing page.

“Logo”: Display the logo at the top of visitor chat page. Here you can upload your company’s logo.

“Group Image”: Change the background image of operator list.

## 23. Visitor Chat Settings

Tool Bar → “Admin Console” → “Visitor Experience” → “Visitor Chat Settings”

Chat4Support Tools > Visitor Experience > Visitor Chat Settings


Welcome to: MING(CHAT4SUPPORT) | Select Language: English

- Chat4Support Tools
- Site Information
- User Setup
- Content Manager
- Rules
- Visitor Experience
  - Generate Chat Button
  - Upload Images
  - Visitor Chat Settings**
  - Chat Survey
- Message Board
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout
- New Products


**Invitation Title:** Hello, Welcome to our site!

**Notice Message:**  Enabled notice message on the top of visitor chat window

**Chat Welcome Message:** Welcome...waiting operator!

**Site Bar:** 

Note: Image size 140(px) \* 370(px)

Click to preview 

This page is for you to add, edit or delete the catalog of the chat settings including Invitation Title, Notice Message(Set up notice message on the top of visitor chat window.), Chat Welcome Message, Side Bar.







## 24. Manage Survey

Tool Bar → "Admin Console" → "Visitor Experience" → "Chat Survey"

Chat4Support Tools > Visitor Experience > Chat Survey

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

[Add](#)

	Temp Name	Type	Date Time	Enable	Preview
 	事后调查	Post-Chat	8/2/2007 10:39:15 AM	<input type="checkbox"/>	Preview
 	事前调查	Pre-chat	5/30/2007 8:25:49 AM	<input type="checkbox"/>	Preview
 	123	Pre-chat	4/3/2012 2:34:31 PM	<input checked="" type="checkbox"/>	Preview

Chat4Support Tools > Visitor Experience > Chat Survey

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

- Chat4Support Tools
- Site Information
- User Setup
- Content Manager
- Rules
- Visitor Experience
  - Generate Chat Button
  - Upload Images
  - Visitor Chat Settings
  - Chat Survey**
- Message Board
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout
- New Products

Template Name:

Template Type: Pre-Chat

Enable

Next Step Back

Chat4Support Tools > Visitor Experience > Chat Survey > Chat Survey Add

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

- Chat4Support Tools
- Site Information
- User Setup
- Content Manager
- Rules
- Visitor Experience
  - Generate Chat Button
  - Upload Images
  - Visitor Chat Settings
  - Chat Survey**
- Message Board
- Support Ticket System
- Report & Log
- Traffic Analysis
- Logout
- New Products

Add Survey Components:  Survey Question Add Preview Back

This page is for you to manage pre-chat and post-chat surveys. Here you can add basic information in the pre-chat survey or satisfaction in the survey after chat. The styles and contents of these surveys can be customized.

## 25. Support Ticket System

Tool Bar → "Admin Console" → "Support Ticket System" → "Ticket Management"

Chat4Support Tools > Support Ticket System > Ticket Management

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

Select Control:

(You may create a ticket for a known visitor on your own initiative and send a notice to the visitor at the same time.)  
 (Admin can view all the tickets and assign the tickets to other operators. Operator only can view all the open tickets as well as his/her own tickets.)

(Please check the selection box above to select the ticket you wish to make changes.)

Status	Catalog	Assign To	Create Time	Last Update
<input type="checkbox"/> Not Closed	All	All		
<input type="checkbox"/> <b>New Chat Client Doesn't Work with our server version</b> Visitor's Email: allwoom@algonquincollege.com	support		4/4/2012	4/5/2012
<input type="checkbox"/> <b>issue with visitor experience</b> Visitor's Email: pam@diamondwave.com	support		4/4/2012	4/5/2012
<input type="checkbox"/> <b>test</b> Visitor's Email: nitindhumal67@gmail.com	support		4/4/2012	4/5/2012
<input type="checkbox"/> <b>will your software work on blackberry</b> Visitor's Email: amitsoni2k@gmail.com	support		4/4/2012	4/4/2012
<input type="checkbox"/> <b>kamas</b> Visitor's Email: plt10@hotmail.fr	support		4/3/2012	4/4/2012
<input type="checkbox"/> <b>Login Failure</b> Visitor's Email: dennis@ccl.co.uk	support		4/3/2012	4/3/2012
<input type="checkbox"/> <b>chat issue</b> Visitor's Email: pam@diamondwave.com	support		4/2/2012	4/3/2012
<input type="checkbox"/> <b>help</b> Visitor's Email: prekha978@yahoo.com	support		4/2/2012	4/3/2012
<input type="checkbox"/> <b>Software not working</b> Visitor's Email: dennis@ccl.co.uk	support		4/2/2012	4/2/2012
<input type="checkbox"/> <b>Renewal of licence</b> Visitor's Email: simon@premiervillas.net	resale		4/2/2012	4/2/2012

1 2 3 4 5 6 7 8 9 10 ... > >> 1 go

This page is for you to manage, assign, or reply to the problems that visitors leave in the site.  
 Tool Bar → "Admin Console" → "Support Ticket System" → "Ticket Catalog"

Chat4Support Tools > Support Ticket System > Ticket Catalog

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

Catalog Name:

Name
<input type="checkbox"/> support
<input type="checkbox"/> sales
<input type="checkbox"/> resale

This page is for you to add, edit or delete the catalog of the problems that visitors leave.  
 Tool Bar → "Admin Console" → "Support Ticket System" → "Ticket System Settings"

Chat4Support Tools > Support Ticket System > Ticket System Settings

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

- Chat4Support Tools
- Site Information
- ▣ User Setup
- ▣ Content Manager
- ▣ Rules
- ▣ Visitor Experience
- Message Board
- ▣ Support Ticket System
  - Ticket Management
  - Ticket Catalog
  - **Ticket System Settings**
- ▣ Report & Log
- ▣ Traffic Analysis
- Logout
- New Products

**Ticket Welcome Message:**

**Ticket View Authority:**  Only the Admin can view new tickets and the open tickets

**Ticket System SMTP Choice:**  System SMTP     My SMTP (the SMTP of another email system)

This page is for you to add, edit or select the Welcome Message, View Authority and SMTP Choice.

## 26. Message Board

Tool Bar → "Admin Console" → "Message Board"

Chat4Support Tools > Message Board

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

- Chat4Support Tools
- Site Information
- ▣ User Setup
- ▣ Content Manager
- ▣ Rules
- ▣ Visitor Experience
- **Message Board**
- ▣ Support Ticket System
- ▣ Report & Log
- ▣ Traffic Analysis
- Logout
- New Products

4/6/2011 - 4/6/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi

Guest book is empty.

## 27. Chat Statistics Report

After chats are finished, do statistics about chat quality of operators.

Tool Bar → "Admin Console" → "Report & Log" → "Chat Statistic Report"

Chat4Support Tools > Report & Log > Chat Statistics Report

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

3/5/2012 - 4/6/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi Search

Date	Succ Chats / Total Chats	Succ. Chats / Total Visitors	Chats / Total Visitors	Chats	Succ.Chats	Invite Count	Responses	Chat Closed by Visitor	Chat Closed by Oper.	Total Visitors
4/5/2012	90%	8.7%	9.6%	10	9	0	33	10	0	104
4/4/2012	100%	2.2%	2.2%	8	8	0	47	7	1	368
4/3/2012	100%	3.6%	3.6%	15	15	0	83	15	0	411
4/2/2012	100%	1.6%	1.6%	5	5	0	35	5	0	304
4/1/2012	100%	2.3%	2.3%	5	5	0	21	5	0	219
3/30/2012	70%	2%	2.8%	10	7	0	44	10	0	353
3/29/2012	100%	4.1%	4.1%	14	14	0	37	12	2	338
3/28/2012	100%	0.6%	0.6%	2	2	0	3	2	0	338
3/27/2012	100%	0.8%	0.8%	3	3	0	26	3	0	373
3/26/2012	100%	3.3%	3.3%	12	12	0	69	12	0	366
3/24/2012	100%	0.4%	0.4%	1	1	0	1	0	1	275
3/23/2012	90%	2.8%	3.1%	10	9	0	43	9	1	325
3/22/2012	100%	1.2%	1.2%	4	4	0	35	4	0	339
3/21/2012	81.8%	2.3%	2.9%	11	9	0	33	8	3	383
3/20/2012	43.3%	2.9%	6.7%	30	13	0	99	27	3	445

[1] [2] > >>

Tool Bar → "Admin Console" → "Report & Log" → "Success Chat Report"

Chat4Support Tools > Report & Log > Success Chat Report

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

3/5/2012 - 4/6/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi Search

Oper. Name	Visitor IP	Country	City	Start Time	Duration	Wait Time (s)	Responses	Avg. Respond Time(s)	Max. Respond Time(s)	Bytes	Chat Closed by Visitor	Initiated by
Ming	81.183.72.183	HU		4/5/2012 7:19:50 AM	00:09:15	9	10	13	37	703	<input checked="" type="checkbox"/>	Visitor
Ming	58.62.9.78	CN	Guangzhou	4/5/2012 6:55:44 AM	00:06:34	3	1	6	6	46	<input checked="" type="checkbox"/>	Visitor
Ming	122.177.9.253	IN	Lucknow	4/5/2012 6:32:40 AM	00:02:58	7	2	13	15	913	<input checked="" type="checkbox"/>	Visitor
Ming	122.172.36.178	IN	Bangalore	4/5/2012 6:03:37 AM	00:24:10	5	5	18	60	1120	<input checked="" type="checkbox"/>	Visitor
Ming	108.194.116.128	US	Arlington	4/5/2012 2:59:01 AM	00:01:31	3	1	7	7	131	<input checked="" type="checkbox"/>	Visitor
Ming	108.194.116.128	US	Arlington	4/5/2012 2:55:25 AM	00:03:31	2	3	14	27	412	<input checked="" type="checkbox"/>	Visitor
Ming	108.194.116.128	US	Arlington	4/5/2012 2:53:06 AM	00:01:55	4	1	8	8	46	<input checked="" type="checkbox"/>	Visitor
wilson	98.198.237.26	US	Bellaire	4/5/2012 2:44:01 AM	00:32:32	13	8	22	53	762	<input checked="" type="checkbox"/>	Visitor
Ming	174.101.108.141	US	Chillicothe	4/5/2012 1:41:40 AM	00:01:46	14	2	36	73	74	<input checked="" type="checkbox"/>	Visitor
wilson	24.18.55.156	US	Issaquah	4/4/2012 3:10:44 PM	00:20:41	30	17	33	166	5123	<input checked="" type="checkbox"/>	Visitor

[1] [2] [3] [4] [5] [6] [7] [8] [9] [10] ... >>>

Tool Bar → "Admin Console" → "Report & Log" → "Missing Chat Report"

Chat4Support Tools > Report & Log > Missing Call Report Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

3/5/2012 - 4/6/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi

IP	Country	City	Start Time	Duration	Online Oper.	Away Oper.	Busy Oper.	Hide Oper.
24.138.197.74	PR	Caguas	4/5/2012 5:24:42 AM	00:00:41	Ming(0)	wilson(0)		
202.134.149.45	IN	Mumbai	3/30/2012 4:21:11 AM	00:00:09	Ming(0)			
202.134.149.45	IN	Mumbai	3/30/2012 4:05:52 AM	00:08:03		Ming(0)		
202.134.149.45	IN	Mumbai	3/30/2012 4:04:03 AM	00:01:12	Ming(0)			
70.119.76.72	US	Orlando	3/23/2012 4:02:36 AM	00:00:54	Ming(0)	Johnson(0)		
213.232.79.43	GB	Oxford	3/21/2012 1:31:51 PM	00:00:14	Yuki(0)			
213.232.79.43	GB	Oxford	3/21/2012 1:31:06 PM	00:00:44	Yuki(0)			
122.167.216.37	IN	Bangalore	3/20/2012 8:20:41 AM	00:00:15	Ming(0)	Johnson(0),wilson(0)		
23.19.172.53	US	Dallas	3/20/2012 3:05:13 AM	00:00:43	Ming(1)	Johnson(0)		
23.19.172.53	US	Dallas	3/20/2012 3:04:40 AM	00:00:28	Ming(1)	Johnson(0)		

[1] [2] [3] [4] [5] > >>

Tool Bar → "Admin Console" → "Report & Log" → "Operator Statistics Report"

Chat4Support Tools > Report & Log > Operator Statistics Report Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

3/5/2012 - 4/6/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi

Nickname	Chats	Chat Invitations	Total Chat Time	Bytes	Responses	Max. ResponseTime	Avg. ResponseTime	Avg. Oper. Scoring	Total Online Time
Johnson	6	0	00:04:35	854	9	371	31	-1	15:54:17
wilson	8	0	00:27:25	8577	25	166	6	-1	04:58:14
Yuki	149	1	03:27:13	86420	658	822	21	-1	08:56:23
Ming	102	0	02:34:19	79308	582	1080	18	-1	19:43:07

Tool Bar → "Admin Console" → "Report & Log" → "Operator Login Report"

Chat4Support Tools > Report & Log > Operator Login Report

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

3/5/2012 - 4/6/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi | Ming | Search

Nickname	IP	Login Date	Logout Date	Duration(s)
Ming	58.62.9.78	4/5/2012 3:39:56 PM		
Ming	58.62.9.78	4/5/2012 1:46:48 PM	4/5/2012 3:39:21 PM	1:52:33
Ming	58.62.9.78	4/5/2012 1:45:44 PM	4/5/2012 1:46:16 PM	0:0:32
Ming	58.62.9.78	4/5/2012 1:44:46 PM	4/5/2012 1:45:18 PM	0:0:32
Ming	58.62.9.78	4/5/2012 1:44:25 PM	4/5/2012 1:44:42 PM	0:0:17
Ming	58.62.9.78	4/5/2012 1:43:20 PM	4/5/2012 1:43:51 PM	0:0:31
Ming	114.160.71.146	4/5/2012 12:40:47 PM	4/5/2012 1:43:20 PM	1:2:33
Ming	114.160.71.146	4/5/2012 10:44:37 AM	4/5/2012 12:25:16 PM	1:40:39
Ming	58.62.9.78	4/5/2012 9:22:36 AM	4/5/2012 10:43:15 AM	1:20:39
Ming	58.62.9.78	4/5/2012 8:25:40 AM	4/5/2012 9:22:36 AM	0:56:56
Ming	58.62.9.78	4/5/2012 8:24:46 AM	4/5/2012 8:24:46 AM	0:0:0
Ming	58.62.9.78	4/5/2012 8:23:01 AM	4/5/2012 8:24:10 AM	0:1:9
Ming	112.90.196.76	4/4/2012 7:55:30 PM	4/4/2012 8:20:00 PM	0:24:30
Ming	221.5.67.209	4/4/2012 8:28:05 AM	4/4/2012 8:43:42 AM	0:15:37
Ming	58.249.118.237	4/3/2012 11:28:46 PM	4/3/2012 11:29:44 PM	0:0:58

[1] [2] [3] [4] [5] [6] > >>

Tool Bar → "Admin Console" → "Report & Log" → "Chat History"

Chat4Support Tools > Report & Log > Chat History

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

Chat Date Between: 3/5/2012 - 4/6/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi | All | Search

Export Excel File | Export Html File | Export All Chat Histories to HTML

Operator	Assigned To	Location	Start Time	Duration(s)	Type	Messages	
Ming	Johnson		4/5/2012 3:30:31 PM	00:08:59	Internal	0	View
Ming	81.183.72.183	HU	4/5/2012 3:19:50 PM	00:09:15	Visitor Call	28	View
Ming	Johnson		4/5/2012 3:17:40 PM	00:02:33	Internal	0	View
Ming	Johnson		4/5/2012 3:11:00 PM	00:00:09	Internal	0	View
Ming	58.62.9.78	Guangzhou, CN	4/5/2012 2:55:44 PM	00:06:34	Visitor Call	2	View
Ming	122.177.9.253	Lucknow, IN	4/5/2012 2:32:40 PM	00:02:58	Visitor Call	8	View
Ming	122.172.36.178	Bangalore, IN	4/5/2012 2:03:37 PM	00:24:10	Visitor Call	17	View
Ming	108.194.116.128	Arlington, US	4/5/2012 10:59:01 AM	00:01:31	Visitor Call	4	View

[1] [2] [3] [4] [5] [6] [7] [8] [9] [10] ... > >>

## 28. Traffic Analysis

Here you can make analysis about variety of visitors' information in the site, and display all kinds of graphs or tables,

Tool Bar → "Admin Console" → "Traffic Analysis" → "Website Visitor"

Chat4Support Tools > Traffic Analysis > Website Visitors

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

- Chat4Support Tools
- Site Information
- ▣ User Setup
- ▣ Content Manager
- ▣ Rules
- ▣ Visitor Experience
- Message Board
- ▣ Support Ticket System
- ▣ Report & Log
- ▣ Traffic Analysis
  - Website Visitors
  - Recent Traffic Data
  - History Data Search
  - Keyword & Referrer
  - Resource Accessed
  - Time Zone
  - Other Information
  - Logout
  - New Products

### Summary

Items	IPs	Views
Total	433505	869927
Today	231	440
Yesterday	381	731
This Month	1458	2888
This Year	34838	69426

Time Zone: (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi | Last 100 Visitors

IP	Location	Keyword	Start Time	Left Time	Views
122.167.250.255	Bangalore, IN	online chat for website	4/5/2012 4:14:31 PM	4/5/2012 4:16:11 PM	1
86.12.141.9	GB		4/5/2012 4:11:39 PM	4/5/2012 4:13:10 PM	2
203.189.141.199	KH	live chat for website	4/5/2012 4:08:13 PM	4/5/2012 4:18:45 PM	3
123.126.68.18	Beijing, CN		4/5/2012 4:05:00 PM	4/5/2012 4:06:10 PM	1
93.38.208.174	Tortona, IT	live chat for websites	4/5/2012 4:04:16 PM	4/5/2012 4:05:56 PM	3
93.63.137.154	IT		4/5/2012 4:04:11 PM	4/5/2012 4:05:42 PM	2
88.254.147.108	Adana, TR	free live chat software for website	4/5/2012 4:03:49 PM	4/5/2012 4:05:00 PM	1
216.52.252.68	Los Angeles, US		4/5/2012 4:01:48 PM	4/5/2012 4:04:31 PM	3
175.139.234.198	Kuala Selangor, MY		4/5/2012 3:45:36 PM	4/5/2012 3:47:02 PM	2
78.166.18.116	Antalya, TR		4/5/2012 3:41:32 PM	4/5/2012 3:43:32 PM	2

[1] [2] [3] [4] [5] [6] [7] [8] [9] [10] > >>

[View / Download Lastest 1 Day](#)   [View / Download Lastest 7 Days](#)   [View / Download Lastest 30 Days](#)

Tool Bar → "Admin Console" → "Traffic Analysis" → "Recent Traffic Data"

Chat4Support Tools > Traffic Analysis > Recent Traffic Data

Welcome to: MING(CHAT4SUPPORT) | Select Language: English

- Chat4Support Tools
- Site Information
- ▣ User Setup
- ▣ Content Manager
- ▣ Rules
- ▣ Visitor Experience
- Message Board
- ▣ Support Ticket System
- ▣ Report & Log
- ▣ Traffic Analysis
  - Website Visitors
  - Recent Traffic Data
  - History Data Search
  - Keyword & Referrer
  - Resource Accessed
  - Time Zone
  - Other Information
  - Logout
  - New Products

Time Zone: (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi

Latest 12 Months | Latest 31 Days | Latest 24 Hours

4/4/2012 5:00:00 PM - 4/5/2012 4:00:00 PM

Hour	Views
17	10
18	15
19	25
20	15
21	20
22	10
23	15
0	25
1	15
2	20
3	10
4	15
5	10
6	15
7	10
8	15
9	10
10	15
11	10
12	15
13	10
14	56
15	15
16	10

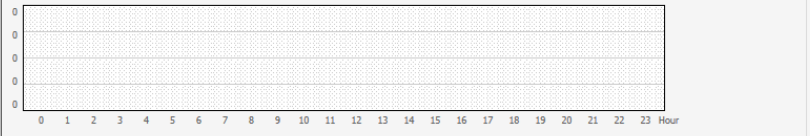
Tool Bar → "Admin Console" → "Traffic Analysis" → "History Data Search"

Chat4Support Tools > Traffic Analysis > History Data Search

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

Year: 2003 | Month: 04 | Day: 05 | (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi

4/4/2003 1:00:00 AM -- 4/5/2003 12:00:00 AM



- Chat4Support Tools
- Site Information
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Message Board
- Support Ticket System
- Report & Log
- Traffic Analysis
  - Website Visitors
  - Recent Traffic Data
  - History Data Search**
  - Keyword & Referrer
  - Resource Accessed
  - Time Zone
  - Other Information
- Logout
- New Products

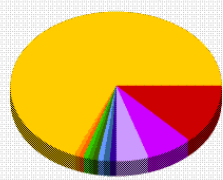
Tool Bar → "Admin Console" → "Traffic Analysis" → "keyword & Referrer"

Chat4Support Tools > Traffic Analysis > Keyword & Referrer

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

Keyword: 3/5/2012 - 4/5/2012 | (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi

**Keyword Analysis**



- chat4support (10.23%)
- free live chat for website (8%)
- free live chat software (6.72%)
- live chat for website (1.39%)
- 4 chat (1.39%)
- chat 4 (1.17%)
- website traffic monitoring software (1.07%)
- website live chat (0.96%)
- free live chat software for website (0.96%)
- free live web chat (0.96%)
- live support system asp.net (0.85%)
- Other (66.31%)

Keyword	Count	Last Visit Date
chat4support	96	4/5/2012
free live chat for website	75	4/3/2012
free live chat software	63	4/4/2012
live chat for website	13	3/31/2012
4 chat	13	4/5/2012
chat 4	11	3/31/2012
website traffic monitoring software	10	3/22/2012
website live chat	9	4/2/2012
free live chat software for website	9	4/3/2012
free live web chat	9	3/27/2012
live support system asp.net	8	3/12/2012
live chat website free	7	4/4/2012
free live chat support	7	3/29/2012
live chat for website free	7	3/28/2012
live chat on website	7	4/4/2012
live chat software free	7	3/31/2012
chat 4 support	7	4/1/2012
free live chat	7	4/3/2012
free chat software for website	6	3/30/2012
free live chat for site	6	4/3/2012

Tool Bar → "Admin Console" → "Traffic Analysis" → "Resource Accessed"

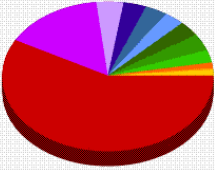
Chat4Support Tools > Traffic Analysis > Resource Accessed

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

Page: **Domain**

3/5/2012 - 4/5/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi Search  View Statistics Chart

### Page Analysis



- http://www.chat4support.com/ (55.85%)
- http://www.chat4support.com/buynow.asp (16.66%)
- http://www.chat4support.com/live\_support.asp (5.88%)
- http://www.chat4support.com/editioncomparison.asp (4.68%)
- http://www.chat4support.com/website\_traffic\_monitoring.asp (3.98%)
- http://www.chat4support.com/live\_chat.asp (3.15%)
- http://www.chat4support.com/?gclid=c34gren6q4cfwintaod0zubkg (2.5%)
- http://chat4support.com/ (2.88%)
- http://www.chat4support.com/?gclid=cov5pjfaj68cfeyrnaodol2vww (2.1%)
- http://web.chat4support.com/ (0.86%)
- http://www.surfaudit.com/ (0.23%)
- Other (0.91%)

Page	Count	Last Visit Date
http://www.chat4support.com/	12017	4/5/2012
http://www.chat4support.com/buynow.asp	3585	4/1/2012
http://www.chat4support.com/live_support.asp	1265	3/24/2012
http://www.chat4support.com/editioncomparison.asp	1008	3/8/2012
http://www.chat4support.com/website_traffic_monitoring.asp	856	3/20/2012
http://www.chat4support.com/live_chat.asp	678	3/28/2012
http://www.chat4support.com/?gclid=c34gren6q4cfwintaod0zubkg	623	3/16/2012
http://chat4support.com/	620	4/5/2012
http://www.chat4support.com/?gclid=cov5pjfaj68cfeyrnaodol2vww	436	3/31/2012
http://web.chat4support.com/	186	4/4/2012
http://www.surfaudit.com/	49	4/4/2012
http://chat4support.com/editioncomparison.asp	33	3/7/2012
http://chat4support.com/reseller.asp	23	3/20/2012
http://web.chat4support.ru/download.asp	18	3/20/2012
http://surfaudit.com/	14	4/4/2012
http://chat4support.com/download.asp	10	3/24/2012
about:blank	7	3/30/2012

Tool Bar → "Admin Console" → "Traffic Analysis" → "Time Zone"

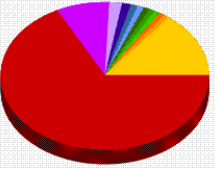
Chat4Support Tools > Traffic Analysis > Time Zone

Welcome to: MING(CHAT4SUPPORT) | Select Language: **English**

Language: **Region** **Time Zone**

3/5/2012 - 4/5/2012 (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi Search

### Language Analysis



- en-us (64.93%)
- en-GB (11.05%)
- zh-CN (2.77%)
- tr-tr (1.86%)
- it-it (1.46%)
- ru-ru (1.24%)
- fr-FR (1.11%)
- nl-NL (1.06%)
- pt-BR (1.01%)
- es-es (0.95%)
- de-de (0.9%)
- Other (11.66%)

Language	Count
en-us	6201
en-GB	1055
zh-CN	265
tr-tr	178
it-it	139
ru-ru	118
fr-FR	106
nl-NL	101
pt-BR	96
es-es	91
de-de	86
en	81
pl-PL	65
en-ca	60
en-AU	52
sv-se	48
nl	47

Tool Bar → "Admin Console" → "Traffic Analysis" → "Other Information"

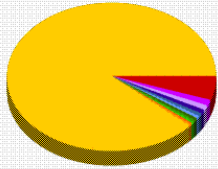
Chat4Support Tools > Traffic Analysis > Other Information
Welcome to: MING(CHAT4SUPPORT) | Select Language: English ▼

- Chat4Support Tools
- Site Information
- User Setup
- Content Manager
- Rules
- Visitor Experience
- Message Board
- Support Ticket System
- Report & Log
- Traffic Analysis
  - Website Visitors
  - Recent Traffic Data
  - History Data Search
  - Keyword & Referrer
  - Resource Accessed
  - Time Zone
  - **Other Information**
- Logout
- New Products

IP Header | Color Depth | Browser | Screen Resolution | Operation System

3/5/2012 - 4/5/2012 | (GMT + 8:00) Bei Jing, Chong Qing, Hong Kong, Urumchi | Search

### IP Header Analysis



207.46	(3.79%)
196.20	(0.98%)
141.0	(0.81%)
82.112	(0.72%)
192.41	(0.54%)
117.197	(0.47%)
82.67	(0.46%)
182.68	(0.34%)
122.176	(0.32%)
212.34	(0.32%)
220.255	(0.31%)
Other	(90.92%)

IP Header	Count
207.46	362
196.20	94
141.0	77
82.112	69
192.41	52
117.197	45
82.67	44
182.68	32
122.176	31
212.34	31
220.255	30
74.7	28
218.186	27
119.131	26
162.94	25
71.251	24
72.211	24