Vergic standard banner types & chat panels

1 Document history

Version	Date	Author	Note
1.0	2017-09-18	Jonas Hanning	Created
1.1	2018-01-22	Anders Hellström	Updated
1.2	2018-05-02	Jonas Hanning	Updated with new design
1.3	2018-07-08	Stellan Kristiansson	Updated

2 Table of content

3 Introduction

3.1 Background

The purpose of this document is to present the different banner types, the queue and chat panel that is included in the standard design packages. It also describes the level of customization that's included.
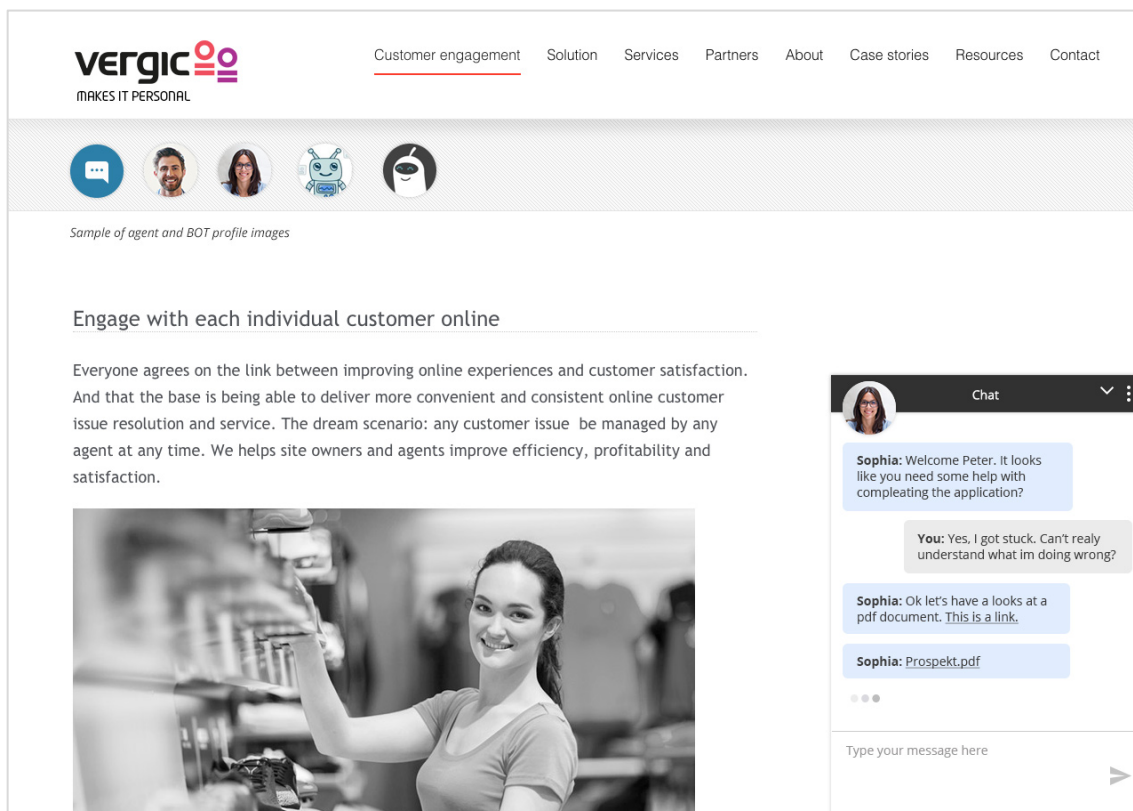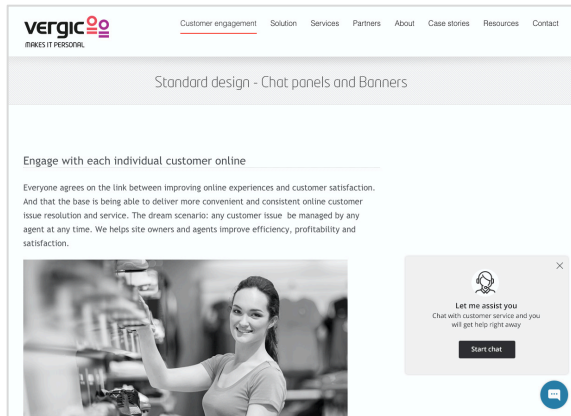

3.2 Supported devices

The standard design shown in this document applies out-of-the-box on Desktop computers, Tablets and Mobile phones that runs the most common web browsers.
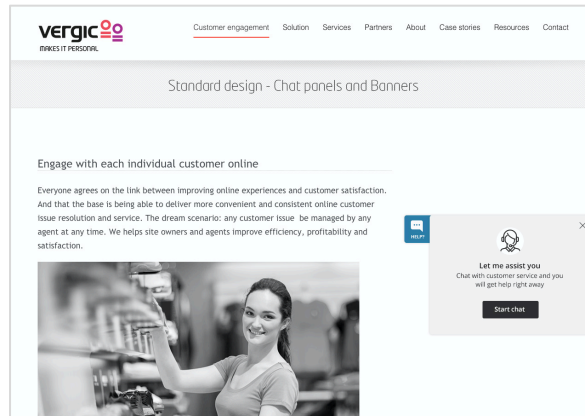
4 Banners

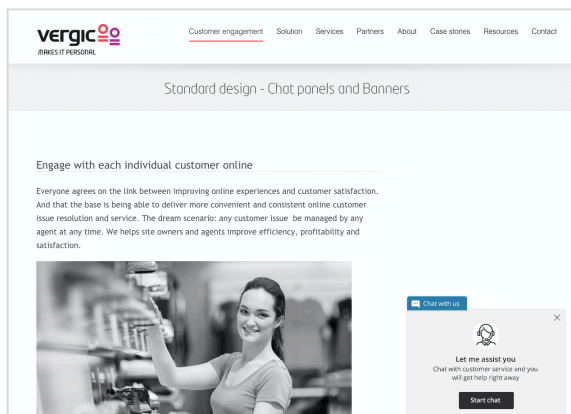## 4.1 Banner types overview

There are 4 types of banners with different behavior.
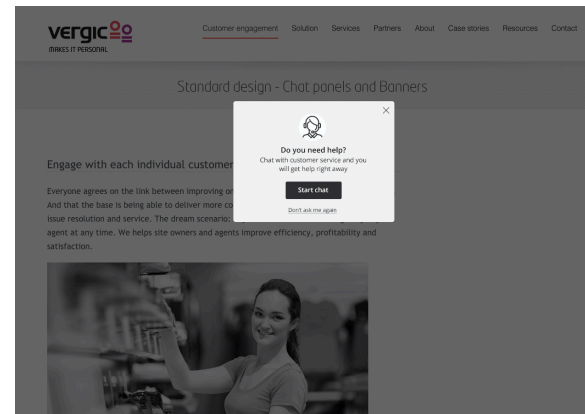

1. Dooreye banner
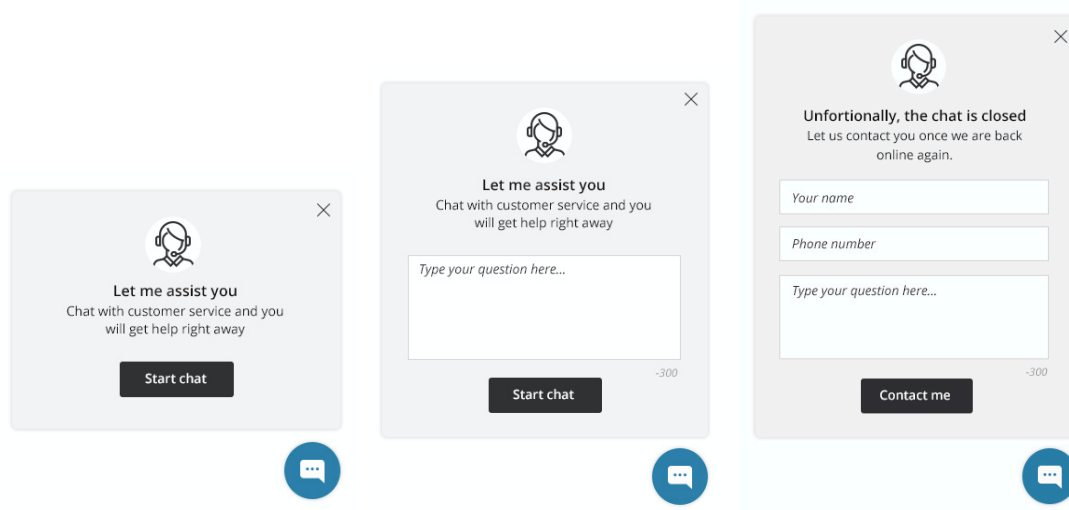

2. Tab banner

3. Bottom banner

4. Takeover banner

NOTE: Custom banners can be ordered. Please talk to your sales representative or project manager for more information.

4.2 Banner content

A banner can have 3 types of content:

1. A text message
2. A text message + question form
3. A "callback form" to be used outside opening hours or when agents are busy

NOTE: in below banner description we only show banners with a text message but all 3 content types are available for each banner.
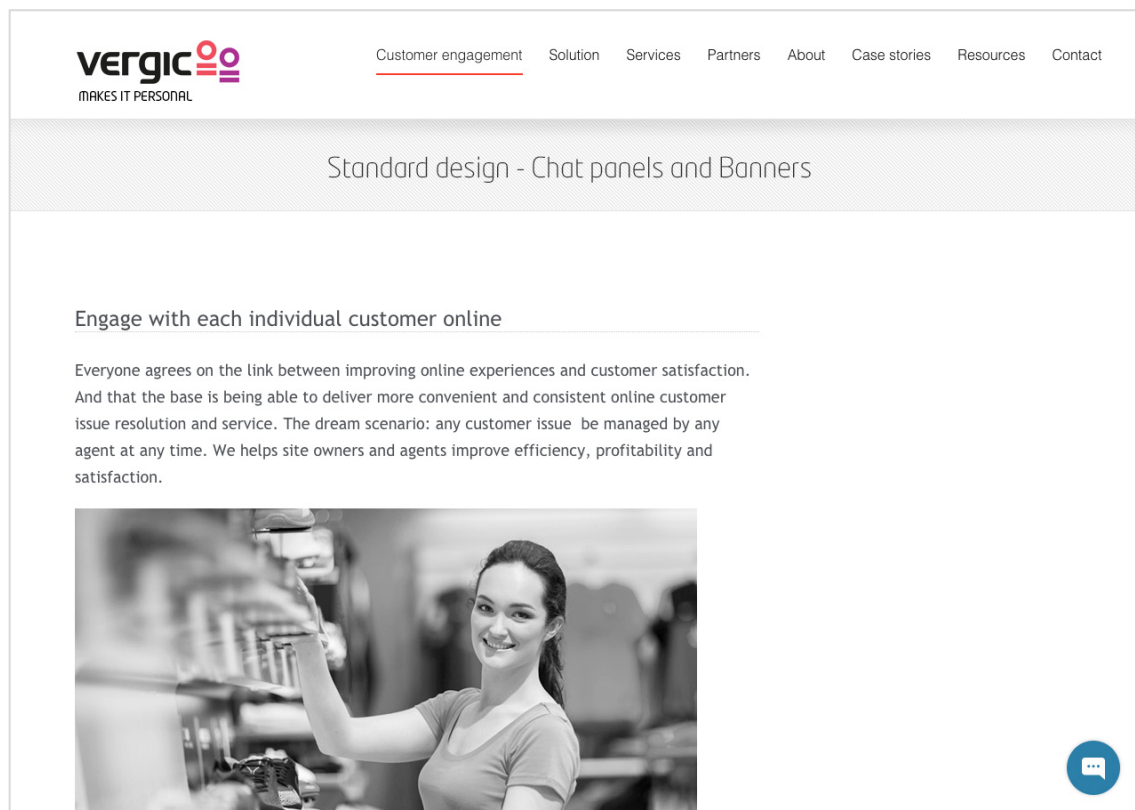
4.3 Dooreye banner

This is the preferred and most used banner type. The dooreye banner is configured to "float", i.e. it doesn't have to be docked to the side of the viewport.
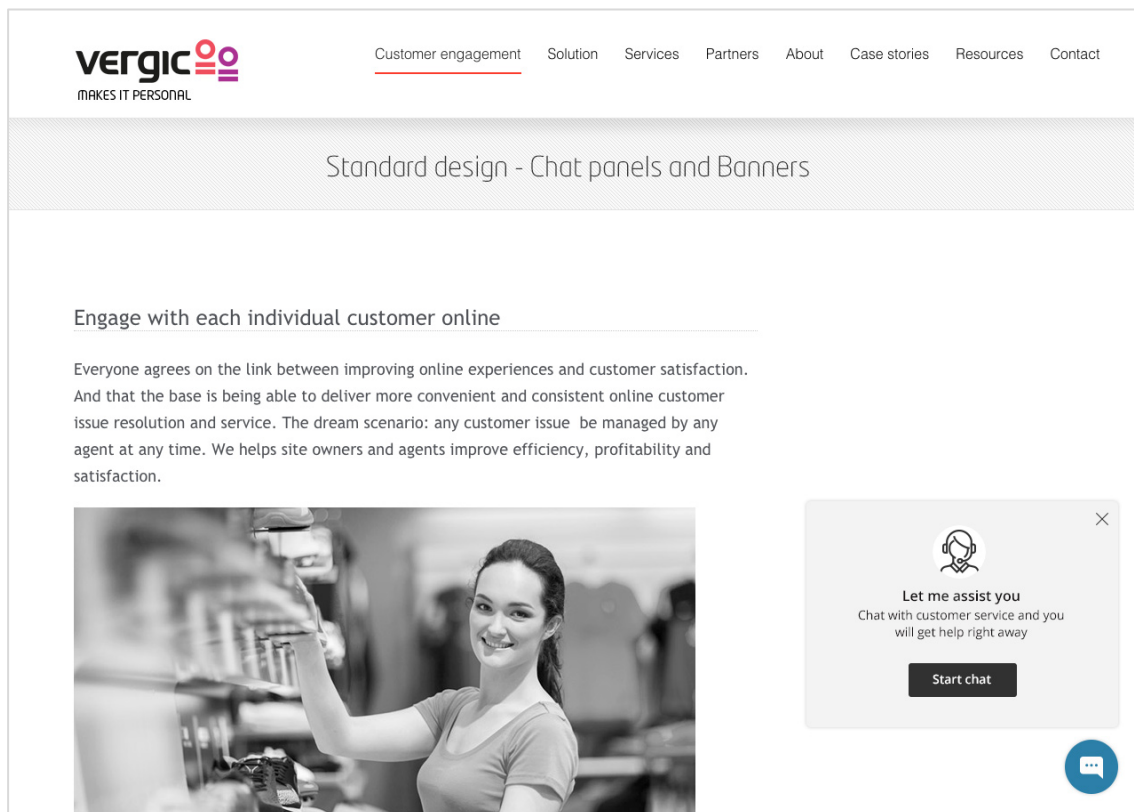
The banner can be set to automatically expand (and collapse again) after x seconds.
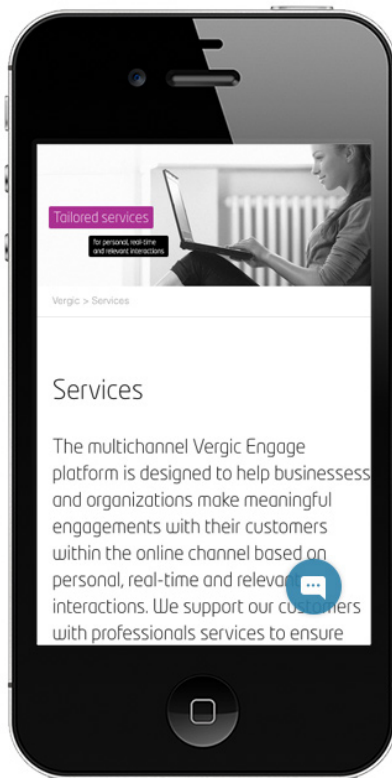
The banner expands on hover or click (configurable).
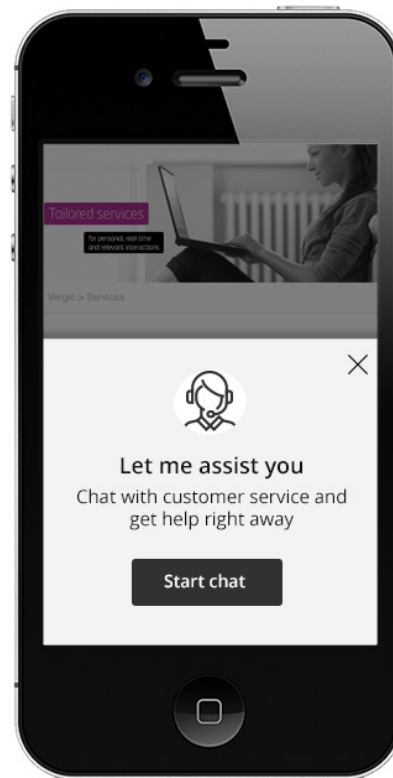
4.3.1   Desktop - Dooreye - Minimized

4.3.2   Desktop – Dooreye - Expanded

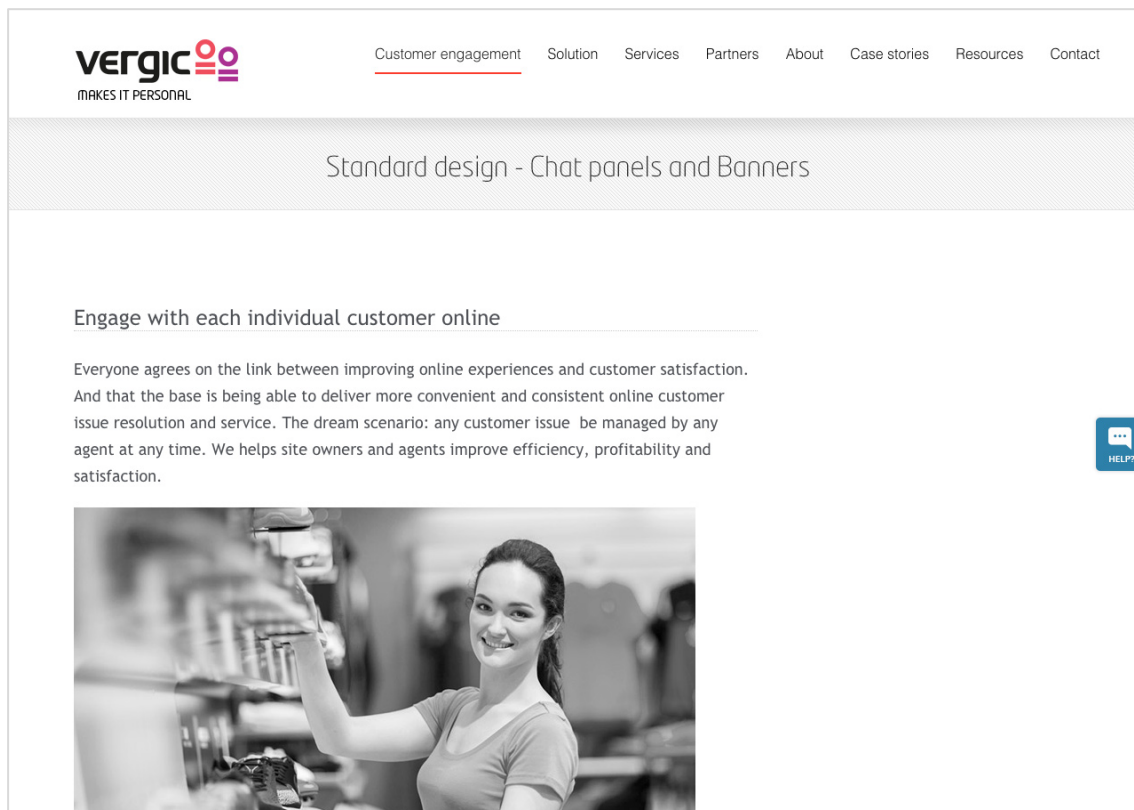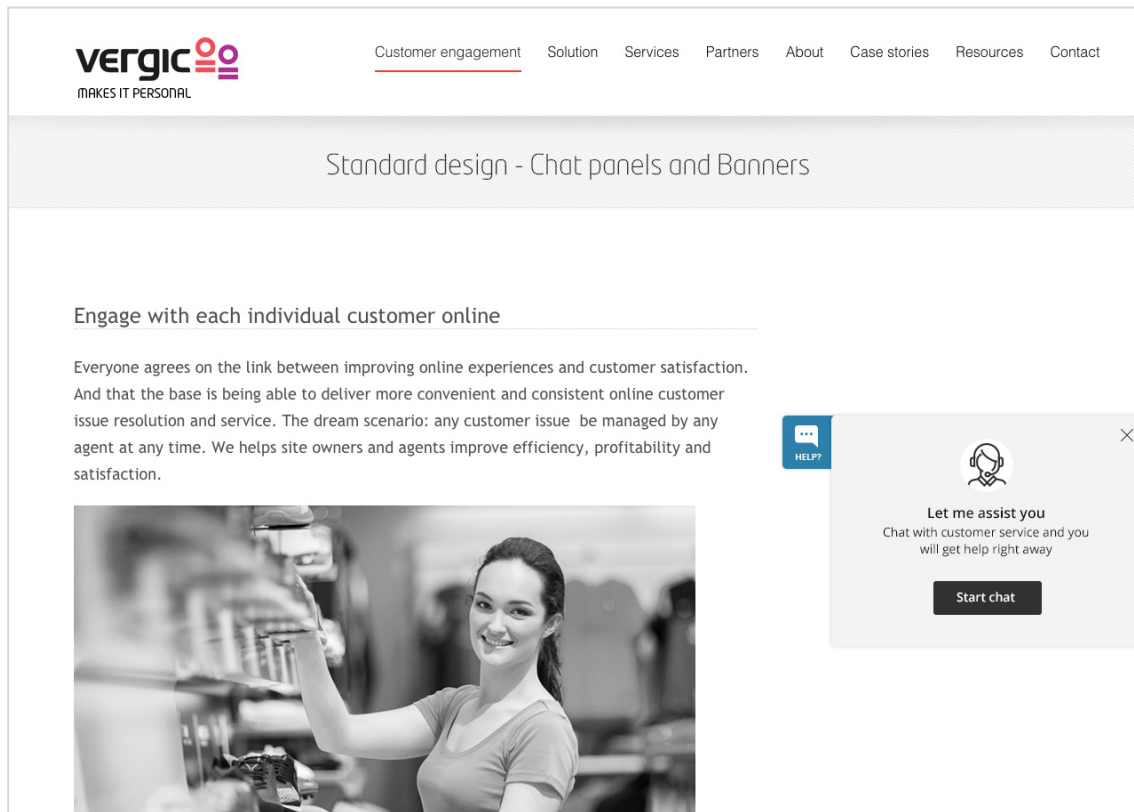### 4.3.3 Mobile - Dooreye

Docked

Expanded

4.4 Tab banner

The tab banner is by default "docked" to the right hand side of the browser's viewport.

The banner can be set to automatically expand (and collapse again) after x seconds.

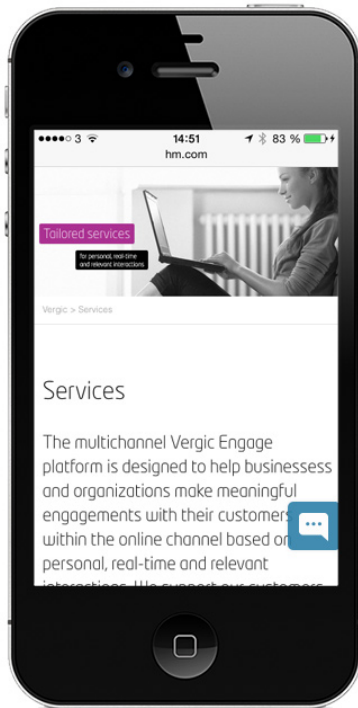The banner expands on hover or click (configurable).
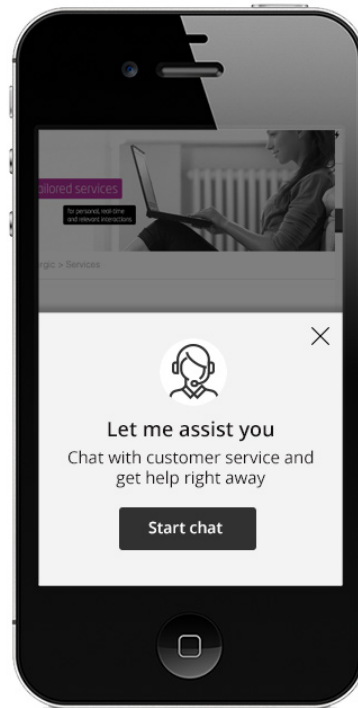
4.4.1 Desktop – Tab banner – Docked

4.4.2 Desktop – Tab banner - Expanded

4.4.3   Mobile - Tabbanner

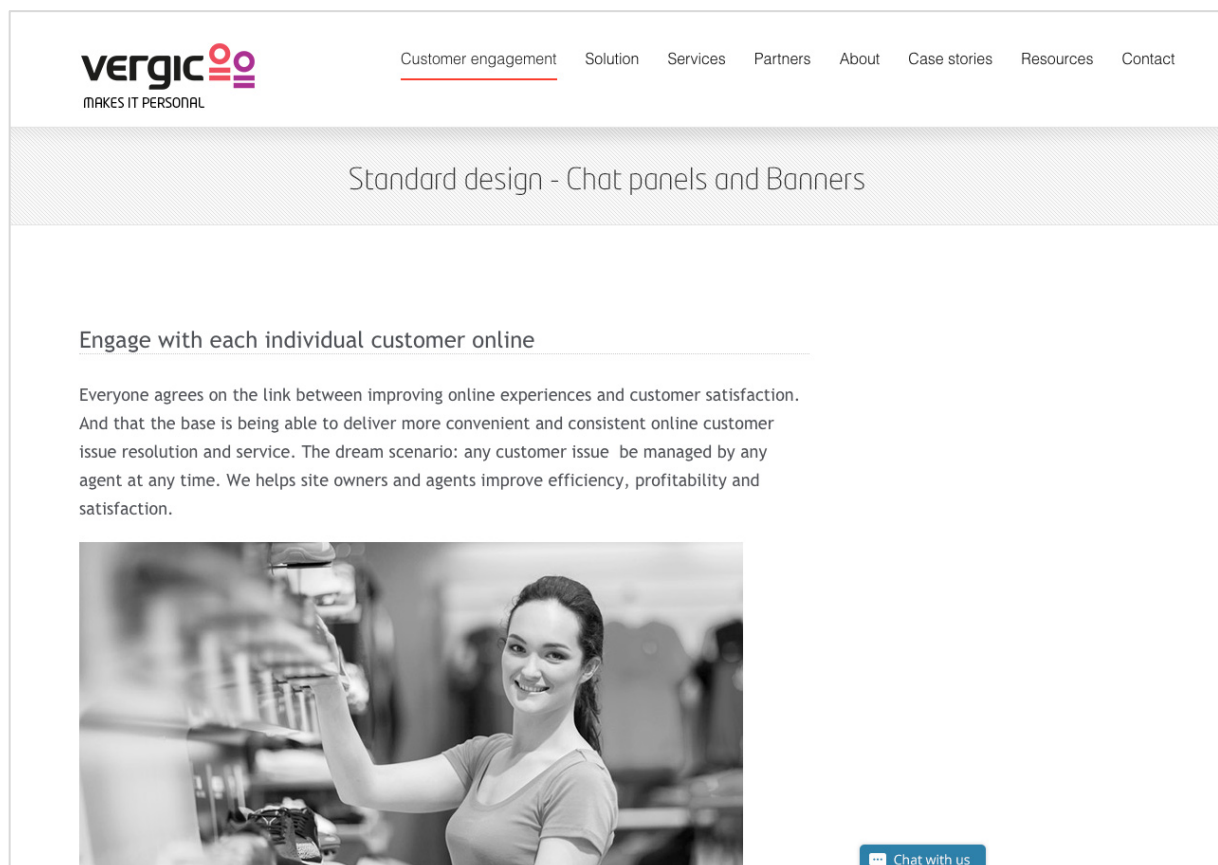Docked   Expanded

4.5 Bottom banner

The bottom banner is by default "docked" to the bottom of the browser's viewport.

The banner can be set to automatically expand (and collapse again) after x seconds.

The banner expands on hover or click (configurable).

4.5.1   Desktop – Bottom banner – Docked

4.5.2 Desktop – Bottom banner – Expanded

Standard design - Chat panels and Banners

Engage with each individual customer online

Everyone agrees on the link between improving online experiences and customer satisfaction. And that the base is being able to deliver more convenient and consistent online customer issue resolution and service. The dream scenario: any customer issue be managed by any agent at any time. We helps site owners and agents improve efficiency, profitability and satisfaction.
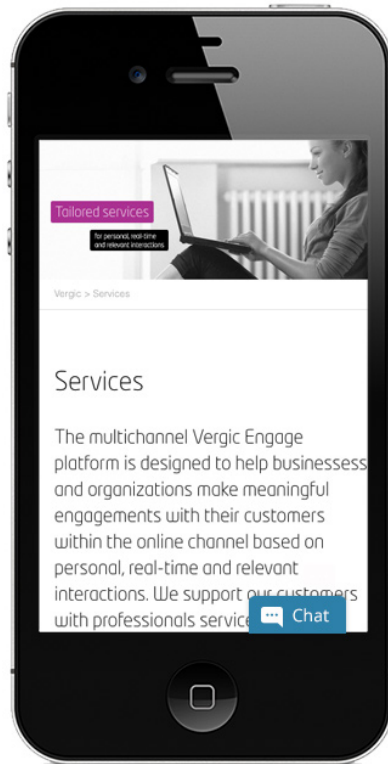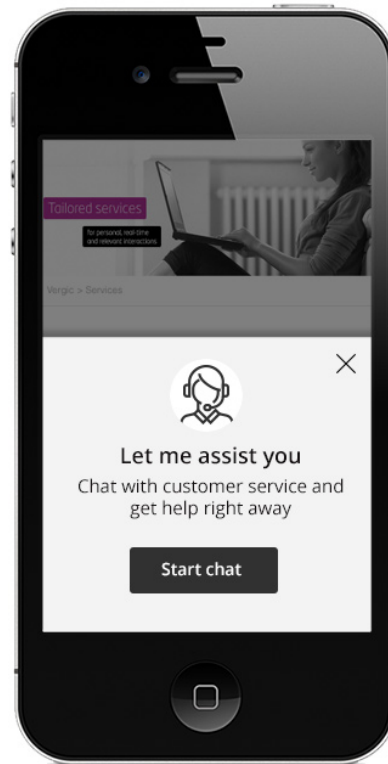
Chat with us

Let me assist you
Chat with customer service and you
will get help right away

Start chat

4.5.3 Mobile – Bottom banner
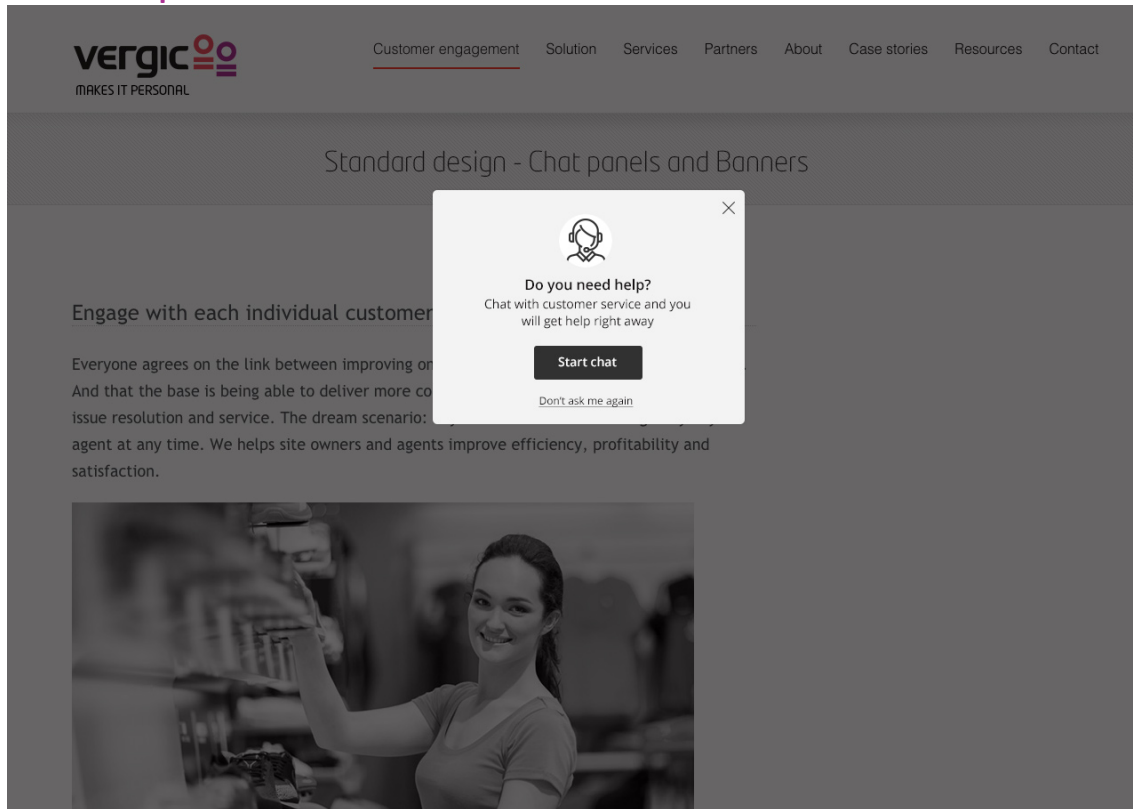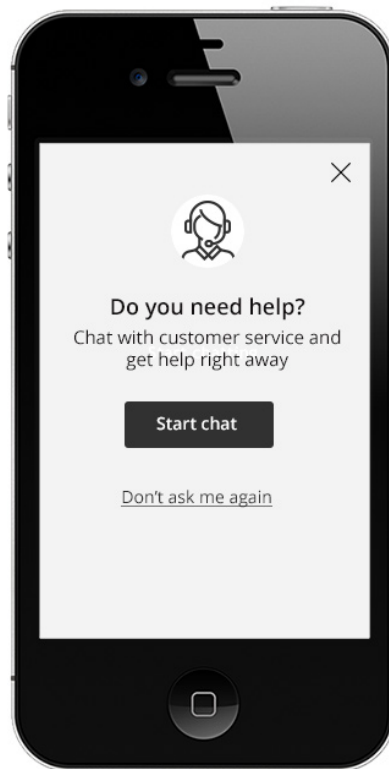

Docked   Expanded

4.6 Takeover banner

The takeover puts itself on top of all other website content, forcing the visitor to actively dismiss it. Best used when visitor attention is needed.

4.6.1 Desktop – Takeover - Active

4.6.2 Mobile - Takeover

5 Chat panels

5.1 Queue panel

Once the visitor clicks on the "Start chat"- button on the banner the "Queue panel" will load and the visitor will be placed in the queue waiting for an agent to respont to the chat request. The queue panel is always positioned on the right side of the screen. The visitor can hide the panel by clicking on the "Agent circle". The panel can either be docked or undocked to the right side of the screen. If undocked the visitor can move and place it anywhere on the screen.

5.1.1   Desktop - In queue – A visitor is waiting for a agent to respond

5.1.2   Desktop – In Queue - Menu

From this menu the visitor can leave the queue or minimize the panel.

5.2 The chat panel

Once an agent joins the window will transform into the chat panel. The "agent circle" can either contain a general agent avatar for the whole account OR personal agent images on user level.

5.2.1   Desktop - In chat

5.2.2 Desktop – In chat - Menu

Once in chat the visitor can trigger the "Menu" witch contains: "Hide chat", "Print chat", "Email chat" or "Leave chat".
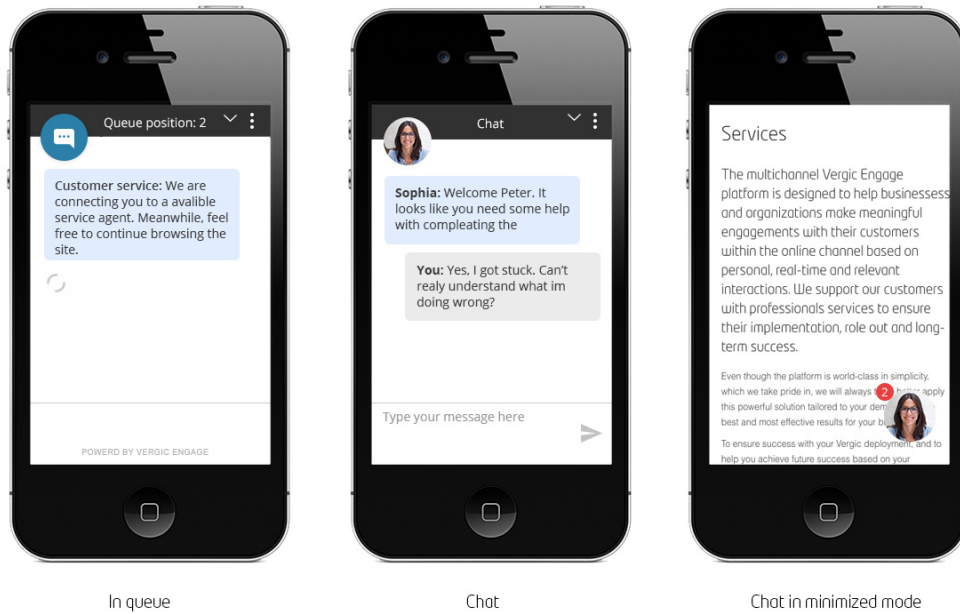
5.2.3 Desktop – In chat - Minimized

If the user decides to hide the chat from the menu OR clicks on the "Agent circle" the chat is minimized. The minimized chat gives a notification if new messages arrive.
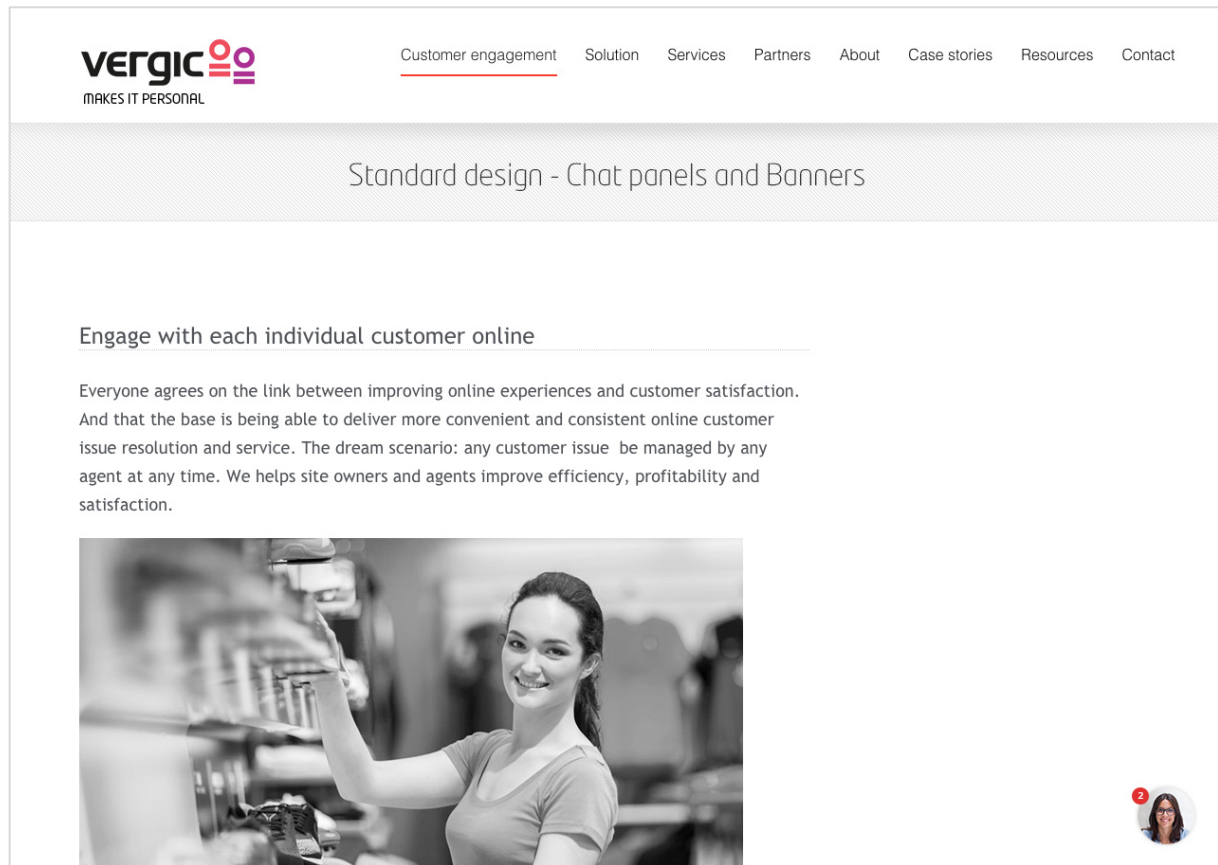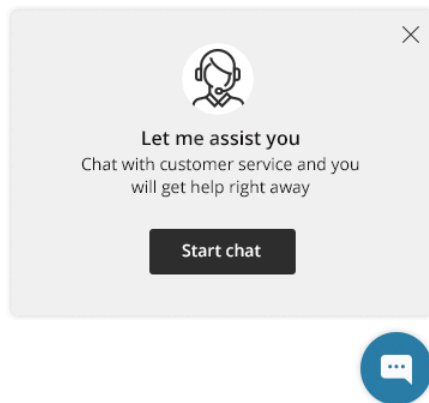
5.2.4 Mobile – Chat panels

Chat panels - mobile

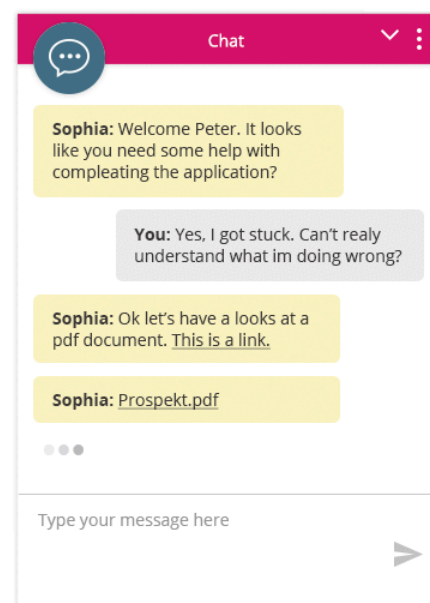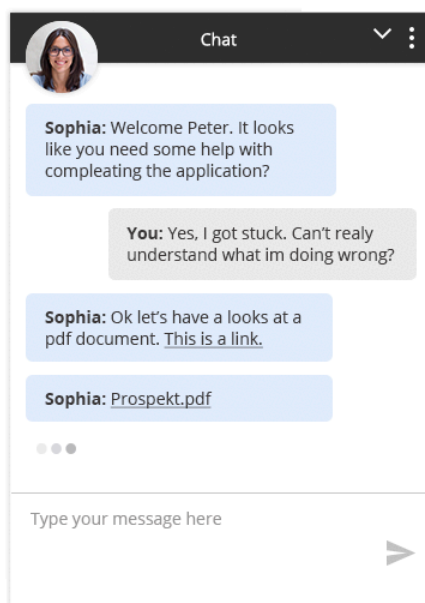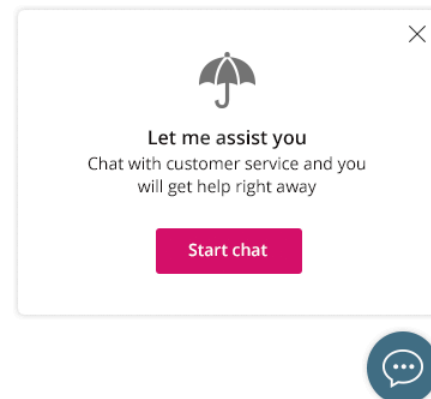| In queue | Chat | Chat in minimized mode |

6 Customization

The standard design can be customized. Both versions below are "Standard design". Changes have only been made to image URLs, header and button colors

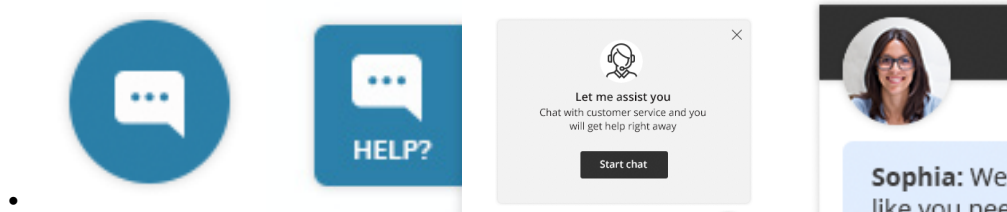If customer chooses to provide their own images they need to be delivered in the right format and dimensions:

- **Banner tabs, Banner image and "Agent circle":**

-

- Preferable SVG vektor format

- If pixel graphic (photo) 120*120px