




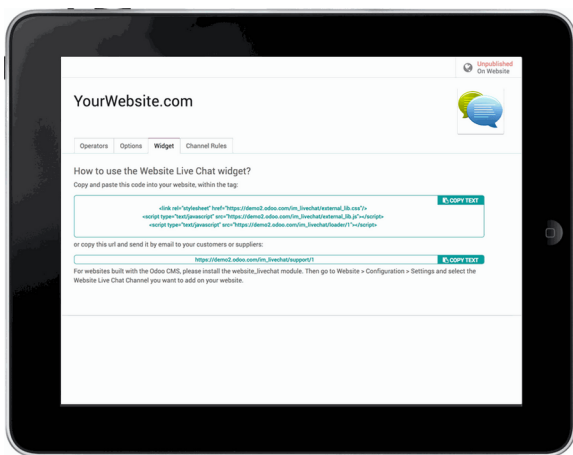
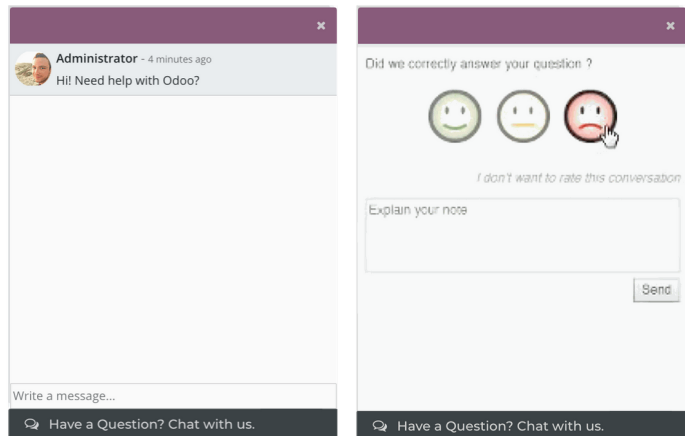
## ODOO | LIVE CHAT

Answer customer questions in real-time

### Do it live!

Convert more visitors into leads and customers

-  Chat online with customers and website visitors in real time.
-  No need for a special chat server, everything is done through your website.
-  Provide your visitors with information in a fast and simple way - direct chat with customers on your website has never been easier!



### Select your audience

Provide direct chat to a specified target

Filter your audience by country and provide better customer service by engaging with your customers and website visitors using the right language and tone.

# Odoo Live Chat Features

## Chat with visitors

### Personalize window behavior

Define how the Live Chat button appears. Decide if you want the chat to open automatically and after how long

### Create custom welcome messages

Configure automatic welcome messages for each channel and personalize the button's layout

### Answer from everywhere

Live chat is accessible from within any module, in the front-end and back-end, to keep track of every conversation

### Use fun smileys

Add a personalized human touch to your communication with fun smileys

### Create canned responses

Create shortcuts to use pre-written template answers for common questions

### Chat in groups

Add multiple users to a conversation to make a group chat

## Custom channels

### Customize per country

Create multiple channels to adapt to different languages

### Define a responsible agent

Add agents to each channel to easily divide customer queries between your employees

## Service Level

### Conversation rating

Get a clear idea of your service level with a simple evaluation system at the end of a conversation

### Chat history

Review the answers and reactions from customers and employees to learn and improve the way you answer