AliveTracker
Tracking Visitors on Your Website

A WebsiteAlive How-To Guide

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AliveTracker: Tracking Visitors on Your Website

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This document will highlight the steps you need to begin tracking visitors on your website. You will need Administrator access in order to complete this setup.

► If you need further assistance, help or support, please feel free to visit us at **www.websitealive.com** for more information.

Generating AliveTracker Code

NOTE: In order to generate or add AliveTracker code to your website, you must first be logged into your Administrator account and have access to your website's HTML code.
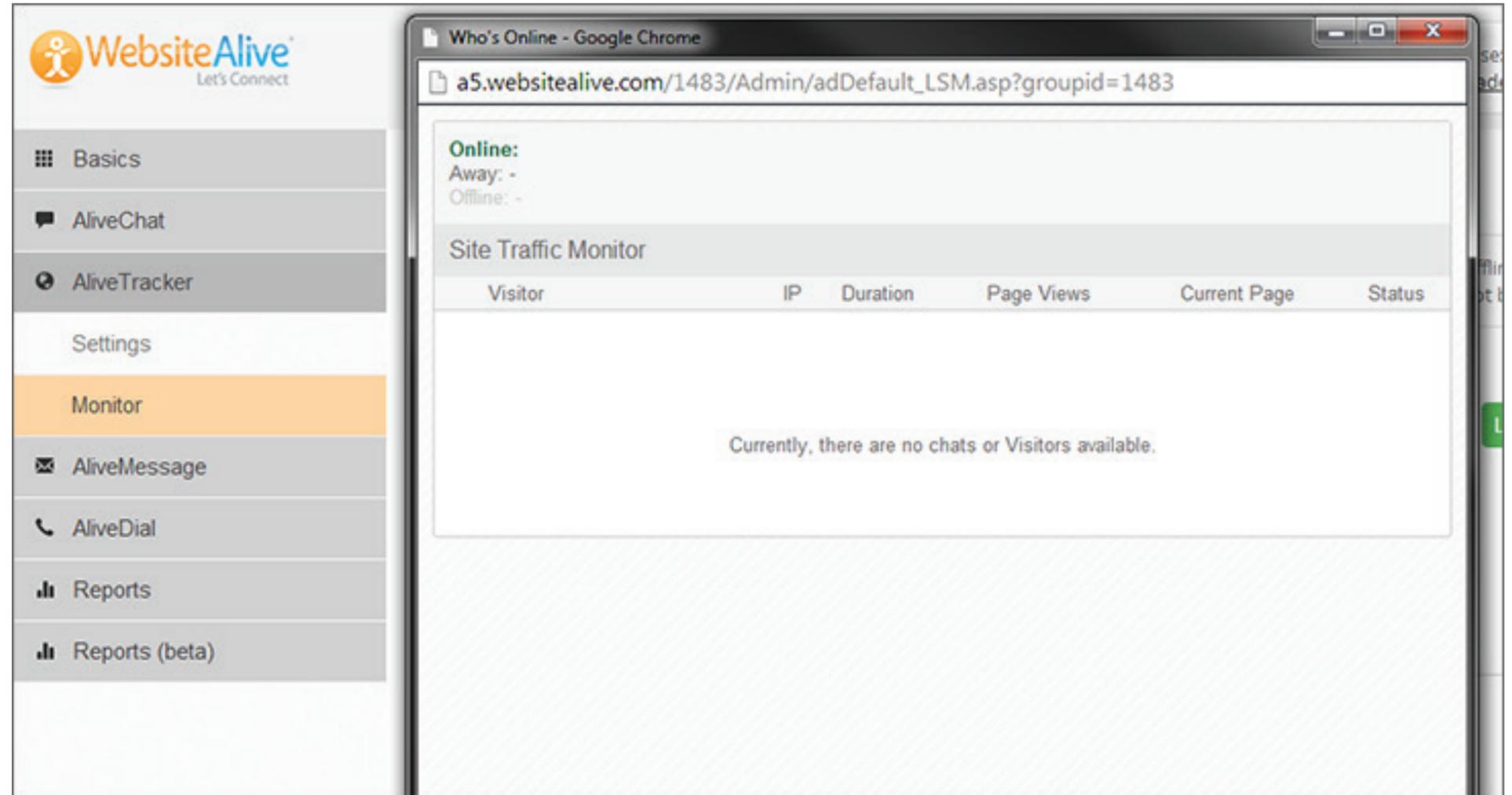
▶ **Adding AliveTracker to your website is done via Embedded Icons only.**

1. In the left menu, go to **Basics > Website, Code & Customize.**

2. On the right side of the screen, you'll see Embedded Icon & Tracking Code with an image of your Embedded Icon. Click the **Edit** link just below the Embedded Icon.

3. A dialog box will appear with your code under the tab Code For Your Website. **Copy/paste** this code into your website right before the </body> tag.

Congratulations, you've now set up AliveTracker for your website.

Viewing AliveTracker in Real Time

1. Via your Administration panel, in the left menu, click **AliveTracker > Monitor.**

2. Click **Launch AliveTracker Monitor.**

Best Practices

Here are a few helpful hints to consider when adding your Embedded Icon and AliveTracker code to your website.

- Add this code to your web page right before the </body> tag.

- If you have a website template that you use for all pages within your website, add this code to the footer or sub-footer.

- There can be only one instance of Embedded Icon/AliveTracker code per page.
  Multiple copies of this code on one page will break its function.

- If you made changes by using 'Update Settings," you DO NOT need to re-install this code.

- In order for you to track visitors using this tool, at least one of your operator sessions must be active.
  If you do not have any operators online, you will not be able to track visitors.

- ▶ Administrators may monitor the real-time traffic of your website via the Administrator console
  by launching the AliveTracker Monitor from the AliveTracker > Monitor page.

- ▶ Administrators can view which Operators/Agents are currently online/offline/away.

- ▶ Administrators can view which visitors are in queue, chatting, or just browsing your website.

Best Practices

NOTE: *In order to view AliveTracker within the Operator Console, you must have have the Operator Console open and AliveTracker installed on your website (using the steps in Generate AliveTracker Code).*

1. Log into your Operator account.

2. On the left side of the screen, click the Globe icon.

You are now viewing AliveTracker in real time directly from your Operator Console.

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