

Passing Custom Variable Into Chat

A WebsiteAlive How-To Guide



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This document will highlight the steps you need to pass custom variables into your live chats.

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

Why Would You Need This?

By passing in variables, you are reducing the number of steps it takes for a Visitor to start a chat. Since you know the Visitor's name, email, phone (if they are in a member portal, if you can pull that data), you are creating a seamless experience without prompting them again before a chat.

Example

In our own Shopping Cart at [websitealive.com](https://www.websitealive.com), since only registered members can access it we are able to push account information to the chat button. Thus when you start a chat we know who you are and there's no need to ask what your username is.

Before you can pass in a Visitor's name, email, phone, etc, you will need to be able to pull that information from YOUR system.

For example, if you store that information in a cookie, you will need to expose it and embed it into our chat code.

This may require help from your web developer, or just let us know and we can help.

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How Is It Done?

If you'd like to pass in your own customer variables into chat, such as usernames, emails, and other account specific information, this can be done with some minor code modifications to any existing chat button code (call to action code).

A Simple Example

Before (sample chat code):

```
https://www.websitealive1.com/1/rRouter.asp?groupid=1&websiteid=0&departmentid=1
```

After (embedding the variables):

```
https://www.websitealive1.com/1/rRouter.asp?groupid=1&web-  
siteid=0&departmentid=1&loginname=firstname&loginnamelast=lastname&loginemail=guest@gmail.com&loginphone=8328886666&loginquestion=I have a question.
```

5 Main Variables & Detailed Implementation Concept

There are 5 main variables that can be passed into each request:

- **loginname** - First name of the Visitor.
- **loginnamelast** - Last name of the Visitor.
- **loginemail** - Email of the Visitor.
- **loginphone** - Phone number of the Visitor.
- **loginquestion** - Question the Visitor has.

Detailed Implementation Concept

To implement this, simply add this string to your chat code:

```
&loginname=<firstname>&loginnamelast=<lastname>&loginemail=<guest@gmail.com>&loginphone=<8328886666>&loginquestion=<I have a question.>
```

Then, replace anything within <> brackets with your own, real variables.

Remember to URLencode the variables so that your variables are formatted correctly (convert spaces to proper encoded HTML for querystring)

Example In Detail

A Detailed Example (this is how actual chat code may look like)

Before (sample chat code):

```
<a onClick="javascript:window.open('https://www.website-  
alive1.com/1/rRouter.asp?groupid=1&websiteid=0&departmentid=1&dl='+escape(document.location.href),'','width=400,height=400');" class="clicktocallInt-home">-  
Click To Chat</a>
```

After (embedding the variables):

```
<a onClick="javascript:window.open('https://www.website-  
alive1.com/1/rRouter.asp?groupid=1&websiteid=0&departmentid=1&loginname=firstname&loginnamelast=lastname&loginemail=guest@gmail.com&loginphone=83  
28886666&loginquestion=I%20have%20a%20question.&dl='+escape(document.location.href),'','width=400,height=400');" class="clicktocallInt-home">Click To  
Chat</a>
```

Limitations

Currently, passing in variables only works with pop-up windows, and not embedded chats. Passing in custom variables that are not included within our 5 main variables requires the use of Pre-Chat Surveys, and requires some additional implementation that we can help with.

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