

Quick overview of the tawk.to live chat dashboard

The image shows a screenshot of the tawk.to live chat dashboard. A central white modal window is overlaid on the dashboard, displaying the text "Welcome to tawk.to" and "A quick tour to show you around so you can familiarize yourself with the dashboard". Below this text is a green button labeled "Start Tour". The modal also features several icons representing chat, reporting, and analytics.

The background dashboard is dimmed and includes the following sections:

- Live Visitors:** A line graph showing visitor activity over time, with a "Live Now" button.
- Visitors:** A section showing "Today" with a count of 0 and a 0.0% change.
- Chats:** A section showing "Answered" (0, 0.0%) and "Missed" (0, 0.0%) chat counts, along with a "Last 7 days" summary.
- Reporting:** A section with a "More" link and metrics for "Positive Sentiment" (0%), "Engagement" (0%), and "Availability" (0.0%).
- Enhance tawk.to with Add-ons:** A section with a "Browse Add-ons" button and a description of add-on features like removing branding and making video calls.
- What's The Latest:** A section with a "Read More" link for a "CRM beta release: Contacts" update from Sun Sep 5 2021.
- History:** A section with a "Visitor" header and a message: "Hi New Agent, you don't have any messages yet".

Incoming chats show top left in a pink box, and also have an audible notification

The screenshot displays a dashboard with a dark theme. In the top-left corner, a pink notification box labeled 'Incoming' with a '1' indicates an unread chat. The chat details show 'V-UNANSWERED NEW AGENT' with a small profile icon. A white tooltip titled 'Incoming Chats' is overlaid on the notification, explaining that new chats will appear here for the user to answer. It includes a 'Back' link and a prominent green 'Next' button. The main dashboard area features several analytics widgets: 'Visitors' and 'Chats' both show 0 for today and last 7 days; 'Page Views' shows 0 for today and last 7 days; and 'Reporting' shows 0% for Positive Sentiment, Engagement, and Availability. A 'History' section at the bottom left shows a table with columns for Visitor, Agent, and Time, but it is currently empty, displaying a boat icon and the message 'Hi New Agent, you don't have any messages yet'. On the right side, there are promotional banners for 'Enhance tawk.to with Add-ons' and 'What's The Latest' featuring a 'CRM beta release: Contacts' announcement.

If your computer audio is muted, you will be notified top right so you can unmute

The image shows a dashboard interface with a dark theme. At the top right, a white notification box contains the text "User action is needed to initialize sound notifications." and a green button labeled "Initialize now". The dashboard itself is divided into several sections:

- Live Visitors:** A line chart showing visitor activity over time. The y-axis ranges from 0 to 10. A single data point is visible at the bottom of the chart.
- Visitors:** A summary card showing "Today" with 0 visitors and a 0.0% change. It also shows "Last 7 days" with an increase of 0 and a decrease of 0.
- Chats:** A summary card showing "Today" with 0 answered and 0 missed chats, both at 0.0%. It also shows "Last 7 days" with an increase of 0 and a decrease of 0.
- Page Views:** A summary card showing "Today" with 0 page views and a 0.0% change. It also shows "Last 7 days" with an increase of 0 and a decrease of 0.
- Reporting:** A section with a "More" link and three metrics: "Positive Sentiment" at 0%, "Engagement" at 0%, and "Availability" at 0.7%.
- History:** A table with columns for "Visitor", "Agent", and "Time". It contains a large illustration of a boat and the text "Hi New Agent, you don't have any messages yet".
- Enhance tawk.to with Add-ons:** A promotional card with a box icon and a "Browse Add-ons" button. The text says: "Remove Branding, Screenshare, make Video and Audio calls or hire agents to answer on your behalf for just \$1/hr."
- What's The Latest:** A news section titled "CRM beta release: Contacts" dated "Sun Sep 5 2021". The text says: "We're excited to announce the Beta release of tawk.to Contacts, a feature-rich and easy-to-use CRM. With Contacts, you can manage all of your conversations and customer activity across multiple c...". There is a "Read More" link.

Notifications include invitations to join a new live chat channel*, eg a new stand

The screenshot displays a dashboard with a dark theme. On the left is a sidebar with navigation icons and a list of items including 'Incoming' (1), 'Groups', and 'Direct Messages'. The main area is divided into several sections:

- Live Visitors:** A line chart showing visitor activity over time, with a 'Live Now' button.
- Visitors:** A summary card showing '0' visitors today (0.0%) and '0' over the last 7 days.
- Page Views:** A summary card showing '0' page views today (0.0%) and '0' over the last 7 days.
- Reporting:** A section with 'More' options, showing 'Positive Sentiment' (0%), 'Engagement' (0%), and 'Availability' (0.0%).
- History:** A table with columns for 'Visitor', 'Agent', and 'Time'. It features an illustration of a boat and the text 'Hi New Agent, you don't have any messages yet'.
- Enhance tawk.to with Add-ons:** A promotional card with a 'Browse Add-ons' button.
- What's The Latest:** A news section titled 'CRM beta release: Contacts' dated 'Sun Sep 5 2021', with a 'Read More' link.

A white notification box is overlaid on the top right, titled 'Notifications'. It contains the text 'Important updates and notifications can be found here.' and two buttons: 'Back' and 'Next'.

***NOTE:** these are referred to in the dashboard as "Properties"

The icon top right is where you will find your personal settings and profile

The image shows a dashboard interface with a dark sidebar on the left and a main content area. The sidebar contains navigation icons and a list of items including 'Incoming' (1), 'Groups', 'Direct Messages', and 'New Agent (You)'. The main content area features several widgets: 'Live Visitors' with a line graph showing 0 visitors; 'Visitors' with a gauge showing 0 and 0.0% change; 'Page Views' with a gauge showing 0 and 0.0% change; 'Reporting' with metrics for Positive Sentiment (0%), Engagement (0%), and Availability (0.0%); and a 'History' table with columns for Visitor, Agent, and Time, currently empty. A 'Personal Settings' modal is open in the top right corner, containing the text: 'Change or manage your profile, set your status, enable and disable notifications, and more.' with 'Back' and 'Next' buttons. Below the reporting section, there is a promotional card for 'Enhance taawk.to with Add-ons' and a 'What's The Latest' section with a news item about 'CRM beta release: Contacts'.

You can change your status, edit your profile and access the help center

The screenshot displays the tawk.to dashboard interface. On the left, there is a sidebar with navigation options: Home, Incoming (1), Groups, Direct Messages, and a profile card for 'New Agent (You)'. The main dashboard area is divided into several sections:

- Live Visitors:** A line chart showing visitor activity over time. The y-axis ranges from 0 to 10. A 'Live Now' button is present.
- Visitors:** A summary card showing 'Today' with 0 visitors and a 0.0% change. It also shows 'Last 7 days' with an upward arrow and 0 visitors.
- Chats:** A summary card showing 'Answered' with 0 chats and a 0.0% change. It also shows 'Last 7 days' with an upward arrow and 0 chats.
- Page Views:** A summary card showing 'Today' with 0 page views and a 0.0% change. It also shows 'Last 7 days' with an upward arrow and 0 page views.
- Reporting:** A section with links for 'Positive Sentiment', 'Engagement', and 'Availability'.
- History:** A table with columns for 'Visitor', 'Agent', and 'Time'. Below the table is a boat icon and the text: 'Hi New Agent, you don't have any messages yet'.
- Enhance tawk.to with Add-ons:** A promotional card with a box icon and a 'Browse Add-ons' button. Text: 'Remove Branding, Screenshare, make Video and Audio calls or hire agents to answer on your behalf for just \$1/hr.'
- What's The Latest:** A news section with a card titled 'CRM beta release: Contacts' dated 'Sun Sep 5 2021'. Text: 'We're excited to announce the Beta release of tawk.to Contacts, a feature-rich and easy-to-use CRM. With Contacts, you can manage all of your conversations and customer activity across multiple c...'. A 'Read More' link is provided.

In the top right corner, a user profile menu is open, showing options: New Agent, Online, Accept chats from, Edit Profile, Desktop notifications (toggle off), Sound notifications (toggle on), Manage Sounds & Notifications, Browser & App Sessions, Partners, Need Help? Let's chat, Help Center, English (United States), and Logout.

One useful feature is to set which Properties (stands, booths etc) to accept chats from

The screenshot displays the tawk.to dashboard interface. On the left, there is a sidebar with navigation options: Incoming (1), Groups, Direct Messages, and a chat window for 'New Agent (You)'. The main area is divided into several sections:

- Live Visitors:** A line chart showing visitor activity over time, with a 'Live Now' button.
- Visitors:** A summary card showing 'Today' 0 visitors with a 0.0% change and 'Last 7 days' with an upward trend.
- Page Views:** A summary card showing 'Today' 0 page views with a 0.0% change and 'Last 7 days' with an upward trend.
- History:** A table with columns for Visitor, Agent, and Time. Below the table is a placeholder image of a boat and the text: 'Hi New Agent, you don't have any messages yet'.
- Properties Settings:** A dropdown menu is open, listing various languages and regions with toggle switches: New Agent, Chinese (Simplified), Chinese (Traditional), English, Japanese, Korean, Portuguese, and Spanish. All are currently turned on.
- User Profile:** A 'New Agent' profile menu is open, showing options like 'Accept chats from' (highlighted), 'Edit Profile', 'Desktop notifications', 'Sound notifications', 'Manage Sounds & Notifications', 'Browser & App Sessions', 'Partners', 'Need Help? Let's chat', 'Help Center', 'English (United States)', and 'Logout'.
- Enhance tawk.to with Add-ons:** A promotional card for add-ons with a 'Browse Add-ons' button.
- What's The Latest:** A news section titled 'CRM beta release: Contacts' dated 'Sun Sep 5 2021', with a 'Read More' link.

By default they will be set to on, but simply toggle the switches as appropriate

The screenshot displays the tawk.to dashboard interface. On the left, there is a sidebar with navigation options: Home, Groups, Direct Messages, and a chat window for 'New Agent (You)'. The main area is divided into several sections:

- Live Visitors:** A line graph showing visitor activity over time, with a 'Live Now' button.
- Visitors:** A summary card showing 'Today' with 0 visitors and a 0.0% change, and 'Last 7 days' with an upward trend.
- Page Views:** A summary card showing 'Today' with 0 page views and a 0.0% change, and 'Last 7 days' with an upward trend.
- Properties:** A dropdown menu for selecting languages: English, Chinese (Simplified), Chinese (Traditional), Japanese, Korean, Portuguese, and Spanish. Each language has a toggle switch.
- New Agent:** A settings menu for the current agent, including: Online status, Accept chats from (highlighted), Edit Profile, Desktop notifications, Sound notifications, Manage Sounds & Notifications, Browser & App Sessions, Partners, Need Help? Let's chat, Help Center, English (United States), and Logout.
- Enhance tawk.to with Add-ons:** A promotional card for add-ons like removing branding or hiring agents, with a 'Browse Add-ons' button.
- What's The Latest:** A news section titled 'CRM beta release: Contacts' dated Sun Sep 5 2021, with a 'Read More' link.

Under the home icon is the visitor monitoring for any pages with live chat embedded

The image shows a dark-themed dashboard interface. A tooltip is displayed over the 'Monitoring' icon in the top-left navigation bar. The tooltip has a white background and contains the following text:

Visitor Monitoring
Keep track of the current visitors on your website in real time with live information.

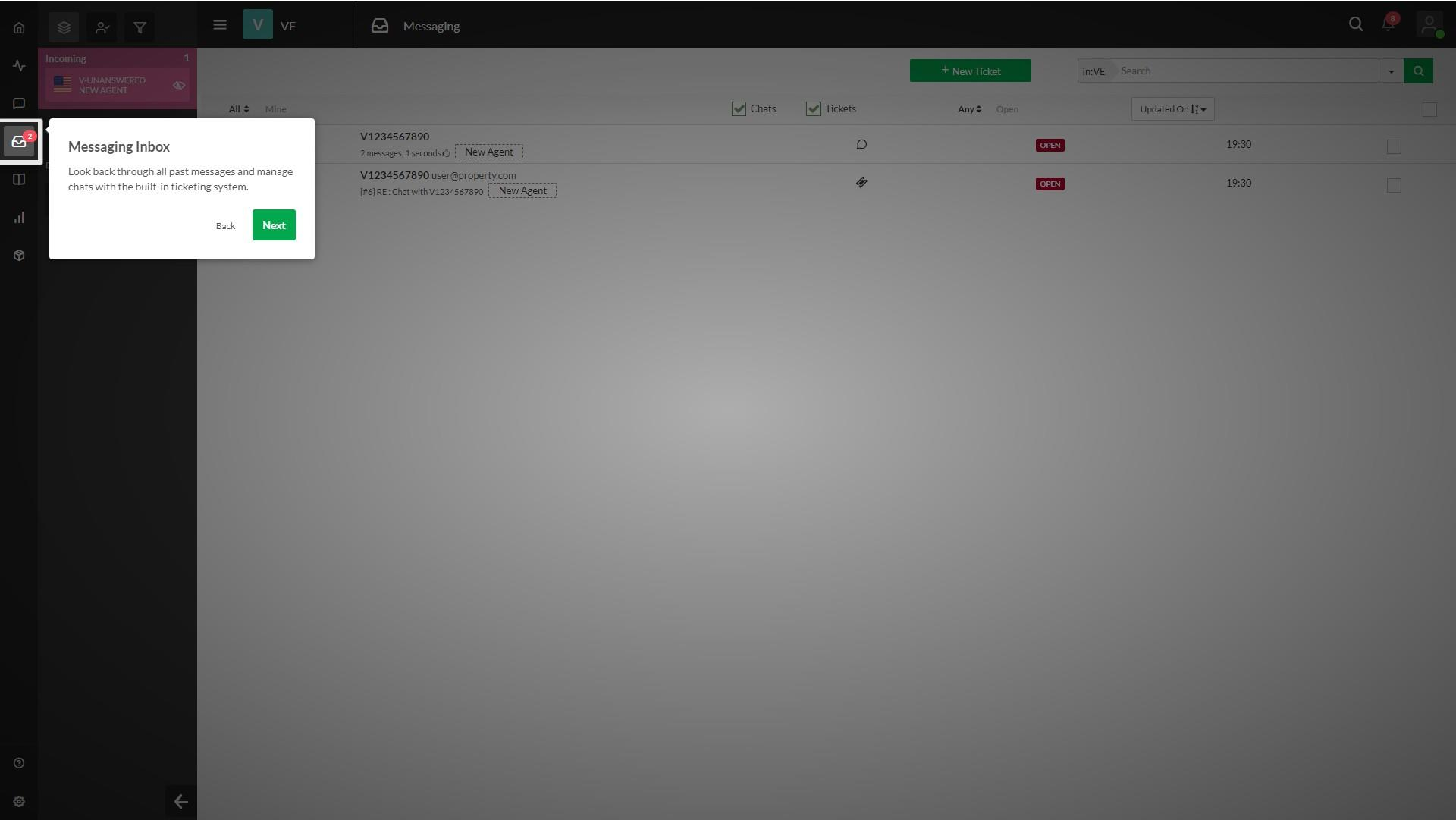
At the bottom of the tooltip are two buttons: a grey 'Back' button and a green 'Next' button.

The background dashboard shows a 'Monitoring' header with a search icon, a notification bell, and a user profile icon. Below the header is a table of visitor data. The table has a 'Filter Visitors' button on the right. The table content is partially obscured by the tooltip but shows the following data:

IP Address	Page Title	Referrer	Device	Time	Count	Count
0.0.0.0	Your Website Page Title	referrer.com	Apple	00:03:44	0	0

On the left side of the dashboard, there is a vertical sidebar with various icons. A 'New Agent (You)' notification is visible at the top of this sidebar.

Further down is the inbox which shows you at a glance any “Open (unread)” messages



Should you want to change any property settings, do so via the settings icon

The screenshot shows the tawk.to dashboard interface. On the left, there is a sidebar with navigation options: Home, Incoming (1), Groups, Direct Messages, and a profile for 'New Agent (You)'. The main dashboard area is divided into several sections:

- Live Visitors:** A line chart showing visitor activity over time. The y-axis ranges from 0 to 10. A 'Live Now' button is present.
- Visitors:** A summary card showing 'Today' with 0 visitors (0.0%) and 'Last 7 days' with an increase of 0 and a decrease of 0.
- Chats:** A summary card showing 'Answered' (0, 0.0%) and 'Missed' (0, 0.0%) for 'Today', and 'Last 7 days' with an increase of 0 and a decrease of 0.
- Page Views:** A summary card showing 'Today' with 0 page views (0.0%) and 'Last 7 days' with an increase of 0 and a decrease of 0.
- Reporting:** A section with a 'More' link and metrics for 'Positive Sentiment' (0%), 'Engagement' (0%), and 'Availability' (0.3%).
- History:** A table with columns for 'Visitor', 'Agent', and 'Time'. It contains an illustration of a boat and the text 'Hi New Agent, you don't have any messages yet'.
- Enhance tawk.to with Add-ons:** A promotional card with an icon of a box and a plus sign, and a 'Browse Add-ons' button. Text: 'Remove Branding, Screenshot, make Video and Audio calls or hire agents to answer on your behalf for just \$1/hr.'
- What's The Latest:** A news section titled 'CRM beta release: Contacts' dated 'Sun Sep 5 2021'. Text: 'We're excited to announce the Beta release of tawk.to Contacts, a feature-rich and easy-to-use CRM. With Contacts, you can manage all of your conversations and customer activity across multiple c...'. A 'Read More' link is provided.

An 'Admin Settings' modal is open in the bottom-left corner, containing the following text:

Admin Settings
From here you can manage your chat settings, customize the chat widget, create shortcuts and more.

Buttons: Back, Next

tawk.to has a dashboard app, so you can monitor and interact from your mobile

The image shows a screenshot of the tawk.to dashboard interface. A central white overlay box is prominently displayed, asking the user if they have a smartphone and providing a QR code to download the mobile app. The background dashboard is dimmed and includes several data visualization components:

- Live Visitors:** A line chart showing visitor activity over time, with a 'Live Now' button.
- Visitors:** A summary card showing 'Today' with 0 visitors (0.0%) and 'Last 7 days' with 0 visitors (0.0%).
- Chats:** A summary card showing 'Today' with 0 answered (0.0%) and 0 missed (0.0%) chats, and 'Last 7 days' with 0 answered and 0 missed.
- Reporting:** A section with a 'More' link and metrics for Positive Sentiment (0%), Engagement (0%), and Availability (0.3%).
- History:** A section titled 'History' with a 'Visitor' entry and a message: 'Hi New Agent, you don't have any messages yet'.
- Enhance tawk.to with Add-ons:** A promotional card for add-ons like 'Remove Branding, Screenshare, make Video and Audio calls or hire agents to answer on your behalf for just \$1/hr.' with a 'Browse Add-ons' button.
- What's The Latest:** A news section titled 'CRM beta release: Contacts' dated 'Sun Sep 5 2021', with a 'Read More' link.

The overlay box contains the following text and elements:

- Text: "Do you have a smartphone?"
- Text: "If you have a smartphone, be sure to download our Android or iOS app so you can answer chats on the go."
- Image: A QR code with a small parrot icon in the center.
- Text: "Scan Me" (in pink)
- Buttons: "Back" and "Next" (in green)

Please see the useful help resources available at <https://help.tawk.to/> for more details

The image shows a screenshot of the Tawk.to dashboard interface. A central white pop-up window displays a cartoon toucan wearing a hat and carrying a bag, with the text "That concludes the tour". The background dashboard includes a sidebar with navigation options like "Incoming", "Groups", and "Direct Messages". The main area features several widgets: "Live Visitors" with a line graph, "Visitors" with a bar chart showing 0 visitors today, "Chats" with 0 answered and 0 missed, "Page Views", and "Reporting" with metrics for Positive Sentiment (0%), Engagement (0%), and Availability (0.3%). A "History" section is visible at the bottom left, and a "What's The Latest" section at the bottom right contains a news item about the "CRM beta release: Contacts".

Thank you