Yo!Gigs

Live Chat API

-v3.0 Setup Guide-

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What is the Live chat API?

Live chat API is a real-time communication tool embedded directly into the platform's interface.

It allows users who visit the platform to instantly connect with support agents or customer service representatives.

This feature typically includes a chat widget or pop-up that users can interact with to ask questions, get assistance, or provide feedback. The live chat tool facilitates immediate, direct communication, enhancing user experience and support efficiency.

Yo!Gigs has integrated live chat to enhance your experience by streamlining customer support, making it easier for you to get assistance in real time.

> **!** *There are several live chat APIs available, including Zendesk, Intercom, Tawk.to, Drift, Olark, and Freshchat. You can choose the one that best fits your needs, as all of these options are compatible with the Yo!Gigs platform.*
>
> *However, each API has its own process for obtaining and configuring the required live chat code. Therefore, we will focus specifically on how to obtain and set up the Tawk.to chat API on the Yo!Gigs platform.*

What is Tawk.to Chat API?

The Tawk.to Chat API is a tool that allows businesses to integrate Tawk.to's live chat functionality directly into a website or application.

It enables real-time communication between website visitors and customer support agents.

By embedding the Tawk.to chat widget, businesses can offer instant assistance, manage chat interactions, and track visitor activity, all from within their front-end interface.

This integration helps streamline customer support and enhance the overall user experience.

> **!** *The Tawk.to Chat API is a free tool that enables you to add support answers (knowledge base) and other features to enhance user support.*
>
> *This guide will walk you through the steps to obtain the necessary keys for configuring it on the Yo!Gigs platform.*

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.
An **asterisk (*)** next to a label indicates that the information is mandatory.

Configure the Live chat API

Configure the Live chat API (Tawk.to Chat API) under **Admin panel > Settings > System configurations > Third-party APIs** tab.

System configurations
Configure the general system settings that will govern most of the operations of the platform.

⚠ For better understanding on each setting and their effects on the system, please refer to the user manual for admin.

⚠ To setup third-party APIs, refer to our third-party API guides for step by step guidance.

	Live chat API
General settings	
Logo library	Live chat code
Third-party APIs	
Common settings	
Email & SMTP	*Enter the live chat script/code provided by the 3rd party API to configure it on the platform.*
Freelancer settings	Activate live chat feature ○ Yes ● No
Discussion forum	*Select 'yes' to activate the live chat feature on the platform.*
SEO & Tag manager	
Maintenance & SSL	**Facebook login API**

Here are the steps to obtain the Tawk.to Chat API keys:

Step 1: Visit the Tawk.to platform

Visit https://www.tawk.to/.

This will direct you to the Tawk to chat home page.

Step 2: Create an account

Create a Tawk.to account by clicking either one of the following buttons:

- **Get started** at the top right corner

- **Get Started - Free** in the middle of the page

In this case, we will be creating a new account.

To do this, click **Get started.**
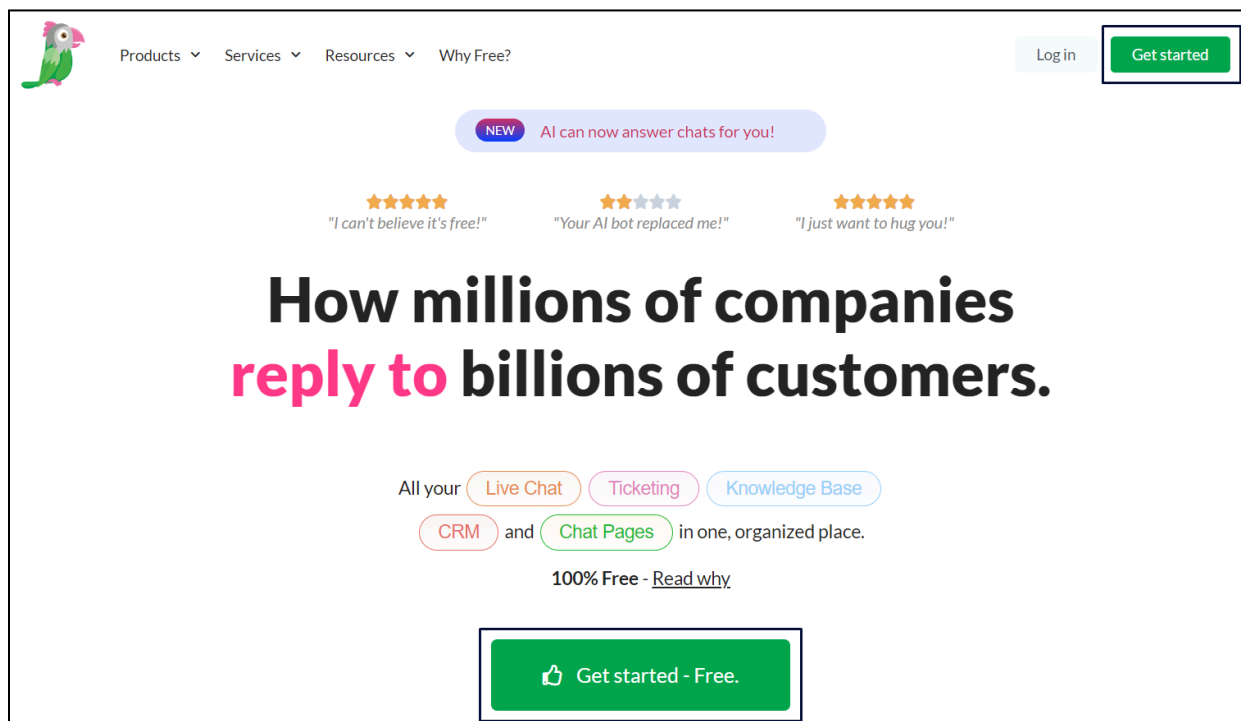
This will direct you to the **Create a completely free account** form.

Create a completely free account

Enter Your Name

Enter Your Email

Enter Your Password 👁

- 6 characters minimum
- At least one number
- Upper & lowercase character

Sign Up for free

Already have an account? **Return to Sign In**

Privacy & Terms   Contact Us   English (United States) ⌄

Update the following:

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- **Enter your name:** Enter your full name in this field. You can also create an account using your business name as the name here.

- **Enter your email:** Enter your email address in this field.

- **Enter your password:** Create a new password by entering it in this field.

Click **Sign Up for free**.

An email will be sent to confirm your address. Please open your email in another tab and verify it.

While you can proceed without confirming your email, it is advisable to do so now to avoid being prompted to confirm it later.

Once your email has been verified, come back to this tab and continue.

Step 3: Select the Live chat

Once you create an account, you will be directed to the following page, where you need to decide the type of product you want to set up.
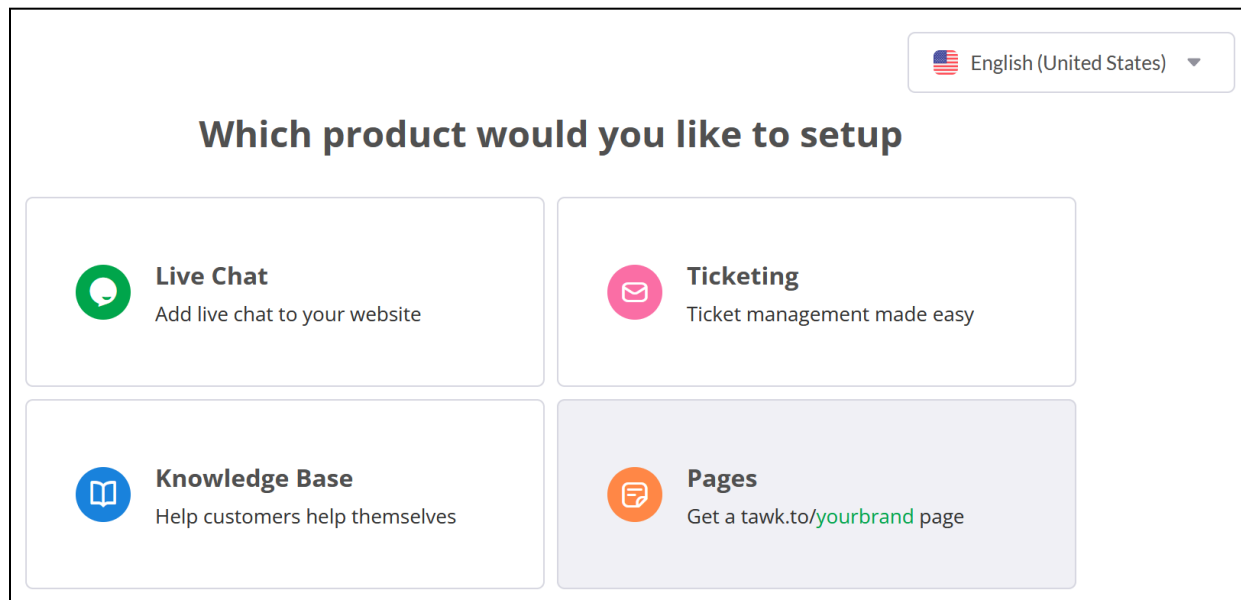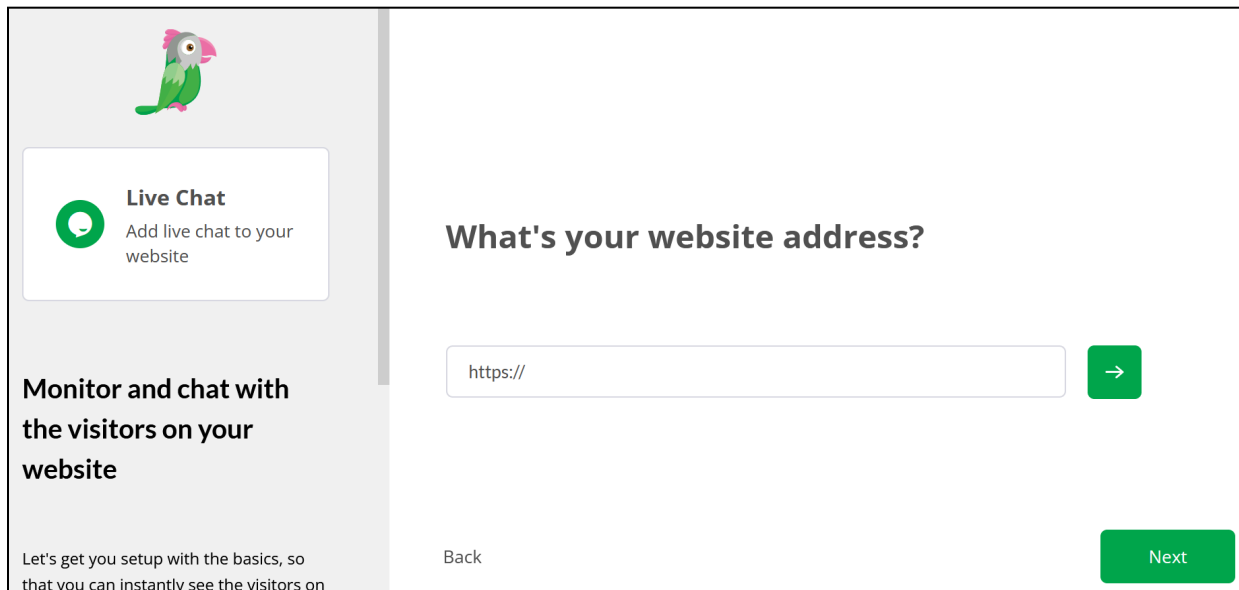
Select **Live Chat** from the options available.

This will direct you to the first step to set up your first property on Tawk.to.

Step 4: Set up your first property

Follow the prompts, starting by entering your platform's URL in the designated field.

Click or **Next** to proceed to the following step.

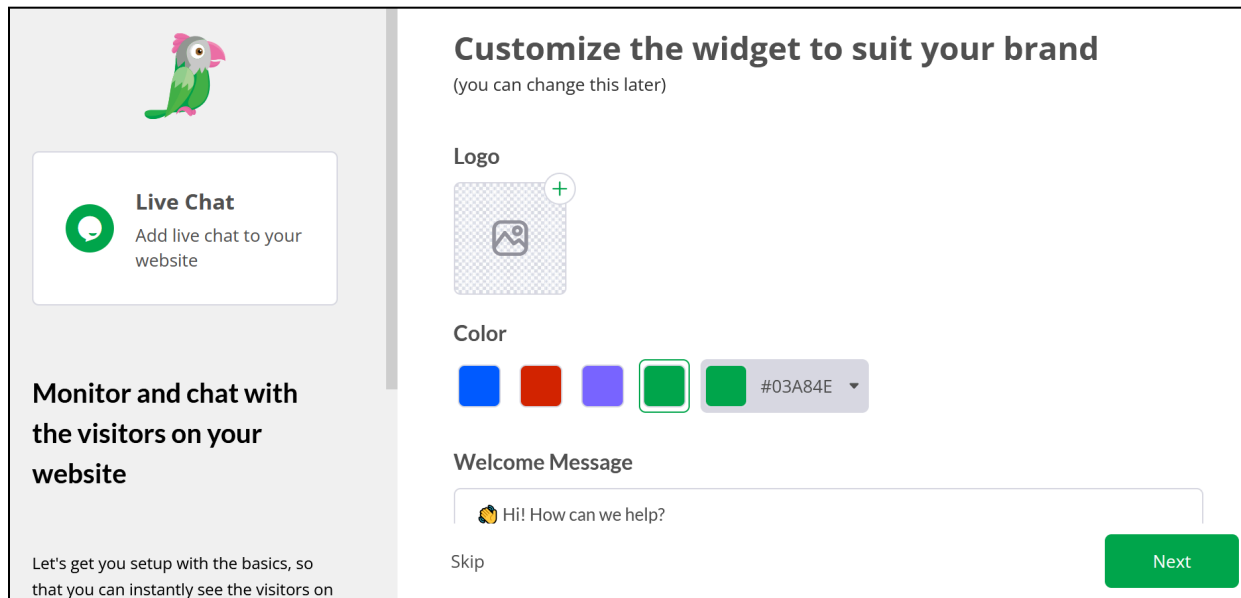Enter your business name or platform name in the designated field.

This name will be used to label the property or workspace on Tawk, helping you keep things organized.
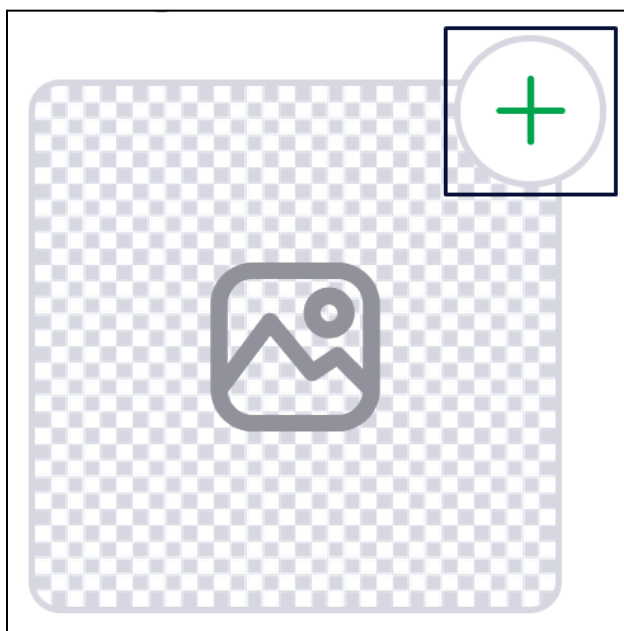
Click or **Next** to proceed to the following step.

Step 5: Customize the widget to suit your brand

This step lets you customize the widget's appearance to match your brand, which will be displayed on your platform.
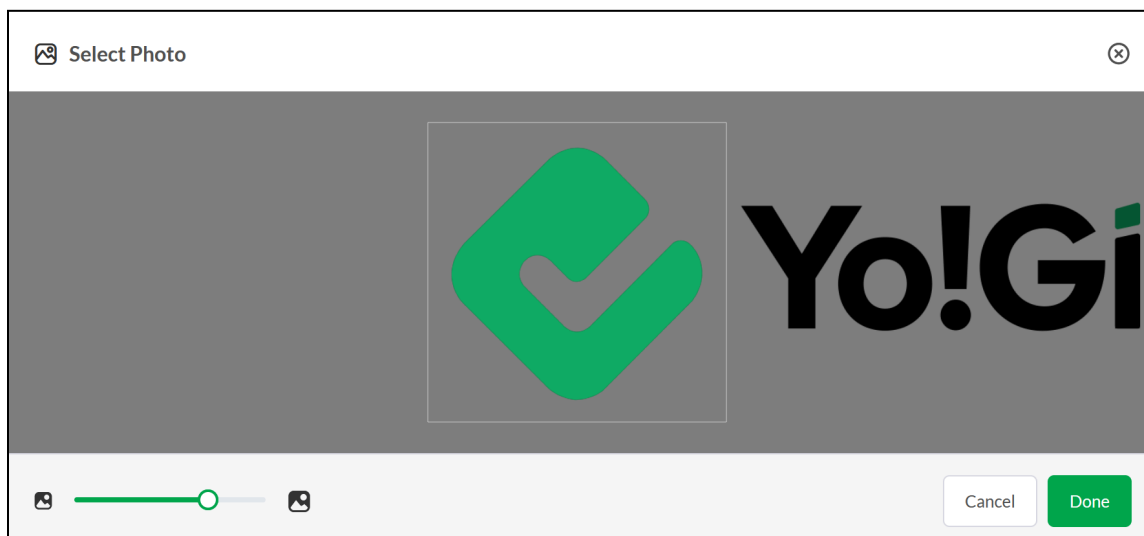

Update the following:

- **Logo:** Upload your application's logo by clicking the plus icon in the image field.

Select the image from your system, ensuring it has equal dimensions on both sides.

The chosen image will appear in the **Select Photo** pop-up window, where you can adjust its size if needed.

After adjusting the image, click **Done** to upload it to the field.

- **Color:** Select the color for the widget.

  By default, the color from the logo you uploaded will be added to the list and pre-selected (as shown in the image below).
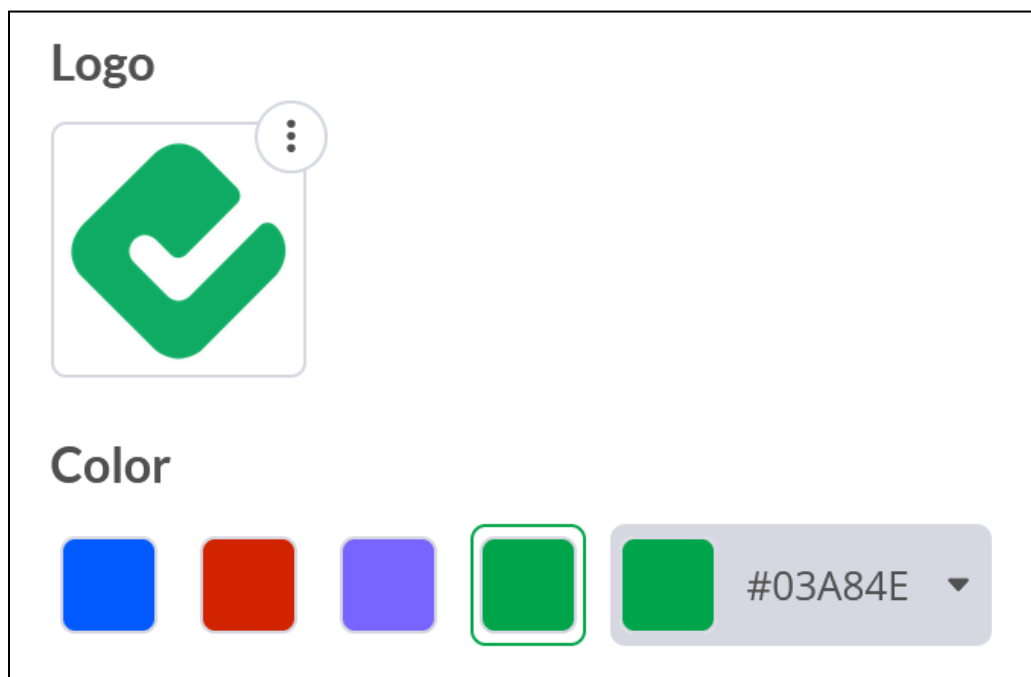
To customize the color, click the color field and choose your preferred color from the palette. If you need an exact color match, enter the hex color code.

Once you select a color, click outside the palette to close it.

Scroll down to update the next fields:

Welcome Message

👋 Hi! How can we help?

Suggested message ⍰

⠿ I have a question   🗑

⠿ Tell me more   🗑

                                              [Add Message]

- **Welcome Message:** Edit the welcome message that users will see when they open the widget, or keep the default message provided by Tawk.to.

- **Suggested message:** Enter suggested responses that users can select for quicker replies.

  By default, Tawk.to includes two preset messages.

  Use the **Add Message** button to include additional quick message options. Note that if you're using a free plan, you might have limitations on adding or editing messages.

  To remove a suggested message, use the **delete button** 🗑 beside it, but it is recommended to keep the default messages.

  Use ⠿ to change the sequence of the responses.

The appearance of the widget will be displayed below these fields or on the right side, depending on your page zoom level.

Review the widget's appearance to finalize its look. Note that you can make changes to its design at any time.

Once you're finished, click **Next**.

Step 6: Copy the widget code

This will generate the widget code.

If you are not happy with the look, either go back to edit the widget or click **Next** and complete the steps to reach the dashboard (refer to **step 9** for instructions on how to edit the widget.).

If you're satisfied with the look, copy the code.

To copy it, hover over the text box and a Copy to Clipboard button will appear. Click it and it will be copied.

<u>DISCLAIMER:</u> The color theme and labels might differ in the screenshots as compared to on the platform.
An **asterisk (*)** next to a label indicates that the information is mandatory.

Step 7: Paste the code on the Yo!Gigs admin panel

On another tab, open the admin panel of your platform.

Go to **Settings > System configurations > Third-party APIs** tab.

Paste the **Widget code** you copied in the **Live chat code** field.

Live chat API

Live chat code

Enter the live chat script/code provided by the 3rd party API to configure it on the platform.

Activate live chat feature   ◯ Yes   ⦿ No

Select 'yes' to activate the live chat feature on the platform.

Also, select '**Yes**' for the **Activate live chat feature** setting to activate the code on the platform.
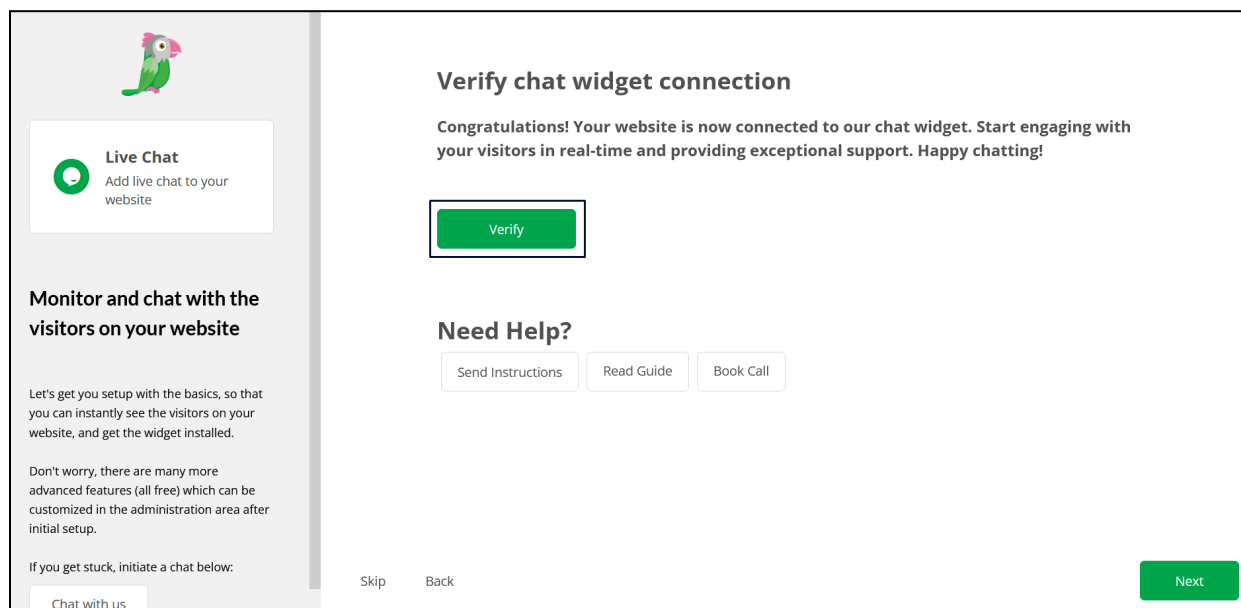
Once done, click **Save changes** to update the details in the system.

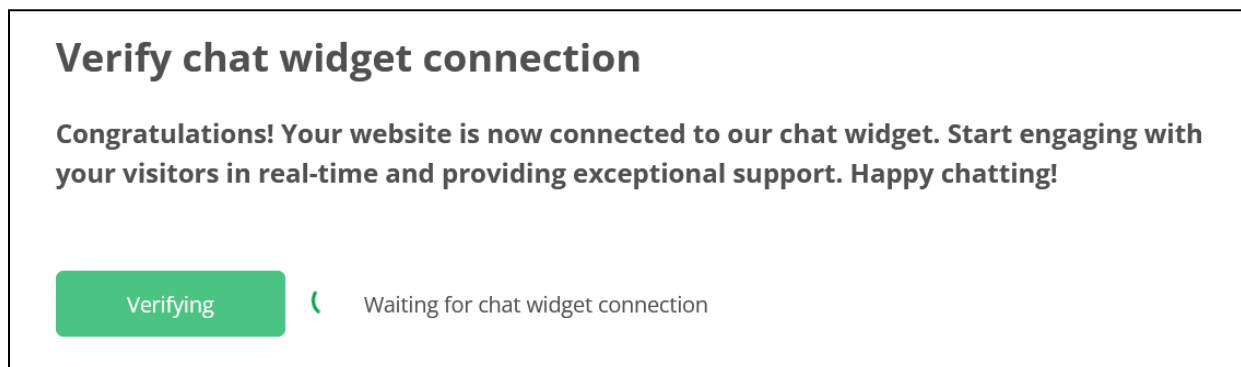This action will configure the **Live chat API** in the system.

Step 8: Go back to the Tawk.to platform

Back on the Tawk.to page, click **Next**.

This will direct you to the last step, which allows you to verify the working of the widget.

Click **Verify**.

It will let you know if your website is connected to the widget.

It is not an important step, but helps you know if the widget is working properly or not.

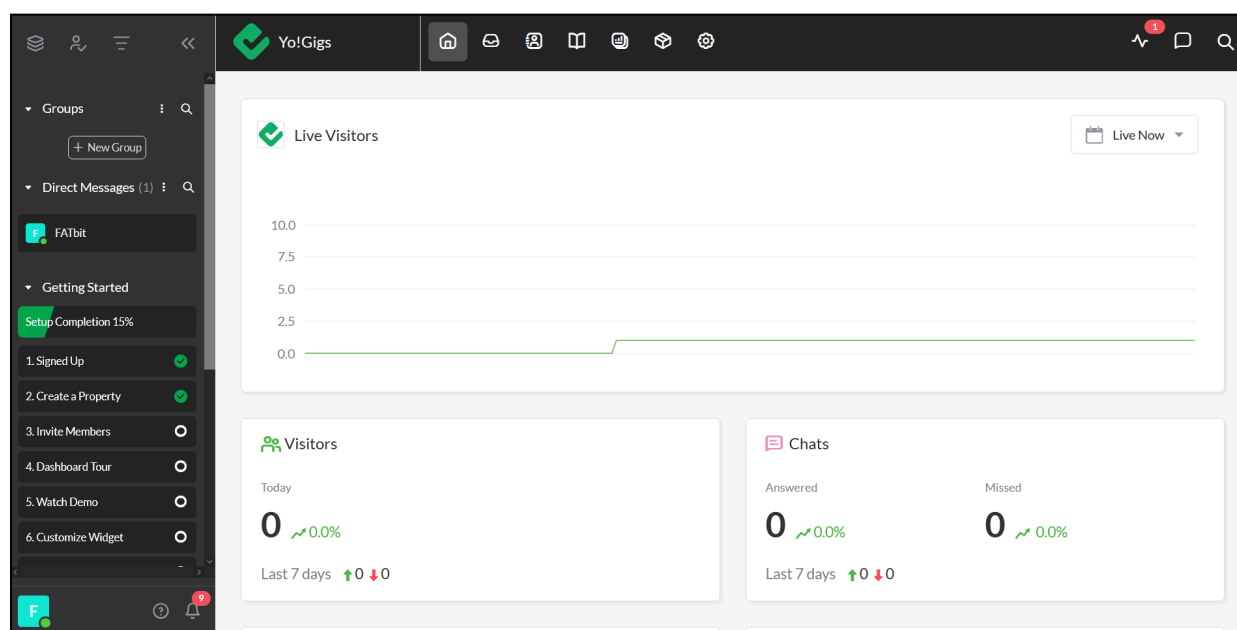Once it is verified, the following message will appear.

DISCLAIMER: The color theme and labels might differ in the screenshots as compared to on the platform.
An **asterisk (*)** next to a label indicates that the information is mandatory.

Your chat widget is now **connected** !

Visit your website to check if the widget is present, then click verify.

Click **Next.**

This will take you to the initial page you saw when you created your account.
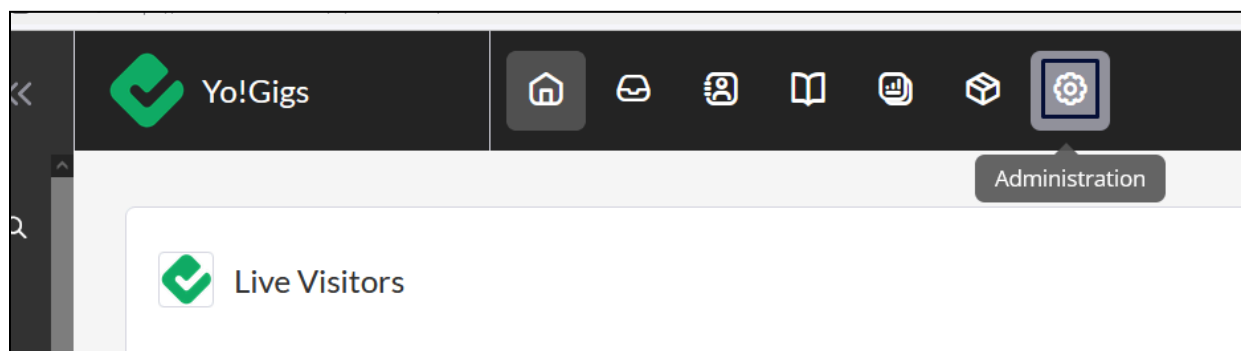
Click **Skip** twice (located in the lower left corner of each page) to proceed to the Tawk.to dashboard.
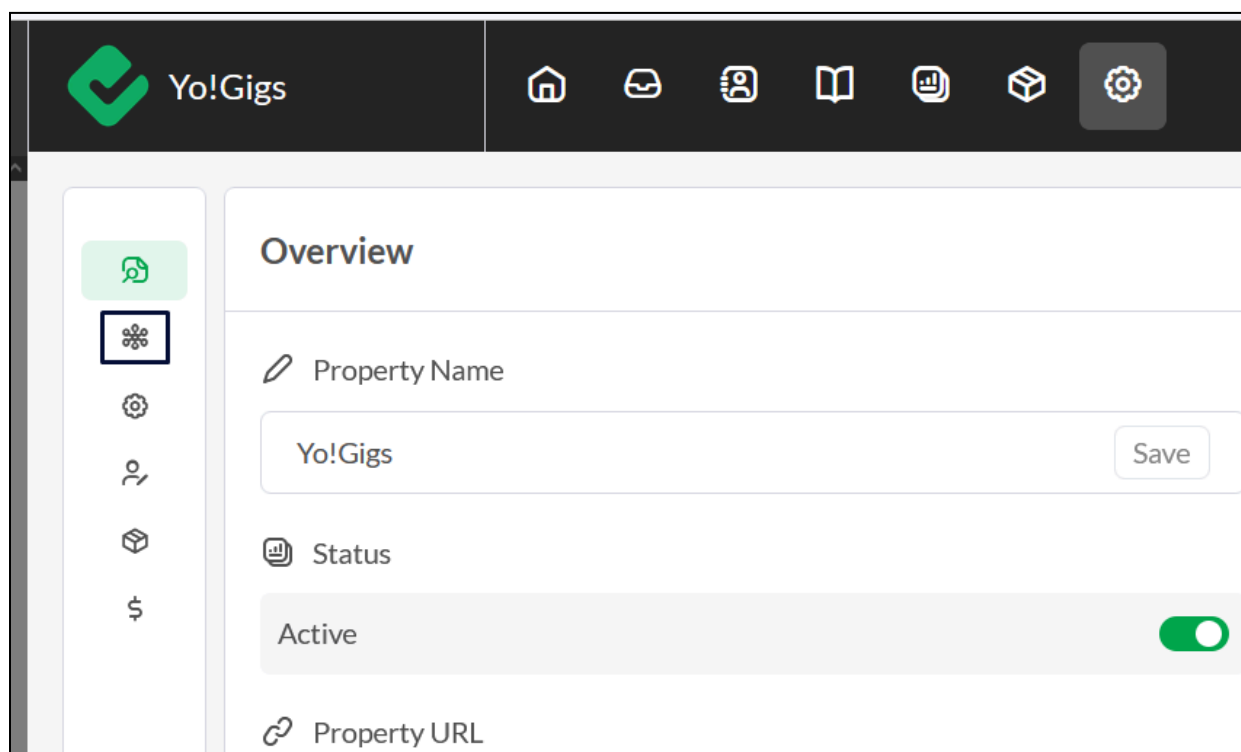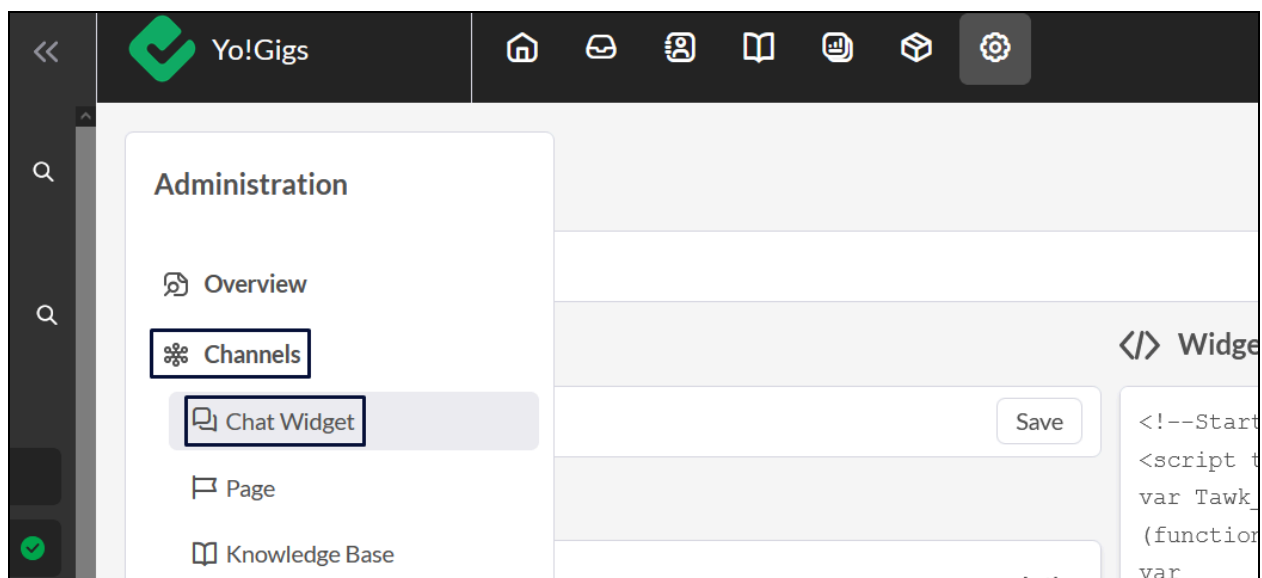
Step 9: Update the widget settings

From the dashboard, click Administration.

This will take you to the property's page.

Hover over the icons beside the **Overview** section and select **Channels,** and **Chat widgets** from the dropdown.

This will direct you to the **Chat Widget** page.

Since you have created only one chat widget, it will open automatically.

Update the chat widget settings on this page, including notification settings, visibility options, widget content, suggested messages options, and a lot more.

Review and adjust all widget settings on this page according to your requirements. Any edits you make will be reflected on the widget on your platform.
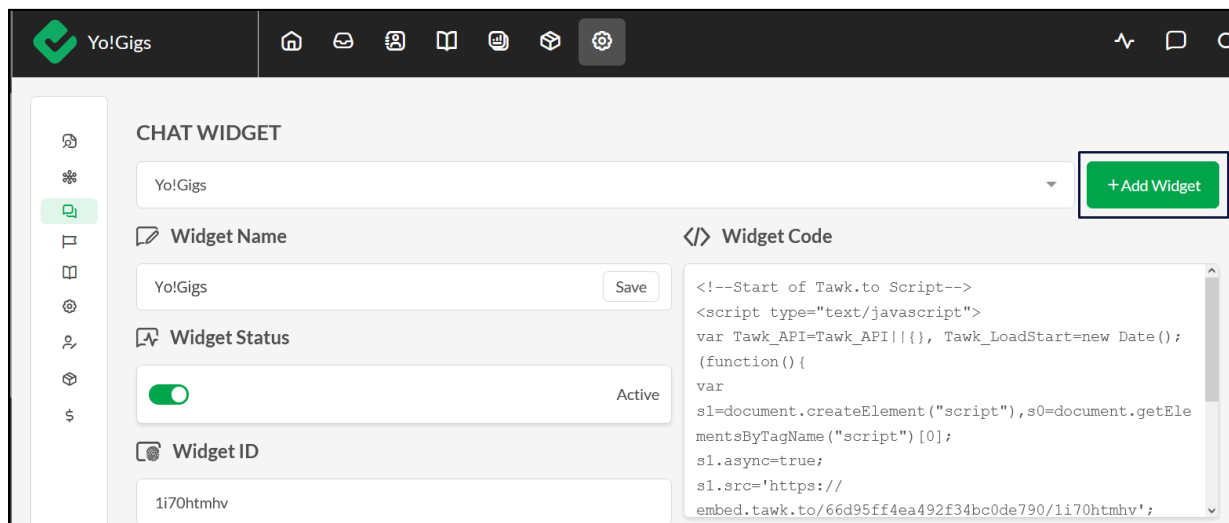
If you didn't copy the widget code earlier and add it to your platform, you can do so now and **paste it on the Yo!Gigs admin panel** as needed.
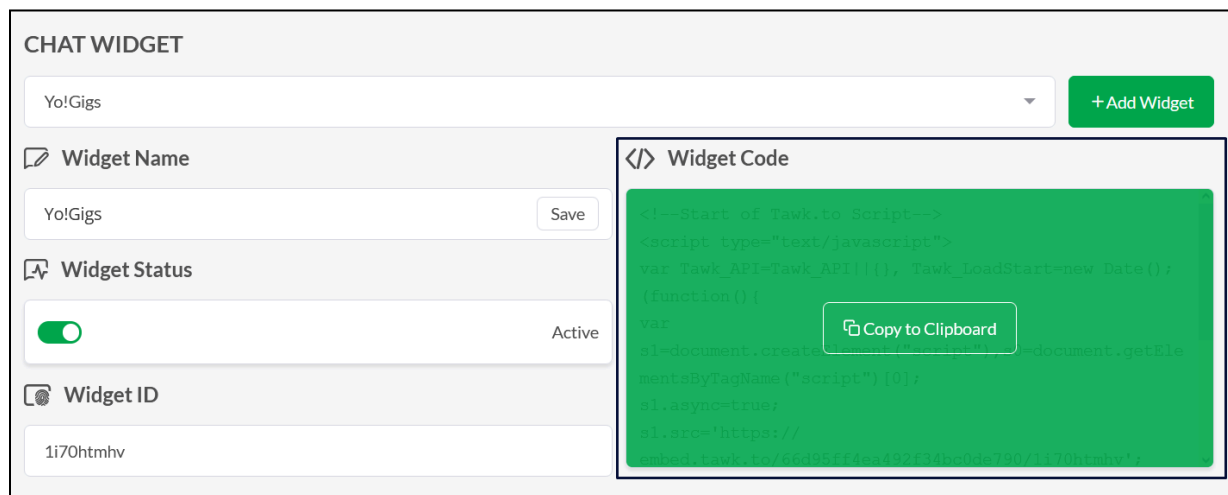
Create a new chat widget

You can create another widget (under the same property) by using the **Add Widget** button next to the one you just created.

In this case, name the property (also called the widget) and follow the process to access the chat widget page.

Since the initial setup didn't include details like color theme and logo, you will need to edit these settings on the chat widget page.
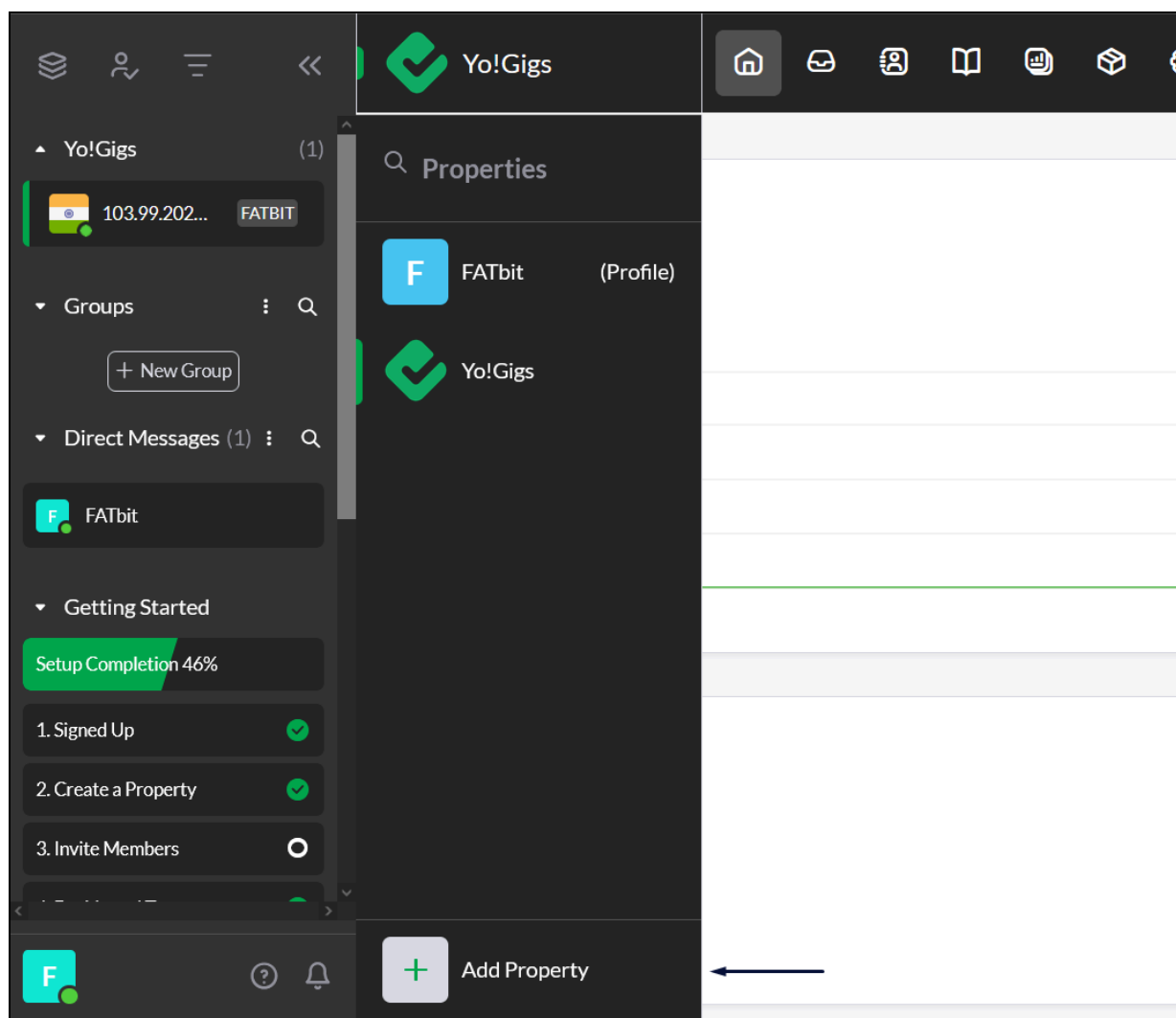
Use the options under **Channels** and **Settings** to configure everything for the chat widget.

Refer to the [tawk.to demo video](#) for guidance on editing the widget.

Create a new property

To create another property, hover over the property name and a panel will appear.

Click **Add Property** at the end of the panel (shown in image below).

With this, a new property is created.

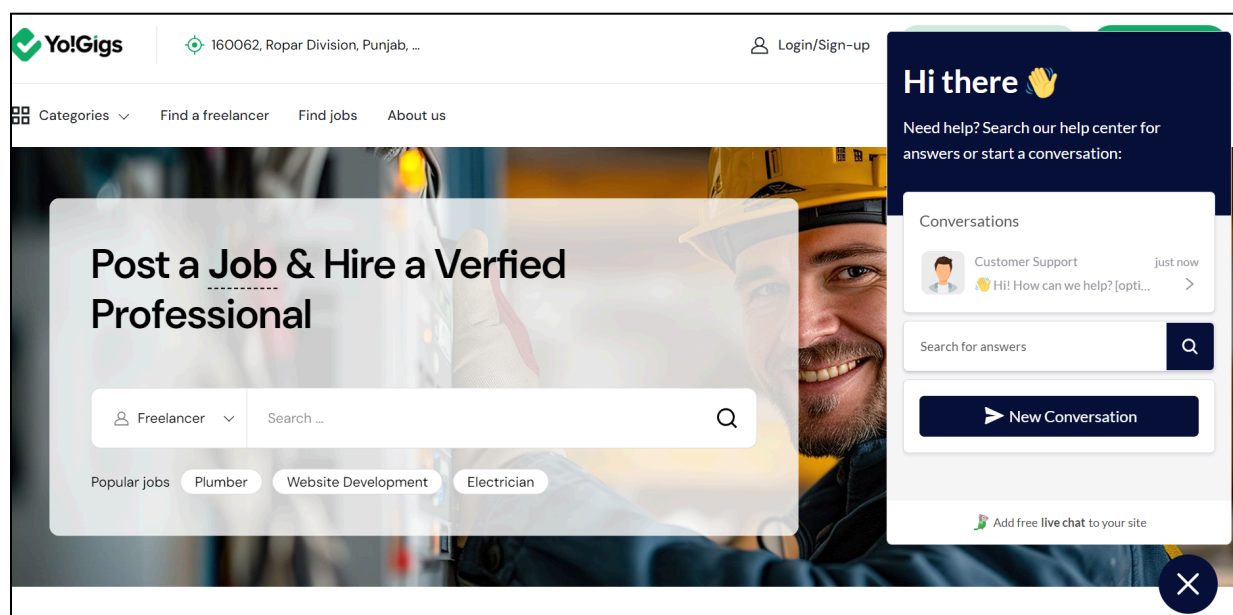You can now create a widget under this property and customize it according to your requirements.

Refer to the **tawk.to demo video** to learn more about the platform and how to use it effectively.

Working of the Live chat API

A chat button will appear in the bottom right-hand corner of the home page.
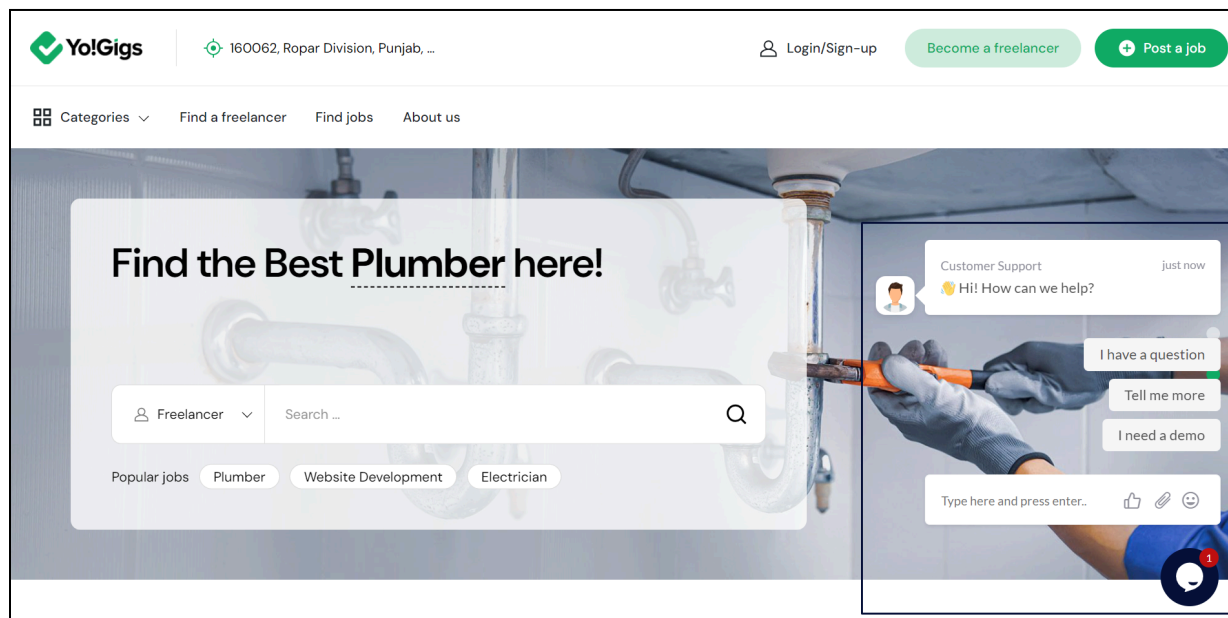
Users can click it to submit their queries and receive assistance.

Every message from users connecting through this option will be displayed on the Tawk.to dashboard for the selected chat widget.

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You can manage all aspects from the Tawk.to dashboard, including communication with users, creating tickets for issues, setting up a knowledge base for common queries, and more.

Refer to the **tawk.to demo video** for guidance on managing all aspects of the platform for each query you receive.

For more help, contact the tawk.to support team and refer to their documentations, which can be found on their dashboard.

Yo!Gigs - Online Service Marketplace Solution

Visit https://www.yo-gigs.com/ to know more!

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