



Giosg Admin Guide



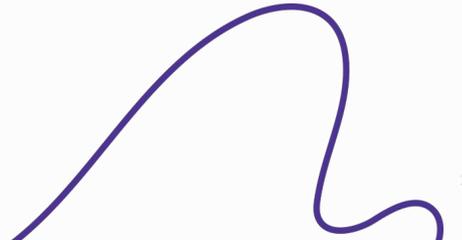
Content

User management

Chat settings

Reporting

Good to think about





User management



User management

- Add new users and delete users
- Edit user permissions for settings, reporting and user management

The screenshot shows the giosg User Management interface. The top navigation bar includes 'Console', 'Settings', 'Reporting', and 'User Management'. The left sidebar has 'Users' and 'Teams' sections. The main content area displays a table of users with columns for Name and alias, Email, Settings, Reporting, and User management. Annotations highlight key actions:

- + New user**: Add new user
- Edit user permissions**: Edit user permissions
- Edit user information and delete user by clicking on user's name**: Edit user information and delete user by clicking on user's name

Name and alias	Email	Settings	Reporting	User management
Stefan Jonsson		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Teemu Hirvonen		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Teemu Saarnio		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Chat settings



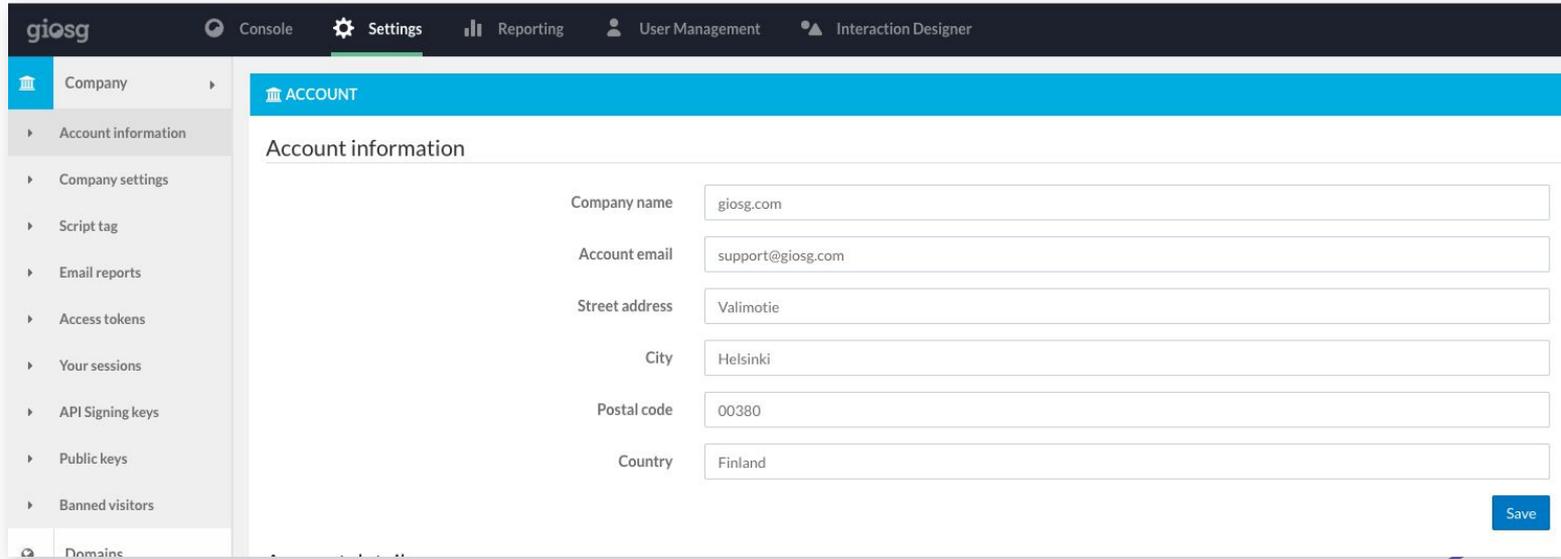
Chat settings

Access the Settings

The screenshot displays the Giosg dashboard interface. At the top, a dark navigation bar contains the Giosg logo and menu items: Console, Settings (highlighted with a green underline), Reporting, and User Management. On the right side of the navigation bar, there are icons for a notification bell, a user profile, and a dropdown arrow. Below the navigation bar is a sidebar menu with the following items: Company, Domains, Rooms, Rules, Goals, Chat windows, Custom Buttons, Basket, Apps, and Integration. The main content area features six large, white tiles with colored icons and text: 'Company' (blue icon), 'Rooms' (yellow icon), 'Rules' (red icon), 'Chat windows' (green icon), 'Custom Buttons' (purple icon), and 'Lead Forms' (cyan icon). A blue arrow points from the 'Settings' menu item in the navigation bar to a blue callout box containing the text 'Access the Settings'.

Company settings

From Company settings you can find your account information and the script tag for your account.



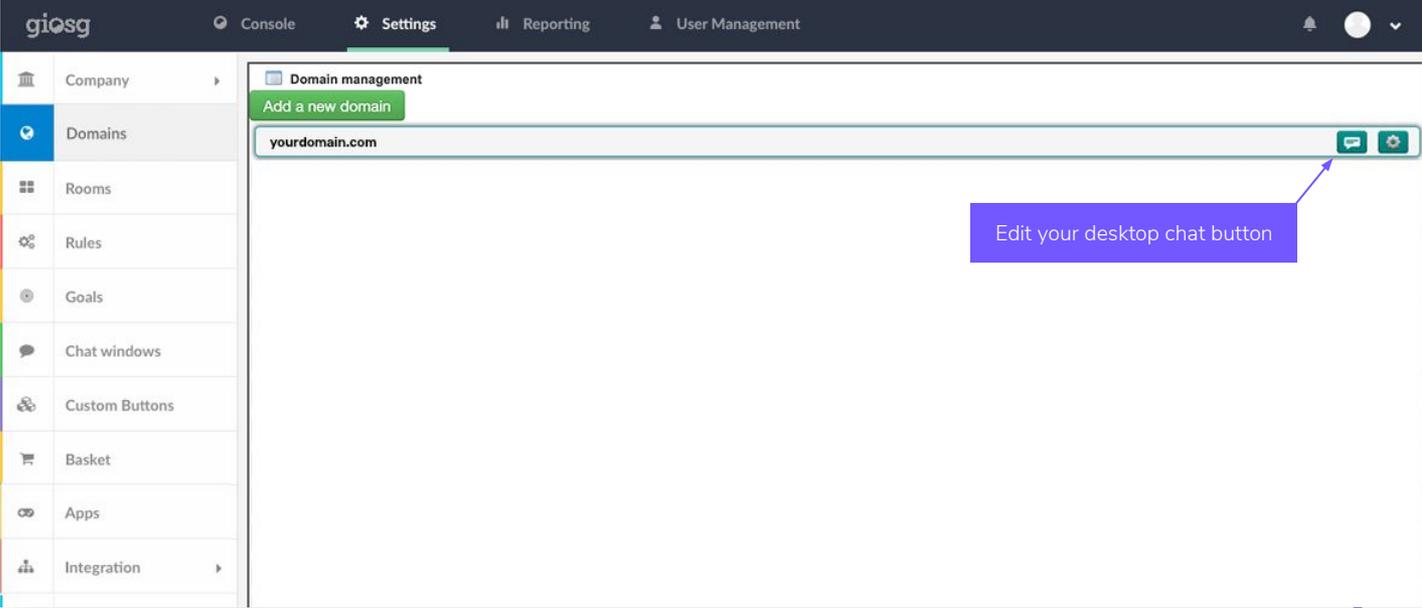
The screenshot displays the Giosg user interface. At the top, a dark navigation bar contains the Giosg logo and menu items: Console, Settings (highlighted with a gear icon), Reporting, User Management, and Interaction Designer. Below this is a light blue sidebar with a 'Company' header and a list of settings: Account information, Company settings, Script tag, Email reports, Access tokens, Your sessions, API Signing keys, Public keys, Banned visitors, and Domains. The main content area has a blue header labeled 'ACCOUNT' and a sub-header 'Account information'. It contains a form with the following fields:

Company name	<input type="text" value="giosg.com"/>
Account email	<input type="text" value="support@giosg.com"/>
Street address	<input type="text" value="Valimotie"/>
City	<input type="text" value="Helsinki"/>
Postal code	<input type="text" value="00380"/>
Country	<input type="text" value="Finland"/>

A blue 'Save' button is located at the bottom right of the form area.

Domain settings

From Domain settings you can edit the look and feel of your desktop chat button.



The screenshot displays the giosg web application interface. The top navigation bar includes 'giosg', 'Console', 'Settings', 'Reporting', and 'User Management'. A left sidebar lists various settings categories: Company, Domains, Rooms, Rules, Goals, Chat windows, Custom Buttons, Basket, Apps, and Integration. The 'Domains' section is active, showing a 'Domain management' header with an 'Add a new domain' button. Below this, a domain entry for 'yourdomain.com' is shown with a chat button and a settings gear icon. A blue callout box with the text 'Edit your desktop chat button' and a purple arrow points to the settings gear icon.

Edit the desktop chat button

- Enable the chat button (enabled by default)
- Select the chat button's position

The screenshot shows the giosg Settings interface. The left sidebar contains a navigation menu with items: Company, Domains, Rooms, Rules, Goals, Chat windows, Custom Buttons, Basket, Apps, and Integration. The main content area is titled 'Settings' and contains a configuration panel for the chat button. The panel has a header 'Chat with us!' and a list of settings: 'Enable', 'Position', 'Library', 'Mobile chat button', and 'Custom elements'. Below the list are three buttons: 'Design' (blue), 'Save' (green), and 'Close' (red). Annotations with arrows point to the 'Enable' setting (labeled 'Enable chat button'), the 'Position' setting (labeled 'Position your chat button'), the 'Library' setting (labeled 'Chat button library'), and the 'Chat with us!' header (labeled 'Edit the text by double clicking the button').

giosg Console Settings Reporting User Management

Company Domains Rooms Rules Goals Chat windows Custom Buttons Basket Apps Integration

Chat with us!

Enable Position Library Mobile chat button Custom elements

Design Save Close

Enable chat button

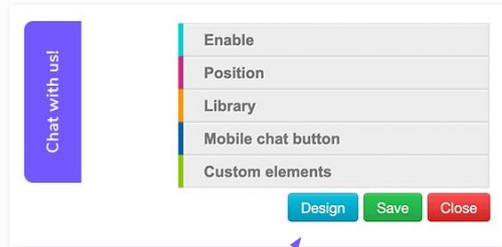
Position your chat button

Chat button library

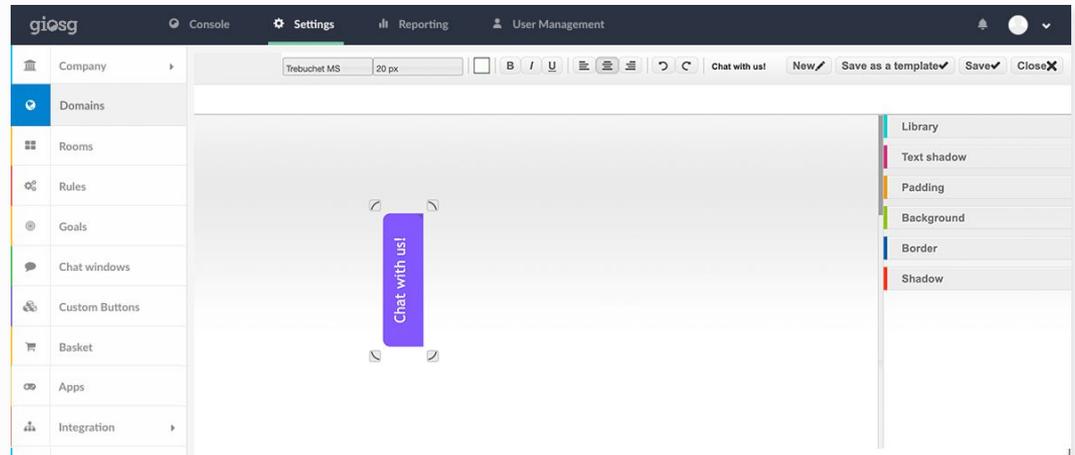
Edit the text by double clicking the button

Design the chat button

You can edit the design of the chat button with the chat button editor.



Click Design to access the editor

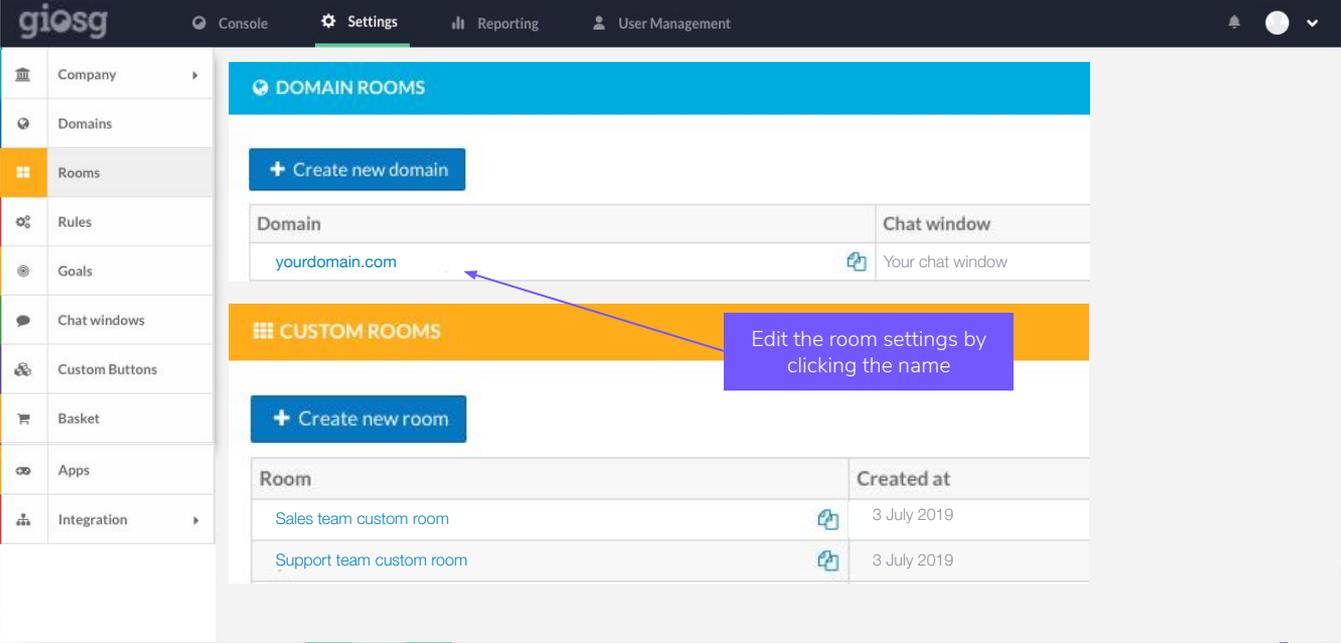


Room Settings

Here you can manage the settings for domains and custom rooms.

Custom rooms can be used to divide or combine your domains' traffic into separate sections.

Custom rooms is useful when you have different teams chatting.



The screenshot displays the giosg Settings interface. The left sidebar contains navigation options: Company, Domains, Rooms (highlighted), Rules, Goals, Chat windows, Custom Buttons, Basket, Apps, and Integration. The main content area is divided into two sections: DOMAIN ROOMS and CUSTOM ROOMS.

DOMAIN ROOMS

+ Create new domain

Domain	Chat window
yourdomain.com	Your chat window

CUSTOM ROOMS

+ Create new room

Room	Created at
Sales team custom room	3 July 2019
Support team custom room	3 July 2019

A blue callout box with the text "Edit the room settings by clicking the name" has a purple arrow pointing to the "yourdomain.com" link in the Domain Rooms table.

Customize the chat window for your domain

CHAT SETTINGS

Chat window

Brand update

Edit New

Manage all chat windows »

Customize chat window title for this room

If you wish to override chat window title text for this room only, then you may check this option and type a custom title text.

Open mobile chat in the same tab ?

Note that this is an experimental feature and changes might be applied to it.

Brand

New mobile design

+ Create Brand Edit Brand

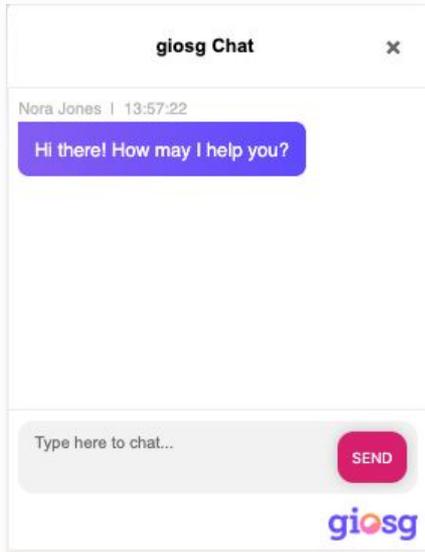
Edit desktop layout

Edit mobile layout

The screenshot displays the 'CHAT SETTINGS' interface. At the top, there is a green header with a speech bubble icon and the text 'CHAT SETTINGS'. Below this, the 'Chat window' section features a dropdown menu currently set to 'Brand update', with 'Edit' and '+ New' buttons to its right. A blue callout box labeled 'Edit desktop layout' points to the 'Edit' button. To the right of the 'Edit' button is a link that says 'Manage all chat windows »'. Below the 'Chat window' section, there are two checkboxes: 'Customize chat window title for this room' (unchecked) and 'Open mobile chat in the same tab ?' (checked). A note below the second checkbox states: 'Note that this is an experimental feature and changes might be applied to it.' The 'Brand' section follows, with a dropdown menu showing 'New mobile design'. At the bottom of the 'Brand' section, there are two buttons: '+ Create Brand' and 'Edit Brand'. A blue callout box labeled 'Edit mobile layout' points to the 'Edit Brand' button.

Edit your desktop chat window settings

From this view you can edit the chat window design, texts, position, layout, etc.



APPEARANCE

Title text

Styling [Open style editor](#)

Footer logo

The logo should be exactly 220 pixels wide and 37 pixels tall with margins. Other sizes are allowed by customizing the chat window style.

TEXTS

Language

Message box text

Send button text

All operators offline text

Operator is typing text

Operator has typed text

Visitor name

This chat is no longer active text

Disable autosuggestion text

WINDOW POSITION

Window position

Fine-tuning px px

ANIMATIONS

Showing animation

Showing animation duration ms

Hiding animation

Hiding animation duration ms

Chat window name

The chat window will be saved with this name. It is only visible to your company.

Chat window title and logo

Language and default texts

Chat window position

Chat window animation

Name the window and save

Room settings

Within room settings you can:

- Assign chatting operators to rooms using “routers”
- Edit chat window settings
- Create tags
- Enable service times

The screenshot displays four panels of the Giosg settings interface:

- ROOM SETTINGS** (Blue header):
 - Name: demo.giosg.com
 - Room ID: aus5thylsgnzaptgmaae2x712jmx5ar4ohtysuac7aebam
 - Room UUID: 6aff9e92-cbf4-11e3-9189-525400be0204
 - Connected domains: demo.giosg.com, giosg.com
 - Language: Finnish
 - Router: demo.giosg.com
 - Buttons: + Create Router, Edit Router
- CHAT SETTINGS** (Green header):
 - Chat window: Sebte test
 - Buttons: Edit, New
 - Manage all chat windows
 - Customize chat window title for this room
 - Open mobile chat in the same tab
 - Brand: Testing brand editor
 - Buttons: + Create Brand, Edit Brand
 - Auto suggest chat to visitor: Only with rules
 - Buttons: Hide pending visitor chat messages
- TRACKING SETTINGS** (Cyan header):
 - Enable tracking analytics events
 - Enable single page app (AJAX app) tracking
- EDIT TAGS** (Yellow header):
 - Create a new tag
 - Buttons: Add
 - Current tags

Annotations:

- A purple box with the text "Select the users to chat in this room" has an arrow pointing to the Router dropdown in the Room Settings panel.
- A purple box with the text "Edit tags for categorising chats" has an arrow pointing to the "Current tags" section in the Edit Tags panel.

Room settings

DELETE SENSITIVE DATA

Delete sensitive chat and lead data after X days

 days

Visitor details, chat messages, and lead contents will be deleted after 5 years.

NOTE:

- This setting will mark deletion time for ALL chats and leads in this room (including all existing chats and leads).
- All content with personal data (chat conversations, lead contents, and visitor details) will be removed. Other information may still be stored for reporting purposes.
- Deletion is permanent. Giosg cannot restore information.

Disable

SERVICE HOURS

Enable service hours

Timezone: Europe/Helsinki

Monday	Open at: 09:00	Close at: 24:00
Tuesday	Open at: Service opening time	Close at: Service closing time
Wednesday	Open at: 08:00	Close at: 09:00
Thursday	Open at: 09:00	Close at: 09:45
Friday	Open at: 08:00	Close at: 13:15
Saturday	Open at: Service opening time	Close at: Service closing time
Sunday	Open at: Service opening time	Close at: Service closing time

Delete data after a time period

Service hours for the chat

giosg Rules

Giosg Rules personalizes your online experience in real time.

With giosg Rules you can trigger meaningful actions to convert visitors.

The screenshot shows the giosg Rules management interface. The left sidebar contains navigation items: Company, Domains, Rooms, Rules (highlighted), Goals, Chat windows, Custom Buttons, and Basket. The main content area displays a list of rules for the domain 'demo.giosg.com'. The rules are:

- AUTOSUGGEST: First time visitor (Status: Enabled)
- Enable chat button (Status: Enabled)
- Show lead form (Status: Disabled)

Each rule has a toggle switch, a copy icon, and a delete icon. A '+ Create new rule' button is located at the top right of the rules list. Four callout boxes with arrows point to these elements:

- Create a new rule
- Enable/Disable a Rule
- Copy a rule
- Delete a rule

Creating a rule with giosg Rules

The screenshot shows the 'Rule name' configuration screen in the giosg interface. It includes a text input field for the rule name, a toggle switch for enabling/disabling the rule, a frequency selector, a room selection dropdown, a checkbox for 'All rooms', buttons for adding conditions and targets, an action selection dropdown, and a 'Save' button. A footer message indicates the rule is unpublished and provides a 'Publish the rule now' link.

Rule name

Name your rule

OFF Runs every time ▾ when conditions match

Use in these rooms...

demo.giosg.com x

All rooms

Add new condition Activate Target

Perform this action

Select action to perform ▾

+ Add another action

Rule is unpublished. You can save this rule but it won't go live until you publish it. [Publish the rule now.](#)

✓ Save < Back

Callout boxes:

- Name the rule
- Enable/Disable the rule
- Choose room
- Click "Add new condition" and select suitable condition(s)
- Choose an action "What happens when the conditions are met?"

giosg Goals

With giosg Goals you can measure how your Rules are performing.

The screenshot shows the giosg Goals configuration page. The left sidebar contains navigation items: Company, Domains, Rooms, Rules, Goals (highlighted), Chat windows, Custom Buttons, Basket, Apps, and Integration. The main content area is titled 'Goal' and includes a 'New Goal' section with a text input field for naming the goal. Below this is a section for 'Assign a monetary value to the goal' with a 'Goal value' input field and a help text box. The 'Rooms' section has a checkbox for 'All rooms' and a 'Pick rooms' input field. The 'Conditions' section has a 'When' dropdown menu and an 'Add condition' button. Three blue callout boxes with arrows point to these sections: 'Name the Goal' points to the goal name input, 'Choose the room where the Goal can be reached' points to the 'All rooms' checkbox, and 'Add a condition' points to the 'When' dropdown.

giosg Console Settings Reporting User Management

Company Domains Rooms Rules Goals Chat windows Custom Buttons Basket Apps Integration

Goal
New Goal
Describe this goal. It's for your own use only.

Assign a monetary value to the goal.
Goal value

Assigning a value to the goal helps you evaluate the goal against the costs of reaching it in our reporting. It also helps our AI to optimize the Actions for you.
The goal value you write here will be overwritten by values we receive from your shopping cart integration or through goal API.

Rooms
All rooms
The goal can be reached in following rooms
Pick rooms

Conditions
Add conditions to the goal. Goal is reached when all conditions match.

When
Select condition type
Add condition

Save Back

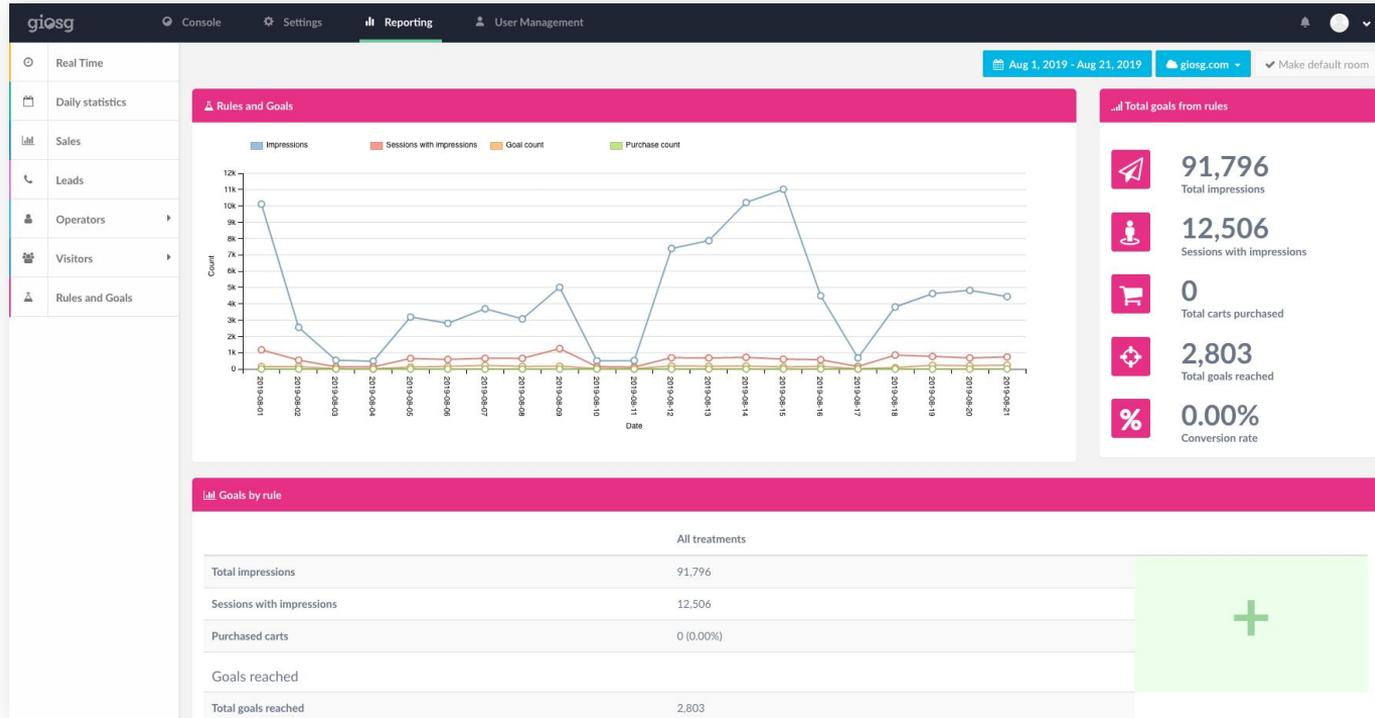
Name the Goal

Choose the room where the Goal can be reached

Add a condition

giosg Goals

After you have created the Goal you can monitor it from the “Rules & Goals” section in the reporting.



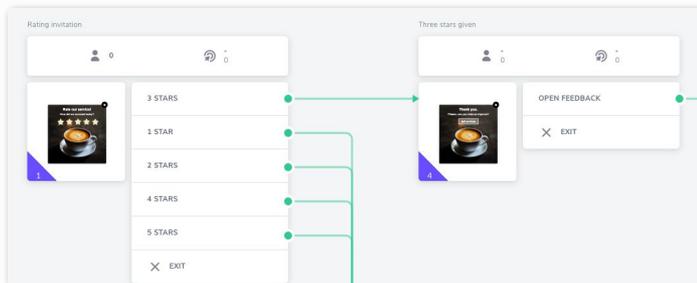
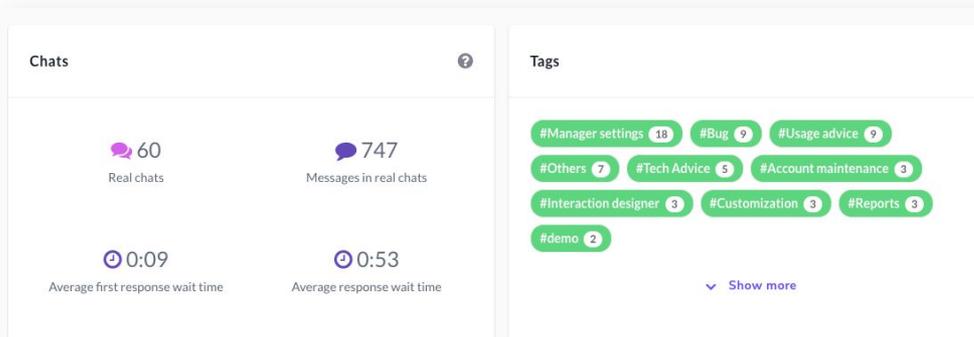
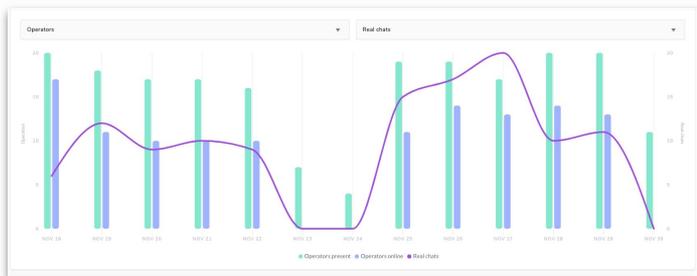


Reporting



Reports

- From the Reports page you can find statistics on your website visitors and the chat-service
- You can also export reports manually or send them automatically to your email



Operator stats

Operator name ^	Real chats v	Messages v	Average first response wait time v	Average response wait time v	Real chats with sales v
Noora Pitkänen	24	262	0:08	0:22	0
Ida Vaenerberg	20	164	0:11	1:44	0
Laura Leskinen	14	108	0:11	0:38	0
Sebastian Paul	11	160	0:08	0:31	0



Good to think about



Good to think about

1

Goals & objectives

- Define objectives for the tool
- Set concrete goals
- Measure and monitor performance

2

Internal practices

- Define your chat etiquette
- Share experiences with your colleagues
- Give feedback and encourage your chat agents

3

Customer experience

- Personalise your chat
- Ensure regular online times
- Offer help proactively
- Market your chat to your website visitors

Ideas for reaching your goals



While planning a strategy for a sales-focused chat, decide on what kind of visitor you want to reach out to, and at what stage of the buying process you contact the visitor to achieve a better conversion. Focus on the most important goal, and you can achieve excellent results.



Your chat is not useful for anyone if it's left unattended. When planning the allocation of resources for the chat, make sure the chat is online when there are customers on your website.



Be proactive and use autosuggest messages. Plan the timing and the content so that it catches your target group's attention at the right time.

