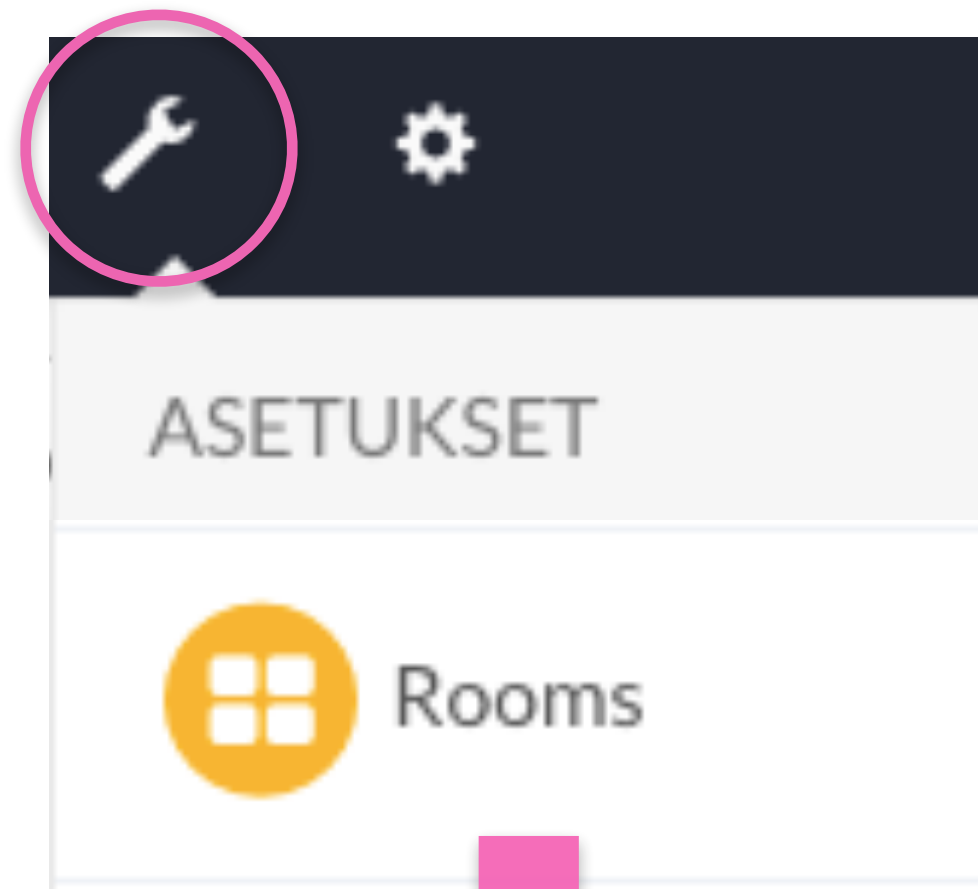


# giosg Creating custom rooms





# Creating a custom room



**ROOMS**

[+ Create new room](#)

Room	Created at	Last modified
ao1.ca	Dec 5, 2014 10:57:56 PM	
demo.giosg.com	Apr 25, 2014 12:07:17 AM	Jun 9

Create new custom room e.g Budgetcredit DE

Edit room settings by clicking on a room

# Room-settings

- From room-settings you can Manage room-settings
- Remember always to add the connected domain for custom rooms

The screenshot shows the 'Room settings' page for a room named 'giosg.com WORLD'. The left sidebar contains a navigation menu with options: Company, Users, Teams, Rooms (highlighted), Rules, Chat windows, Custom Buttons, Basket, Pipeline, Assets, Lead Forms, Reseller, giosg Apps, and Integration. The main content area is divided into two sections: 'ROOM SETTINGS' and 'CHAT SETTINGS'. The 'ROOM SETTINGS' section includes fields for Name (giosg.com WORLD), Room ID (zjjmwwg53jft452st4aafgpjftzgrlyr4s2zyusuac7aiaim), Connected domains (giosg.com), and Language (English). There is an 'Edit permissions' button. The 'CHAT SETTINGS' section includes a checkbox for 'Customize chat window title for this room', a dropdown for 'Auto suggest chat to visitor' (set to 'Only with rules'), and a checkbox for 'Show shopping cart info from domain room'. At the bottom, there are three buttons: 'Save changes', 'Save and close', and 'Remove room'. A pink callout bubble points to the 'Connected domains' field with the text 'Add the connected domain e.g. www.giosg.com'. Another pink callout bubble points to the 'Save changes' button with the text 'Save settings'.

Company > < Cancel

## Room giosg.com WORLD

Created on Monday, November 10, 2014

### ROOM SETTINGS

Name  
giosg.com WORLD

Room ID  
zjjmwwg53jft452st4aafgpjftzgrlyr4s2zyusuac7aiaim

Connected domains  
giosg.com

Domains where this room is allowed to be used

Language  
English

Edit permissions

### EDIT TAGS

Create a new tag  
Add

Current tags  
Support FAQ Lead Improvement idea

### CHAT SETTINGS

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.

Auto suggest chat to visitor  
Only with rules

The chat is suggested to a visitor only if there is a giosg RULE that enables the autosuggestion.  
Note that even if enabled, autosuggestions are sent only if there is at least one operator online with free capacity!

Show shopping cart info from domain room

Save changes Save and close Remove room

# Room permissions

- With room permissions you can divide teams or users into correct rooms based on their expertise
- Note if you want to divide users based on teams, first create the team (see next slide)

ROOM SETTINGS

Name

budgetcredit BS

Room ID

myeuevhtwmy7m4rgaaafs7s37ydsnqr426ueaawhytzs3ym

Connected domains

✕ budgetcredit.ch

Domains where this room is allowed to work.

Language

English

Edit permissions

Rights for room

Rights for room **budgetcredit BS**

Allowed for everyone

☐

Operators

Quick add

Available operators

Bekim Prelvukaj

Damir Radoncic

Davide Lacarbonara

Selected operators

No one selected

Teams

Quick add

Available teams

Team Albanian

Team Croatia

Team English

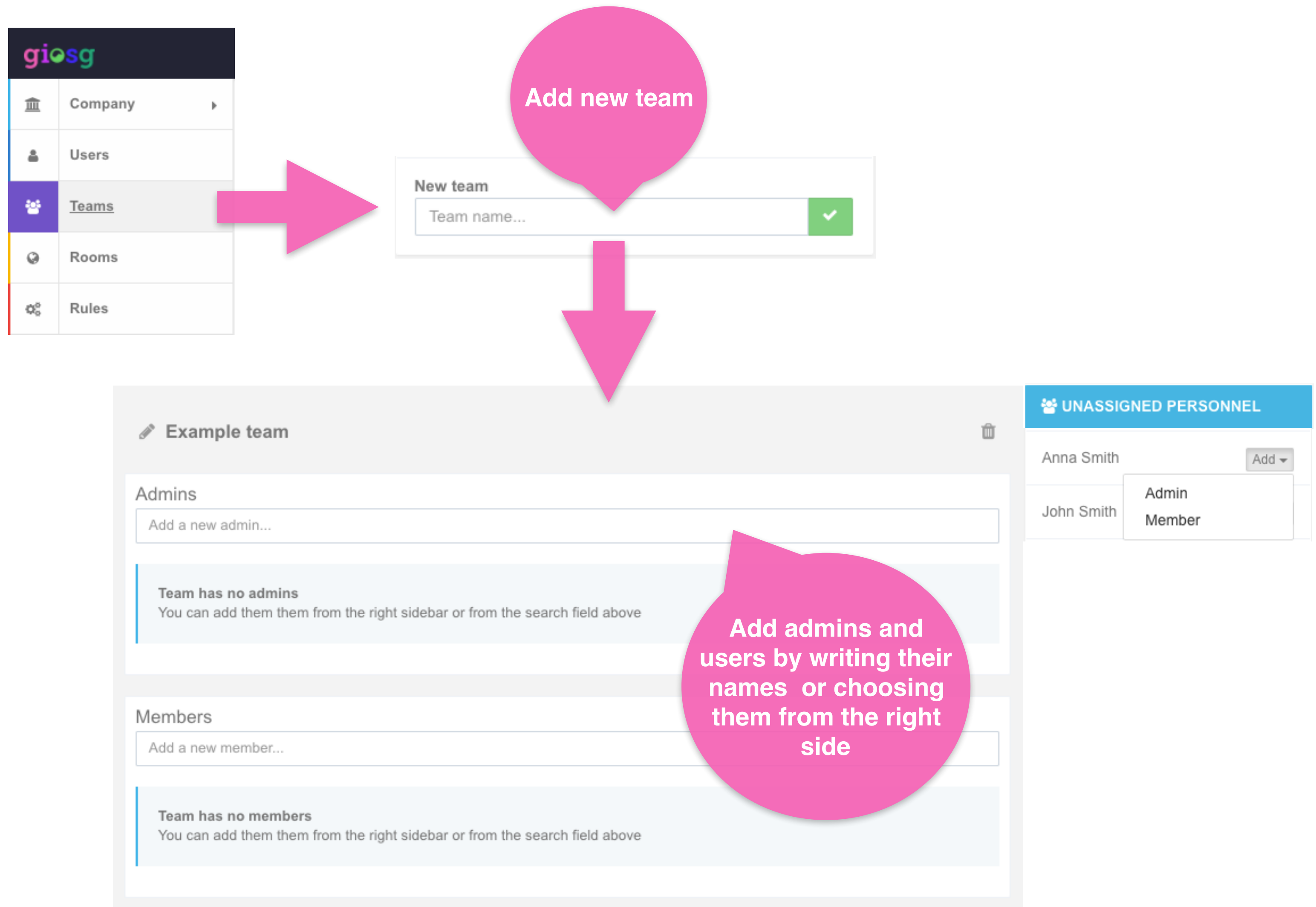
Selected teams

Team Bosnisch

Choose a team

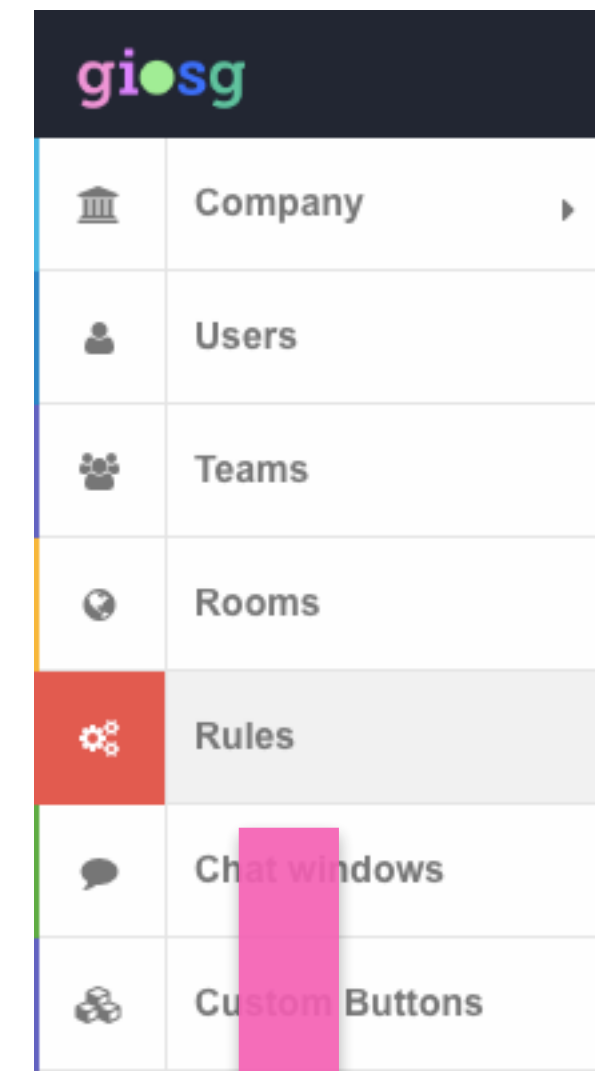
# Creating a team

1. Click 'Teams' and get access to Teams management
2. Add Teams and edit user permissions



# giosg RULES

- Create a rule to direct traffic to the custom room



Click '*Create new rule*'  
on the domain

GIOSG.COM

+ Create new rule

# Create a rule to direct traffic into the custom room

**? AT THESE ROOMS...**

☐ Use this rule in all rooms

**+ Add new condition**

**PERFORM THIS ACTION...**

**+ Add another action**

**SETTINGS**

Name

☐ This rule can match only once on a page

☐ This rule can match only once in session

☐ This rule can match only once for visitor

**Enabled** ☐

**Save changes**

**Rule is disabled.** You can save this rule but it won't have any effect until enabled. Click enable the rule.

**Callout 1:** Choose domain where you want to direct traffic

**Callout 2:** Click 'Add new condition' and select wanted condition to direct traffic into to the custom room. E.g. "Full page URL containing a string" and the URL where you want to direct the traffic

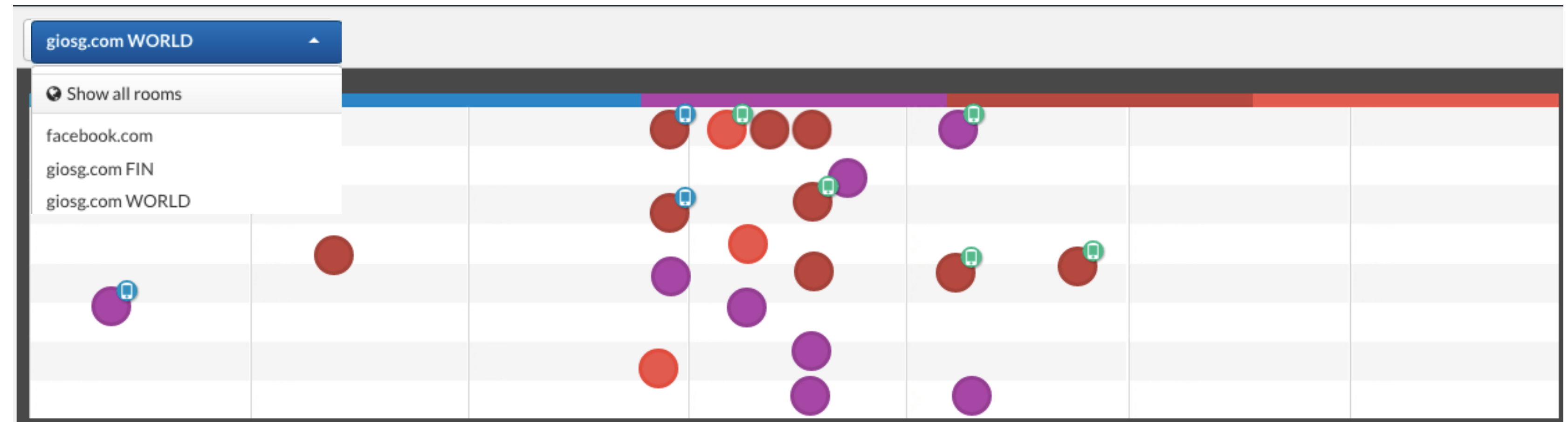
**Callout 3:** Name the rule e.g. Join to X room

**Callout 4:** Choose the action "Join to a list of room" and select the room where you want to direct the traffic

**Callout 5:** Turn the rule on

# Start using custom room

- When the settings are done you should see bubbles under the new custom room





**Thank you!**

Visit our pages and we  
can continue  
discussion:

[www.giosg.com](http://www.giosg.com)

A black and white photograph of four women sitting on a concrete staircase. The woman on the far left is sitting on the bottom step, leaning against the wall, wearing a light-colored button-down shirt and dark pants. The woman next to her is sitting on the second step, wearing a dark sweater and dark pants. The woman in the back is sitting on the third step, wearing a dark top and dark pants. The woman on the right is sitting on the fourth step, wearing a dark sweater, light-colored jeans, and glasses. A large, colorful logo 'giosg' is overlaid on the image, with the 'gi' in pink, the 'o' in green, the 's' in blue, and the 'g' in green. The background shows a staircase with a metal railing and a chain-link fence.

**giosg**