giosg RULES

- With giosg Rules you can define actions that will be triggered when given conditions are met. All available conditions and actions are introduced below.

- Note that if rule has multiple conditions all of them have to be met for the action to be triggered. To be able to use OR condition, multiple rules need to be created with same action.

Available conditions

Condition	Description	Example
Visitor information		
Visitor's URL	Visitor's current page URL contains given piece of text	/blog/posts/
Visitor's previous URL	Visitors previous page url contains given URL string	/features/
Visitor's source URL	Checks the URL of site that the user came from (if available)	google
Number of visits is more than	Visitor has visited given website more than X times	3
Number of visits less than	Visitor has visited given website less than X times	2
Number of seconds on the page	The amount of time visitor has spent on the website	5
Visitor's device	Visitor's device type matches	Mobile phone
Visitor's city	Visitors city matches	Helsinki
Visitor's country	Visitors country matches	Finland

giosg

Shopping cart		
Shopping cart value is more than	Visitors cart size (total price) is more than X. (requires giosg Basket)	150
Shopping cart value is less than	Visitors cart size (total price) is less than X. (requires giosg Basket)	100
Products in shopping cart	Visitor has products with the given name in cart. (requires giosg Basket)	Lamp
Number of purchases	Visitor has made more than X purchases on previous visits. (requires giosg Basket)	2
Visitor purchased shopping cart content	(requires giosg Basket)	
Pipeline step number	Visitor is on specific step of pipeline. (requires giosg Pipeline feature)	3
Lead forms		
Visitor sent a lead form	(requires giosg Lead call)	
Other		
Weekly Schedule	A time interval for when the rule should work	Monday 8:00-Monday 10:00 Tuesday 15:00- Tuesday 18:00
Agent online presence	Checks whether there are agents online/offline in this rule's target room	All operators are offline
Visitor clicks a custom button	Triggers the rule when the visitor clicks on a custom button, that has been added with "Custom Buttons" feature	Chat with us!

giosg

Visitor was targeted	Visitor was targeted with "Target" feature	
Visitor's priority is more than	Visitor's priority, as set with "Set visitor priority" action, is greater than the given value	8
Visitor's priority is less than	Visitor's priority, as set with the "Set visitor priority" action, is smaller than the given value	4
Advanced		
Visitor's URL (Regexp)	Visitor's current page url matches the given JavaScript regular expression pattern	/blog/posts/^\d+$/
Visitor's previous URL (Regexp)	Visitors previous page url matches JavaScript regular expression	/products/[0-9]+/
Visitor's source URL (Regexp)	Checks the URL of site that the user came from (if available), comparing it against the given JavaScript regular expression.	(http|https)://www.google.*
CSS selector matching elements on the website	Visitors previous page url matches javascript regular expression pattern	/products/[0-9]+/
Visitor clicks on an element matching the CSS selector	Triggers the rule when the visitor clicks on any element on the page that matches the given CSS selector.	Input[type="password"].invalid
Evaluate JavaScript expression	Name of javascript function that will be run and the return value checked.	(window.navigator.userAgent.toLowerCase().indexOf('linux') > -1)
Visitor's IP address (Regexp)	Visitors IP address matches javascript regular expression	193.229.108.*

giosg

Available Actions

Action	Description	Example
<u>Chat</u>		
Enable chat button	Enable domain chat button for a room, whenever there are operators online.	
Disable chat button	Hide domain chat button	
Autosuggest chat	Send autosuggest message to visitor	Hi! How may I help you?
Disable autosuggest	Disable autosuggest message sending.	
Disable autosuggest capacity check	Ignores the capacity set by the operators in the room, allowing autosuggests even if capacity is full.	
Open chat window	Opens the chat window to visitors. You can choose the room in which the chat starts. If not defined, the room is set automatically.	
Change chat window language	Changes chat window's language	Language selected with select box
Change chat button text	Changes the chat button text which has been edited in the chat button settings	Chat with us!
Change chat button target room	Changes chat button target room	Room selected with select box

Lead Forms		
Show a Lead Form	Show giosg Lead Call form	Form selected with select box
Show chat button when agents are offline and use lead form	Show the domain chat button if all the operators are offline. If the visitor clicks the chat button the selected Lead Form is shown	Form selected with select box
Use a Lead Form processor	Uses processor which directs Leads to email	Processor selected with select box
Other		
Join room(s)	Joins the visitor to the selected rooms, making him/her visible on those room tabs on giosg Console.	Room names selected with select box
Redirect to a website	Directs visitor to another website with the given URL	http://www.giosg.com
Set visitor priority	Changes the priority of the visitor, affecting his appearance on giosg Console. The value should be between 1 and 10.	10 -> the visitor's bubble will red on the swimlane
Show custom button	Show a custom button element for a room. This rule works only with the "Custom Buttons" feature (**not the generally used domain chat button**).	Button selected with select box
Advanced		
Run a custom JavaScript	Run any JavaScript code on visitors browser.	console.log('Javascript run with giosg Rules!');

giosg

Show elements matching css selector	Show elements that match given css selector.	.my-class-name
Hide elements matching css selector	Hide elements that match given css selector.	.my-another-class-name
Apply css to a website		
<u>Editor</u>		
Load editor element	requires giosg editor feature	

Example rules

1. Campaign greeting
Personalise your greeting message based on the customer's entry route. By setting the "Full page URL containing the string", "Visitor's previous Page URL", and "Visitor's source URL" rules you can greet guests arriving through Google AdWords, Facebook, or e-mail campaign with a suitable greeting.

2. Greeting a visitor in their own language
Does your website get visitors from several countries? Is your website available in different languages? By setting the "Visitor's Country" and " Visitor's URL" rules you can greet your customers in their own language.

3. Campaign code according to your shopping cart
Would you like to increase your sales? By combining giosg Basket and "Shopping cart value is more than" and "Shopping cart value is less than" conditions you can give your customers an additional incentive for shopping discount codes. For example, a customer whose shopping cart value is € 90, you can send a personalised message and a discount code to purchase over 120 € and the customer will receive a discount of 10%. You can even build a progressive incentive when shopping cart's value goes over 120 € the customer will receive an offer to get 15% discount when shopping carts value is more than € 150...

4. Discount offer for returning customers

Show discount offer to visitor when he/she has made 3 or more purchases earlier and shopping cart value is more than 150 euros.

Condition type	Condition value	Action type	Action value
Number of purchases	2	Autosuggest chat	Hi! We have a special offer to you! If you buy with more than 200€ you get 10% discount!
Shopping cart value is more than	150		

5. Greeting returning customer
Greet the customers who are returning to your website with a personalised and familiar message. Identify and greet old customers in a targeted manner by making use of "Number of visits is more than","Number of visits is less than" and "Number of purchases" rules.

6. Registration

Assuming that there is a registration form on page that has a password input field that will have css style class .invalid when the password is too short, ask if user needs any help with registration.

Condition type	Condition value	Action type	Action value

CSS selector matching elements on the website	Input[type="password"].invalid	Autosuggest chat	Hi! Do you need help registering?

7. Redirecting visitors

Redirect user to country specific site (mycompany.fi) from global site (mycompany.com) based on the visitors location.

Condition type	Condition value	Action type	Action value
Visitor's country	Finland	Redirect to url	http://mycompany.fi

8. Multiple rules working together: Closest reseller

Show a list of resellers near the visitors location (Helsinki) when visitor clicks "Find a reseller" button on page. This is example of multiple rules working together.

Rule to create element for holding resellers. This will create empty and hidden div element that will be used to hold reseller names.			
Condition type	Condition value	Action type	Action value
Evaluate JavaScript expression	true	Run javascript	var d = $('<div class="reseller-list" style="display:none;" />');

Rule to add correct resellers' to element based on the visitors location.			
Condition type	Condition value	Action type	Action value

Visitor's city	Helsinki	Run javascript	var stores = [
			   'Kauppa 1',
			   'Kivijalka kauppa 2'
			];
			
			for (var i = stores.length - 1; i >= 0; i--) {
			   var s = stores[i] ;
			   $(".reseller-list").append(' ' + s + ' ');
			};

Rule that binds action to Find a reseller buttons click event and show reseller list when that button is clicked.

Condition type	Condition value	Action type	Action value
Evaluate JavaScript expression	true	Run javascript	$('button.find-reseller').click(function () { $(".reseller-list").show() });