

Shortcuts in Giosg console:

Available everywhere in the console

ALT + ENTER: Opens the chat dialog with the longest waiting visitor from the swimlane. If no new chats are waiting, the shortcut can be used to open bubbles randomly from the swimlane.

Chat Dialog shortcuts (Available when a chat dialog is active)

ALT + J - If you have two or more chat dialogs open, moves to the dialog on the left

ALT + K - If you have two or more chat dialogs open, moves to the dialog on the right

ESCAPE - Closes the chat dialog (and ends the conversation after 20 seconds)

Canned Answers shortcuts (Available when Canned Answers dialog is visible)

ALT + N - Adds a new canned answer by focusing the 'Add new answer' input

ENTER - Adds new Canned Answer if 'Add new answer' is active and it has some text in it, also scrolls to the newly added answer

ESCAPE - Closes the Canned Answers dialog

Tag Editor shortcuts (Available when Tag editor is visible)

ESCAPE - Closes the Tag editor