



JCHATSOCIAL ENTERPRISE

Functionalities

JChatSocial Enterprise offers most advanced functionalities and technologies available nowadays to communicate with other users through your Joomla! site. It's an extremely flexible extension that can be used for social purpose but also as a live support tool. The integrated HTML5 peer-to-peer videochat allows for high quality audio/video stream directly between users browsers, and today it represents the most advanced solution that doesn't require any additional plugins, moreover the Skype bridge can be used as a fallback for videocalls when HTML5 technology is not supported.

JChatSocial can work both with Joomla! logged in users and guest users, once installed on your site, you can open whatever page of the frontend to use it, without the need of any additional operations. By default the chat is active for logged in and guests users. Notice that being logged into Joomla administration won't let you access the chat because Joomla manages frontend and backend sessions separately.

Main key functionalities for JChatSocial Enterprise are:

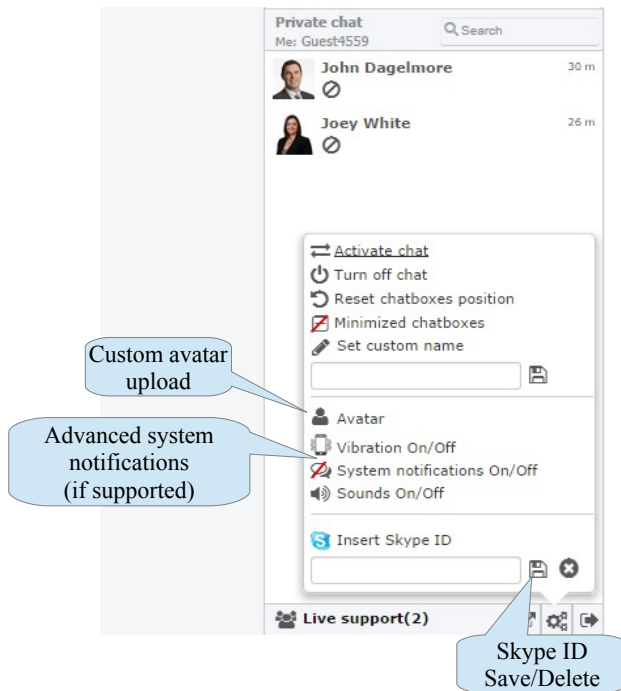
- Peer-to-peer HTML5 videochat
- Ticketing system directly integrated
- Private messaging between registered users
- Advanced device notifications
- Social login integrating with Facebook, Google Plus and Twitter
- Guest users compatible
- Live support capable
- Skype bridge for Skype calls
- Videochat media recorder
- Instant Language Translator, to translate your messages when delivered to the other party
- Private user-to-user chat and public chat mode also supporting chatrooms
- Multiple chatrooms
- Form based chat join and auto activation
- Media objects support to exchange videos, images, iframes inside chat conversation
- Integration with social extensions like JomSocial and others
- Fully draggable and resizable chatboxes with minimize/maximize with 10 themes included
- File attachments exchange
- Private and public chat for multi users conversation
- Multiple chat templates and custom layout override
- Messages history for private and public chat
- Rendering in custom position using Joomla module
- Audio sounds for incoming messages
- Mobile devices support and responsive layout
- Responsive full-screen mode
- Avatars management
- Save/Delete/Export conversation
- Configurable Emoji preset with key shortcuts
- Realtime users search
- Server load fine tune for optimal performance
- Typing prevision
- Users access levels restriction

Frontend overview

In the following image you can see an overview of the frontend features offered to chat users in your site frontend.



Using the chat options you can choose custom settings for your chat session, and also custom names for username and Skype ID.



Chat users

Chat users can be regular Joomla! logged in users but also guest users that visit the site. For guest users a random numeric id is automatically generated and appended to the name prefix that you can choose in JChatSocial settings. Moreover guest users will have an additional field in chat options to choose and change their chat nickname. For logged in users this is done automatically based on usernames or full names that belong to users as they are created into Joomla system.

You can also specify permissions for guest users, so that you can decide if guests can upload avatars and exchange attachments. Guest users functionality is fundamental to use JChatSocial as a live support tool. You can chat with every user that visits your site without need to login, and so improve your customers marketing.

Peer-to-peer videochat

The most advanced technologies offered by all modern browsers and devices are been implemented into JChatSocial Enterprise, making now possible having HD videochat sessions directly between browsers and without additional plugins or Flash based solutions.

Having a direct peer-to-peer stream of data between 2 users make it possible having high quality and low latency videochat, avoiding intermediate servers used only as a last resort.

Requirements and support

Support for peer-to-peer technology of course is required in order to use the peer-to-peer videochat and an SSL certificate must be installed on the website to allow access to the webcam and mic for security and privacy reasons. Currently it's offered by most modern browsers, at the time of writing the peer-to-peer technology is supported by the following browsers:



Chrome version 23 and above supports HTML5 peer-to-peer technology (Chrome 47+ requires https)



Firefox version 22 and above supports HTML5 peer-to-peer technology



Opera version 18 and above supports HTML5 peer-to-peer technology

Currently the following browsers have still not implemented support for peer-to-peer technology:



Internet Explorer/Edge still lacks full working support for HTML5 peer-to-peer technology



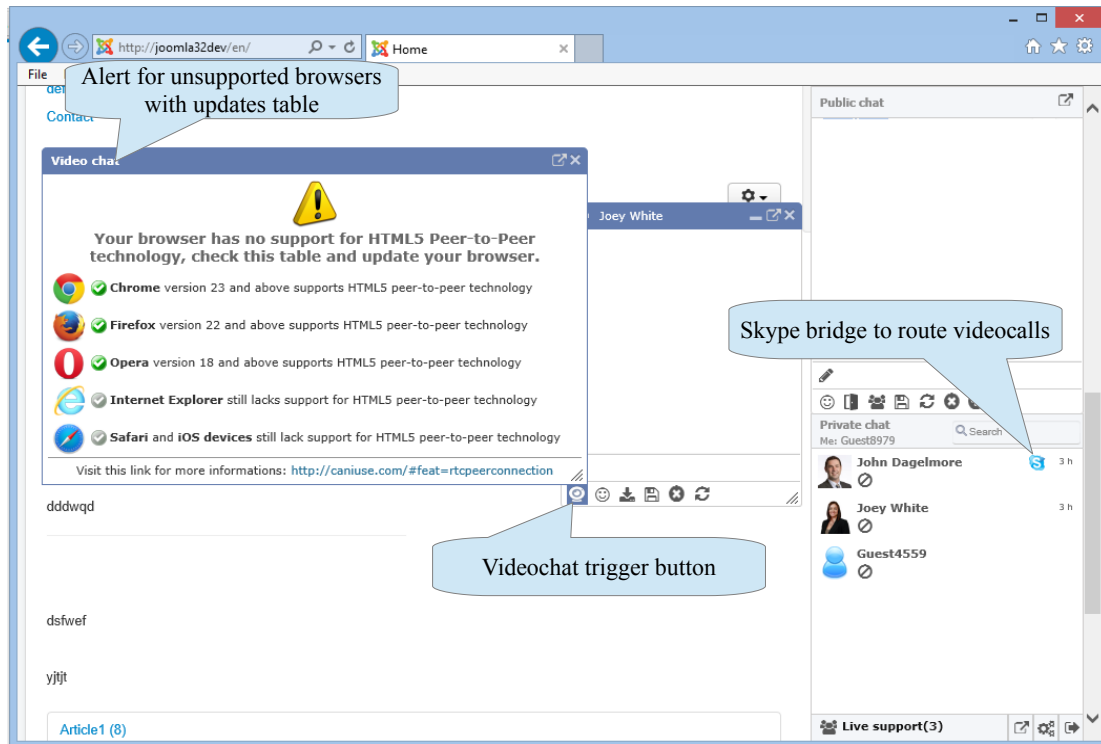
Safari and mobile iOS devices still lack full working support for HTML5 peer-to-peer technology

More updated informations about the spreading support of peers connections for browsers can be found at this official link: <http://caniuse.com/#feat=rtcpeerconnection>

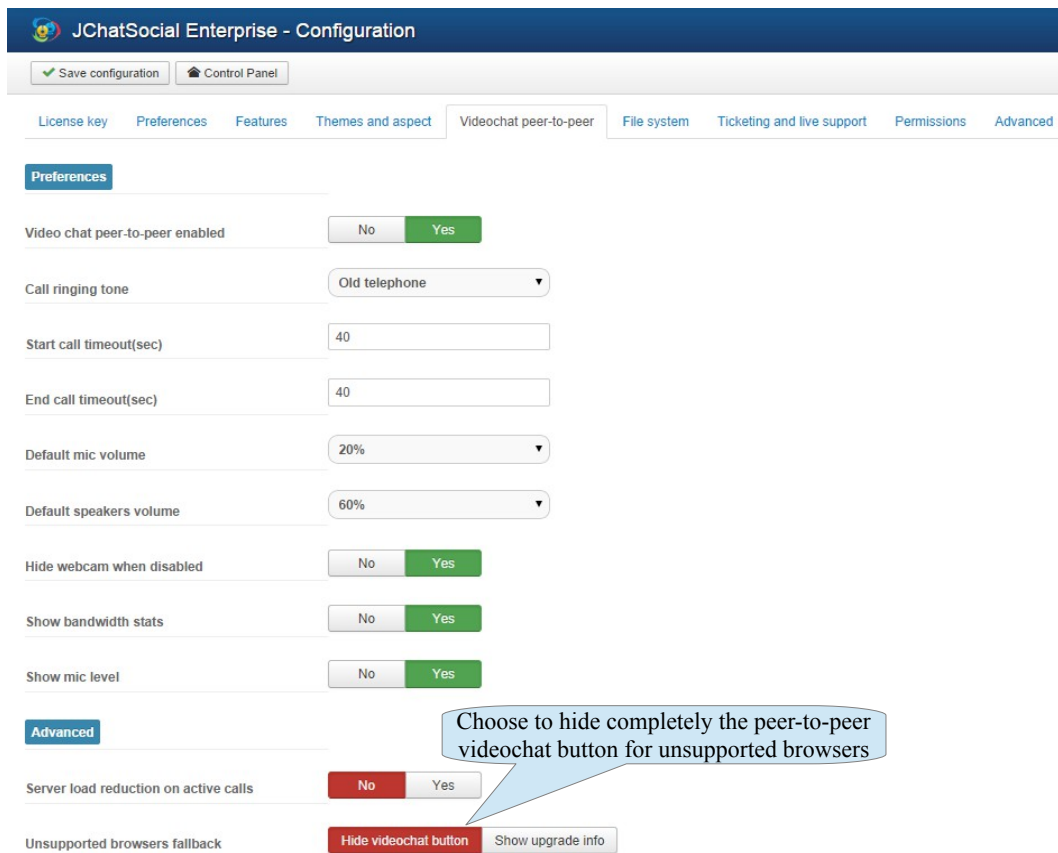
NOTE: as stated by W3C specs for privacy and security reasons the HTTPS protocol is required in order to allow access to the webcam and microphone. An SSL certificate must be installed on your website required to grant access to the webcam and microphone for security and privacy reasons.

Fallback for not supported browsers

If a user that uses a not supported browser come to your site trying to use the videochat feature, a fallback system will be showed by default, informing the user to update the browser. A good alternative to communicate with users that can't use the peer-to-peer videochat is using the Skype bridge to route videocalls to an external application such as Skype.

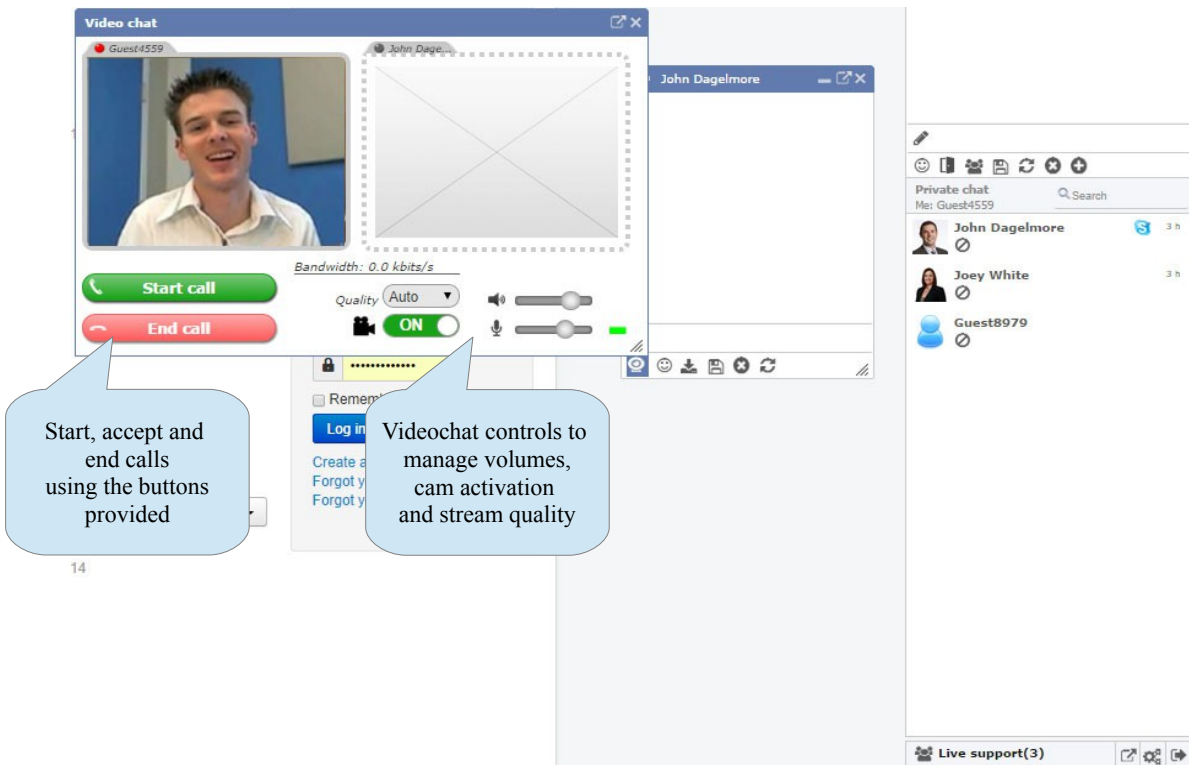


You can also choose how the fallback system will handle unsupported browsers. By default the alert above is shown when the videochat button is clicked. You can also choose to hide completely the videochat button configuring the chat settings as visible below.



Videochat panel

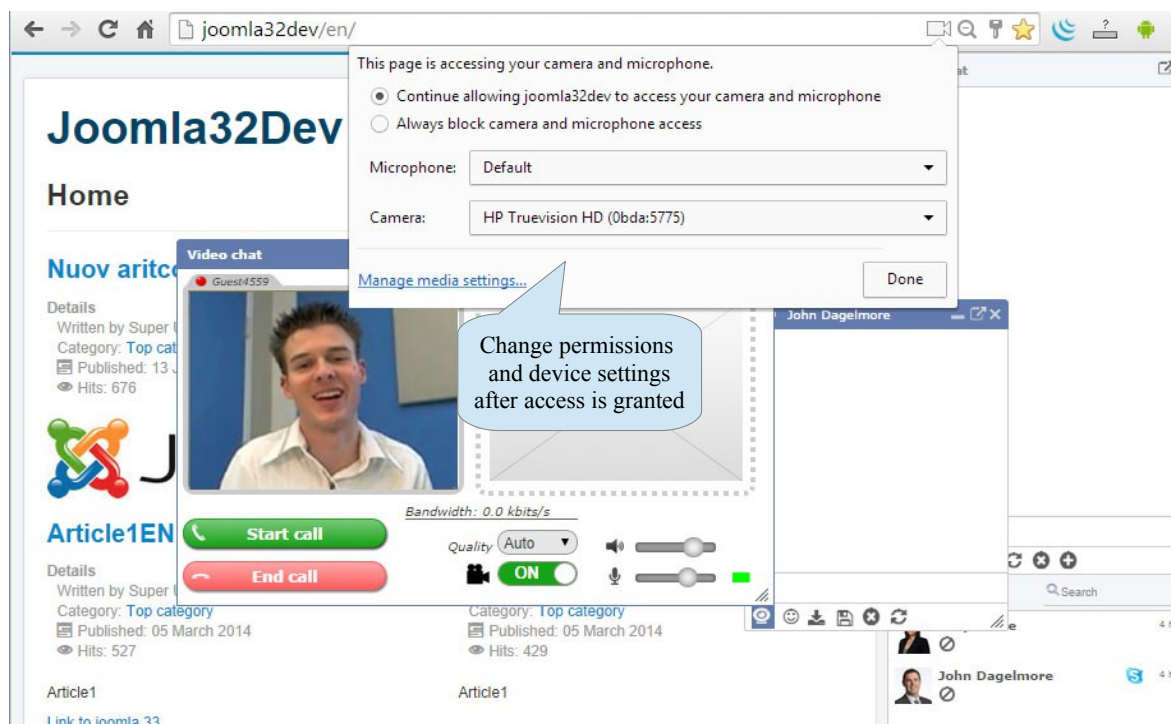
Using the videochat is straightforward, users will find few simple controls to start and accept incoming calls. Webcam and microphone settings allow to manage volumes and stream quality.



Opening and starting the videochat application panel, the browsers policy will prompt the users for permissions to access and use webcam and microphone installed on the current pc. This is mandatory and required for privacy reasons by all browsers. Accessing this kind of settings is often useful also to switch between multiple devices installed on pc, for example if 2 or more webcams or mics are available to be used. Below is shown as Google Chrome ask for cam/mic access and permissions settings.



After granting access to cam and microphone you can change settings clicking on webcam icon in the Chrome address bar. In this way permissions and devices can be changed as needed. Firefox and Opera ask for permissions to access devices, but after confirmation they don't allow to change device.



The videochat panel can be dragged and resized as preferred, and also it support maximize mode, that is especially useful for responsive or mobile devices. Only one videochat panel can be opened at once, so when you open a videochat panel with a user you will notice that if there are any other opened chatboxes for other users the videochat icons will be locked.

HEADS UP: if you are using another application on your pc that has control of the webcam or mic, you may experiment issue when using the videochat into browser. Of course only one application on the system can have access to the hardware, so you need to ensure that the cam/mic are available to browser before using it. In the same way, when browser takes control of cam and mic other applications won't be able to use that. Closing the videochat panel on Firefox will release immediately the hardware, for Chrome and Opera a page refresh is required in order to free resources.

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Videoconference

JChatSocial Enterprise includes an advanced view to manage a multi-user videoconference. The max number of users in the same conference is dictated by many factors, mainly the hardware and CPU capabilities of the PC used to connect. Having several video streamings can be a heavy process for the CPU and may result in some video streaming not showing properly or PC slowing down.

Conference

The screenshot shows a videoconference window titled 'Conference'. At the top, there are controls for 'Quality', a video camera icon with a green 'ON' indicator, and an 'End conference' button. Below these are volume and microphone sliders. A search bar is visible on the left. A list of participants is shown on the left side, including 'samsung', 'acerdj', 'Ceguvo', and 'Digumi', each with a bandwidth meter and status icons. The main area displays a large video of the user 'adminhp' and a grid of smaller videos for other participants: 'Digumi', 'samsung', 'acerdj', and 'Ceguvo'. Callouts point to various elements: 'Audio and video controls' points to the top controls; 'End the conference and leave all users' points to the 'End conference' button; 'Click to open text chatbox' points to the search bar; 'Show own video' points to the camera icon; 'Start, accept or decline calls with users. It includes the bandwidth meter for each user' points to the participant list; and 'Video from other participants' points to the grid of smaller video windows.

Audio and video controls

End the conference and leave all users

Click to open text chatbox

Show own video

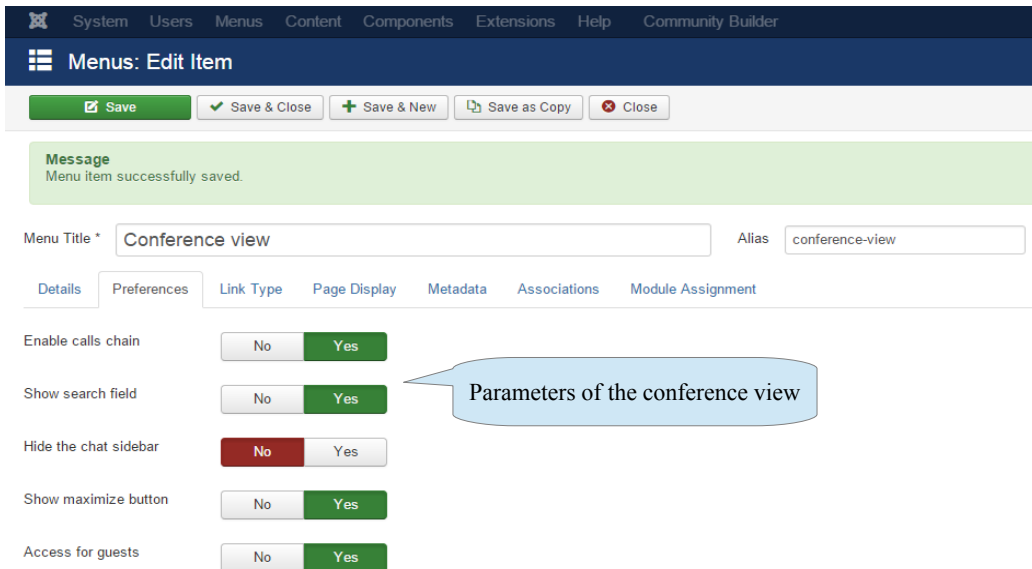
Start, accept or decline calls with users. It includes the bandwidth meter for each user

Video from other participants

To access the videoconference view, you need to add a new menu item in your Joomla website choosing the type JChatSocial Enterprise → Conference view.

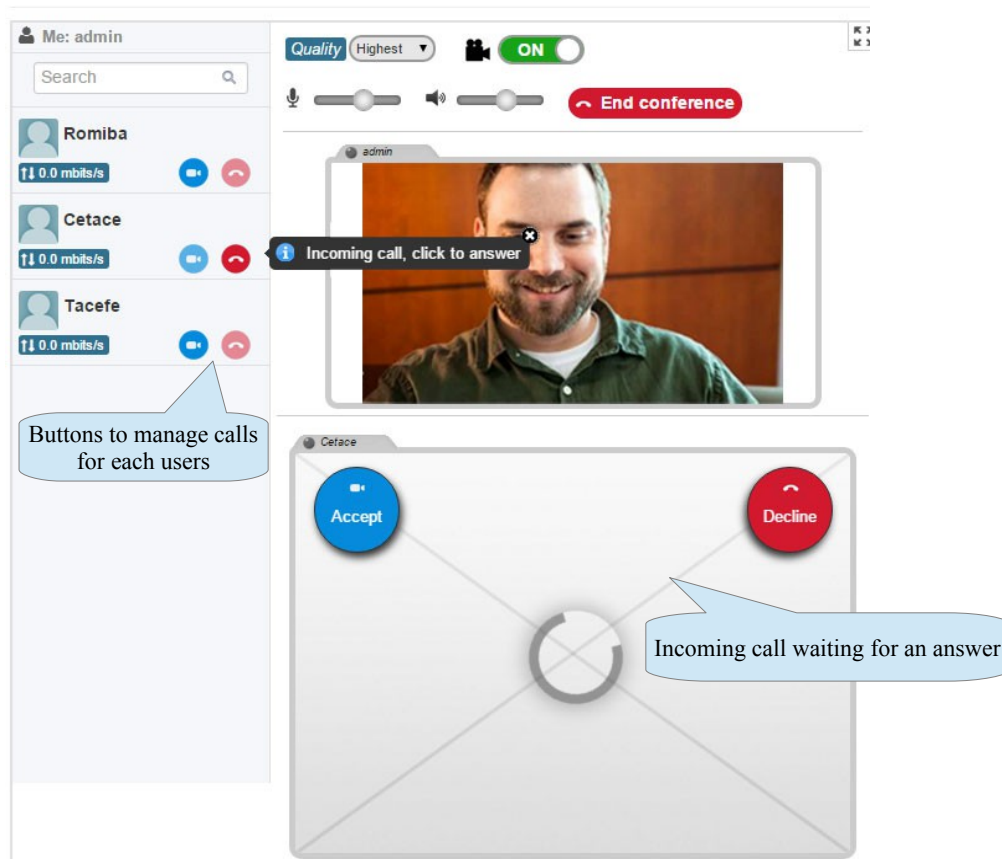
You can manage it as a normal menu item in Joomla, moreover you have some extra parameters that may result interesting to customize the behavior of the videoconference view.

- **Enable calls chain:** if the calls chain is enabled, all conference participants will be forced to communicate each other automatically. For example when user A calls user B then calls user C, user C will call automatically user B to close the circle and have all participants A-B-C active in the conference
- **Show search fields:** allow to show/hide the users search field
- **Hide the chat sidebar:** if enabled the sidebar of the realtime chat will be hidden on this page
- **Show maximize button:** the videoconference window can be maximized to fullscreen
- **Access for guests:** allows or disallows the main access to the videoconference to users not registered and logged in. Additional rules can be managed using the menu item access level.



When users start a call and add other users to the videoconference, incoming calls will be shown in the way visible in the image below. Clicking on the Accept/Decline buttons in the users list on the left or on the round buttons in the single video area will have the same effect. Once accepted, users will be added progressively to the videoconference and if the calls chain feature is active newly added users will start automatically a communication with users joined to the videoconference other than the caller.

Conference view



HEADS UP: if you often experiment some missing videos from certain users try to disable the calls chain feature or try to close/start the call again. In some occasions stream connection may fail.

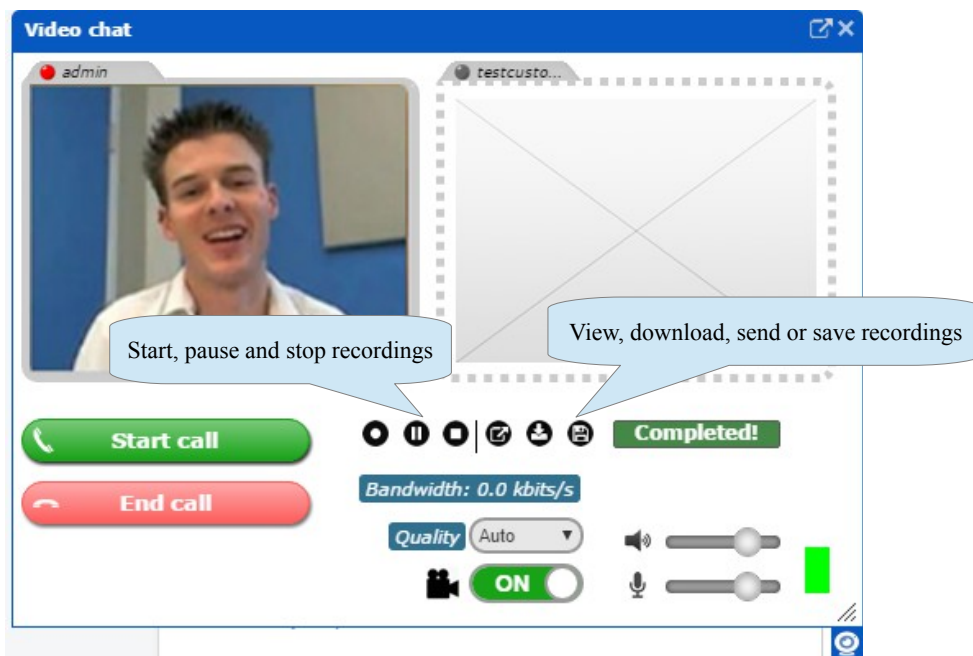
Videochat media recorder

JChatSocial Enterprise includes a media recorder to capture and save both video and audio got from your own camera that will be encoded and compressed in the *webm* format.

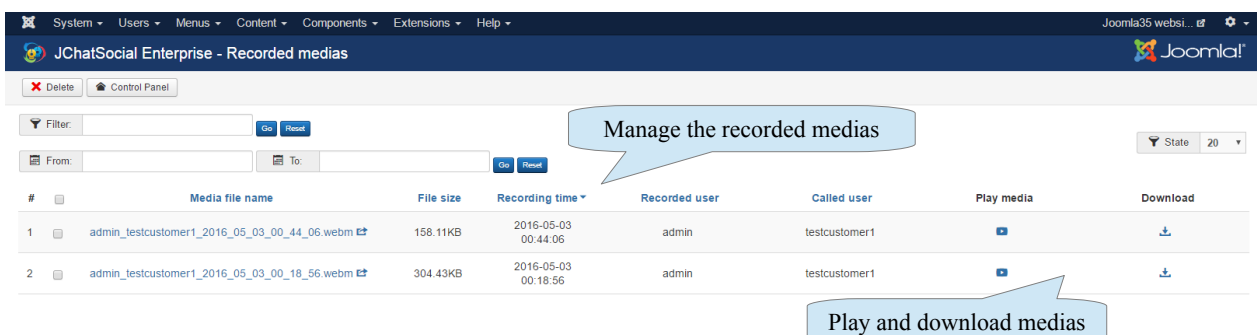
The *webm* format is the most common video and audio container for the HTML5 web standards and can be reproduced directly by all modern and compliant browsers, a detailed compatibility table can be found at <http://caniuse.com/#feat=webm>

Once activated the video recorder feature in the chat configuration, controls to manage, download and save recordings will be showed in the videochat window both for the one-to-one videochat and the conference view. Moreover you can directly send a recorded video as a message to the other user, so the video will be included in the chat as a normal message.

Notice: recorded videos **should be very short** to not overload browser and server during processing and to not consume too much bandwidth. As a rule of thumb a recorded video should not exceed 30 seconds. If you send many videos to other users, take care to delete the chat conversation often to avoid to reload each video on a page refresh.



If a recorded media is saved permanently it will be uploaded to your server and stored on the file system. A new record for the saved media will be created in the database too and in the administration all saved medias will be accessible in the following list:



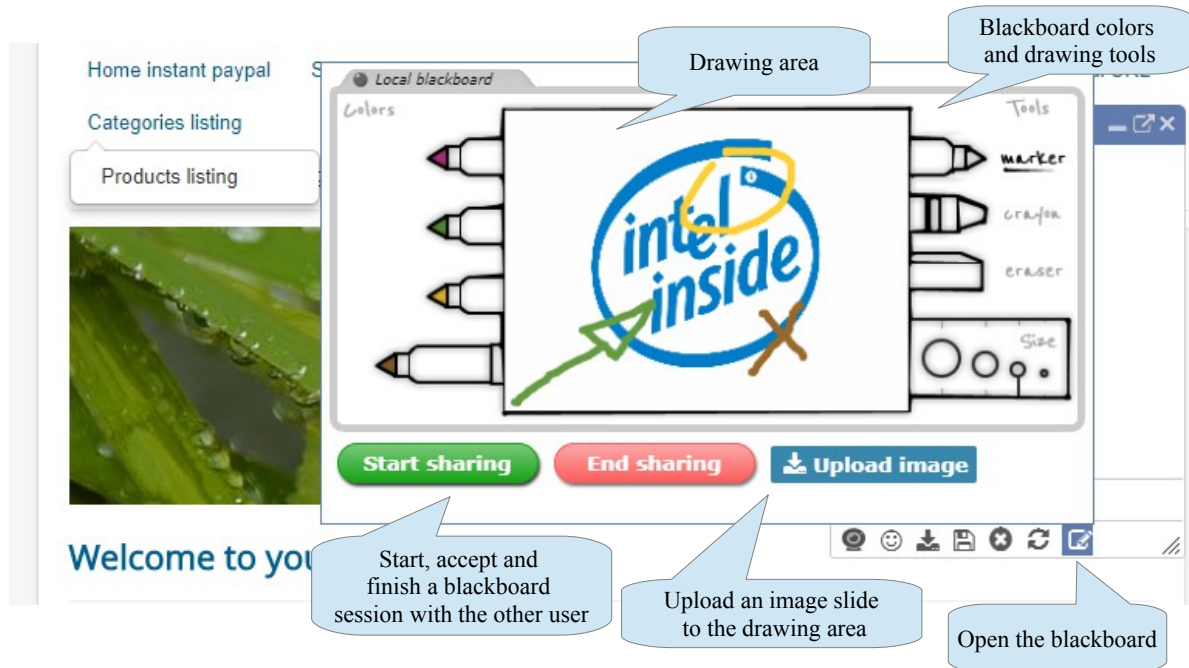
When you delete a record in the list even the associated file will be deleted automatically from the server.

Access to the media recorder and to the save feature can be ruled based on groups permissions available in the chat configuration.

Peer-to-peer blackboard

JChatSocial Enterprise thanks to the WebRTC technology includes a new exciting feature to share a live blackboard between 2 different users.

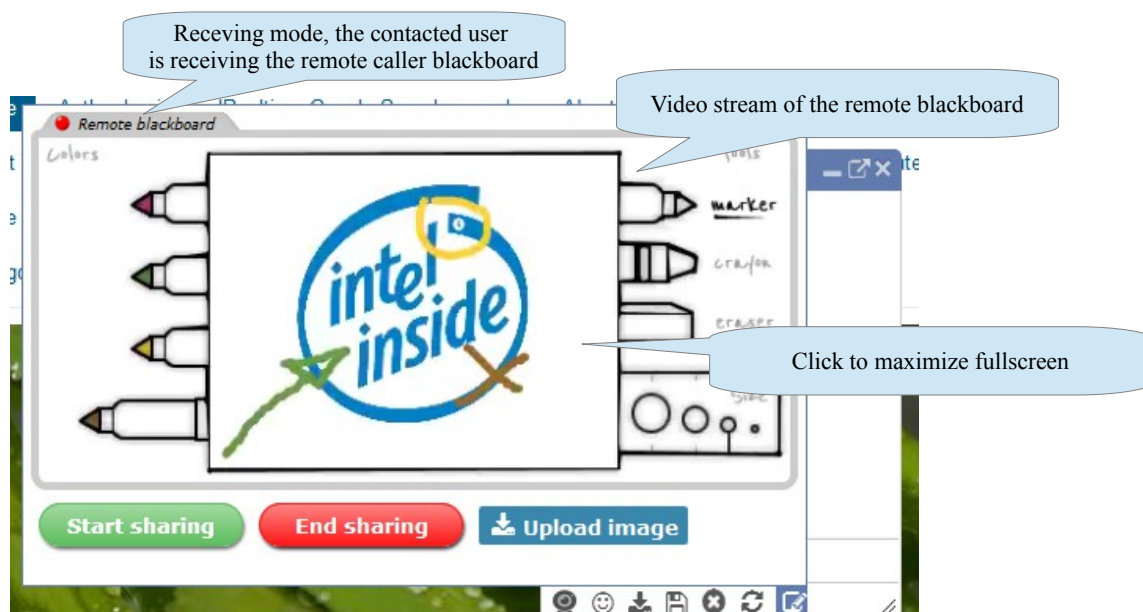
This can be especially useful whenever a user needs to share an interactive slide.



The working mode of the peer-to-peer blackboard is identical to the one of the peer-to-peer videochat.

A user initiates a call/session while the other user receives an incoming request to accept and start the connection.

As soon as the contacted user accepts the incoming request, he will start to receive the interactive blackboard from the caller as a live video streaming.



Ticketing and live support

You can use JChatSocial as a live support tool, setting up user groups that will be the chat admins. In this way all users that don't belong to selected groups (considered as customers) will be able to use the chat to talk only with users that belong to selected groups (considered as chat admins).

On the contrary users that belong to selected groups (chat admins) will see all users inside chat users list and will be able to offer live support to everyone that visits your site.

To activate live support mode you need only to select one or more usergroups assigned to the role of chat admins from the dropdown available in the chat configuration under tab 'Ticketing and live support'.

The screenshot displays the 'JChatSocial Enterprise - Configuration' interface. The top navigation bar includes 'System', 'Users', 'Menus', 'Content', 'Components', 'Extensions', and 'Help'. Below this, there are buttons for 'Save configuration' and 'Control Panel'. The main configuration area is divided into several tabs: 'License key', 'Preferences', 'Features', 'Themes and aspect', 'Videochat peer-to-peer', 'File system', 'Ticketing and live support' (which is active), 'Permissions', and 'Advanced'.

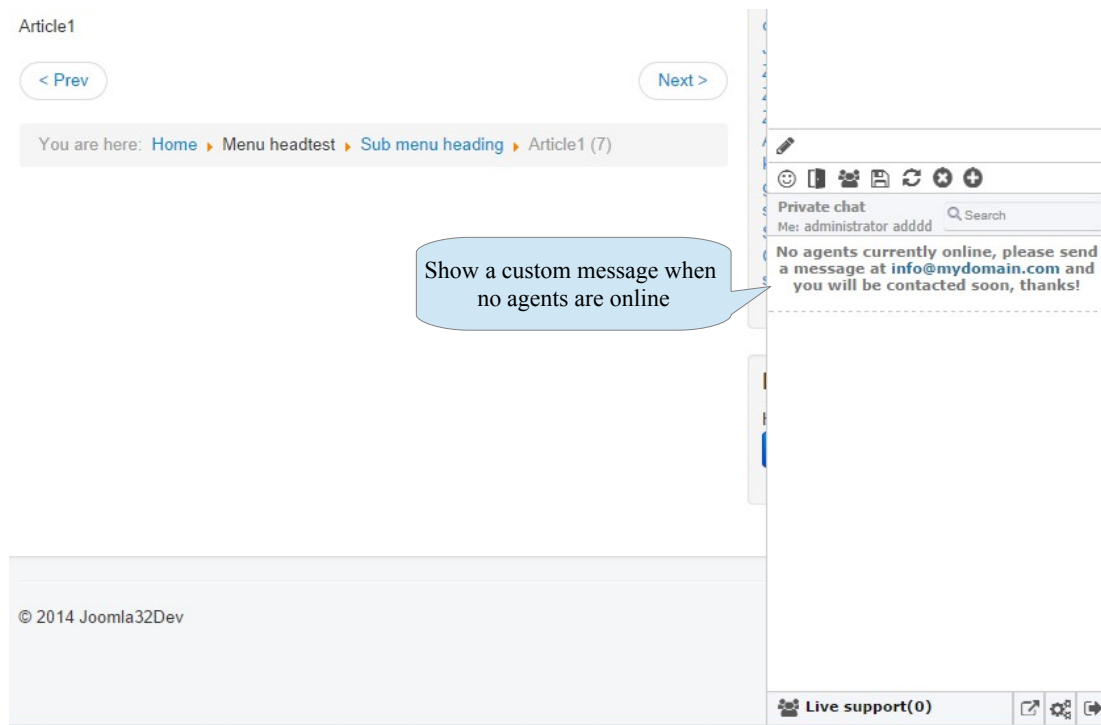
Under the 'Live support groups' section, the 'Live support mode' is set to 'No'. A dropdown menu is open, showing a list of user groups: '- Guest', '- Manager', '- Administrator', '- piccolo', '- Registered', '- Author', '- Editor', '- Publisher', '- Sub Super users', and '- Super Users'. A callout bubble points to this list with the text: 'Choose user groups for chat admins responsible to offer live support'.

Under the 'Offline status settings' section, the 'Enable offline message' option is set to 'Yes'. A callout bubble points to this option with the text: 'You can choose to show a custom message in the main chatbox when no agents are online'.

The 'Text for offline message' field contains a rich text editor with the following content: 'No agents currently online, please leave a message and you will be contacted soon, thanks!'. The editor includes a toolbar with options for bold, italic, underline, strikethrough, bulleted list, numbered list, indent, outdent, link, unlink, image, code, undo, redo, link, unlink, and insert link. Below the editor are buttons for 'Article' and 'Image', and a 'Toggle editor' button.

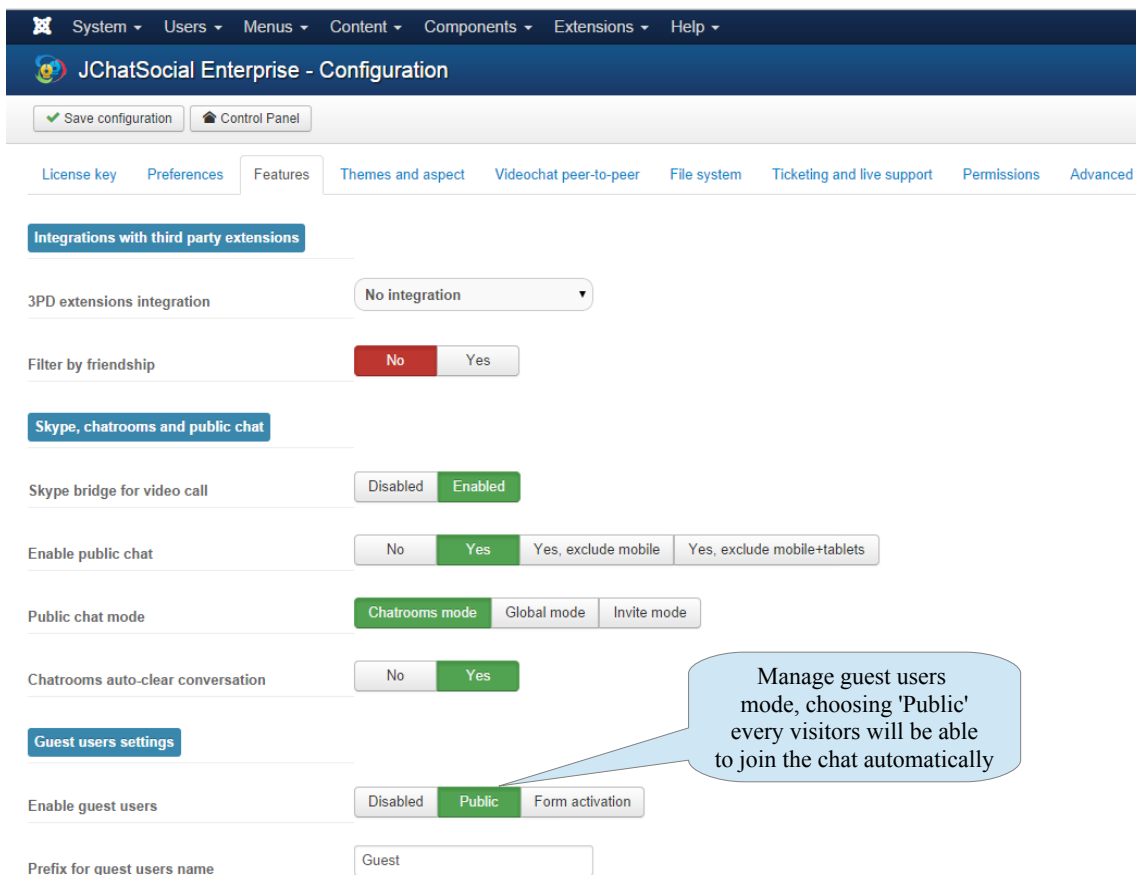
You can also choose to show a message when no chat admins are connected and available, so all visitors will be able to contact you easily for example sending a message to your email address.

This can be done specifying the HTML code with a hyperlink to an email address that will open the email client of users automatically to send you an email.



As a final common settings you will be probably interested to activate also the guest support to be able to let all visitors of your site use the chat and talk with you as soon as landing on your site.

Using the more advanced form activation feature, you may choose to force a visitor to fill out a simple form to join the chat, for example specifying an email address and placing a question.



Integrated ticketing system

You can do even more about the live support features and take full advantages of the ticketing system. In this way the chat application will manage entirely the messages sent by users when no agents are online to answer directly using the chat.

Using the ticketing system you will be able to access and manage all sent messages directly by administration, and keep track of all the answers to a given question.

The first step to activate the ticketing system is to publish the tickets form that will be showed when no agents are available in the chat to offer live assistance. Using the chat settings you can enable the form and choose to receive an email notification every time a visitor submit a request.

The screenshot shows the Joomla! administration interface for chat settings. At the top, there is a navigation menu with 'System', 'Users', 'Menus', 'Content', 'Components', 'Extensions', and 'Help'. Below the menu are buttons for 'Save configuration' and 'Control Panel'. The main content area is titled 'Text for offline message' and contains a rich text editor with a toolbar. The text in the editor reads: 'No agents currently online, please send a message at info@mydomain.com and you will be contacted soon, thanks!'. Below the editor are buttons for 'Article' and 'Image', and a 'Toggle editor' button. On the left side, there is a 'Ticketing form' section with the following settings:

- Enable tickets form:** A radio button set with 'No' and 'Yes' selected.
- From email:** An empty text input field.
- From name:** An empty text input field.
- Notify new tickets sent:** A radio button set with 'No' and 'Yes' selected.
- Email addresses for new tickets notification:** A text input field containing 'myemailaddress@gmail.com,johndagelmore@storejoomla.org'.

Two callout boxes provide additional information:

- A callout box pointing to the 'Enable tickets form' setting says: 'Enable the tickets form showed in the chat when no agents are available'.
- A callout box pointing to the 'Notify new tickets sent' setting says: 'Enable email notifications sent everytime a ticket is submitted, multiple addresses can be set comma separated'.

Once that the ticket form has been enabled it will be available automatically in the chat as shown in the picture below, everytime no agents are online and the chat users list is empty.

The first screenshot shows the Joomla! chat interface with the article 'Article1 (7)' displayed. The chat window is open, and the 'SUBMIT TICKET' button is visible. A callout box points to the button and says: 'Tickets submission'.

The second screenshot shows the same chat interface, but with a confirmation message: 'Ticket successfully sent to our agents!'. A callout box points to the message and says: 'Submit confirmation'.

Tickets list and management

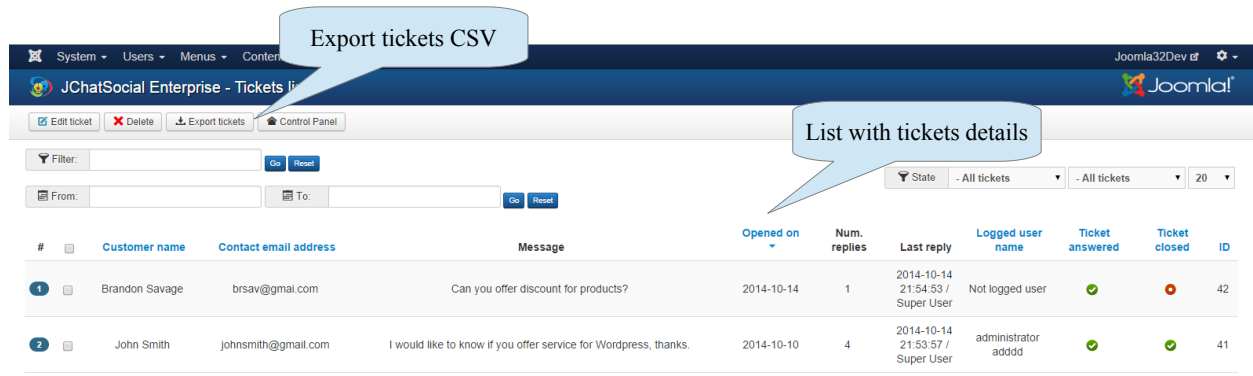
All the submitted tickets can be managed either in backend or frontend, replies will be delivered to users using the email address specified when submitting the form.

To manage tickets in the frontend, a new menu item for the view 'Tickets management' must be created. You can use ACL and groups permissions to choose who can handle the tickets. Notice that as a requirement, tickets can be managed in frontend only by logged in users, visitors are not allowed to access the tickets management view.

The tickets can be flagged also as 'Answered' and 'Closed'.

When you reply the first time to a ticket it will be automatically flagged as 'Answered', you can choose to set it as 'Closed' in the case that no further replies will be needed.

Everytime a reply to a ticket question is submitted, it will be forwarded by email to the customer address set using the tickets form.



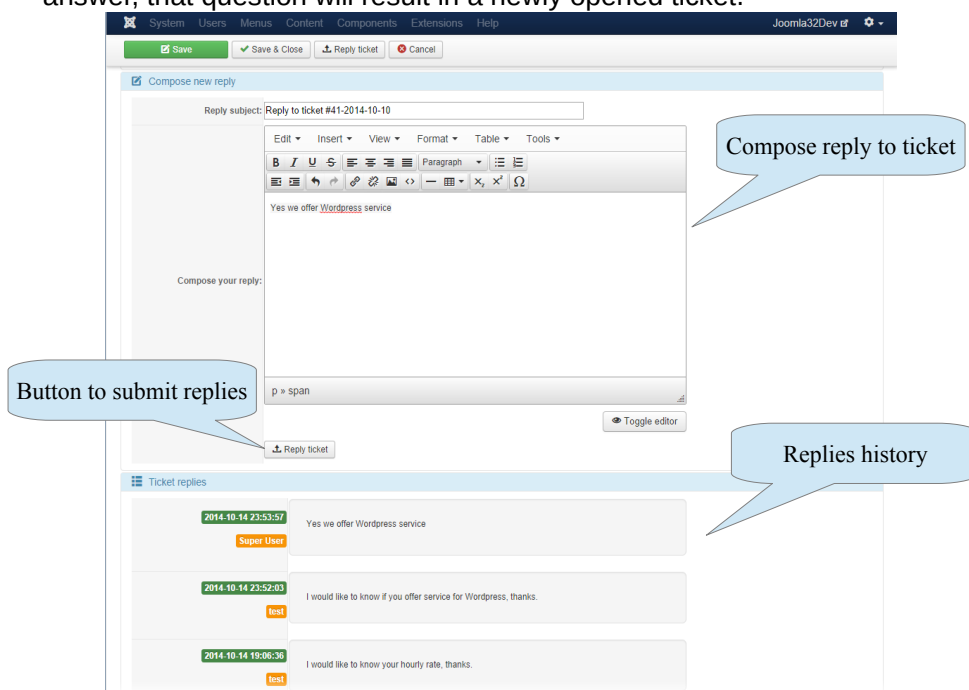
The screenshot shows the Joomla! Tickets management interface. At the top, there are navigation menus and a toolbar with buttons for 'Edit ticket', 'Delete', 'Export tickets', and 'Control Panel'. A callout bubble points to the 'Export tickets CSV' button. Below the toolbar, there are filter options and a table of tickets. A callout bubble points to the table header, which includes columns for '#', 'Customer name', 'Contact email address', 'Message', 'Opened on', 'Num. replies', 'Last reply', 'Logged user name', 'Ticket answered', 'Ticket closed', and 'ID'. The table contains two rows of ticket data.

#	Customer name	Contact email address	Message	Opened on	Num. replies	Last reply	Logged user name	Ticket answered	Ticket closed	ID
1	Brandon Savage	brsav@gmail.com	Can you offer discount for products?	2014-10-14	1	2014-10-14 21:54:53 / Super User	Not logged user	✔	✘	42
2	John Smith	johnsmith@gmail.com	I would like to know if you offer service for Wordpress, thanks.	2014-10-10	4	2014-10-14 21:53:57 / Super User	administrator adddd	✔	✔	41

Tickets can also be exported in CSV format to be archived or further analyzed.

Based on the status of a ticket 'Closed' or 'Not closed' the tickets manager will work as follow:

- **Opened ticket** → customer start the ticket placing a new question and after the admin has replied to the newly opened question if the same customer, identified by the user id if logged in or by the email address, place another question as a reply to admin answer, that question will be appended to the same opened ticket. In this way a messaging between a certain customer and an admin will be carried on
- **Closed ticket** → customer start the ticket placing a new question and after the admin has replied to the newly opened question he closes the ticket. If the same customer, identified by the user id if logged in or by the email address, place another question as a reply to admin answer, that question will result in a newly opened ticket.



The screenshot shows the Joomla! Tickets management interface in the 'Compose new reply' mode. At the top, there are buttons for 'Save', 'Save & Close', 'Reply ticket', and 'Cancel'. Below the buttons, there is a form for composing a new reply. A callout bubble points to the 'Compose reply to ticket' button. The form includes a 'Reply subject' field, a rich text editor with a toolbar, and a 'Compose your reply:' text area. A callout bubble points to the 'Button to submit replies' button. Below the form, there is a 'Ticket replies' section showing a list of replies. A callout bubble points to the 'Replies history' section. The replies list shows three entries with timestamps and user names.

Timestamp	User	Message
2014-10-14 23:53:57	Super User	Yes we offer Wordpress service
2014-10-14 23:52:03	test	I would like to know if you offer service for Wordpress, thanks.
2014-10-14 19:06:36	test	I would like to know your hourly rate, thanks.

Private messaging

JChatSocial integrates a private messaging client feature to exchange messages between registered users to the site, even when they are offline. They will be notified by an email when new messages have been delivered, thus logging in to the site they will be able to answer.

The screenshot displays the Joomla! private messaging interface. On the left, a 'List of registered users and search field' is visible, showing a search bar and a list of users including 'explorer', 'firefox', 'opera', 'test1', 'test2', 'test3', and 'test4'. The main area shows a 'Messages list' with a search bar and a message from 'Super User' saying 'Hello!'. Below the messages is a 'Compose and send messages to users' section with a text input field and a 'Reply' button. On the right, a 'Main Menu' includes 'Home', 'Private message view', and 'Chat form'. A 'Login Form' is also present with a 'Log out' button. A callout points to the 'Private message view' menu item, stating 'Create a menu linking to the JChatSocial Private Messaging view'. At the bottom right, a chat window is open, and a callout points to the 'Private messaging' option in the chat settings, stating 'Click in the option button to go directly to the Private Messaging'. The footer shows '© 2015 Joomla34dev2'.

The private messaging conversation uses an autoscroll feature to load older messages. When you scroll the list at the top, oldest messages are automatically loaded if any, and appended to the messages list. You can also click on the button 'Load older messages' at the top of the list to load previous messages.

The number of messages loaded by default are set in the chat configuration by the parameter 'Default private messages'.

Users can also exchange attachments inside the messaging system, when the other user will be back and online, the file will be ready to be downloaded.

Messages to offline users are delivered by email using the email address used for the account registration in your Joomla website:

 **Super User** has sent you a new message

test again

Login at <http://joomla34dev2/> with your account to answer

Skype bridge

If you need video call feature, JChatSocial integrates through a special bridge with Skype software. This ensure top quality video chat started directly from inside JChatSocial. To use Skype call within JChatSocial, users have only to specify and save their Skype ID in chat options field, and in users list a skype icon will appear near their name. In this way it's enough a single click on Skype icon to open Skype and start a video call to that user, using the Skype ID that he has specified.

NOTE: this functionality requires Skype software installed on users PC/device in order to be used. When a video call is started it may be required permission to open Skype and start call, and this may vary based on device and Skype platform.

The screenshot displays the Joomla32Dev website interface. The main content area shows a 'Home' page with an article titled 'Article1'. A 'Chat options' dialog box is open, showing settings for chat activation, name, avatar, and sounds. A 'Start Skype call' notification is visible over the chat area, indicating that Skype is required for the call. The chat area shows a list of users, including 'John Dagelmore' and 'Visitor xxx'. The footer of the page includes the copyright notice '© 2014 Joomla32Dev' and a 'Live support(2)' indicator.

Public chat

Joomla32Dev

Home

Article1

Details

Written by Super User
Category: [Uncategorised](#)
Published: 05 March 2014
Hits: 22

Article1 mostro di un gattaccio " & bello

Form chat view

Article1 (4)

Details

Written by Super User
Category: [Uncategorised](#)
Published: 05 March 2014
Hits: 119

Vai alla 25dev

Article1

Details

Written by Super User
Category: [Uncategorised](#)
Published: 05 March 2014
Hits: 36

Page 1 of 2

You are here: Home

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Live support(2)

Chat options

- Activate chat
- Turn off chat
- Set custom name
- Avatar
- Sounds On/Off
- Insert Skype ID

myskypeID

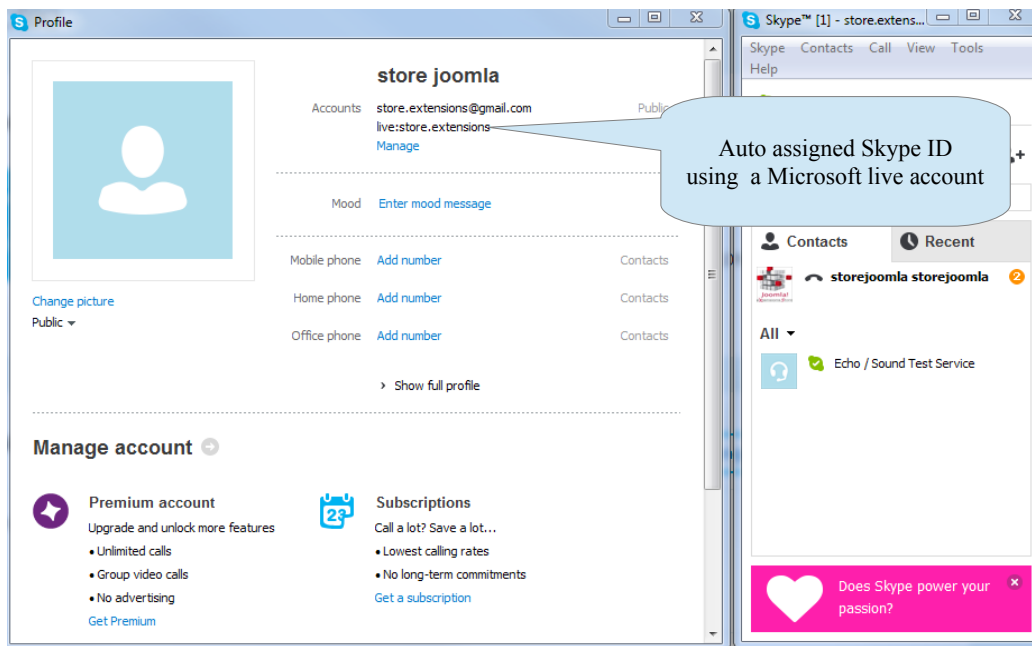
Start Skype call

Require Skype installed on your device

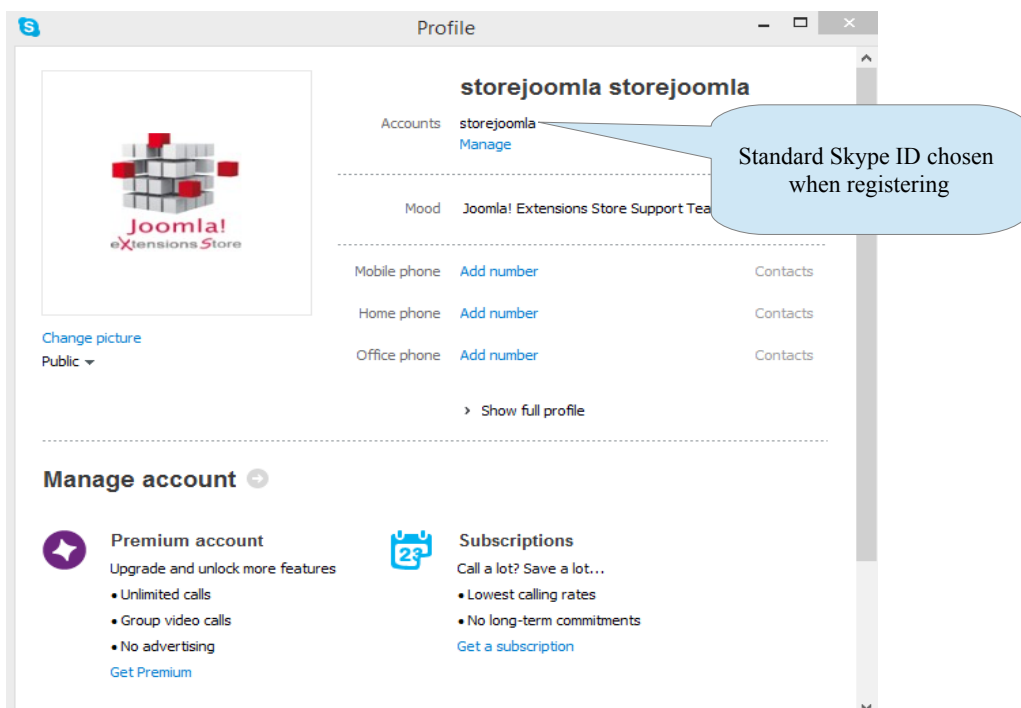
Skype ID and Microsoft account

After Microsoft acquired Skype, there are 2 ways to login and use Skype software, no more limited to the classic Skype ID, but directly using a Microsoft Live account, also if the Skype ID has not been set and assigned to your user.

In this case, Microsoft assigns automatically a Skype ID for your user, using the prefix 'live:' before the chosen name. In the picture below the auto created Skype ID is visible for the Microsoft live account, in the form: **'live:store.extensions'**

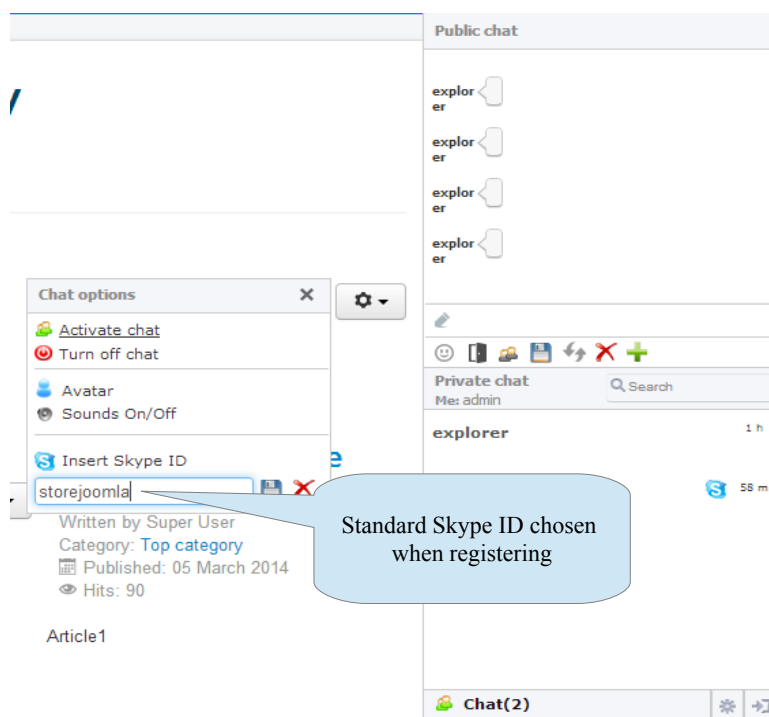


If you registered for a real Skype account choosing a Skype ID, you will be able to see only the real chosen Skype ID, as visible in the picture below.

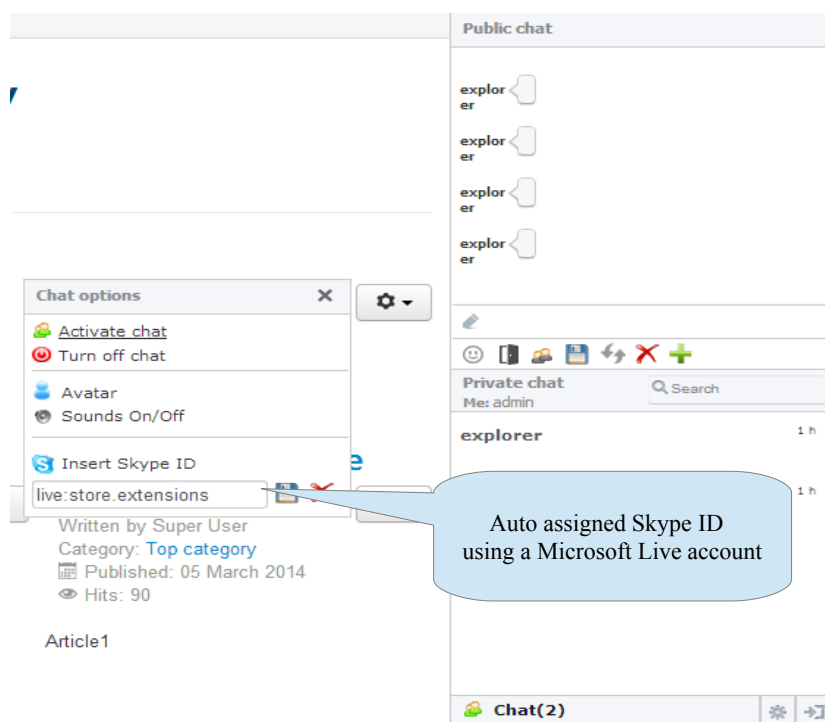


You need to keep this aspect into account when setting Skype ID for JChatSocial integration, because it will vary based on the type of Microsoft account that you are using to login to Skype software.

In the standard case that you registered for a Skype account choosing a Skype ID, you will be able to set the Skype ID in JChatSocial options and receive calls simply specifying the Skype ID.



In the case that you registered for a Microsoft account using a Skype ID auto generated, you need to locate the Skype ID that you got assigned and specify it in the exact form, including the 'live:' prefix.



Integration with social platforms

JChatSocial is able to integrate with 3PD extensions like JomSocial, EasySocial, Community Builder.

If you choose to activate such an integration with your preferred social platform, JChatSocial will integrate with social platform regarding 3 aspects:

- generating links to users profile clicking on user name at the top of every chat box or on user avatar inside messages list
- user avatar used by JChatSocial will be taken directly from JomSocial/Community Builder/etc and this will override avatar uploaded through JChatSocial options if any
- you can optionally choose to filter the users list showing only users that have been added as 'friend' or in any case a relationship in your social platform has been established. In this way friendship will be reflected also in JChatSocial

The screenshot displays the configuration interface for JChatSocial Enterprise. The top navigation bar includes 'System', 'Users', 'Menus', 'Content', 'Components', 'Extensions', and 'Help'. The main header is 'JChatSocial Enterprise - Configuration'. Below the header are buttons for 'Save configuration' and 'Control Panel'. The configuration is organized into tabs: 'License key', 'Preferences', 'Features', 'Themes and aspect', 'Videochat peer-to-peer', 'File system', and 'Ticketing and live support'. The 'Features' tab is active, showing two sections: 'Integrations with third party extensions' and 'Skype, chatrooms and public chat'. In the 'Integrations with third party extensions' section, the '3PD extensions integration' dropdown is set to 'Jomsocial integration', with a callout box stating 'Activate integration with your preferred social platform installed'. The 'Filter by friendship' toggle is set to 'Yes', with a callout box stating 'Enable filtering users by friendship'. The 'Skype, chatrooms and public chat' section includes: 'Skype bridge for video call' (Enabled), 'Enable public chat' (Yes), 'Public chat mode' (Chatrooms mode), and 'Chatrooms auto-clear conversation' (Yes).

Chat media objects

JChatSocial is able to manage directly inside chat messages a set of advanced media objects:

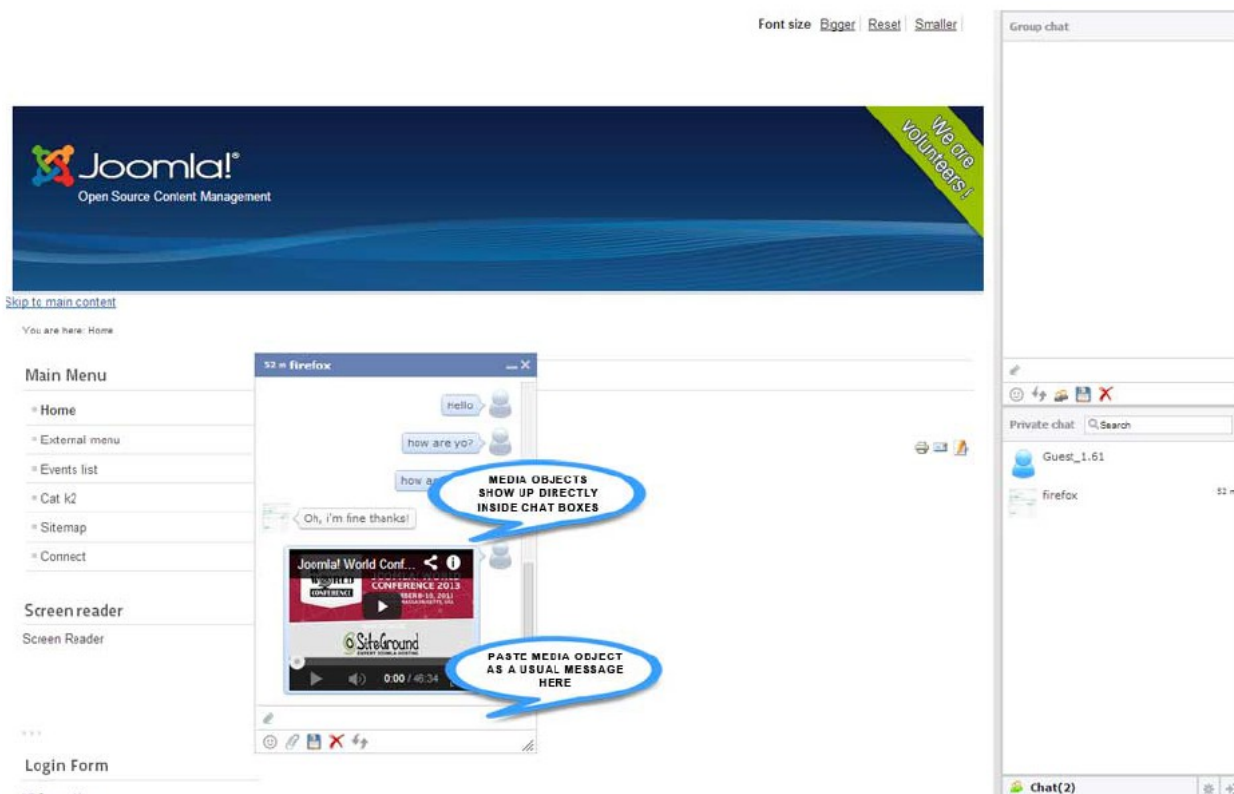
- Videos
- IFrames
- Images
- Links

So you can directly paste inside messages to show up and exchange medias with other users. It supports also Youtube, Vimeo videos, HTML5 videos, etc.

You can even use the direct video URL taken by Youtube, Vimeo and DailyMotion. In such case simply copy/paste the direct URL to the video like this: <https://www.youtube.com/watch?v=0nB3Qj0AMhI>

See image below using a video from Youtube with this embed code:

```
<iframe width="560" height="315" src="//www.youtube.com/embed/0nB3Qj0AMhI?list=PL0Lg2fzcJu1T4_QwkOu4tbUHs2f6y2NMh" frameborder="0" allowfullscreen></iframe>
```



Moreover if users are going to paste a link to an image, it will be automatically detected by the chat application and showed as an image inside the messages list.

Just use the direct link to images such as:

https://www.google.it/images/branding/googlelogo/1x/googlelogo_color_272x92dp.png

Finally images will be auto detected even when using the 'Add file' feature. If you send a file to the other user dealing with an image, the file will be sent as a normal one but even the image will be automatically visible in the chat conversation.

Public chat management and chatrooms

You can use JChatSocial for multi users conversation thanks to public chat. Public chat can be used in 3 different ways:

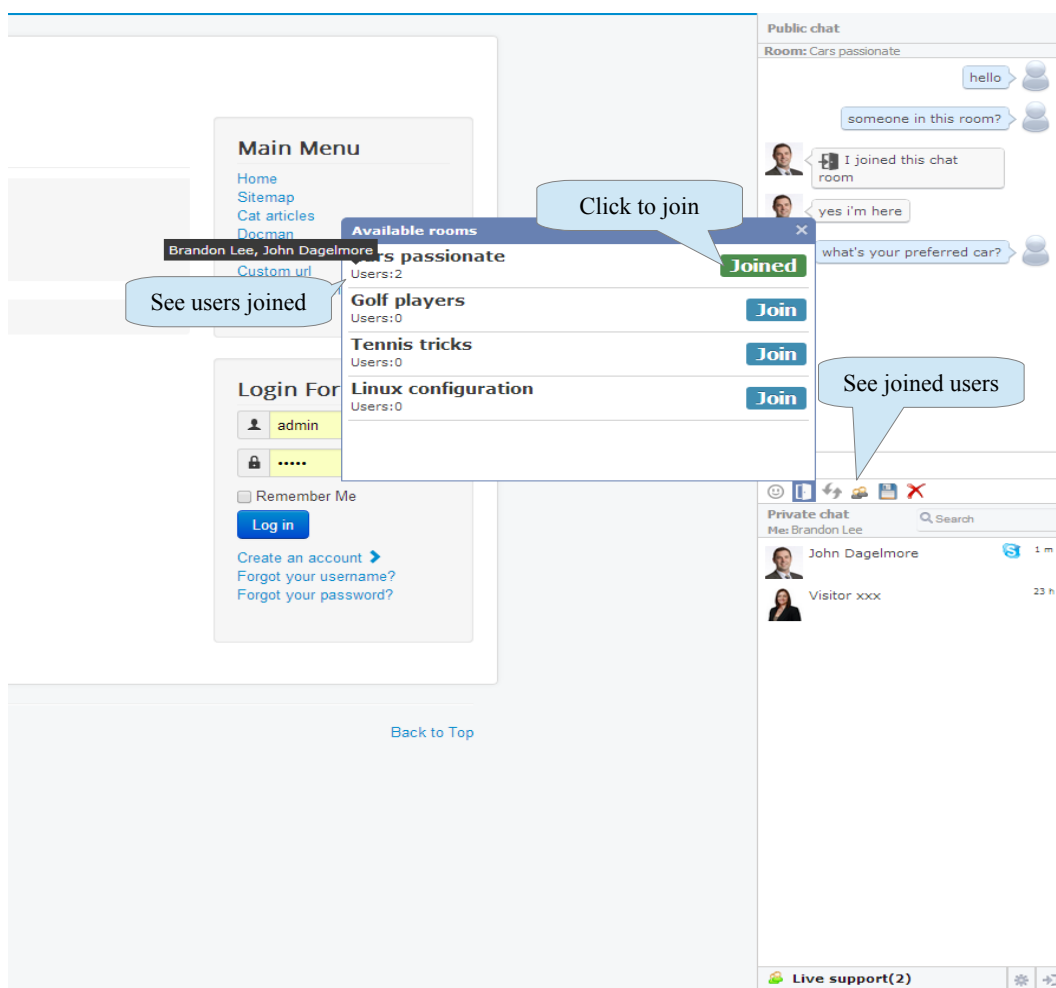
- Multiple chatrooms + global single public room (default)
- Global single public room
- Public multiconversation with invitation

Multiple chatrooms + global single public room (default)

By default public chat is enabled to support multiple chatrooms and global single public room for all users of your site that haven't joined any chatroom.

This means that when a user that joined a chatroom writes a message, it will be delivered to all other users that joined the same chatroom. In the case that the user is not currently joined to any chatroom, the message will be delivered as in global mode to all connected users not joined to specific chatrooms. Of course if you are using 3PD integration filtering by friendship, or if you are using live support mode, target users for delivered messages will be calculated accordingly.

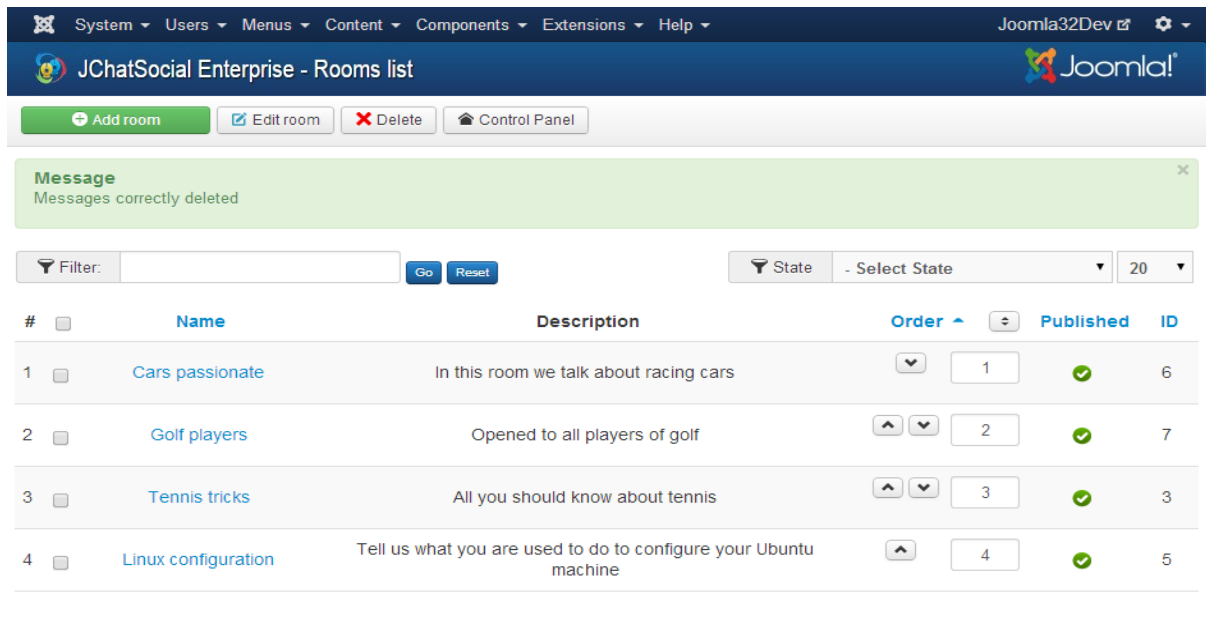
You can open the chatbox popup clicking on the icon available in the public chat toolbar, after that join a chatroom is a matter of one click. Moreover hovering on chatroom title and users number currently joined to that chatroom you will be able to have the whole list of users in that room. Finally hovering on the users icon in the public chat toolbar, you will have listed all the users in the current joined chatroom.



Chatrooms management

Chatrooms management by default is reserved to administrators in the backend side, in this way chatrooms can be easily added, edited or deleted and they will be immediately available in the frontend popup that lists available chatrooms to be joined.

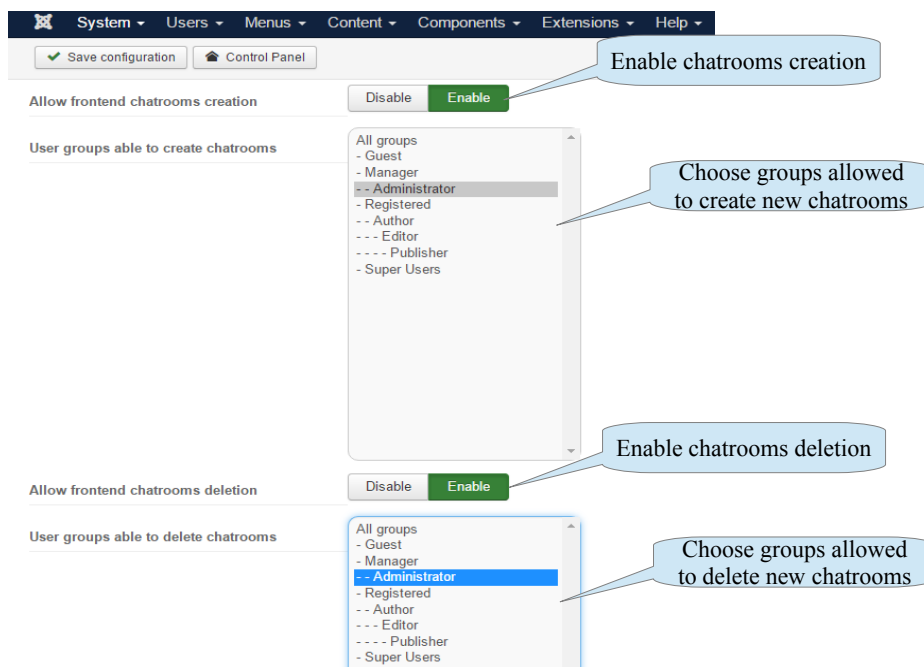
Notice that chatrooms support Joomla access level like a common article, so you will be able to assign chatrooms access level to different ACL groups of users. This means that users having not right permissions won't be able to see and join to a certain chatroom.



The screenshot shows the Joomla! administration interface for JChatSocial Enterprise. At the top, there's a navigation menu with 'System', 'Users', 'Menus', 'Content', 'Components', 'Extensions', and 'Help'. The page title is 'JChatSocial Enterprise - Rooms list'. Below the title are buttons for 'Add room', 'Edit room', 'Delete', and 'Control Panel'. A green message box states 'Messages correctly deleted'. Below that is a filter section with a 'Filter:' input, 'Go', and 'Reset' buttons, and a 'State' dropdown set to '- Select State' and a '20' items per page dropdown. The main content is a table of chatrooms:

#	Name	Description	Order	Published	ID
1	Cars passionate	In this room we talk about racing cars	1	✓	6
2	Golf players	Opened to all players of golf	2	✓	7
3	Tennis tricks	All you should know about tennis	3	✓	3
4	Linux configuration	Tell us what you are used to do to configure your Ubuntu machine	4	✓	5

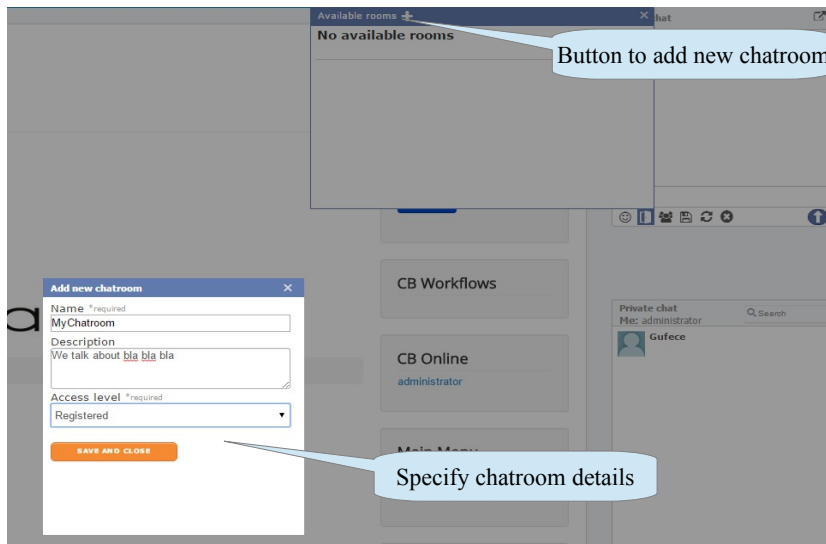
You can also choose to activate the chatroom creation and deletion in the frontend by chat users and optionally assign permissions to create or delete chatrooms by usergroups. To activate the chatroom management in frontend activate the following parameters under the tab 'Permissions':



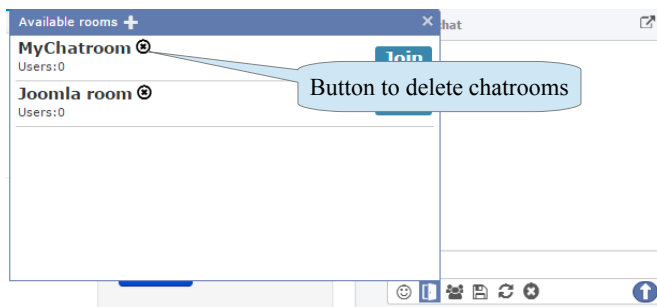
The screenshot shows the Joomla! 'Permissions' configuration page. It has a 'Save configuration' button and a 'Control Panel' button. There are two main sections:

- Allow frontend chatrooms creation:** A toggle switch is set to 'Enable'. A callout bubble points to this switch with the text 'Enable chatrooms creation'.
- User groups able to create chatrooms:** A list of user groups is shown, with 'Administrator' selected. A callout bubble points to this list with the text 'Choose groups allowed to create new chatrooms'.
- Allow frontend chatrooms deletion:** A toggle switch is set to 'Enable'. A callout bubble points to this switch with the text 'Enable chatrooms deletion'.
- User groups able to delete chatrooms:** A list of user groups is shown, with 'Administrator' selected. A callout bubble points to this list with the text 'Choose groups allowed to delete new chatrooms'.

Once that you have activated the chatroom creation in frontend a button with a 'plus sign' will be shown above the chatrooms list and once clicked a modal window will open to show a form with details for the new chatroom. Access levels for the new chatroom will be limited to the ones assigned to the user creating the chatroom. Once clicked the button 'Save and close' the new chatroom will be immediately added and available to users.

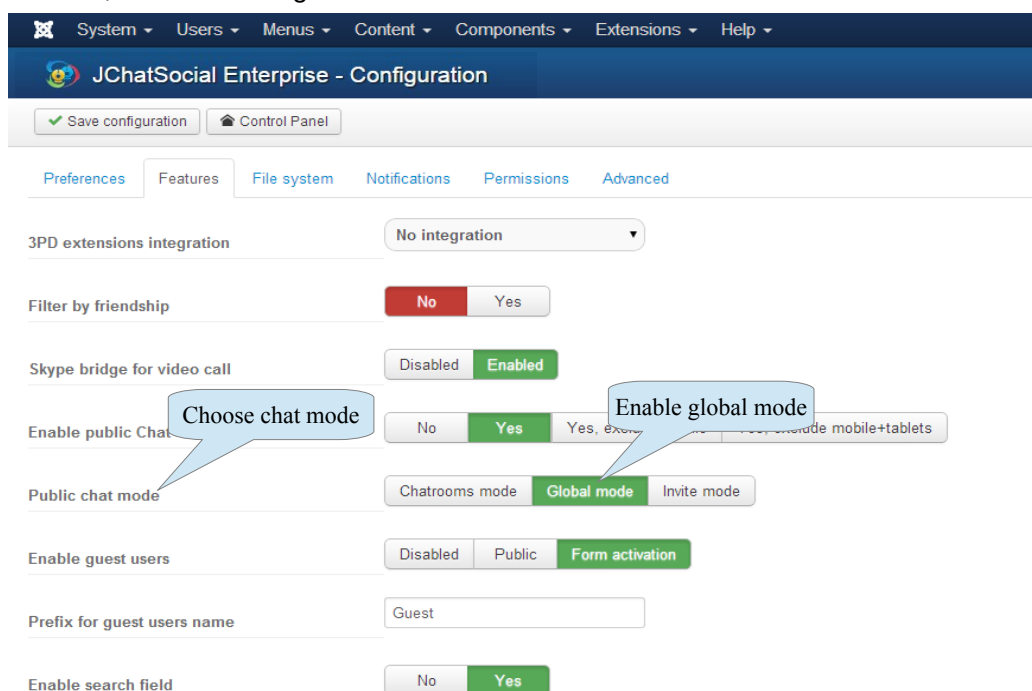


Finally, if you have enabled also the deletion of chatrooms, a button to delete existing chatrooms will be visible beside the chatrooms name. As soon as a user enabled to delete chatrooms click on that button the chatroom will be deleted permanently.



Global single public room

If you prefer disable multiple chatrooms mode you can set the public chat to work globally for all connected users to your website. They won't be able to display chatrooms popup and join to any chatroom, and all messages will be delivered to all connected users.



Multi conversation public chat

If you need to use group chat in the same way of a multi conversation room such as Skype offers, you can activate the 'Invite mode' option in chat configuration and an icon to add/invite users to group chat will be shown inside users list box.

Users may choose to invite each other to join group chat, so that messages written inside group chat will be delivered only to all users that joined that conversation.

This means that you will be able to send and receive messages inside group chat only to users that are shown with green icon.

To invite users and to confirm incoming group chat requests follow these steps:

- Click on the icon for group chat (gray icon) inside users list for selected user, so that a request will be sent and will still pending until other user choose to confirm (yellow icon).
- Once other user accepted request a message shows up and icon will change color (green icon). At this point users are joined for group chat.
- To remove a user from group chat simply click again on green icon in users list, and it will turn to gray icon that means no join for that user in group chat.

The image illustrates the process of managing group chat users in Joomla! through three main steps:

- STEP 1: Add user to Group chat**: A user clicks a gray icon in the user list to send a request. A notification 'Request for group chat sent to user "Vicky Lend"' is shown. The chat interface shows a yellow icon for the pending request.
- STEP 2: accepted request from added user. Green icon is accepted.**: The user accepts the request, and the icon turns green. A notification 'Request for group chat accepted from user "Vicky Lend"' is shown. The chat interface shows a green icon for the accepted user.
- STEP 3: click again to remove user from Group chat. Gray icon is removed.**: The user clicks the green icon again to remove the user from the chat. The icon turns gray.

Other callouts include: 'Notify that request is sent and is pending to be accepted', 'Click to send request to add user to Group chat. Yellow icon is pending.', 'Show users in this conversation.', and 'Notify that has been accepted and user is added to Group chat'.

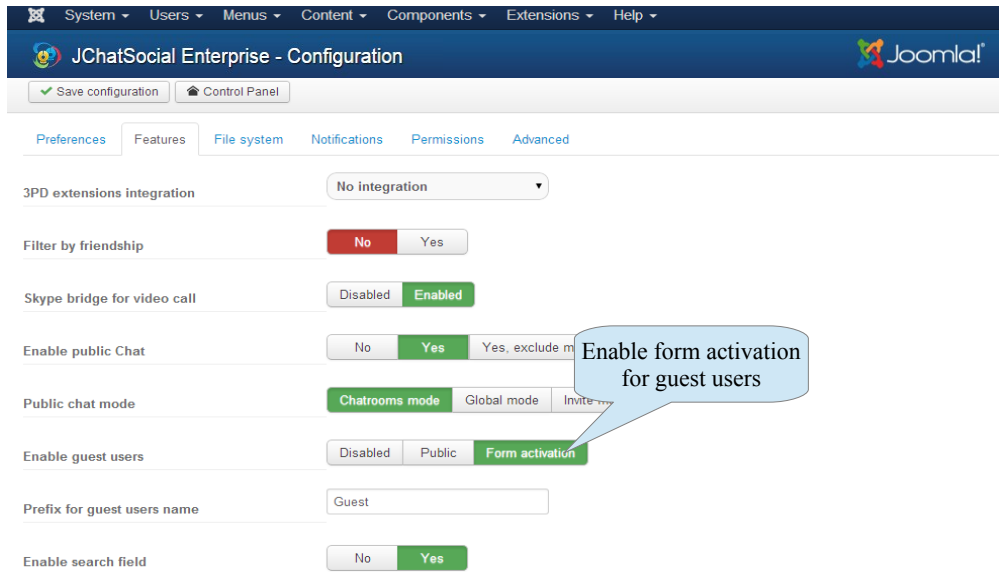
Chat form activation for guests

You may need to allow visitors users fill out a quick form with some informations before join the chat, or simply click a button to join and start chat.

This is useful for several use cases:

- Let users set a nickname before join and start chat
- Keep the chat not available until a button is clicked
- Collect some informations about users that will be visible during chat session clicking on the info icon inside the chatbox, for example a question posted by user or an email address useful to contact visitors after chat session has ended

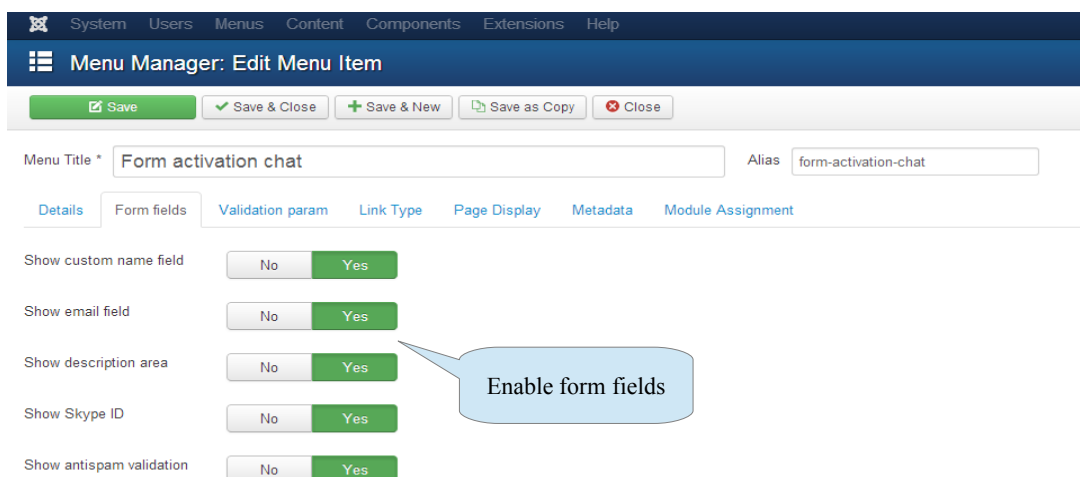
To enable the chat form activation mode you can enable the setting in chat configuration and create a new menu item pointing to chat form view.



The screenshot shows the Joomla! administration interface for JChatSocial Enterprise. The 'Configuration' page is open, and the 'Features' tab is selected. The 'Enable guest users' setting is set to 'Form activation'. A callout bubble points to this setting with the text 'Enable form activation for guest users'.

Setting	Value
3PD extensions integration	No integration
Filter by friendship	No
Skype bridge for video call	Enabled
Enable public Chat	Yes
Public chat mode	Chatrooms mode
Enable guest users	Form activation
Prefix for guest users name	Guest
Enable search field	Yes

When you create a new menu item for chat form you can also specify additional parameters for form controls and behavior. For example you can choose to enable fields like email, description or a simple antispam field.



The screenshot shows the Joomla! Menu Manager interface for editing a menu item. The menu item is titled 'Form activation chat'. The 'Form fields' tab is selected, and all fields are set to 'Yes'. A callout bubble points to the 'Show description area' field with the text 'Enable form fields'.

Field	Value
Show custom name field	Yes
Show email field	Yes
Show description area	Yes
Show Skype ID	Yes
Show antispam validation	Yes

System Users Menus Content Components Extensions Help

Menu Manager: Edit Menu Item

Save Save & Close Save & New Save as Copy Close

Menu Title Alias

Details **Form fields** Validation param Link Type Page Display Metadata Module Assignment

Email required No Yes

Description required No Yes

Skype ID required No Yes

Choose if fields are required

You can also specify if some fields are required to submit form.

In the frontend side the form will be available and visible for every guest users that visit your site and want to join chat. After filling form and clicking the button 'Start chat now' the chat will be immediately visible and active.

Moreover the informations collected through form fields will be visible to other users, for example chat admins if the chat is used in live support mode.

Joomla32Dev

Form activation chat

Nickname

Email

Description

Skype ID

Spam validation 3 + 8 =

Start Chat Now!

You are here: [Home](#) > [Form activation chat](#)

Chat join form with all fields enabled

Button to join chat

Main Menu

- [Home](#)
- [Sitemap](#)
- [Cat articles](#)
- [Docman](#)
- [Sitemap2](#)
- [Custom url](#)
- [Form activation chat](#)

Login Form

Remember Me

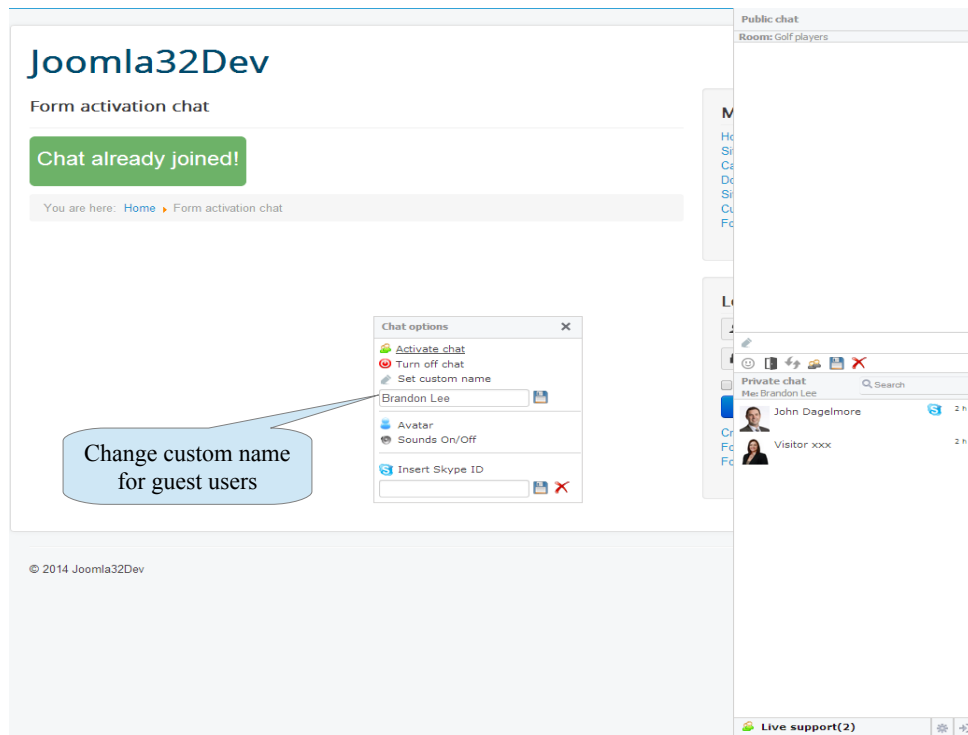
[Create an account >](#)

[Forgot your username?](#)

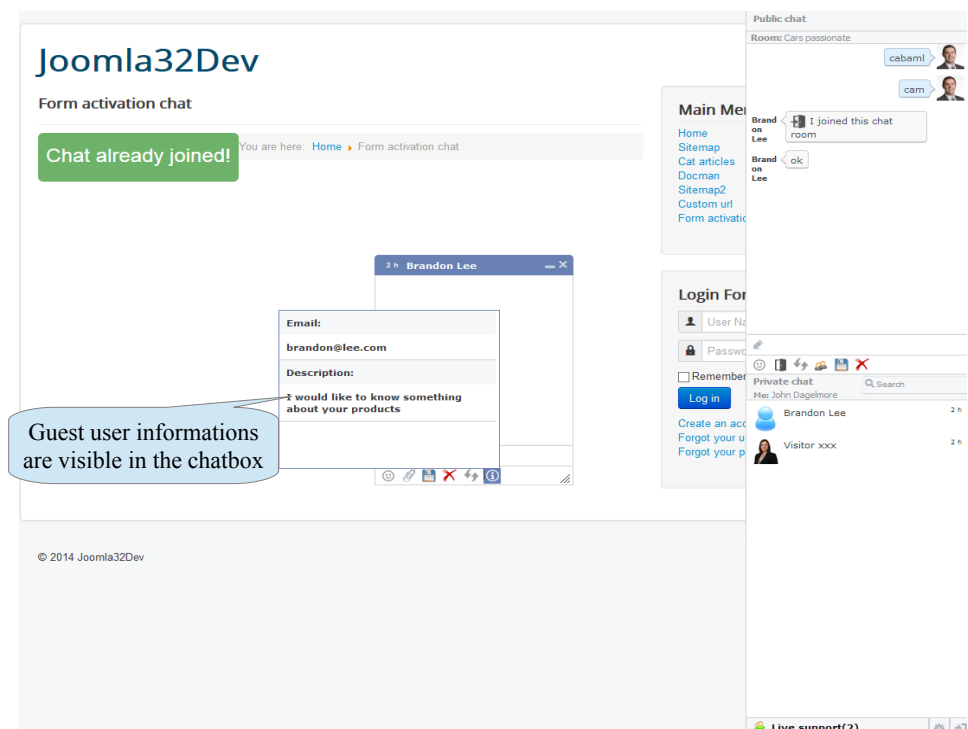
[Forgot your password?](#)

As soon as form is submitted clicking on the 'Start chat' button, the chat will be immediately active and visible, and a green icon will indicate to same user that he already joined the chat and the form won't be showed anymore because no more needed. The nickname can be changed also when the chat is joined after form submission. Opening chat options the nickname chosen using form will be visible and can be changed at any time.

When user closes the browser and the Joomla session is lost, the form will be showed again at the next reconnection.

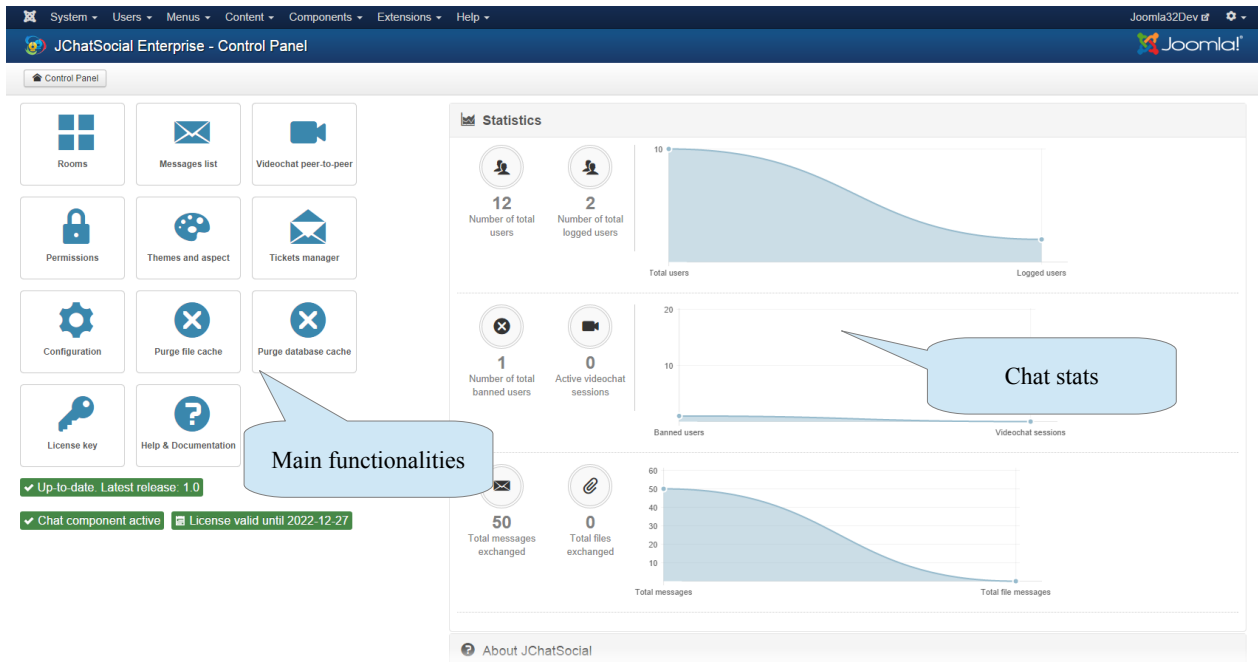


The informations collected through form fields will be visible for example to chat admins if the chat is used in live support mode, and are precious to know how to contact potential customers and to know what they need before starting the chat session.



Backend overview

JChatSocial control panel show you basic functionality that you can perform.



- Access chatrooms management
- Access messages history
- Set configuration for videochat, themes, permissions, etc
- Manage tickets
- Purge data caches
- Open users list
- Monitor stats for messages and users

Clean server file system

To keep clean your Joomla! system you can clear cache for files and free space on server disk. JChatSocial stores temp files in a cache folder, when users exchange attachments during conversation and guest users upload avatars. Clicking on button to purge file cache and attachments files will be permanently deleted from disk.

Clean server database

To keep efficient your Joomla! database avoiding that a lot of unuseful records created for example for one time visitors will be kept inside tables, users you can clear database cache so that all stale records will be automatically discarded from your Joomla database.

Messages list

Messages history is a full overview of every message exchanged between users, allowing also media object to be rendered in admin list.

You can choose to export a certain range of messages, or delete all the messages or only a specific range based on the selected records on screen. You can for example filter by period the messages listed, and select them to be deleted. If you prefer delete the whole messages history, you can click on the button 'Purge messages'.

#	Sender	Target user	Message	Sent date	Displayed	Text/File message	ID
1	John Dag	Multiple public chat users	what's your preferred car?	2014-05-16 15:01:42	N.A.	Text	277
2	John Dageimore	Multiple public chat users	yes im here	2014-05-16 15:01:25	N.A.	Text	276
3	John Dageimore	Multiple public chat users	I joined this chat room	2014-05-16 15:00:56	N.A.	Text	275
4	John Dag	Multiple public chat users	someone in this room?	2014-05-16 15:00:51	N.A.	Text	274
5	John Dag	Multiple public chat users	hello	2014-05-16 15:00:42	N.A.	Text	273
6	John Dag	Multiple public chat users	I joined this chat room	2014-05-16 15:00:37	N.A.	Text	272
7	John Dag	Visitor xxx	hello	2014-05-16 14:43:48	<input checked="" type="checkbox"/>	Text	271
8	John Dageimore	admin	I'm interested in your products!	2014-05-16 13:15:54	<input checked="" type="checkbox"/>	Text	270
9	admin	John Dageimore	Hello	2014-05-16 13:15:40	<input checked="" type="checkbox"/>	Text	269
10	admin	Multiple public chat users	I joined this chat room	2014-05-16 12:34:49	N.A.	Text	268

Chat permissions

If you need to set specific access levels that will be able to use chat application in site frontend, you can do it using the dropdown showed in the picture below available in chat settings.

By default the chat application is allowed for all access levels, this means that chat application can be used by logged in users of any access level/group and also by guest users if this feature is enabled in chat configuration.

To limit the chat application usage to one or more access levels, you simply need to select the desired access levels from the multi dropdown. The dropdown let you choose more than one access level, once saved new settings the chat will be accessible only to user groups belonging to chosen access level, and user not assigned to selected access level won't be shown in chat users list.

Specific actions such as videochat access, file upload, etc can also be ruled based on guests or groups.

The screenshot shows the 'Permissions' tab in the JChatSocial Enterprise configuration interface. Under the 'Actions and permissions' section, several settings are listed with 'Disable' and 'Enable' buttons:

- Allow videochat access: Disable Enable
- Allow file upload for guest users: Disable Enable
- Allow avatar upload for guest users: Disable Enable
- Allow Skype bridge for guest users: Disable Enable
- Allow custom name for guest users: Disable Enable
- Allow banning for guest users: Disable Enable
- Allow medias: Disable Enable

At the bottom, the 'Chat access levels' dropdown is open, showing a list of access levels: All groups, Guest, Public, Registered, Special, Sub super users, and Super Users. A callout bubble points to this dropdown with the text 'Set access levels for the chat app'. Another callout bubble points to the 'Enable' buttons for the first three settings with the text 'Set chat permissions for specific actions'.

Users banning and moderation

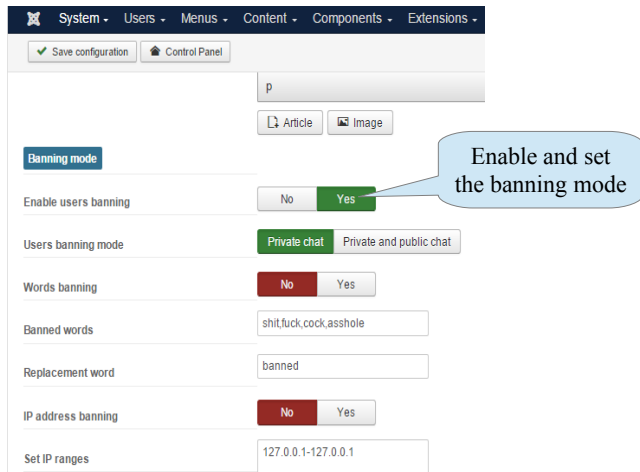
JChatSocial supports users banning feature to let users stop receiving undesirable messages. This can be easily accomplished using users list interface once activated banning feature.

The screenshot displays the Joomla! website interface with a chat window on the right. The chat window shows a public chat room named 'Cars passionate' with a message 'hello' from a user. Below the public chat, there is a private chat window for 'Me: admin' with a search bar. A user named 'explorer1' is listed in the private chat, and a 'Ban user' button is visible next to their name. A callout bubble points to this button with the text 'Click to ban users'. Another callout bubble points to a message from 'explorer1' that says 'sorry i don't like talk with you!' and is blocked by a red 'X' icon. A third callout bubble points to the blocked message with the text 'When users have been banned they are prevented to send messages'. The main website content shows 'Joomla32Dev' and 'Home' sections, with several 'Article1' entries. The bottom of the page shows a navigation bar with 'You are here: Home' and a 'Livesupport(2)' indicator.

Users banning feature can be activated by chat configuration in backend side, and by default it's disabled after the first installation of the component.

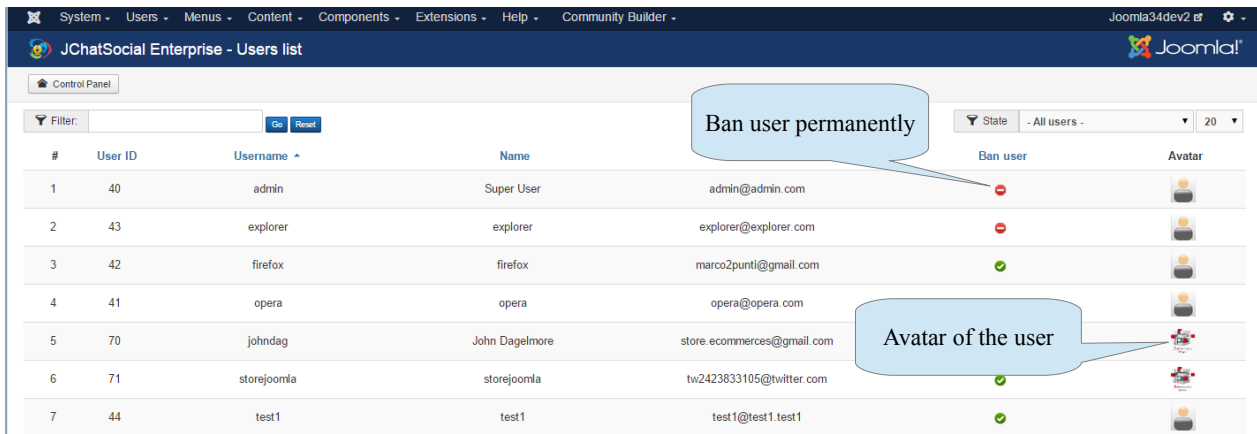
You can find the main parameters under the tab 'Features', and the banning options let you rule it in different ways:

- Enable or disable the users banning
- Choose the banning mode, this will let you specify if the banned messages should affect only the private chat or also the public chat. If the 'Private and public chat' mode is enabled also messages delivered within chatrooms will be blocked by banned users
- Permissions for guest users, you may find more ideal don't allow guest users having the feature to ban other users. This is useful especially when you are using JchatSocial in live support mode, because it allows to avoid chat agents to be banned by visitors and potential customers of your site. You find this setting under the 'Permissions' tab.



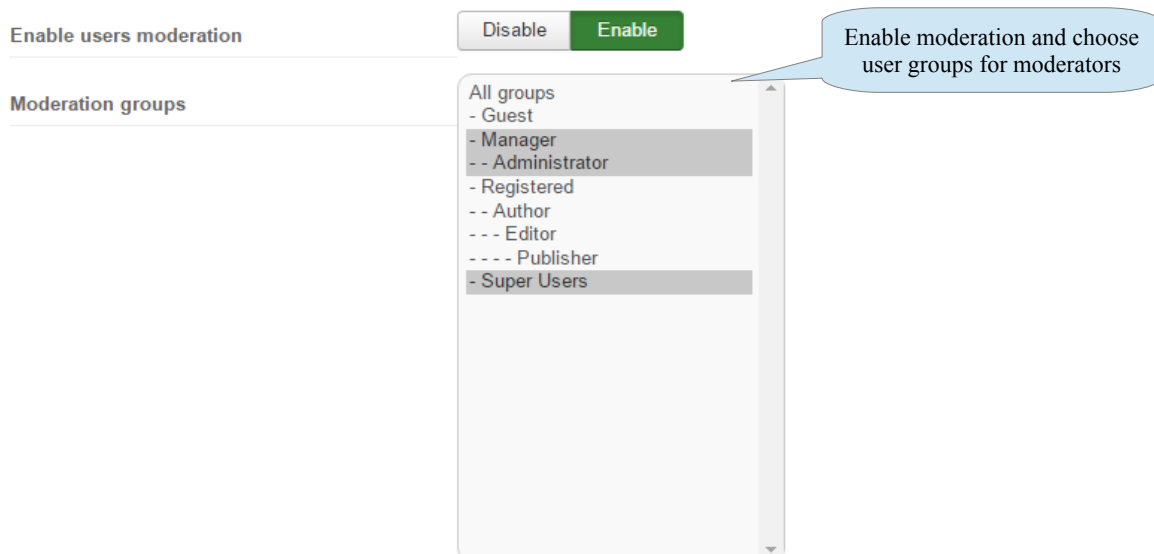
Moderation and permanent user blocking

Users banning can also be set globally by an administrator in the backend users list. If a user is banned by an administrator he will be immediately kicked out from the chat and won't be able to use it anymore in future being subject of a permanent blocking.



Moreover you can designate specific users as *moderators* that will be able to ban and block users directly in the chat frontend.

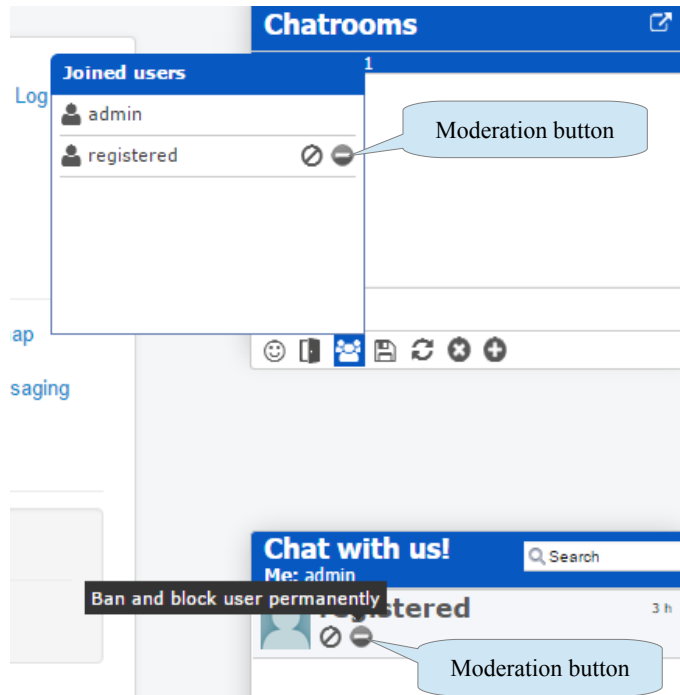
Under the tab 'Permissions' there are controls to enable the



Once that the moderation is enabled, moderator users will be able to ban and kick off harassing users directly in the chat frontend thanks to the 'ban and block' button showed in the users list.

Once that a user has been banned and kicked off he will be permanently removed from the chat application.

If he was a guest user he will be able to access the chat again only when accessing Joomla with a fresh guest session, if instead he was a registered user he may be reinstated by an administrator only by using the button the 'Ban user' buttons in the backend users list.



Chat rendering

Chat sidebar can be rendered in 2 different way, based on your needs and template layout. Historically and by default, the chat sidebar is always rendered as the chat available on Facebook, so aligned at the right side of the screen. This type of rendering is managed automatically using Joomla plugin and scripts, and is available as soon as installed the extension.

However if you need to place the chat application to be rendered in a specific position of your page, you can use the JChatSocial module that is automatically created during component installation.

Using Joomla Module Manager, you will find listed a module named 'JChatSocial' that has not positions or pages assigned and is not published. If you need to use it to render chat, you can publish and manage it as you are usual doing for any other Joomla module, so assigning pages, template position, access level, etc.

After the chat module is enabled correctly based on your preferences, you need only to enable the module rendering option in the chat configuration.

In the following picture is showed the setup available for 'Chat rendering' tab, where you can switch between the auto mode, using fixed right position by default, and module custom positioning. Enabling the module rendering some additional settings used to fine tune elements dimension and displacement will be shown.

The 'Chat module status' indicates the current status of the chat module, when the label is green it means that the chat module is enabled and assigned to a valid template position. Clicking on the label you will be redirected directly to Joomla module manager to edit the module settings.

The screenshot shows the 'Rendering management' section of the JChatSocial Enterprise configuration interface. It includes various settings for chat templates, colors, and positions. Callouts point to specific features:

- Chat template:** A dropdown menu currently set to 'Alternative'.
- Tooltip template:** Radio buttons for 'Standard' and 'Arm', with 'Arm' selected.
- Override color:** A color picker showing a hex code of #rrggbb.
- Chatboxes positionment:** Radio buttons for 'Bottom positionment' and 'Middle screen positionment', with 'Bottom positionment' selected.
- Public chat height override (%):** A text input field with the value 30.
- Private chat height override (%):** A text input field with the value 60.
- Default chatboxes distance:** A dropdown menu set to 'Normal density'.
- Rendering mode:** Radio buttons for 'Auto' and 'Custom module', with 'Custom module' selected.
- Chat sidebar width:** A text input field with the value 260.
- Chat sidebar height:** A text input field with the value 600.
- Width of the search field:** A text input field with the value 100.
- Width of the chatrooms popup:** A text input field with the value 400.
- Main chat baloon position:** Radio buttons for 'Top' and 'Bottom', with 'Top' selected.
- Chat module status:** A checkbox labeled 'Chat module enabled' which is checked.

Choosing a different or custom template

JChatSocial ships with 10 different templates and supports overrides using your custom template in your site template folder.

This screenshot shows a different view of the 'Rendering management' section. Callouts highlight the following settings:

- Chat template:** A dropdown menu set to 'Alternative'.
- Chatboxes positionment:** Radio buttons for 'Bottom positionment' and 'Middle screen positionment', with 'Middle screen positionment' selected.
- Default chatboxes distance:** A dropdown menu set to 'Normal density'.

To create a custom template for chat using templates override, you need to accomplish the following steps. This ensure that your custom chat template will be maintained also when you update JChatSocial.

- Choose 'custom template override' to customize the look and feel of the chat avoiding override during component updates
- Create a new folder named 'com_jchat' under the folder named 'css' of the template you are using for the frontend site
- Copy into the newly created folder 'com_jchat' the following chat folders:
 - *yourjoomlapath\component\com_jchat\css*
 - *yourjoomlapath\component\com_jchat\images*
- You are now ready to customize look and feel of the chat using the default.css you have copied.

Notice that the default.css that you copied to create your custom chat theme, is a minified CSS file, to edit it easily you can uncompress it using online services or renaming the file named default_nomin.css to default.css.

You can also override the images contained in the copied folder named 'images'. Notice that the chat mainly use a sprite image named default/jchat.png.

Messages history

For frontend users is now available a feature to retrieve old messages, up to 1 year. To let users use the chat history features for private conversations, both users need to be registered and logged in.

This is needed because messages exchanged have to be associated permanently to a user id that exists in your Joomla site.

For this reason the private chat messages history is not available for guest users, or if one of the chat user is not logged in.

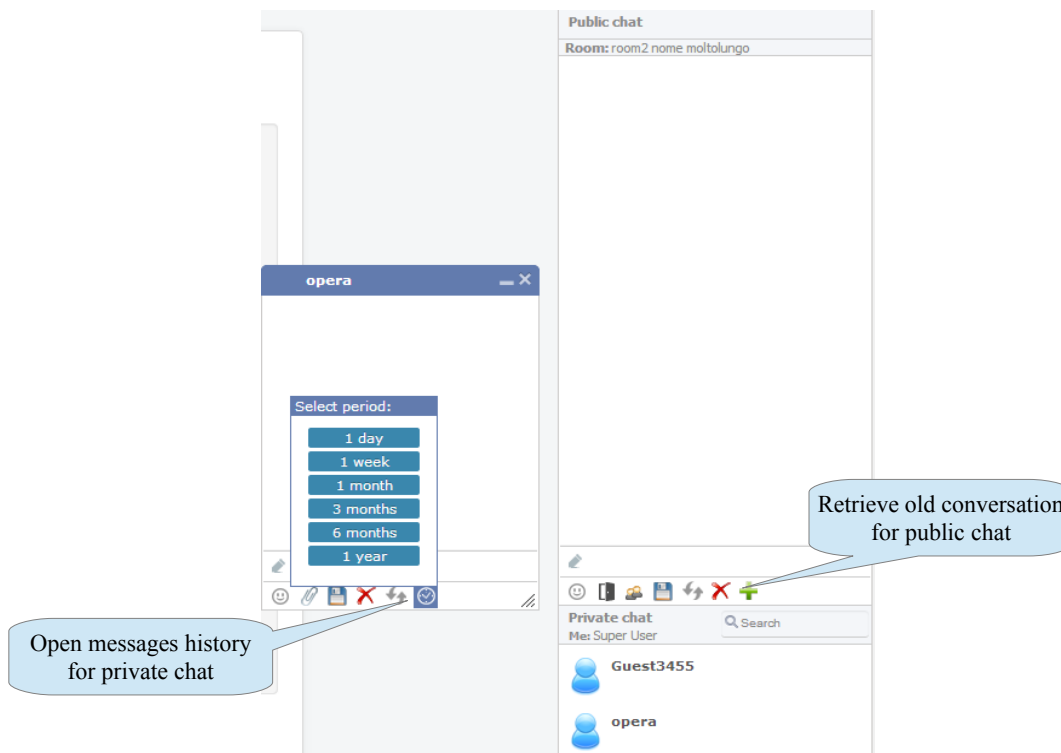
When users are both logged in during a private chat, a button to open up a popup with a list of available periods is showed inside the chatbox. Simply clicking on the selected period, all old messages exchanged within that time frame will be loaded into chatbox.

The public chat supports a different system to load old conversations, and being not an end-to-end users conversation it also applies to messages delivered by guest users.

To load old conversations for public and chatrooms chat, simply click on the 'plus' button showed in the public chat toolbar. The time frame for old messages that will be loaded is set using chat parameters in backend, by default old messages exchanged during the last day in a specific chatroom or in the global public chat will be retrieved.

HEADS UP: this feature of course requires that you ensure that messages exchanged are not completely deleted from the Joomla database. If you delete and purge exchanged messages from Joomla database it won't be possible to retrieve messages in any way and also messages history will show empty results.

If you need to clean periodically the Joomla database from old exchanged messages, ensure to sync the still available messages with the period needed for messages history by users of your site. So for example if users of your site needs to retrieve old conversations up to 1 year, ensure to purge messages older than 1 year.



Mobile and responsive features

JChatSocial is able to work also on mobile devices and show up with optimized user interface also on responsive or fixed layouts.

It supports drag'n'drop for conversation chatboxes also on mobile, so users will be able to use touch and fingers to move chat elements around the screen.

To suggest to users that chatboxes are draggable a little cross cursor icon will be showed in every chatbox when mobile device is detected. The picture below show an example of chatbox on a mobile device screen, it can be easily repositioned on screen using the title has a drag handler.

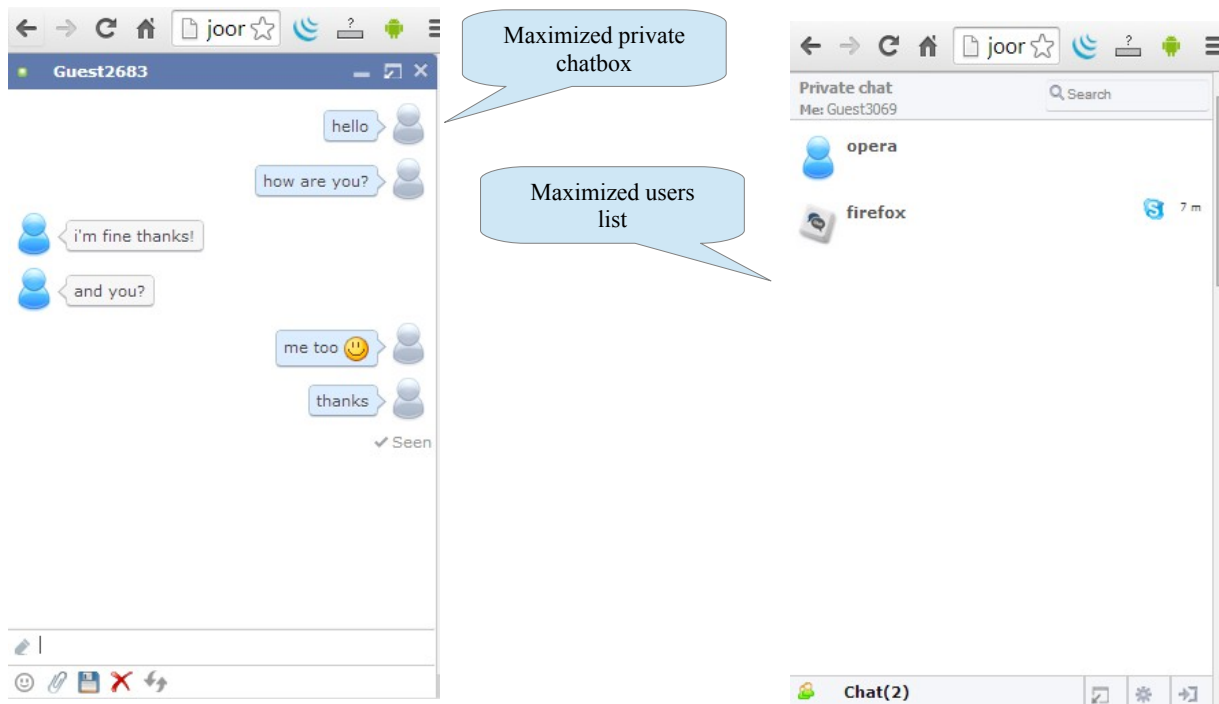
Moreover the chat windows to suit at best on mobile screen, allow you to maximize in full-screen mode every kind of chatbox. You can enable fullscreen mode for:

- Private conversations chatbox
- Public conversation chatbox
- Users list

The fullscreen mode works on both responsive and non-responsive Joomla templates. This ensure max flexibility and adaptation of chat application on every kind of devices and templates. Using fullscreen mode the chat usage is very confortable for devices with small screen.



When the chatbox are maximized the icons to turn back to standard dimensions will be shown on top of the chatbox title or at the bottom of toolbar.



Social login

To configure JChatSocial for a social connect and login using Facebook, Google Plus and Twitter accounts you have to setup an application for your website with your preferred social platform and account. To accomplish this easily you can follow our video tutorials at this links:

- *Facebook app* → <https://www.youtube.com/watch?v=yc4pWVgvbIA&list=UURFzZHb--kxwI62L4v6GQxw>
- *Google Plus app* → <https://www.youtube.com/watch?v=h9RF01ZpKs8>
- *Twitter app* → <https://www.youtube.com/watch?v=U64IRmN3V8U>

Once registered the Facebook, Google Plus or Twitter application, you will get an application client ID and secret code that are 2 keys that will identify your application when a social connect login is requested. As soon as you set keys into the component configuration you will be ready to use it with the social platform of your choice. Of course you can setup it for 1 or more social platforms.

Component configuration

Once you obtained the Facebook, Google Plus or Twitter app/client id and secret code, you can copy and paste to the fields visible in the following picture.

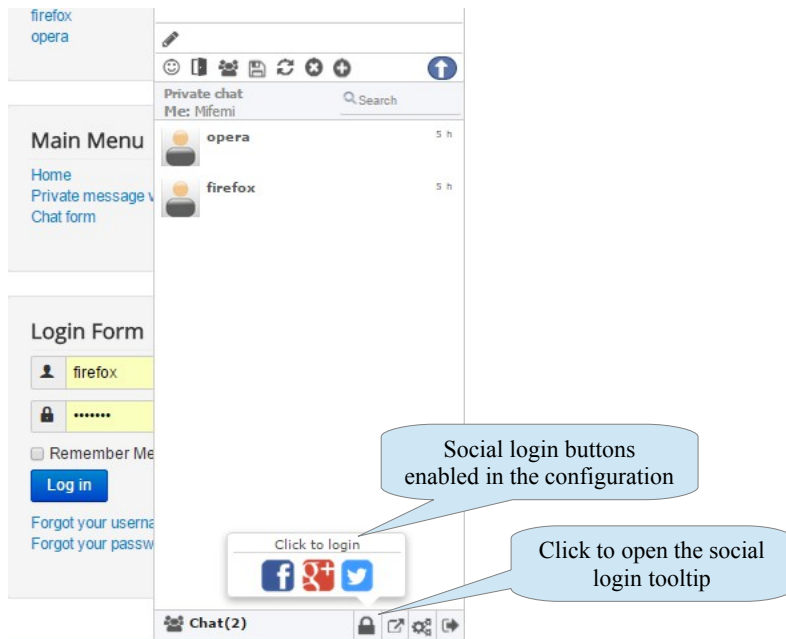
Of course you don't need to setup all Facebook, Google Plus and Twitter apps credentials. You can simply choose one of them based on your preferences, and activate a single platform for the social login, either Facebook, Google Plus or Twitter.

You find buttons to enable Facebook, Google Plus and Twitter social login above the credentials fields.

The screenshot displays the configuration interface for JChatSocial Enterprise, specifically the 'Social login' tab. It is divided into three main sections: Facebook Connect setup, Google Plus setup, and Twitter setup. Each section includes an 'Activate' toggle and input fields for the respective app's ID and secret. Three callout boxes with arrows point to the 'Yes' buttons for Facebook, Google Plus, and Twitter, each containing the text 'Set [platform] app credentials and activate it'. Below these sections is a 'Connect parameters' section with options for SDK loading, identification type, and SSL verification.

Section	Field	Value
Facebook Connect setup	Activate Facebook login	Yes
	Facebook App ID	1528164987411894
	Facebook App Secret	4181857736a602542eb5456ed7f
Google Plus setup	Activate Google Plus login	Yes
	Google App Client ID	584510267760-b1jnevct8tobkt1rf
	Google App Client Secret	7zA4NXI3mqQJcG0bRvFWQikH
Twitter setup	Activate Twitter login	Yes
	Twitter Consumer Key	COFyqYcoSnX6f8Bt1JJAyCXJ6
	Twitter Consumer Secret	vJmRgr1BL04hASbZbRT9tUsg8d
Connect parameters	Facebook SDK loading	Yes, overwrite
	Identification type	Social network ID
	Verify SSL peer connection	No

As you setup the social platforms for the login, buttons will be rendered accordingly in the chat frontend for users as showed in the following picture.



Users of your site will need only to click on their preferred social network button to login with their account on your site and also in the chat application.

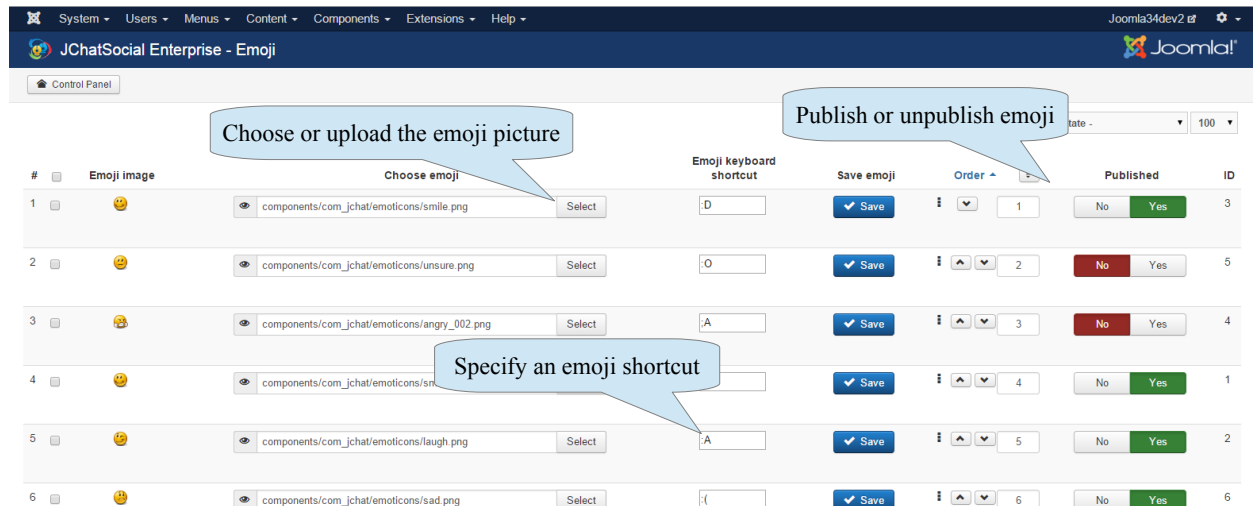
When a user logs in using this function a new user is automatically created and it's visible in the Joomla backend, thus you can keep track of new social users logged in.

Emoji

JChatSocial offers an advanced system to manage Emoji that is fully customizable.

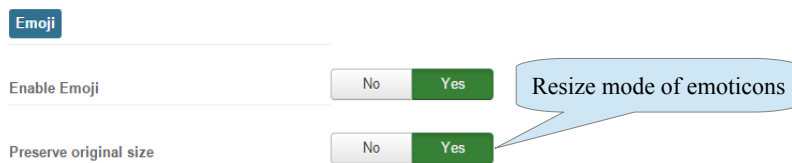
You can upload custom images in different formats such as png, jpg or animated gif and use them as emoticon pictures in the chat messages.

Moreover each emoticon has a keyboard shortcut that can be associated to it and that can be used to send and render quickly an emoticon in the chat conversation.

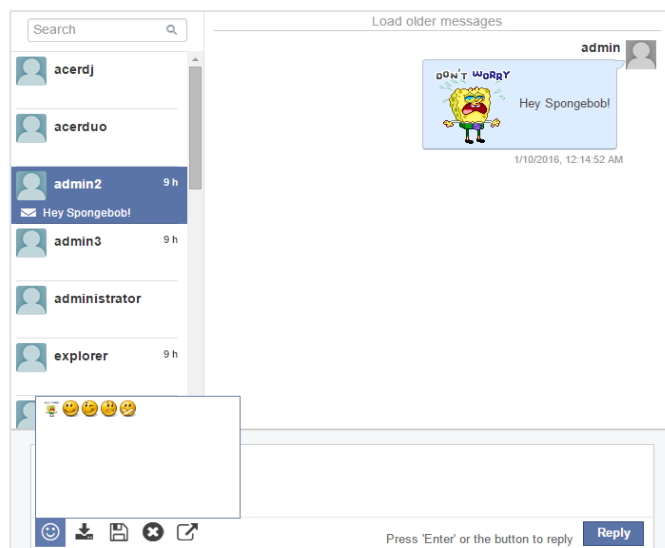


In the component configuration you can choose to rescale automatically all emoji pictures to a max size of 18px (default) or to keep the original picture size.

By default using the auto rescale mode you should use images with dimensions comprised between 16 and 18px.



You can upload up to 50 emoji that will be available to chat users in the frontend, either clicking on the picture icon or using the set keyboard shortcut.

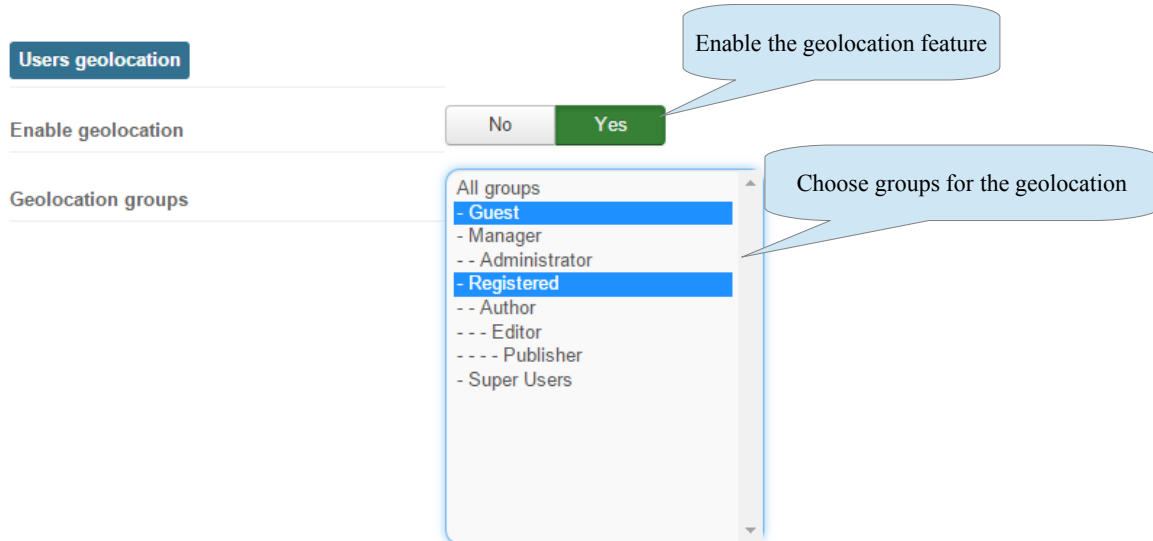


Geolocation

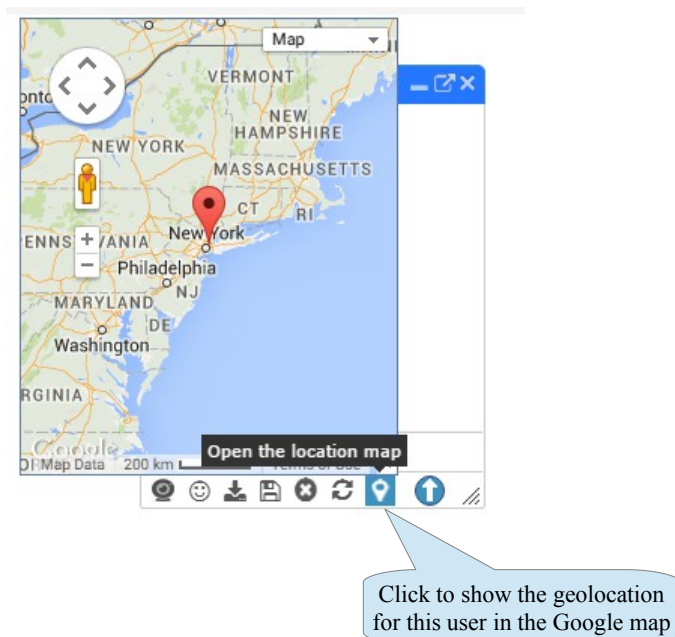
JChatSocial is able to retrieve the position of users and show it in a Google map, this is particularly useful when used in combination of the live support mode.

Indeed a chat agent may be able to know the exact location of a potential customer even before to start a conversation, knowing its country, language, interests, etc and provide more exact informations to be more effective.

The geolocation feature can be enabled in the configuration and may be applied globally (to every user) or only to certain usergroups, for example to guest visitors.



Once a user has been geolocated by the chat application, in each chatbox will be available a 'marker' icon that can be clicked to show up the Google map showing the position of the other user.



Instant Language Translator

JChatSocial includes a powerful Language Translator system that is able to translate instantly each message sent to the other party.

This is particularly useful when you need to offer customer service all around the world and you need to talk with people speaking a different language compared to your native language.

To enable the Language Translator you find settings in the component configuration:

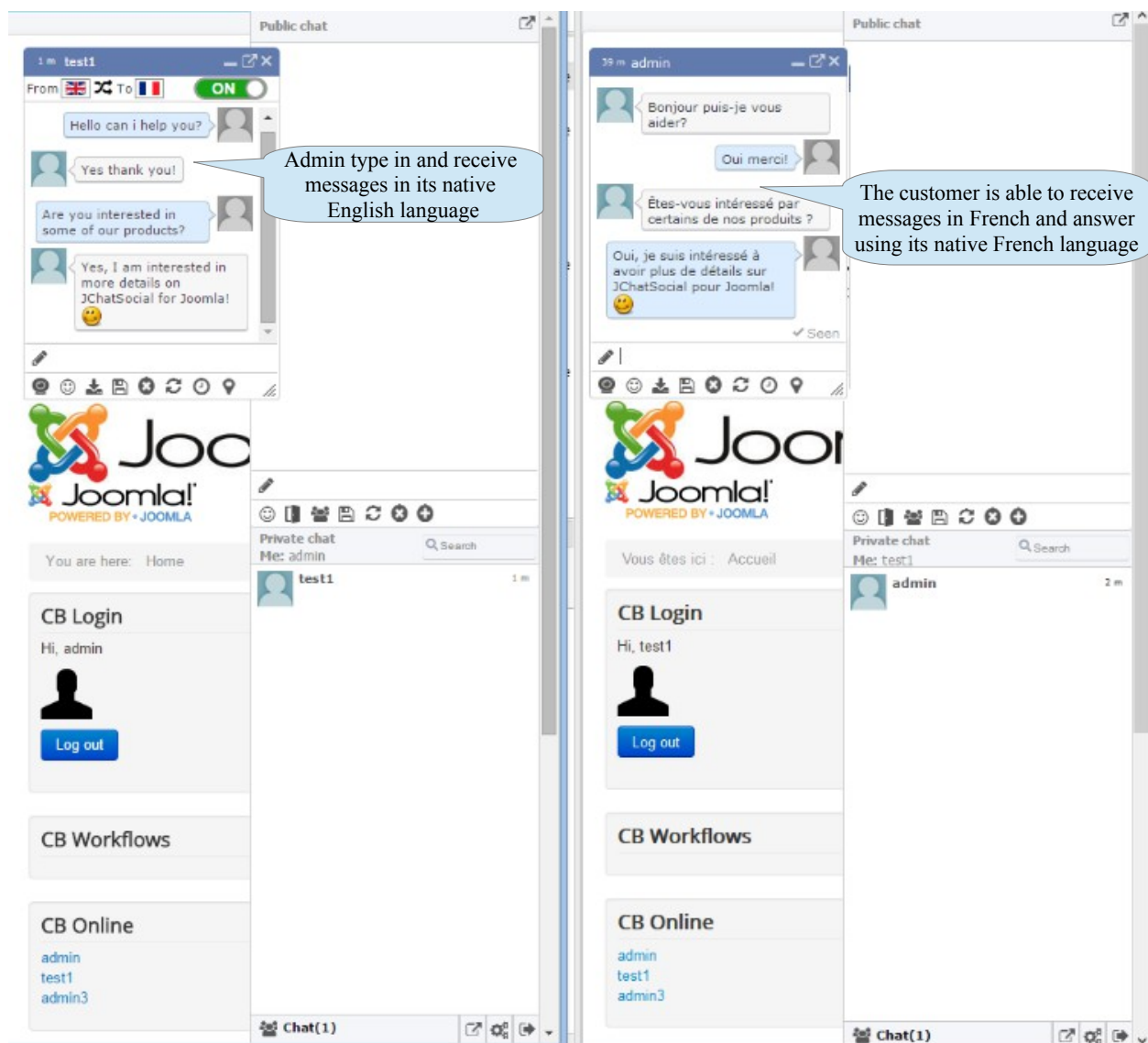
The screenshot shows the 'Language translator' configuration page in JChatSocial Enterprise. The page has a dark blue header with navigation menus (System, Users, Menus, Content, Components, Extensions, Help, Community Builder) and a sub-header 'JChatSocial Enterprise - Configuration'. Below the header are buttons for 'Save configuration' and 'Control Panel'. The main content area has tabs for 'Preferences', 'Features', 'Themes and aspect', 'Videochat peer-to-peer', 'File system', 'Ticketing and live support', 'Social login', 'Language translator', 'Permissions', and 'Advanced'. The 'Language translator' tab is active, showing 'Translation settings'. The 'Enable language translation' section has a 'Disable' button and a selected 'Enable' button. Below it, 'User groups able to use the language translation' is a list box containing 'All groups', '- Guest', '- Manager', '- Administrator', '- Registered', '- Author', '- Editor', '- Publisher', and '- Super Users'. The 'Auto translate incoming messages' section has 'No' and 'Yes' buttons, with 'Yes' selected. The 'Translate self message' section has 'No' and 'Yes' buttons, with 'No' selected. The 'Default source native language' is a dropdown menu set to 'Default site language'. The 'Default target language' is a dropdown menu set to 'French'. The 'PHP compatibility test' section shows 'Check for PHP compatibility' with a 'Supported PHP version' indicator. Callout boxes provide instructions: 'Enable the Language Translator' points to the 'Enable' button; 'Assign user groups able to activate and use the language translation' points to the user groups list; 'Choose default languages both for the native source and target language' points to the source and target language dropdowns; and 'Check PHP minimum requirements' points to the 'Supported PHP version' indicator.

Once enabled the Language Translator, every private chatbox of enabled users in the frontend will include controls to manage the language translator as visible below:

The screenshot shows a private chat interface. At the top, there is a message header with 'From' and 'To' fields, each with a language flag icon. A green 'ON' button with a toggle switch is visible. Below this is a list of available languages with their respective flags: English, Esperanto, Estonian, Finnish, French, Galician, Georgian, German, Greek, and Hindi. A callout box points to the 'ON' button with the text 'Language Translator on/off switch'. Another callout box points to the list of languages with the text 'List of available languages'. A third callout box points to the 'From' and 'To' fields with the text 'Choose the native and the target language'. The chat area shows a 'Private chat' header with 'Me: admin' and a search bar. Below that is a message from 'test1' with a timestamp of '13 m'. At the bottom, there is a 'Login Form' section with a 'Hi Super User,' message and a 'Log out' button.

In the sample image below you can see the workflow:

- *Admin* user controls the Instant Language Translator using the chatbox with the *test customer*
- *Admin* speaks English but the customer speaks French
- *Admin* choose to enable the Language Translator and to translate its own messages from English → to French
- Messages written in English from *Admin* will be delivered in French to the other user speaking only French
- The *test customer* user will receive messages written in French and he will be able to answer in its native French language
- Messages written in French by the *test customer* will be translated automatically to English as soon as received by the *Admin*
- Both users will be able to type in messages in its own native language in their respective chatboxes in a transparent and natural way



Tip: it's possible to translate your messages and show them in the target language also in your own chatbox activating the option 'Translate self messages'.

Notice: this feature requires that your server runs at least PHP 5.4. Old version of PHP such as 5.3 and 5.2 have not support for the language translation feature and you are strongly recommended to updated at least at PHP 5.4

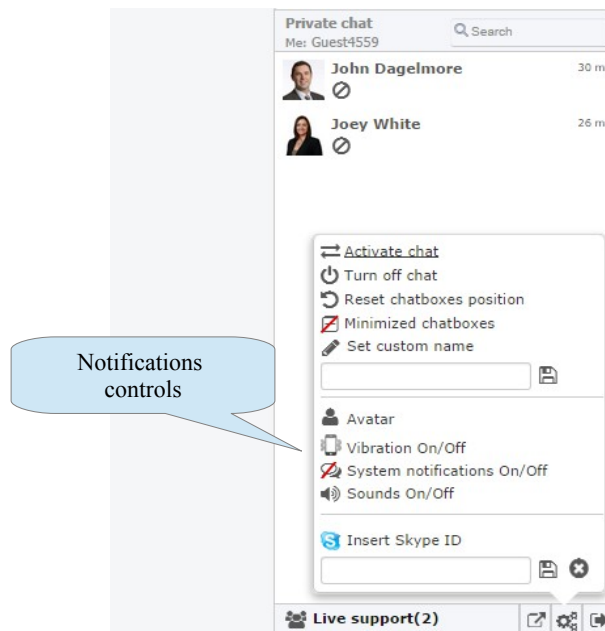
System notifications

JChatSocial Enterprise implements the most advanced HTML5 standards and Api to notify users when events occur, based on browsers and operating system.

In this way when your browser and operating system supports advanced notifications you can choose to be alerted if new private messages, public messages and calls coming up also if the browser is minimized.

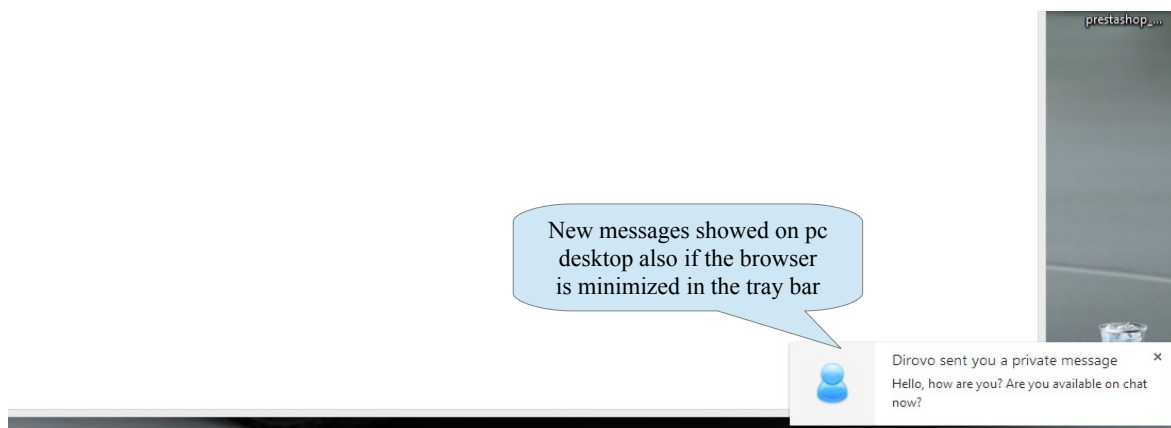
Inside the chat options all the supported types of notifications can be enabled/disabled. Based on the device, browser and operating system you can control 3 types of notifications:

- Audio alerts (supported on every device and browser)
- Vibration alerts (supported on most advanced mobile devices, see <http://caniuse.com/#feat=vibration>)
- System alerts (supported on most advanced browsers, see <http://caniuse.com/#feat=notifications>)



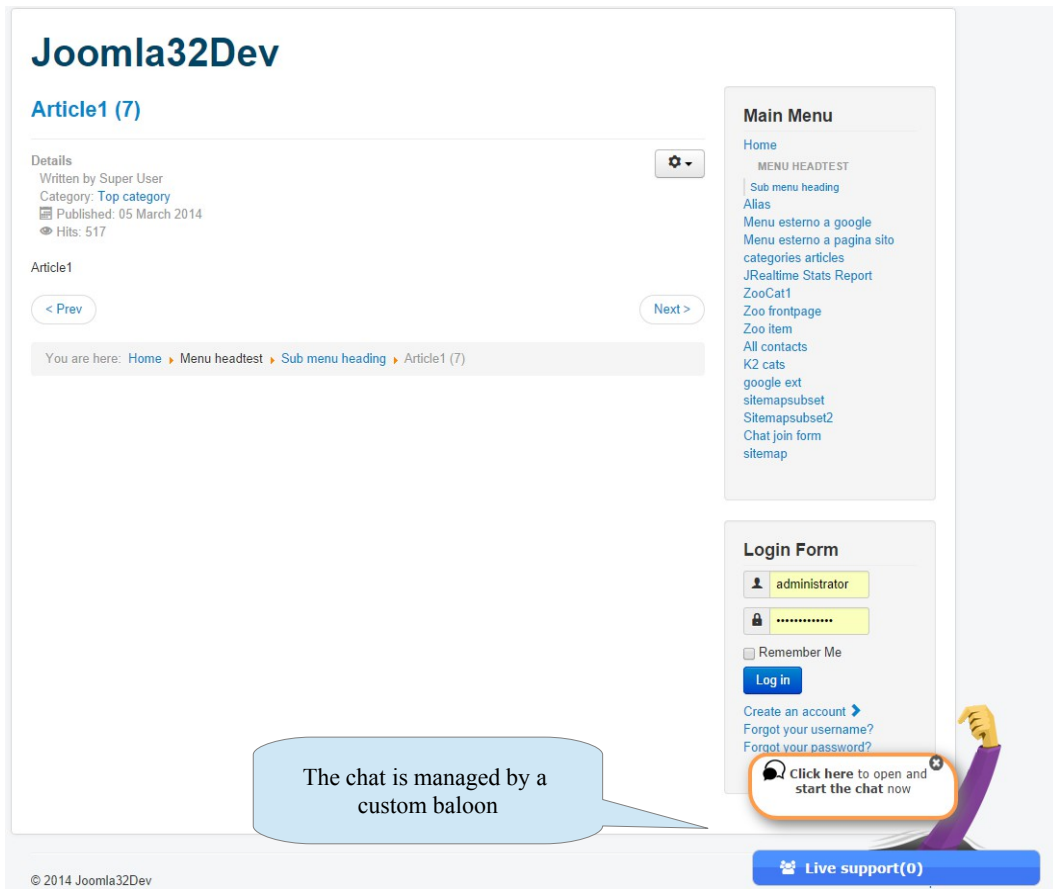
JChatSocial Enterprise will detect automatically if the used device and browser offer support for a particular feature and notification system, so the switcher to control vibration and system alerts will be shown only in the case that it can be used.

Having system notifications enabled let you minimize the browser and receive alerts on your desktop when new events hurry up, below you find a sample screenshot of how Google Chrome notify a user when a new incoming message is received.



Chat balloon

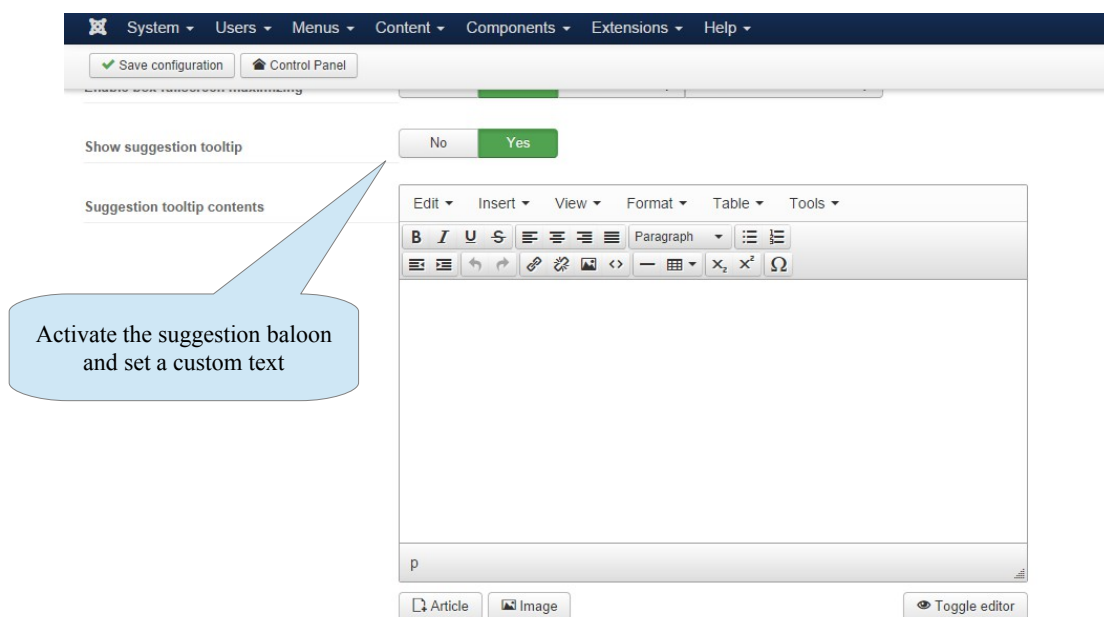
You can choose to start the chat as a balloon and using a custom message, this is especially useful when live support mode is required. In this way you can avoid to cover part of the site with the sidebar showed by default and in the meanwhile ensure a high visibility of the chat application to all the visitors.



The screenshot shows a Joomla! website interface. At the top left, the site title is "Joomla32Dev". Below it, there's an article titled "Article1 (7)". The article details include: "Written by Super User", "Category: Top category", "Published: 05 March 2014", and "Hits: 517". There are navigation buttons for "< Prev" and "Next >". A breadcrumb trail shows: "You are here: Home > Menu headtest > Sub menu heading > Article1 (7)". On the right side, there's a "Main Menu" with various links like "Home", "MENU HEADTEST", "Sub menu heading", "Alias", "Menu esterno a google", "Menu esterno a pagina sito", "categories articles", "JRealtime Stats Report", "ZooCat1", "Zoo frontpage", "Zoo item", "All contacts", "K2 cats", "google ext", "sitemapsubset", "Sitemapsubset2", "Chat join form", and "sitemap". Below the menu is a "Login Form" with a username field containing "administrator", a password field with dots, a "Remember Me" checkbox, and a "Log in" button. There are also links for "Create an account", "Forgot your username?", and "Forgot your password?". A chat balloon is visible in the bottom right corner, containing the text "Click here to open and start the chat now". A blue button at the bottom right says "Live support(0)". A callout bubble points to the chat balloon with the text "The chat is managed by a custom balloon".

The message can be set using custom text and HTML, and the balloon will show automatically the sidebar as soon as it's clicked by users.

To activate and customize the text of the balloon you need to work with the chat features parameters as shown below.



The screenshot shows the Joomla! administrator interface. At the top, there's a navigation menu with "System", "Users", "Menus", "Content", "Components", "Extensions", and "Help". Below the menu, there are buttons for "Save configuration" and "Control Panel". The "Show suggestion tooltip" setting is set to "Yes". The "Suggestion tooltip contents" field is visible, containing a rich text editor with a toolbar (Bold, Italic, Underline, Strikethrough, Bulleted list, Numbered list, Paragraph, Indent, Outdent, Undo, Redo, Link, Unlink, Image, Code, Table, X₁, X₂, Omega) and a text area containing the letter "p". A callout bubble points to the "Suggestion tooltip contents" field with the text "Activate the suggestion balloon and set a custom text". At the bottom, there are buttons for "Article", "Image", and "Toggle editor".