



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, unless you are using shared session with Joomla 3.7 and above.

Main key functionalities for JChatSocial Enterprise are:

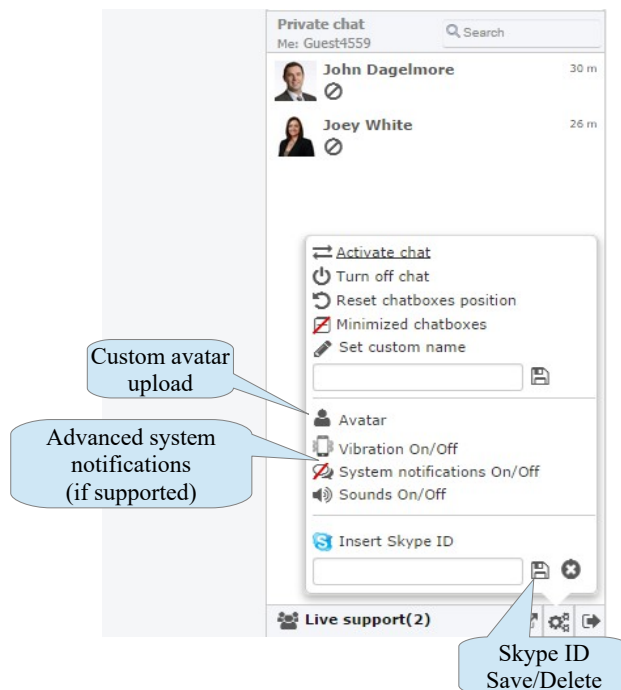
- Peer-to-peer HTML5 videochat
- Ticketing system directly integrated
- Private messaging between registered users
- Advanced device notifications
- Social login integrating with Facebook, Google Plus and Twitter
- Guest users compatible
- Live support capable
- Skype bridge for Skype calls
- Videochat 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.

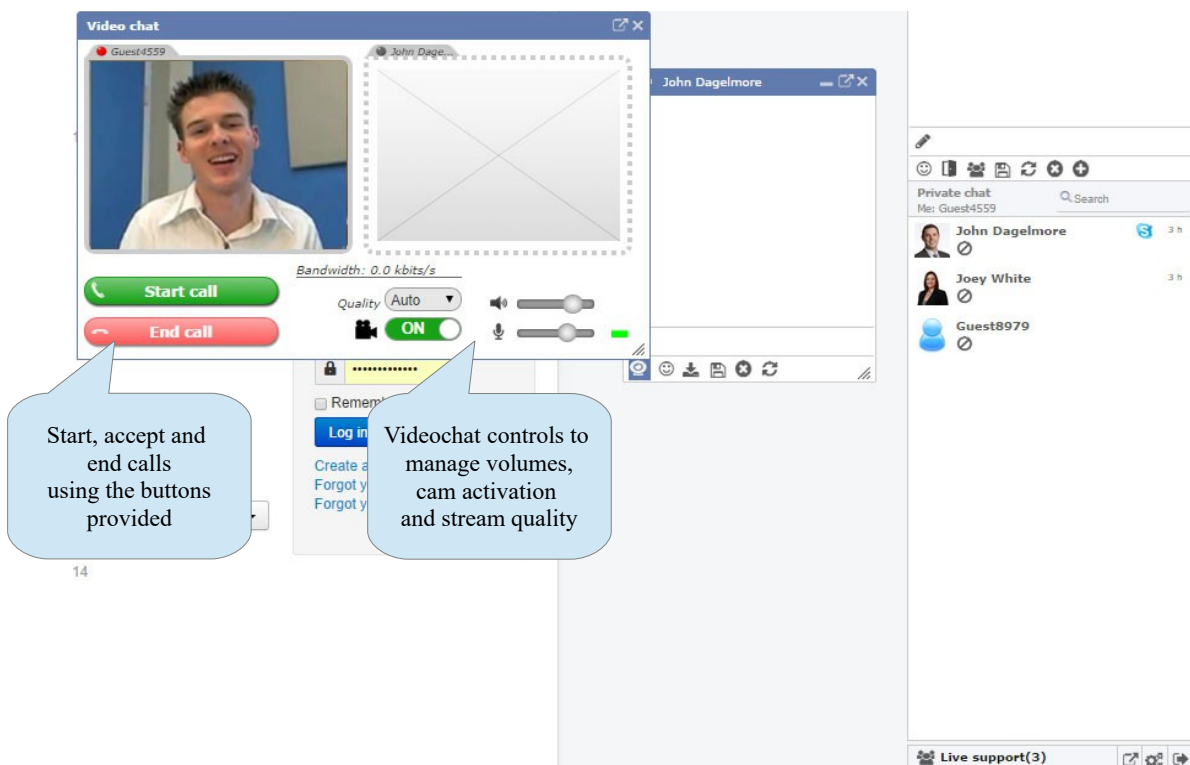
Having a direct peer-to-peer stream of data between 2 users make it possible having high quality and low latency videochat, avoiding intermediate servers used only as a last resort.

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 all most modern browsers.

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.

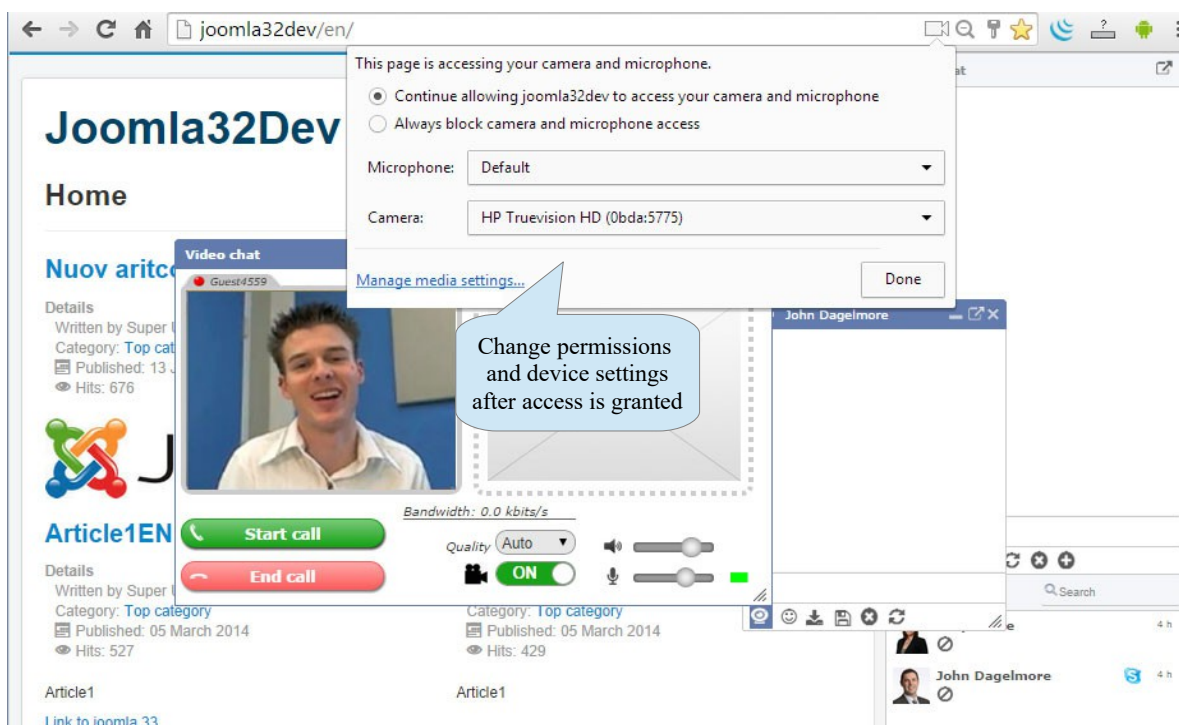


Opening and starting the videochat application panel, the browsers policy will prompt the users for

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.

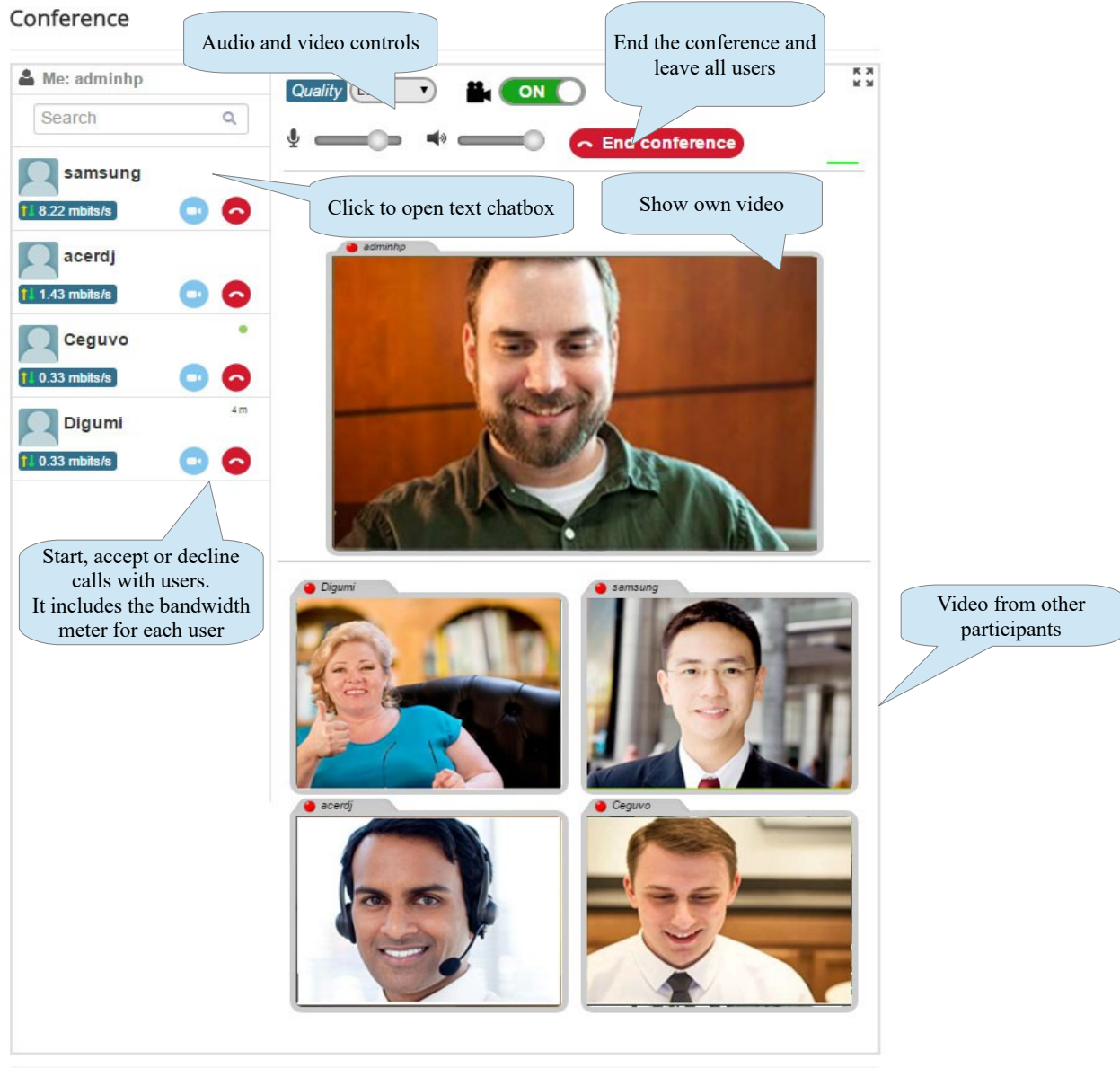
HEADS UP: if you are using another application on your pc that has control of the webcam or mic, you may experiment issue when using the videochat into browser.

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.

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.



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.

System Users Menus Content Components Extensions Help Community Builder

Menus: Edit Item

Save Save & Close Save & New Save as Copy Close

Message
Menu item successfully saved.

Menu Title * Alias

Details Preferences Link Type Page Display Metadata Associations Module Assignment

Enable calls chain

Show search field

Hide the chat sidebar

Show maximize button

Access for guests

Parameters of the conference view

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

Me: admin

Search

Romiba
0.0 mbits/s

Cetace
0.0 mbits/s

Tacefe
0.0 mbits/s

Buttons to manage calls for each users

Quality Highest ON

End conference

admin

Incoming call, click to answer

Cetace

Accept Decline

Incoming call waiting for an answer

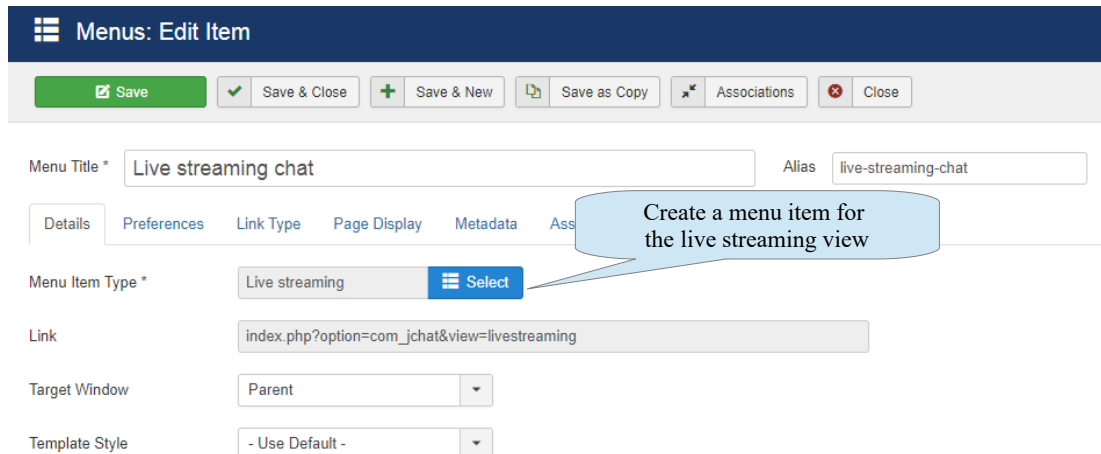
HEADS UP: if you often experiment some missing videos from certain users try to disable the calls chain feature or try to close/start the call again. In some occasions stream connection may fail.

Live streaming

With JChatSocial Enterprise it's also possible to broadcast live streamings to multiple viewers for example to perform webinars, online courses, etc

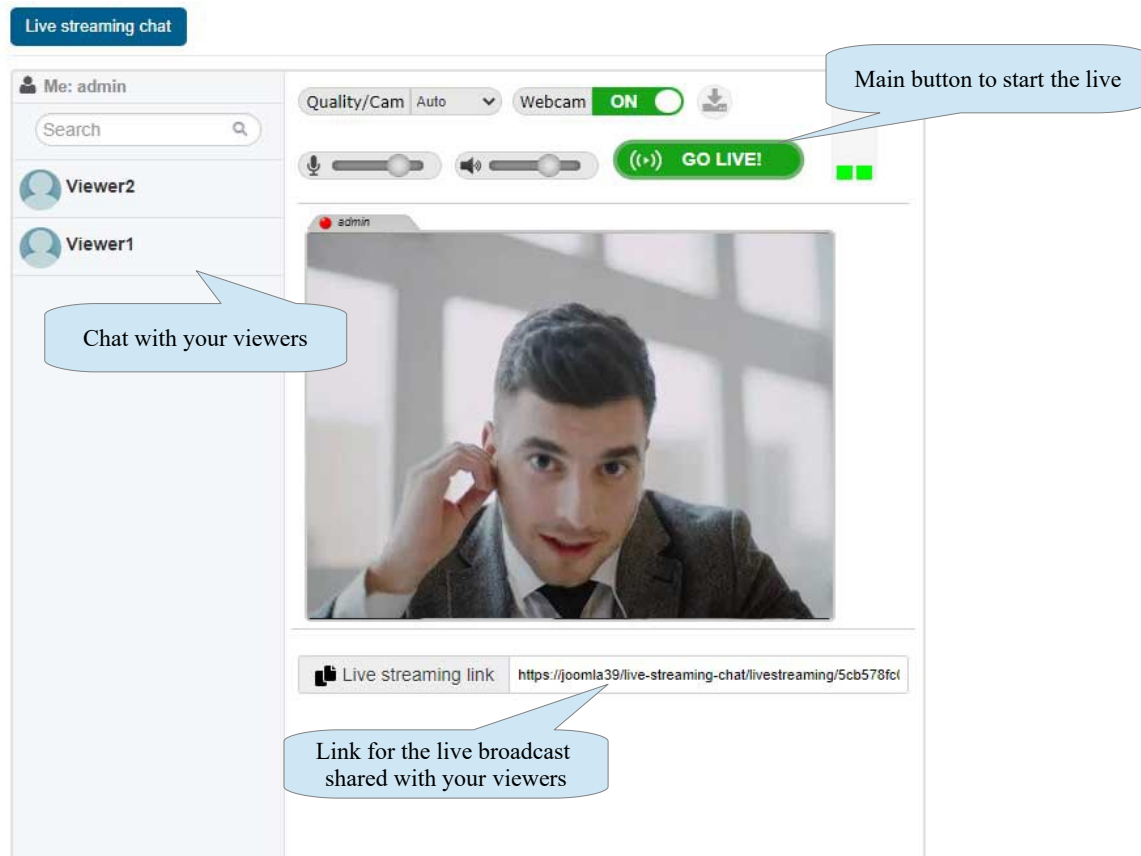
Thanks to the exclusive live streaming technologies of JChatSocial Enterprise, no intermediate RTMP servers or third-party services that require monthly fees are required, indeed the special system of the component exchanges streaming data in real time directly on your Joomla server making it available for viewers of the live.

Using the live streaming system is really straightforward, all you have to do is to create a menu item that links the live streaming view:



The screenshot shows the Joomla! 'Menus: Edit Item' form. The 'Menu Title' is 'Live streaming chat' and the 'Alias' is 'live-streaming-chat'. The 'Menu Item Type' is set to 'Live streaming', with a 'Select' button next to it. The 'Link' is 'index.php?option=com_jchat&view=livestreaming'. The 'Target Window' is 'Parent' and the 'Template Style' is '- Use Default -'. A callout bubble points to the 'Select' button with the text 'Create a menu item for the live streaming view'.

After that, it will be possible to access the live streaming interface on the frontend and become a broadcaster:



The screenshot shows the Joomla! live streaming interface. At the top, there's a 'Live streaming chat' header. On the left, a sidebar shows 'Me: admin' and a list of viewers: 'Viewer2' and 'Viewer1'. A callout bubble points to the sidebar with the text 'Chat with your viewers'. The main area features a video player showing a man in a suit. Above the video, there's a 'Quality/Cam' dropdown set to 'Auto', a 'Webcam' toggle set to 'ON', and a 'GO LIVE!' button. A callout bubble points to the 'GO LIVE!' button with the text 'Main button to start the live'. Below the video, there's a 'Live streaming link' field with the URL 'https://joomla39/live-streaming-chat/livestreaming/5cb578fcl'. A callout bubble points to this field with the text 'Link for the live broadcast shared with your viewers'.

A live streaming session can have 2 roles:

- **Broadcaster:** the broadcaster of a live session is the one that initiates and delivers the live streaming to people who watch it. Any user that opens up the menu item linking the live streaming view can become a broadcaster by starting his own live session
- **Viewer:** the viewer of a live session is the one who watches the streaming by opening the link shared by the broadcaster. The viewer is unaware of the menu item that links the live streaming view and does not need to open it, but only the streaming link that display a broadcaster's live session

In this way, a broadcaster who wants to perform a live session only has to share the streaming link to his viewers who will be able to connect and watch the live simply by opening that link in the browser. It's also possible to record a live streaming and archive it on your server to watch it later on demand when it is finished. To do this, simply enable the parameter below, keep in mind that if you have a lot of live streamings this feature may take up a lot of disk space on your server.

The link to watch a recorded live session won't change and will always be the same one as the original link.

Menus: Edit Item

Save Save & Close Save & New Save as Copy Associations Close

Menu Title * Live streaming chat Alias live-streaming-chat

Details Preferences Link Type Page Display Metadata Associations Module Assignment

Duration of media chunks(sec) 10

Retry interval waiting for the live(sec) 5

Record live broadcasts No Yes

Show search field No Yes

Hide the chat sidebar No Yes

Show maximize button No Yes

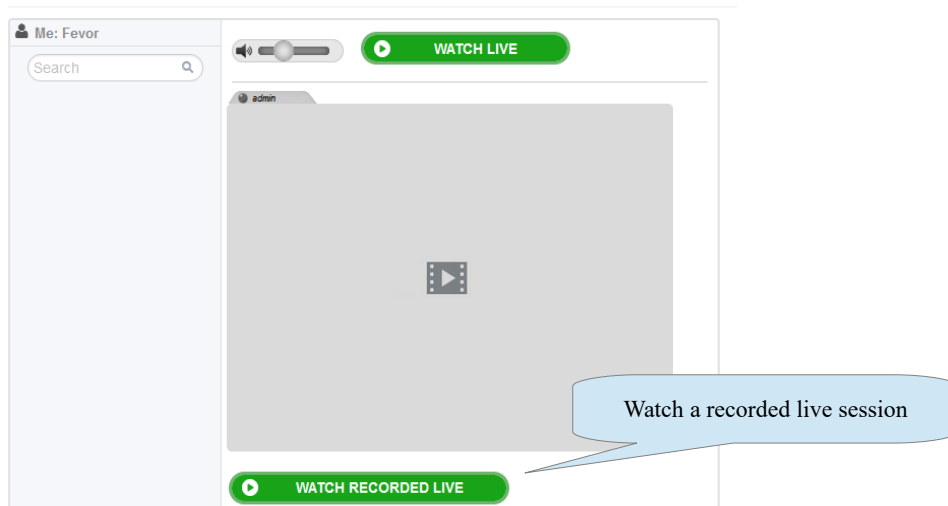
Enable dark theme No Yes

Custom background color #rrggbb

Access for guests Use Global No Yes

Record and archive a live streaming

When a recording is available for a given broadcaster, an additional button will be displayed below the video area to start watching the recorded live session. In this case, when the broadcaster session is closed and destroyed by Joomla!, the 'Watch live' button will disappear and it will be only possible to watch the recorded live.



The duration of media chunks, establish the duration of each live streaming chunk that is recorded, uploaded to the server and downloaded by viewers. If you have a slow connection, you should lower this value to reduce the time it takes to upload the stream data to the server. Keep in mind that the live streaming will be available to viewers after this amount of time given that it's required to record and upload the first chunk of video. You could experience a short glitch between the loading of video chunks especially if the connection is not fast, increasing this value will result in fewer chunks and fewer glitches but will generate biggest chunks.

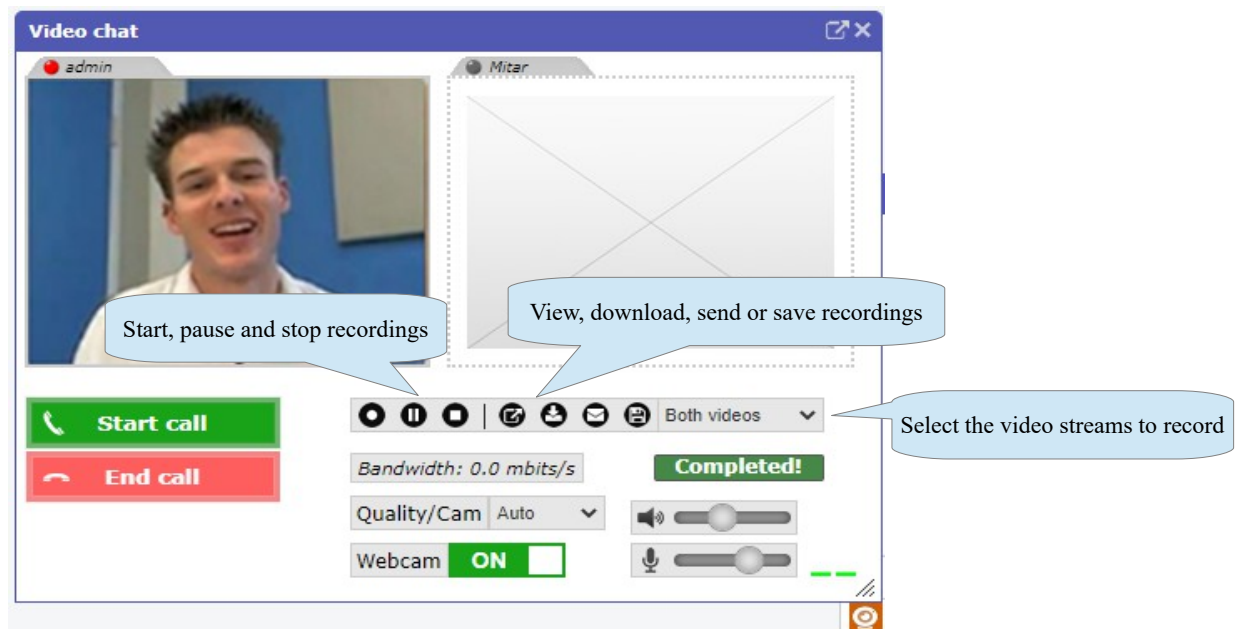
Videochat media recorder

JChatSocial Enterprise includes a media recorder to capture and save both video and audio got from your own camera or from other user that will be encoded and compressed in the *webm* format. You can use this feature even to send audio only messages such as common when using Whatsapp, Facebook Messenger, etc. Indeed it's enough to turn off the webcam switcher. The media recorder also makes it possible to record a full conference session, including all participants in a single resulting video.

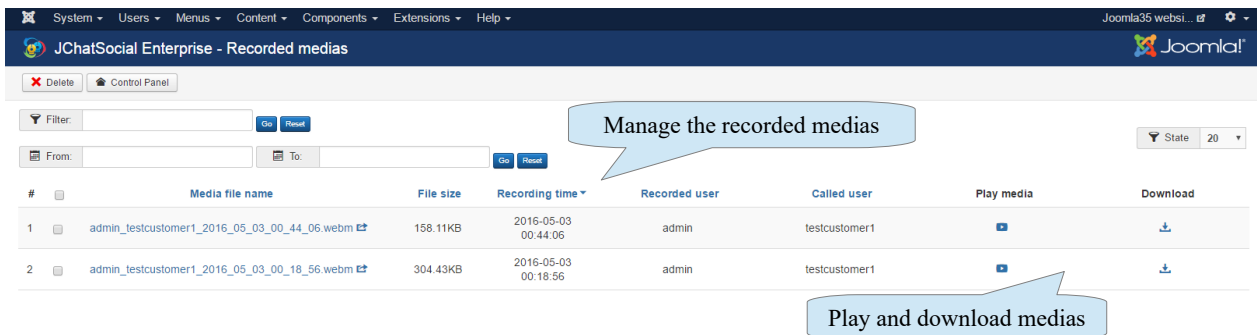
The *webm* format is the most common video and audio container for the HTML5 web standards and can be reproduced directly by all modern and compliant browsers, a detailed compatibility table can be found at <http://caniuse.com/#feat=webm>

Once activated the video recorder feature in the chat configuration, controls to manage, download and save recordings will be shown 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:

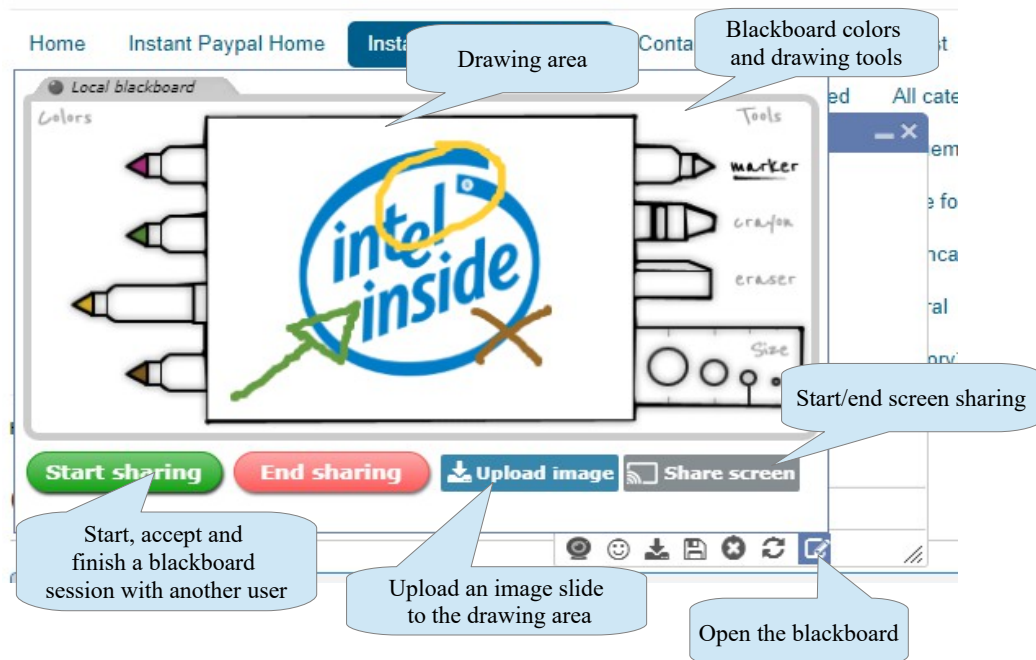


When you delete a record in the list even the associated file will be deleted automatically from the server. Access to the media recorder and to the save feature can be ruled based on groups permissions available in the chat configuration.

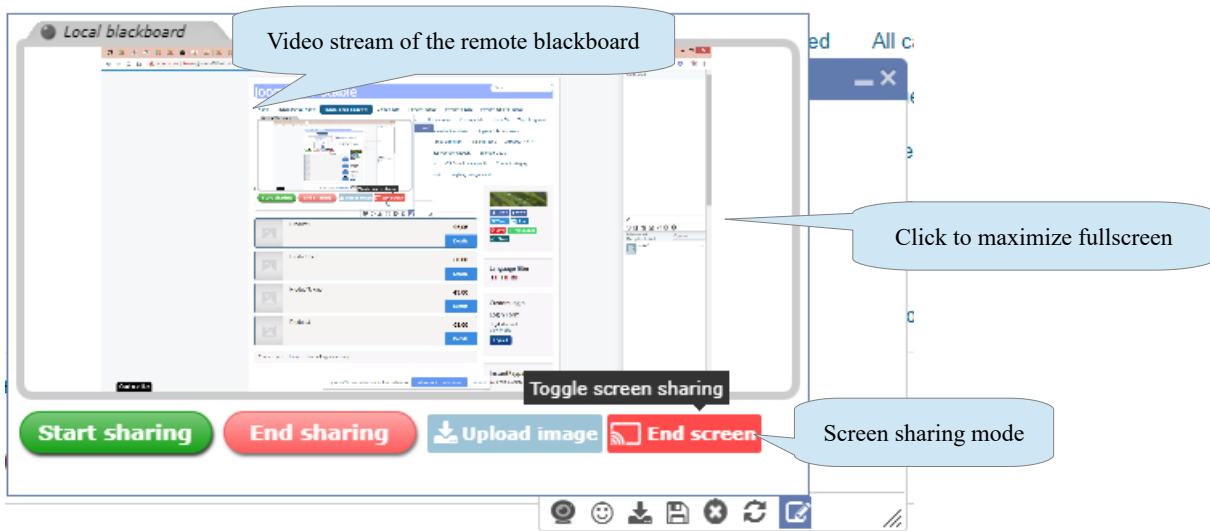
Peer-to-peer blackboard with screen sharing

JChatSocial Enterprise, thanks to the powerful WebRTC technology, includes a new exciting feature to stream a live blackboard between 2 different users to share a drawing surface, an image slide and even the desktop or application screen.

This can be especially useful whenever a user needs to broadcast an interactive slide or presentation.



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 called user accepts the incoming request, he will start to receive the interactive blackboard from the caller as a live video streaming. This may include either the drawing area, an image slide or a shared screen.



The 'Screen sharing' feature is based on the *Screen Capture API* and to use it an SSL certificate must be installed on the website for security and privacy reasons. When you choose to share your screen you will be asked by the browser which screen, application or browser tab you wish to share with another user. Finally, keep in mind that if you select to share an application, that window must not be minimized otherwise it won't be available for the stream and result would be a black screen.

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'.

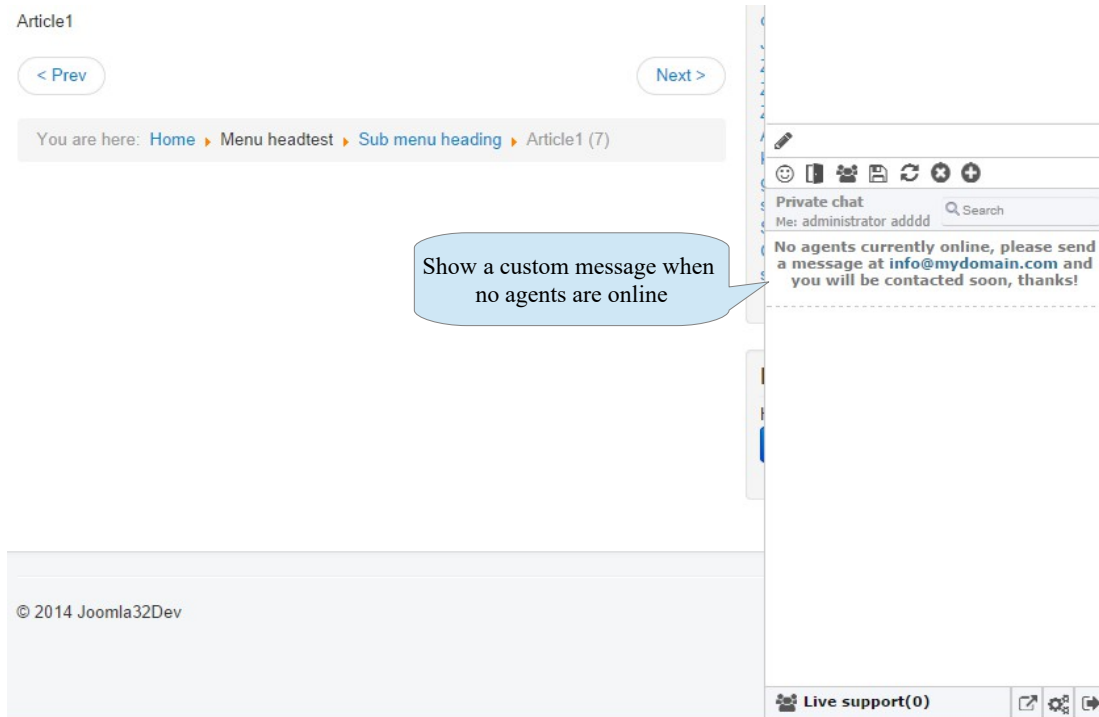
The screenshot displays the JChatSocial Enterprise Configuration interface. At the top, there is a navigation bar with tabs: System, Users, Menus, Content, Components, Extensions, and Help. Below this is the main title 'JChatSocial Enterprise - Configuration'. A secondary bar contains buttons for 'Save configuration' and 'Control Panel'. The main content area has a horizontal menu with tabs: License key, Preferences, Features, Themes and aspect, Videochat peer-to-peer, File system, Ticketing and live support (selected), Permissions, and Advanced.

Under the 'Ticketing and live support' tab, there are two sections:

- Live support groups:** This section includes a 'Live support mode' dropdown menu. The dropdown is open, showing a list of user groups: Guest, Manager, Administrator (highlighted), pincolo, 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'.
- Offline status settings:** This section includes an 'Enable offline message' toggle switch, which is currently set to 'Yes'. A callout bubble points to this toggle with the text: 'You can choose to show a custom message in the main chatbox when no agents are online'. Below the toggle is a 'Text for offline message' field with a rich text editor. The editor contains the text: 'No agents currently online, please leave a message and you will be contacted soon, thanks!'. At the bottom of the editor are buttons for 'Article' and 'Image', and a 'Toggle editor' button.

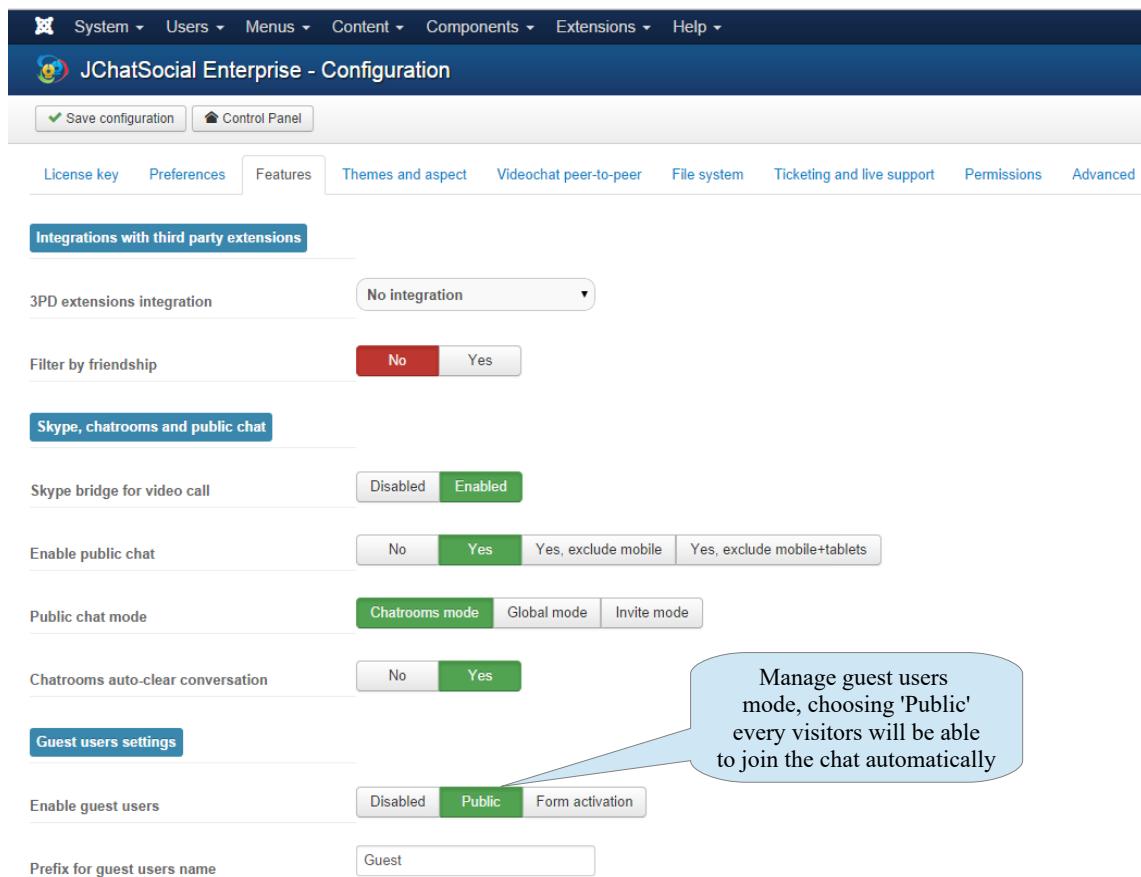
You can also choose to show a message when no chat admins are connected and available, so all visitors will be able to contact you easily for example sending a message to your email address.

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 shown 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! chat configuration interface. At the top, there is a navigation bar with menus: System, Users, Menus, Content, Components, Extensions, and Help. Below this is a toolbar with buttons for 'Save configuration' and 'Control Panel'. The main area is divided into two sections. The top section is for editing the 'Text for offline message', which currently contains the text: 'No agents currently online, please send a message at info@mydomain.com and you will be contacted soon, thanks!'. The bottom section is for configuring the ticketing system. It includes a 'Ticketing form' section with a 'Toggle editor' button. Below this are several configuration options: 'Enable tickets form' (set to 'Yes'), 'From email' (empty field), 'From name' (empty field), 'Notify new tickets sent' (set to 'Yes'), and 'Email addresses for new tickets notification' (set to 'myemailaddress@gmail.com,johndagelmore@storejoomla.org'). Two callout boxes provide additional information: one points to the 'Yes' button for 'Enable tickets form' with the text 'Enable the tickets form showed in the chat when no agents are available', and another points to the 'Yes' button for 'Notify new tickets sent' with the text '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 two screenshots show the Joomla! chat interface. The left screenshot shows the 'Public chat' window with the 'Article1 (7)' selected. The 'Details' section shows the article information. The 'Article1' section shows the 'Tickets submission' form. The form has fields for 'Name' (required), 'Email' (required), and 'Message' (required). The 'Name' field is filled with 'John Smith', the 'Email' field is filled with 'johnsmith@gmail.com', and the 'Message' field is filled with 'I would like to know if you offer service for Wordpress, thanks!'. The 'SUBMIT TICKET' button is visible. The right screenshot shows the same chat window, but with a 'Ticket successfully sent to our agents!' message displayed above the form. A callout box points to this message with the text '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.

Export tickets CSV

List with tickets details

#	Customer name	Contact email address	Message	Opened on	Num. replies	Last reply	Logged user name	Ticket answered	Ticket closed	ID
1	Brandon Savage	brsavg@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.

Compose reply to ticket

Button to submit replies

Replies history

2014-10-14 22:53:57
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.

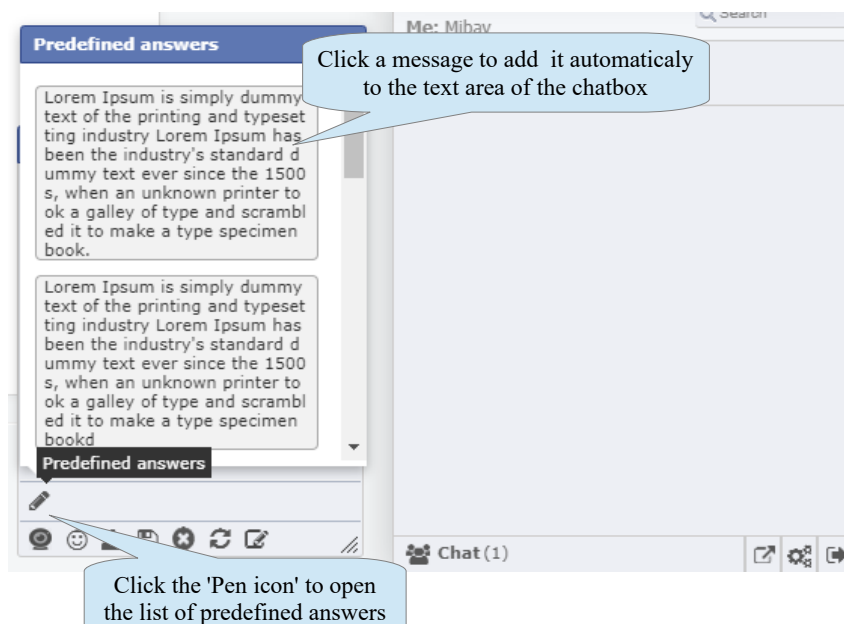
2014-10-14 19:06:36
test
I would like to know your hourly rate, thanks.

Predefined answers

When you are using JChatSocial as a live support tool, you can enter a list of predefined answers to be used as a reply to common questions of your visitors, in this way you can avoid typing the same messages over and over again. This functionality is reserved to chat admins, so to use it you must be logged in as a chat admin in the frontend to offer live support to visitors. To add a new answer just type it in the special configuration field:

The screenshot shows the 'Control Panel' configuration interface. At the top, there are buttons for 'Save configuration' and 'Control Panel'. Below these, there are tabs for 'Module', 'Menu', and 'Image'. The 'Module' tab is active, showing a section titled 'Enable predefined answers' with a 'No' button and a highlighted 'Yes' button. A callout bubble points to the 'Yes' button with the text 'Enable the feature of 'Predefined answers''. Below this, there is a section titled 'Predefined answers' containing a list of five text boxes, each with a delete icon (x) and a copy icon (📋). Each text box contains a paragraph of Lorem Ipsum text. A callout bubble points to the first text box with the text 'Delete or copy an existing message'. Another callout bubble points to the list of text boxes with the text 'Type in a list of messages and hit 'Enter' to confirm'.

To open the list of predefined messages in the chat frontend you must be logged in as a chat admin and click on the pen icon visible in each private chatbox, beside the text input field. It's enough to click on a message to add it to the text area of the chatbox, you can even edit it before sending it as a reply.



ChatGPT AI Bot

Welcome to the future of communication! ChatGPT is a cutting-edge chat software that utilizes advanced artificial intelligence to enhance your conversations, and now this can be integrated with a native Joomla chat on your site to provide customer assistance or any other kind of conversation.

JChatsocial Enterprise is powered by OpenAI's state-of-the-art GPT technology.

It leverages natural language processing and machine learning to engage users in dynamic, human-like conversations.

Whether you're chatting with colleagues, clients, or friends, ChatGPT offers a seamless and intelligent communication experience.

With JChatsocial Enterprise it will be possible to chat with an automated bot built with the ChatGPT API that will appear in the users list.

To activate and configure the ChatGPT bot it's enough to enable the following options:

- **Enable ChatGPT bot:** this option switches on/off the bot agent in the users list. Keep in mind that the ChatGPT bot will always stay online once enabled, until it's switched off
- **Conversation argument:** this option allows to instruct ChatGPT to know the answers and the topic discussed, enter a text that represents the 'incipit' of the conversation between a user and the AI. For example include informations about your site including the URL and the services that you offer to customers. ChatGPT will then be able to know how to answer user questions about your products and services
- **Bot avatar:** you can choose a custom avatar for the bot
- **ApiKey:** enter the ApiKey that you have registered in your ChatGPT account at: <https://platform.openai.com/api-keys> in order to activate the API integration

JChatSocial Enterprise - Configuration

Save configuration Control Panel

Preferences Features Themes and aspect Videochat peer-to-peer File system Ticketing and live support ChatGPT AI Bot Social login Language translator Permissions Advanced

Bot configuration

Enable ChatGPT bot ☒ Yes ☐ No

Name of the bot ChatBot

Conversation argument
Learn about services of <https://storejextensions.org> to be able to answer customer questions and provide help

Bot avatar
images/images.png Select

PHP connection mode
CURL library

ChatGPT ApiKey
Enter the ApiKey in the format: sk-vicruyu0JaKY119aV7EdT38lBkFuOrDnS

ChatGPT model
GPT-3.5 Turbo

ChatGPT custom model

ChatGPT number of tokens
2048

Enable or disable the ChatGPT bot agent in the users list

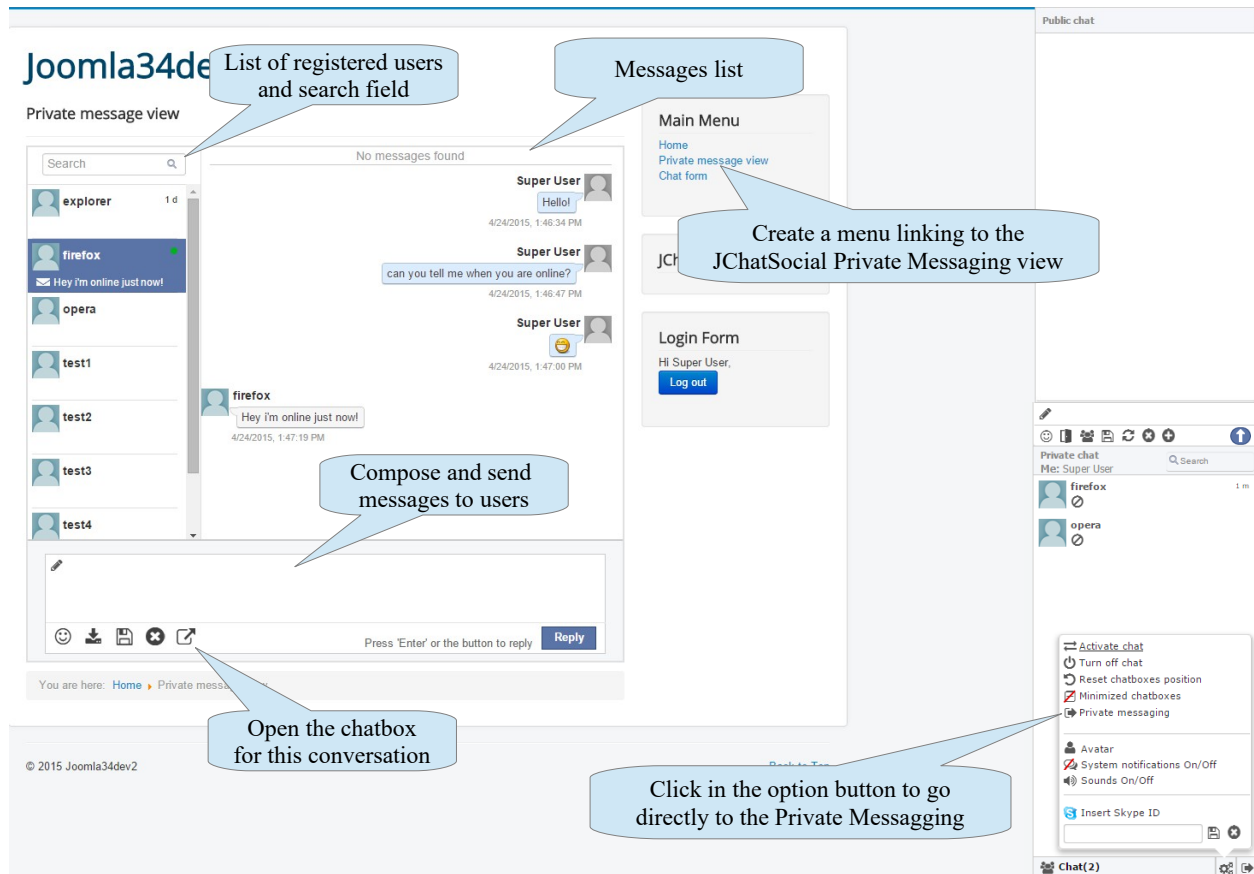
Instruct ChatGPT about the conversation argument and services that you offer

Avatar used for the ChatGPT bot

Enter a valid ChatGPT Api Key

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 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 exchanges 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 list of articles, with 'Article1' selected. A 'Chat options' dialog box is open, allowing users to configure chat settings. The dialog includes options to 'Activate chat', 'Turn off chat', and 'Set custom name'. It also features fields for 'Avatar', 'Sounds On/Off', and 'Insert Skype ID', with the latter containing the text 'myskypeID'. A 'Start Skype call' button is visible in the chat options dialog. The right sidebar shows a 'Public chat' section with a list of users, including 'John Dagelmore' and 'Visitor xxx'. A notification bubble indicates 'Require Skype installed on your device'. The bottom of the page shows a 'Live support(2)' status.

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

Article1
[Vai alla 25dev](#)

Chat options

- [Activate chat](#)
- [Turn off chat](#)
- [Set custom name](#)
- [Avatar](#)
- [Sounds On/Off](#)
- [Insert Skype ID](#)
myskypeID

Start Skype call

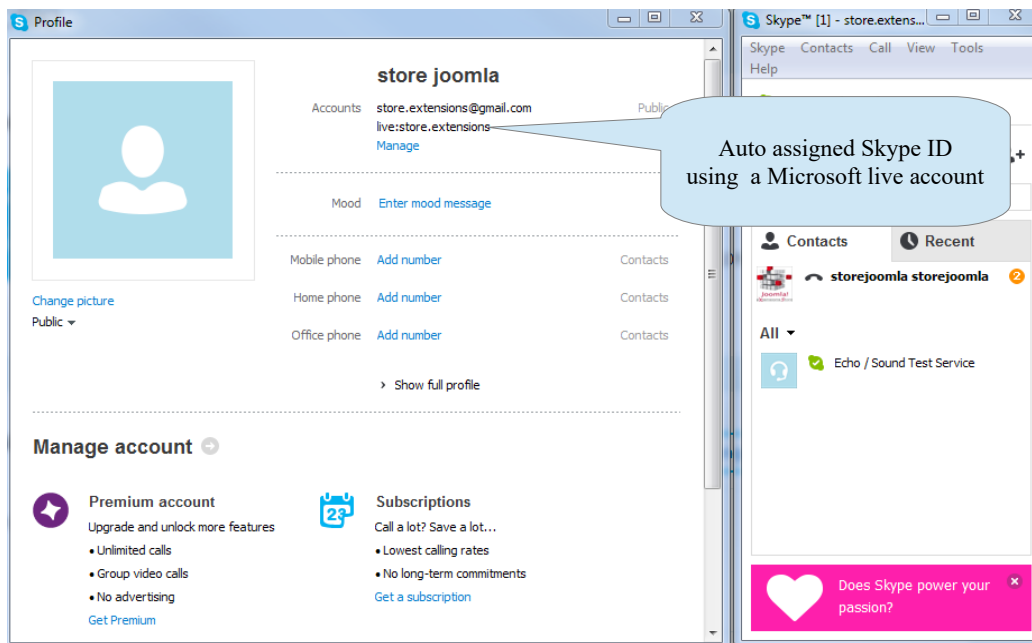
Require Skype installed on your device

Live support(2)

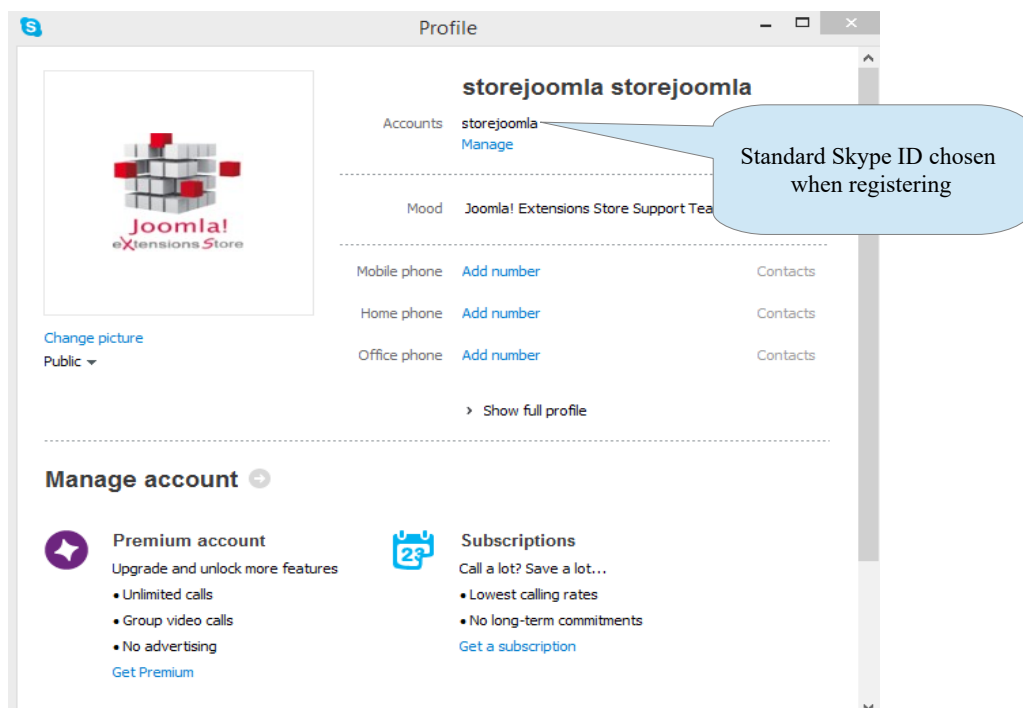
Skype ID and Microsoft account

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'**

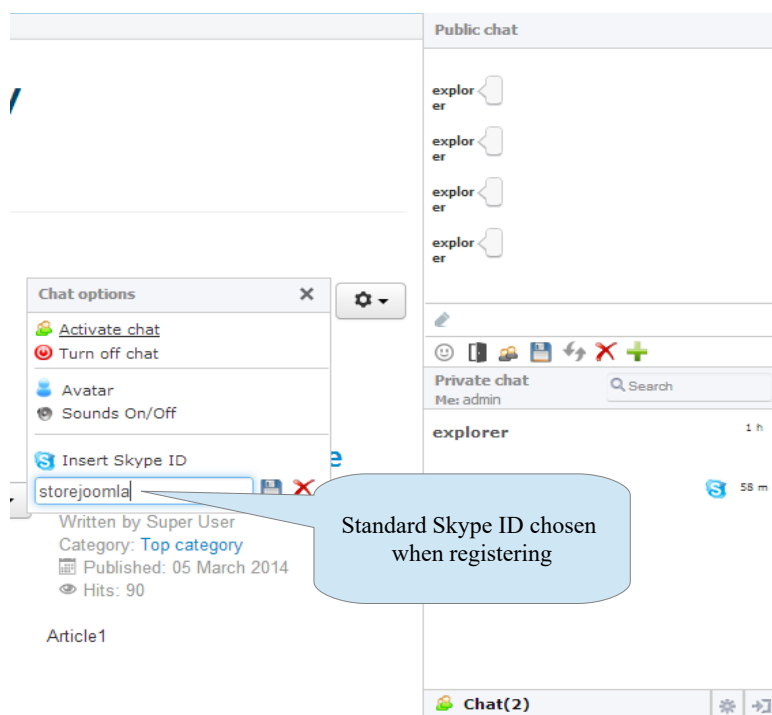


If you registered for a real Skype account choosing a Skype ID, you will be able to see only the real chosen Skype ID, as visible in the picture below.

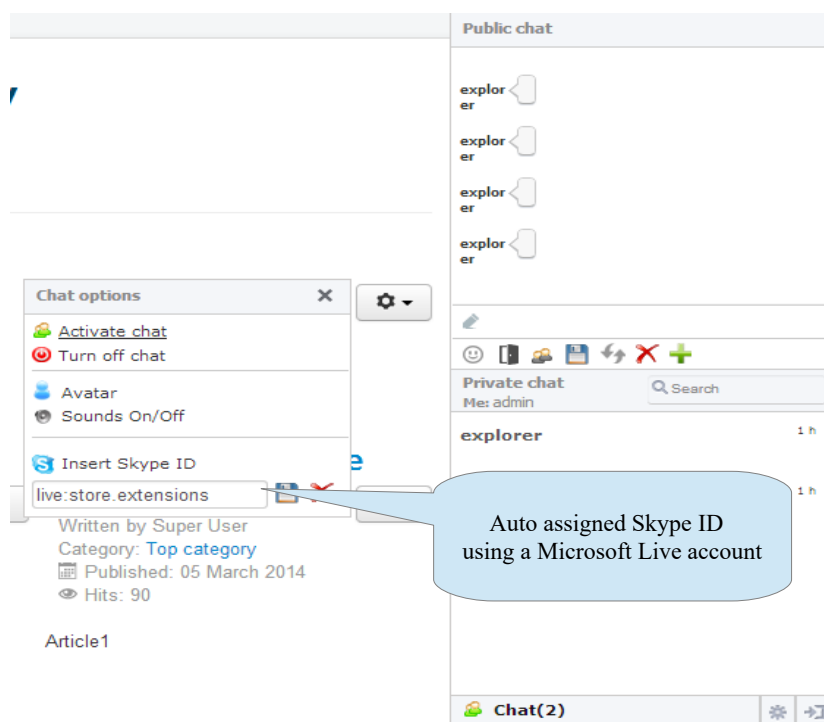


You need to keep this aspect into account when setting Skype ID for JChatSocial integration, because it will vary based on the type of Microsoft account that you are using to login to Skype software.

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 'JChatSocial Enterprise - Configuration' page. At the top, there is a navigation bar with tabs: System, Users, Menus, Content, Components, Extensions, and Help. Below this, a sub-header reads 'JChatSocial Enterprise - Configuration'. Two buttons are visible: 'Save configuration' and 'Control Panel'. A horizontal menu contains links: License key, Preferences, Features, Themes and aspect, Videochat peer-to-peer, File system, and Ticketing and live support. The 'Integrations with third party extensions' section is active. It includes a '3PD extensions integration' section with a 'Jomsocial integration' button and a 'Filter by friendship' toggle (No/Yes). Below this is the 'Skype, chatrooms and public chat' section, which includes a 'Skype bridge for video call' toggle (Disabled/Enabled), an 'Enable public chat' section with four options (No, Yes, Yes, exclude mobile, Yes, exclude mobile+tablets), a 'Public chat mode' section with three options (Chatrooms mode, Global mode, Invite mode), and a 'Chatrooms auto-clear conversation' toggle (No/Yes). Two callout boxes provide instructions: one points to the 'Jomsocial integration' button with the text 'Activate integration with your preferred social platform installed', and another points to the 'Filter by friendship' toggle with the text 'Enable filtering users by friendship'.

System ▾ Users ▾ Menus ▾ Content ▾ Components ▾ Extensions ▾ Help ▾

JChatSocial Enterprise - Configuration

Save configuration Control Panel

License key Preferences Features Themes and aspect Videochat peer-to-peer File system Ticketing and live support

Integrations with third party extensions

3PD extensions integration

Jomsocial integration

Activate integration with your preferred social platform installed

Filter by friendship

No Yes

Enable filtering users by friendship

Skype, chatrooms and public chat

Skype bridge for video call

Disabled Enabled

Enable public chat

No Yes Yes, exclude mobile Yes, exclude mobile+tablets

Public chat mode

Chatrooms mode Global mode Invite mode

Chatrooms auto-clear conversation

No Yes

Chat media objects

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

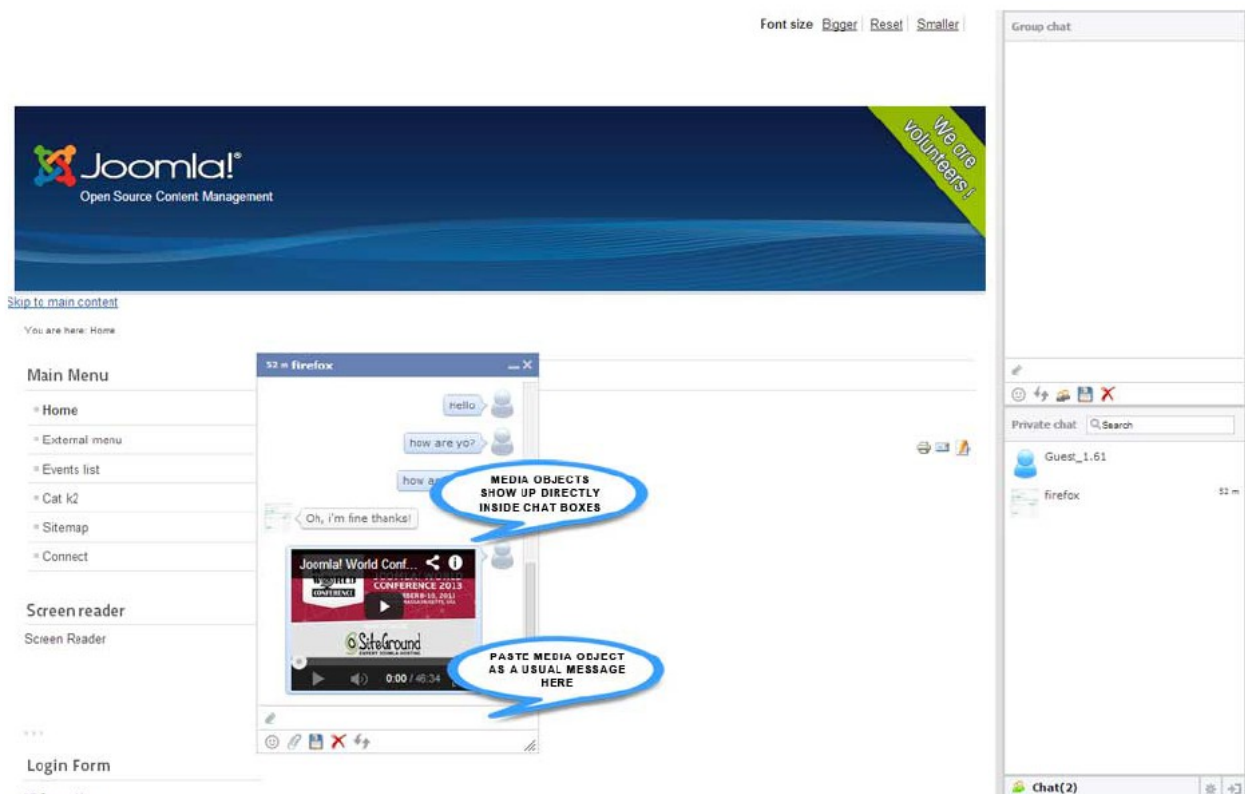
- Videos
- IFrames
- Images
- Links

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 shown 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:

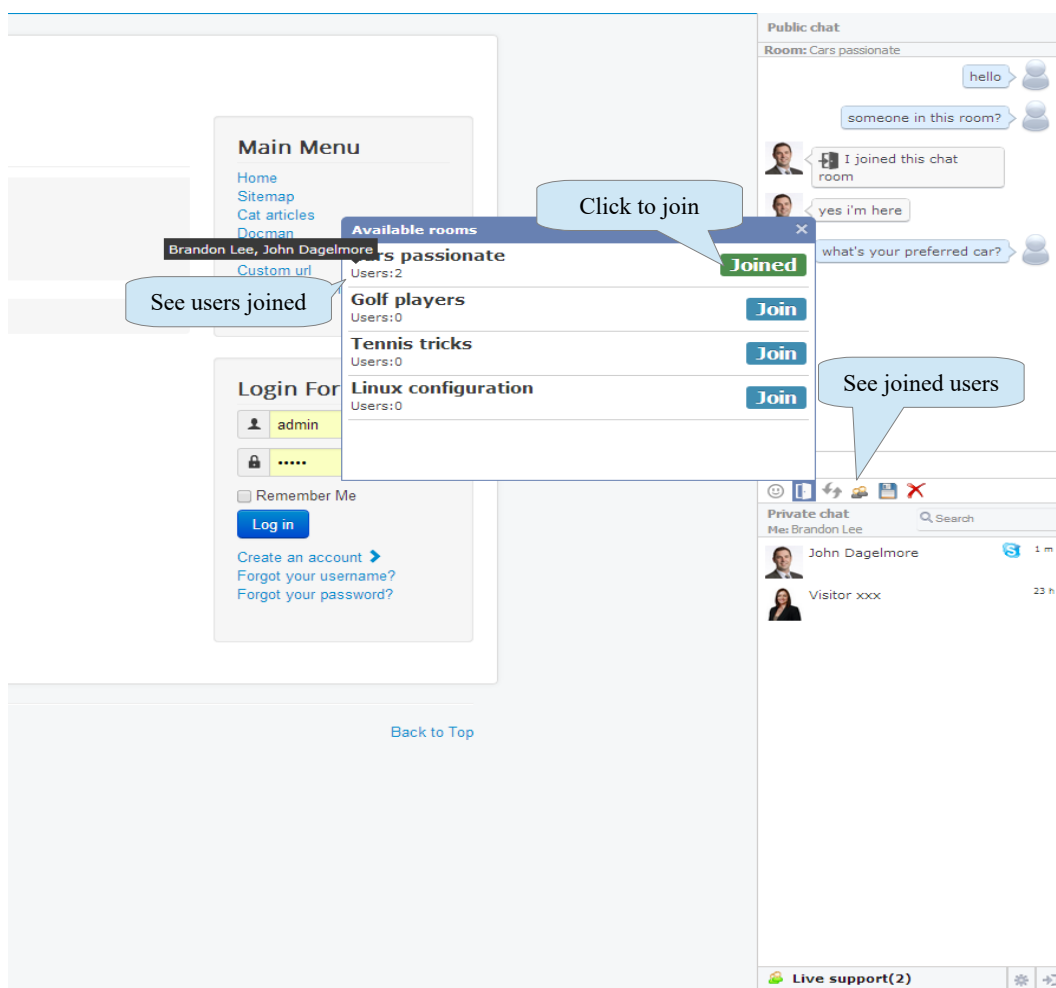
- Multiple chatrooms + global single public room (default)
- Global single public room
- Public multiconversation with invitation

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.

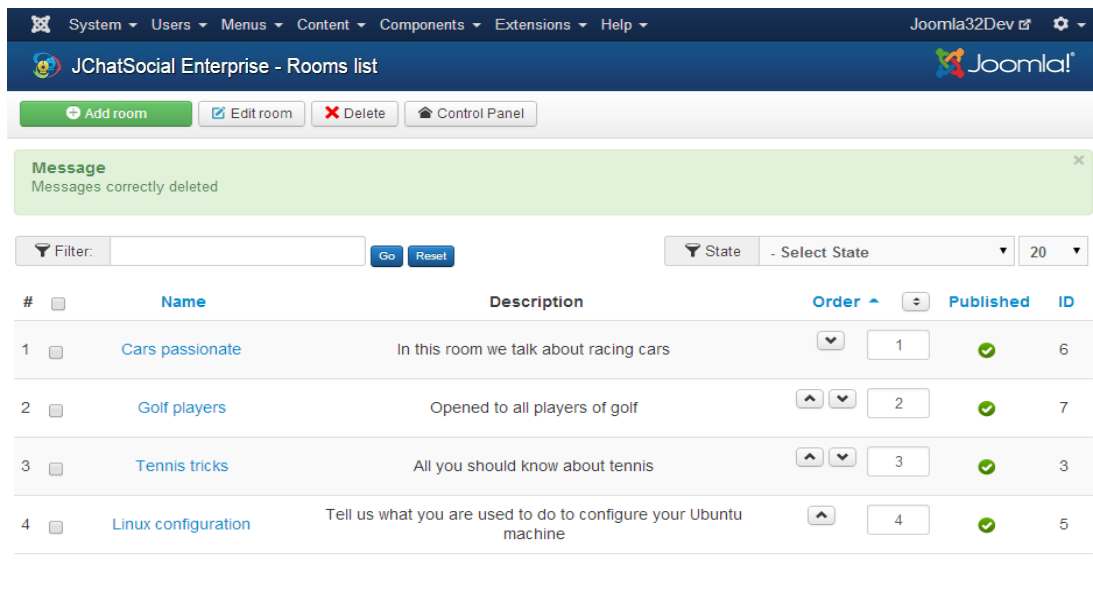
You can open the chatbox popup clicking on the icon available in the public chat toolbar, after that join a chatroom is a matter of one click. Moreover hovering on chatroom title and users number currently joined to that chatroom you will be able to have the whole list of users in that room. Finally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



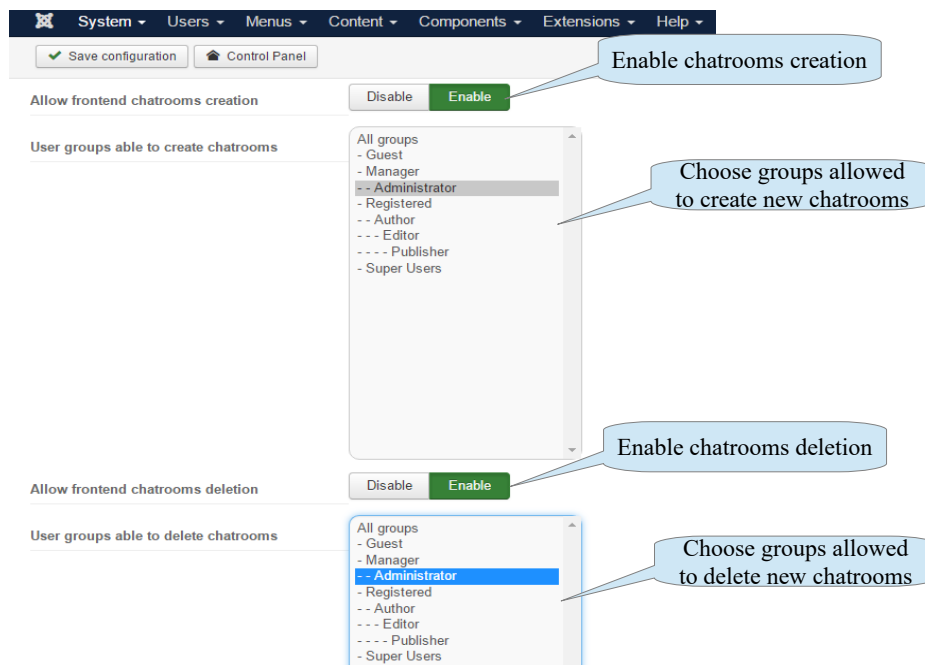
Chatrooms management

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.

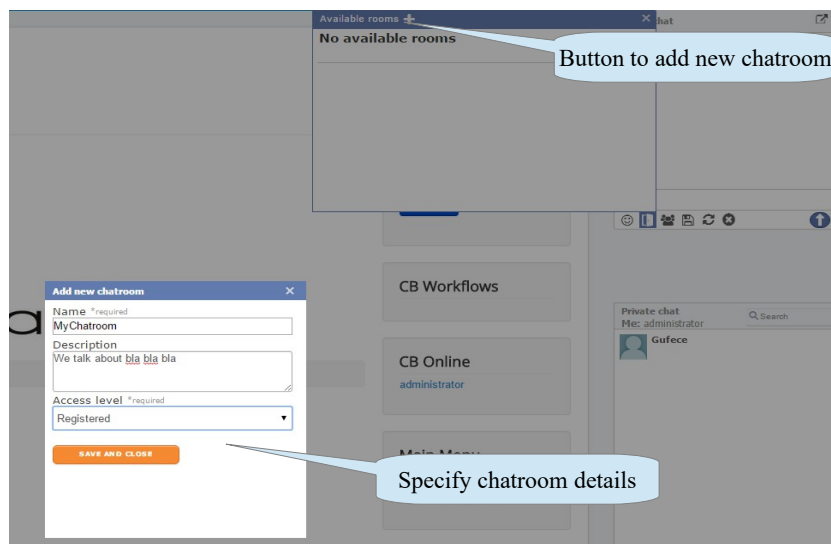
Notice that chatrooms support Joomla access level like a common article, so you will be able to assign chatrooms access level to different ACL groups of users. This means that users having not right permissions won't be able to see and join to a certain chatroom. Optionally you can even choose to assign a chatroom to specific pages based on menu items of your website.



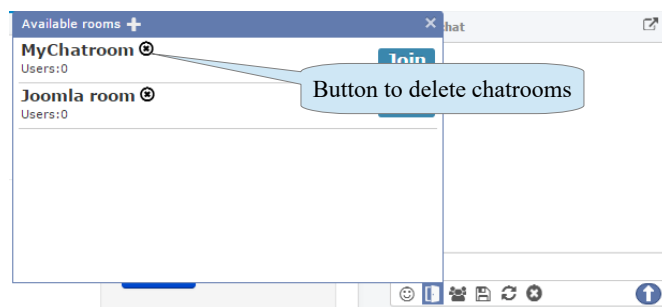
You can also choose to activate the chatroom creation and deletion in the frontend by chat users and optionally assign permissions to create or delete chatrooms by usergroups. To activate the chatroom management in frontend activate the following parameters under the tab 'Permissions':



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.

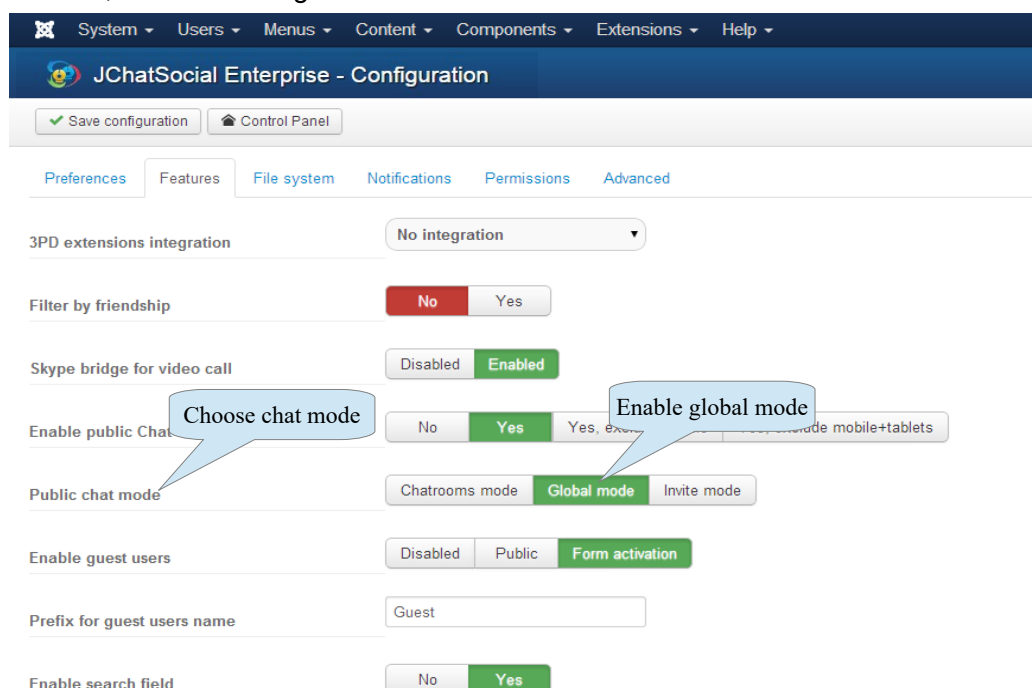


Finally, if you have enabled also the deletion of chatrooms, a button to delete existing chatrooms will be visible beside the chatrooms name. As soon as a user enabled to delete chatrooms click on that button the chatroom will be deleted permanently.



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 is a composite of two Joomla! website screenshots and a chat interface, illustrating the steps for managing a group chat. The top screenshot shows the Joomla! front-end with a 'Request for group chat sent to user "Vicky Lend"' notification. The bottom screenshot shows the same site with a 'Request for group chat accepted from user "Vicky Lend"' notification. The chat interface on the right shows a list of users with status icons (gray, yellow, green) and a 'Chat(2)' window.

STEP 1: Add user to Group chat

Notify that request is sent and is pending to be accepted

Request for group chat sent to user "Vicky Lend"

Powered by Joomla!, valid XHTML and CSS

Notify that has been accepted and user is added to Group chat

Request for group chat accepted from user "Vicky Lend"

Powered by Joomla!, valid XHTML and CSS

Show users in this conversation.

Click to send request to add user to Group chat. Yellow icon is pending.

STEP 2: accepted request from added user. Green icon is accepted.

STEP 3: click again to remove user from Group chat. Gray icon is removed.

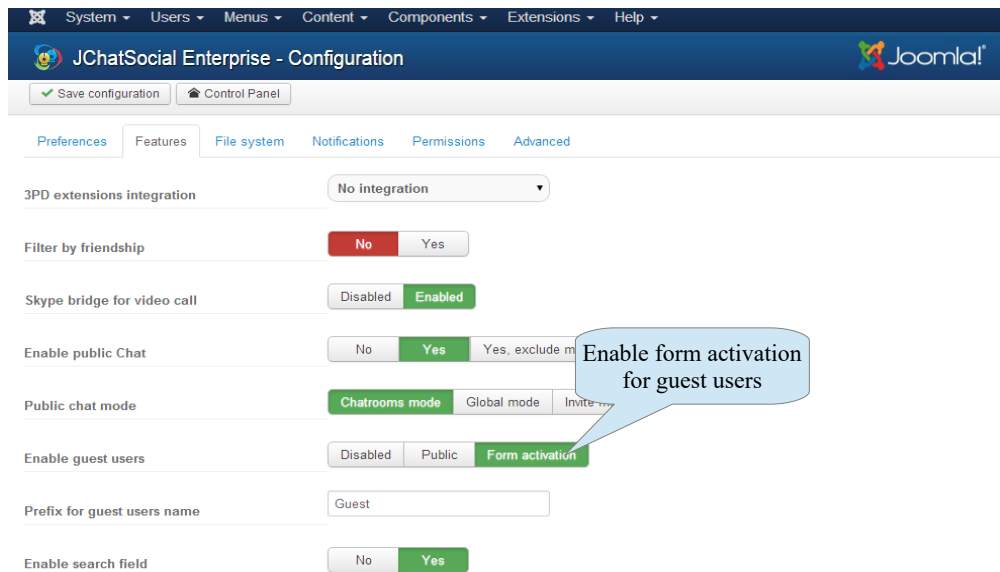
Chat form activation for guests

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

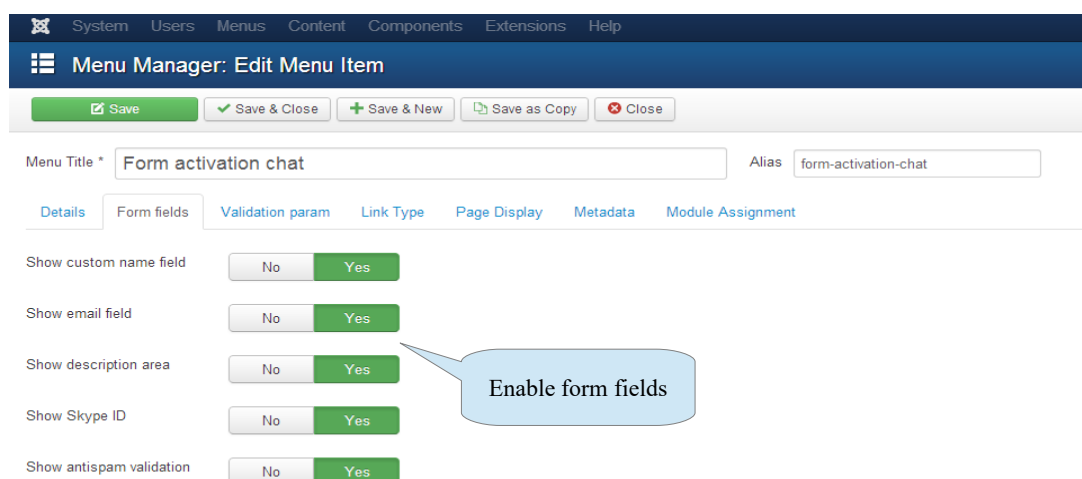
To enable the chat form activation mode you can enable the setting in chat configuration and create a new menu item pointing to chat form view.



The screenshot shows the Joomla! administration interface for JChatSocial Enterprise. The 'Configuration' page is open, with the 'Advanced' tab selected. Under the 'Enable guest users' section, the 'Form activation' option is selected. A callout bubble points to this option 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! administration interface for the Menu Manager. The 'Edit Menu Item' page is open, with the 'Form fields' tab selected. All the 'Show' options are set to 'Yes'. A callout bubble points to the 'Yes' buttons with the text 'Enable form fields'.

Menu Title *	Alias
Form activation chat	form-activation-chat

Form fields	
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

Menu Title * Alias

[Details](#)
[Form fields](#)
[Validation param](#)
[Link Type](#)
[Page Display](#)
[Metadata](#)
[Module Assignment](#)

Email required

Description required

Skype ID required

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

3 + 8 =

Chat join form with all fields enabled

Start Chat Now!

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

Button to join chat

Main Menu

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

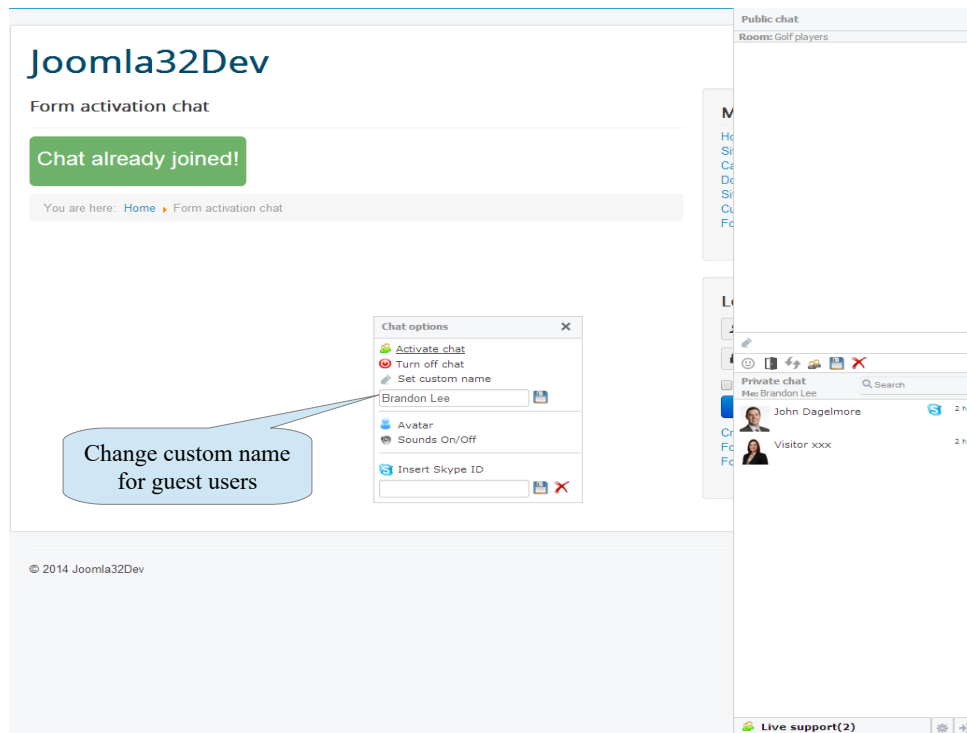
Login Form

☐ Remember Me

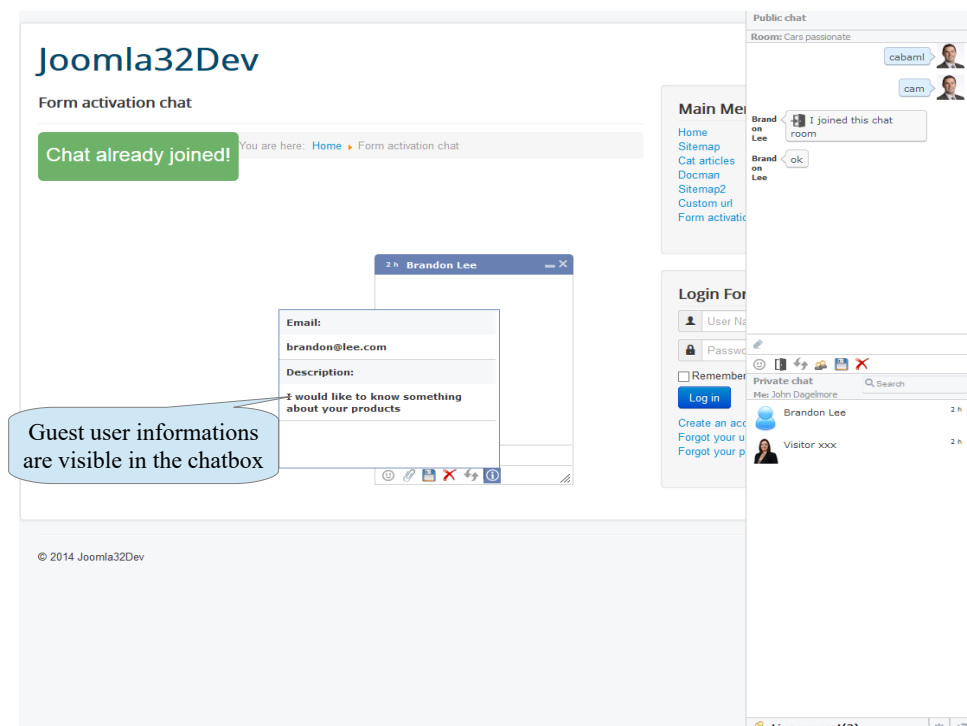
[Create an account >](#)
[Forgot your username?](#)
[Forgot your password?](#)

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 shown 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 shown 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.



Meetings

Thanks to the chat form activation it's possible to use the 'Meetings' functionality of JChatSocial.

Meetings are a kind of subsets of the general chat that are reserved and independent of everything else, which means that people joining a meeting will be able to only interact with other users in the same meeting. At the same time, people who are outside of a meeting won't be able to interact with users who are participating in a meeting.

This feature allows to:

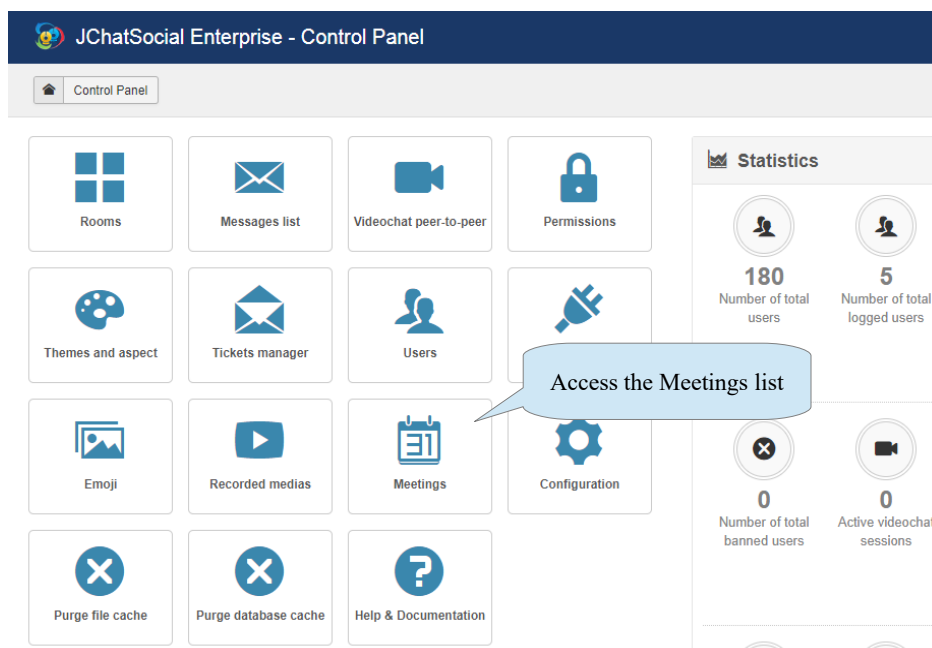
- Create and schedule meetings assigning a start/end date
- Auto generate a link to access the meeting to share among participants
- Make it possible to restrict the private chat, public chat, videochat, conference etc between participants of a meeting

To enable the meeting feature , the first thing to do is to choose the following settings:

Guest users and meetings

Enable guest users and meetings	Form activation/Meetings	Choose the Form activation and Meetings feature
Enable meetings	No Yes	Enable the meetings feature
Meeting URL redirection	No Yes	Redirect to a specific page after that a user joins the meeting, for example it's possible to redirect to the video conference page
URL for meeting redirection		
Show meeting details	No Yes	Show details of the meeting in the join page
Meeting auto-logout	No Yes	Automatically logout registered users

Once activated the Meetings feature, a new icon will be shown in the control panel to access the Meetings list and manage records:



Opening the Meetings list it's possible to manage records and create, schedule, publish and delete meetings:

Num	Name	Description	Participants	Start date	End date	Order	Published	ID
1	Website job	This is a meeting about the job for the website	John Mike Brenda	2020-12-25 12:00:00	2021-01-25 14:00:00	1	<input checked="" type="checkbox"/>	1
2	Discussions with partner agency	During this meeting there will be a discussion with our partner agency to increase revenue	Alex Markus Micky Gary	2020-12-25 22:13:00	2020-12-26 22:13:05	2	<input checked="" type="checkbox"/>	2

When a meeting is created there are several informations assigned:

- A meeting ID that is automatically generated
- A meeting link to share among participants in order to join the meeting
- Name and description of the meeting
- The list of participants
- The start/end date of the meeting
- The meeting status, if the meeting is not published it won't be available for users

Meeting ID: R8uCc-PeZrm-DtjCq [Copy to clipboard](#)

Meeting link: <http://joomla39/chat-form-activation/form/R8uCc-PeZrm-DtjCq.html> [Copy to clipboard](#)

Name: Website job

Description: This is a meeting about the job for the website

Participants: John, Mike, Brenda

Start date: 2020-12-25 12:00:00

End date: 2021-01-25 14:00:00

Published: No Yes

The meeting link is a special one that can be shared with users who need to participate to the meeting using your preferred method, for example email, newsletter, socials, etc

When a user visits the meeting link, he will see the meeting informations along with the chat form to join it.

It's required that participants are not logged in to the website with a registered account, otherwise the feature won't be available. In fact, only guest users are allowed to participate in the meeting, for this reason by default if a logged in user accesses the meeting link he will be automatically disconnected from the website.

Chat form activation

Meeting ID	40ARK-YsvJA-L3H6m
Meeting name	Discussions with partner agency
Informations	During this meeting there will be a discussion with our partner agency to increase revenue

Participants

AlexMarkusMickyGary

Meeting starts on:

2020-12-25 22:13:00

Meeting ends on:

2020-12-26 22:13:05

Nickname	Markus
Email	
Description	

Join the meeting

Informations about the meeting

Enter the name, etc

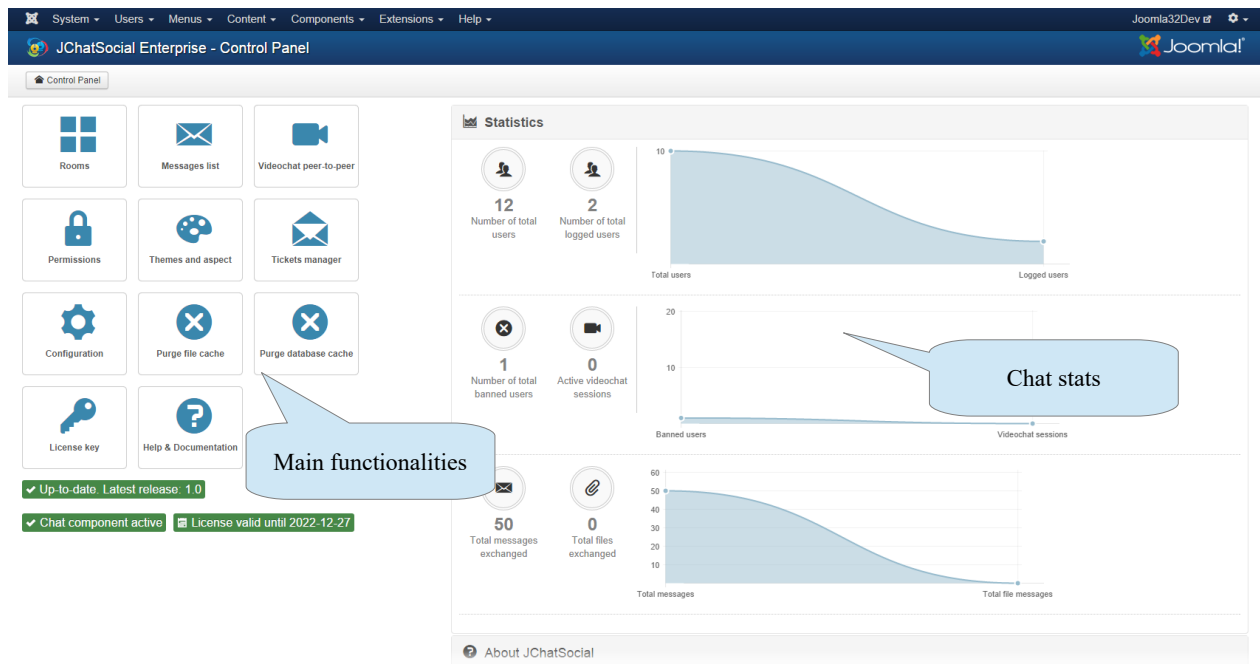
Click to join the meeting

As soon as a user joins a meeting the chat starts to work and he will be able to communicate with other participants if any.

At any time it's possible to exit the meeting clicking on the 'Exit meeting' button.

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 useless 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'.

JChatSocial Enterprise - Messages list								
Message details Delete Export messages Purge messages Control Panel								
Filter: <input type="text"/> Go Reset								
From: <input type="text"/> To: <input type="text"/> Go Reset								
State: <input type="text"/> Message type: <input type="text"/> - All messages <input type="text"/> 20								
#		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 i'm 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 shown 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.

System
Users
Menus
Content
Components
Extensions
Help

JChatSocial Enterprise - Configuration

Save configuration
Control Panel

License key
Preferences
Features
Themes and aspect
Videochat peer-to-peer
File system
Ticketing and live support
Permissions
Advanced

Actions and permissions

Allow videochat access

All groups
Guest
Manager
Administrator
pincolo
Registered
Author
Editor
Publisher
Sub Super users
Super Users

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

Chat access levels

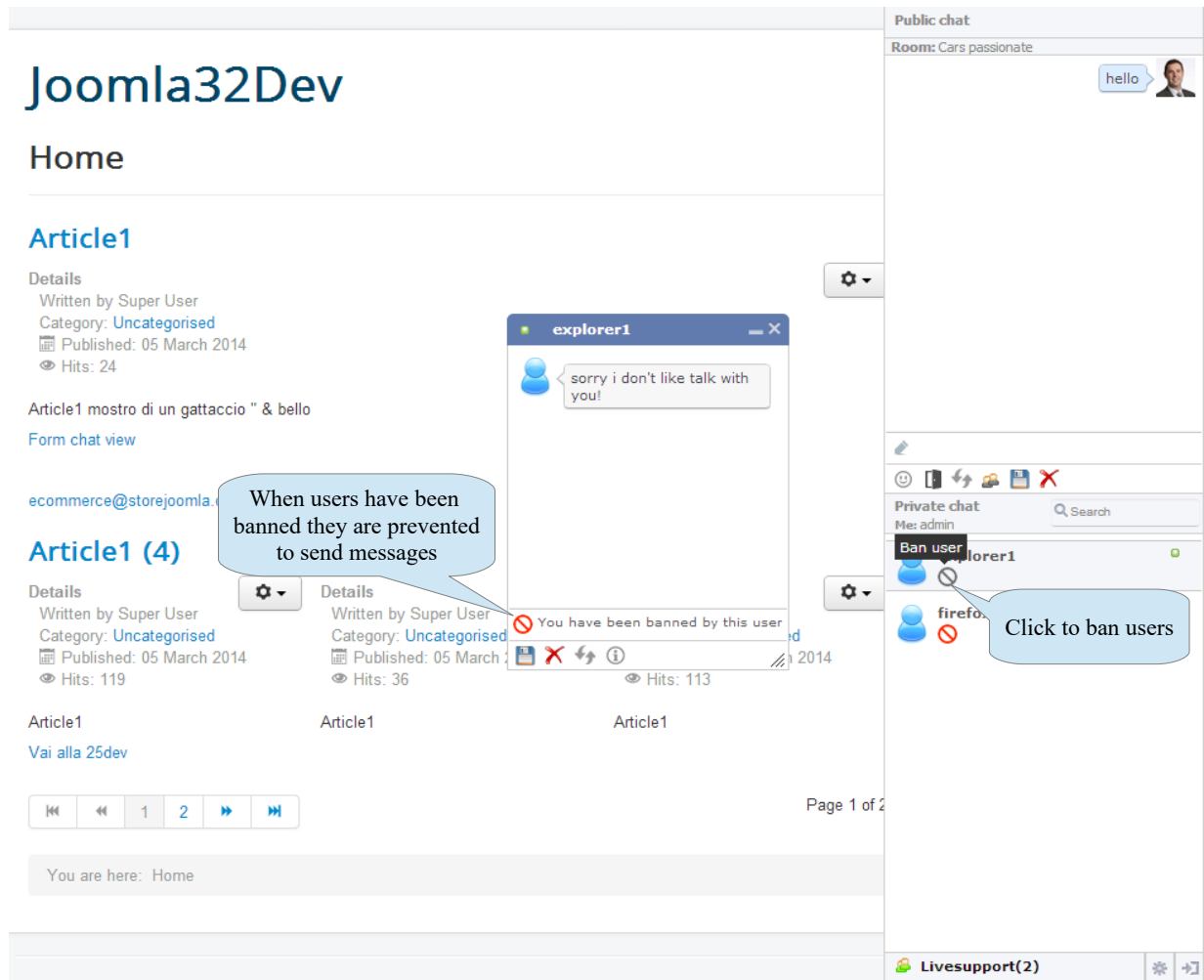
All access levels
Guest
Public
Registered
Special
Sub super users
Super Users

Set chat permissions for specific actions

Set access levels for the chat app

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.



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.

System - Users - Menus - Content - Components - Extensions -

Save configuration Control Panel

p

Article Image

Banning mode

Enable users banning ☐ No ☒ Yes

Users banning mode ☒ Private chat ☐ Private and public chat

Words banning ☐ No ☐ Yes

Banned words

Replacement word

IP address banning ☐ No ☐ Yes

Set IP ranges

Enable and set the banning mode

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.

System - Users - Menus - Content - Components - Extensions - Help - Community Builder - Joomla!34dev2

JChatSocial Enterprise - Users list

Control Panel

Filter: Go Reset

Ban user permanently

State - All users - 20

#	User ID	Username	Name		Ban user	Avatar
1	40	admin	Super User	admin@admin.com	<input checked="" type="radio"/>	
2	43	explorer	explorer	explorer@explorer.com	<input checked="" type="radio"/>	
3	42	firefox	firefox	marco2punti@gmail.com	<input checked="" type="radio"/>	
4	41	opera	opera	opera@opera.com	<input checked="" type="radio"/>	
5	70	john dag	John Dagelmore	store.econmerces@gmail.com	<input checked="" type="radio"/>	
6	71	storejoomla	storejoomla	tw2423833105@twitter.com	<input checked="" type="radio"/>	
7	44	test1	test1	test1@test1.test1	<input checked="" type="radio"/>	

Avatar of the user

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

Enable users moderation ☐ Disable ☒ Enable

Moderation groups

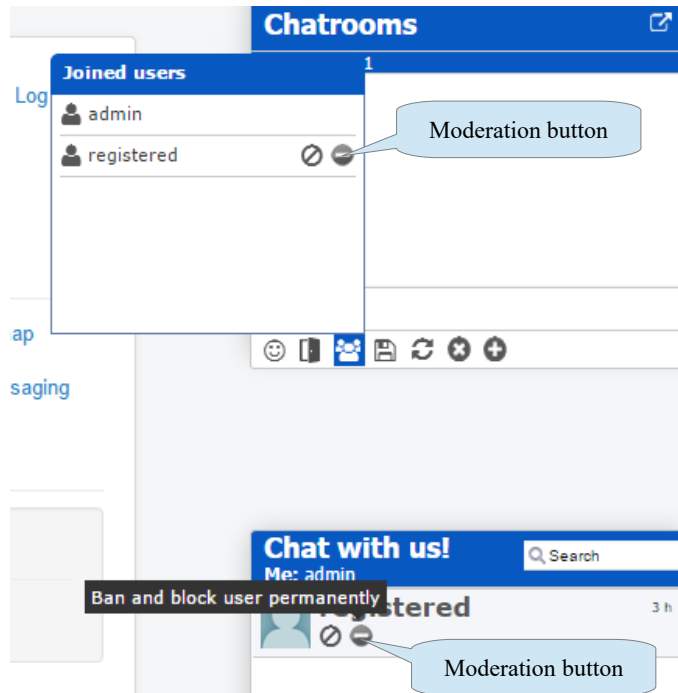
Enable moderation and choose user groups for moderators

- All groups
- Guest
- Manager
- - Administrator
- Registered
- - Author
- - - Editor
- - - - Publisher
- Super Users

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 shown 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 shown 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 'JChatSocial Enterprise - Configuration' page. The 'Rendering management' tab is active. The configuration options and their current states are as follows:

- Chat template:** A dropdown menu set to 'Alternative'. An annotation 'Chat template' points to it.
- Tooltip template:** Two buttons: 'Standard' (inactive) and 'Arm' (active).
- Override color:** A color picker showing a hex code starting with '#rrggbb'. An annotation 'Custom color variation' points to it.
- Chatboxes positionment:** Two buttons: 'Bottom positionment' (active) and 'Middle screen positionment' (inactive). An annotation 'Chatbox default positionment mode' points to it.
- Public chat height override (%):** A text input field with the value '30'.
- Private chat height override (%):** A text input field with the value '60'. An annotation 'Height of side chatboxes' points to it.
- Default chatboxes distance:** A dropdown menu set to 'Normal density'.
- Rendering mode:** Two buttons: 'Auto' (inactive) and 'Custom module' (active). An annotation 'Choose rendering mode' points to it.
- 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:** Two buttons: 'Top' (active) and 'Bottom' (inactive).
- Chat module status:** A checkbox labeled 'Chat module enabled' which is checked. An annotation 'Status of chat module' points to it.

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 the same configuration page but with different settings and annotations:

- Chat template:** A dropdown menu set to 'Alternative'. An annotation 'Choose chat template' points to it.
- Chatboxes positionment:** Two buttons: 'Bottom positionment' (inactive) and 'Middle screen positionment' (active).
- 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.

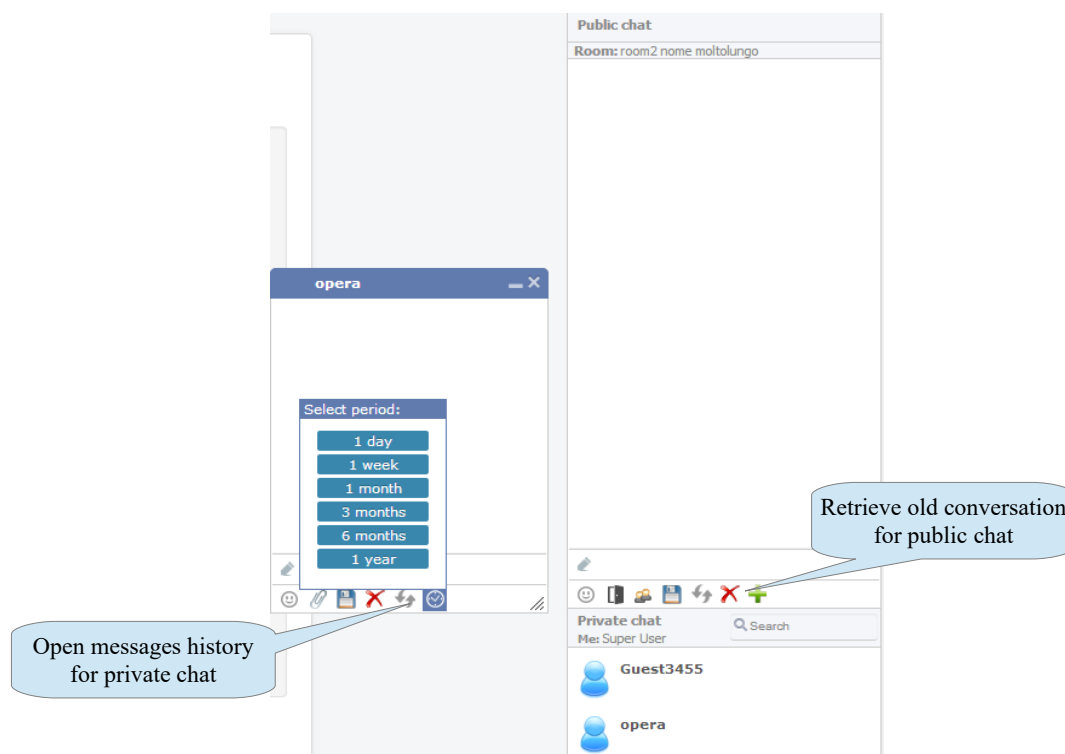
When users are both logged in during a private chat, a button to open up a popup with a list of available periods is shown inside the chatbox. Simply clicking on the selected period, all old messages exchanged within that time frame will be loaded into chatbox.

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 shown 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 shown 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.

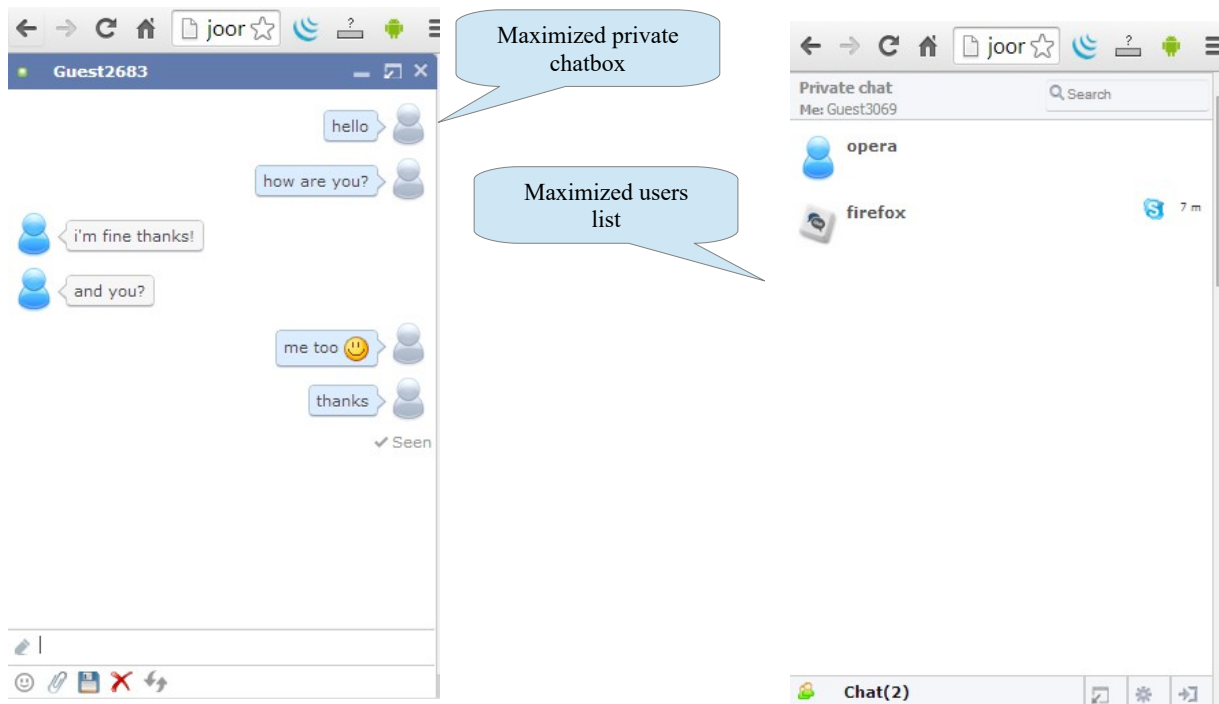
Moreover the chat windows to suit at best on mobile screen, allow you to maximize in full-screen mode every kind of chatbox. You can enable fullscreen mode for:

- 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.

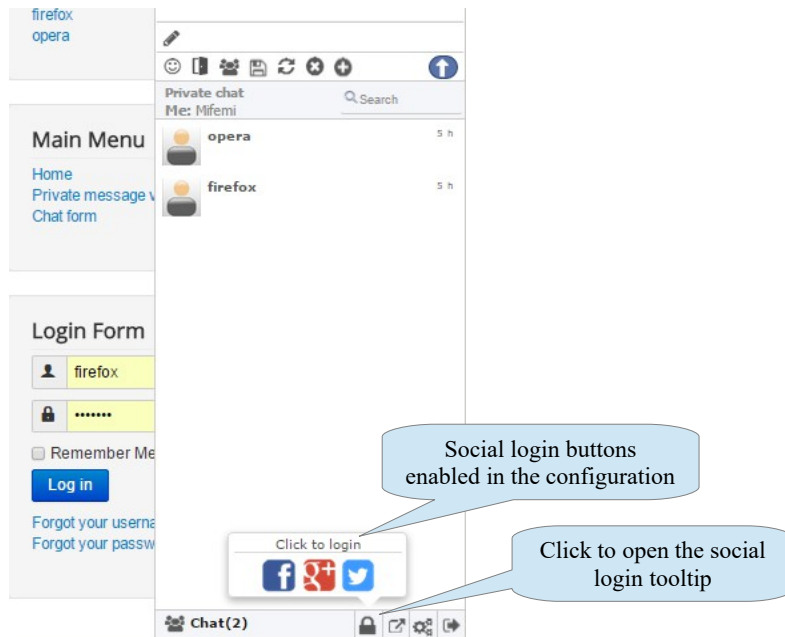
Of course you don't need to setup all Facebook, Google Plus and Twitter apps credentials. You can simply choose one of them based on your preferences, and activate a single platform for the social login, either Facebook, Google Plus or Twitter.

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

The screenshot displays the 'JChatSocial Enterprise - Configuration' interface. At the top, there's a navigation bar with tabs: System, Users, Menus, Content, Components, Extensions, Help, and Community Builder. Below this is a sub-header 'JChatSocial Enterprise - Configuration' with buttons for 'Save configuration' and 'Control Panel'. A secondary navigation bar includes tabs: Preferences, Features, Themes and aspect, Videochat peer-to-peer, File system, Ticketing and live support, Social login, Permissions, and Advanced. The 'Social login' tab is active, showing three sections: 'Facebook Connect setup', 'Google Plus setup', and 'Twitter setup'. Each section has an 'Activate' toggle and input fields for App ID and App Secret. Callout boxes point to these sections with the text 'Set Facebook app credentials and activate it', 'Set Google Plus app credentials and activate it', and 'Set Twitter app credentials and activate it'. Below these is a 'Connect parameters' section with options for 'Facebook SDK loading', 'Identification type' (Social network ID or Email address), and 'Verify SSL peer connection'.

Section	Field	Value
Facebook Connect setup	Activate Facebook login	<input checked="" type="checkbox"/> Yes
	Facebook App ID	1528164987411894
	Facebook App Secret	4181857736a602542eb5456ed7f
Google Plus setup	Activate Google Plus login	<input checked="" type="checkbox"/> Yes
	Google App Client ID	584510267760-b1rjnevcl8tobkt1rf
	Google App Client Secret	7zA4NXI3mqJcG0bRvFWQikH
Twitter setup	Activate Twitter login	<input checked="" type="checkbox"/> Yes
	Twitter Consumer Key	COFyqYcoSnX6f8t1JAYCXJ6
	Twitter Consumer Secret	vJmRgr1BL04hASbZbRT9tUsg8d
Connect parameters	Facebook SDK loading	<input checked="" type="checkbox"/> Yes, overwrite
	Identification type	<input checked="" type="checkbox"/> Social network ID
	Verify SSL peer connection	<input checked="" type="checkbox"/> No

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

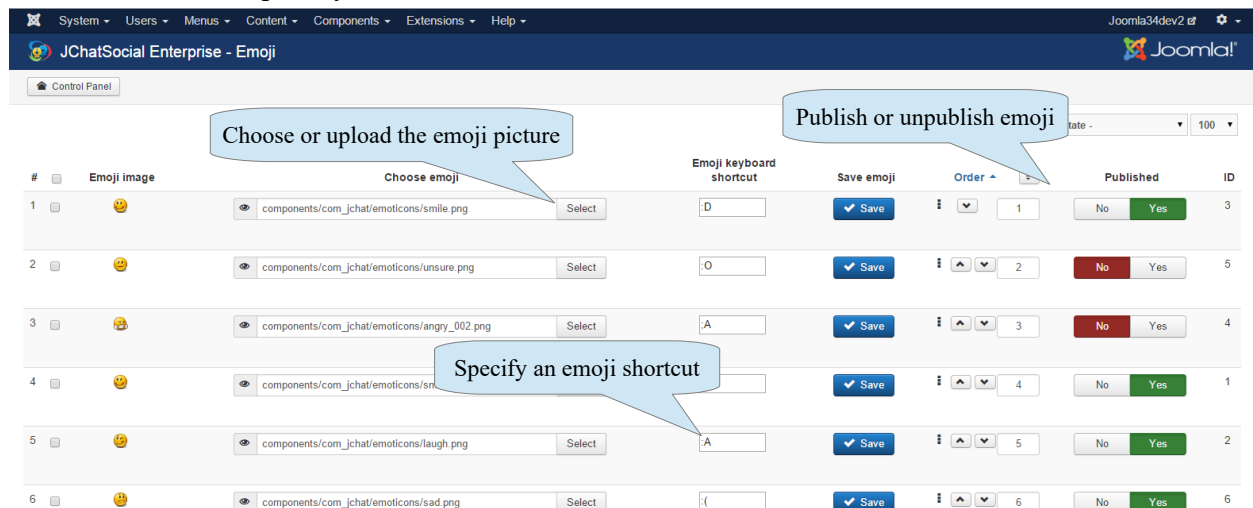
When a user logs in using this function a new user is automatically created and it's visible in the Joomla backend, thus you can keep track of new social users logged in.

Emoji

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

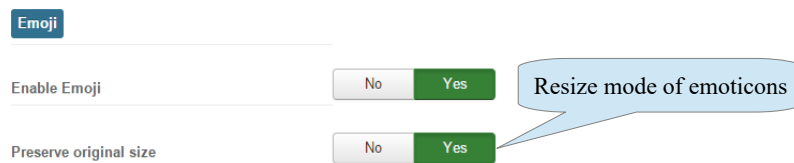
You can upload custom images in different formats such as png, jpg or animated gif and use them as emoticon pictures in the chat messages.

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.

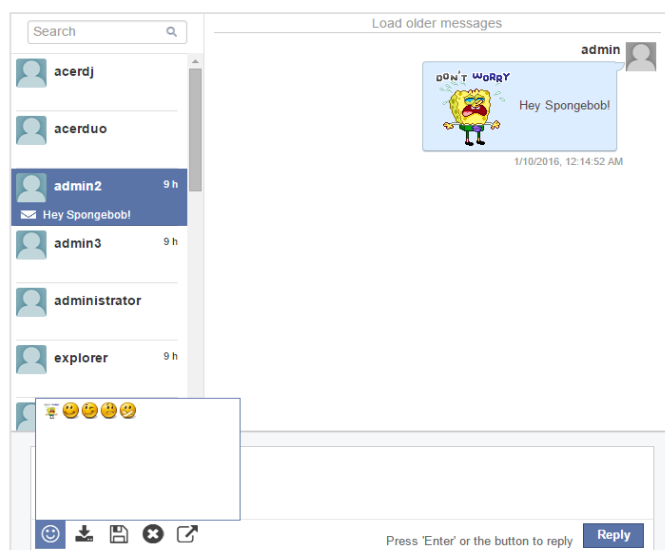


In the component configuration you can choose to rescale automatically all emoji pictures to a max size of 18px (default) or to keep the original picture size.

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.

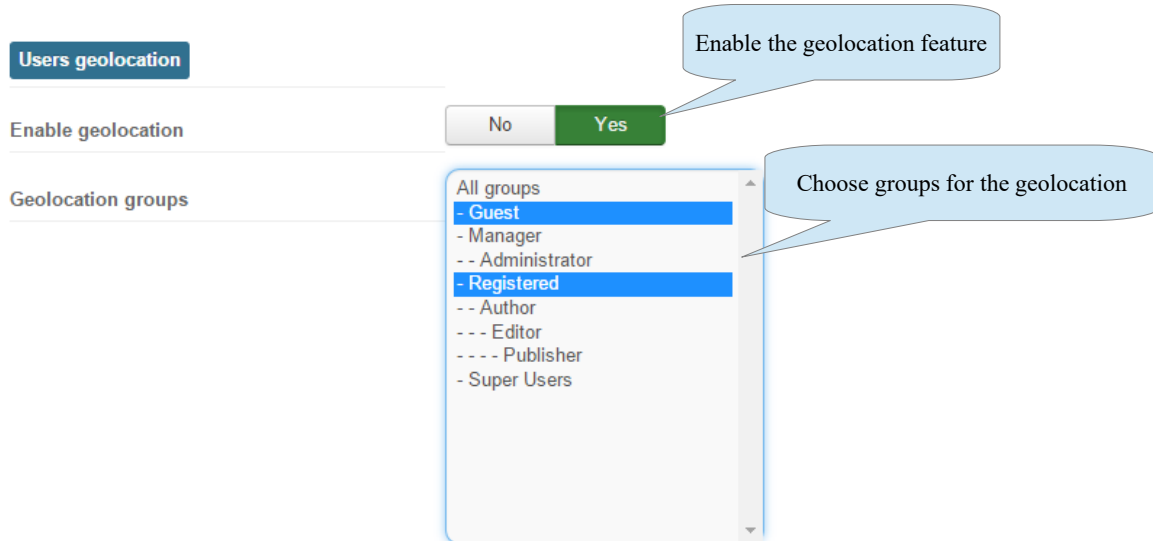


Geolocation

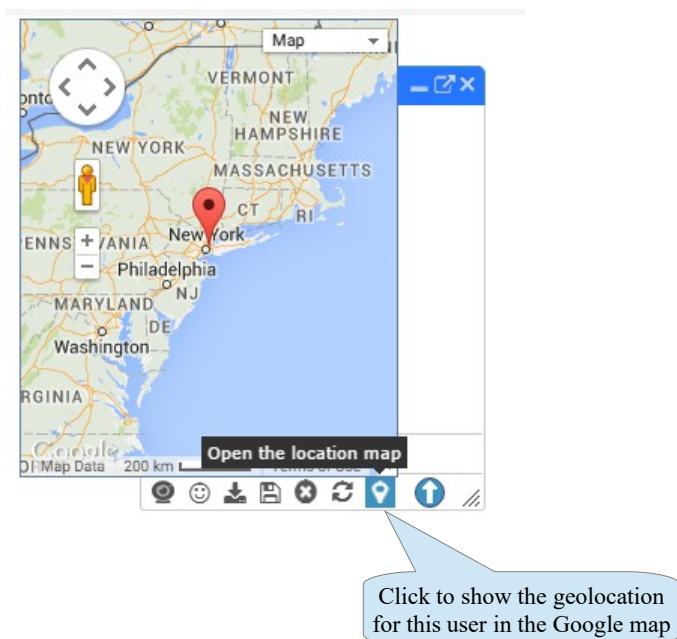
JChatSocial is able to retrieve the position of users and show it in a Google map, this is particularly useful when used in combination of the live support mode.

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 'JChatSocial Enterprise - Configuration' page. The 'Language translator' tab is selected. The 'Translation settings' section includes:

- Enable language translation:** A toggle switch set to 'Enable'. A callout bubble says 'Enable the Language Translator'.
- User groups able to use the language translation:** A list of user groups: All groups, - Guest, - Manager, - Administrator, - Registered, - Author, - Editor, - Publisher, and - Super Users. A callout bubble says 'Assign user groups able to activate and use the language translation'.
- Auto translate incoming messages:** A toggle switch set to 'Yes'.
- Translate self message:** A toggle switch set to 'No'.
- Default source native language:** A dropdown menu set to 'Default site language'.
- Default target language:** A dropdown menu set to 'French'. A callout bubble says 'Choose default languages both for the native source and target language'.

The 'PHP compatibility test' section shows a green checkmark and the text 'Supported PHP version'. A callout bubble says 'Check PHP minimum requirements'.

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:

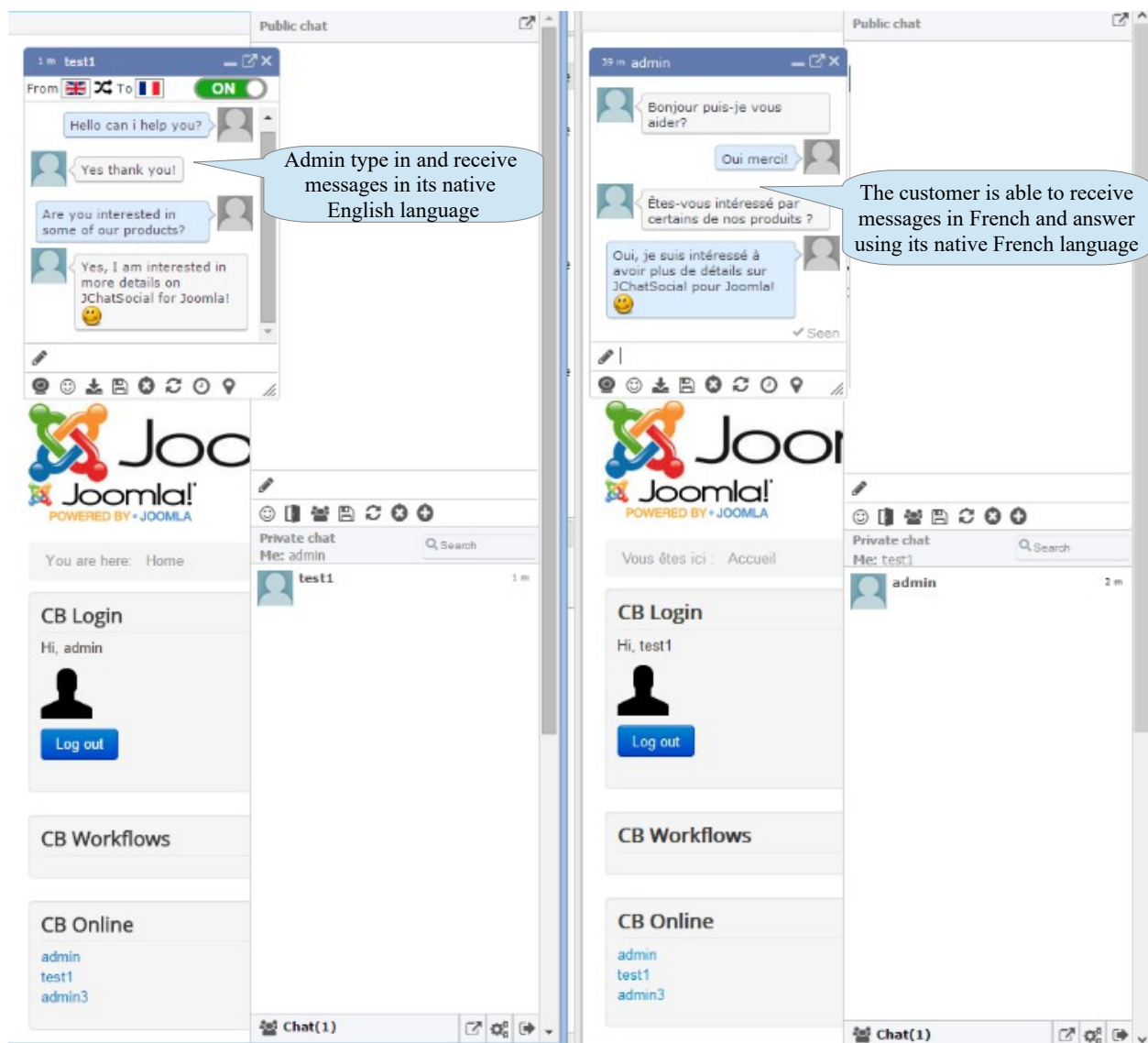
The screenshot shows a private chat interface. The language translator controls are visible at the top of the chat window:

- From:** A dropdown menu showing the source language, currently set to 'English'.
- To:** A dropdown menu showing the target language, currently set to 'French'.
- Language Translator on/off switch:** A toggle switch set to 'ON'. A callout bubble says 'Language Translator on/off switch'.
- List of available languages:** A list of languages: English, Esperanto, Estonian, Finnish, French, Galician, Georgian, German, Greek, and Hindi. A callout bubble says 'List of available languages'.

The chat window also shows a 'Private chat' header, a search bar, and a list of chat participants: 'Me: admin' and 'test1'.

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

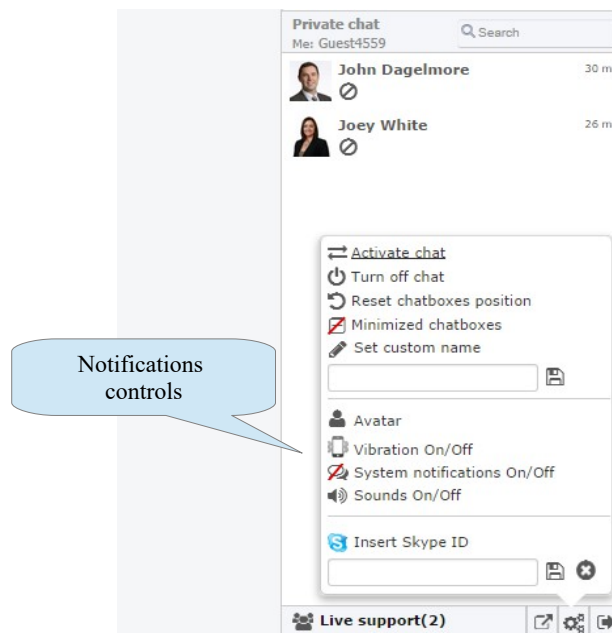
System notifications

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.

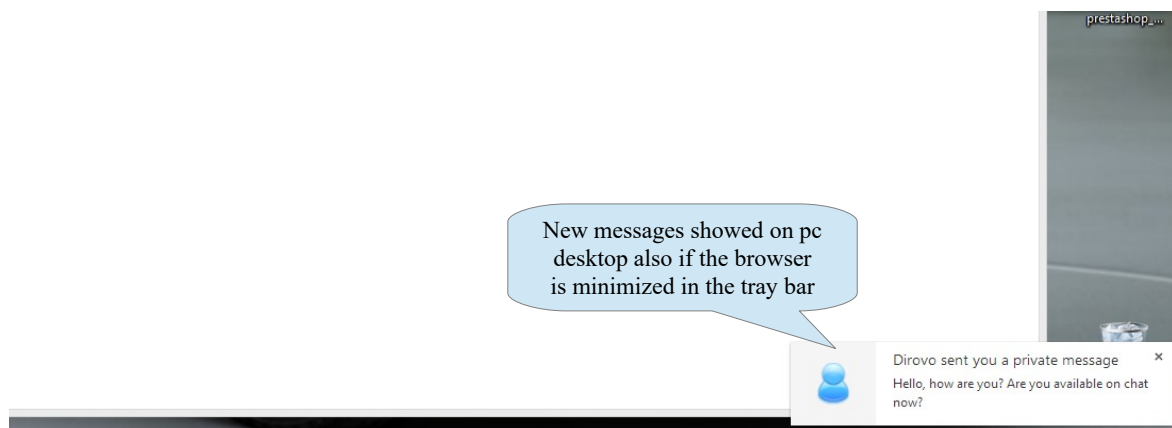
Inside the chat options all the supported types of notifications can be enabled/disabled. Based on the device, browser and operating system you can control 3 types of notifications:

- 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 shown by default and in the meanwhile ensure a high visibility of the chat application to all the visitors.



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.

