

## 4. Phrases and Language Packs

*Predefined text, language packs and waiting messages.*

The screenshot shows a configuration interface for creating a new answer or text message. The interface is divided into two main sections. The left section, titled 'New Answer / Text', contains several input fields and dropdown menus. The right section, titled 'Group Chat Full', contains a list of predefined messages. Numbered callouts are placed over the interface to highlight specific features:

- 1** points to the 'Group Chat Full' section on the right.
- 2** points to the 'Title' field in the left section.
- 3** points to the 'Message Type' dropdown menu in the left section.
- 4** points to the 'Display messenger after' dropdown menu in the left section.

**1** You should never delete a single message, except custom ones! Always create complete language packs when adding a new language.

**2** You can add custom waiting messages for your website visitors when they start a chat conversation.

**3** The message type use standard for custom created messages. This messages are fired automatically after a certain waiting time in the chat.

**4** Select the time when the message should be shown in the conversation. Please note it only shows until an operator picks up the live chat.