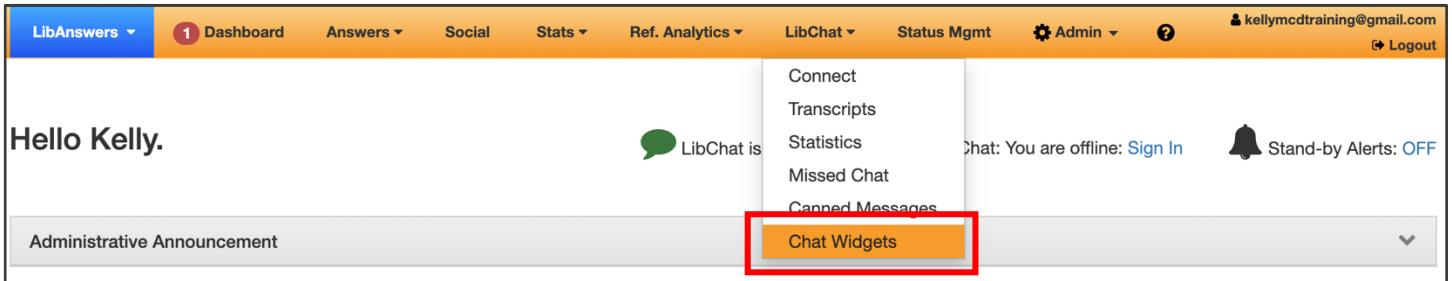


Creating and Editing Widgets

Any user can create a widget; however, you can only edit or delete widgets that you have created. Please contact the AAL Help Desk if you'd like to edit or delete a widget someone else previously created or if you need help with any portion of the widget creation.

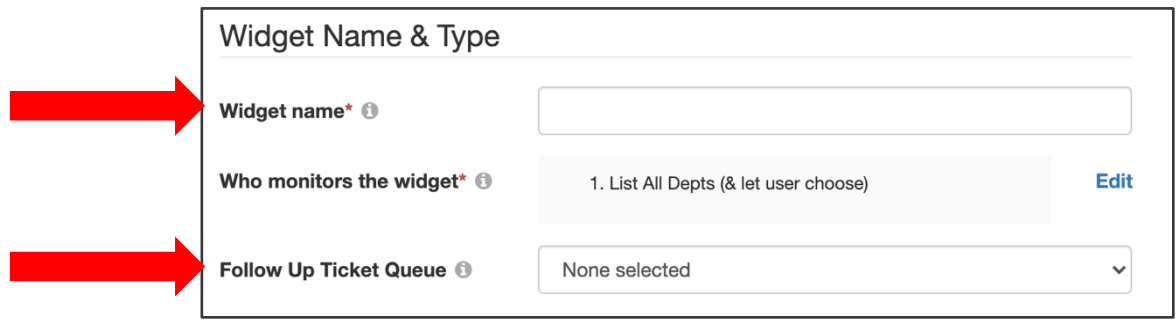
1. Open LibChat>Widgets from the orange toolbar.



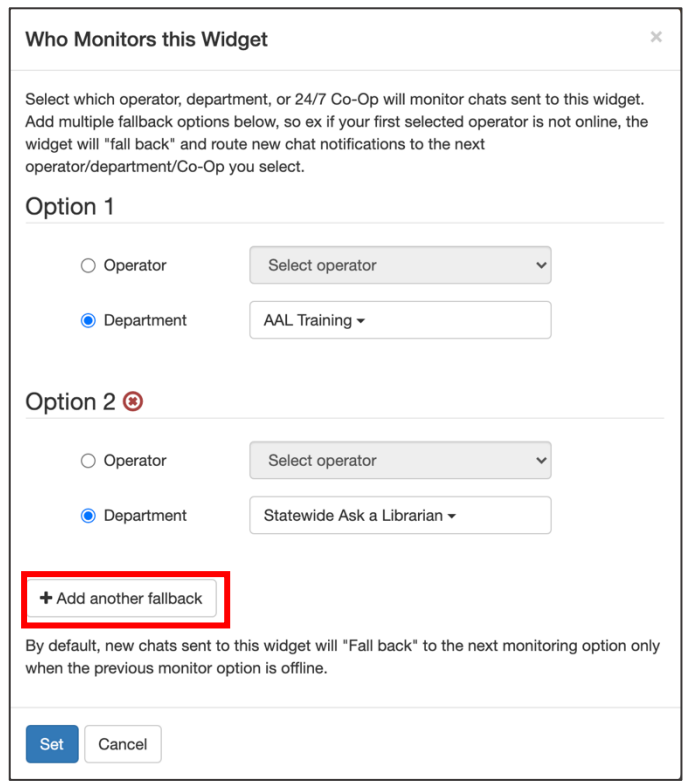
2. Select the Create New Widget button



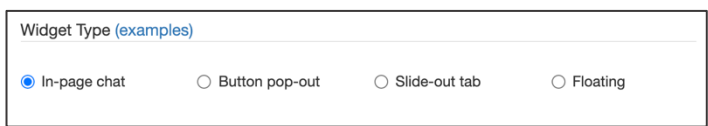
3. Be sure to name your widget beginning with your library's name and select your library from the Follow Up Ticket Queue from the dropdown list.

A screenshot of the 'Widget Name & Type' form. The form has three main sections: 'Widget name*' with an information icon and an empty text input field; 'Who monitors the widget*' with an information icon, a dropdown menu showing '1. List All Depts (& let user choose)', and an 'Edit' button; and 'Follow Up Ticket Queue' with an information icon and a dropdown menu showing 'None selected'. Two red arrows point to the 'Widget name*' and 'Follow Up Ticket Queue' fields.

4. When choosing Who Monitors the Widget, you can either choose a specific user or an entire department. Be sure to Add Another Fallback and include Statewide or Academic then Statewide.

A screenshot of the 'Who Monitors this Widget' dialog box. The dialog has a title bar with a close button. Below the title, there's a description: 'Select which operator, department, or 24/7 Co-Op will monitor chats sent to this widget. Add multiple fallback options below, so ex if your first selected operator is not online, the widget will "fall back" and route new chat notifications to the next operator/department/Co-Op you select.' There are two 'Option' sections. 'Option 1' has radio buttons for 'Operator' and 'Department', with 'Department' selected. The 'Department' dropdown shows 'AAL Training'. 'Option 2' also has radio buttons for 'Operator' and 'Department', with 'Department' selected. The 'Department' dropdown shows 'Statewide Ask a Librarian'. At the bottom, there's a red box around a '+ Add another fallback' button. Below that, there's a note: 'By default, new chats sent to this widget will "Fall back" to the next monitoring option only when the previous monitor option is offline.' At the very bottom, there are 'Set' and 'Cancel' buttons.

5. Select the Widget Type and preview what that widget looks like on the right side of the screen.

A screenshot of the 'Widget Type' selection options. The title is 'Widget Type (examples)'. There are four radio button options: 'In-page chat' (selected), 'Button pop-out', 'Slide-out tab', and 'Floating'.

- Select an area of the preview section to customize the look or language displayed.
- Saving your widget will automatically generate code to embed on your site.

1AAL Training Widget ✕

```
<div id="libchat_32ad88891e3ed8fae2f2256420e742c4"></div><script
src="https://tblc.libanswers.com/load_chat.php?
hash=32ad88891e3ed8fae2f2256420e742c4"></script>
```

Close

- On the main widget list page, you can view other options once your widget is created:
 - View Code** (shows additional code that may be needed to embed on your web page)
 - Copy** (Allows you to create a new widget from the settings saved in this one)

Edit (All changes saved will affect the "Live" widget if you already have it embedded without having to change the coding)

Delete (Remember, you can only delete widgets you have created and you'll want to be sure it is no longer embedded on your site before doing so)

Preview/Text Customization [\(more help\)](#)

Below is the live preview of every pane of this widget. Customize the UI Elements ("Welcome to LibChat" text, labels inside form fields, buttons, colors (background and text, etc.) by clicking on the given label/area inside the widget.

Login View

The patron fills out this form to start a chat.

Welcome to LibChat!

Name (blank=anonymous)

Select Department:

Statewide Ask a Librarian
▼

Start Chat

Id	Name ▲	Type	Who monitors the widget	Created	Actions
8541	0706 Test	Embed	1. Depts: Statewide Ask a Librarian	2017-07-06 11:23:35	</> 📄
20363	1AAL Training Widget	Embed	1. Depts: AAL Training 2. Depts: Statewide Ask a Librarian	2020-11-30 09:46:43	</> 📄 📄 🗑️

Email the AAL Help Desk with any questions or if you'd prefer we created a widget for you!