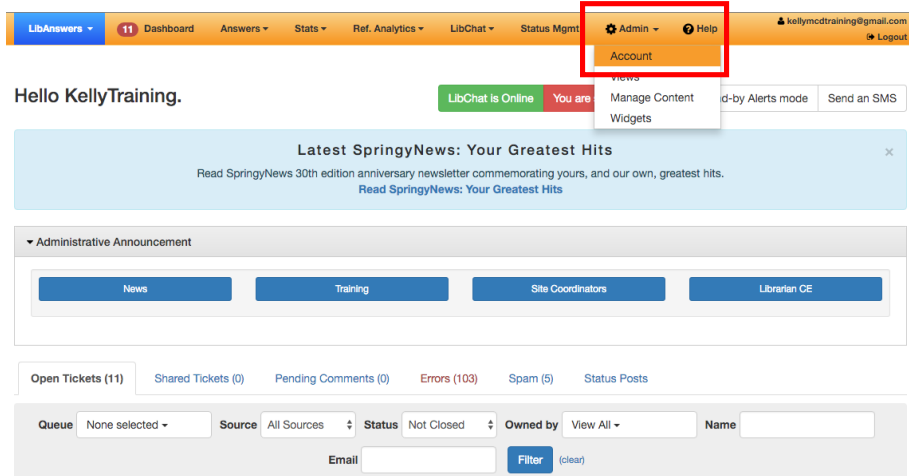


# Idle Chat Messages

An automated message can be sent after you've been idle for a specific number of minutes (if you've had to leave your computer to find something up for the patron). This will let them know you are still there and actively working to answer their question.

1. Log in to your LibApps Account
2. On the top orange toolbar select Admin and Account from the dropdown menu



3. Scroll to the bottom of the page
4. Enter the number of minutes to wait before the idle message is sent
5. Add a message that will be sent to the patron if you have not answered them within the specified time
6. Save your settings

## LibChat Settings

This setting allows you to configure which LibChat Departments you will be monitoring when you first sign in to the LibChat Dashboard.

**Default Departments to monitor** AAL Training ▾

This setting allows you to configure which LibAnswers Queues you will be monitoring when you first sign in to the LibChat Dashboard.

**Default Queues to monitor** AAL Training ▾

Set whether the sound is toggled on or off when signing in to the LibChat Dashboard.

**Sound defaults to "on"**

These settings allows you to configure an automatically sent message after a specific time of idleness by you during a chat. For instance, this can be helpful if you have to leave your computer to look up something for a patron, it will let the patron know you are away but still there.

**Idle time (in minutes)** 3 **Message text** Sorry for the delay! I am still searching for

Save