
Live Chat

CQG's Live Chat allows you to contact CQG's Customer Support team directly through the Integrated Client.

You are also able to send a picture of your screen in your Live Chat message for quicker and easier troubleshooting.

The Live Chat and IM icon is displayed on your taskbar, like this:

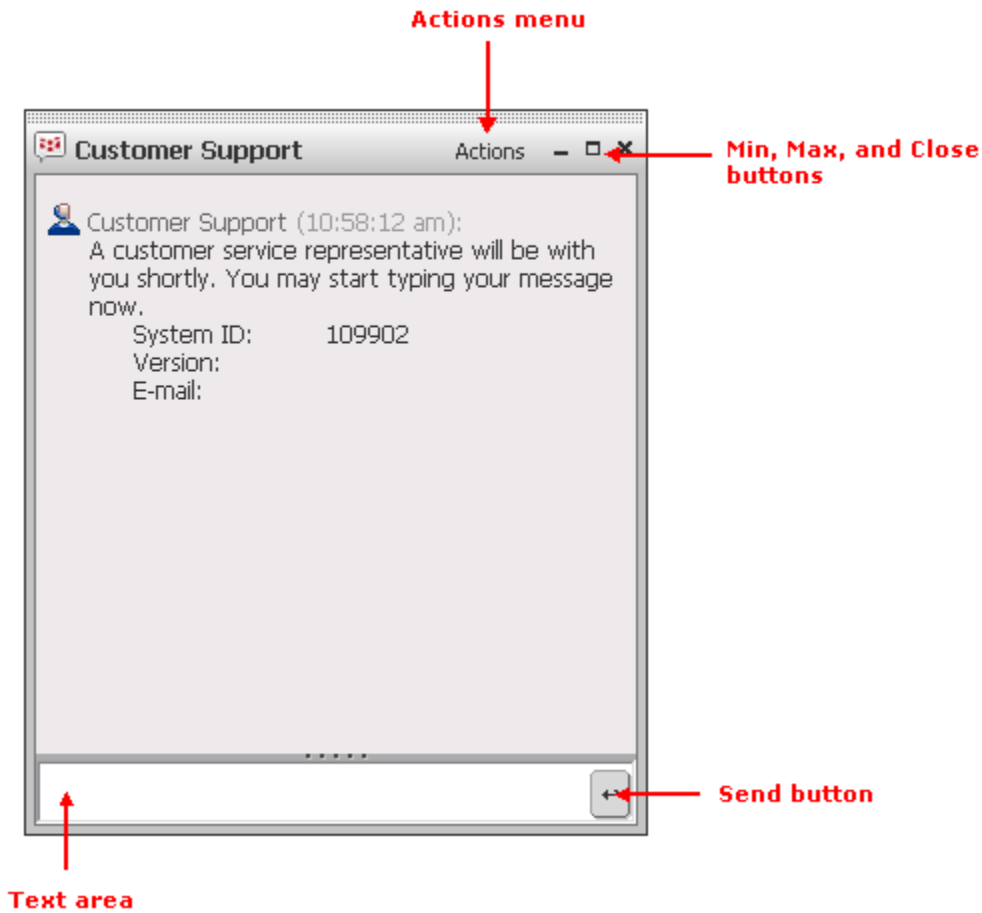


You can choose one of two enablements for IM:

- Full Access (Live Chat and IM)
- Live Chat Only

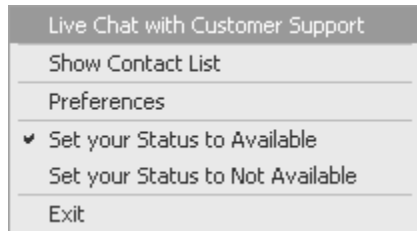
Live Chat Components

When you open the Live Chat window, it looks like this:

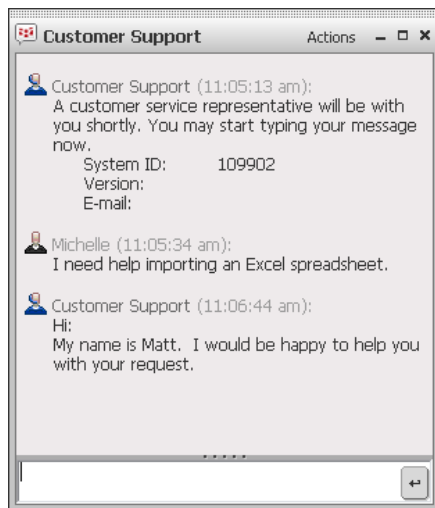


Initiating Live Chat with CQG Customer Support

1. Click the Live Chat and IM icon on your task bar. This menu opens:

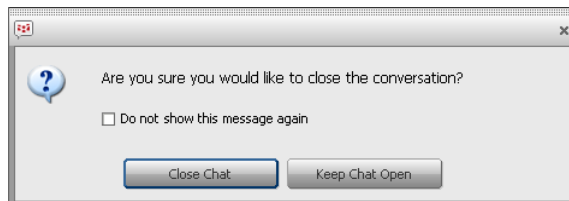


2. Click **Live Chat with Customer Support**. The Live Chat window opens.
3. Type your message in the field at the bottom of the window.
4. Click the send button. Your message is received immediately by CQG Customer Support (CSP). Your chat window will look like this:



5. When you are finished your Live Chat conversation, click the close button at the top of the Live Chat window.

This message is displayed:



6. Click **Close Chat**.

To use the Communications Toolbar

CQG offers a Communications Toolbar, which can be added using the Toolbar Manager. You can use this toolbar for Live Chat.



To initiate Live Chat, click the **LiveChat** button.

To send a screen shot with Live Chat

1. Click **Actions**.
2. Click **Send Screenshot**. The system will automatically take a picture of your current screen and send it to CSP.

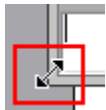
To paste an image in a Live Chat message

1. Click **Actions**.
2. Click **Paste Image**. The system will automatically place the image from your clipboard in the message field. You can send it immediately or add a comment and then send it.

In order to send an image, you must first save it to your clipboard.

To re-size the window

1. Hover your mouse in the corner of the window until your cursor looks like this:

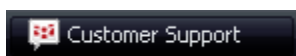


2. Click and drag the cursor until the window is the size that you want it, and then release.

In this same way, you can also move each of the window borders to lengthen and widen the window.

To minimize the window

Click the minimize button at the top of the Live Chat window. The window will be minimized and will appear on your task bar, similar to this:



Click **Customer Support** on your task bar to display the Live Chat window again.

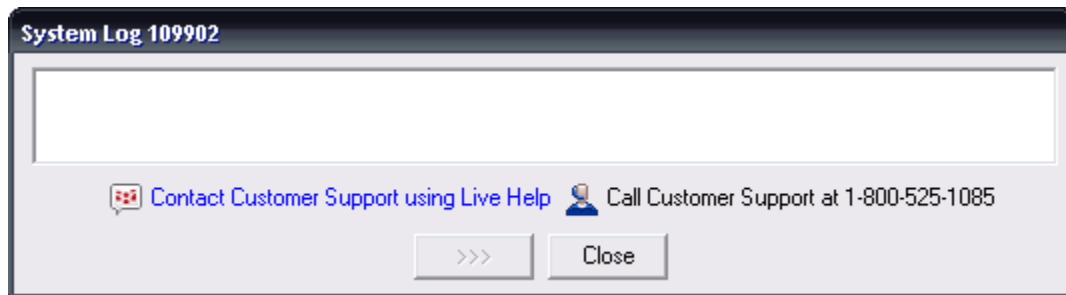
To maximize the window

Click the maximize button at the top of the Live Chat window. The window will be maximized to fit your screen.

Click that button again to return to the standard size.

To open Live Chat from CQG windows

CQG Integrated Client also has links to Live Chat on the login screen and on the System Log, like this:



Click the link to start a conversation with CSP.