Be inspired by our good practices for customizing your chatbox
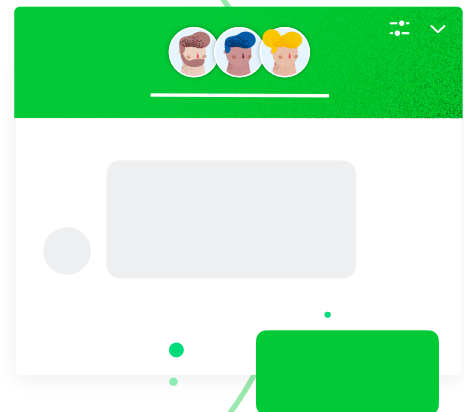
Take care over its appearance

Use your site's **main colors**.

Make sure your visitor can **continue browsing unobstructed** by minimizing the chatbox. If necessary, change the style and location of the minimized status button.

Remember to **customize the chatbox's appearance** *before* as well as *during* the conversation.

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Be transparent

Tell your visitor **how long** they can expect to wait for an answer.

Chat

My account
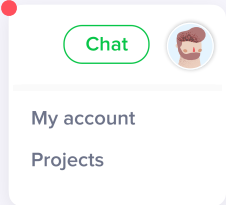
Projects

⚠️ Reminder : Indicate when your offices are opened in the Project menu.

Briefly **introduce** the respondent (for example: Sarah, *Customer Service Manager,* or Eddy, *an enthusiastic expert here to help you!*).

Sarah
Chargée de clientèle
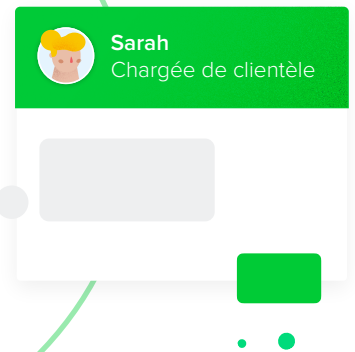
Add a human touch

Display the respondents' avatar in the header and the conversation feed :

- Choose the multi-avatar for the header to show the team before the conversation

- Then the respondent's personal avatar once the conversation has started
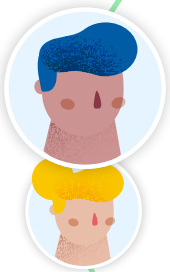
Make sure all respondents' **nicknames and avatars are of good quality** by going into their user account.

For a chatbot, give it an **identity of its own** or opt for a more understated look by giving it your brand's name and picture.

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