



Snap-Ins Chat

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SNAP-INS CHAT

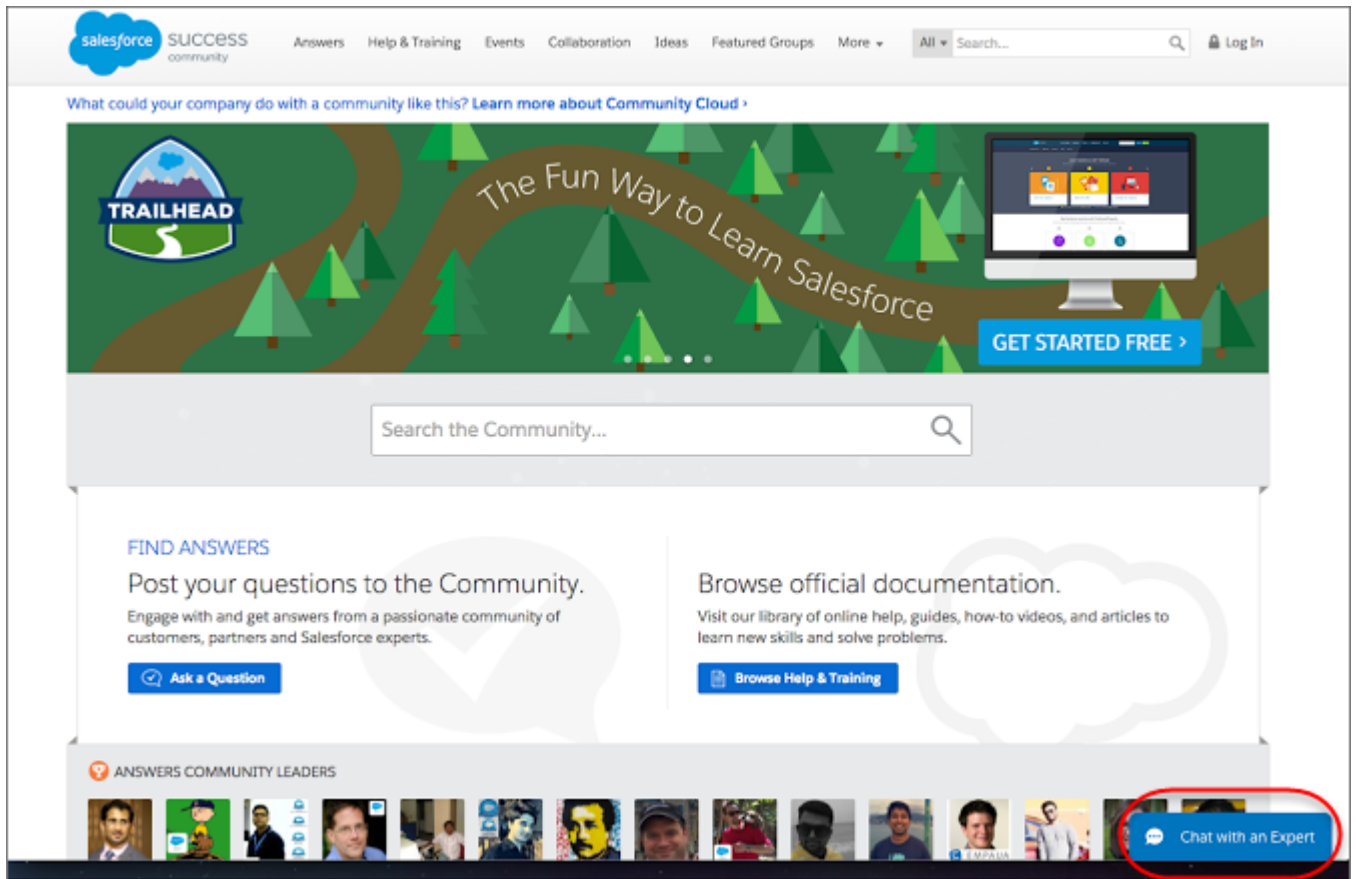
Add Snap-ins Chat to your website so customers can quickly get answers to their questions by chatting with an agent while browsing your site. Snap-ins Chat uses Live Agent, but with a simpler setup, to power your chats.

The chat snap-in sits unobtrusively on the web page. When customers want to chat, they just click the button to launch the chat.

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions



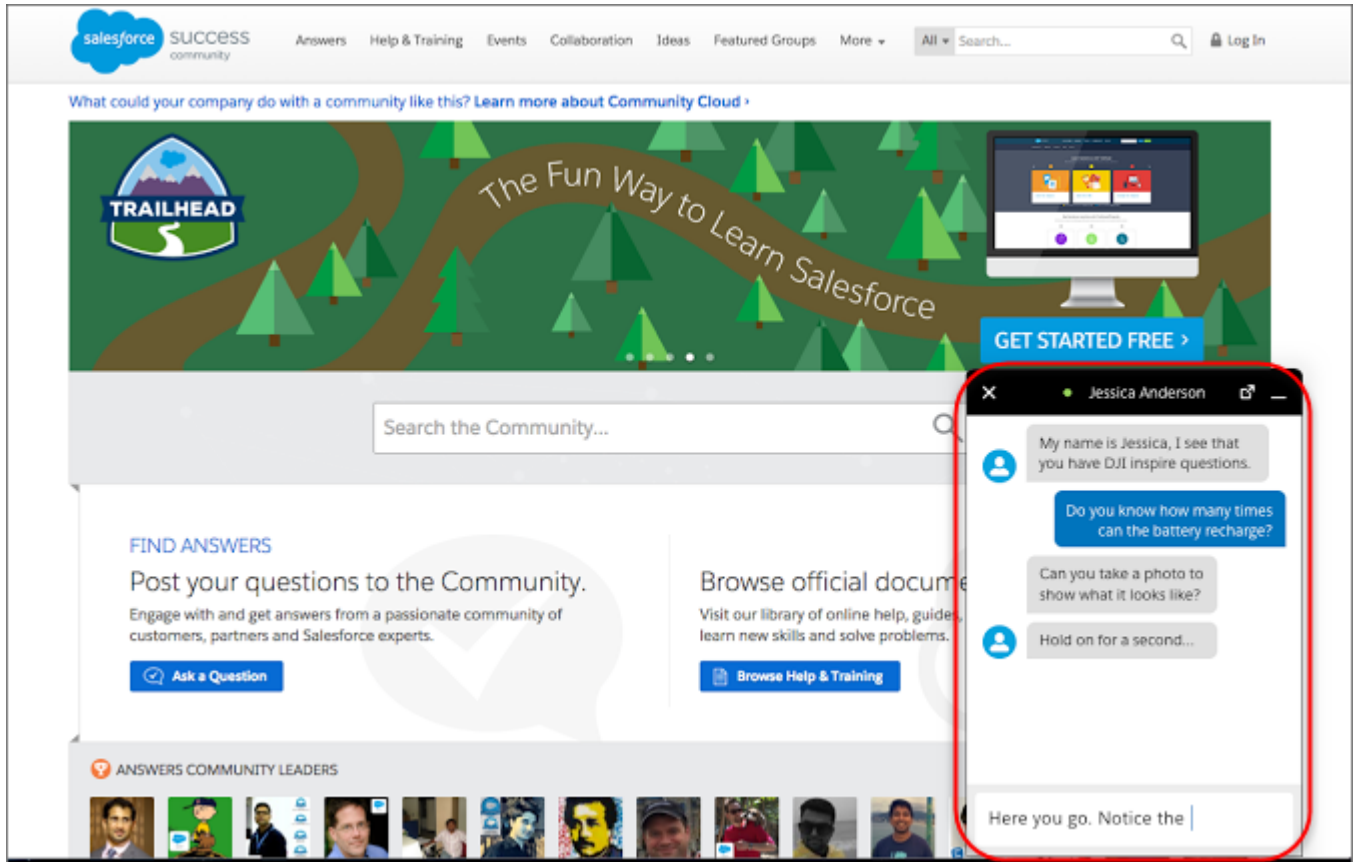
Customers fill out the brief pre-chat form, which helps agents gather basic information about the customer, like their contact information, and their needs.

Snap-Ins Chat

The image shows a screenshot of the Salesforce Success Community website. The page features a navigation bar with links for Answers, Help & Training, Events, Collaboration, Ideas, Featured Groups, and More. A search bar is located in the top right corner. Below the navigation bar, there is a banner for Trailhead with the text "The Fun Way to Learn Salesforce" and a "GET STARTED FREE" button. A search bar for the community is positioned below the banner. The main content area includes sections for "FIND ANSWERS" (Post your questions to the Community) and "Browse official documents" (Visit our library of online help, guides, and learn new skills and solve problems). At the bottom, there is a section for "ANSWERS COMMUNITY LEADERS" with a row of profile pictures. A red-bordered overlay on the right side of the page shows a "Live Chat" window. The window has a title bar with "Live Chat" and a close button. The main content of the window is a registration form with the following fields: "Full Name*" (filled with "Esther Nelson"), "Your Email*" (filled with "esthern@gm"), and "Description" (with the placeholder text "What brings you here today?"). There is a "Start Chatting" button at the bottom of the form and a small note that says "We won't send you spam."

Customers can start chatting while viewing your web page and can minimize the chat window as they browse, so it's not in their way. The snap-in persists across your web pages and their subdomains, so customers can continue browsing other pages on your site while chatting with an agent.

Snap-Ins Chat



Snap-ins Chat uses a Live Agent deployment that you can quickly configure. Then, simply add the chat code to the web pages where you want the chat snap-in to be available. When agents chat with customers via Snap-ins Chat, the agents use Live Agent in their console.

[Set Up Snap-Ins Chat for Your Website](#)

Ensure that your org meets the following prerequisites before starting to set up Snap-ins Chat. Follow these steps to configure the chat snap-in and add it to your web pages. The setup node for Snap-ins Chat is available only in Lightning Experience.

[Localization and Translation for Snap-Ins Chat](#)

The primary language for a chat snap-in is set differently when Translation Workbench is enabled or disabled.

[Snap-Ins Chat Limitations](#)


Snap-ins Chat has the following limitations.

Set Up Snap-Ins Chat for Your Website

Ensure that your org meets the following prerequisites before starting to set up Snap-ins Chat. Follow these steps to configure the chat snap-in and add it to your web pages. The setup node for Snap-ins Chat is available only in Lightning Experience.

To set up Snap-ins Chat, your org must meet these prerequisites:

- [Lightning Experience must be enabled](#) to set up snap-ins
- Service Cloud License
- Live Agent License
- [Live Agent must be enabled](#) in your org
- A Live Agent chat button and a Live Agent deployment must be set up and available in your org
- A [Salesforce Community](#) (preferable) or a [Lightning Platform site](#) must be set up on your org and available for guest user access
- Ensure your browsers are supported for Snap-ins Chat. We support the same browsers as Lightning Communities. See [Browser Support for Communities](#) for more information.

 **Note:** Administrators must use Lightning Experience to access the Snap-ins setup pages. However, other users in the org aren't required to have access to or use Lightning Experience with Snap-ins Chat.

To set up Snap-ins Chat, follow these steps:

1. [Add Your Website to the CORS Whitelist](#)
Add the URLs of the web pages where you intend to add the snap-in to the CORS whitelist in your org. The web page where you add the snap-in is the page that customers use to access chat.
2. [Create a Snap-Ins Deployment](#)
Create a Snap-in deployment for each snap-in that you're using. The setup node for Snap-ins Chat is available only in Lightning Experience.
3. [Specify the Live Agent Settings for Your Snap-Ins Chat Deployment](#)
Snap-ins Chat uses a Live Agent deployment ID and button so customers can chat with your agents. The Live Agent details that you provide are used to generate the chat code snippet that you add to your web pages.
4. [Customize the Branding and Appearance of Your Snap-In](#)
Select the colors and font used in your snap-in to reflect your company's brand identity.
5. [Customize Labels for Snap-Ins Chat](#)
You can customize most of the field labels for your snap-ins from either Lightning Experience or Salesforce Classic.
6. [Copy the Snap-Ins Chat Code Snippets and Paste the Code into Your Web Pages](#)
Salesforce generates a unique code snippet based on the information you provided during the Snap-ins Chat setup. Copy and paste the chat code snippet so you can add the snap-in to your web pages. Copy and paste the optional meta tag code snippet to make your web pages responsive to different form factors such as mobile and desktop.
7. [Customize the Snap-Ins Code Snippet](#)
Use a text or HTML editor to customize the optional parameters in the Snap-ins code snippet.

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To set up Snap-ins Chat:

- [Customize Application](#)

8. [Test the Snap-Ins Chat Experience](#)

Now that you've added Snap-ins Chat to your web pages, it's time to test it out.

SEE ALSO:

[Turn on Lightning Experience for Your Org](#)

[Supported Browsers for Lightning Experience](#)

Add Your Website to the CORS Whitelist

Add the URLs of the web pages where you intend to add the snap-in to the CORS whitelist in your org. The web page where you add the snap-in is the page that customers use to access chat.

You can use HTTP and HTTPS domains with Snap-ins Chat. The protocol for the URL that you whitelist must match the URL in the site or community endpoint in the code snippet that's generated at the end of Snap-ins setup.

! **Important:** This information applies to Snap-ins only. If you want to use the CORS whitelist for other Salesforce products and features, see [Use CORS to Access Salesforce Resources from Web Browsers](#).

1. From Setup, enter `CORS` in the Quick Find box, then select **CORS**.
2. Select **New**.
3. Enter an origin URL pattern.

The origin URL pattern must include the HTTP or HTTPS protocol and a domain name. The origin URL pattern can include a port. The wildcard character (*) is supported and must be in front of a second-level domain name. For example, `https://*.example.com` adds all subdomains of `example.com` to the whitelist.

The origin URL pattern can be an IP address. However, an IP address and a domain that resolve to the same address are not the same origin, and you must add them to the CORS whitelist as separate entries.

Create a Snap-Ins Deployment

Create a Snap-in deployment for each snap-in that you're using. The setup node for Snap-ins Chat is available only in Lightning Experience.

The Snap-ins Chat setup uses a Salesforce Community or Lightning Platform site, so that you can associate users with a guest user profile. Check if you already have any communities or sites that you can use. If a site is already available, you can use that as your endpoint. Otherwise, create a site for this purpose.

1. From Setup, enter `snap-ins` in the Quick Find box, then select **Snap-ins**.
2. In the Snap-ins configuration page, click **New Deployment**.
3. In the `Snap-in Deployment Name` field, enter a name for your snap-in.

The deployment name is shown in the list of snap-ins on the Snap-in page. If you have several snap-in deployments, use a descriptive name so it's easy to distinguish this snap-in from other snap-ins.

4. The `API Name` field is automatically populated.

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application

EDITIONS

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USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application

- In the `Site Endpoint` menu, select a Salesforce community or Lightning Platform site from the dropdown list. If nothing appears in the menu, it's because there aren't any communities or sites configured in your org.
- Click **Save**.

SEE ALSO:

[Specify the Live Agent Settings for Your Snap-Ins Chat Deployment](#)

Specify the Live Agent Settings for Your Snap-Ins Chat Deployment

Snap-ins Chat uses a Live Agent deployment ID and button so customers can chat with your agents. The Live Agent details that you provide are used to generate the chat code snippet that you add to your web pages.

Before you specify the Live Agent settings, ensure that you have a Live Agent deployment and a Live Agent chat button available to use with Snap-ins Chat.

- From Setup, enter `snap-ins` in the Quick Find box, then select **Snap-ins**.
- Select the snap-in deployment that you want to work with by clicking the arrow beside the deployment name and selecting **View**.
- In the Snap-ins configuration page, go to the `Live Agent settings` section and click **Start**.
- In the `Live Agent Deployment` menu, select the Live Agent configuration that you want to use with the chat snap-in from the dropdown list.
- In the `Live Agent Button` menu, select the Live Agent chat button or automated invitation that you want to use with the chat snap-in from the dropdown list.
- Select **Show queue position** if you want to display the customer's place in line while they wait for a support agent. Make sure that the Live Agent chat button you selected has **Enable Queue** selected in your Live Agent chat button settings.
- Click **Save**.

After you've provided the Live Agent settings, get the code to add the chat snap-in to your web pages.

[Customize the Pre-Chat Form](#)

Gather contact information from your customers and find out about their needs using a pre-chat form. You can create a pre-chat form that addresses different business needs and associates customer information with Salesforce records like leads, cases, and contacts. You can also customize the fields used on the form.

[Customize the Offline Support Form](#)

Let customers submit a case form when your support agents are offline.

[Customize Additional Chat Branding](#)

Set the base font size, width and height, and images for your Snap-ins Chat deployment.

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

USER PERMISSIONS

To set up Snap-ins Chat:

- [Customize Application](#)

[Available Chat Features in Snap-Ins Chat](#)

Most Live Agent features are supported with Snap-ins Chat. Enable the following features in your Live Agent configuration, deployment, and chat button to provide chat features for your support agents and chat visitors. Live Agent features can be enabled only in Salesforce Classic.

SEE ALSO:

[Available Chat Features in Snap-Ins Chat](#)

[Copy the Snap-Ins Chat Code Snippets and Paste the Code into Your Web Pages](#)

Customize the Pre-Chat Form

Gather contact information from your customers and find out about their needs using a pre-chat form. You can create a pre-chat form that addresses different business needs and associates customer information with Salesforce records like leads, cases, and contacts. You can also customize the fields used on the form.

Important: Before you start, make sure that the permission “Enable Support QuickAction Rest endpoint for Guest Users” is turned on for your org. If the permission isn’t enabled, your customers can’t request a chat.

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application

The screenshot shows a mobile-style pre-chat form. At the top, there's a dark header with a close button (X), the text 'Live Chat', and a Salesforce logo. Below the header, there are two input fields: 'Full Name' with the value 'John' and 'Last Name' with the value 'Smith'. Below these is a 'Your Email' field with the value 'jsmith@example.com'. Underneath is a dropdown menu labeled 'What Brings You Here Today?' with the selected option 'Subscription Questions'. A small text line reads 'We won't send you spam.' At the bottom is a large blue button labeled 'Start Chatting'.

When you design your pre-chat form, you can select a use case scenario that automatically associates information from the form with Salesforce records. When a customer enters their name or email address into the form, Salesforce matches the information with a Salesforce contact record or lead record. If no match is found, Salesforce creates a record.


For example, if you select the Service scenario, Salesforce relates the customer’s information with Case and Contact records.

Table 1: Use Cases for Associating Pre-Chat Information with Salesforce Records

If you select:	Then Salesforce associates the pre-chat information with these record types:
Sales	Lead records
Service	Contact records Case records
Basic	Contact records

You can select the fields that are shown on the pre-chat form, change the order of the fields, and make fields required. To make the form more user-friendly to customers, add up to four fields.

To set up the pre-chat form:

1. From Setup, enter *snap-ins* in the Quick Find box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with by clicking the arrow beside the deployment name and selecting **View**.
3. Click **Edit** next to Live Agent Settings.
4. In the Pre-chat section, move the radio button to **Active**.
5. Click **Edit**.
6. Select the use case for the pre-chat form.
 - a. Select the main reason that customers use chat. The reason that you select affects the type of Salesforce record that's created from the information that customers enter into the pre-chat form.
 - b. Select the record type that's created from the pre-chat form. The drop-down menu shows record types that are available on the object.
 - c. Click **Next**.
7. Select the fields shown on the pre-chat form.
 - a. To change the order of the fields, use the up arrow and down arrow.
 -  **Note:** For the Service scenario, fields are grouped by object. Contact fields always appear above Case fields.
 - b. To add a field, click **+**. You can add only fields that are available on the object.
 - c. To remove a field, click **X**.
 - d. To require customers to fill out a field, select **Required** next to the field.
 - e. Click **Save**.
8. Optionally, select a custom Lightning Component to replace the standard component. To learn more about using custom components for Snap-ins pre-chat, see Custom Lightning Components in the *Snap-Ins for Web Developer Guide*.

Turn off your pre-chat form at any time by viewing your deployment in Setup and moving the pre-chat page slider to **Inactive**.

-  **Note:** You can use the pre-chat APIs to send nonstandard pre-chat details along with what's available in setup. For more information, see Enhance the Pre-Chat Page in the *Snap-Ins for Web Developer Guide*.

Customize the Offline Support Form

Let customers submit a case form when your support agents are offline.

Important: Before you start, enable Web-to-Case and make sure that the permission “Enable Support QuickAction Rest endpoint for Guest Users” is turned on for your org. If the permission isn’t enabled, your customers can’t request a chat.

You can select the fields that are shown on the offline support case form, change the order of the fields, and make fields required. To make the form more user-friendly to customers, add up to 4 fields.

1. From Setup, enter `snap-ins` in the Quick Find box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with by clicking the arrow beside the deployment name and selecting **View**.
3. Click **Edit** next to Live Agent Settings.
4. In the Offline support section, move the radio button to **Active**.
 - a. If you see a warning about enabling guest access for your associated Salesforce site, click the link to enable it.
5. Click **Edit**.
6. Select a Case record type.
7. Select the fields shown on the form.
 - a. To change the order of the fields, use the up arrow and down arrow.
 - b. To add a field, click **+**. You can add only fields that are available on the object.

Note: If you add a field with the `unique` attribute and a visitor enters a duplicate field value, the case submission confirmation is displayed even though the case isn’t created. Add unique fields to this form only if you’re certain that visitors are unlikely to enter duplicate values.
 - c. To remove a field, click **X**.
 - d. To require customers to fill out a field, select **Required** next to the field.
8. Optionally, enter a URL for the offline support header image. The image is displayed in the header of the snap-in when the customer opens the offline support form.
9. Click **Save**.
10. Refresh your code snippet and paste it into your website.

Turn off your offline support form at any time by viewing your deployment in Setup and moving the Offline support slider to **Inactive**.

Important: Any time you turn offline support on or off, you must refresh the code snippet and repaste the code snippet into your website.

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application

Customize Additional Chat Branding

Set the base font size, width and height, and images for your Snap-ins Chat deployment.

1. From Setup, enter *snap-ins* in the Quick Find box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with by clicking the arrow beside the deployment name and selecting **View**.
3. Click **Edit** next to Live Agent Settings.
4. In the Additional branding section, click **Edit**.
5. Set your pre-chat images.

EDITIONS

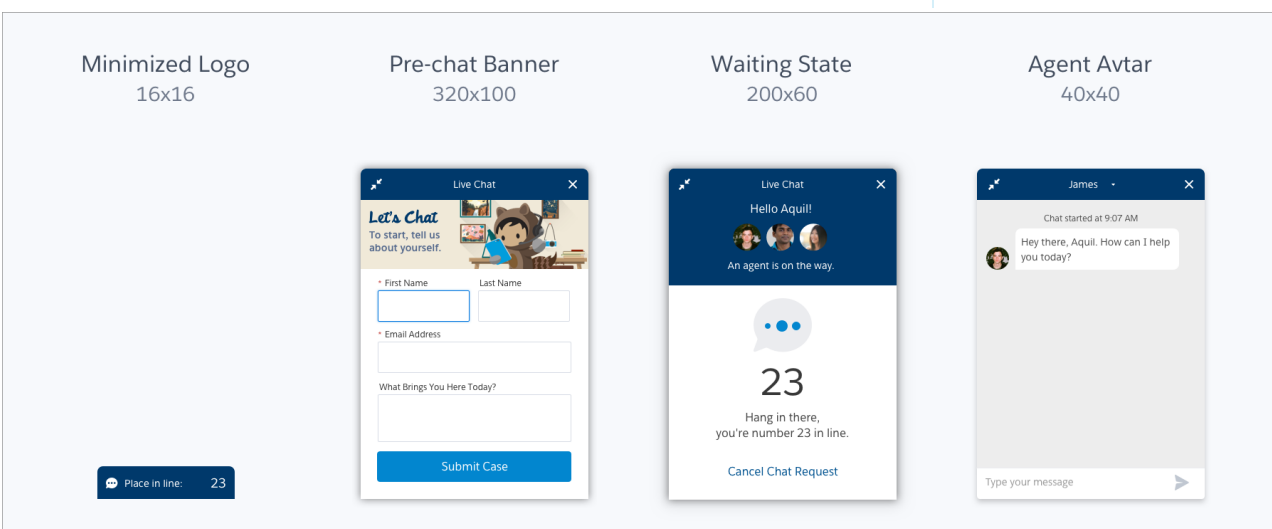
Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application



6. Set the width and height of your snap-in. If you don't make any changes, the default sizes of 320 px and 498 px are used.
7. Set the base font size for your snap-in.
8. Click **Save**.

Available Chat Features in Snap-Ins Chat

Most Live Agent features are supported with Snap-ins Chat. Enable the following features in your Live Agent configuration, deployment, and chat button to provide chat features for your support agents and chat visitors. Live Agent features can be enabled only in Salesforce Classic.

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

Table 2: Supported Live Agent Features for Snap-Ins Chat

Live Agent feature:	Enable it in:	Description
Save Transcript for Visitors	Always enabled	Lets the chat visitor save their chat transcript. They can save the transcript during or after the chat.
Sneak Peek	Live Agent Configuration	Lets agents see what the chat visitor is typing before sending a chat message.
Visitor Blocking	Live Agent Configuration	Lets agents block visitors from an active chat. When a visitor is blocked, any chat attempt from the IP address is denied.
Agent File Transfer	Live Agent Configuration	Lets agents request a file from the chat visitor.
Chat Transfer (to agent, skill, or chat button)	Live Agent Configuration	Lets agents transfer a chat directly to another agent, or to an agent assigned to a particular skill or chat button. When a chat is transferred to a button or skill, the transfer request is sent to all available agents assigned to that button or skill, and the chat is transferred to the first agent to accept the request.
Customer Time-Out	Chat Button	Lets you set a warning and timeout for when the chat visitor is idle during a chat.
Post-Chat Page URL	Chat Button	Lets you provide a link at the end of each chat to direct chat visitors to more resources or a survey. Adding a post-chat link creates a button
Automated Invitations	Chat Button	Lets you use a proactive chat invitation instead of a static button. Requires code snippet version 4.0 or later.
Sensitive Data Rules	Live Agent Sensitive Data Rules	Lets you omit or replace specified patterns like credit card or social security numbers.
Enable Queue	Chat Button	Lets you display the chat visitor's place in line while they wait for a support agent. Requires code snippet version 5.0 or later.

Customize the Branding and Appearance of Your Snap-In

Select the colors and font used in your snap-in to reflect your company's brand identity.

Before you start, talk with the team that maintains your website to get the color codes for your company's brand. You can specify branding colors by entering their hex code or RGB code, or by selecting a color in the color palette.

Important: We don't support adding custom CSS to your snap-in. We support using only the branding options in setup and in the customizable parameters in the code snippet. If you have custom CSS in your snap-in, it's your responsibility to test your snap-in each release to ensure that it functions properly.

The screenshots show how the branding elements appear in the snap-in.

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application

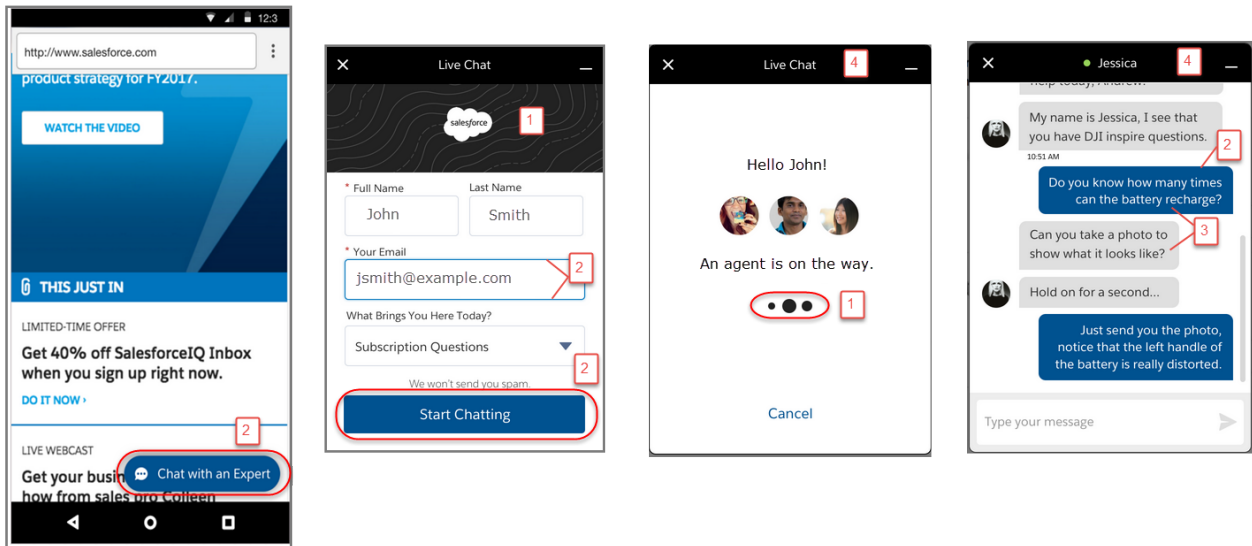



Table 3: Brand Elements That Can Be Customized in a Snap-In

Brand Element	Description
Brand Primary	<p>Sets the color of the:</p> <ul style="list-style-type: none"> • Pre-chat image backdrop • Pop message outlines • Loading balls • Loading balls when chat is minimized <p>By default, the color is set to hex #222222 (Night Black).</p> <p>In the screenshots, brand primary elements are indicated by [1].</p>


Brand Element	Description
Brand Secondary	<p>Sets the color of the:</p> <ul style="list-style-type: none"> • Call to Action buttons, such as “Start Chat” or “Chat with an Expert” • Input field focus • Send button • Guest message chat payload • Secondary buttons • Chat when it is minimized and there’s a new message <p>By default, the color is set to #005290 (Nimbostratus Blue).</p> <p>In the screenshots, brand secondary elements are indicated by [2].</p>
Contrast Primary	<p>Sets the color of the:</p> <ul style="list-style-type: none"> • Chat body text • Chat input text <p>By default, the color is set to #333333 (dark gray).</p> <p>The background color is white.</p> <p>In the screenshots, contrast primary elements are indicated by [3].</p>
Nav Bar	<p>Sets the color of the:</p> <ul style="list-style-type: none"> • Chat widget’s navigation bar • Chat button when the chat is minimized <p>By default, the color is set to hex #222222 (Night Black).</p> <p>In the screenshots, the nav bar element is indicated by [4].</p>
Font	<p>Sets the font used in the chat widget.</p> <p> Note: Some fonts aren’t supported on mobile browsers. If you select a font that isn’t available for a chat visitor’s mobile browser, the browser’s default font is displayed.</p> <p>The following fonts are supported in mobile browsers for both iOS and Android:</p> <ul style="list-style-type: none"> • Georgia • Times New Roman • Arial • Courier New <p>The following fonts are supported in mobile browsers for iOS only:</p> <ul style="list-style-type: none"> • Trebuchet MS • Verdana • Lucida Console

To customize the branding of the snap-in:

1. From Setup, enter *snap-ins* in the Quick Find box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with.
3. In the Snap-ins configuration page, go to the Branding section and click **Edit**.
4. Select the colors that you want to show in the snap-in.

Enter the color using the hex code. To enter an RGB code or to select a color from the palette, open the color palette by clicking the down arrow in the color field.

5. Select the font that you want to use in the snap-in.
6. Click **Finish**.

 **Important:** Changing the branding of an existing snap-in changes the code snippet for the snap-in. If you update the branding for an existing snap-in, you must update the code snippet on your webpages. If you customized the code snippet, you must add those customizations to the new code snippet.

SEE ALSO:

- [Copy the Snap-Ins Chat Code Snippets and Paste the Code into Your Web Pages](#)
- [Customize the Snap-Ins Code Snippet](#)
- [Customize Additional Chat Branding](#)

Customize Labels for Snap-Ins Chat

You can customize most of the field labels for your snap-ins from either Lightning Experience or Salesforce Classic.

1. From Setup, enter *Rename Tabs and Labels* in the Quick Find box, then select **Rename Tabs and Labels**.
2. Select the language for which you'd like to customize labels.
3. Click **Edit** next to Snap-ins.
4. If you want to change the tab name, enter the new name, then click **Save**.
5. Click **Next**.
6. Change the desired labels. The labels you change apply only to the selected language.
7. Click **Save**.

EDITIONS

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USER PERMISSIONS

To set up Snap-ins Chat:

- Customize Application

Copy the Snap-Ins Chat Code Snippets and Paste the Code into Your Web Pages

Salesforce generates a unique code snippet based on the information you provided during the Snap-ins Chat setup. Copy and paste the chat code snippet so you can add the snap-in to your web pages. Copy and paste the optional meta tag code snippet to make your web pages responsive to different form factors such as mobile and desktop.

Ensure that you have access to the web pages where you want to add the snap-in. You might need to work with your company's webmaster.

When you add the chat code snippet to your web pages, customers can see and use the snap-in. If you're not ready for customers to access the chat yet, add the code snippets to a private web page.

You can customize the code to change certain aspects of the snap-in's appearance.

The `<meta>` tag code makes your web page responsive, so that the web page and the snap-in look good and perform well on different devices. For example, if a customer is looking at your web page and snap-in on a mobile phone, then the page and chat are resized to accommodate the smaller form factor.

This tag is the recommended `<meta>` tag for proper code snippet responsiveness. If your page is already responsive, then you might not need to add this snippet or change your `<meta>` tag. If you see issues with behavior on other devices, you can try updating your `<meta>` tag to code snippet that's provided. This tag is added to the head section of every page where the snap-in is used. If you don't include an appropriate `<meta>` tag, then the snap-in appears as it does on a desktop, regardless of the device used to access the page.

1. From Setup, enter `snap-ins` in the Quick Find box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with by clicking the arrow beside the deployment name and selecting **View**.
3. In the Snap-ins configuration page, go to the `Snap-in code snippets` section and click **Get Code**.
4. Copy the chat code snippet and paste it immediately above the closing `</body>` tag on your web page to add Snap-ins Chat to the page.

Paste the chat code snippet into every web page where you want the snap-in to appear. Don't place Snap-ins Chat on the same page or community as Live Agent chat buttons. Optionally, customize the chat code snippet.

5. Optionally, copy and paste the meta code snippet into the `<meta>` tag head section in every web page where you want the snap-in to appear.
6. Click **Done**.
The code snippets page closes.

SEE ALSO:

[Customize the Snap-Ins Code Snippet](#)

[Customizable Parameters in the Snap-Ins Chat Code](#)

[Test the Snap-Ins Chat Experience](#)

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise, Professional, Unlimited,** and **Developer** Editions

USER PERMISSIONS

To set up Snap-ins Chat:

- [Customize Application](#)

Customize the Snap-Ins Code Snippet

Use a text or HTML editor to customize the optional parameters in the Snap-ins code snippet.

You can customize certain [parameters](#) that affect the appearance and behavior of the snap-in.

1. From Setup, enter `snap-ins` in the Quick Find box, then select **Snap-ins**.
2. Select the snap-in deployment that you want to work with.
3. In the Snap-ins configuration page, go to the `Snap-in Code Snippets` section and click **Get Code**.
4. Copy the code snippet to a text editor or HTML editor.
5. In the text editor or HTML editor, specify the image URLs for the snap-ins parameters.
6. Save your changes.

After modifying the code snippet, [add the code](#) to every web page where you want the snap-in to appear.

Customizable Parameters in the Snap-Ins Chat Code

You can customize certain parameters that affect the appearance and behavior of the chat snap-in so that the chat experience reflects your company's branding. Use these parameters to customize the pre-chat banner image, logo, waiting state image, and your agent's avatar picture. You also can customize the wording that appears on the chat button and on the snap-in when the chat is loading, when agents are online, when agents are offline.

SEE ALSO:

- [Copy the Snap-Ins Chat Code Snippets and Paste the Code into Your Web Pages](#)
- [Customizable Parameters in the Snap-Ins Chat Code](#)

Customizable Parameters in the Snap-Ins Chat Code

You can customize certain parameters that affect the appearance and behavior of the chat snap-in so that the chat experience reflects your company's branding. Use these parameters to customize the pre-chat banner image, logo, waiting state image, and your agent's avatar picture. You also can customize the wording that appears on the chat button and on the snap-in when the chat is loading, when agents are online, when agents are offline.

The following parameters are customizable.

- Set the chat window size and base font size:
 - `embedded_svc.settings.widgetWidth = "..."`
 - `embedded_svc.settings.widgetHeight = "..."`
 - `embedded_svc.settings.widgetFontSize = "..."`
- Set the domain for your snap-in to persist across subdomains: `embedded_svc.settings.storageDomain = "..."`
- Set the language: `embedded_svc.settings.language = "..."`
- Set the chat images:

EDITIONS

Snap-ins setup node is available in: Lightning Experience

Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

USER PERMISSIONS

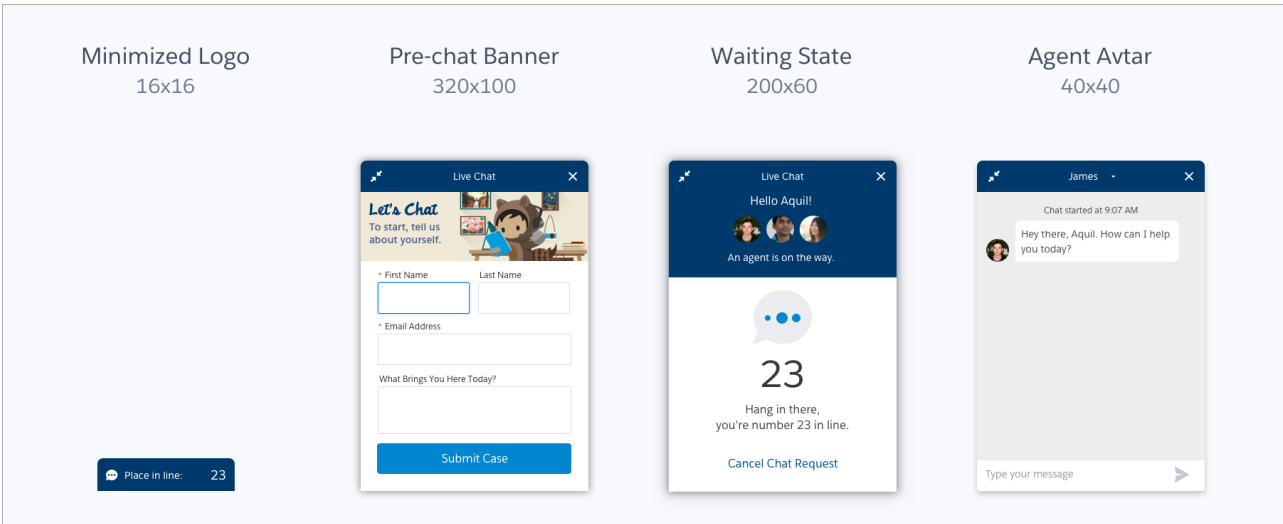
To set up Snap-Ins Chat:

- [Customize Application](#)

EDITIONS

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- `embedded_svc.settings.prechatBackgroundImgURL = "..."`
- `embedded_svc.settings.smallCompanyLogoImgURL = "..."`
- `embedded_svc.settings.waitingStateBackgroundImgURL = "..."`
- `embedded_svc.settings.avatarImgURL = "..."`
- `embedded_svc.settings.chatbotAvatarImgURL = "..."`
- Display the default chat button: `embedded_svc.settings.displayHelpButton = "..."`
- Customize the text on the snap-in:
 - `embedded_svc.settings.defaultMinimizedText = "..."`
 - `embedded_svc.settings.disabledMinimizedText = "..."`
 - `embedded_svc.settings.offlineSupportMinimizedText = "..."`
 - `embedded_svc.settings.onlineLoadingText = "..."`
- Set a routing order: `embedded_svc.settings.fallbackRouting = ["...", "..."]`
- Load files for custom chat events:
 - `embedded_svc.settings.externalScripts = ["...", "..."]`
 - `embedded_svc.settings.externalStyles = ["...", "..."]`

SEE ALSO:

[Copy the Snap-Ins Chat Code Snippets and Paste the Code into Your Web Pages](#)

[Customize the Snap-Ins Code Snippet](#)

[Snap-Ins for Web Developer Guide](#)

Test the Snap-Ins Chat Experience

Now that you've added Snap-ins Chat to your web pages, it's time to test it out.

To test the snap-in from the agent's perspective, log in to Salesforce as a Live Agent user with all the [Live Agent support agent permissions](#).

1. Open the console and go online as the agent assigned to the appropriate button.
2. Test the chat from the customer's perspective. In another window in the same browser, initiate a chat by navigating to a web page where you've placed the code snippet and starting the chat.

The chat should be available.

3. On the customer side (that is, on your web page), verify that:
 - Pre-chat form looks how you expected
 - Chat window looks how you expected
4. On the agent side (that is, in the Salesforce Console for Service), verify that:
 - You receive a chat request when the chat is initiated

If the chat snap-in and experience appears as you expected, your customers can start using embedded chat to communicate with your agents.

SEE ALSO:

[Permissions for Live Agent Support Agents](#)


Localization and Translation for Snap-Ins Chat

The primary language for a chat snap-in is set differently when Translation Workbench is enabled or disabled.

If you're using Translation Workbench:

- The language set in the visitor's Accept-Language HTTP header for their browser is used when it matches a language in the list of active Translation Workbench languages. When the visitor has multiple languages set for their browser, the highest-ranked language that matches a language in the list of active Translation Workbench languages is used.
- When there's no match, the language specified for the Site Guest User of the Site associated with your Snap-ins deployment is used.

If Translation Workbench is disabled, the language specified for the Site Guest User of the Site associated with your Snap-ins deployment is used.

 **Important:** To use translation, you must allow cookies for your browser. For example, enable "Allow third-party cookies" in Safari iOS.

SEE ALSO:

[Support Users in Multiple Languages](#)

EDITIONS

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Snap-Ins Chat Limitations

Snap-ins Chat has the following limitations.

You can't use Snap-ins Chat on the same page or community as Live Agent chat buttons.

The Snap-ins chat window title shows the agent's name instead of the Live Agent Chat Window Title setting. When you enable this setting in the Live Agent Configuration, it doesn't work in the snap-in.

If you want to use an existing Live Agent chat button for your snap-in, make sure the Pre-Chat URL field is blank. When this field is populated, Snap-ins chat doesn't work. Use the pre-chat fields in Snap-ins Chat setup instead.

Other usage limitations for Snap-ins Chat:

- Visitors can't chat with an agent if they're using private browsing mode on iOS.
- You can't embed Snap-ins Chat into Lightning components. Use a Visualforce page, Community, or web property only.
- Field-level validation rules aren't supported with Snap-ins Chat.
- When you host your Snap-ins Chat deployment on a Visualforce page, you must access the page using HTTPS. If you use HTTP, the snap-in doesn't load.
- To use translation, you must allow cookies for your browser. For example, enable "Allow third-party cookies" in Safari iOS.
- The visitor's recently viewed pages aren't updated during a chat, so the agent can only see which pages the visitor views before the chat starts.
- In offline support case forms, the Case Reason picklist field shows all picklist options regardless of what's specified in the record type.

SEE ALSO:

[Snap-Ins Chat](#)

EDITIONS

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Available in: **Enterprise**, **Professional**, **Unlimited**, and **Developer** Editions

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