

Customise a GeckoChat 'live' chat channel

GeckoChat is a 3rd party live chat system.

The University will be trialling GeckoChat as an additional contact method to the traditional email or phone options.

Account set-up

Talk to [Unknown User \(gh448\)](#) in Marketing and Communications for access to the GeckoChat dashboard.

GeckoChat channels

Each GeckoChat channel is a specific chat instance designed for a certain audience (Staff, students, undergraduates etc.) and a particular topic ('Postgraduate courses').

You'll need admin-level permissions to create a new channel. Other permission levels can edit pre-existing channels but not create them.

Customising GeckoChat channels

To get things looking as we'd like, we need to change a few things in the GeckoChat channel configuration options. There is currently no way to 'template' these customisations so that every new channel is styled in a similar manner.

Copies of the assets used in the Gecko customisations can be found in `lens/universal/images`. Unfortunately GeckoChat does not provide an option to link to pre-existing assets in Lens. Each channel imports its own assets.

Step-by-step guide

1. Set the **Widget Colour** to #FC0C42 (\$coral in the Lens colour palette)
2. Upload `uob-logo-wordmark-inverse.svg` into **Widget Header Logo**
3. Upload `shim.png` into **Open Icon**
4. Upload `icon-close-small.svg` into **Close Icon**
5. Add 'Enter your details to start chatting with us' into **Chat Intro Message**
6. Set **Unavailability Options** to 'Show Unavailable Message'
7. Set **Unavailable Message** to 'Sorry, we're not available at the moment. Please email us or try again between 09:30 and 17:00 GMT.'

Geckochat assets

You can download the Geckochat customisation assets from:

X:\Professional Services\Digital\Brand Assets\Digital\Live chat