Live Chat Not Showing in WalkMe Player Menu

Issue

If you encounter an issue where your Live Chat button is not appearing in your WalkMe Player Menu, it may be caused by one of the factors below.

Possible Solution

The Live Chat button will not appear if the Live Chat API is not available. This is usually caused by:

1. The Live Chat snippet/API is not present on the page.
2. No agents are currently available. For some of the providers, the API only returns if chat is currently active.
3. **LiveAgent:** The configured Agent ID is incorrect. This can be checked using liveAgentConfig.chatId to get the ID of the current active provider.
4. You may have configured Live Chat using Zendesk, when it's actually Zopim, or vice versa.
   - Zendesk bought Zopim, but the chat providers for both still exist separately.
   - This can be easily tested running both API commands when chat is active to see which one is implemented.

Refer to the API call below to see if your Live Chat service is active on the page you would expect the Live Chat button to show in the WalkMe Menu. You can enter the API call directly in your browser's dev tools Console.

chatVendor	API Call
liveAgent	liveagent.startChat('chatId')
zopim	$zopim.livechat.window.toggle()
olark	olark('api.box.expand')
intercom	Intercom('show')
habla	habla_window.expand()
livechat	LC_API.open_chat_window()

snapengage	SnapEngage.startLink()
zendesk	zE.activate()
tawk	Tawk_API.toggle()
purechat	purechatApi.set('chatbox.expanded', true); Only if purechatApi.get('chatbox.available'); is true