

Interactions tab - Chat settings

Last Modified on 09/09/2024 3:19 pm IDT

 This article is designated for all users.

About

The Chat Settings page allows you to enable and disable conversations for your webinar, define your live session's moderation schedule, enable Auto Reply, and define an automatic response for Q&A chats.

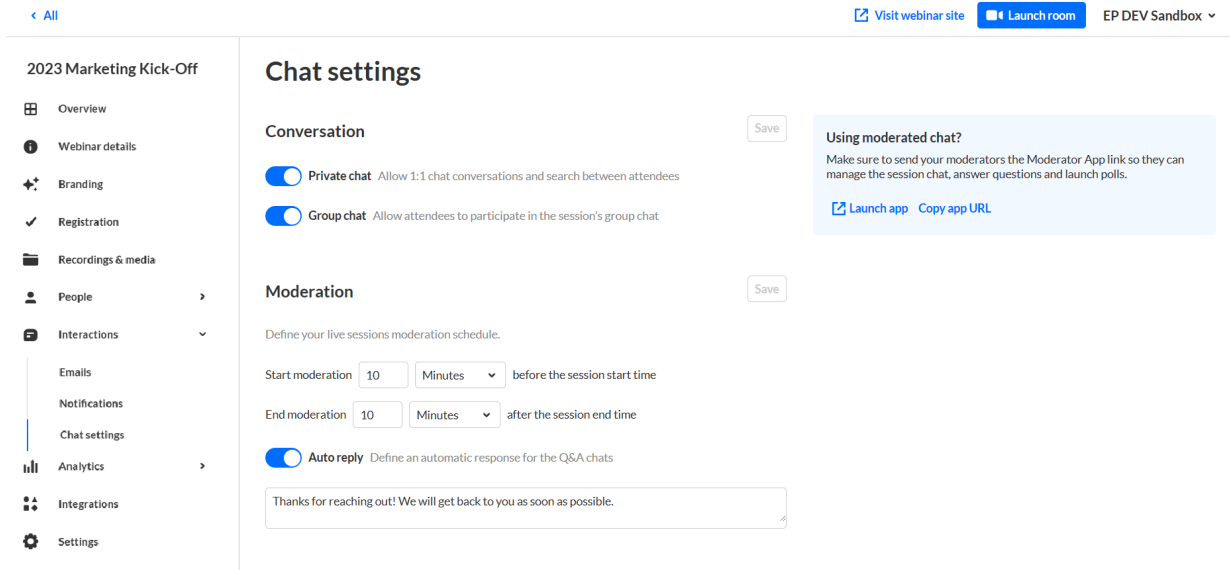
Enable and disable conversations

Two types of conversations are available:

- Private chat - Allows 1:1 chat conversations and search between attendees.
- Group chat - Allow attendees to participate in the session's group chat.

1. Navigate to the Chat settings page; from the site page, choose Chat settings from the Interactions tab pull-down menu.

The Chat settings page displays.



2. Choose to enable or disable conversations for your webinar by sliding the button next to the specific conversation type to the left (to disable) or to the right (to enable).

In the example below, we are disabling Private Chat. Note once Private Chat is disabled, the button turns gray.

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2023 Marketing Kick-Off

- Overview
- Webinar details
- Branding
- Registration
- Recordings & media
- People >
- Interactions ▾
- Emails

Chat settings

Conversation Save

Private chat Allow 1:1 chat conversations and search between attendees

Group chat Allow attendees to participate in the session's group chat

Moderation Save

Define your live sessions moderation schedule.

Start moderation before the session start time

Using moderated chat?

Make sure to send your moderators the Moderator App link so they can manage the session chat, answer questions and launch polls.

[Launch app](#) [Copy app URL](#)

3. Once you are finished making your selections, click **Save**.

From the Chat settings page, you can also share a link with your moderators to manage and support attendees during the session through our moderation app. To launch the moderation app, click the **Launch app** button. To share the moderation app with your moderators, click the **Copy app URL** button.

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[Launch app](#) [Copy app URL](#)

Define your live session's moderation schedule

1. Set when you would like moderation to start and end for your live session.

In the example below, we are starting moderation 1 hour before the session start time and ending moderation 15 minutes after the session end time.

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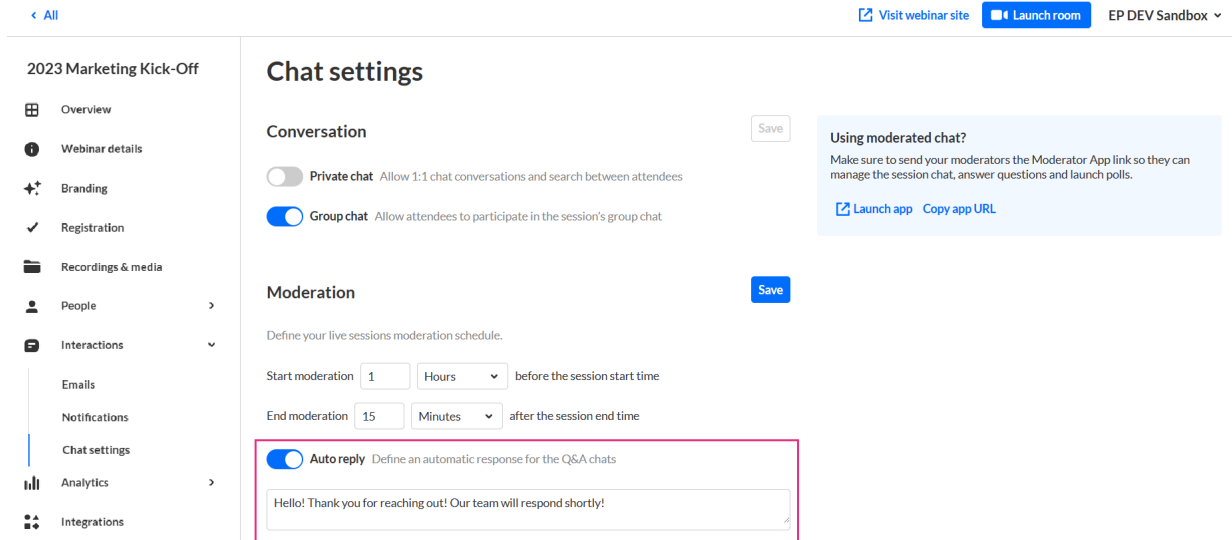
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[Launch app](#) [Copy app URL](#)

2. Once you are finished setting your moderation schedule, click **Save**.

Enable auto reply and define an automatic response for Q&A chats

1. Click to enable Auto reply. A text box displays.
2. Type the desired auto reply text in the text box. In the example below, we are setting the auto reply as "Hello! Thank you for reaching out! Our team will respond shortly!"



The screenshot shows the 'Chat settings' page for a webinar titled '2023 Marketing Kick-Off'. The left sidebar contains navigation options: Overview, Webinar details, Branding, Registration, Recordings & media, People, Interactions, Emails, Notifications, Chat settings (highlighted), Analytics, and Integrations. The main content area is divided into 'Conversation' and 'Moderation' sections. In the 'Conversation' section, the 'Group chat' toggle is turned on. In the 'Moderation' section, the 'Auto reply' toggle is turned on, and the text box below it contains the message: "Hello! Thank you for reaching out! Our team will respond shortly!". There are 'Save' buttons in the top right of the 'Conversation' section and below the 'Moderation' section. A blue callout box titled 'Using moderated chat?' is also visible on the right side of the page.

3. Click **Save**.