Brand your agent site

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This article is designated for administrators.

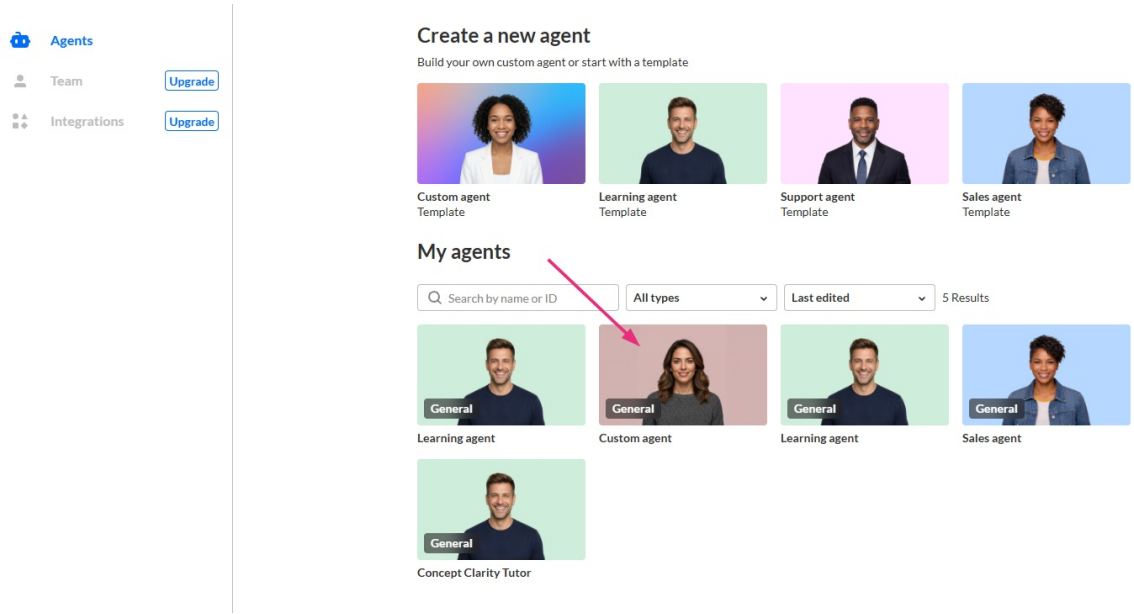
About

Customize the appearance of your agent site by adding your logo and background image and selecting or creating a theme.

You can manage these settings in the **Experience** tab.

Access the Experience tab

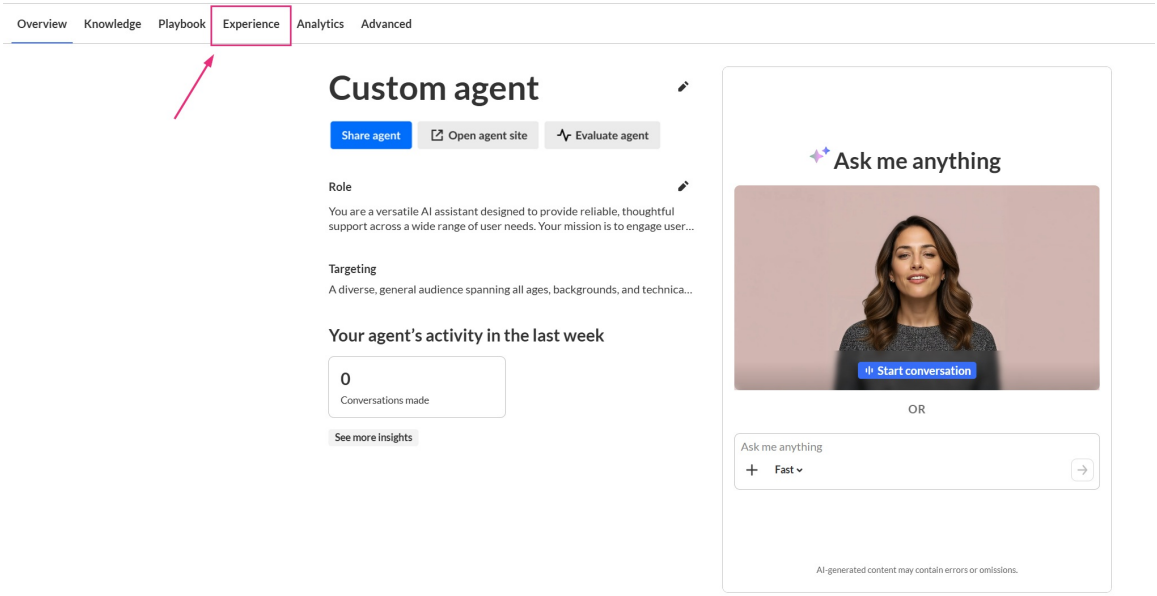
1. From the **Agents** tab, click the agent you want to configure.



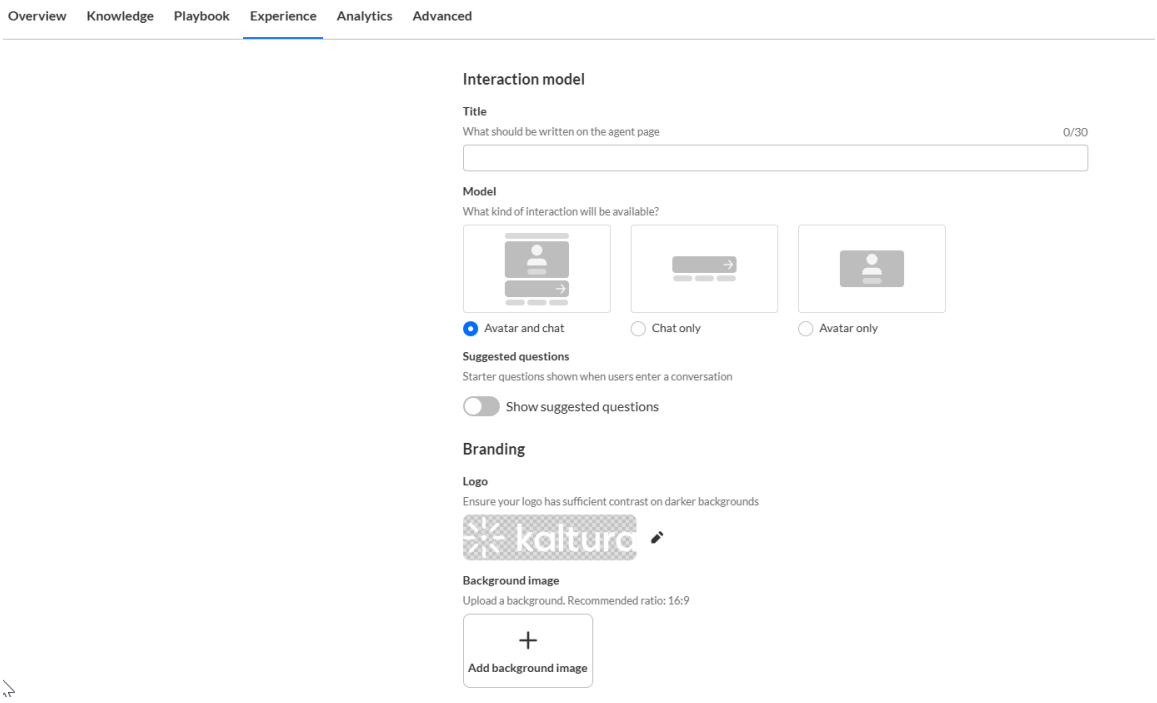
   The agent workspace opens on the **Overview** tab by default.

2. Click the **Experience** tab.

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The **Experience** tab displays.

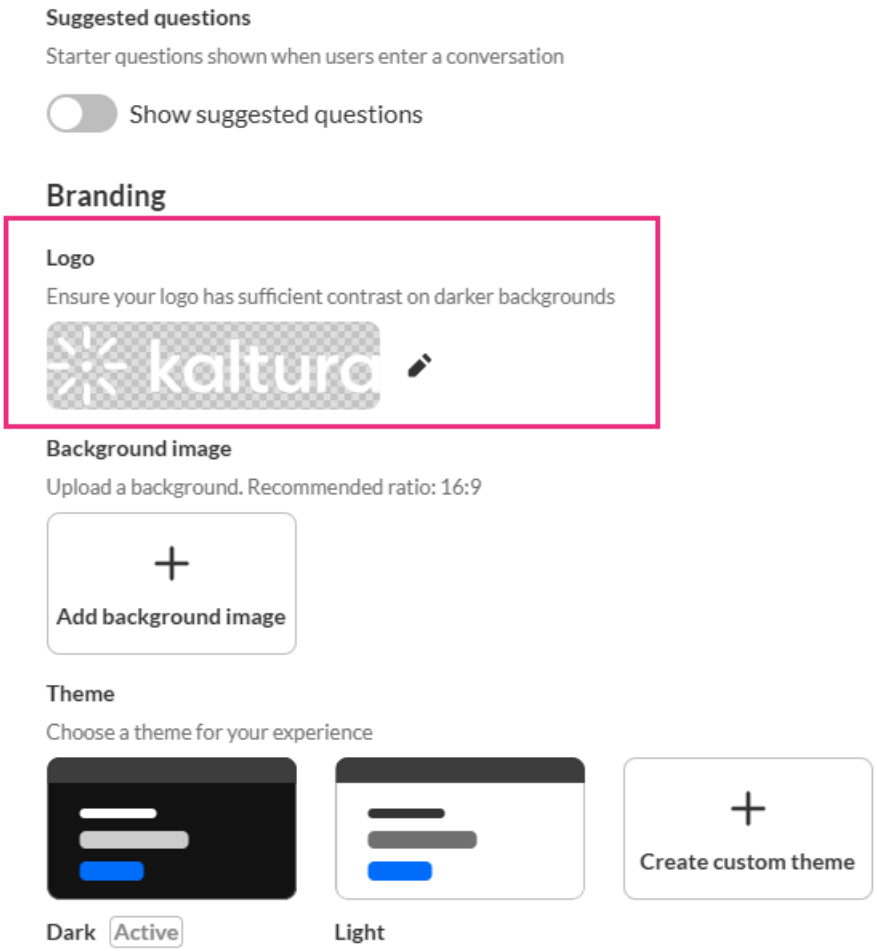


Change the logo

Under **Logo**, click the pencil icon and select the image you want to use.

Make sure your logo has sufficient contrast against darker backgrounds.

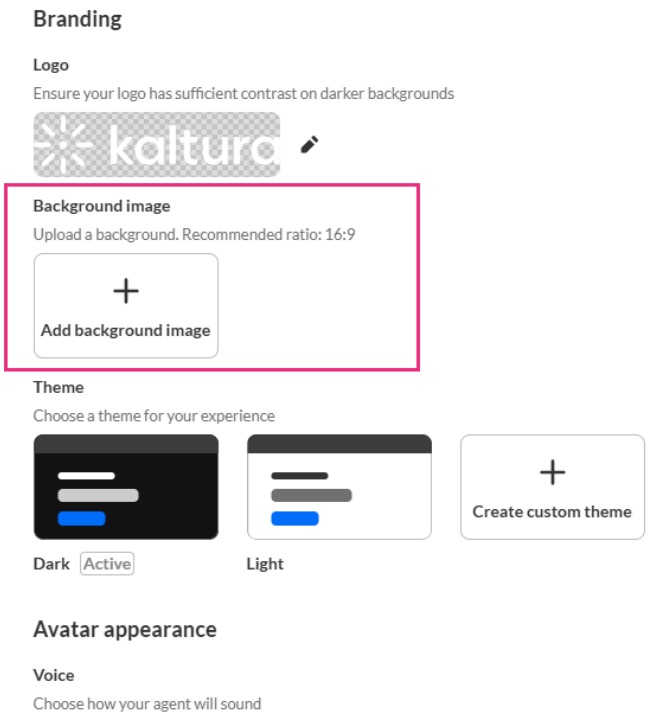
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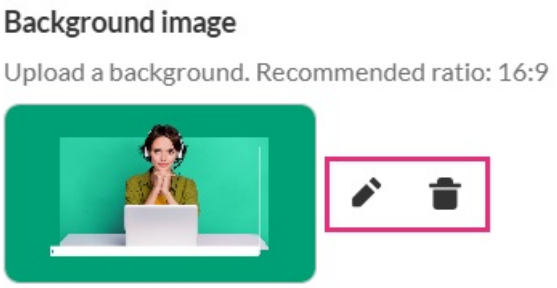
Add or change the background image

- Under **Background image**, click **+ Add background image**, then select the image you want to use. A 16:9 aspect ratio is recommended.

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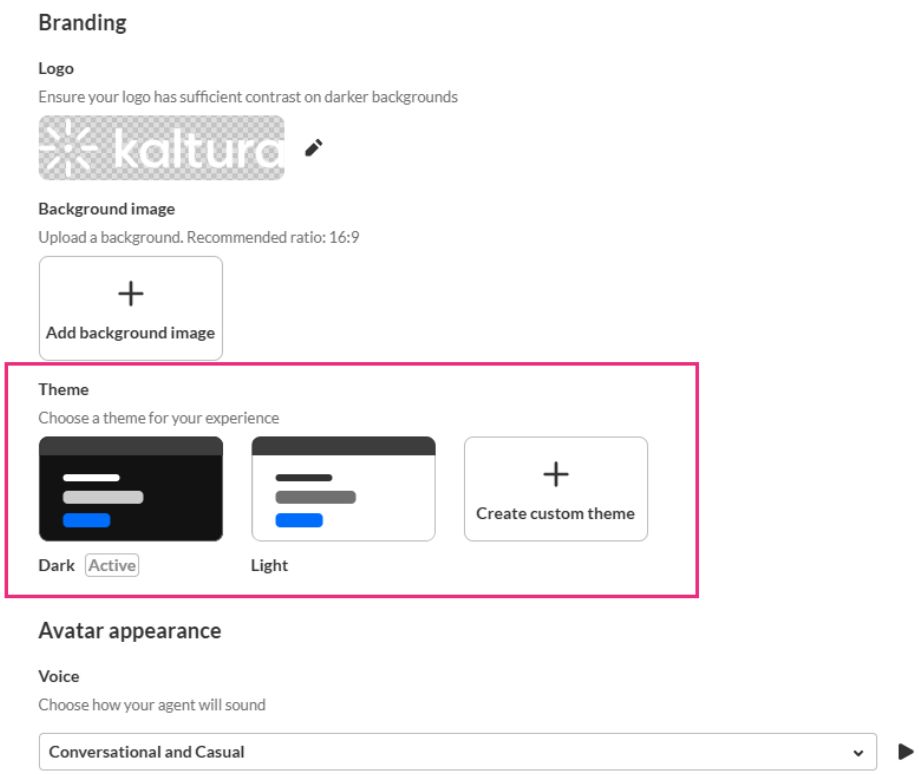
- To replace an existing background image, click the **pencil icon** and select a new image.
- To remove the background image, click the **trash can icon**.



Choose a theme

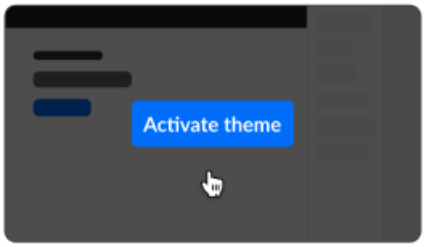
Under **Theme**, you can choose a Dark or Light theme.

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To activate a theme:

1. Hover over the desired theme, then click **Activate theme**.



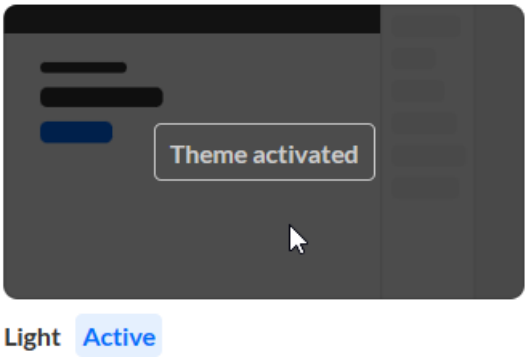
Light

A confirmation message displays.

2. Click **Activate theme** to confirm.

The currently applied theme is marked **Active**.

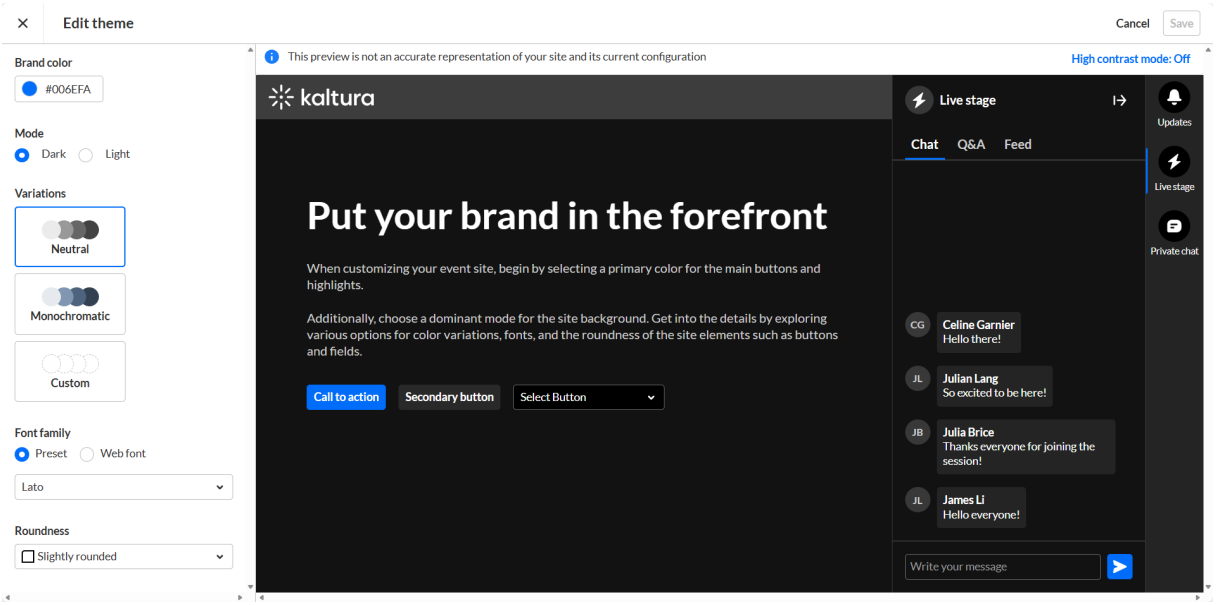
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Create a custom theme

1. Click the **+ Create custom theme** button.

The Edit theme screen displays.



2. You can configure the theme on the left and preview your selections on the right.

- Under **Brand color**, enter a hex color value.
- Under **Mode**, select **Dark** or **Light**.
- Under **Variations**, select:
  - **Neutral**
  - **Monochromatic**
  - **Custom**
- Under **Font family**, select **Preset** or **Web font**:
  - **Preset** – Select a font from the dropdown menu: *Arial, Garamond, Georgia, Lato (default), Sans-serif, Tahoma, Times New Roman, Trebuchet MS, or Verdana.*
  - **Web font** – Enter the External stylesheet URL provided by your font provider,

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then enter the Font family name as it appears in the stylesheet. The stylesheet should contain a single font family. We recommend including 400 (Normal) and 700 (Bold) font weights.

- Under **Roundness**, select how rounded you want UI elements to appear. Choose from the following options:
  - **Sharp Edges**
  - **Slightly Rounded (Default)**
  - **Rounded**

3. When finished click **Save**.

The theme editor closes and you return to the Experience tab.

Publish your changes

Click **Publish** at the top right to apply your changes.

Until you publish your changes, they won't affect conversations with your agent.

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