

Not showing the chat window on every page

By default your digital assistant appears on every page. Would you rather not have it on a few pages, such as the checkout page? This is how you choose.

Time needed: 3 minutes

What you need: The Chatunda questionnaire (Referral Links screen), or Mijn Chatunda (Uw assistent tab)

What is this for?

By default your digital assistant appears on every page of your website. That is usually best: a visitor can ask a question anywhere.

Sometimes you would rather not have it on a few pages. For example on the checkout page, so nothing distracts the visitor, or on the pages of the customer account. You choose that yourself.

Tip: In doubt? Then leave it everywhere. You can always change it later.

Step by step in the questionnaire

1 In the questionnaire, go to the Referral Links screen. That is the screen where you also add the most important pages of your website.

2 Scroll down to the box On which pages does your digital assistant appear?

3 Choose On all pages, except...

A list of your pages appears. They are all ticked.

4 Untick the pages where the chat window should not appear.

A tick means: the digital assistant appears here. No tick: not here.

5 Is a page not in the list? Type the address in the box below the list, for example:

Then click Add page. The page appears at the bottom of the list, without a tick.

`https://www.yourwebsite.com/checkout`

6 Click Next. Your choice has been saved.

Watch out: Don't see a list? Then you skipped the website analysis. No problem: type the addresses of the pages where the chat window should not appear yourself, as in step 5.

Good to know

- A page also applies to the pages below it. If you untick /account, the chat window also does not appear on /account/orders and /account/details.
- The home page counts exactly. If you untick the home page, that applies only to the home page itself,

not to the rest of your website.

- New pages get the chat window automatically. We only remember the pages you unticked. If you create a new page later, the digital assistant simply appears there.
- Shopify: the chat window never appears on the checkout page of a Shopify store. You don't need to untick it.
- Fixed on a page: if your chat window sits in a fixed frame on a page (inline), it always stays there. After all, you put it there on purpose.

Done? After going live, open a page you unticked. The chat button at the bottom right should be gone there. On the other pages it is simply there.

Changing it later

Want to add or remove a page after going live? As the owner you do that yourself in Mijn Chatunda, under Uw assistent (Your assistant), at Pagina's (Pages).

- 1 Click Aanpassen (Adjust).**
- 2 Remove the tick at a page where the chat window should not appear, or put it back. Is the page not in the list? Type the address at Pagina zonder chatvenster toevoegen (Add page without chat window) and click Toevoegen (Add).**
- 3 Click Doorvoeren (Apply) and confirm.**

Within a few minutes it is live on your website. You can hide the chat window on at most 50 pages. You don't need to change anything on your website yourself.

Prefer e-mail? E-mail the address of the page to info@chatunda.com and say whether the chat window should appear there or not.

It doesn't work

- The chat window is still there. Refresh the page. Still there? Then check that the address is exactly right, for example /checkout and not /cart. Feel free to e-mail us the address and we will take a look.
- The chat window is also gone on a page where it belongs. That page is probably below a page you unticked. Put the tick back in Mijn Chatunda, under Uw assistent (Your assistant), or e-mail us which page it is.
- I have another question. E-mail info@chatunda.com. We are happy to help.

Something not right any more? Email info@chatunda.com, we are happy to help.