LiveChat

What is LiveChat?

LiveChat is a customer support platform with customization features like themes, engagement graphics, and labels. You can automate greetings, get detailed reports, create tickets, and track visitors easily.

How to connect your LiveChat account to Zoho Flow

1. Select the trigger or action required. If you select a trigger, click **Next**.
2. If there are no existing LiveChat connections in your account, click **Connect**. Otherwise, click **New connection**.

LiveChat - Email Chat
Sends chat transcript as mail

You haven't created any LiveChat connections
Creating a connection authorizes Zoho Flow to exchange data with LiveChat

Connect

Alternatively, you can create a new connection by navigating to **Settings**, then **Connections**. Click **Create connection** and choose LiveChat.

3. Enter a connection name. You'll need your *Account ID* and your *Personal Access Token* to continue.
   To get your *Personal Access Token*:

1. Log in to [Developer Console](#) with your LiveChat login and password.
2. Navigate to **Tools** > **Personal Access Tokens** and click **Create new token**, or use an existing token if you have one.
4. Click **Authorize**.

API documentation

If you experience any LiveChat-related errors in your flows, or if you wish to learn more about the LiveChat API, the API documentation can be found here.

[Learn how to fix app-specific errors using API documentation](#)

Triggers and actions available in LiveChat

Triggers

Chat created
Use this trigger to get Slack notifications, add contacts in your CRM or contact management app, and more.

Chat ended
Add rows to a spreadsheet, create tasks, add leads, and more with this trigger.

Actions

Email chat transcript
Use this action to send a full transcript of a chat to the specified email address.