

3. Click the *Enable Click to Chat* toggle, to enable Click to Chat for your instance.

This just feels a bit clumsy from a sentence structure perspective. I think it would work better with the "what" first, and the "how" second:

3.

5. Select your Chat Provider and input the Account ID or token given to you from your Chat Provider.

I think I would say "given to you **by** your Chat Provider."

Chat Provider pages - having the "Enabling Automated Live Chat Systems" page linked twice, at both the top and bottom of the pages initially seems a little confusing - but I can see logically that if a user has arrived at these pages, then having a link at the top is helpful (to help them get back to the start) and at the bottom makes it easy to get back to where you came from. Is that the concept? **YES!**

Chatwoot

Look for the field value for `websiteToken`. The value is highlighted in the screenshot and can be used as your Chat Provider Account ID.

And then:

Use this Account ID to enable automated live chat integration with your Liferay instance.

Seems repetitive. I think it would be simpler to finish the documentation with the first sentence as follows:

Look for the field value for `websiteToken`. The value is highlighted in the screenshot and can be used as the Chat Provider Account ID to enable automated live chat integration with your Liferay instance.


And then show the image. (edited)

Crisp:

Similar to Chatwoot, I think the final line isn't that helpful - particularly in this case since Crisp has a "Website ID" but the final sentence says "Use this Account ID". I'd merge the two to:

Look for the Website ID field. The value provided, highlighted in the screenshot, can be used as the Chat Provider Account ID to enable automated live chat integration with your Liferay instance.

Hubspot:

Just one query, does the format for the combined Account ID / API Token include the square brackets [] around each, or not? Maybe an example screenshot from Liferay (with invalid values obviously) might help?  (ja fiz o upload dropbox)

JivoChat:

Copy the selected portion of the snippet. In the screenshot below, the portion that is highlighted is the Account ID.

I think would work slightly better re-ordered as:

In the screenshot below, the portion that is highlighted will be used as the Liferay Chat Provider Account ID. Select and copy this portion and use it as the Chat Provider Account ID to enable automated live chat integration with your Liferay instance.

(Also note that "highlighted" is misspelled)



LiveChat:

4. Copy the highlighted code. This is your Chat Provider Account ID for LiveChat.

Probably needs slightly more info as per JivoChat, and merging with the text after the screenshot - in fact, identical to the JivoChat suggestion above.

LivePerson:

This is your Chat Provider Account ID for *LivePerson*.

As before, merge with the final sentence:

Copy this ID and use it as the Chat Provider Account ID to enable automated live chat integration with your Liferay instance.



Smartsupp:

This is your Chat Provider Account ID for Smartsupp.

As before, merge with the final sentence.

Copy this key and use it as the Chat Provider Account ID to enable automated live chat integration with your Liferay instance.

Tawk.to:

The highlighted portion of the URL is your [Tawk.to](#) Account ID.

Use this Account ID to enable automated live chat integration with your Liferay instance.

Merge to:

Copy the highlighted portion of the URL use it as the Chat Provider Account ID to enable automated live chat integration with your Liferay instance.

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Tidio:

4. The *Public Key* provided by Tidio is your Chat Provider Account ID.

Change to:

Copy the Public Key and use it as the Chat Provider Account ID to enable automated live chat integration with your Liferay instance.

Zendesk:

Select and copy that portion of the snippet.

Change to:

Select and copy that portion of the snippet and use it as the Chat Provider Account ID to enable automated live chat integration with your Liferay instance.

CONVERSAR SOBRE UMA NOTA DO BEN IMAGEM 01