

Why is My Agent Information Panel Blank?

When an agent accepts a chat request in Chime, they have the option to enable an information panel that will pop up at the bottom of their chat screen. This information panel will show additional information about a seeker, such as their name, location, time waiting, and question. In some older versions of Internet Explorer, it's possible that a certain security setting can block this panel from posting information. This document will show you how to change that setting so that your information panel can show the data you need.

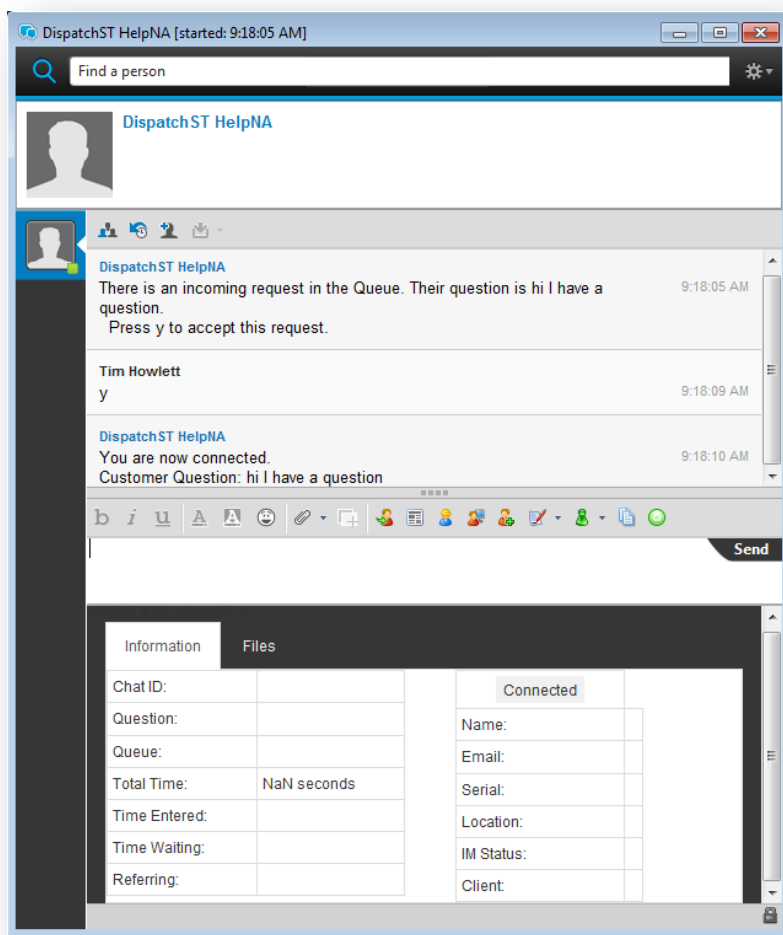


Figure 1: Blank Agent Information Panel

Enable XML and HTTP Support in IE

1. In your IE browser, open Internet Options.
2. Go to the Advanced Tab
3. Scroll down to the Security section.
4. Find “Enable Native XMLHTTP support”.
5. If this setting is not checked, click on the check box to enable it, and click OK to save the settings.

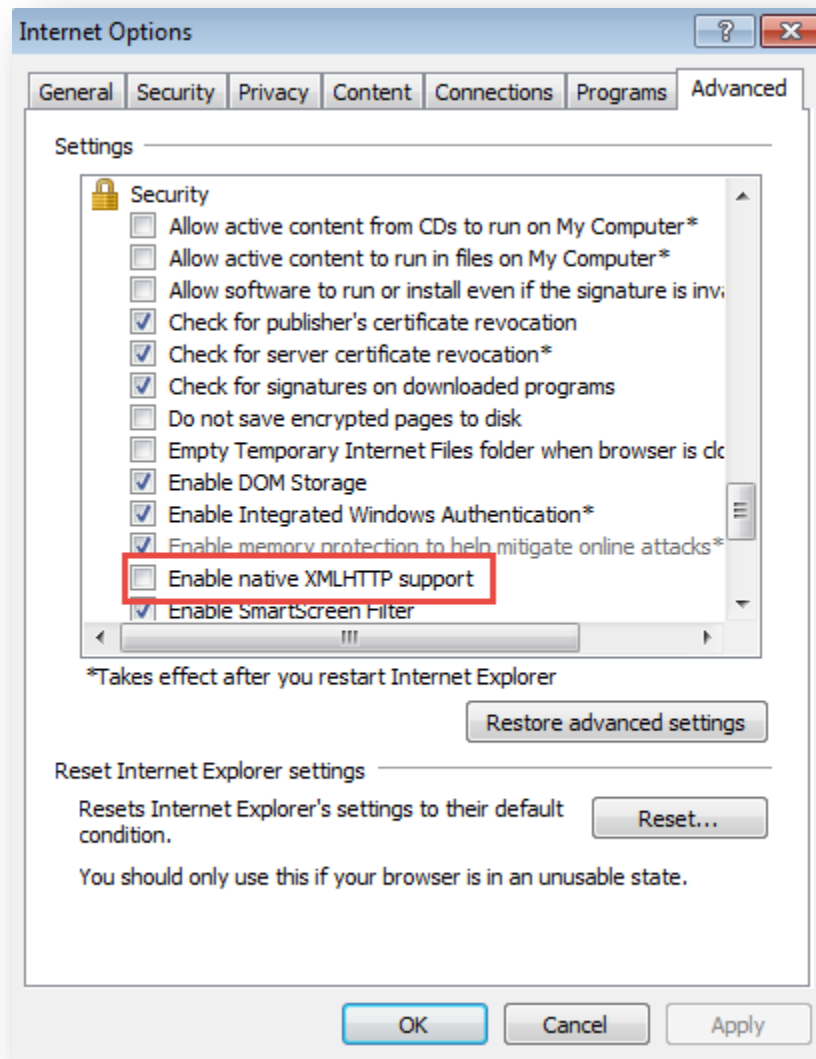


Figure 2: Enable XMLHTTP support in IE

Once you have changed this setting and restarted your browser, you need to test to verify that the information panel will show data. To do this, you can launch a web chat from the Chime queue dashboard, and accept that chat request as an agent in the queue.

When you accept a chat as an agent, you should see the information panel and it should look like this:

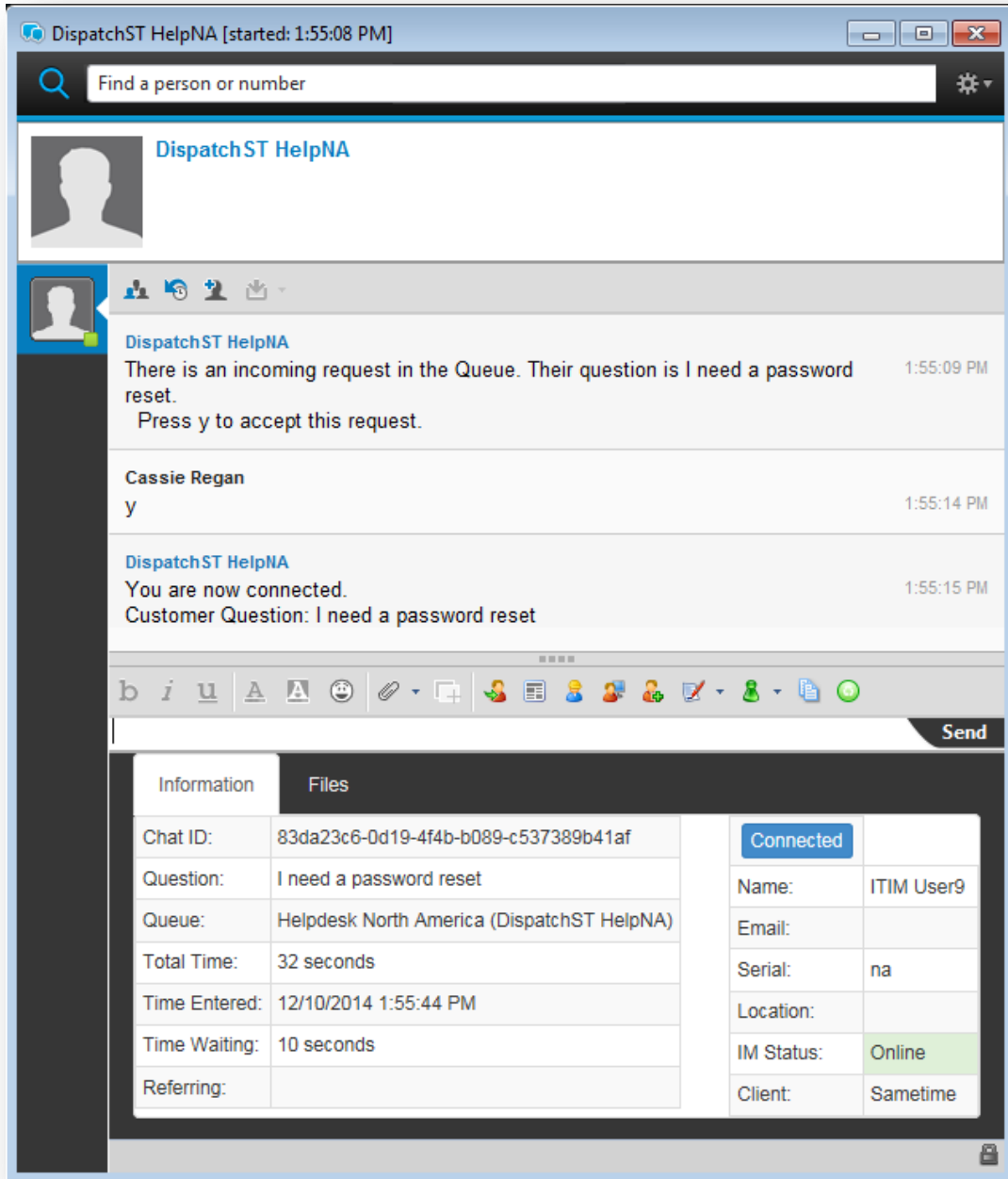


Figure 3: Information Panel with correct information