

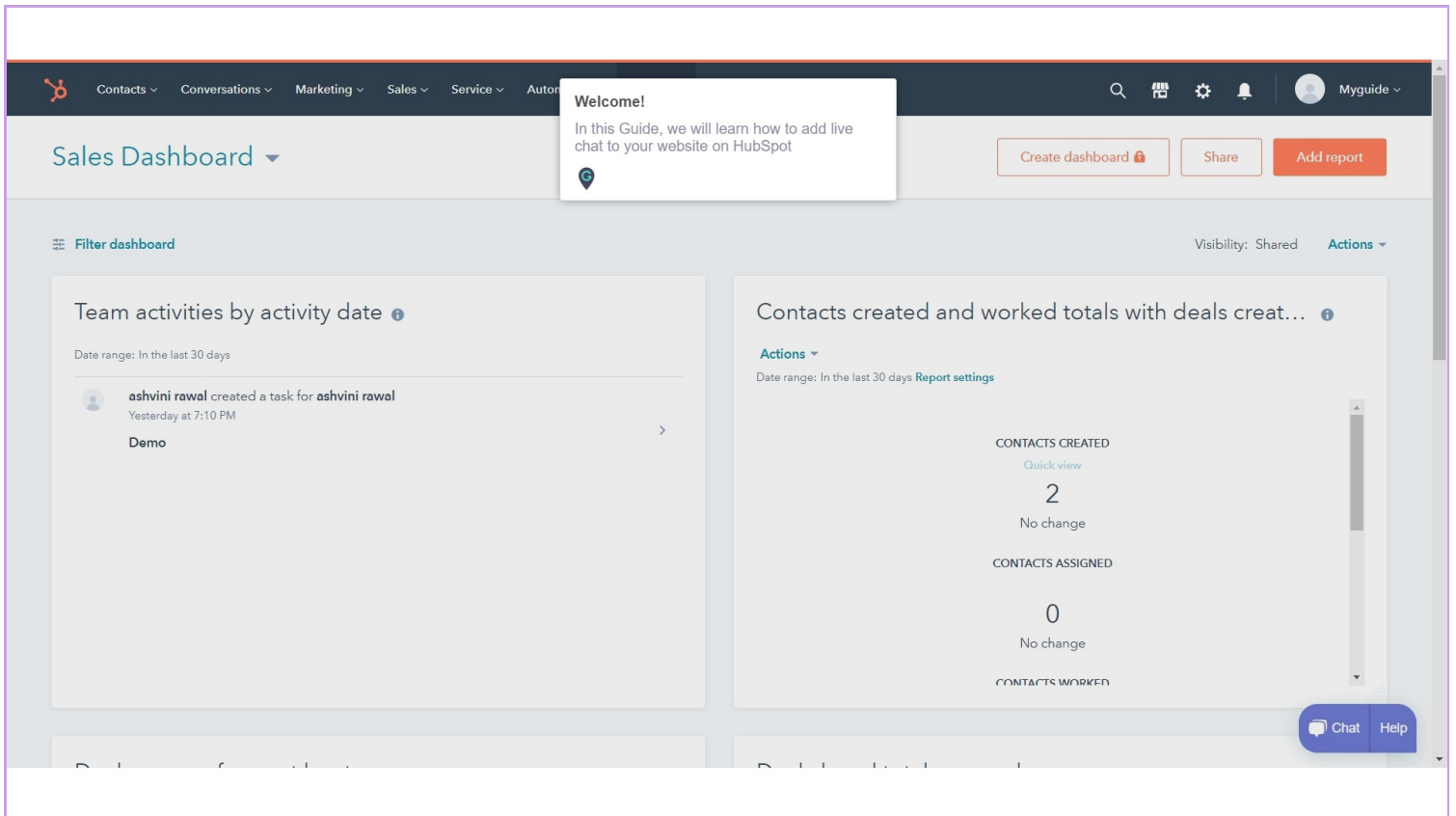


How to add live chat to your website on  
HubSpot

# Step: 01

## Welcome!

In this Guide, we will learn how to add live chat to your website on HubSpot



## Step: 02

Click on "Myguide"

The screenshot displays the MyGuide Sales Dashboard. At the top, a dark navigation bar contains menu items: Contacts, Conversations, Marketing, Sales, Service, Automation, and Reports. On the right side of this bar are icons for search, a grid, settings, notifications, and a user profile labeled 'Myguide'. Below the navigation bar, the page title is 'Sales Dashboard'. A 'Create dashboard' button is visible. A tooltip with a location pin icon points to the 'Myguide' user profile, with the text 'Click on "Myguide"'. The main content area is titled 'Filter dashboard' and includes a 'Visibility: Shared' and 'Actions' dropdown. Two primary panels are shown: 'Team activities by activity date' (with a date range of 'In the last 30 days') and 'Contacts created and worked totals with deals creat...'. The first panel shows an activity log entry for 'ashvini rawal' who created a task for 'ashvini rawal' yesterday at 7:10 PM. The second panel shows summary statistics: CONTACTS CREATED (2, No change), CONTACTS ASSIGNED (0, No change), and CONTACTS WORKED. A 'Chat' and 'Help' button is located in the bottom right corner of the dashboard area.

## Step: 03

Click on "Set up your HubSpot account"

The screenshot displays the HubSpot Sales Dashboard interface. At the top, a navigation bar includes links for Contacts, Conversations, Marketing, Sales, Service, Automation, and Reports. The main header shows 'Sales Dashboard' and a 'Create dashboard' button. On the left, a 'Filter dashboard' button is visible. The central area features a 'Team activities by activity date' widget showing a recent task created by 'ashvini rawal'. To the right, a 'Contacts' widget displays metrics: 2 CONTACTS CREATED, 0 CONTACTS ASSIGNED, and 0 CONTACTS WORKED. A callout box with a location pin icon points to the 'Set up your HubSpot account' link in the user profile dropdown menu. The profile menu also includes 'Profile & Preferences', 'Myguide 7097602', 'Account & Billing', 'HubSpot Academy', 'Pricing & Features', 'Training & Services', 'Sign out', and 'Privacy policy'. A 'Chat' and 'Help' button is located in the bottom right corner.

## Step: 04

Click on "Set up live chat " option inside "Set up your customer communication channels" section

The screenshot displays a user interface for configuring customer communication channels. It is organized into two main sections, each with a checkmark icon and a duration indicator.

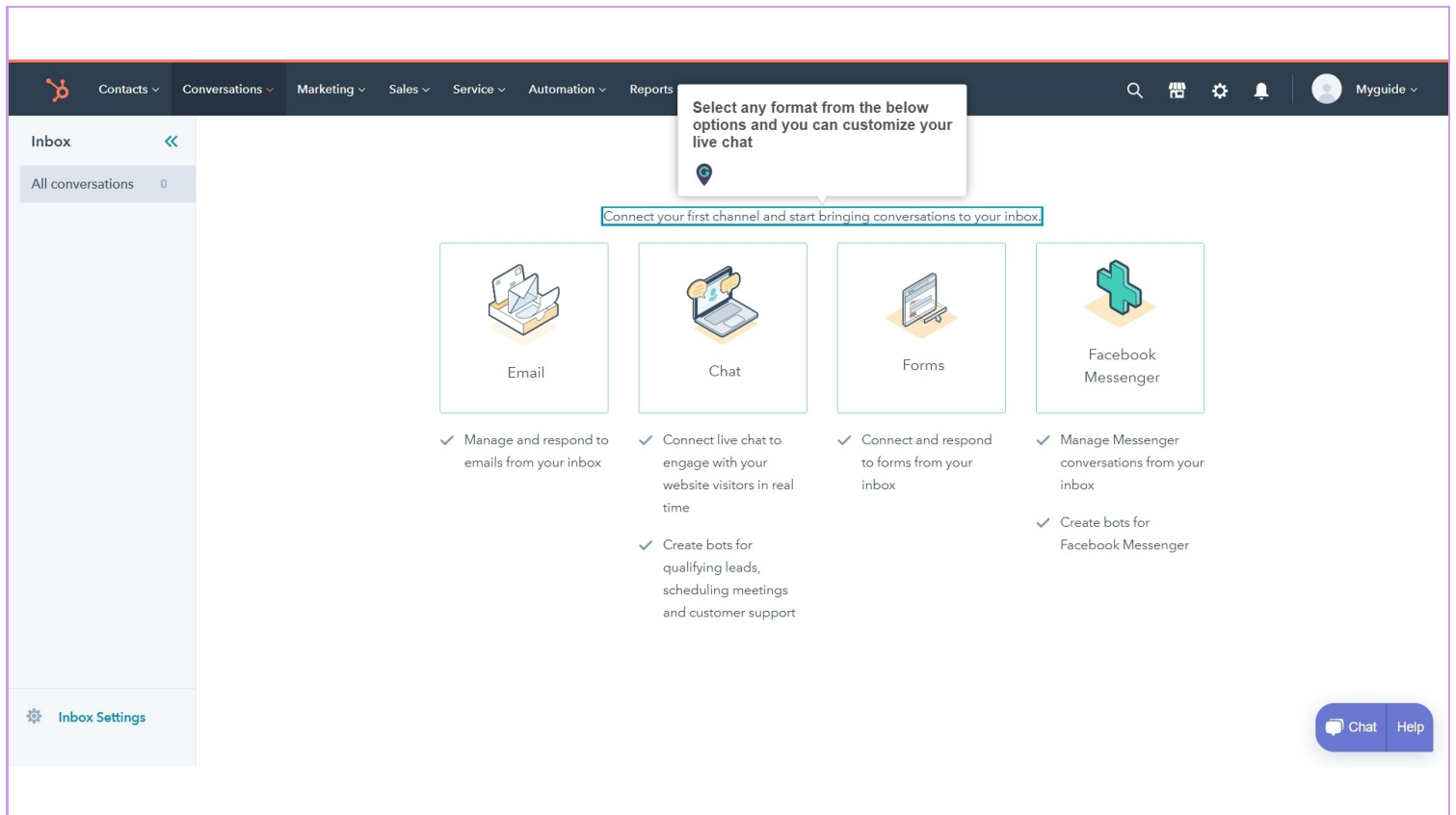
- Set up your customer communication channels** (Takes about 13 minutes):
  - Connect your team email to HubSpot** (Collaborate more efficiently): [Set up team inbox](#)
  - Add live chat to your website** (Route visitors to the right team member): [Set up live chat](#) (highlighted with a blue box and a callout box)
  - Add a support form to your website** (Every query creates a ticket. No manual entry.): [Add form](#)
  - Create a bot to take questions when you aren't around** (Get a virtual assistant to handle queries 24/7.): [Create bot](#)
- Set up your ticketing process** (Takes about 10 minutes):
  - Learn: How to capture the right ticket details.** (And gather the information that your business needs.): [Learn more](#)
  - Create a ticket** (Keep on top of every customer issue): [Create ticket](#)

A callout box points to the "Set up live chat" button with the text: "Click on 'Set up live chat ' option inside 'Set up your customer communication channels' section".

At the bottom right, there are "Chat" and "Help" buttons.

## Step: 05

Select any format from the below options and you can customize your live chat



The screenshot displays the myGuide software interface. At the top, a navigation bar includes 'Contacts', 'Conversations', 'Marketing', 'Sales', 'Service', 'Automation', and 'Reports'. A search icon, a grid icon, a settings gear, a notification bell, and a user profile labeled 'Myguide' are on the right. A central callout box reads: 'Select any format from the below options and you can customize your live chat'. Below this, a banner says 'Connect your first channel and start bringing conversations to your inbox.' Four options are presented in cards:

- Email**: Manage and respond to emails from your inbox.
- Chat**: Connect live chat to engage with your website visitors in real time. Create bots for qualifying leads, scheduling meetings and customer support.
- Forms**: Connect and respond to forms from your inbox.
- Facebook Messenger**: Manage Messenger conversations from your inbox. Create bots for Facebook Messenger.

On the left, the 'Inbox' sidebar shows 'All conversations 0'. At the bottom left is 'Inbox Settings' and at the bottom right are 'Chat' and 'Help' buttons.

# Thank You!

[myguide.org](https://myguide.org)