



# HORIZON

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## CHAT WIZARD



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## CHAT WIZARD

## Introduction

**Welcome to the Horizon chat Wizard. Horizon uses Crisp instant messenger to enable you to chat to your clients straight from the Horizon app.**

With Crisp you can answer questions on line and receive e-mail messages off line. Crisp also records copies of your chat which you can archive and search. Simple.

- **Unlimited chatbox** - Chat with all your visitors
- **Apps for any device** - Put Crisp on all your devices. Reply to chats on the go
- **Offline email responses** - chat continues by email if your visitor goes offline
- **Integrates with Slack** - the Team conversation app

Crisp is free to use for up to to 2 users with unrestricted customers. If you require more users please check out their website : <http://www.crisp.im>



## Get Started

It is very easy to integrate Crisp with Horizon. Your clients will use the chat just as you use it to talk to us.

This Wizard will show you how to make client conversations directly with your team on Horizon. You and your team manage the chat, on line and within the Crisp app autonomously.

To get connected with Crisp go to <https://crisp.im/en/>

Click on **Get your Crisp Chatbox**



Add your e-mail. Don't worry you can add your team members later.



Create a new account  
Add people in your team later

Next

Click Next

Enter the website as [www.houseprice.AI](http://www.houseprice.AI) and the name as **Houseprice AI** and click **Next**.



It's now time to setup!  
Fill your website information

Next



Choose your plan and click **Next**



Choose your plan  
Pick the plan that fit your needs

<input checked="" type="checkbox"/> <b>SEED</b>	Free plan	
Small websites	Fair use limits	Base features
<b>PRO</b>	14 day trial	\$25/mth
Slack integration	No Crisp branding	Customize chatbox
<b>BUSINESS</b>	14 day trial	\$70/mth
Pro features	Visitor email export	Mass messages
<b>ENTERPRISE</b>	14 day trial	\$200/mth
Business features	Full encryption	Offshore helpdesk

Want to see all features? [View plan details](#)

**Crisp** now gives you the snippet of script that you will need to link to the site



This is your chatbox  
Copy and paste this website code in your HTML code

```
<script type="text/javascript"><script>[{"CRISP_WEBSITE_ID":"300000000000-40000000-000000000000"}]function(){if(typeof document.createElement("script")<script>https://client.crisp.im/l.js" async">document.getElementsByTagName("head")[0].appendChild(it);})</script>
```

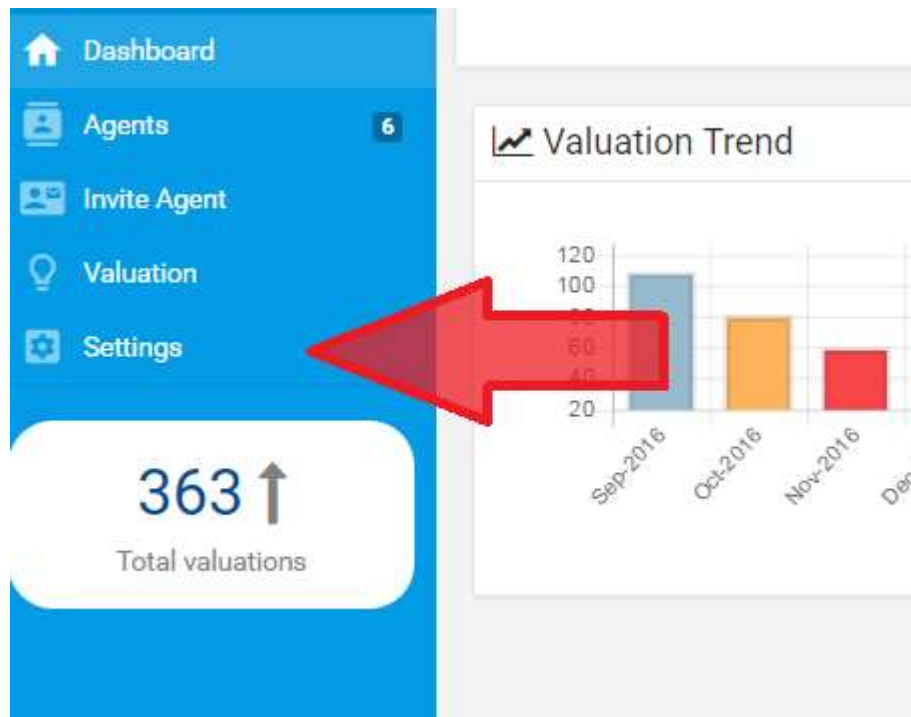
Don't know how to do this? [Read our help](#)

Next

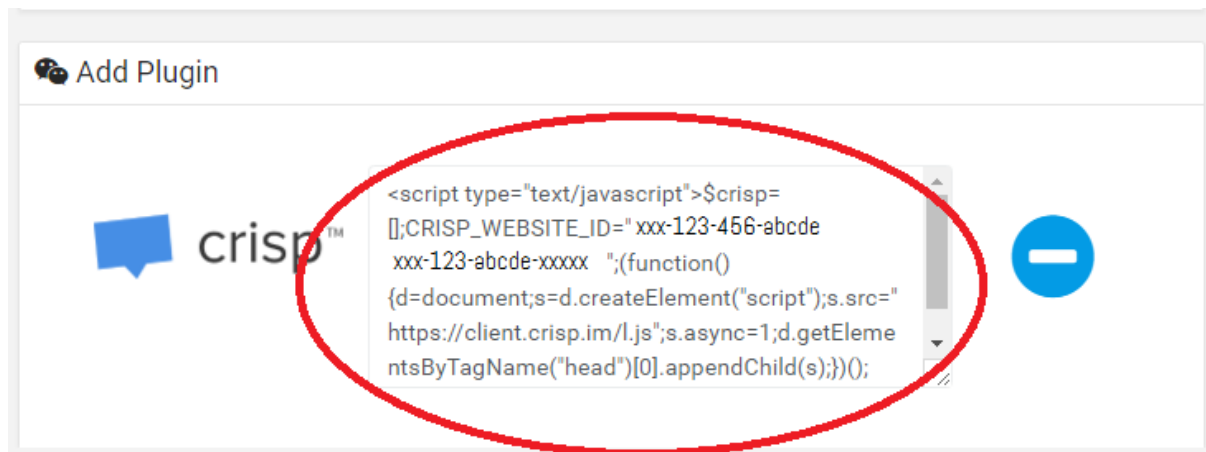


Double click the script or drag your cursor over it to highlight the text. Right click and select copy.

Log in to **Horizon** as admin and click on settings on the Dashboard Menu bar.



Right click in the plug-in box and select paste. N.B. The snippet in the image is for illustration only.



That is all you have to do to get started. You can now chat with your clients through Horizon.





## Support

This guide covers the basics of using Crisp with Horizon for your clients. Crisp Support is available on line from their website : <http://www.crisp.im>, which has lots of information regarding using their app most effectively.

For any Support with using Horizon, our friendly Support team is always happy to help and support you on line for live chat during office hours, and will respond to any out of hours messages left in the chat as soon as possible. We are always happy to help.



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