

# CUSTOM CSS / HTML TEMPLATE

## Sections

1. What plans are covered
2. How to use it
3. How to inspect styling through console
4. Sections of the CSS codes
  - Point of interest (POI) - properties worth changing to achieve the look and feel you want. Note that you're not limited to these highlighted properties, you're free to play around with any CSS codes you need to modify, add or delete
  - Most of the CSS properties are self-explanatory. The goal of this document is to familiarize yourself on which classes/IDs to take note of when searching within the CSS codes. The CSS contains thousands of lines of codes so each of the sections here will show the key class to search for
5. Sections of the HTML codes
6. Disclaimer and scope of support

## **WHAT PLANS ARE COVERED?**

This feature is only available to Enterprise (SOHO), Growing Business (TEAM), and Enterprise (TEAM)

## **HOW TO USE IT**

To get to the HTML/CSS section of the theme selected, navigate to Themes > Advanced. Once there, you'll see 2 tabs - HTML Template and Custom CSS. To start working on the codes, click the "Reset Changes" link first to get a fresh, default copy of the codes for the theme selected. Then once you're done with the changes, overwrite the codes on that page then save your changes.

The screenshot shows the ClickDesk Ultra configuration interface. At the top, there is a navigation bar with 'Themes', 'Live Chat', 'Help Desk', and 'Upgrade' options. Below this, the 'Chat Widget' configuration area is visible. It includes a 'Department' dropdown menu set to 'billing', an 'Apply Custom Changes' toggle set to 'Yes', and two tabs: 'HTML Template' and 'Custom CSS'. The 'HTML Template' tab is active, showing a text area with HTML code. A red-bordered box highlights a legend for the numbered callouts: 1 - Themes, 2 - Advanced, 3 - Department drop-down menu, 4 - Apply Custom Changes (YES/NO), 5 - HTML/CSS tabs, and 6 - Reset Changes link. The 'Reset Changes' link is located at the bottom right of the HTML code area.

**Important things to note:**

- a. The codes that appear on the HTML Template/Custom CSS tab corresponds to the theme chosen on the “Chat Widget” tab
- b. To ensure that you are working with the right codes for the template, click the “Reset Changes” link first before pasting your new/updated codes
- c. You may set different HTML/CSS codes per Department
- d. For the changes to take effect, you have to toggle “Apply Custom Changes” to YES
- e. If you wish to apply the changes to a specific Department alone, make sure that that Department is selected first from the drop-down menu before saving your changes
- f. The “HTML template” tab contains the actual content of the chat widget. Changes on this section won’t be necessary if your goal is only to re-design the chat widget’s look and feel. However, if you wish to change the texts included within the theme chosen, this is where you can modify those

## HOW TO INSPECT STYLING THROUGH THE CONSOLE

This is the most important thing you need to be familiar with if you want to know the classes and IDs of the elements you are planning to modify. However, this is beyond our scope of support and anyone attempting to customize the chat widget should be well-versed in inspecting elements through the browser console. If you want to dig deeper, here's Google's help document on how to use it

<https://developer.chrome.com/devtools/docs/console>

## SECTIONS OF THE CSS CODES

For this document, we'll be using the Ultra Theme as our base template. Enumerated below are sections of the entire CSS codes as you read them from top to bottom. Some sections that are not listed/discussed are elements that are of no importance to changing the look and feel.

1. Reset CSS properties
2. Set all links, select, and input types to use a pointer cursor

```
.clickdesk-ultra a,  
.clickdesk-ultra a *,  
.clickdesk-ultra input[type=submit],  
.clickdesk-ultra input[type=radio],  
.clickdesk-ultra input[type=checkbox],  
.clickdesk-ultra select {  
  cursor: pointer !important;  
}
```

3. Set the overall style of the ClickDesk window (.cdw)

```
.cdw,  
.cdw * {  
  background: transparent;  
  border: 0;  
  -webkit-border-radius: 0;  
  -moz-border-radius: 0;  
  border-radius: 0;  
  box-shadow: none;  
  color: #555;  
  font: 12px/16px Verdana, Geneva, sans-serif !important;  
  margin: 0;  
  letter-spacing: normal;  
  outline: 0;  
  padding: 0;  
  position: static;  
  bottom: auto;  
  left: auto;  
  right: auto;  
  top: auto;  
  text-decoration: none;  
  text-shadow: none;  
  width: auto;  
  word-spacing: normal;  
}
```

**POI** - color, font (change the font and color of the `.cdw` class to change the font style and color of the texts inside the chat widget. Note that some elements will not be changed because their properties are declared separately on other sections)

4. Set the width of the popup (`.clickdesk_b`)

```
.clickdesk-ultra .clickdesk_b {  
  width: 268px !important ;  
}
```

**POI** - width (changing the width of the `.clickdesk_b` class will change the width of the chat widget when opened)

5. Set the position of the minimized chat widget (`.cd-bubble`)

```
.clickdesk-ultra .cd-bubble {  
  padding-top: 2px;  
  position: fixed !important;  
  bottom: 0px;  
  right: 15px;  
  z-index: 2147483638 !important;  
}
```

**POI** - bottom, right (changing the values of these properties will allow you to position the minimized chat widget. However, this is something that you are not recommended to do for aesthetic reasons, most, if not all, chats are docked at the bottom left/right)

6. Set the avatar on the minimized chat widget (`.click-desk-visitor`)

```
.clickdesk-ultra .click-desk-closed-container .click-desk-visitor {  
  position: relative !important;  
  border-radius: 5px !important;  
  background: #fff !important;  
  display: inline-block !important;  
  box-shadow: 0 -2px 9px #5f5f5e !important;  
  left: 17px !important;  
  top: 11px !important;  
  bottom: 34px !important;  
  z-index: 999 !important;  
}
```

**POI** - display, box-shadow, left, top, bottom (to remove the box shadow, hide it, or move the position of the avatar a bit)

7. Set the minimized chat widget (`.click-desk-closed-header`)

```
.clickdesk-ultra .click-desk-closed-container .click-desk-closed-header {  
  border-radius: 5px 5px 0 0 !important;  
  background: #49352a !important;  
  overflow: hidden !important;  
  padding: 10px 16px !important;  
  cursor: pointer !important;  
}
```

**POI** - border-radius, background, padding (make the bar more squared, more rounded, change the color, or make it taller or wider)

8. Set the text format of the minimized chat widget's bar (.click-desk-bar-text)

```
.clickdesk-ultra .click-desk-closed-container .click-desk-closed-header h2,  
.clickdesk-ultra .click-desk-closed-container .click-desk-closed-header .click-desk-bar-text {  
  float: left !important;  
  color: #ffffff !important;  
  font-size: 13px !important;  
  padding-top: 10px !important;  
  line-height: 1.2 !important;  
  cursor: pointer !important;  
  font-weight: bold !important;  
  font-family: Verdana, Geneva, sans-serif !important;  
}
```

**POI** - color, font-size, padding-top, font-weight, font-family (change the bar text's color, font size, padding, font weight and family)

9. Set the plus icon on the far-right hand side of the minimized bar (.click-desk-closed)

```
.clickdesk-ultra .click-desk-closed-container .click-desk-closed {  
  float: right !important;  
  border-radius: 3px !important;  
  background: #18120e !important;  
  margin-left: 15px !important;  
}  
.clickdesk-ultra .click-desk-closed-container .click-desk-closed a {  
  background-position: -60px -11px !important;  
  height: 26px !important;  
  width: 26px !important;  
  display: inline-block !important;  
  text-indent: -9999px !important;  
}  
.clickdesk-ultra .click-desk-closed a,  
.clickdesk-ultra .sprite-icons-icon-smiley,  
.clickdesk-ultra .clickdesk-option a:after,  
.clickdesk-ultra .clickdesk-icon {  
  background:  
  url(//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/ultra-modern-sprite.png) no-repeat  
  !important;  
}
```

**POI** - background, display, url (change the background color, hide it altogether or change the image being used)

10. Set the chat header (.cdw-chat-header)

```
.clickdesk-ultra .cdw-chat-header {  
  min-height: 32px !important;  
  position: relative;  
  z-index: 999999999999999;  
  background: #49352a !important;  
  -webkit-border-radius: 5px 5px 0 0 !important;  
  -moz-border-radius: 5px 5px 0 0 !important;  
  border-radius: 5px 5px 0 0 !important;  
}
```

**POI** - min-height, background (make it taller by adjusting the min-height or change the background color)

11. Set the padding of the inner text of the header (.cdw-chat-header-inner)

```
.clickdesk-ultra .cdw-chat-header-inner {  
  padding: 10px 84px 10px 75px !important;  
}
```

12. Set the avatar of the opened chat widget on the header (.cdw-chat-header-avatar)

```
.clickdesk-ultra .cdw-chat-header .cdw-chat-header-avatar {  
  -webkit-border-radius: 3px 3px 3px 3px !important;  
  -moz-border-radius: 3px 3px 3px 3px !important;  
  border-radius: 3px 3px 3px 3px !important;  
  box-shadow: 0 0 3px rgba(0, 0, 0, 0.5) !important;  
  height: 50px !important;  
  overflow: hidden !important;  
  position: absolute !important;  
  left: 10px !important;  
  top: -20px !important;  
  width: 50px !important;  
}  
.clickdesk-ultra .cdw-chat-header .cdw-chat-header-avatar img {  
  height: 50px !important;  
  width: 50px !important;  
}
```

**POI** - box-shadow, height, left, top, width (remove the box shadow, adjust the height, position and width)

13. Set the header text (.cdw-chat-header-text)

```
.clickdesk-ultra .cdw-chat-header .cdw-chat-header-text {  
  height: auto !important;  
  overflow: hidden !important;  
  margin-top: 5px !important;  
}  
.clickdesk-ultra .cdw-chat-header .cdw-chat-header-text-name,  
.clickdesk-ultra .cdw-chat-header .cdw-chat-header-text-name * {  
  height: auto !important;  
  font-weight: bold !important;  
  overflow: hidden !important;  
  color: #fff !important;  
}
```

**POI** - margin-top, font-weight, color (adjust the margin, change the font weight and color)

14. Set the minimize, popout and close buttons (.cdw-chat-bar-buttons)

```
.clickdesk-ultra .cdw-chat-bar-buttons {  
  position: absolute !important;  
  right: 10px !important;  
  top: 9px !important;  
}  
.clickdesk-ultra .cdw-chat-bar-buttons span {  
  background: transparent none no-repeat center center;  
  float: left;  
  display: block;  
  height: 12px;  
  margin-left: 7px;
```

```

width: 12px;
padding: 3px;
border: 1px solid #251b16 !important;
background: #291d17 !important;
-webkit-border-radius: 3px 3px 3px 3px !important;
-moz-border-radius: 3px 3px 3px 3px !important;
border-radius: 3px 3px 3px 3px !important;
}
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-minimize,
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-close,
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-popout,
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-popin {
width: 13px !important;
height: 13px !important;
background-repeat: no-repeat !important;
display: inline-block !important;
opacity: 0.7 !important;
}
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-minimize:hover,
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-close:hover,
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-popout:hover,
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-popin:hover {
opacity: 1 !important;
}
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-minimize {
background-image:
url("//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/cd-oriental-sprite.png")
!important;
background-position: 0 -427px !important;
}
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-close {
background-image:
url("//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/cd-oriental-sprite.png")
!important;
background-position: 0 -364px !important;
}
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-popout {
background-image: url("//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/pop-out.png")
!important;
background-position: 0 0 !important;
}
.clickdesk-ultra .cdw-chat-bar-buttons span a.cdw-chat-bar-buttons-popin {
background-image: url("//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/pop-in.png")
!important;
background-position: 0 0 !important;
}

```

**POI** - right, top, height, margin, width, padding, border, background, url (change the buttons' position, padding, margin or use your own images)

*NOTE: Before proceeding, keep in mind that the rest of this document will now focus on sections of the CSS codes that are grouped together. Points of interests will no longer be suggested and it all boils down to personal preference on which sections you want to change.*

15. This next section contains the styling of the actual window while a chat session is in progress (.cd-chat-content) Most, if not all, of the properties for this section are self-explanatory and are not necessarily important, unless you wanted to change how the conversation UI looks like

```
.clickdesk-ultra .cd-chat-content .cdw-chat-body {
  height: 220px !important;
  padding: 0 10px 0 !important;
  overflow: auto !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message {
  margin: 10px 0 0 !important;
  min-height: 30px !important;
  position: relative !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message:after {
  content: ' ' !important;
  display: block !important;
  height: 10px !important;
  position: absolute !important;
  bottom: 8px !important;
  width: 6px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-response {
  margin: 10px 0px 1px 40px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-response .cdw-chat-body-message-avatar
{
  background-color: transparent !important;
  left: -40px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-response:after {
  background: #f6f6f6
  url("//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/cd-oriental-sprite.png")
  !important;
  background-position: 0 -490px !important;
  left: -5px !important;
  width: 6px !important;
  height: 10px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-welcome {
  margin: 10px 40px 1px 0px !important;
  text-align: right !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-welcome:after {
  content: ' ' !important;
  display: block !important;
  height: 10px !important;
  position: absolute !important;
  bottom: 8px !important;
  width: 6px !important;
  background: #f6f6f6
  url("//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/cd-oriental-sprite.png")
  !important;
  right: -6px !important;
  background-position: 0 0 !important;
}
}
```



```

.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-welcome .cdw-chat-body-message-text {
  text-align: left !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-welcome .cdw-chat-body-message-avatar
{
  right: -40px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-text,
.clickdesk-ultra .cd-chat-content .cd_remove,
.clickdesk-ultra .cd-chat-content .cdw-av-errordiv {
  background: #f6f6f6 !important;
  border: 1px solid #eee !important;
  -webkit-border-radius: 3px 3px 3px 3px !important;
  -moz-border-radius: 3px 3px 3px 3px !important;
  border-radius: 3px 3px 3px 3px !important;
  display: inline-block;
  padding: 8px 10px !important;
  width: 90% !important;
  word-wrap: break-word !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-text-response {
  background: #eefef;
  border: 1px solid #e2e3e3;
  font-style: normal !important;
}
.clickdesk-ultra .cd-chat-content .cd_remove {
  margin-top: 10px !important;
  font-style: normal !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-text-name {
  margin-bottom: 10px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-text-name,
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-text-name * {
  font-weight: bold !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-avatar {
  background-color: #49352a !important;
  text-align: center !important;
  -webkit-border-radius: 50%!important;
  -moz-border-radius: 50% !important;
  border-radius: 50% !important;
  box-shadow: 0 0 3px rgba(0, 0, 0, 0.5) !important;
  height: 30px !important;
  overflow: hidden !important;
  position: absolute !important;
  bottom: 0 !important;
  width: 30px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-avatar img {
  height: 30px !important;
  width: 30px !important;
  border-radius: 50% !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-response_system
.cdw-chat-body-message-avatar,
.clickdesk-ultra .cd-chat-content .cdw-chat-body-message-response_system_proactive

```

```

.cdw-chat-body-message-avatar {
  display: none !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-form {
  padding: 10px 10px 0 !important;
  position: relative !important;
}
.clickdesk-ultra .cd-chat-content textarea.cdw-chat-form-text {
  border: 1px solid #eee;
  -webkit-border-radius: 3px 3px 3px 3px !important;
  -moz-border-radius: 3px 3px 3px 3px !important;
  border-radius: 3px 3px 3px 3px !important;
  padding: 6px 37px 6px 6px !important;
  color: #555;
  background: #fff;
  height: 32px !important;
  overflow-x: hidden;
  resize: none;
  width: 83% !important;
  overflow-y: hidden;
}
.clickdesk-ultra .cd-chat-content textarea.cdw-chat-form-text:focus {
  border-color: #aaa;
  color: #555;
  background: #fff;
}
.clickdesk-ultra .cd-chat-content textarea.cdw-chat-form-text::-webkit-input-placeholder {
  color: #999 !important;
}
.clickdesk-ultra .cd-chat-content textarea.cdw-chat-form-text::-moz-placeholder {
  color: #999 !important;
}
.clickdesk-ultra .cd-chat-content textarea.cdw-chat-form-text:-ms-input-placeholder {
  color: #999 !important;
}
.clickdesk-ultra .cd-chat-content textarea.cdw-chat-form-text:-moz-placeholder {
  color: #999;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-form-status {
  color: #aaa;
  font-size: 11px;
  line-height: 15px;
  position: absolute;
  left: 10px;
  top: 4px;
  text-align: center;
  width: 270px;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom {
  padding: 7px 14px 6px !important;
  min-height: 17px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options {
  float: left !important;
  width: 42% !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options div {

```

```

display: inline-block !important;
vertical-align: middle !important;
width: 100% !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options div a {
border-right: 1px solid #d5d5d5 !important;
width: 12% !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options div a:last-child {
border-right: none !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options
a.cdw-chat-bottom-link {
margin-right: 6px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options
a.cdw-facebook-like,
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options
a.cdw-twitter-tweet,
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options a.cdw-chat-session
{
background-image:
url("//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/cd-oriental-sprite.png")
!important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options a.cdw-facebook-like
{
background-position: 0 -240px !important;
width: 12px !important;
height: 12px !important;
margin-left: 1px !important;
padding-right: 1px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options a.cdw-twitter-tweet
{
background-position: 0 -302px !important;
width: 12px !important;
height: 12px !important;
padding-right: 6px !important;
margin-left: 3px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options a.cdw-chat-session
{
background-position: 0 -178px !important;
width: 12px !important;
height: 12px !important;
padding-right: 6px !important;
margin-left: 3px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom .cdw-chat-bottom-options a.cdw-help-desk {
background: url("//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/lighten-sprite1.png")
no-repeat top left !important;
background-position: 0 -75px !important;
width: 14px !important;
height: 14px !important;
margin-left: 3px !important;
padding-right: 6px !important;
}

```

```

}
.clickdesk-ultra .cd-chat-content span.cdw-chat-bottom-divider {
  color: #bbb;
}
.clickdesk-ultra .cd-chat-content a.cdw-chat-bottom-link,
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-white-label,
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-white-label *,
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-white-label a * {
  color: #999 !important;
  font-size: 9px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-white-label a *,
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-white-label a {
  font-weight: bold !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-white-label a *:hover,
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-white-label a: hover {
  color: #555 !important;
}
.clickdesk-ultra .cd-chat-content a.cdw-chat-bottom-link {
  font-size: 12px !important;
}
.clickdesk-ultra .cd-chat-content a.cdw-chat-bottom-link: hover {
  color: #555 !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-white-label {
  display: inline-block !important;
  float: right !important;
  width: 58% !important;
  text-align: right;
  overflow: hidden;
  white-space: nowrap !important;
  padding-bottom: 2px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup {
  background: #fff !important;
  -webkit-border-radius: 5px 5px 5px 5px !important;
  -moz-border-radius: 5px 5px 5px 5px !important;
  border-radius: 5px 5px 5px 5px !important;
  box-shadow: 0 0 3px rgba(0, 0, 0, 0.5) !important;
  overflow: hidden !important;
  padding: 4px 15px !important;
  position: absolute !important;
  right: 19px !important;
  top: 68px !important;
  width: 160px !important;
  z-index: 999999999999999;
  display: none;
}
.clickdesk-ultra .cd-chat-content a.cdw-chat-popup-option {
  background: transparent none no-repeat 0 0;
  display: block;
  margin: 0 -15px;
  padding: 3px 15px;
}
.clickdesk-ultra .cd-chat-content a.cdw-chat-popup-option: hover {
  background-color: #eee !important;
}

```

```

    color: #555 !important;
}
.clickdesk-ultra .cd-chat-content a.cdw-facebook-like,
.clickdesk-ultra .cd-chat-content a.cdw-twitter-tweet,
.clickdesk-ultra .cd-chat-content .cdw-chat-bottom-options div a {
    display: inline-block;
    width: 12px !important;
    height: 12px !important;
    vertical-align: middle !important;
    background-repeat: no-repeat !important;
}
.clickdesk-ultra .cd-chat-content a.cdw-audio-call {
    background-position: 10px -44px !important;
    opacity: 0.6 !important;
}
.clickdesk-ultra .cd-chat-content .cdw-av-errordiv {
    color: #c00 !important;
    width: 84% !important;
    margin: 2px 10px !important;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup hr {
    background: #ddd;
    color: #ddd;
    height: 1px;
    margin: 5px -15px;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-title {
    font-weight: bold;
    padding: 3px 0;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-faded {
    color: #aaa;
    padding: 3px 0;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-text {
    padding: 3px 0;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-error {
    color: #c00 !important;
    padding: 3px 0;
}
.clickdesk-ultra .cd-chat-content .cdw-chat-popup-error * {
    color: #c00 !important;
}
.clickdesk-ultra .cd-chat-content a.cdw-chat-popup-button,
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-button,
.clickdesk-ultra .cd-chat-content a.cdw-chat-popup-button:hover,
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-button:hover {
    background: #49352a !important;
    border: 1px solid #291d17 !important;
    -webkit-border-radius: 3px 3px 3px 3px !important;
    -moz-border-radius: 3px 3px 3px 3px !important;
    border-radius: 3px 3px 3px 3px !important;
    color: #fff !important;
    cursor: pointer !important;
    display: inline-block !important;
    font-weight: bold !important;
}

```

```

padding: 3px 9px !important;
}
.clickdesk-ultra .cd-chat-content a.cdw-chat-popup-button:hover,
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-button:hover {
background: #594133 !important;
}
.clickdesk-ultra .cd-chat-content a.cdw-chat-popup-link {
color: #666;
text-decoration: underline;
cursor: pointer;
}
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-text {
border: 1px solid #eee;
-webkit-border-radius: 3px 3px 3px 3px !important;
-moz-border-radius: 3px 3px 3px 3px !important;
border-radius: 3px 3px 3px 3px !important;
padding: 6px;
overflow-x: hidden;
resize: none;
width: 146px;
line-height: 1 !important;
}
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-text:focus {
border-color: #aaa !important;
}
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-text::-webkit-input-placeholder {
color: #999 !important;
}
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-text::-moz-placeholder {
color: #999 !important;
}
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-text:-ms-input-placeholder {
color: #999 !important;
}
.clickdesk-ultra .cd-chat-content input.cdw-chat-popup-form-text::-moz-placeholder {
color: #999 !important;
}
}

```

16. The next section is the container used for all forms inside the chat widget - Online form, Offline form, Ticket form, Chat transcript form and Offline message sent acknowledgment form (.cdw-chat-contact). And here are the ID's of all the forms used on the chat widget:

- **#ClickdeskrechatForm** - When ONLINE, this is the form that contains the name, email, and message fields that visitors see prior to chatting.
- **#emailChatToVisitorForm** - When ONLINE, and during an active chat, if a visitor clicked More > Send Transcript, this form will show up
- **#ClickdeskofflineForm** - When OFFLINE, this is the form that contains the name, email, and message fields that visitors can fill in when no one is available.
- **#ClickdeskofflinethxMsg** - When OFFLINE and the visitor submitted an offline message, this is the next form that will show up.

→ #ClickdeskhelpdeskForm - If the Helpdesk feature is enabled, this is the form that shows up when the envelope icon is clicked at the bottom

```
.clickdesk-ultra .cdw-chat-contact {
  height: auto;
  padding: 12px 10px 10px !important;
  overflow: auto;
}
.clickdesk-ultra .cdw-chat-contact-user {
  background: #eee;
  -webkit-border-radius: 3px 3px 3px 3px !important;
  -moz-border-radius: 3px 3px 3px 3px !important;
  border-radius: 3px 3px 3px 3px !important;
  padding: 8px 8px 8px 46px;
  position: relative;
}
.clickdesk-ultra .cdw-chat-contact-user-avatar {
  -webkit-border-radius: 3px 3px 3px 3px !important;
  -moz-border-radius: 3px 3px 3px 3px !important;
  border-radius: 3px 3px 3px 3px !important;
  box-shadow: 0 0 3px rgba(0, 0, 0, 0.5) !important;
  height: 30px !important;
  overflow: hidden !important;
  position: absolute !important;
  left: 8px !important;
  top: 8px !important;
  width: 30px !important;
}
.clickdesk-ultra .cdw-chat-contact-user-avatar img {
  height: 30px !important;
  width: 30px !important;
}
.clickdesk-ultra .cdw-chat-contact-user-name {
  font-weight: bold !important;
}
.clickdesk-ultra .cdw-chat-contact-user-clear {
  margin-top: 3px !important;
}
.clickdesk-ultra .cdw-chat-contact-user-clear a {
  color: #666;
  text-decoration: underline;
}
.clickdesk-ultra .cdw-chat-contact-send {
  padding: 10px 9px !important;
}
.clickdesk-ultra input.cdw-chat-contact-send-button,
.clickdesk-ultra input.cdw-chat-contact-send-button:hover,
.clickdesk-ultra input.cdw-chat-contact-send-button:active {
  background: #49352a !important;
  -webkit-border-radius: 3px 3px 3px 3px !important;
  -moz-border-radius: 3px 3px 3px 3px !important;
  border-radius: 3px 3px 3px 3px !important;
  color: #fff !important;
  display: inline-block !important;
  font-weight: bold !important;
  padding: 10px 9px !important;
}
```

```

text-align: center !important;
border: none;
width: 100% !important;
cursor: pointer !important;
-webkit-box-sizing: border-box !important;
/* SAFARI/CHROME, OTHER WEBKIT */

-moz-box-sizing: border-box !important;
/* FIREFOX, OTHER GECKO */
box-sizing: border-box !important;
/* OPERA/IE 8+ */
}
.clickdesk-ultra input.cdw-chat-contact-send-button:hover {
background: #594133 !important;
}
.clickdesk-ultra .cdw-chat-contact-title {
font-weight: bold !important;
margin-top: 10px !important;
padding: 12px 9px 10px !important;
}
.clickdesk-ultra .cdw-chat-contact-faded {
color: #aaa;
padding: 3px 0;
}
.clickdesk-ultra .cdw-chat-contact-text {
padding: 3px 0 8px !important;
position: relative !important;
}
.clickdesk-ultra .cdw-chat-contact-error {
color: #c00 !important;
padding: 3px 0 !important;
}
.clickdesk-ultra input.cdw-chat-contact-form-text,
.clickdesk-ultra select.cdw-chat-contact-form-text,
.clickdesk-ultra input.cdw-chat-contact-form-text:focus,
.clickdesk-ultra select.cdw-chat-contact-form-text:focus {
border: 1px solid #eee !important;
-webkit-border-radius: 3px 3px 3px 3px !important;
-moz-border-radius: 3px 3px 3px 3px !important;
border-radius: 3px 3px 3px 3px !important;
padding: 6px !important;
overflow-x: hidden !important;
resize: none !important;
width: 95% !important;
position: relative !important;
line-height: 1 !important;
color: #555;
background: #fff;
box-shadow: none;
-webkit-box-shadow: none;
-moz-box-shadow: none;
}
.clickdesk-ultra input.cdw-chat-contact-form-text:focus,
.clickdesk-ultra select.cdw-chat-contact-form-text:focus {
border-color: #aaa !important;
}
.clickdesk-ultra input.cdw-chat-contact-form-text::-webkit-input-placeholder {

```



```

    color: #999 !important;
}
.clickdesk-ultra input.cdw-chat-contact-form-text::-moz-placeholder {
    color: #999 !important;
}
.clickdesk-ultra input.cdw-chat-contact-form-text:-ms-input-placeholder {
    color: #999!important;
}
.clickdesk-ultra input.cdw-chat-contact-form-text:-moz-placeholder {
    color: #999 !important;
}
.clickdesk-ultra textarea.cdw-chat-contact-form-text,
.clickdesk-ultra textarea.cdw-chat-contact-form-text:focus {
    border: 1px solid #eee !important;
    -webkit-border-radius: 3px 3px 3px 3px !important;
    -moz-border-radius: 3px 3px 3px 3px !important;
    border-radius: 3px 3px 3px 3px !important;
    padding: 6px !important;
    height: 45px !important;
    overflow-x: hidden !important;
    resize: none !important;
    width: 95% !important;
    color: #555;
    background: #fff;
}
.clickdesk-ultra textarea.cdw-chat-contact-form-text:focus {
    border-color: #aaa !important;
}
.clickdesk-ultra textarea.cdw-chat-contact-form-text::-webkit-input-placeholder {
    color: #999 !important;
}
.clickdesk-ultra textarea.cdw-chat-contact-form-text::-moz-placeholder {
    color: #999 !important;
}
.clickdesk-ultra textarea.cdw-chat-contact-form-text:-ms-input-placeholder {
    color: #999 !important;
}
.clickdesk-ultra textarea.cdw-chat-contact-form-text:-moz-placeholder {
    color: #999 !important;
}
}
.clickdesk-ultra .cdw-chat-contact-options {
    border: 1px solid #ddd;
    -webkit-border-radius: 3px 3px 3px 3px !important;
    -moz-border-radius: 3px 3px 3px 3px !important;
    border-radius: 3px 3px 3px 3px !important;
    padding: 6px;
}
.clickdesk-ultra .cdw-chat-contact-options-social {
    position: absolute !important;
    right: 8px !important;
    top: 10px !important;
}
.clickdesk-ultra .cdw-chat-contact-options-social a {
    display: inline-block;
    vertical-align: middle;
    height: 16px;
    position: relative;
}

```

```

    top: -2px;
    width: 17px;
}

```

17. Set the Star rating and Emoticons (.clickdesk-chat-mislanious-controls / .sprite-icons-icon-smiley / #cd\_user\_rating)

```

.clickdesk-ultra .clickdesk-chat-mislanious-controls {
    position: absolute !important;
    top: 17px !important;
    right: 19px !important;
}
.clickdesk-ultra .clickdesk-chat-mislanious-controls a.clickdesk-misc,
.clickdesk-ultra .clickdesk-chat-mislanious-controls a.sprite-icons-icon-smiley {
    height: 12px !important;
    width: 12px !important;
    display: inline-block !important;
    text-indent: -9999px !important;
}
.clickdesk-ultra .sprite-icons-icon-smiley {
    background-position: -168px -13px !important;
}
.clickdesk-ultra .clickdesk-icon {
    background-position: -117px -12px !important;
}
.clickdesk-ultra #cd_user_rating {
    position: absolute !important;
    z-index: 10000 !important;
    min-width: 260px !important;
    display: none;
    top: 0px !important;
}
.clickdesk-ultra #cd_user_rating li {
    height: 19px !important;
    width: 18px !important;
}
.clickdesk-ultra #cd_user_rating li a {
    background: url(//d25wh3ilibgxb0.cloudfront.net/icons/cd-rate.png) no-repeat top left !important;
    display: inline-block !important;
    float: none !important;
    min-width: 17px !important;
    min-height: 17px !important;
    vertical-align: middle !important;
}
.clickdesk-ultra #cd_user_rating .sprite-icons-star-half {
    background-position: 0 -66px !important;
}
.clickdesk-ultra #cd_user_rating .sprite-icons-star-half:hover {
    background-position: 0 0px !important;
}
.clickdesk-ultra #cd_user_rating .sprite-icons-star {
    background-position: 0 0 !important;
}
.clickdesk-ultra #cd_user_rating ul,
.clickdesk-ultra #cd_user_rating li {
    vertical-align: middle !important;
}

```

```

    display: inline-block;
}
.clickdesk-ultra #clickdesk_smilediv div,
.clickdesk-ultra #cd_user_rating {
    background: url(//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/option-bg.png)
repeat !important;
    border-radius: 5px !important;
}
.clickdesk-ultra .clickdesk-smile-option-container,
.clickdesk-ultra #cd_user_rating {
    position: absolute !important;
    z-index: 10000 !important;
    min-width: 260px !important;
    display: none;
    top: 0px !important;
}
.clickdesk-ultra #clickdesk_smilediv div,
.clickdesk-ultra #cd_user_rating {
    background: url(//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/option-bg.png)
repeat !important;
    border-radius: 5px !important;
}

/* SMILIES CSS */
.cd-smiley-container { background: url(//d25wh3ilibgb0.cloudfront.net/icons/cd-smilies2.png)
no-repeat top left !important; width: 19px !important; height: 19px !important; display:
inline-block !important; cursor: pointer !important; }
.cd-0146-flower { background-position: 0 0 !important; }
.cd-Allforyou { background-position: 0 -69px !important; }
.cd-Angry { background-position: 0 -138px !important; }
.cd-Cheeky { background-position: 0 -207px !important; }
.cd-Cool { background-position: 0 -276px !important; }
.cd-Counter { background-position: 0 -345px !important; }
.cd-Crying { background-position: 0 -414px !important; }
.cd-Giggle { background-position: 0 -483px !important; }
.cd-Heart { background-position: 0 -552px !important; }
.cd-Hmm { background-position: 0 -621px !important; }
.cd-Laugh { background-position: 0 -690px !important; }
.cd-No { background-position: 0 -759px !important; }
.cd-Smile { background-position: 0 -828px !important; }
.cd-Star { background-position: 0 -897px !important; }
.cd-Sweating { background-position: 0 -966px !important; }
.cd-Wink { background-position: 0 -1035px !important; }
.cd-Yes { background-position: 0 -1104px !important; }
div #clickdesk_smilediv span {
margin: 3px !important; cursor: pointer !important;
}
div #clickdesk_smilediv div {
background-color: #2F2F2F !important; text-align: center !important; border-radius:
5px !important; -moz-border-radius: 5px !important; -khtml-border-radius:
5px !important; -webkit-border-radius: 5px !important;
}
#clickdeskchat_social_template big {
position: absolute !important; top: 40% !important; text-align: center !important; margin-left:
35% !important;
}
/* END OF SMILIES CSS */

```

## 18. This section covers all the sprites used

```
.clickdesk-ultra .sprite-icons-icon-first {
  background-image:
url(//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/cdw-chat-popup-option-on.png)
!important;
  background-position: 150px 7px !important;
  padding-right: 30px !important;
}
.clickdesk-ultra .sprite-icons-icon-first,
.clickdesk-ultra .sprite-icons-mute {
  height: auto !important;
  width: auto !important;
  display: block !important;
}
.clickdesk-ultra .sprite-icons-mute {
  background-image:
url(//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/cdw-chat-popup-option-off.png)
!important;
  background-position: 151px 7px !important;
  padding-right: 30px !important;
}
.sprite-icons-footer-chat, .sprite-icons-footer-fb, .sprite-icons-footer-mail,
.sprite-icons-footer-phone,
.sprite-icons-footer-twit, .sprite-icons-icon-first,
.sprite-icons-icon-mail, .sprite-icons-icon-close, .sprite-icons-icon-minimize,
.sprite-icons-icon-smiley, .sprite-icons-logo-sm, .sprite-icons-mute, .sprite-icons-star-half,
.sprite-icons-star1,
.sprite-icons-star {
background: url('//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/sprite-new.png')
no-repeat top left !important; display: inline-block !important;
}

.sprite-icons-footer-chat{ background-position: 0 -66px !important; width: 32px !important;
height: 21px !important;}
.sprite-icons-footer-fb{ background-position: 0 -137px !important; width: 32px !important;
height: 21px !important; }
.sprite-icons-footer-mail{ background-position: 0 -208px !important; width: 32px !important;
height: 21px !important; }
.sprite-icons-footer-phone{background-position: 0 -279px !important; width: 32px !important;
height: 21px !important; }
.sprite-icons-footer-twit{ background-position: 0 -350px !important; width: 32px !important;
height: 21px !important; }
.sprite-icons-icon-first{ background-position: 0 -421px !important; width: 12px !important;
height: 13px !important; }
.sprite-icons-icon-mail{ background-position: 0 -484px !important; width: 14px !important;
height: 13px !important;}
.sprite-icons-icon-smiley{ background-position: 0 -547px !important; width: 14px !important;
height: 13px !important; }
.sprite-icons-logo-sm{background-position: 0 -610px !important; width: 45px !important; height:
43px !important;}
.sprite-icons-mute{ background-position: 0 -769px !important; width: 12px !important; height:
13px !important; }
.sprite-icons-star-half{ background-position: 0 -832px !important; width: 12px !important;
height: 12px !important;}
.sprite-icons-star{ background-position: 0 -894px !important; width: 12px !important; height:
```

```

12px!important; }
.sprite-icons-star1{background-position: 0 -956px!important; width: 12px!important; height:
12px!important; }
.sprite-icons-icon-close{ background-position: 0 0!important; width: 16px!important; height:
16px!important; }
.sprite-icons-icon-minimize{background-position: 0 -703px!important; width: 16px!important;
height: 16px!important;}

```

19. This section contains the icons shown at the top of the chat widget while on an active chat - Voice/video icons, More drop-down menu, Sound, Send transcript, and Send file (.clickdesk-calling-option / .clickdesk-option)

```

.clickdesk-ultra .clickdesk-calling-option {
  background: #ebebeb !important;
  display: inline-block !important;
  width: 100% !important;
  vertical-align: middle !important;
  border-bottom: 1px solid #d5d5d5 !important;
}
.clickdesk-ultra .clickdesk-calling-option ul {
  float: left !important;
}
.clickdesk-ultra .clickdesk-calling-option ul li {
  float: left !important;
  border-right: 1px solid #d5d5d5 !important;
  list-style-type: none !important;
}
.clickdesk-ultra .clickdesk-calling-option ul li a {
  display: inline-block !important;
  text-indent: -9999px !important;
  background: url(//d1gwclp1pmzk26.cloudfront.net/clickdesk-ui/browser/img/webrtc-icons.png)
no-repeat -29px -4px !important;
  min-height: 15px !important;
  min-width: 25px !important;
  padding: 17px 27px 0px 10px !important;
  font-size: 14px !important;
  background-repeat: no-repeat;
  background-position: center center;
  opacity: 0.7 !important;
}
.clickdesk-ultra .clickdesk-calling-option ul li a:hover {
  opacity: 1 !important;
}
.clickdesk-ultra .clickdesk-option {
  float: right !important;
  font-family: 'proxima_nova_rgregular' !important;
  position: relative !important;
  text-align: right !important;
}
.clickdesk-ultra .clickdesk-option a {
  font-size: 11px !important;
  color: #7d7d7d !important;
  text-transform: capitalize !important;
  display: inline-block !important;
  padding: 10px 28px 9px 0 !important;
  max-width: 8.5em !important;
  white-space: nowrap;
}

```

```

overflow: hidden;
text-overflow: ellipsis;
padding-bottom: 5px !important;
}
.clickdesk-ultra .clickdesk-option a:after {
content: '';
background-position: -10px -13px !important;
position: absolute;
right: 10px;
top: 8px;
display: inline-block;
height: 15px;
width: 15px;
}

```

## 20. Animations section

```

/** ANIMATIONS */
.clickdesk_cdw_j .cd-bubble {-webkit-animation-iteration-count: 1!important;
-webkit-animation-duration: 0.7s;-webkit-transition-timing-function:
ease-in-out!important;-webkit-animation-direction: alternate;
-moz-animation-iteration-count: 1!important; -moz-animation-duration:
0.7s;-moz-transition-timing-function: ease-in-out!important;-moz-animation-direction:
alternate;
-o-animation-iteration-count: 1!important; -o-animation-duration:
0.7s;-o-transition-timing-function: ease-in-out!important;-o-animation-direction: alternate;}
.clickdesk_cdw_j .cd-eye-catcher span{color: rgb(102, 102, 102)!important;font-size:
12px!important;font-weight: bold!important;position: absolute!important;top:
-5px!important;right: 0px!important;display: none;font-family: verdana!important;}
.clickdesk_cdw_j .cd-eye-catcher span:hover {color: rgb(2, 2, 2)!important;text-decoration:
none!important;}

.clickdesk .cd-bubble {-webkit-animation-iteration-count: 1!important;
-webkit-animation-duration: 0.7s;-webkit-transition-timing-function:
ease-in-out!important;-webkit-animation-direction: alternate;
-moz-animation-iteration-count: 1!important; -moz-animation-duration:
0.7s;-moz-transition-timing-function: ease-in-out!important;-moz-animation-direction:
alternate;
-o-animation-iteration-count: 1!important; -o-animation-duration:
0.7s;-o-transition-timing-function: ease-in-out!important;-o-animation-direction: alternate;}
.clickdesk .cd-eye-catcher span{color: rgb(102, 102, 102)!important;font-size:
12px!important;font-weight: bold!important;position: absolute!important;top:
-5px!important;right: 0px!important;display: none;font-family: verdana!important;}
.clickdesk .cd-eye-catcher span:hover {color: rgb(2, 2, 2)!important;text-decoration:
none!important;}

@-webkit-keyframes bounce_in {
0%{opacity:0;-webkit-transform:translateY(1500px)}
60%{opacity:1;-webkit-transform:translateY(0px)}
80%{-webkit-transform:translateY(15px)}
100%{-webkit-transform:translateY(0)}
}
@-webkit-keyframes dissolve {
0% { opacity: 0; }
50% { opacity: 0.3; }
90% { opacity: 0.6; }
}

```

```

@-webkit-keyframes toss_bottom_left {
0% { -webkit-transform: rotate(-30deg) scale(1.3) translate(-20px,-250px); opacity: 0;
-webkit-animation-timing-function: ease-in-out; }
100% { -webkit-transform: rotate(0deg) scale(1) translate(0,0); opacity: 1; }
}
@-webkit-keyframes toss_bottom_right {
0% { -webkit-transform: rotate(30deg) scale(1.3) translate(-20px,-250px); opacity: 0;
-webkit-animation-timing-function: ease-in-out; }
100% { -webkit-transform: rotate(0deg) scale(1) translate(0,0); opacity: 1; }
}
@-webkit-keyframes slidein_bottom_right {
0% { -webkit-transform: translateX(600px) translateZ(0); -webkit-animation-timing-function:
ease-in-out; }
100% { -webkit-transform: translateX(0) translateZ(0); }
}
@-webkit-keyframes slidein_bottom_left {
0% { -webkit-transform: translateX(-600px) translateZ(0); -webkit-animation-timing-function:
ease-in-out; }
100% { -webkit-transform: translateX(0) translateZ(0); }
}
@-webkit-keyframes top_to_bottom /* SAFARI AND CHROME */
{
0% { margin-bottom: -50px!important;}
50% {margin-bottom: 0px!important;}
}
@-webkit-keyframes fadethrough {
0% { -webkit-transform: scale(0.5) translate(0,0); opacity: 1;
-webkit-animation-timing-function: ease-in-out; }
100% { -webkit-transform: scale(1) translate(0,-1px); opacity: 0.5; }
}
@-moz-keyframes bounce_in {
0%{opacity:0;-moz-transform:translateY(1500px)}
60%{opacity:1;-moz-transform:translateY(0px)}
80%{-moz-transform:translateY(15px)}
100%{-moz-transform:translateY(0)}
}
@-moz-keyframes dissolve {
0% { opacity: 0; }
50% { opacity: 0.3; }
90% { opacity: 0.6; }
}
@-moz-keyframes toss_bottom_left {
0% { -moz-transform: rotate(-30deg) scale(1.3) translate(-20px,-250px); opacity: 0;
-moz-animation-timing-function: ease-in-out; }
100% { -moz-transform: rotate(0deg) scale(1) translate(0,0); opacity: 1; }
}
@-moz-keyframes toss_bottom_right {
0% { -moz-transform: rotate(30deg) scale(1.3) translate(-20px,-250px); opacity: 0;
-moz-animation-timing-function: ease-in-out; }
100% { -moz-transform: rotate(0deg) scale(1) translate(0,0); opacity: 1; }
}
@-moz-keyframes slidein_bottom_right {
0% { -moz-transform: translateX(600px) translateZ(0); -moz-animation-timing-function:
ease-in-out; }
100% { -moz-transform: translateX(0) translateZ(0); }
}
@-moz-keyframes slidein_bottom_left {

```

```

0% { -moz-transform: translateX(-600px) translateZ(0); -moz-animation-timing-function:
ease-in-out; }
100% { -moz-transform: translateX(0) translateZ(0); }
}
@-moz-keyframes top_to_bottom
{
0% { margin-bottom: -50px!important;}
50% {margin-bottom: 0px!important;}
}
@-moz-keyframes fadethrough {
0% { -moz-transform: scale(0.5) translate(0,0); opacity: 1; -moz-animation-timing-function:
ease-in-out; }
100% { -moz-transform: scale(1) translate(0,-1px); opacity: 0.5; }
}
@-o-keyframes bounce_in {
0%{opacity:0;-o-transform:translateY(1500px)}
60%{opacity:1;-o-transform:translateY(0px)}
80%{-o-transform:translateY(15px)}
100%{-o-transform:translateY(0)}
}
@-o-keyframes dissolve {
0% { opacity: 0; }
50% { opacity: 0.3; }
90% { opacity: 0.6; }
}
@-o-keyframes toss_bottom_left {
0% { -o-transform: rotate(-30deg) scale(1.3) translate(-20px,-250px); opacity: 0;
-o-animation-timing-function: ease-in-out; }
100% { -o-transform: rotate(0deg) scale(1) translate(0,0); opacity: 1; }
}
@-o-keyframes toss_bottom_right {
0% { -o-transform: rotate(30deg) scale(1.3) translate(-20px,-250px); opacity: 0;
-o-animation-timing-function: ease-in-out; }
100% { -o-transform: rotate(0deg) scale(1) translate(0,0); opacity: 1; }
}
@-o-keyframes slidein_bottom_right {
0% { -o-transform: translateX(600px) translateZ(0); -o-animation-timing-function:
ease-in-out; }
100% { -webkit-transform: translateX(0) translateZ(0); }
}
@-o-keyframes slidein_bottom_left {
0% { -o-transform: translateX(-600px) translateZ(0); -o-animation-timing-function:
ease-in-out; }
100% { -o-transform: translateX(0) translateZ(0); }
}
@-o-keyframes top_to_bottom
{
0% { margin-bottom: -50px!important;}
50% {margin-bottom: 0px!important;}
}
@-o-keyframes fadethrough {
0% { -o-transform: scale(0.5) translate(0,0); opacity: 1; -o-animation-timing-function:
ease-in-out; }
100% { -o-transform: scale(1) translate(0,-1px); opacity: 0.5; }
}
/** END OF ANIMATIONS **/

```



## 21. Scrollbar styling

```
/* STYLES TO SCROLL BAR*/
.clickdesk textarea{
resize:none !important;
}
.clickdesk_cdw_j textarea::-webkit-scrollbar {

width: 5px;
}
.clickdesk_cdw_j textarea::-webkit-scrollbar-track {
-webkit-box-shadow: inset 0 0 6px rgba(0, 0, 0, 0.3);
-webkit-border-radius: 0px;
border-radius: 0px;
}
.clickdesk_cdw_j textarea::-webkit-scrollbar-thumb {
-webkit-border-radius: 0px;
border-radius: 0px;
background: lightgray;
-webkit-box-shadow: inset 0 0 6px rgba(0, 0, 0, 0.5);
}
.clickdesk_cdw_j textarea::-webkit-scrollbar-thumb:window-inactive {
background: lightgray;
}
.clickdesk_cdw_j textarea::-webkit-scrollbar-corner {
background: none;
}
.clickdesk_cdw_j #clickdesk_session::-webkit-scrollbar {
width: 5px;
}
.clickdesk_cdw_j #clickdesk_session::-webkit-scrollbar-track {
-webkit-box-shadow: inset 0 0 6px rgba(0, 0, 0, 0.3);
-webkit-border-radius: 0px;
border-radius: 0px;
}
.clickdesk_cdw_j #clickdesk_session::-webkit-scrollbar-thumb {
-webkit-border-radius: 0px;
border-radius: 0px;
background: lightgray;
-webkit-box-shadow: inset 0 0 6px rgba(0, 0, 0, 0.5);
}
.clickdesk_cdw_j #clickdesk_session::-webkit-scrollbar-thumb:window-inactive {
background: lightgray;
}
.clickdesk_cdw_j #clickdesk_session::-webkit-scrollbar-corner {
background: none;
}

.clickdesk_cdw_j #clickdesk_twitter::-webkit-scrollbar {
width: 5px;
}
.clickdesk_cdw_j #clickdesk_twitter::-webkit-scrollbar-track {
-webkit-box-shadow: inset 0 0 6px rgba(0, 0, 0, 0.3);
-webkit-border-radius: 0px;
border-radius: 0px;
}
.clickdesk_cdw_j #clickdesk_twitter::-webkit-scrollbar-thumb {
-webkit-border-radius: 0px;
```

```

border-radius: 0px;
background: lightgray;
-webkit-box-shadow: inset 0 0 6px rgba(0, 0, 0, 0.5);
}
.clickdesk_cdw_j #clickdesk_twitter::-webkit-scrollbar-thumb:window-inactive {
background: lightgray;
}
.clickdesk_cdw_j #clickdesk_twitter::-webkit-scrollbar-corner {
background: none;
}
/*END OF STYLES TO SCROLL BAR*/

```

---

## SECTIONS OF THE HTML CODES

On this section, we'll discuss about the HTML template and the things you can do with it. With this new feature, you may now:

- Change the texts on some sections of the chat widget programmatically
- Setup localization for each Department\*
- Change some inline styling

If you want to set different languages per department, the same idea applies:

- Pick a department you want to modify from the dropdown menu
- Change the HTML codes for the selected department
- Tick "Apply Custom Changes" to YES
- Save your changes

*\*This doesn't include all the texts that you see on the chat widget. [Status messages](#) and [System messages](#) will remain using the language you have set [here](#) along with other messages that are not included on the HTML codes supplied.*

1. The main theme container - In this document, we'll still be using the Ultra theme as our base template

```

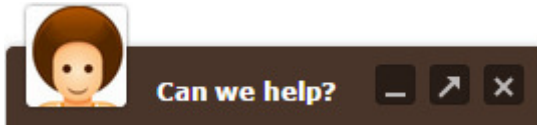
<!-- ClickDesk Ultra Theme Chat Window -->
<div id="clickdesk_container" class="clickdesk_chat clickdesk-ultra clickdesk_cdw_j cdw"
style="display: none;font-family:Verdana, Geneva, sans-serif !important;">
  <div id="clickdesk_frame_container">
    <div id="clickdeskchat_container" style="z-index:2147483638;">
      <div id="clickdesk_popup" class="cd-chat-inner clickdesk_b cd-chat-content
cdw-chat" style="text-align:left!important;bottom:0px;position:fixed;z-index:2147483638;margin:
0px 10px 0px 10px; left: auto;right: 0px;">...

```

**POI**

- #clickdesk\_container - main div container

2. Chat window header



```
<!-- Chat Window Header -->
<div id="clickdesk_header" class="cd-chat-inner-top">
  <div class="cdw-chat-header" style="z-index:99;">
    <div class="cdw-chat-header-inner">
      <div class="cdw-chat-header-avatar" style=""><img id="cd_agent_image"
style="background-color: #fff!important; " src=""></div>
      <div class="cdw-chat-header-text">
        <div class="cdw-chat-header-text-name" id="cd_agent_name">Can we help?</div>
      </div>
      <div class="cdw-chat-bar-buttons">
        <span><a id="clickdesk_min" class="cdw-chat-bar-buttons-minimize" onclick="return
false;" title="Minimize"></a></span>
        <span id="clickdesk_popout_container"> <a id="clickdesk_popout"
class="cdw-chat-bar-buttons-popout" onclick="CLICKDESK_WINDOW_POPOUT.window_popout();return
false;" title="Popout"></a></span>
        <span> <a id="clickdesk_close" class="cdw-chat-bar-buttons-close" onclick="return
false;" title="Close"></a></span>
      </div>
    </div>
    <div id="social_nw_fallow_image" class="social_nw_fallow_image" style="display: none;">
      <a href="http://twitter.com/ZackVaanSeph" class="twitter-share-button">Tweet</a>
      <a href="http://twitter.com/ZackVaanSeph" class="twitter-follow-button"
data-show-count="false" data-show-screen-name="false" data-width="100px">Follow</a>
    </div>
  </div>
</div>
<!-- End of Chat Window Header -->
```

**POI**

→ `cdw-chat-header-text-name` - change the default header text “Can we help”

### 3. Prechat form

Please enter your name and email address to begin chatting with us.

**Initiate Chat**

```

<!-- ClickDesk Prechat Form -->
<div class="cd-form-sec" id="ClickdeskprechatForm" style="display:none;">
  <div class="cdw-chat-contact" style="height:auto !important;overflow:visible;">
    <div class="cdw-chat-contact-text">Please enter your name and email address to begin
chatting with us.</div>
    <div class="cdw-chat-contact-text">
      <input type="text" placeholder="Name " id="cd_prechat_name"
class="cdw-chat-contact-form-text" maxlength="50">
    </div>
    <div class="cdw-chat-contact-text">
      <input type="email" placeholder="Email " class="cdw-chat-contact-form-text"
id="cd_prechat_email" maxlength="50">
    </div>
    <div class="cdw-chat-contact-text">
      <input type="text" placeholder="Phone " id="cd_prechat_custom"
class="cdw-chat-contact-form-text" maxlength="50">
    </div>
    <div class="cdw-chat-contact-text" style="padding-bottom:0px !important;">
      <textarea id="cd_prechat_msg" class="cdw-chat-contact-form-text" required="required"
placeholder="Message *"></textarea>
    </div>
    <div style="min-height:17px !important">
      <div id="cd_valid_email" class="cdw-chat-popup-error" style="display:none;"></div>
    </div>
    <div class="cdw-chat-contact-send" style="padding-bottom:2px !important;padding-top:0px
!important">
      <input type="submit" id="cd_prechat_button" value="Initiate Chat"
class="cdw-chat-contact-send-button" style="box-shadow: none!important;">
    </div>
  </div>
<!-- End of ClickDesk Prechat Form -->

```

## POI

- `.cdw-chat-contact-text` (first instance) - change the text on top of the prechat form
- `#cd_prechat_name` - change the default placeholder for the name field
- `#cd_prechat_email` - change the default placeholder for the email field
- `#cd_prechat_custom` - change the default placeholder for the custom field (if you added one)
- `#cd_prechat_msg` - change the default placeholder for the message textarea
- `#cd_prechat_button` - change the text of the send button

## 4. Helpdesk ticket form

You can create your support ticket by providing your name, email address and message.

sales ▼

Name \*

Email \*

Enter Message \*

**Submit**

```
<!-- ClickDesk HelpDesk Ticket Submission Form -->
<div class="cd-form-sec" id="ClickdeskhelpdeskForm" style="display:none;position:
relative;padding: 0px 0px 0px 0px!important;">
  <big style="display: none;position: absolute;top: 40%;text-align:
center!important;margin-left: 35%!important;"><img src=""></big>
  <div class="cdw-chat-contact" style="height:auto !important;padding-bottom:4px
!important;overflow:visible;">
    <div class="cdw-chat-contact-text">You can create your support ticket by providing your
name, email address and message.</div>
    <div class="cdw-chat-contact-text">
      <select id="cd_department" class="cdw-chat-contact-form-text" style="padding: 5px;
width: 99%;">
        <option value="ag9zfmNsaWNrZGVza2NoYXRyEQsSB3dpZGdldHMY7a22jgEM">sales</option>
        <option value="ag9zfmNsaWNrZGVza2NoYXRyEQsSB3dpZGdldHMY2vy2jgEM">support</option>
        <option value="ag9zfmNsaWNrZGVza2NoYXRyEQsSB3dpZGdldHMY26vwjgEM">billing</option>
      </select>
    </div>
    <div class="cdw-chat-contact-text">
      <input type="text" id="cd_helpdesk_name" placeholder="Name *"
class="cdw-chat-contact-form-text" maxlength="50" required="required">
    </div>
    <div class="cdw-chat-contact-text">
      <input type="email" placeholder="Email *" id="cd_helpdesk_email"
class="cdw-chat-contact-form-text" maxlength="50" required="required">
    </div>
    <div class="cdw-chat-contact-text" style="padding-bottom:0px !important;">
      <textarea id="cd_helpdesk_msg" class="cdw-chat-contact-form-text" required="required"
placeholder="Enter Message *"></textarea>
    </div>
    <div style="min-height:10px !important;">
      <div class="cdw-chat-popup-error" id="helpdesk_valid_email"></div>
    </div>
  </div>
  <div class="cdw-chat-contact-send" style="padding-bottom:4px !important;padding-top:2px
!important;">
    <input type="submit" id="cd_helpdesk_submit" class="cdw-chat-contact-send-button"
```

```

value="Submit" style="box-shadow: none!important;"/>
</div>
</div>
<!-- End of ClickDesk HelpDesk Ticket Submission Form -->

```

## POI

- `.cdw-chat-contact-text` (first instance) - change the text on top of the ticket form
- `#cd_department` - This select element will only show up if you have multiple departments added and have them enabled on this page <https://my.clickdesk.com/#chat-widgets> You may then change the Dept names further from the option elements nested within it
- `#cd_helpdesk_name` - change the default placeholder for the name field
- `#cd_helpdesk_email` - change the default placeholder for the email field
- `#cd_helpdesk_msg` - change the default placeholder for the message textarea
- `#cd_helpdesk_submit` - change the text of the submit button

## 5. Offline form

Please leave your name and email address, we will get back to you soon.  
Thanks.

```

<!-- ClickDesk Offline Form -->
<div class="cd-form-sec" id="ClickdeskofflineForm" style="display:none;position:
relative!important;padding: 0px 0px 0px 0px!important;">
  <div class="cdw-chat-contact">
    <div class="cdw-chat-contact-text">Please leave your name and email address, we will get
back to you soon. Thanks.</div>
    <div class="cdw-chat-contact-text">
      <input type="text" id="cd_offline_name" placeholder="Name *"
class="cdw-chat-contact-form-text" maxlength="50" required="required">
    </div>
    <div class="cdw-chat-contact-text">
      <input type="email" id="cd_offline_email" placeholder="Email *"
class="cdw-chat-contact-form-text" maxlength="50" required="required">
    </div>

```

```

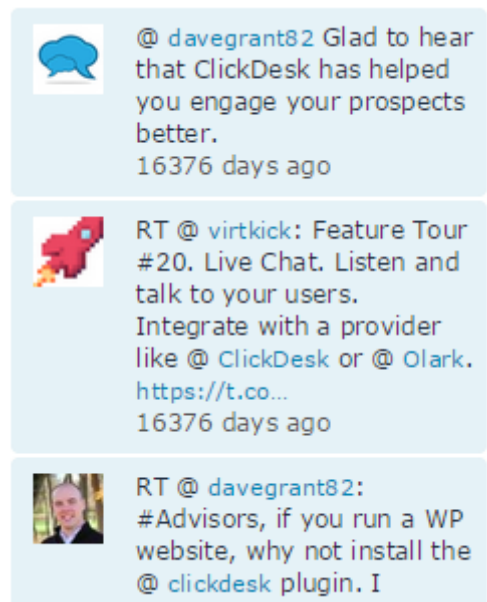
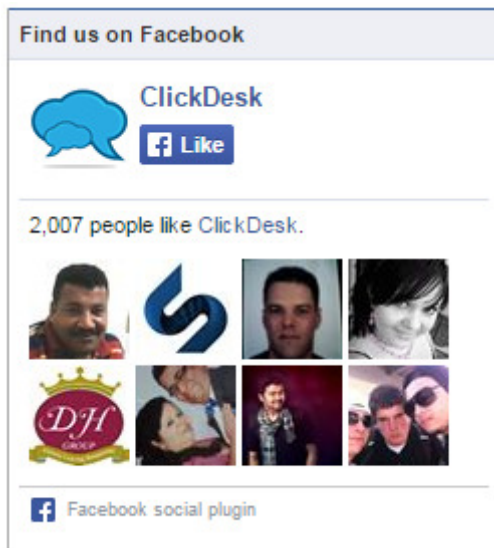
    <div class="cdw-chat-contact-text">
      <input type="text" placeholder="Phone *" id="cd_offline_custom" maxLength="50"
required="required" class="cdw-chat-contact-form-text">
    </div>
    <div class="cdw-chat-contact-text" style="padding-bottom:0px !important;">
      <textarea id="cd_offline_msg" required="required" placeholder="Message *"
class="cdw-chat-contact-form-text"></textarea>
    </div>
    <div style="min-height:17px !important;">
      <div class="cdw-chat-popup-error" id="offline_valid_email"
style="display:none;"></div>
    </div>
    <div class="cdw-chat-contact-send" style="padding-bottom:4px !important;padding-top:2px
!important;">
      <input type="submit" id="cd_offline_button" class="cdw-chat-contact-send-button"
value="Send Message" style="box-shadow: none!important;">
    </div>
    <div id="cd_loading" style="display:none;position:
absolute!important;left:35%!important;top: -2px!important;font-weight:
bold!important;background-color: #F4E794!important;padding:2px 8px 3px!important;border-radius:
0px 0px 3px 3px!important;font-size:10px !important;">Sending...</div>
</div>
<!-- End of ClickDesk Offline Form ->

```

## POI

- `.cdw-chat-contact-text` (first instance) - change the text on top of the offline form
- `#cd_offline_name` - change the default placeholder for the name field
- `#cd_offline_email` - change the default placeholder for the email field
- `#cd_offline_custom` - change the default placeholder for the custom field (if you added one)
- `#cd_offline_msg` - change the default placeholder for the message textarea
- `#cd_offline_button` - change the text of the send button
- `#cd_loading` - change the text while sending the form

## 6. Social media forms (Facebook and Twitter)



```

<!-- ClickDesk Social Media Container -->
<div id="clickdeskchat_social_template" class="cdw-chat-contact" style="display:none;">
  <big><img src=""></big>
  <div id="clickdesk_twitter" style="display:none;"></div>
  <iframe id="cd_facebook_frame" onload="clickdesk_social_network_hide_loading()" src=""
allowtransparency="true" scrolling="auto" frameborder="0" style="display:none;border:
0px;width:100% !important;" width="100%" height="280px"></iframe>
  <iframe id="cd_phone_frame" onload="clickdesk_social_network_hide_loading()" src=""
allowtransparency="true" scrolling="auto" frameborder="0" style="display:none;border:
0px;width:100% !important;" width="100%" height="300px"></iframe>
</div>
<!-- End of ClickDesk Social Media Container -->

```

## 7. Email chat transcript form

Please enter your name and email to receive the full transcript after the end of the chat session.

or [Cancel](#)

```

<!-- ClickDesk Visitor Email Chat Transcript Form -->
<div class="cd-form-sec" id="emailChatToVisitorForm" style="display:none;">
  <div class="cdw-chat-contact" style="height:auto !important;padding-bottom:4px !important;">
    <div class="cdw-chat-contact-text" style="margin-bottom:15px !important;">Please enter
your name and email to receive the full transcript after the end of the chat session.</div>
    <div class="cdw-chat-contact-text">
      <input type="text" placeholder="Name" id="cd-sendEmailToVistorName"
class="cdw-chat-contact-form-text" maxlength="50">

```



```

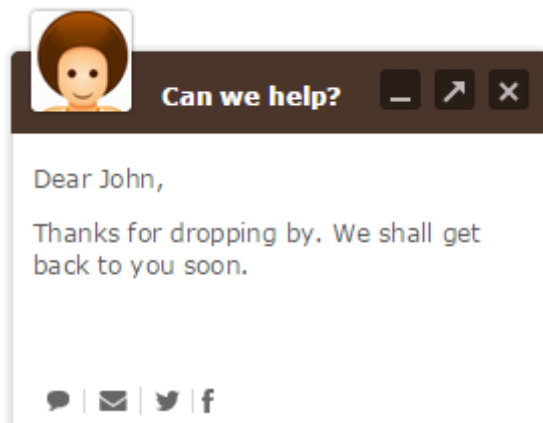
    </div>
    <div class="cdw-chat-contact-text">
      <input type="email" placeholder="Email *" id="cd-sendEmailToVistorEmail"
class="cdw-chat-contact-form-text" required="required" maxlength="50">
    </div>
    <div style="min-height:10px !important;">
      <div class="cdw-chat-popup-error" id="cd_emailToVistitor_status"></div>
    </div>
    <div class="cdw-chat-contact-text" style="text-align:left!important;">
      <input type="submit" id="emailChatTsToVisitor_submit"
class="cdw-chat-popup-form-button" value="Send" style="box-shadow: none!important;">
    or
      <a id="cd_emailToVistitor_acl" class="cdw-chat-popup-link" onclick="return
false;">Cancel</a>
    </div>
  </div>
</div>
<!-- End of ClickDesk Visitor Email Chat Transcript Form -->

```

### POI

- `.cdw-chat-contact-text` (first instance) - change the text on top of the chat transcript form
- `#cd-sendEmailToVistorName` - change the default placeholder for the name field
- `#cd-sendEmailToVistorEmail` - change the default placeholder for the email field
- `#emailChatTsToVisitor_submit` - change the text of the send button
- `#cd_emailToVistitor_acl` - change the text of the cancel button

## 8. Offline form sent message



```

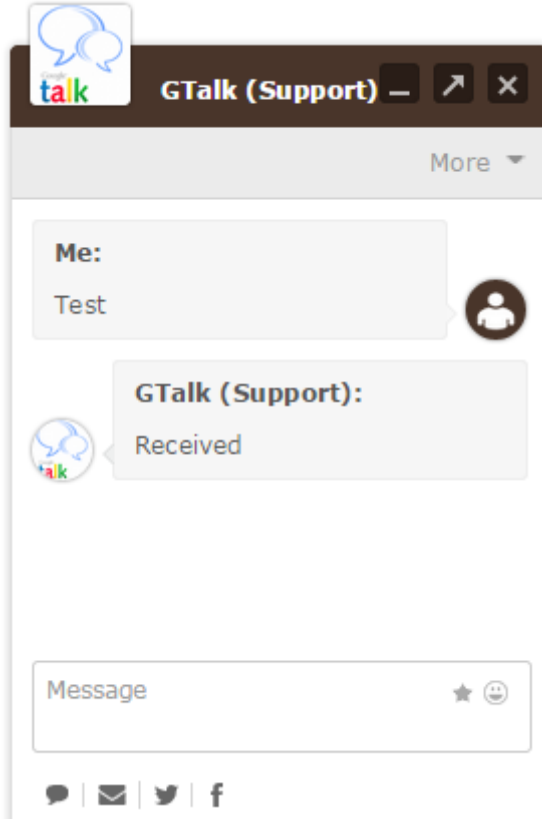
<!-- ClickDesk Offline Success Message Form -->
<div class="cd-form-sec" id="ClickdeskofflinethxMsg" style="display:none;">
  <div class="cdw-chat-contact" style="padding-bottom:4px !important;">
    <div style="min-height:100px !important;z-index:50!important;">
      <div class="cdw-chat-contact-text" id="ClickdeskofflinethxMsgName"></div>
      <div class="cdw-chat-contact-text" id="ClickdeskofflinethxMsgVal">Thanks for dropping
by. We shall get back to you soon.</div>
    </div>
  </div>
</div>
<!-- End of ClickDesk Offline Success Message Form -->

```

### POI

→ #ClickdeskoftinethxMsgVal - Change the default message for confirming the delivery of the offline message

## 9. Chat conversation form



```
<!-- Chat Conversation Form -->
<div id="clickdesk_chat_session" class="cd-chat-content" style="display:none;position:relative
!important;">
  <div class="clickdesk-calling-option">
    <ul>
      <li style="display: none;" id="clickdesk_video_call"><a class="cdw-video-call"
title="Video Chat" onclick="return false;" style="background-position: -29px -4px
!important;"></a></li>
      <li style="display: none" id="clickdesk_audio_call"><a class="cdw-audio-call"
title="Voice Chat" onclick="return false;"></a></li>
    </ul>
    <div class="clickdesk-option">
      <a id="click-desk-options" class="cdw-chat-bottom-link" onclick="return false;"
title="More">
        More
      </a>
    </div>
  </div>
  <div id="cd_valid_session_for_audio_video" class="cdw-av-errordiv"
style="display:none;"></div>
  <div id="clickdesk_chat_messages">
    <div class="cdw-chat-body" id="clickdesk_session"></div>
  </div>
  <div class="cdw-chat-form">
```

```

    <form onsubmit="return clickdesk_send_chat_message();" id="cdChatSendForm"
name="broadcastchatForm">
    <textarea placeholder="Message" class="cdw-chat-form-text" id="broadcastchat"
name="broadcastchat" maxlength="200"></textarea>
    <input id="broadcastchatsend" type="submit" value="Send"
style="display:none!important;">
    <div class="clickdesk-chat-mislanious-controls">
        <div style="position:relative !important;display: inline-block!important;"
onmouseover="clickdesk_misc_option_toggle('cd_user_rating', 'block');"
onmouseout="clickdesk_misc_option_toggle('cd_user_rating', 'none');">
            <a class="clickdesk-misc clickdesk-icon" onclick="return false;"
style="vertical-align: middle!important;"></a>
            <a id="cd_rating" onclick="return false;" style="display: none!important;">0</a>
            <div id="cd_user_rating" style="z-index: 100 !important;min-width: 19px
!important;right: 5px !important;top: -100px !important;display:none;">
                <ul style="margin: 5px!important;">
                    <li><a rel="5" class="sprite-icons-star" onclick="return false;"></a></li>
                    <li><a rel="4" class="sprite-icons-star" onclick="return false;"></a></li>
                    <li><a rel="3" class="cd-undone sprite-icons-star-half" onclick="return
false;"></a></li>
                    <li><a rel="2" class="cd-undone sprite-icons-star-half" onclick="return
false;"></a></li>
                    <li><a rel="1" class="cd-undone sprite-icons-star-half" onclick="return
false;"></a></li>
                </ul>
            </div>
        </div>
        <div style="position:relative !important;display: inline-block!important;"
class="clickdesk-smile-option" onmouseover="clickdesk_misc_option_toggle('clickdesk_smilediv',
'block');" onmouseout="clickdesk_misc_option_toggle('clickdesk_smilediv', 'none');">
            <a id="cd_smile" class="clickdesk-misc sprite-icons-icon-smiley" onclick="return
false;" style="vertical-align: middle!important;"></a>
            <div id="clickdesk_smilediv" class="clickdesk-smile-option-container"
style="z-index: 100 !important;min-width: 120px !important;right: 0px!important;top:
-135px!important;">
                <div>
                    <span class="cd-smiley-container cd-Smile"></span><span
class="cd-smiley-container cd-Laugh"></span><span class="cd-smiley-container
cd-Cool"></span><span class="cd-smiley-container cd-Counter"></span>
                    <span class="cd-smiley-container cd-Wink"></span><span
class="cd-smiley-container cd-Cheeky"></span><span class="cd-smiley-container
cd-Sweating"></span><span class="cd-smiley-container cd-Crying"></span>
                    <span class="cd-smiley-container cd-Angry"></span><span
class="cd-smiley-container cd-Giggle"></span><span class="cd-smiley-container
cd-Allforyou"></span><span class="cd-smiley-container cd-Hmm"></span>
                    <span class="cd-smiley-container cd-Heart"></span><span
class="cd-smiley-container cd-Star"></span><span class="cd-smiley-container
cd-Yes"></span><span class="cd-smiley-container cd-No"></span>
                    <div style="text-align:left;border-top: 1px solid whiteSmoke;padding:
2px;height:22px;">
                        <div id="cd_set_smilyName" style="color:white!important;padding-left:
7px;float:left!important;"></div>
                        <div id="cd_set_smilySymbol" style="color:white!important;margin-right:
12px;float:right!important;"></div>
                    </div>
                </div>
            </div>
        </div>
    </div>

```

```

        </div>
    </div>
</form>
<div class="cdw-chat-form-status" style="display:none;">Jenny is typing ...</div>
</div>
<div id="clickdesk_popout_footer_options" class="cdw-chat-popup" style="display:
none;top:25px !important">
    <a id="cd_voice" class="cdw-chat-popup-option sprite-icons-icon-first"
title="Sound">Sound</a>
    <a id="cd_send_email_to_visitor" class="cdw-chat-popup-option"
onclick="clickdesk_toggle_popout_theme_footer_options('clickdesk_popout_footer_options');return
false;" title="Send Transcript">Send Transcript</a>
    <a id="cd_file_upload_container" class="cdw-chat-popup-option" title="Send File"
onclick="clickdesk_fire_event(document.getElementById('cd_upload'), 'click');return false;"
style="">
    Send File</a>
    <input type="file" multiple="multiple" name="cd_upload" id="cd_upload" class=""
onchange="clickdesk_upload_File(this)" style="display: none;">
    <img id="cd_file_upload_process" src="" style="display:
none;width:18px;height:18px;position: absolute;bottom: 5px;right: 23px;">
</div>
</div>
<!-- End of Chat Conversation Form -->

```

**POI** (not much should be changed here but below are highlighted sections of the codes so you know where to find them just in case)

- `.clickdesk-calling-option .clickdesk-option` - these contain the audio/video buttons and the More menu (for sound, transcript, and file sending)
- `#broadcastchat` - change the default text of the message textarea
- `#broadcastchatsend` - change the default text of the send button (if present on the theme)
- `#cd_user_rating` - Star rating
- `#clickdesk_smilediv` - Emoticons
- `.cd_voice .cd_send_email_to_visitor .cd_file_upload_container` - change the default text of Sound, Send Transcript and Send File menus

## 10. Footer icons



```

<!-- ClickDesk Footer Markup -->
<div class="cd-chat-content" id="clickdesk-chat-w-footer">
    <div id="clickdesk_footer_tabs" class="ClickDeskFooter cd-footer">
        <ul>
            <li class="ClickDeskActive" style="display:none;"><a id="cd_chat" onclick="return
false;"><span onclick="CLICKDESK_SOCIAL_TAB_UI.show_social_network_tab('cd_chat');"
class="sprite-icons-footer-chat"></span></a> </li>
        </ul>
    </div>
    <div class="cdw-chat-bottom">
        <div class="cdw-chat-bottom-options" style="display:inline-block !important;">
            <div>
                <a id="cd_chat" class="cdw-chat-session" title="Chat"

```

```
onclick="CLICKDESK_SOCIAL_TAB_UI.show_social_network_tab('cd_chat');return false;"></a>
    <a id="cd_helpdesk" class="cdw-help-desk" title="HelpDesk"
onclick="CLICKDESK_SOCIAL_TAB_UI.show_social_network_tab('cd_helpdesk');return false;"></a>
    <a id="cd_twitter" class="cdw-twitter-tweet" title="Tweet"
onclick="CLICKDESK_SOCIAL_TAB_UI.show_social_network_tab('cd_twitter');return false;"></a>
    <a id="cd_facebook" class="cdw-facebook-like" title="Like"
onclick="CLICKDESK_SOCIAL_TAB_UI.show_social_network_tab('cd_facebook');return false;"></a>
    </div>
</div>
<div class="cdw-chat-popup-white-label" style="margin-top:3px !important;"></div>
</div>
</div>
<!-- End of ClickDesk Footer Markup -->
```

## **DISCLAIMER AND SCOPE OF SUPPORT**

We highly recommend you allow your web developers do this for you if you need a specific requirement for the look and feel of your chat widget. Also, ClickDesk assumes that any developer who attempts to overwrite the HTML/CSS codes of the theme is efficient in using the browser console, can locate classes/ID's, capable of debugging, and can make changes on his own. You are also responsible for any issues you encounter with the way your chat widget looks like (we have a fail-safe reset option should that happen). It is also the developer's responsibility to make a backup of all his changes.