

		Chat Welcome Message	Auto-close messages	Manual Chat Invitation	Auto-Chat Invitation	Queue Message	Chat Transcript Email	Ticket Autoresponder Email	Ticket Operator Reply Email	Email Signatures
Chat ID	%chat_id%	✓	✗	✗	✗	✓	✓	✓	✗	✗
Chat Transcript	%transcript%	✗	✗	✗	✗	✗	✓	✗	✗	✗
Feedback Result	%rating%	✗	✗	✗	✗	✗	✓	✗	✗	✗
Feedback Link	%feedback_link%	✗	✗	✗	✗	✗	✓	✓	✓	✗
Local Time	%localtime%	✓	✗	✓	✗	✓	✓	✓	✓	✗
Local Date	%localdate%	✓	✗	✓	✗	✓	✓	✓	✓	✗
Operator Name	%operator_name%	✓	✓	✓	✗	✗	✓	✗	✓	✓
Operator First Name	%operator_firstname%	✓	✓	✓	✗	✗	✓	✗	✓	✓
Operator Last Name	%operator_lastname%	✓	✓	✓	✗	✗	✓	✗	✓	✓
Operator ID	%operator_id%	✗	✓	✓	✗	✗	✓	✗	✓	✓
Operator E-Mail	%operator_email%	✓	✗	✓	✗	✗	✓	✗	✓	✓
Operator Group	%group_id%	✓	✓	✗	✓	✓	✓	✓	✓	✓
Operator Group Description	%group_description%	✗	✓	✗	✓	✓	✓	✓	✓	✓
Ticket Subject/URL	%subject%	✗	✗	✗	✗	✗	✗	✓	✓	✗
Ticket Text	%mailtext%	✗	✗	✗	✗	✗	✗	✓	✓	✗
Ticket ID	%ticket_id%	✗	✗	✗	✗	✗	✗	✓	✓	✗
Ticket Quote	%quote%	✗	✗	✗	✗	✗	✗	✗	✓	✗
Ticket Hash	%ticket_hash%	✗	✗	✗	✗	✗	✗	✓	✓	✗
Ticket History	%ticket_history_link%	✗	✗	✗	✗	✗	✗	✓	✓	✗
Target URL	%target_url%	✗	✗	✗	✗	✗	✗	✗	✗	✗
Search Query	%searchstring%	✗	✗	✗	✓	✓	✗	✗	✗	✗
Visitor Lastname	%external_lastname%	✓	✗	✓	✗	✓	✓	✓	✗	✗
Visitor Firstname	%external_firstname%	✓	✗	✓	✗	✓	✓	✓	✓	✗
Visitor Full Name	%external_name%	✓	✗	✓	✓	✓	✓	✓	✓	✗
Visitor E-Mail	%external_email%	✓	✗	✓	✓	✓	✓	✓	✓	✗
Visitor Company	%external_company%	✓	✗	✓	✓	✓	✓	✓	✓	✗
Visitor Telephone	%external_phone%	✓	✗	✓	✓	✓	✓	✓	✓	✗
Visitor IP	%external_ip%	✓	✗	✓	✓	✓	✓	✓	✓	✗
Visitor Country	%location_country%	✗	✗	✓	✓	✓	✓	✓	✗	✗
Visitor Country ISO	%location_country_iso%	✗	✗	✗	✓	✓	✓	✓	✗	✗
Visitor Region	%location_region%	✗	✗	✗	✓	✓	✓	✓	✗	✗
Visitor City	%location_city%	✗	✗	✗	✓	✓	✓	✓	✗	✗
Visitor Question	%question%	✓	✗	✗	✗	✗	✓	✗	✗	✗
Visitor Details	%details%	✗	✗	✗	✗	✗	✓	✓	✓	✗
Website Page Domain	%domain%	✗	✗	✗	✗	✓	✓	✗	✓	✗
Website Name	%website_name%	✗	✓	✗	✓	✓	✓	✓	✓	✗
Website Page Title	%page_title%	✓	✗	✓	✓	✓	✗	✗	✗	✗
Website Page URL	%url%	✓	✗	✓	✓	✗	✗	✗	✗	✗