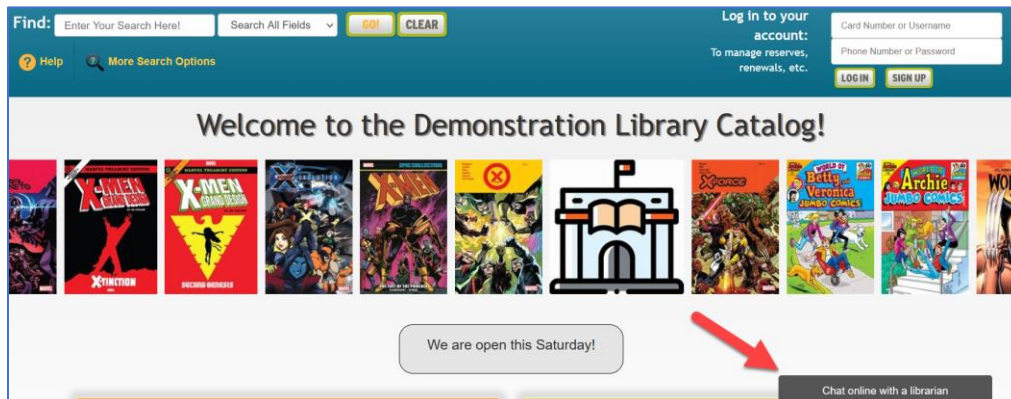


Gabbie-Chat

GABBIE-CHAT and your Apollo public catalog: For all Gabbie customers, we'll enable Gabbie-Chat in public catalogs overnight on Sunday night, June 26, 2022. If you'd rather it not be enabled, let us know.



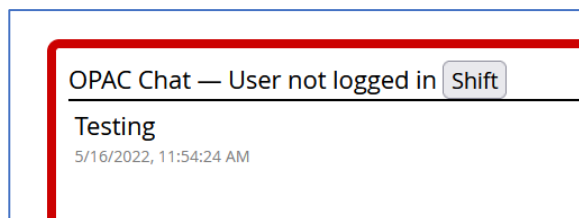
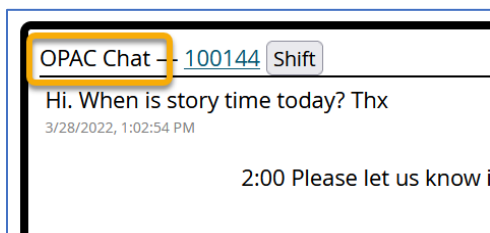
GABBIE-CHAT and your website: Any time, you can add a Chat box (like the above Public Catalog Chat box) to your website. You can put the following widget onto the desired page, preferably in the header, but it could be anywhere:

```
<script async="async" src="https://LIBRARYNAME.biblionix.com/widgets/chat/chat.js"></script>
```

(where LIBRARYNAME is from your Apollo URL, like laketravis in laketravis.biblionix.com)

Or you can create your own html chat box.

Since Chat is a part of Gabbie, staff will already know how to use it. Each tile will indicate if it was from texting or chatting. For Chats from the catalog, staff will be able to see if the patron has logged-in/authenticated or not. Knowing that the patron has authenticated may inform staff interactions during the chat.



So you can have chat boxes on your catalog and your website, no problem. Each has its niche:

TEXTING:

- can only be used on a cell-enabled device (capable of SMS/MMS texting)
- allows user to perform current Gabbie automatic functions, like renewing.
- Origination:
 - o Initiated by user: A phone number could be hijacked such that a text sent to Gabbie could be from the hijacker. Also, someone other than the patron could be operating their phone, like a family member.
 - o Initiated by staff: the message will go to the correct phone number. Who is actually using the phone is uncertain.

Gabbie-Chat

CHAT:

- can be used on any device
- communication must be initiated by a user; staff cannot initiate a Chat.
- only offers communications with a staff member, at this time, there are no auto-functions, like renew.

There is no extra charge for Chat. Gabbie is 5% of your Apollo fee, \$100 minimum per year; unlimited texts. If you don't have Gabbie, but want to open a whole new world of serving your patrons, let us know.