

Module 1: Web Chat Widget - Detailed Functional Requirements

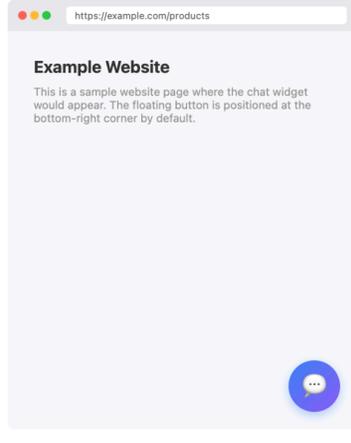
Document Info

Module: Web Chat Widget | **Version:** 1.0 | **Status:** Approved

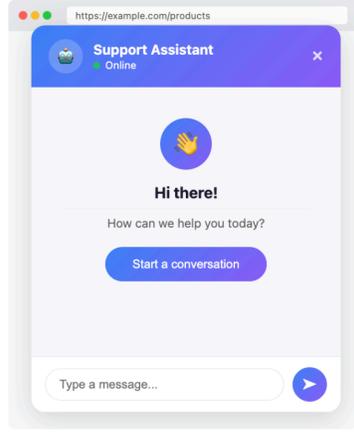
Module 1: Web Chat Widget Screens

WGT-1.1 to WGT-1.3 Requirements Coverage

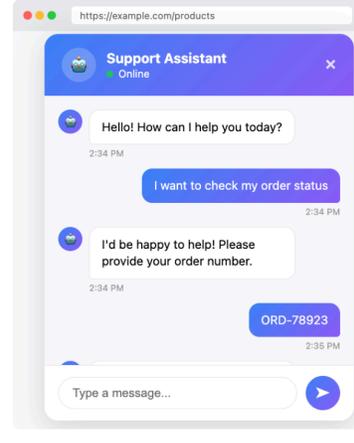
1.1 Widget Button - Collapsed State (WGT-1.1.1)



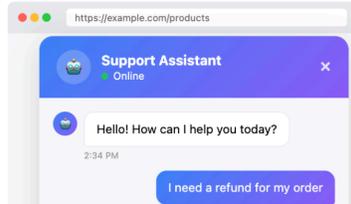
1.2 Chat Window - Open State (WGT-1.1.2 to WGT-1.1.6)



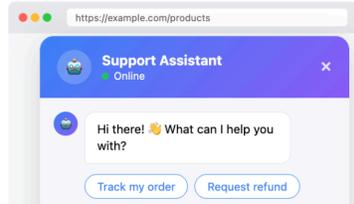
1.3 Active Conversation (WGT-1.2.1 to WGT-1.2.5)



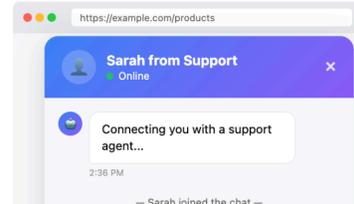
1.4 Typing Indicator (WGT-1.2.6)



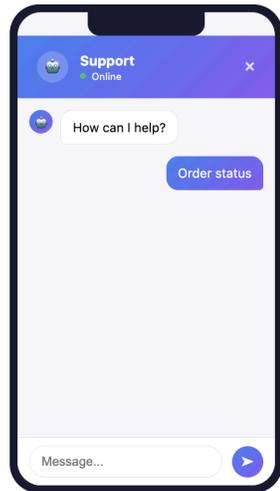
1.5 Quick Reply Suggestions



1.6 Human Agent Connected



1.7 Mobile Responsive View



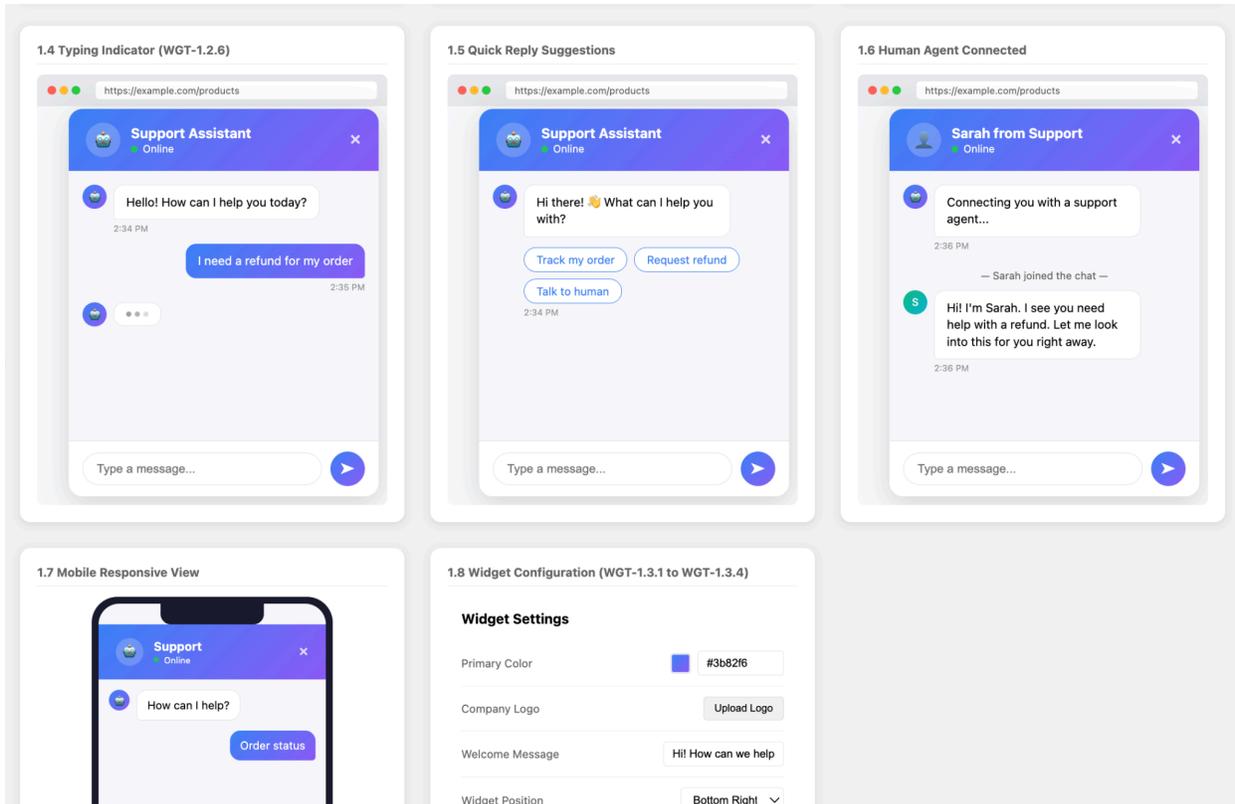
1.8 Widget Configuration (WGT-1.3.1 to WGT-1.3.4)

Widget Settings

- Primary Color
- Company Logo
- Welcome Message
- Widget Position ▾
- Auto-open Delay ▾

Embed Code

```
<script src="https://widget.example.com/loader.js" data-id="YOUR_ID"></script>
```



1. Widget Display

1.1 Widget Button (Collapsed State)

ID	Requirement	Details
WGT-1.1.1	Button shape	Circular, 60px diameter
WGT-1.1.2	Button position	Fixed, bottom-right (default), 20px from edges
WGT-1.1.3	Button icon	Chat icon (💬) or custom SVG
WGT-1.1.4	Button color	Configurable primary color with gradient
WGT-1.1.5	Button shadow	Box-shadow for depth (0 4px 12px rgba)
WGT-1.1.6	Hover effect	Scale 1.05x on hover
WGT-1.1.7	Click action	Opens chat window

WGT-1.1.8	Unread badge	Red circle with count (top-right of button)
WGT-1.1.9	Z-index	9999 (above page content)
WGT-1.1.10	Mobile	Same behavior, responsive sizing

Acceptance Criteria:

- [] Button visible on all pages where script is embedded
- [] Button stays fixed during scroll
- [] Unread badge shows when new message arrives while minimized

1.2 Chat Window (Expanded State)

ID	Requirement	Details
WGT-1.2.1	Window size	360px width × 500px height (desktop)
WGT-1.2.2	Window position	Above widget button, right-aligned
WGT-1.2.3	Border radius	16px rounded corners
WGT-1.2.4	Shadow	Elevated shadow (0 8px 32px rgba)
WGT-1.2.5	Animation	Slide up + fade in (300ms)
WGT-1.2.6	Mobile size	Full screen on viewport < 480px
WGT-1.2.7	Close action	Click X or click outside closes window
WGT-1.2.8	Minimize	Closes to button, preserves conversation

Chat Window Components:

1.2.A Header

ID	Requirement	Details
WGT-1.2.A1	Background	Primary color gradient
WGT-1.2.A2	Height	70px
WGT-1.2.A3	Logo/Avatar	40px circle, left side
WGT-1.2.A4	Title	Company/bot name, white text, 16px bold

WGT-1.2.A5	Subtitle	Status text (Online/Away), 12px
WGT-1.2.A6	Online indicator	Green dot when available
WGT-1.2.A7	Close button	X icon, right side, 24px

1.2.B Message Area

ID	Requirement	Details
WGT-1.2.B1	Background	Light gray (#f8f9fa)
WGT-1.2.B2	Height	Flexible, fills available space
WGT-1.2.B3	Scroll	Vertical scroll when content overflows
WGT-1.2.B4	Auto-scroll	Scroll to bottom on new message
WGT-1.2.B5	Padding	16px all sides
WGT-1.2.B6	Load more	"Load earlier messages" at top (if history)

1.2.C Input Area

ID	Requirement	Details
WGT-1.2.C1	Background	White
WGT-1.2.C2	Height	60px minimum
WGT-1.2.C3	Input field	Rounded text input, placeholder text
WGT-1.2.C4	Send button	Circular, primary color, right side
WGT-1.2.C5	Attachment	Optional paperclip icon (if enabled)
WGT-1.2.C6	Emoji	Optional emoji picker (if enabled)

Acceptance Criteria:

- [] Window opens/closes smoothly
 - [] All components render correctly
 - [] Mobile full-screen works
-

2. Messaging

2.1 Sending Messages

ID	Requirement	Details
WGT-2.1.1	Input field	Text input, max 1000 characters
WGT-2.1.2	Send trigger	Click send button OR press Enter
WGT-2.1.3	Shift+Enter	Inserts new line (no send)
WGT-2.1.4	Empty validation	Cannot send empty/whitespace message
WGT-2.1.5	Clear input	Input clears after successful send
WGT-2.1.6	Disable input	Disable send while message in transit
WGT-2.1.7	Retry	Retry option if send fails

Acceptance Criteria:

- [] Message sends within 500ms
 - [] Input clears after send
 - [] Error shown if send fails
-

2.2 Message Display

ID	Requirement	Details
WGT-2.2.1	Customer messages	Right-aligned, primary color background
WGT-2.2.2	Bot/Agent messages	Left-aligned, white background with border
WGT-2.2.3	Avatar	28px circle, left of bot/agent messages
WGT-2.2.4	Bubble shape	Rounded rectangle, 12px radius
WGT-2.2.5	Max width	75% of message area width
WGT-2.2.6	Text style	14px, line-height 1.5

WGT-2.2.7	Timestamp	Below bubble, 10px gray text
WGT-2.2.8	Grouping	Consecutive same-sender messages grouped
WGT-2.2.9	Links	Auto-detect and make clickable (target=_blank)
WGT-2.2.10	Emoji	Render emoji inline

Message States:

State	Visual
Sending	Slight opacity, spinner
Sent	Full opacity
Failed	Red border, retry icon

Acceptance Criteria:

- Messages display correctly aligned
- Timestamps accurate
- Links open in new tab

2.3 Typing Indicator

ID	Requirement	Details
WGT-2.3.1	Trigger	Show when bot/agent is composing
WGT-2.3.2	Position	Left-aligned, like incoming message
WGT-2.3.3	Visual	Three animated dots
WGT-2.3.4	Animation	Dots pulse/bounce (1.4s loop)
WGT-2.3.5	Timeout	Hide after 30 seconds max
WGT-2.3.6	Replace	Replace with actual message when received

Acceptance Criteria:

- Indicator appears within 500ms of agent typing

- Animation smooth
 - Disappears when message arrives
-

2.4 Quick Replies

ID	Requirement	Details
WGT-2.4.1	Display	Horizontal row of buttons below bot message
WGT-2.4.2	Style	Pill-shaped, outlined, primary color
WGT-2.4.3	Max options	5 quick replies per message
WGT-2.4.4	Click action	Send quick reply text as customer message
WGT-2.4.5	Disappear	Hide after one is clicked
WGT-2.4.6	Wrap	Wrap to next line if needed

Acceptance Criteria:

- Quick replies clickable
 - Clicking sends message
 - Replies hide after selection
-

3. Conversation Management

3.1 Session Handling

ID	Requirement	Details
WGT-3.1.1	Session ID	Generate unique session ID per visitor
WGT-3.1.2	Storage	Store session in localStorage
WGT-3.1.3	Expiry	Session expires after 24 hours inactivity
WGT-3.1.4	Persistence	Conversation persists across page navigation
WGT-3.1.5	Restore	Load message history on widget reopen
WGT-3.1.6	New session	Option to start new conversation

Acceptance Criteria:

- Conversation survives page refresh
 - History loads correctly on return
 - New conversation clears history
-

3.2 Customer Identification

ID	Requirement	Details
WGT-3.2.1	Anonymous	Works without customer info
WGT-3.2.2	Identify API	<code>sw('identify', {name, email, external_id})</code>
WGT-3.2.3	Pre-chat form	Optional form before first message
WGT-3.2.4	Form fields	Name (optional), Email (optional)
WGT-3.2.5	Validation	Email format validation
WGT-3.2.6	Skip option	Allow skip if fields not required

Pre-chat Form Fields:

Field	Type	Required	Validation
Name	Text	Configurable	Max 100 chars
Email	Email	Configurable	Valid email format

Acceptance Criteria:

- Anonymous users can chat
 - Identify API updates customer info
 - Pre-chat form validates correctly
-

3.3 Message History

ID	Requirement	Details
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WGT-3.3.1	Load on open	Load last 50 messages
WGT-3.3.2	Pagination	"Load more" loads 50 more
WGT-3.3.3	Scroll position	Maintain scroll when loading more
WGT-3.3.4	Cache	Cache messages locally
WGT-3.3.5	Sync	Sync with server on reconnect

Acceptance Criteria:

- History loads within 1 second
- Load more works correctly
- No duplicate messages

4. Real-time Communication

4.1 WebSocket Connection

ID	Requirement	Details
WGT-4.1.1	Connect	Establish WebSocket on widget load
WGT-4.1.2	Auth	Authenticate with session token
WGT-4.1.3	Reconnect	Auto-reconnect on disconnect (backoff)
WGT-4.1.4	Heartbeat	Ping every 30 seconds
WGT-4.1.5	Offline mode	Queue messages when offline
WGT-4.1.6	Sync	Send queued messages on reconnect

Connection States:

State	Visual	Behavior
Connecting	Spinner	Disable input
Connected	Green dot	Normal operation

Disconnected	Gray dot	Show "Reconnecting..."
Offline	Red dot	Queue messages locally

Acceptance Criteria:

- Connection established within 2 seconds
- Auto-reconnect works
- Queued messages send on reconnect

4.2 Real-time Events

ID	Requirement	Details
WGT-4.2.1	Receive message	Display new message instantly
WGT-4.2.2	Typing start	Show typing indicator
WGT-4.2.3	Typing stop	Hide typing indicator
WGT-4.2.4	Agent joined	Show system message
WGT-4.2.5	Agent left	Show system message
WGT-4.2.6	Conversation ended	Show end message, disable input

Acceptance Criteria:

- Messages appear within 500ms
- Typing indicator responsive
- System messages display correctly

5. Notifications

5.1 In-Widget Notifications

ID	Requirement	Details
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WGT-5.1.1	New message sound	Play sound on new message (if enabled)
WGT-5.1.2	Unread badge	Show count on minimized button
WGT-5.1.3	Badge clear	Clear badge when window opened
WGT-5.1.4	Title flash	Flash browser tab title with new message

5.2 Browser Notifications

ID	Requirement	Details
WGT-5.2.1	Permission	Request notification permission
WGT-5.2.2	Show notification	Show when widget minimized and new message
WGT-5.2.3	Notification content	"New message from [Agent Name]"
WGT-5.2.4	Click action	Open widget on notification click
WGT-5.2.5	Respect settings	Honor user's sound/notification preferences

Acceptance Criteria:

- Sound plays on new message
- Badge count accurate
- Browser notification shows (if permitted)

6. Customization

6.1 Appearance Settings

ID	Setting	Type	Default
WGT-6.1.1	Primary color	Hex color	#3b82f6
WGT-6.1.2	Secondary color	Hex color	#8b5cf6
WGT-6.1.3	Company name	Text	"Support"

WGT-6.1.4	Company logo	Image URL	Default icon
WGT-6.1.5	Bot avatar	Image URL	Robot emoji
WGT-6.1.6	Widget position	left/right	right
WGT-6.1.7	Button icon	URL or emoji	

6.2 Behavior Settings

ID	Setting	Type	Default
WGT-6.2.1	Welcome message	Text	"Hi! How can we help?"
WGT-6.2.2	Auto-open delay	Seconds (0=disabled)	0
WGT-6.2.3	Pre-chat form	Boolean	false
WGT-6.2.4	Sound enabled	Boolean	true
WGT-6.2.5	File upload	Boolean	false
WGT-6.2.6	Emoji picker	Boolean	false

6.3 Text Customization

ID	Text	Default
WGT-6.3.1	Input placeholder	"Type a message..."
WGT-6.3.2	Connecting text	"Connecting..."
WGT-6.3.3	Agent joined	"You're now chatting with {name}"
WGT-6.3.4	Offline text	"We're offline. Leave a message."

Acceptance Criteria:

- [] All settings apply correctly
 - [] Changes reflect immediately in preview
 - [] Invalid values show error
-

7. Integration

7.1 Embed Script

```
<script>
(function(w,d,s,o,f,js,fjs){
  w['SupportWidget']=o;
  w[o]=w[o]||function(){(w[o].q=w[o].q||[]).push(arguments)};
  js=d.createElement(s);fjs=d.getElementsByTagName(s)[0];
  js.id=o;js.src=f;js.async=1;
  fjs.parentNode.insertBefore(js,fjs);
})(window,document,'script','sw','https://widget.example.com/loader.js');

sw('init', { workspace_id: 'YOUR_WORKSPACE_ID' });
</script>
```

7.2 JavaScript API

Method	Parameters	Description
<code>sw('init', config)</code>	workspace_id, options	Initialize widget
<code>sw('open')</code>	-	Open chat window
<code>sw('close')</code>	-	Close chat window
<code>sw('toggle')</code>	-	Toggle open/close
<code>sw('identify', user)</code>	name, email, external_id, metadata	Set customer info
<code>sw('reset')</code>	-	Clear session, start new
<code>sw('sendMessage', text)</code>	message text	Send message programmatically
<code>sw('on', event, callback)</code>	event name, function	Subscribe to events
<code>sw('off', event)</code>	event name	Unsubscribe from event

7.3 Events

Event	Payload	Triggered When
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<code>widget:opened</code>	-	Chat window opened
<code>widget:closed</code>	-	Chat window closed
<code>message:sent</code>	{message}	Customer sends message
<code>message:received</code>	{message}	New message from bot/agent
<code>conversation:started</code>	{conversation_id}	New conversation created
<code>conversation:ended</code>	{conversation_id}	Conversation resolved

Acceptance Criteria:

- Script loads asynchronously
- All API methods work
- Events fire correctly

8. Performance Requirements

Metric	Target
Script size	<50KB gzipped
Load time	<1 second
Time to interactive	<2 seconds
Message send latency	<500ms
Memory usage	<10MB

9. Browser Support

Browser	Minimum Version
Chrome	70+

Firefox	65+
Safari	12+
Edge	79+
Mobile Safari	iOS 12+
Chrome Android	70+

10. Security Requirements

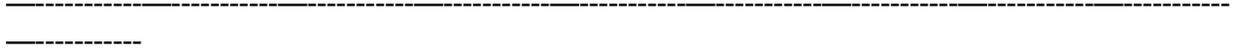
ID	Requirement
SEC-1	All communication over HTTPS/WSS
SEC-2	XSS prevention (sanitize all inputs)
SEC-3	CSRF protection on API calls
SEC-4	Rate limiting (10 messages/minute)
SEC-5	Domain whitelist for widget embedding
SEC-6	No sensitive data in localStorage

11. Error Handling

Scenario	User Message	Action
Connection failed	"Unable to connect. Retrying..."	Auto-retry
Message send failed	"Message not sent. Tap to retry."	Show retry
Session expired	"Session expired. Starting new chat."	Reset session
Server error	"Something went wrong. Please try again."	Log error
Rate limited	"Please wait before sending more messages."	Disable input 60s

12. Accessibility (A11y)

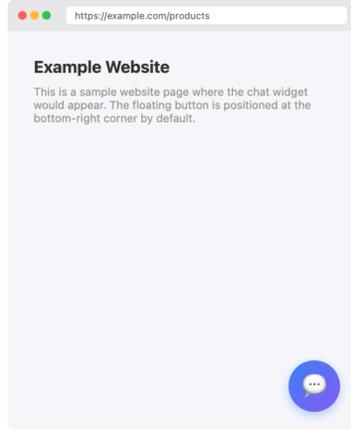
ID	Requirement
A11Y-1	Keyboard navigation (Tab, Enter, Escape)
A11Y-2	ARIA labels on all interactive elements
A11Y-3	Focus management (trap focus in modal)
A11Y-4	Screen reader announcements for new messages
A11Y-5	Color contrast ratio 4.5:1 minimum
A11Y-6	Resizable text support



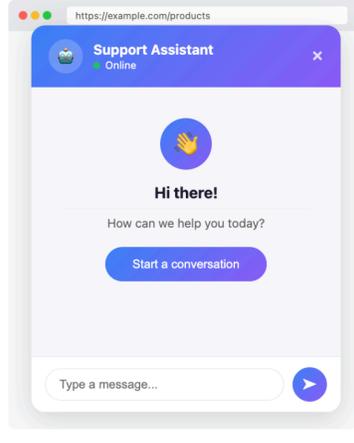
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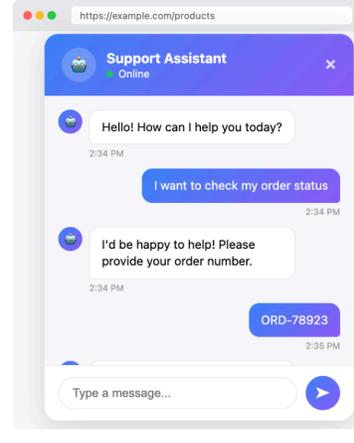
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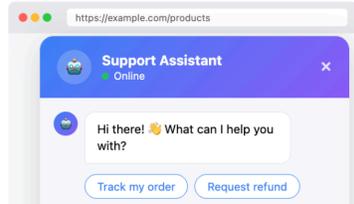
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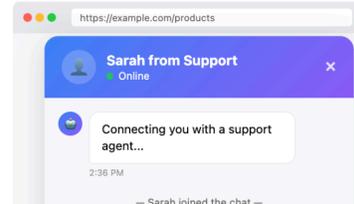
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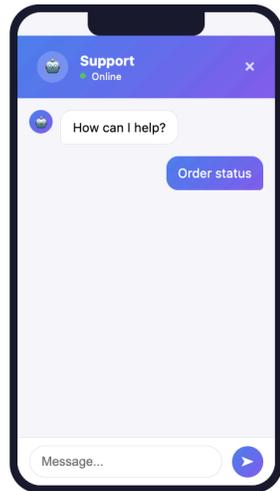
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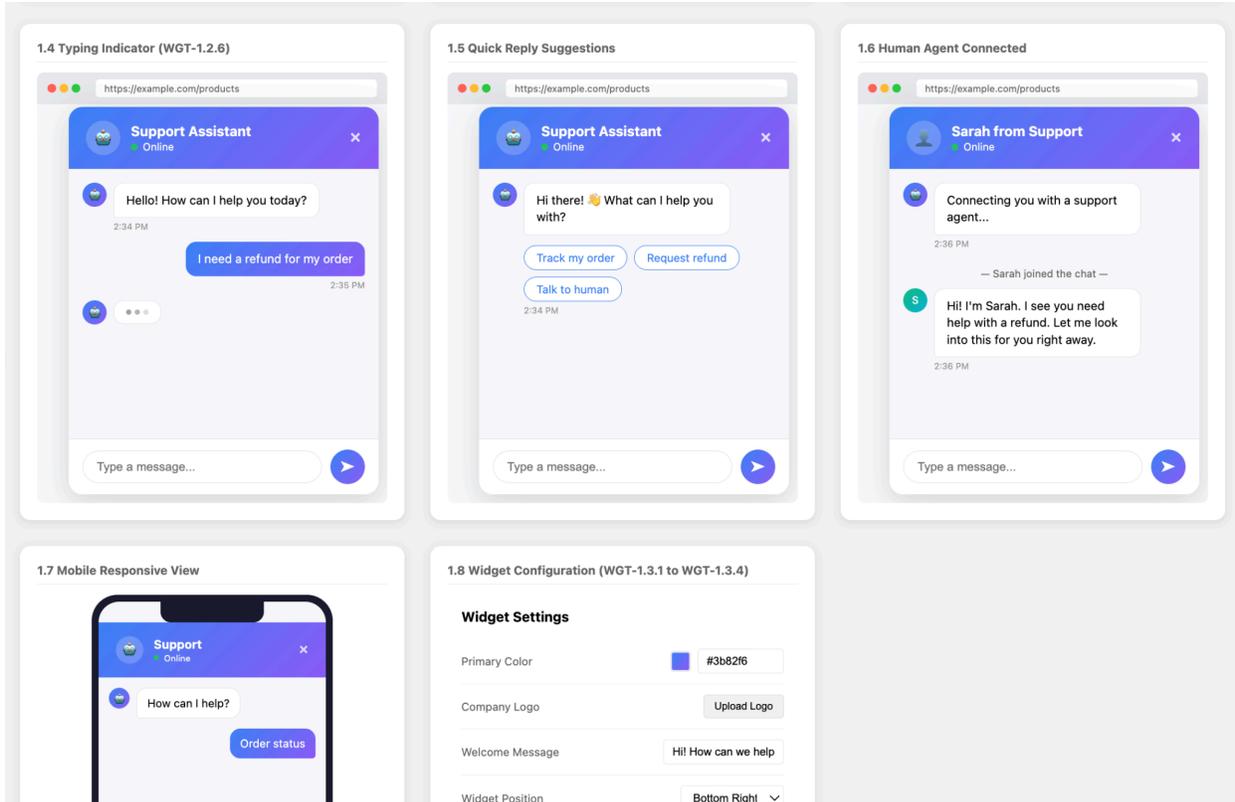
1.8 Widget Configuration (WGT-1.3.1 to WGT-1.3.4)

Widget Settings

- Primary Color:
- Company Logo:
- Welcome Message:
- Widget Position: ▾
- Auto-open Delay: ▾

Embed Code

```
<script src="https://widget.example.com/loader.js" data-id="YOUR_ID"></script>
```



```

<!DOCTYPE html>
<html lang="en">
<head>
  <meta charset="UTF-8">
  <meta name="viewport" content="width=device-width, initial-scale=1.0">
  <title>Web Chat Widget - Module 1 Screens</title>
  <style>
    *{margin:0;padding:0;box-sizing:border-box}
    body{font-family:-apple-system,BlinkMacSystemFont,'Segoe
  UI',sans-serif;background:#f0f0f0;min-height:100vh;padding:20px}
  
```

```

/* Page Layout */
.page-header{text-align:center;margin-bottom:30px}
.page-header h1{font-size:24px;color:#1a1a2e;margin-bottom:8px}
.page-header p{color:#666;font-size:14px}
  
```

```

.screens-grid{display:grid;grid-template-columns:repeat(auto-fit,minmax(400px,1fr));gap:30px;max-width:1400px;margin:0 auto}
  
```

```

.screen-card{background:#fff;border-radius:12px;padding:20px;box-shadow:0 2px 8px rgba(0,0,0,0.1)}
  
```

```
.screen-card
h3{font-size:14px;color:#666;margin-bottom:12px;padding-bottom:8px;border-bottom:1px solid #eee}
```

```
/* Website Mockup */
```

```
.website-mock{background:#f8f9fa;border-radius:8px;height:500px;position:relative;overflow:hidden}
  .browser-bar{background:#e5e7eb;padding:8px 12px;display:flex;align-items:center;gap:8px}
  .browser-dots{display:flex;gap:4px}
  .browser-dots span{width:10px;height:10px;border-radius:50%;background:#ccc}
  .browser-dots span:first-child{background:#ff5f57}
  .browser-dots span:nth-child(2){background:#ffbd2e}
  .browser-dots span:last-child{background:#28ca42}
  .browser-url{flex:1;background:#fff;border-radius:4px;padding:4px 10px;font-size:11px;color:#666;margin-left:10px}
  .website-content{padding:30px;color:#999;font-size:13px}
  .website-content h2{color:#333;margin-bottom:10px}
```

```
/* Chat Widget Button */
```

```
.widget-button{position:absolute;bottom:20px;right:20px;width:60px;height:60px;background:linear-gradient(135deg,#3b82f6,#8b5cf6);border-radius:50%;display:flex;align-items:center;justify-content:center;cursor:pointer;box-shadow:0 4px 12px rgba(59,130,246,0.4);transition:transform 0.2s}
  .widget-button:hover{transform:scale(1.05)}
  .widget-button span{font-size:28px}
```

```
/* Chat Window */
```

```
.chat-window{position:absolute;bottom:20px;right:20px;width:360px;height:450px;background:#fff;border-radius:16px;box-shadow:0 8px 32px rgba(0,0,0,0.15);display:flex;flex-direction:column;overflow:hidden}
  .chat-header{background:linear-gradient(135deg,#3b82f6,#8b5cf6);color:#fff;padding:16px 20px;display:flex;justify-content:space-between;align-items:center}
  .chat-header-info{display:flex;align-items:center;gap:12px}
  .chat-header-avatar{width:40px;height:40px;background:rgba(255,255,255,0.2);border-radius:50%;display:flex;align-items:center;justify-content:center;font-size:20px}
  .chat-header h4{font-size:16px;margin-bottom:2px}
  .chat-header p{font-size:12px;opacity:0.9}
```

```

.chat-close{background:none;border:none;color:#fff;font-size:24px;cursor:pointer;opacity:0.8}
  .chat-close:hover{opacity:1}

  .chat-messages{flex:1;padding:16px;overflow-y:auto;background:#f8f9fa}

  .message{margin-bottom:12px;display:flex;gap:8px}
  .message.bot{justify-content:flex-start}
  .message.user{justify-content:flex-end}
  .message
  .avatar{width:28px;height:28px;border-radius:50%;background:linear-gradient(135deg,#3b82f6,#8b5cf6);display:flex;align-items:center;justify-content:center;font-size:12px;color:#fff;flex-shrink:0}
    .message .bubble{max-width:240px;padding:10px 14px;border-radius:12px;font-size:14px;line-height:1.4}
      .message.bot .bubble{background:#fff;border:1px solid #e5e7eb;border-radius:12px 12px 12px 4px}
      .message.user
      .bubble{background:linear-gradient(135deg,#3b82f6,#8b5cf6);color:#fff;border-radius:12px 12px 4px 12px}
        .message .time{font-size:10px;color:#999;margin-top:4px}

    .typing-indicator{display:flex;align-items:center;gap:8px;padding:10px 14px;background:#fff;border:1px solid #e5e7eb;border-radius:12px;width:fit-content}
      .typing-dots{display:flex;gap:4px}
      .typing-dots
      span{width:6px;height:6px;background:#999;border-radius:50%;animation:typing 1.4s infinite}
      .typing-dots span:nth-child(2){animation-delay:0.2s}
      .typing-dots span:nth-child(3){animation-delay:0.4s}
      @keyframes typing{0%,100%{opacity:0.3}50%{opacity:1}}

    .chat-input{padding:12px 16px;background:#fff;border-top:1px solid #e5e7eb;display:flex;gap:10px;align-items:center}
      .chat-input input{flex:1;border:1px solid #e5e7eb;border-radius:20px;padding:10px 16px;font-size:14px;outline:none}
      .chat-input input:focus{border-color:#3b82f6}
      .chat-input
      button{width:40px;height:40px;border-radius:50%;background:linear-gradient(135deg,#3b82f6,#8b5cf6);border:none;color:#fff;cursor:pointer;display:flex;align-items:center;justify-content:center;font-size:18px}

  /* Welcome Screen */
  .welcome-screen{padding:20px;text-align:center}

```

```

.welcome-screen
.avatar-large{width:60px;height:60px;background:linear-gradient(135deg,#3b82f6,#8b5cf6);border-radius:50%;margin:0 auto
16px;display:flex;align-items:center;justify-content:center;font-size:28px}
.welcome-screen h3{font-size:18px;margin-bottom:8px;color:#1a1a2e}
.welcome-screen p{font-size:14px;color:#666;margin-bottom:20px}
.welcome-screen
.start-btn{background:linear-gradient(135deg,#3b82f6,#8b5cf6);color:#fff;border:none;padding:12px 32px;border-radius:24px;font-size:14px;cursor:pointer}

/* Quick Replies */
.quick-replies{display:flex;flex-wrap:wrap;gap:8px;margin-top:12px}
.quick-reply{background:#fff;border:1px solid #3b82f6;color:#3b82f6;padding:6px 14px;border-radius:16px;font-size:13px;cursor:pointer}
.quick-reply:hover{background:#eff6ff}

/* Status Indicators */
.online-status{display:flex;align-items:center;gap:6px;font-size:12px}
.online-dot{width:8px;height:8px;background:#22c55e;border-radius:50%}

/* Mobile View */

.mobile-frame{width:280px;height:500px;background:#1a1a2e;border-radius:30px;padding:8px;margin:0 auto}

.mobile-screen{background:#f8f9fa;border-radius:24px;height:100%;overflow:hidden;position:relative}
.mobile-notch{width:120px;height:24px;background:#1a1a2e;border-radius:0 0 12px 12px;margin:0 auto}

/* Config Panel Preview */
.config-preview{background:#fff;border-radius:8px;padding:16px}
.config-row{display:flex;justify-content:space-between;align-items:center;padding:12px 0;border-bottom:1px solid #f0f0f0}
.config-row:last-child{border:none}
.config-label{font-size:13px;color:#666}
.color-swatch{width:24px;height:24px;border-radius:4px;border:2px solid #e5e7eb}
.config-input{padding:6px 10px;border:1px solid #e5e7eb;border-radius:4px;font-size:13px;width:140px}
</style>
</head>
<body>
<div class="page-header">
<h1>Module 1: Web Chat Widget Screens</h1>

```

```
<p>WGT-1.1 to WGT-1.3 Requirements Coverage</p>
</div>
```

```
<div class="screens-grid">
  <!-- Screen 1: Widget Button (Collapsed) -->
  <div class="screen-card">
    <h3>1.1 Widget Button - Collapsed State (WGT-1.1.1)</h3>
    <div class="website-mock">
      <div class="browser-bar">
        <div class="browser-dots"><span></span><span></span><span></span></div>
        <div class="browser-url">https://example.com/products</div>
      </div>
      <div class="website-content">
        <h2>Example Website</h2>
        <p>This is a sample website page where the chat widget would appear. The
floating button is positioned at the bottom-right corner by default.</p>
      </div>
      <div class="widget-button">
        <span><img alt="chat icon" data-bbox="278 423 301 438"/></span>
      </div>
    </div>
  </div>
</div>
```

```
<!-- Screen 2: Chat Window Open (WGT-1.1.2 - 1.1.6) -->
<div class="screen-card">
  <h3>1.2 Chat Window - Open State (WGT-1.1.2 to WGT-1.1.6)</h3>
  <div class="website-mock">
    <div class="browser-bar">
      <div class="browser-dots"><span></span><span></span><span></span></div>
      <div class="browser-url">https://example.com/products</div>
    </div>
    <div class="website-content">
      <h2>Example Website</h2>
      <p>Website content behind the chat window.</p>
    </div>
    <div class="chat-window">
      <div class="chat-header">
        <div class="chat-header-info">
          <div class="chat-header-avatar"><img alt="chatbot avatar" data-bbox="523 789 543 805"/></div>
          <div>
            <h4>Support Assistant</h4>
            <div class="online-status"><span class="online-dot"></span>Online</div>
          </div>
        </div>
      </div>
    </div>
  </div>
</div>
```

```

        <button class="chat-close">×</button>
    </div>
    <div class="chat-messages">
        <div class="welcome-screen">
            <div class="avatar-large">👋</div>
            <h3>Hi there!</h3>
            <p>How can we help you today?</p>
            <button class="start-btn">Start a conversation</button>
        </div>
    </div>
    <div class="chat-input">
        <input type="text" placeholder="Type a message...">
        <button>➤</button>
    </div>
</div>
</div>
</div>
</div>
</div>

<!-- Screen 3: Active Conversation (WGT-1.2.1 - 1.2.5) -->
<div class="screen-card">
    <h3>1.3 Active Conversation (WGT-1.2.1 to WGT-1.2.5)</h3>
    <div class="website-mock">
        <div class="browser-bar">
            <div class="browser-dots"><span></span><span></span><span></span></div>
            <div class="browser-url">https://example.com/products</div>
        </div>
        <div class="chat-window" style="bottom: 10px;right: 10px">
            <div class="chat-header">
                <div class="chat-header-info">
                    <div class="chat-header-avatar">🤖</div>
                    <div>
                        <h4>Support Assistant</h4>
                        <div class="online-status"><span class="online-dot"></span>Online</div>
                    </div>
                </div>
                <button class="chat-close">×</button>
            </div>
            <div class="chat-messages">
                <div class="message bot">
                    <div class="avatar">🤖</div>
                    <div>
                        <div class="bubble">Hello! How can I help you today?</div>
                        <div class="time">2:34 PM</div>
                    </div>
                </div>
            </div>
        </div>
    </div>
</div>

```

```

</div>
<div class="message user">
  <div>
    <div class="bubble">I want to check my order status</div>
    <div class="time" style="text-align:right">2:34 PM</div>
  </div>
</div>
<div class="message bot">
  <div class="avatar"><img alt="bot icon" data-bbox="418 238 441 254"/></div>
  <div>
    <div class="bubble">I'd be happy to help! Please provide your order
number.</div>
    <div class="time">2:34 PM</div>
  </div>
</div>
<div class="message user">
  <div>
    <div class="bubble">ORD-78923</div>
    <div class="time" style="text-align:right">2:35 PM</div>
  </div>
</div>
<div class="message bot">
  <div class="avatar"><img alt="bot icon" data-bbox="418 494 441 510"/></div>
  <div>
    <div class="bubble">Your order #78923 is out for delivery and should arrive
today by 6 PM. <img alt="package icon" data-bbox="244 550 267 566"/></div>
    <div class="time">2:35 PM</div>
  </div>
</div>
<div class="chat-input">
  <input type="text" placeholder="Type a message...">
  <button>></button>
</div>
</div>
</div>

```

```

<!-- Screen 4: Typing Indicator (WGT-1.2.6) -->

```

```

<div class="screen-card">
  <h3>1.4 Typing Indicator (WGT-1.2.6)</h3>
  <div class="website-mock">
    <div class="browser-bar">
      <div class="browser-dots"><span></span><span></span><span></span></div>

```

```

    <div class="browser-url">https://example.com/products</div>
</div>
<div class="chat-window" style="bottom:10px;right:10px">
  <div class="chat-header">
    <div class="chat-header-info">
      <div class="chat-header-avatar"><img alt="robot icon" data-bbox="521 184 543 201"/></div>
      <div>
        <h4>Support Assistant</h4>
        <div class="online-status"><span class="online-dot"></span>Online</div>
      </div>
    </div>
    <button class="chat-close">×</button>
  </div>
  <div class="chat-messages">
    <div class="message bot">
      <div class="avatar"><img alt="robot icon" data-bbox="421 368 443 385"/></div>
      <div>
        <div class="bubble">Hello! How can I help you today?</div>
        <div class="time">2:34 PM</div>
      </div>
    </div>
    <div class="message user">
      <div>
        <div class="bubble">I need a refund for my order</div>
        <div class="time" style="text-align:right">2:35 PM</div>
      </div>
    </div>
    <div class="message bot">
      <div class="avatar"><img alt="robot icon" data-bbox="421 608 443 625"/></div>
      <div>
        <div class="typing-indicator">
          <div class="typing-dots">
            <span></span><span></span><span></span>
          </div>
        </div>
      </div>
    </div>
  </div>
  <div class="chat-input">
    <input type="text" placeholder="Type a message...">
    <button>></button>
  </div>
</div>
</div>

```

```
</div>
```

```
<!-- Screen 5: Quick Replies -->
```

```
<div class="screen-card">
```

```
  <h3>1.5 Quick Reply Suggestions</h3>
```

```
  <div class="website-mock">
```

```
    <div class="browser-bar">
```

```
      <div class="browser-dots"><span></span><span></span><span></span></div>
```

```
      <div class="browser-url">https://example.com/products</div>
```

```
    </div>
```

```
    <div class="chat-window" style="bottom:10px;right:10px">
```

```
      <div class="chat-header">
```

```
        <div class="chat-header-info">
```

```
          <div class="chat-header-avatar"><img alt="robot icon" data-bbox="521 331 544 346"/></div>
```

```
          <div>
```

```
            <h4>Support Assistant</h4>
```

```
            <div class="online-status"><span class="online-dot"></span>Online</div>
```

```
          </div>
```

```
        </div>
```

```
        <button class="chat-close">×</button>
```

```
      </div>
```

```
    <div class="chat-messages">
```

```
      <div class="message bot">
```

```
        <div class="avatar"><img alt="robot icon" data-bbox="421 515 444 530"/></div>
```

```
        <div>
```

```
          <div class="bubble">Hi there! 🙌 What can I help you with?</div>
```

```
          <div class="quick-replies">
```

```
            <span class="quick-reply">Track my order</span>
```

```
            <span class="quick-reply">Request refund</span>
```

```
            <span class="quick-reply">Talk to human</span>
```

```
          </div>
```

```
          <div class="time">2:34 PM</div>
```

```
        </div>
```

```
      </div>
```

```
    </div>
```

```
  <div class="chat-input">
```

```
    <input type="text" placeholder="Type a message...">
```

```
    <button>➤</button>
```

```
  </div>
```

```
</div>
```

```
</div>
```

```
</div>
```

```
<!-- Screen 6: Human Handoff -->
```

```

<div class="screen-card">
  <h3>1.6 Human Agent Connected</h3>
  <div class="website-mock">
    <div class="browser-bar">
      <div class="browser-dots"><span></span><span></span><span></span></div>
      <div class="browser-url">https://example.com/products</div>
    </div>
    <div class="chat-window" style="bottom:10px;right:10px">
      <div class="chat-header">
        <div class="chat-header-info">
          <div class="chat-header-avatar">  </div>
          <div>
            <h4>Sarah from Support</h4>
            <div class="online-status"><span class="online-dot"></span>Online</div>
          </div>
        </div>
        <button class="chat-close">×</button>
      </div>
      <div class="chat-messages">
        <div class="message bot">
          <div class="avatar">  </div>
          <div>
            <div class="bubble">Connecting you with a support agent...</div>
            <div class="time">2:36 PM</div>
          </div>
        </div>
        <div style="text-align:center;padding:10px;font-size:12px;color:#666">
          — Sarah joined the chat —
        </div>
        <div class="message bot">
          <div class="avatar"
style="background:linear-gradient(135deg,#10b981,#06b6d4)">S</div>
          <div>
            <div class="bubble">Hi! I'm Sarah. I see you need help with a refund. Let
me look into this for you right away.</div>
            <div class="time">2:36 PM</div>
          </div>
        </div>
      </div>
      <div class="chat-input">
        <input type="text" placeholder="Type a message...">
        <button>➤</button>
      </div>
    </div>
  </div>

```

```

    </div>
  </div>

  <!-- Screen 7: Mobile View -->
  <div class="screen-card">
    <h3>1.7 Mobile Responsive View</h3>
    <div class="mobile-frame">
      <div class="mobile-screen">
        <div class="mobile-notch"></div>
        <div style="height:calc(100% - 24px);display:flex;flex-direction:column">
          <div class="chat-header" style="border-radius:0">
            <div class="chat-header-info">
              <div class="chat-header-avatar"
style="width:32px;height:32px;font-size:16px"><img alt="robot icon" data-bbox="488 331 511 348"/></div>
              <div>
                <h4 style="font-size:14px">Support</h4>
                <div class="online-status" style="font-size:10px"><span
class="online-dot" style="width:6px;height:6px"></span>Online</div>
              </div>
            </div>
            <button class="chat-close" style="font-size:20px">x</button>
          </div>
          <div class="chat-messages" style="flex:1;padding:12px">
            <div class="message bot">
              <div class="avatar" style="width:24px;height:24px;font-size:10px"><img alt="robot icon" data-bbox="808 531 831 548"/></div>
              <div>
                <div class="bubble" style="font-size:13px;padding:8px 12px">How can I
help?</div>
              </div>
            </div>
            <div class="message user">
              <div>
                <div class="bubble" style="font-size:13px;padding:8px 12px">Order
status</div>
              </div>
            </div>
          </div>
          <div class="chat-input" style="padding:8px 12px">
            <input type="text" placeholder="Message..." style="padding:8px
12px;font-size:13px">
            <button style="width:32px;height:32px;font-size:14px">></button>
          </div>
        </div>
      </div>
    </div>
  </div>

```

```
</div>
</div>
```

```
<!-- Screen 8: Widget Configuration -->
```

```
<div class="screen-card">
```

```
  <h3>1.8 Widget Configuration (WGT-1.3.1 to WGT-1.3.4)</h3>
```

```
  <div class="config-preview">
```

```
    <h4 style="font-size:16px;margin-bottom:16px">Widget Settings</h4>
```

```
    <div class="config-row">
```

```
      <span class="config-label">Primary Color</span>
```

```
      <div style="display:flex;align-items:center;gap:8px">
```

```
        <div class="color-swatch"
```

```
style="background:linear-gradient(135deg,#3b82f6,#8b5cf6)"></div>
```

```
        <input class="config-input" value="#3b82f6" style="width:100px">
```

```
      </div>
```

```
    </div>
```

```
    <div class="config-row">
```

```
      <span class="config-label">Company Logo</span>
```

```
      <button style="padding:6px 12px;background:#f0f0f0;border:1px solid #ddd;border-radius:4px;font-size:12px;cursor:pointer">Upload Logo</button>
```

```
    </div>
```

```
    <div class="config-row">
```

```
      <span class="config-label">Welcome Message</span>
```

```
      <input class="config-input" value="Hi! How can we help?">
```

```
    </div>
```

```
    <div class="config-row">
```

```
      <span class="config-label">Widget Position</span>
```

```
      <select class="config-input" style="width:120px">
```

```
        <option>Bottom Right</option>
```

```
        <option>Bottom Left</option>
```

```
      </select>
```

```
    </div>
```

```
    <div class="config-row">
```

```
      <span class="config-label">Auto-open Delay</span>
```

```
      <select class="config-input" style="width:120px">
```

```
        <option>Disabled</option>
```

```
        <option>5 seconds</option>
```

```
        <option>10 seconds</option>
```

```
      </select>
```

```
    </div>
```

```
</div>
```

```
<div style="margin-top:16px;padding:16px;background:#f8f9fa;border-radius:8px">
```

```
  <h5 style="font-size:13px;margin-bottom:8px">Embed Code</h5>
```

```
<code style="font-size:11px;color:#666;word-break:break-all">&lt;script
src="https://widget.example.com/loader.js" data-id="YOUR_ID"&gt;&lt;/script&gt;</code>
  </div>
</div>
</body>
</html>
```