

Package ‘livechatR’

October 13, 2022

Type Package

Title R Wrapper for LiveChat REST API

Version 0.1.0

Date 2016-02-24

Author Lawrence Wu

Maintainer Lawrence Wu <lwu@payoff.com>

Description Provides a wrapper around LiveChat's API. The R functions allow for one to extract chat sessions, raw text of chats between agents and customers and events.

Imports dplyr, purrr, jsonlite, data.table, magrittr

URL <https://github.com/lawwu/livechatR>

License GPL-2

LazyData TRUE

RoxygenNote 5.0.1

NeedsCompilation no

Repository CRAN

Date/Publication 2016-02-25 00:33:21

R topics documented:

livechatCreateAccount	2
livechatGetAgents	2
livechatGetCannedResponses	3
livechatGetChats	3
livechatGetGoals	4
livechatGetGreetings	5

Index	6
--------------	----------

livechatCreateAccount *Setup connection with LiveChat's REST API using email and an api key*

Description

Setup connection with LiveChat's REST API using email and an api key

Usage

```
livechatCreateAccount(email, api_key)
```

Arguments

email	Email address used to login from Live Chat API Docs
api_key	Your API Key from Live Chat API Docs

Value

A list of 2, the first item is called email and the second item is called api_key

Examples

```
# account <- livechatCreateAccount("email_here", "api_key_here")
# account$email
# account$api_key
```

livechatGetAgents *Create a list of agents with LiveChat credentials as parameters*

Description

Create a list of agents with LiveChat credentials as parameters

Usage

```
livechatGetAgents(account)
```

Arguments

account	defined by the livechatCreateAccount function
---------	---

Value

A date frame of agents

Examples

```
# account <- livechatCreateAccount("email_here", "api_key_here")  
# livechatGetAgents(account)
```

```
livechatGetCannedResponses
```

Create a list of canned responses with LiveChat credentials as parameters

Description

Create a list of canned responses with LiveChat credentials as parameters

Usage

```
livechatGetCannedResponses(account, group = 0)
```

Arguments

account	defined by the livechatCreateAccount function
group	defaults to 0, see LiveChat REST API

Value

a data frame of canned responses

Examples

```
# account <- livechatCreateAccount("email_here", "api_key_here")  
# livechatGetCannedResponses(account, group = 0)
```

```
livechatGetChats
```

Create a list that contains 4 data frames containing chat sessions and raw chat text.

Description

Create a list that contains 4 data frames containing chat sessions and raw chat text.

Usage

```
livechatGetChats(account, date_from)
```

Arguments

account	defined by the livechatCreateAccount function
date_from	pull all chats from the date in the format YYYY-MM-DD

Value

A list of 4. The being a data.table of chat sessions, messages, postchat surveys and events

Examples

```
# account <- livechatCreateAccount("email_here", "api_key_here")
# livechat_data <- livechatGetChats(account, date_from = "2016-02-23")
# str(livechat_data)
# livechat_data[[1]] %>% str # chat_sessions
# livechat_data[[2]] %>% str # messages
# livechat_data[[3]] %>% str # postchat_survey
# livechat_data[[4]] %>% str # events
```

livechatGetGoals	<i>Create a list of goals with LiveChat credentials as parameters</i>
------------------	---

Description

Create a list of goals with LiveChat credentials as parameters

Usage

```
livechatGetGoals(account)
```

Arguments

account defined by the livechatCreateAccount function

Value

a data frame of goals

Examples

```
# account <- livechatCreateAccount("email_here", "api_key_here")
# livechatGetGoals(account)
```

livechatGetGreetings *Create a list of greetings with LiveChat credentials as parameters*

Description

Create a list of greetings with LiveChat credentials as parameters

Usage

```
livechatGetGreetings(account, group = 0)
```

Arguments

account	defined by the livechatCreateAccount function
group	defaults to 0, see LiveChat REST API

Value

a data frame of greetings

Examples

```
# account <- livechatCreateAccount("email_here", "api_key_here")  
# livechatGetGreetings(account, group = 0)
```

Index

livechatCreateAccount, [2](#)
livechatGetAgents, [2](#)
livechatGetCannedResponses, [3](#)
livechatGetChats, [3](#)
livechatGetGoals, [4](#)
livechatGetGreetings, [5](#)