

# Package ‘livechatR’

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**Type** Package

**Title** R Wrapper for LiveChat REST API

**Version** 0.1.0

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**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

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

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**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 <a href="#">Live Chat API Docs</a>
api_key	Your API Key from <a href="#">Live Chat API Docs</a>

**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
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**Value**

A data 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 <a href="#">LiveChat REST API</a>

**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>
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**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 <a href="#">LiveChat REST API</a>

**Value**

a data frame of greetings

**Examples**

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

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