



LUNA LIVE CHAT · TRAVELGENIX

Luna Chat Setup Guide

Set up your AI chat assistant and get it live on your website.
Design how it looks, decide how it behaves, ready your
knowledge and switch on, in a handful of simple steps.

For travel businesses

Design · deploy · go live

Audience: site admins

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What you set up, and what's already done for you

2

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Your name, logo and the words visitors see

3

Theme

Pick a colour preset that fits your site

4

Behaviour

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5

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How big the chat window sits on your site

6

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The install, usually done for you

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1 Welcome

Luna Chat gives your website an AI assistant that answers visitors instantly, day and night, grounded in your own knowledge, and hands over to your team the moment a real person is needed. This guide gets it set up and live on your site.

What you set up here

Everything to do with how Luna **looks** and **behaves**, plus getting her knowledge ready. You do this on one screen, the [Widget Setup](#) page, a simple click-through with a **live preview** beside it that updates as you go. The steps are [Brand](#) [Theme](#) [Behaviour](#) [Size](#) [Connect](#) and [Deploy](#). Move through with [Next](#), or [Back](#) to change something.

i The technical bits are already done for you. The AI brain, security, real-time messaging, photo and document sharing, WhatsApp and translation are all set up and switched on by the Travelgenix team. The **Connect** and **Deploy** steps, which put the chat on your website, are normally handled by your account manager too. In most cases your chat is already live by the time you read this.

💡 Keep an eye on the live preview while you work. Every change shows up there at once, so you never have to guess how it will look.

2 Design your chat: Brand

"Set up how Luna appears on your website."

LUNA LIVE CHAT

Widget Setup

Configure, preview and deploy your AI chat widget

1 Brand

2 Theme

3 Behaviour

4 Size

5 Connect

6 Deploy

Brand Identity

Set up how **Luna** appears on your website.

BOT DISPLAY NAME

Luna AI

TAGLINE

AI ASSISTANT

LOGO LETTER

L

YOUR COMPANY NAME

Sunshine Travel

FOOTER TEXT

Powered by Luna AI

Next: Theme

LIVE PREVIEW

L Luna AI

AI ASSISTANT

Hey there! I'm Luna, your AI assistant. How can I help you today?

How much does it cost?

What do I get with Ignite?

Do you integrate with Jet2?

What is Travelify?

How much does it cost?

We have three packages: Spark at £159/mo...

Ask me anything...

Talk to a human

Leave a message

Powered by Luna AI

STEP 1 Brand Identity, with the Live Preview on the right.

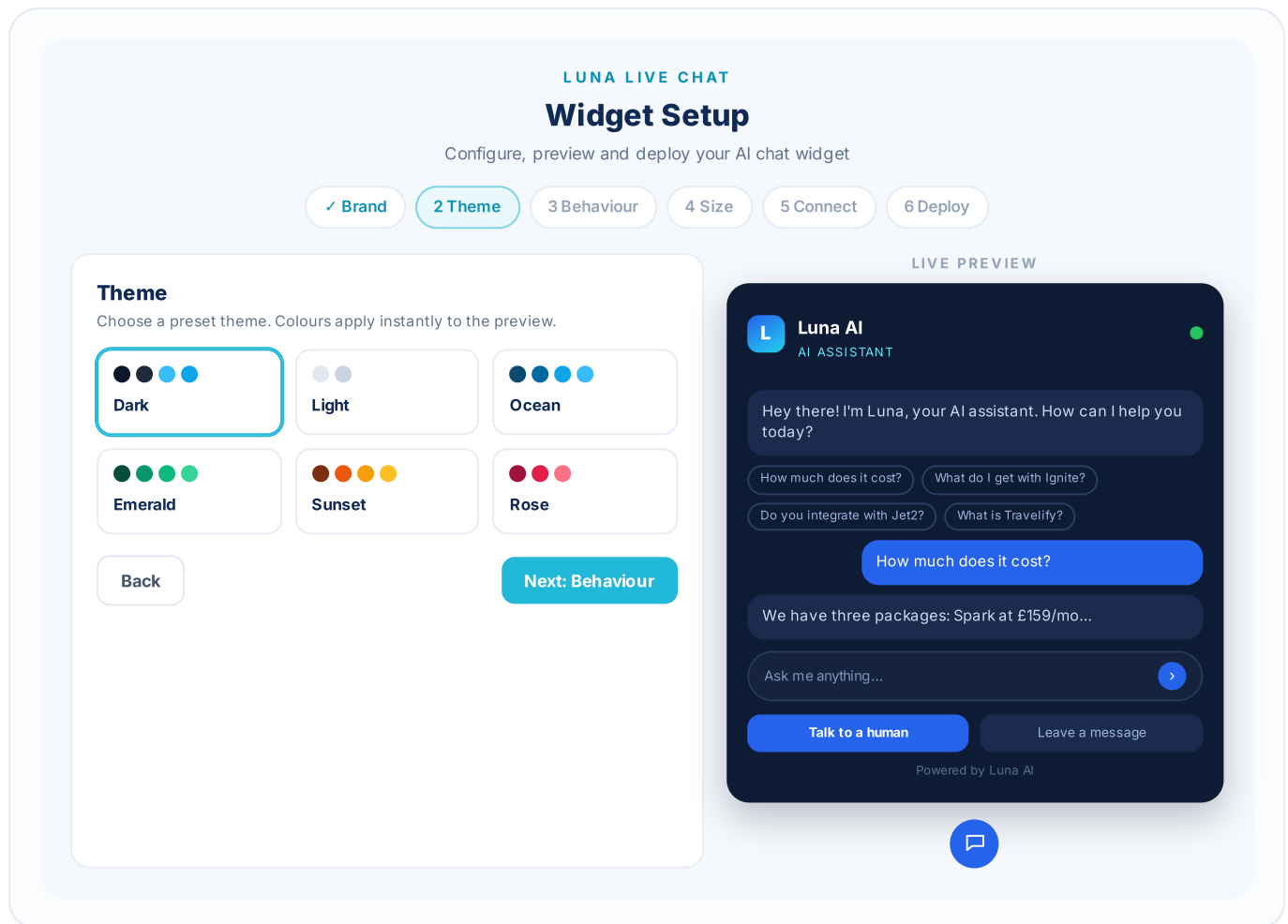
Field	Default	What it does
Bot Display Name	Luna AI	The name shown at the top of the chat, e.g. "Sunshine Travel Assistant".
Tagline	AI ASSISTANT	The small line under the name.
Logo Letter	L (max 2)	The letter or two in the round logo badge.
Your Company Name	e.g. Sunshine Travel	Your business name. This identifies your account, so fill it in.
Footer Text	Powered by Luna AI	The small line at the very bottom of the chat window.

💡 Keep the **Bot Display Name** friendly and on-brand. Visitors talk to it by name.

3 Theme

"Choose a preset theme. Colours apply instantly to the preview."

Pick one of six presets: **Dark**, **Light**, **Ocean**, **Emerald**, **Sunset** or **Rose** (the default is Dark).



STEP 2 Six colour presets; the preview recolours as you choose.

💡 Choose the theme closest to your website's look. **Ocean** and **Light** suit most travel sites; **Dark** looks sharp on modern, image-heavy pages.

"Configure welcome message, prompts and settings."

LUNA LIVE CHAT

Widget Setup

Configure, preview and deploy your AI chat widget

✓ Brand

✓ Theme

3 Behaviour

4 Size

5 Connect

6 Deploy

Behaviour

Configure welcome message, prompts and settings.

WELCOME MESSAGE

Hey there! I'm Luna, your AI assistant. How can I help you today?

PROMPT HINTS (ONE PER LINE)

How much does it cost?
What do I get with Ignite?
Do you integrate with Jet2?

ASK FOR VISITOR'S NAME

☒

NAME PROMPT

Before we start, what's your name?

ESCALATION BUTTON TEXT

Talk to a human

LEAVE MESSAGE BUTTON TEXT

Leave a message

Back

Next: Size

LIVE PREVIEW

L Luna AI

AI ASSISTANT

Hey there! I'm Luna, your AI assistant. How can I help you today?

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Do you integrate with Jet2?What is Travelify?

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We have three packages: Spark at £159/mo...

Ask me anything...

Talk to a human

Leave a message

Powered by Luna AI

STEP 3 Welcome message, prompt hints, name prompt and button labels.

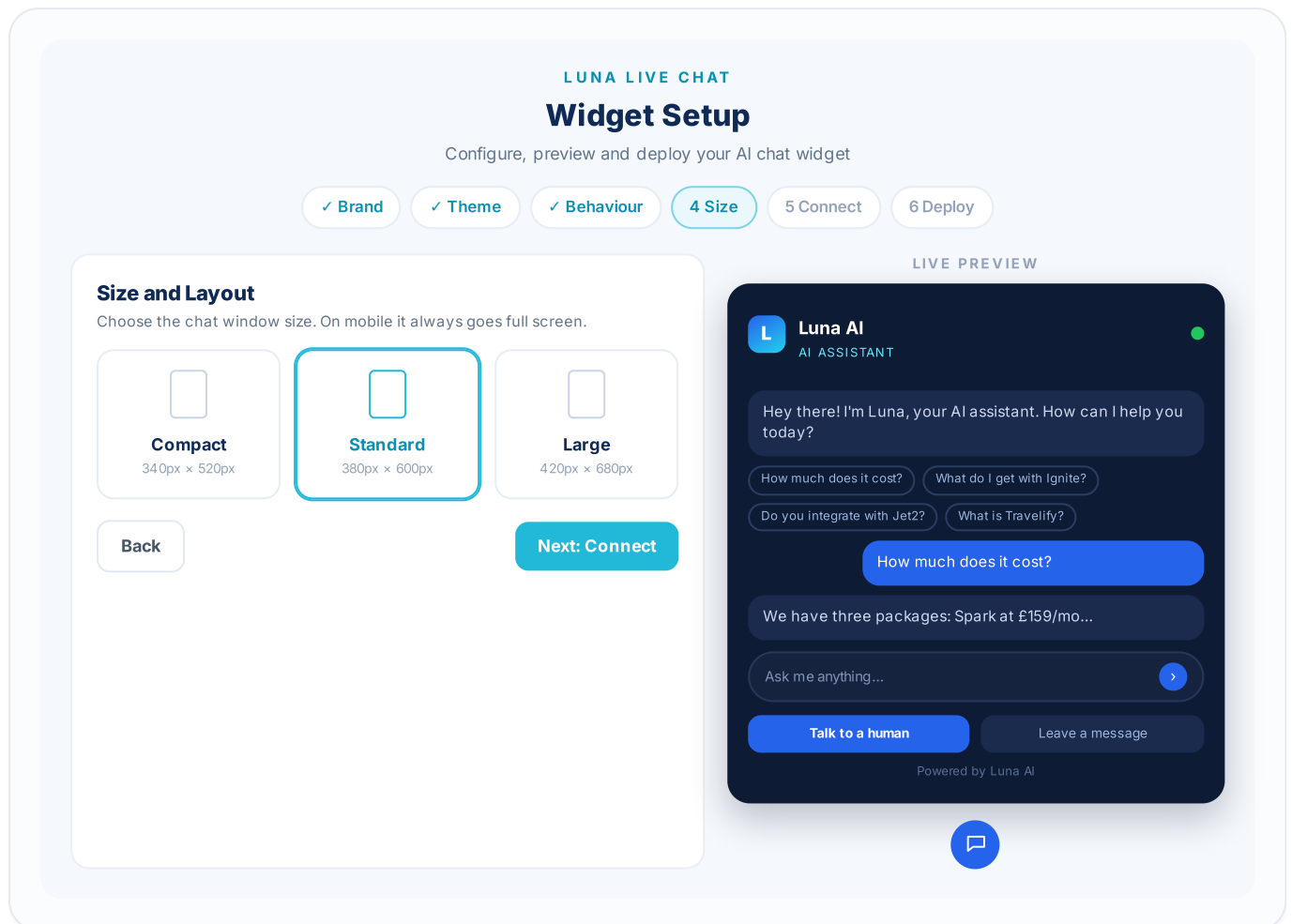
Field	What it does
Welcome Message	The first thing visitors see. Default: "Hey there! I'm Luna, your AI assistant. How can I help you today?"
Prompt Hints	The tappable suggested questions visitors see. Up to four appear. One per line.
Ask for visitor's name	An on/off switch (on by default): whether Luna asks the name before starting.
Name Prompt	The wording used to ask. Default: "Before we start, what's your name?"
Escalation Button Text	The button to reach your team. Default: Talk to a human.
Leave Message Button Text	For when no one is available. Default: Leave a message.



Write Prompt Hints as the real questions your customers ask. They double as a menu and gently steer the conversation, e.g. "Best Greek islands for families", "All-inclusive under £800", "Do you do the Maldives?"

5 Size

"Choose the chat window size. On mobile it always goes full screen."



STEP 4 Compact (340×520), Standard (380×600, default) or Large (420×680).

💡 **Standard** suits most sites. Pick **Large** only if you expect long, detailed conversations. On phones the chat always fills the screen.

6 Connect & go live

The last two steps, **Connect** and **Deploy**, are the only slightly technical part, and the good news is **your Travelgenix account manager normally does these for you**. In most cases your chat is already connected and live on your website by the time you're reading this, so there's nothing here you have to do.

LUNA LIVE CHAT

Widget Setup

Configure, preview and deploy your AI chat widget

✓ Brand

✓ Theme

✓ Behaviour

✓ Size

✓ Connect

6 Deploy

Deploy

Copy this single line and paste it into your website's HTML, before the closing `</body>` tag.

```
<script src="https://luna-chat-endpoint.vercel.app/widget-core.js" data-clientName="Sunshine Travel" data-hints=["How much does it cost?"] async></script>
```

Installation methods

Duda: Settings > Head & Body Scripts > Body End

WordPress: a Header/Footer Scripts plugin

Shopify: theme.liquid before `</body>`

Wix: Settings > Custom Code > Body End

Any HTML: paste before `</body>`

Back

Copy Embed Code

LIVE PREVIEW

L Luna AI

AI ASSISTANT

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Leave a message

Powered by Luna AI

DONE FOR YOU The final step produces a small piece of website code. Your account manager handles this.

If you ever want to add the chat to a new website yourself

- 1 Copy the code shown on the final step (press **Copy Embed Code**).
- 2 Send it to whoever looks after your website, with a note: *"Please add this to our site so our live chat appears."*
- 3 That's it. It works with all the usual website builders (WordPress, Wix, Shopify, Duda and more).

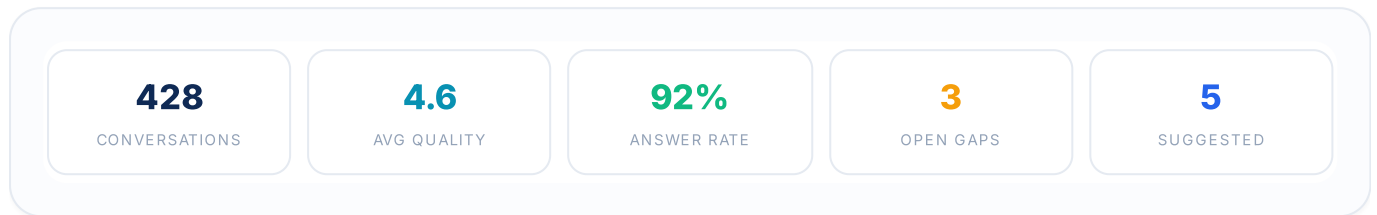
💡 Not sure who looks after your website? Your Travelgenix account manager is happy to add the chat for you, just ask.



Once it's on, open your website in a new tab and look for the little chat bubble in the corner. Say "hello" to see Luna reply. That's your proof it's working.

7 Get your knowledge ready

Before you switch on for real customers, give Luna the answers she needs. You do this in [Luna Brain](#), the screen where you keep her knowledge accurate. A little groundwork here is the difference between a chat that impresses and one that keeps saying "let me check".



LUNA BRAIN

The summary cards at the top of Luna Brain, covering the last 7 days.

Your pre-launch pass

- **Add your top answers.** Prices and packages, opening hours, deposit terms, financial protection (ATOL/ABTA), and your most popular destinations. These are the questions customers ask first.
- **Clear the open gaps.** Questions visitors asked that Luna couldn't answer confidently. Approve a good answer, or [Edit first](#) and put in the exact wording where a price or policy is involved.
- **Review Luna's suggestions.** Things-to-do she drafted from your own site. Approve what's accurate, dismiss what doesn't fit.

⚠ Never guess on figures. Luna never invents prices, availability, dates or ATOL/ABTA detail. Where a detail can change, keep it current or word it so it stays true. You are the final word on what's accurate.

i This is the short pre-launch version. The full, ongoing Luna Brain workflow, keeping Luna sharp week to week, is covered in the **Luna Chat User Guide**.

8

Your go-live checklist

Work through this before you switch your chat on for real customers.

- ✓ **Branding checked.** In the Live Preview: name, theme, size and footer all look right.
- ✓ **Behaviour set.** Welcome message and prompt hints reflect what you sell.
- ✓ **Knowledge added.** Luna Brain covers your common questions; open gaps cleared, suggestions reviewed.
- ✓ **Chat is live on your site.** The bubble appears on your website (your account manager usually sets this up).
- ✓ **Escalation tested.** Start a test chat, tap Talk to a human, confirm it appears as Waiting on the dashboard.
- ✓ **Take Over tested.** Take over the test chat, reply, confirm it reaches the visitor, then Resolve.
- ✓ **Agents ready.** Each can sign in, set presence, use Quick Replies and Copilot, and knows when to Take Over.
- ✓ **One real end-to-end chat run.** Ask a genuine question, let Luna answer, escalate, take over, email the transcript.



Keep doing this "full loop" test once a week for the first month. It's the fastest way to catch a missing piece of knowledge before a customer does.

You're ready to go live.

Luna Chat · Powered by Travelgenix • Need a hand? Contact your Travelgenix account manager.