

HowTo - Set a default font and size for webchat agents

INFORMATION

You can configure a server-wide default for both font and size in webchat. By default we use the *Andale Mono* font and *11 px* size.

CONFIGURATION

1. On the MiCC server go to **[InstallDir]\websites\Ccmwa**.
2. Open the **Web.config** file in an editor such as Notepad.
3. Save a backup of the Web.config as **Web.config.old**.
4. Find the following values and replace them with your desired ones:

```
<add key="DefaultAgentChatFontSize" value="11px" />
```

```
<add key="DefaultAgentChatFontFamily" value="Helvetica" />
```

NOTE: The fonts you can choose are limited to:

- Andale Mono
- Arial
- Arial Black
- Book Antiqua
- Comic Sans MS
- Courier New
- Georgia
- Helvetica
- Impact
- Symbol
- Tahoma
- Terminal
- Times New Roman
- Trebuchet MS
- Verdana
- Webdings
- Wingdings

5. Once the changes are saved in the Web.config file agents will see the new defaults once they refresh their Ignite clients by right-clicking and selecting Refresh, or log out and back in.

APPLIES TO

MiCC 8.0 and newer

Keywords: default font size chat

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