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Crafty Syntax Live Help (CSLH)

Hits: 41,234

Description: A multi-user, multi-operator, multi-department live Help support chat system that allows the operators of the websites to monitor their visitors as they are browsing the site and pro actively open a chat session with the visitor. Is in PHP and uses a Mysql based database . Other features include AUTO INVITE!, referrer tracking, page tracking, chat notification, user is typing message, multiple chat sessions, sound alert, leave a message if off line, push urls, quick responses, and multiple operators. runs on your server and is open source GPL.

Resource Specifications

Version:	2.14.0
Platform(s):	linux, windows, freebsd, osx, sun
Price:	Free (GPL)
Date Added:	Apr 23rd, 2003
Last Updated:	May 24th, 2007
Author:	Eric Gerdes

Average Visitor Rating:  **4.79** (out of 5)

Number of Ratings: 2,676 Votes

Average Member Rating:  **4.57** (out of 5)

Number of Reviews: 14 Reviews *Read Reviews...*

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[Crafty Syntax Live Help \(CSLH\)](#)



Easy, all you need, perfectly working live support system., Jun 9th, 2003

Reviewed By: tagdance

So many programs, so many problems. CS Live Help is so easy to install and so stable, you just need no forums and usergroups to get it done.

I checked it locally - went fine - online - just great. Plus: Its Donationware. I love that system. If you like it and use it you are free to donate. Support it. It is great !



Super Free Script!, Sep 17th, 2003

Reviewed By: KristyX

This is a great script for those wanting to have professional live support on their site (guaranteed to impress visitors and project an efficient image). Easy to install and use. I still can't believe it's free!



The best free live help script out there!, May 30th, 2003

Reviewed By: snlash

I was immediately skeptical of this, since there are almost no good *free* live help and monitoring scripts available, but I was pleasantly surprised to find that this is an excellent script. Extremely easy to install, with terrific features (most that you find with more expensive remotely hosted live help systems are in this one!). The author is about to release version 2.0 and it will have even more features. Don't miss out on this one!



Commercial Quality, Jul 24th, 2003

Reviewed By: aantix

I rather suprised at the quality of this system. CS Live Help has features that rival it's commercial counterparts, yet it's free.

The codebase has been stable, and support has been responsive.



Very nice script., Jul 5th, 2003

Reviewed By: silid

This script is complete, easy to install and free. The script operates entirely as PHP/HTML in the browser which avoids the issues which using java applets may raise, but the downside is that features are limited if the browser has anti pop-up features enabled.



Accept no substitutes!, Jun 27th, 2003

Reviewed By: valeriestw

This script ROCKS! By far, one of the best scripts I've seen, whether free or for sale. Watch out for the ripoffs out there who are charging money - go straight to the source and support the real thing. Crafty Syntax is the best!



Sorry, can't recommend it., Nov 5th, 2004

Reviewed By: cmcewen

I agree that CSLH is an excellent script. I'd warn you though that if you ask a question, the author may just blow you off with an insult. If I can't trust the author, I can't trust the software. It's coming off my system.



Powerful, Simple, Productive, Mar 15th, 2005

Reviewed By: lorettoboy

This Free tool is professional as they come, simple to set up, and is helping my clients bring in customers and complete sells.



Much more than expected, Mar 17th, 2005

Reviewed By: brickmagic

I'm not a pro with website building and don't know much about php and scripts but this was so easy to install and use. It has so many more features than I had expected from a free program, I would choose it over any other premium paid service any day.

I've been using Crafty Syntax for nearly a year now and it just keeps getting better.



A superb, full feature LiveHelp script., Apr 23rd, 2005

Reviewed By: Mike Keeney

I've used CraftySyntax for a couple of years now and I haven't had a single complaint. It enhances our customer service tremendously. It has almost all of the features of the commercial (big bucks) Live Help programs, yet it's free, (donationware). CraftySyntax is easy to install and certainly stable. One of the best things I like about it is it's ongoing development. Plus, the author is easy to contact and quite friendly.



HEY PEOPLE - LET'S KEEP THIS GUY AROUND!!, Jun 9th, 2005

Reviewed By: ruraltowns

This is by far the BEST live support we have used!

And we've paid \$\$HUNDREDS\$\$ for LESS FUNCTIONAL software! This guy MUST be donated to!

He even changed part of the script to suit our personal preferences for FREE! NO WAY! We sent him MORE MONEY he well deserved! PLEASE SUPPORT THIS GUY. He's doing one HECK of a job! GREAT ONE-ON-ONE SUPPORT TOO!



CSLH is the best!, Aug 30th, 2005

Reviewed By: MHasenberg

I have tried a lot of commercial live-support-programs, but crafty syntax is the best you can get!

super-easy to install, easy to work with and every new release brings new great options!

and the community on the cslh website is very nice and helpful.

so what more can you ask for?

if you are looking for livesupport on your website: stop looking! just download crafty syntax!



Great stuff., Oct 17th, 2005

Reviewed By: john.meier

Eric Gerdes has created a superb chat system. Install is easy and the system is feature rich. I have setup many many chat systems to showcase to clients and this is by far the most versatile for the price :)



Excellent for Free Script, Otherwise Not Great, May 28th, 2007

Reviewed By: dave3000

Crafty Syntax is an excellent bundle of features given that it is free. However, it has many flaws. It is an intensive script to run and to utilise the better features, such as user tracking, you must use a 27k js file which can have dramatic effects on page loading - especially on first time visits (the most important ones).

The front and back interfaces are not too pretty and will usually need work before going live. Donation nags and a tightly controlled dev site don't feel very open source.