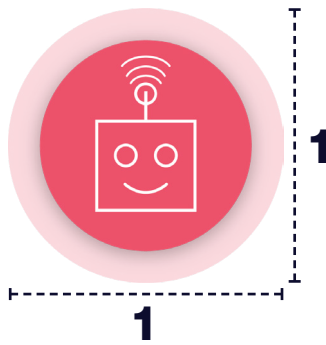


FAQ Bot Avatar Guide

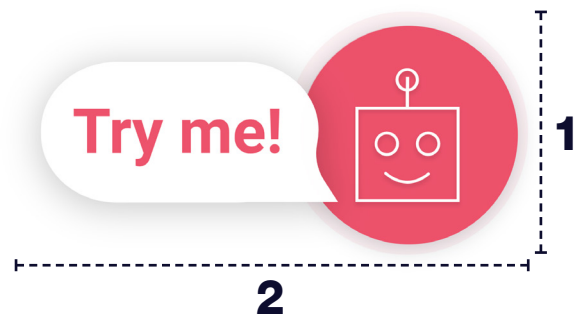


Dimensions

Avatar without callout:



With callout:



By default, your avatar is placed inside a **100px x 100px** container on large screens, and an **80px x 80px** container on mobile/tablet. Any image you use will be within these default scales.

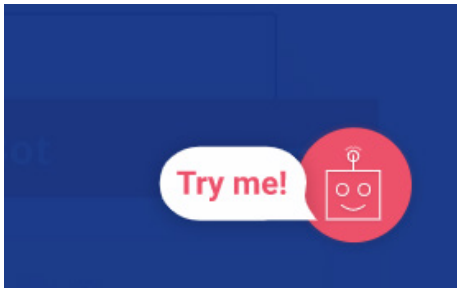
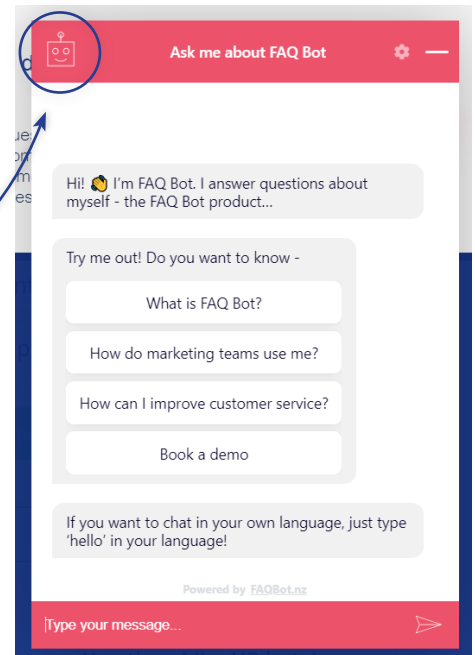
To adjust the container size, please edit **custom.css** (refer to the comments):

```
/*Change this to control the size and location of the chat button*/
#myChatButton {
  width: 100px;
  height: 100px;
  bottom: 2vh;
  right: 2vw;
}

/*Chat button on mobile/tablet*/
@media screen and (max-width: 768px) {
  #myChatButton {
    bottom: 2vh;
    right: 2vh;
    width: 80px;
    height: 80px;
  }
}
```

Callout

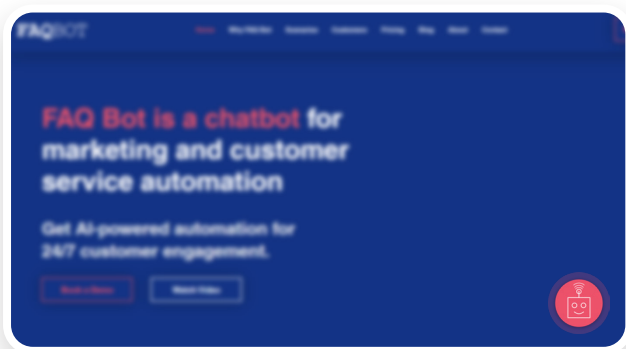
When adding a callout to your avatar, please create a version without one to use inside the widget



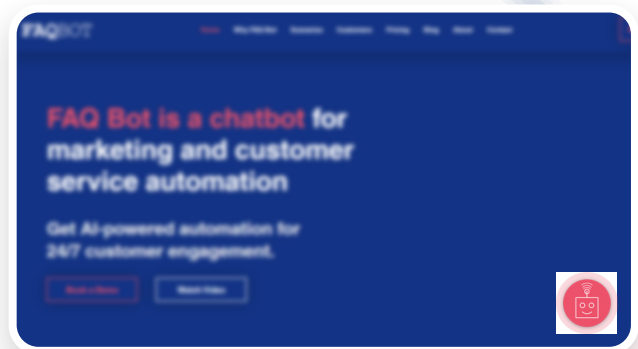
File type

Make sure to use image formats that support background transparency: **.svg** **.png**

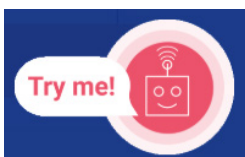
Do (.png/.svg)



Don't (.jpg)



! Avoid using **.gif**, **.jpg**, **.jpeg** or other formats that don't support transparency and may cause pixelated edges



Contrast

When creating an avatar, make sure to keep the contrast with your webpage. Add shadows and/or an underlay to make it stand out.

Do



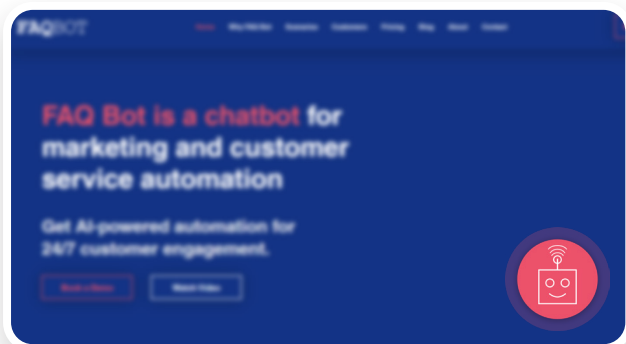
Don't



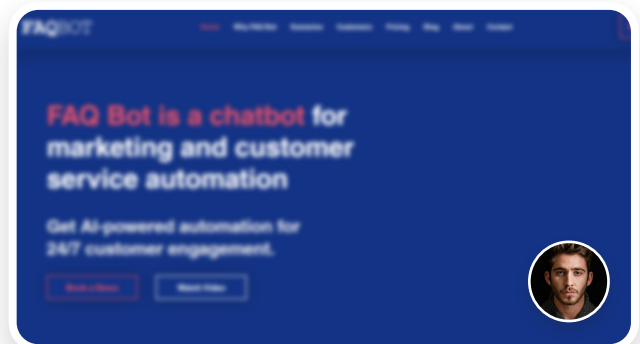
Image Choice

We don't recommend using a photorealistic image of a person for your avatar. Users may think they are talking to a person rather than a bot.

Do



Don't



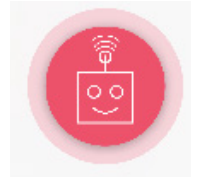
Animation

You can animate your avatar using **animated .svg**

There is a great and well documented tool to do it:

www.svgator.com

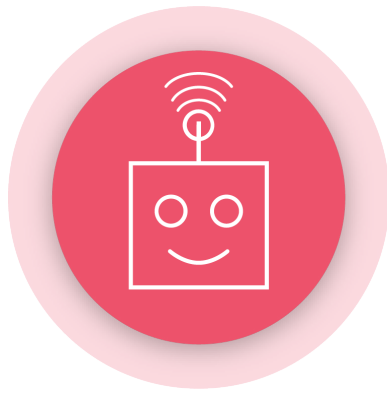
! Keep in mind that **old browsers (eg Internet Explorer) do not support** animated svg files. Only the first frame of the animation will display.



Adding @media for IE with the link to .png image will fix the issue:

```
@media screen and (-ms-high-contrast: active), (-ms-high-contrast: none) {  
  #myChatButton span.icon {  
    background-image: url(" /*Link goes here*/ ");  
  }  
}
```

Our design team is always ready to help you add sparkle to your avatar.



www.faqbot.ai