

# Enabling Google Chat Notifications for Live Chat in Routing Forms

When a guest requests a live chat or instant call, you can receive notifications in Google Chat via webhooks.

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## Key Benefits of Google Chat Notifications for Live Chats

- **Real-time Alerts:** Get instantly notified when guests request live assistance.
  - **Customizable Channels:** Route notifications to specific channels to better organize your team.
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## Step 1: Create an Incoming Webhook in Google Chat

To enable notifications, start by creating an incoming webhook in Google Chat. Google Chat will generate a unique webhook URL that you will need to paste in OnceHub.

For more information on this, we recommend taking a look at [Google's help center](#).

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## Step 2: Add the Webhook in OnceHub

Now, add your webhook URL from Google Chat to OnceHub to start receiving notifications:

### Navigating to the Flow Builder

1. Click on **Routing Forms** in the left-hand navigation menu.
2. Select the form you want to get Google Chat notifications for.

### Adding the Webhook URL

1. Select the **Live chat** action.
  2. Add the URL to **Webhook Notifications**.
  3. Click on **Save**.
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## Step 3: Test the Integration

Once everything is set up:

1. Click the Test button in OnceHub's Live chat action settings to send a test notification to Google Chat.
  2. Confirm that you received the test message to ensure the integration is working.
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