Sharing Files In Live Chat

In a Live Chat engagement, both you and your visitors can exchange files to provide immediate context and resolve issues faster. By sharing screenshots of technical errors, product manuals, or video recordings directly in the chat window, you eliminate the need for external email threads and simplify your process.

Attachments can only be exchanged once a **live chat is accepted**.

Upload Limits And Requirements

To ensure platform stability and security, all file transfers must adhere to the following technical constraints:

- **Batch Size:** You can upload up to **5 files** at a time.
- **File size:** The total combined size of a single upload batch must not exceed **25MB**.
- **Validation Logic:** Uploads follow an **all-or-nothing** rule. If one file in your selection is an unsupported format or exceeds the size limit, the entire batch upload will be aborted.

Supported File Types

OnceHub supports a wide range of file types to facilitate comprehensive communication. For your security, all files are **automatically scanned for malware** upon upload. The following file types are supported:

- **Images:** PNG, JPG, GIF, BMP
- **Video:** MP4, AVI, MOV
- **Audio:** OGG, WAV, MP3
- **Documents:** PDF, TXT, DOC, DOCX, XLS, XLSX, PPS, PPT, PPSX, PPTX
- **Archives:** ZIP

Working with Shared Media

Shared files appear as individual messages within the chat interface. You can view images in the **Image Previewer**, play videos within the chat window, or use the **download icon** on any file message to save it to your local device.

Data Retention and Security

- **Activities:** All shared files are recorded in your **Activities** as part of the chat transcript. This preserves the visual context for future reference or auditing. However, if an activity is deleted, any associated attachments will also be permanently deleted.
- **Account Deletion:** If a OnceHub account is deleted, all associated attachments are permanently

removed from our servers in compliance with data privacy standards.