

LiveChat script analysis using Pingdom tool - based on LiveChat sample page:

<https://cdn.livechatinc.com/preview/8713861/>

1. The following scripts for LiveChat load on the first page load:

- 1.1. <https://accounts.livechatinc.com/licence/2453611> - 1,7KB, no cache, configuration, one time only
- 1.2. https://secure.livechatinc.com/licence/8713861/v2/get_static_config.0.994.38.39.6298.466.982.155.78.141.20.70.2304.js?&jsonp=__lc_data_static_config&test=1&groups=0 - 2,1KB, cache 10 min
- 1.3. https://secure.livechatinc.com/licence/8713861/v2/get_dynamic_config.js?t=1552389787067&referrer=&url=https%3A%2F%2Fcdn.livechatinc.com%2Fpreview%2F8713861%2F¶ms=&jsonp=__lc_data_819148&test=1&groups=0 - 1,1KB, no cache
- 1.4. <https://cdn.livechatinc.com/tracking.js> - 63KB, cache 8 hours
- 1.5. <https://cdn.livechatinc.com/widget/static/js/iframe.f9b7609d.chunk.js> - 86,9KB, cache 1 year
- 1.6. <https://cdn.livechatinc.com/widget/static/js/1.58a09d1d.chunk.js> - 146,6KB, cache 1 year
- 1.7. https://secure.livechatinc.com/licence/8713861/v2/status_ping?*** - 500B - 2,6KB, requests to maintain and send the status of the visitor, so that our application will be informed
- 1.8. https://secure.livechatinc.com/licence/8713861/v2/open_chat.cgi?license=8713861&group=0&embedded=1&widget_version=3&unique_groups=0 - 1,4KB - chat window container

Altogether, even if we aggregate all resources above, we get resources of a total size of ~ 304KB, of which more than half are resources after the first load are already available in the browser cache.

2. Measurement of LiveChat requests

2.1. Content size by domain

| CONTENT TYPE | PERCENT | SIZE |
|-------------------------------|---------|----------|
| <u>cdn.livechatinc.com</u> | 87.87% | 386.4 KB |
| fonts.gstatic.com | 7.12% | 31.3 KB |
| www.google-analytics.com | 3.88% | 17.1 KB |
| <u>secure.livechatinc.com</u> | 1.12% | 4.9 KB |
| fonts.googleapis.com | 0.02% | 66.0 B |
| stats.g.doubleclick.net | 0.00% | 0.0 B |
| other | 0.00% | 0.0 B |
| Total | 100.00% | 439.8 KB |

2.2. Requests by domain

| CONTENT TYPE | PERCENT | REQUESTS |
|-------------------------------|---------|----------|
| <u>cdn.livechatinc.com</u> | 40.63% | 13 |
| <u>secure.livechatinc.com</u> | 28.13% | 9 |
| www.google-analytics.com | 9.38% | 3 |
| fonts.gstatic.com | 6.25% | 2 |
| stats.g.doubleclick.net | 3.13% | 1 |
| www.google.com | 3.13% | 1 |
| other | 9.38% | 3 |
| Total | 100.00% | 32 |

3. Below you can find a waterfall chart of the resources loaded on the page, along with the times of loading individual resources with the selection of scripts from LiveChat:

| FILE | SIZE | 0.0s | 0.3s | 0.6s | 0.9s | 1.2s | 1.5s |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------|------|------|------|------|------|------|
| https://cdn.livechatinc.com/preview/8713861/ | 1.4 KB | | | | | | |
| https://cdn.livechatinc.com/preview/js/scripts.js | 1.5 KB | | | | | | |
| https://cdn.livechatinc.com/preview/js/jquery-easi... | 2.0 KB | | | | | | |
| https://cdn.livechatinc.com/preview/css/style.css | 1.4 KB | | | | | | |
| https://cdn.livechatinc.com/preview/css/livechat.c... | 1.3 KB | | | | | | |
| https://cdn.livechatinc.com/preview/js/jquery.js | 33.5 KB | | | | | | |
| https://cdn.livechatinc.com/preview/img/sprite.png | 11.3 KB | | | | | | |
| https://www.google-analytics.com/analytics.js | 17.6 KB | | | | | | |
| https://cdn.livechatinc.com/tracking.js | 63.0 KB | | | | | | |
| https://www.google-analytics.com/r/collect?v=1&_v=... | 400.0 B | | | | | | |
| https://www.google-analytics.com/r/collect?v=1&_v=... | 574.0 B | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 1.1 KB | | | | | | |
| https://stats.g.doubleclick.net/r/collect?v=1&aip=... | 603.0 B | | | | | | |
| https://www.google.com/ads/ga-audiences?v=1&aip=1&... | 680.0 B | | | | | | |
| https://www.google.de/ads/ga-audiences?v=1&aip=1&t... | 493.0 B | | | | | | |
| https://accounts.livechatinc.com/licence/8713861 | 1.7 KB | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 2.1 KB | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 203.0 B | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 1.4 KB | | | | | | |
| https://cdn.livechatinc.com/widget/static/js/ifram... | 86.9 KB | | | | | | |
| https://fonts.googleapis.com/css?family=Noto+Sans:... | 641.0 B | | | | | | |
| https://cdn.livechatinc.com/widget/static/js/1.58a... | 146.6 KB | | | | | | |
| https://fonts.gstatic.com/s/notosans/v8/o-0lpQlx3... | 16.1 KB | | | | | | |
| https://fonts.gstatic.com/s/notosans/v8/o-0NlpQlx3... | 16.2 KB | | | | | | |
| https://cdn.livechatinc.com/widget/static/media/he... | 11.5 KB | | | | | | |
| https://cdn.livechatinc.com/favicon.ico | 4.3 KB | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 558.0 B | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 1.3 KB | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 2.8 KB | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 558.0 B | | | | | | |
| https://secure.livechatinc.com/licence/8713861/v2/... | 558.0 B | | | | | | |
| https://cdn.livechatinc.com/cloud/?uri=https://liv... | 28.3 KB | | | | | | |

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Grouped entries between 500B - 2,6KB are requests to maintain and send the status of the visitor, so that our application stays up to date.

¹ Source: <https://tools.pingdom.com/#5a5c68f4d800000>