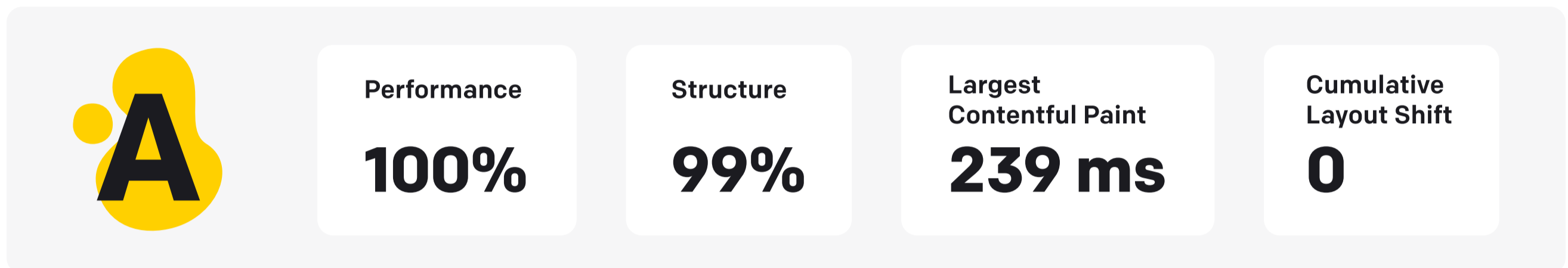


LiveChat script-load analysis using GTmetrix tool – based on LiveChat sample page:

<https://cdn.livechatinc.com/preview/12762699>



The test was performed on a sample page, available for each individual LiveChat license in Chat Settings here: <https://my.livechatinc.com/settings/code>. Results may vary slightly, depending on settings and latency.

Score and methodology as provided by GTmetrix:

Grade: **A**

Your GTmetrix Grade is an assessment of your overall page performance. It reflects both how fast your page loaded for users and how well it's built for performance.

Structure: **99%**

Your Structure Score is our proprietary assessment of Lighthouse and Custom GTmetrix audits. It represents how well your page is built for optimal performance.

Cumulative Layout Shift: **0 ms**

CLS indicates how much layout shift is experienced by visitors as your page loads. For a good user experience, aim for a CLS score of 0.1 or less.

Performance: **100%**

Your Performance Score is essentially your Lighthouse Performance Score, as captured by GTmetrix, with our custom audits, Analysis Options, browser and hardware specifications.

Largest Contentful Paint: **239 ms**

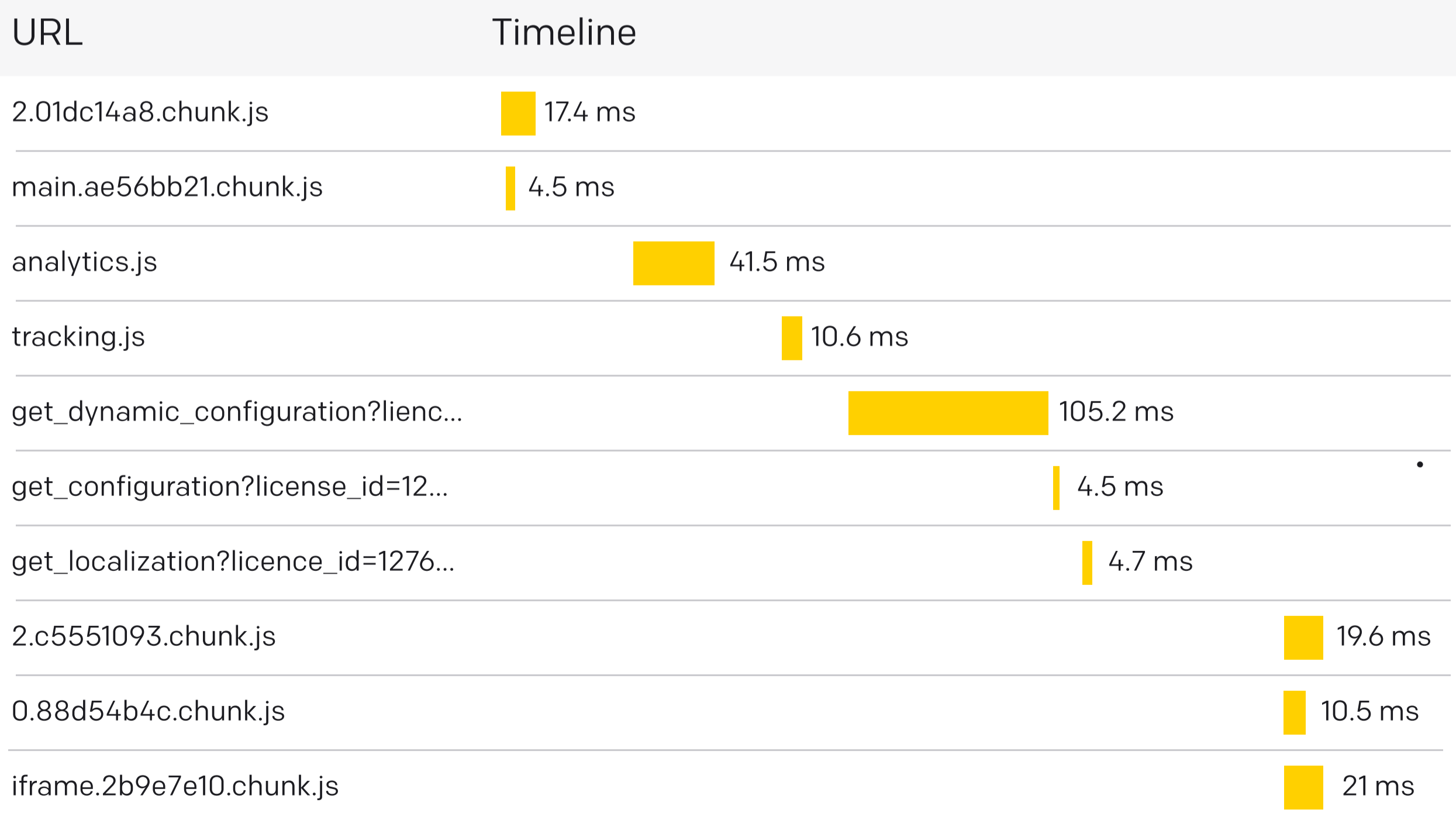
LCP measures how long it takes for the largest content element (e.g., a hero image or heading text) on your page to become visible within your visitors' viewport. For a good user experience, aim for an LCP of 1.2 seconds or less.

Below is a waterfall chart of the JavaScript scripts loaded by the LiveChat Chat Widget. [Learn how to read a waterfall chart](#). Worth noting is that the Chat Widget communicates with the server via the continuously open WebSocket connection for smooth communication in real-time chat.

Sample page | Preview your chat window

URL	Status	Domain	Size	Time
2.01dc14a8.chunk.js	200	cdn.livechatinc.com	79.2 KB	17.4 ms
main.ae56bb21.chunk.js	200	cdn.livechatinc.com	2.2 KB	4.5 ms
analytics.js	200	google-analytics.com	19.2 KB	41.5 ms
tracking.js	200	cdn.livechatinc.com	24.3 KB	10.6 ms
get_dynamic_configuration...	200	api.livechatinc.com	198 B	105.2 ms
get_configuration?license_id...	200	api.livechatinc.com	1.4 KB	4.5 ms
get_localization?license_id=1...	200	api.livechatinc.com	3.6 KB	4.7 ms
2.c5551093.chunk.js	200	cdn.livechatinc.com	108.8 KB	19.6 ms
0.88d54b4c.chunk.js	200	cdn.livechatinc.com	7.7 KB	10.5 ms
iframe.2b9e7e10.chunk.js	200	cdn.livechatinc.com	1071 KB	21 ms

10/22 Requests **353.7 KB/569.4 KB**
(1.2 MB/1.4 MB Uncompressed) **864.4 ms (Onload 606 ms)**



Looking closer and filtering data only related to the Chat Widget, the following scripts are loaded:

1. <https://cdn.livechatinc.com/tracking.js>
24.3 kb, cache up to 8 hours
2. [https://api.livechatinc.com/v3.3/customer/action/get_dynamic_configuration?license_id=10374882\(...\)](https://api.livechatinc.com/v3.3/customer/action/get_dynamic_configuration?license_id=10374882(...))
198 b, no cache
3. https://api.livechatinc.com/v3.3/customer/action/get_configuration?license_id=10374882
1.4 kb, cache up to ~10 minutes
4. https://api.livechatinc.com/v3.3/customer/action/get_localization
3.6 kb, cache up to ~9 minutes
5. <https://cdn.livechatinc.com/widget/static/js/7.40e57e4a.chunk.js>
223.6 kb, cache up to 1 year

In total, all chat widget related requests combined weigh **253.1 kb** and were loaded in **176.3 ms**.

