LiveSupportDoc

Live support puts you on-call when your users need you. With the click of a button, a user may request help from a live support operator. The live support module automatically opens upon acceptance a chat window between the user and operator.

Full documentation at doc:Live Support and related pages
For more information

You can test this on one machine, although you need to use two different browsers to allow you to connect to your site as two different Tiki users.