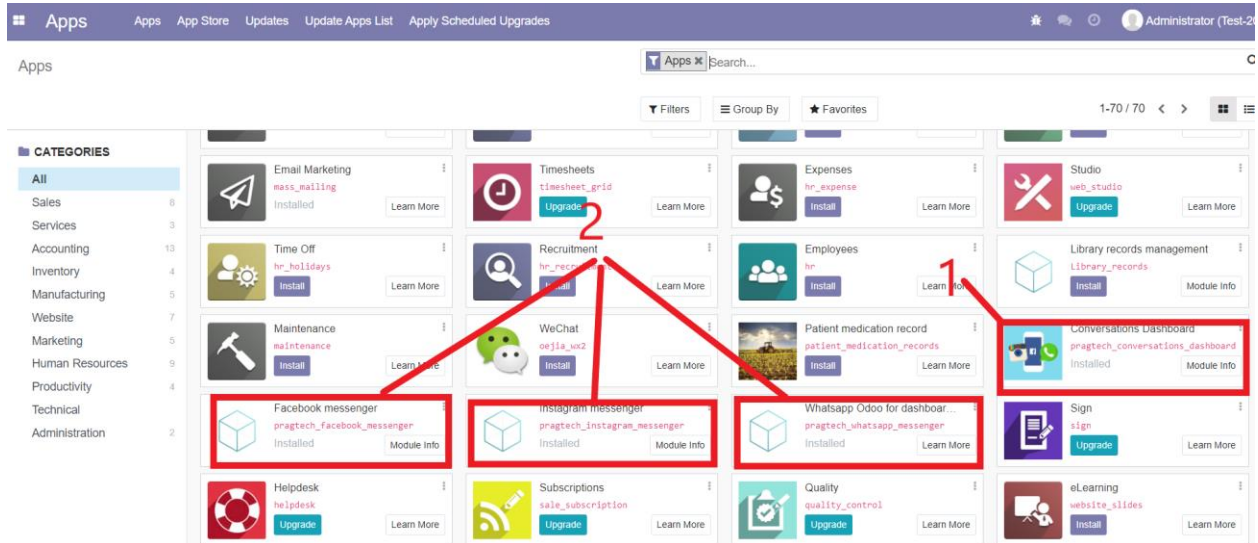


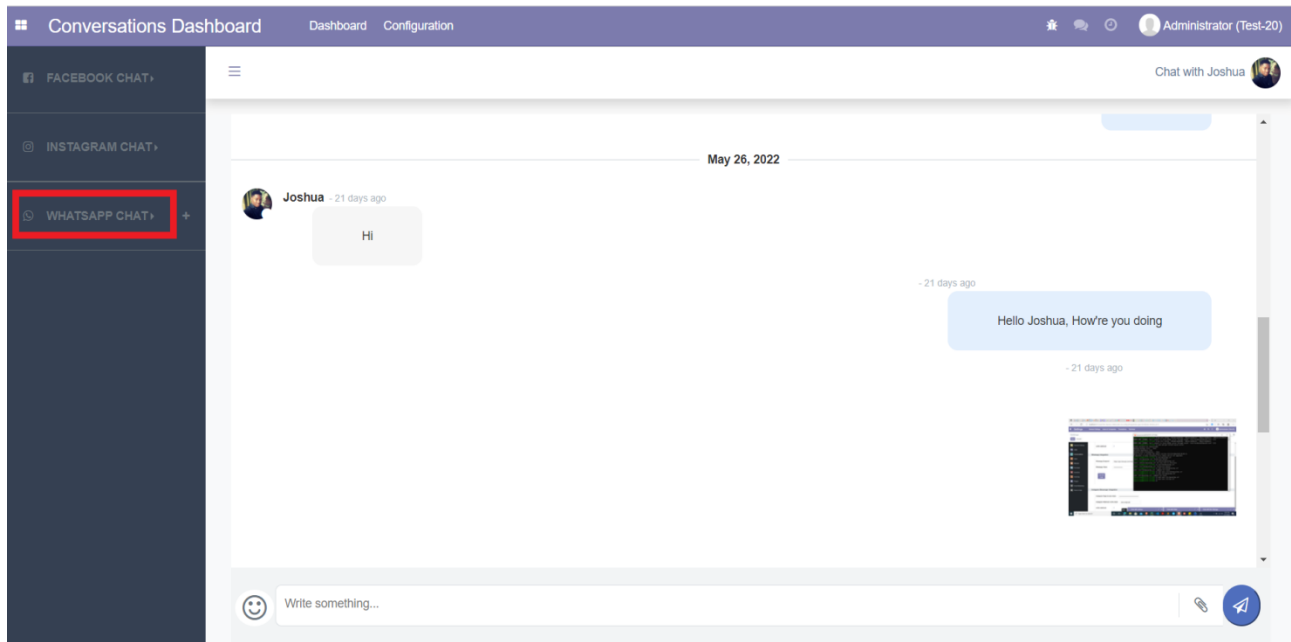
Pragtech Conversations Dashboard

Conversations dashboard is the user interface used to manage chats from the pragtech messenger modules for whatsapp, instagram and facebook.

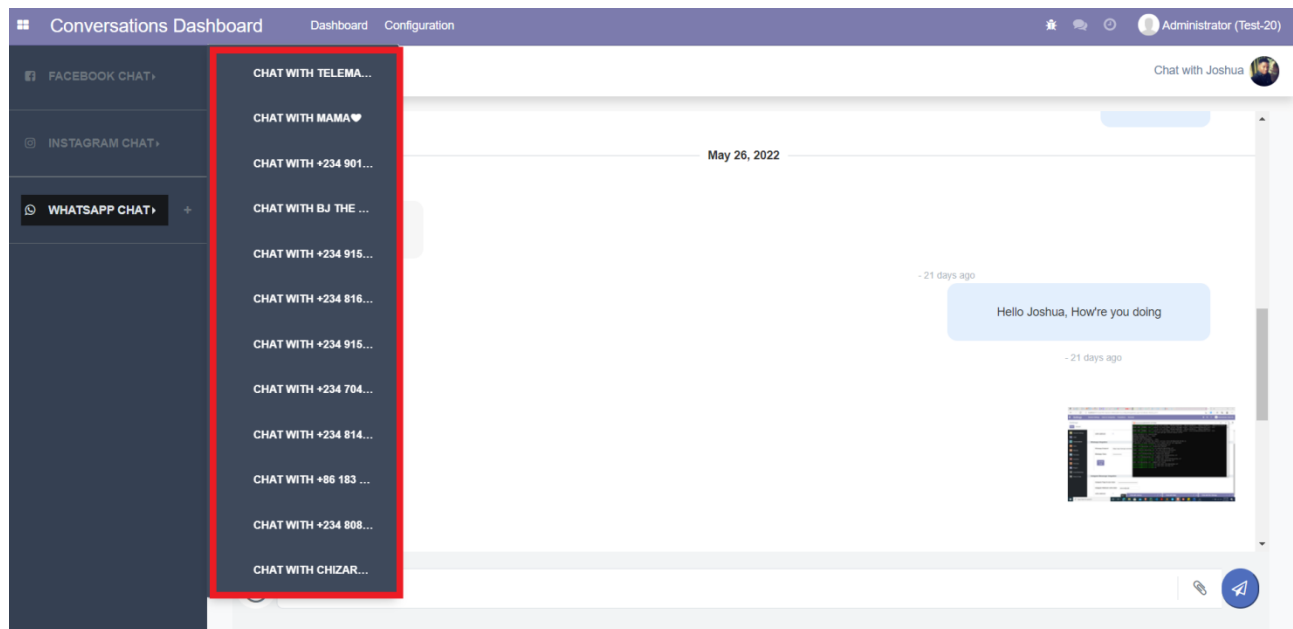
Step 1: Install the conversations dashboard first then install all modules for whatsapp, instagram and facebook.



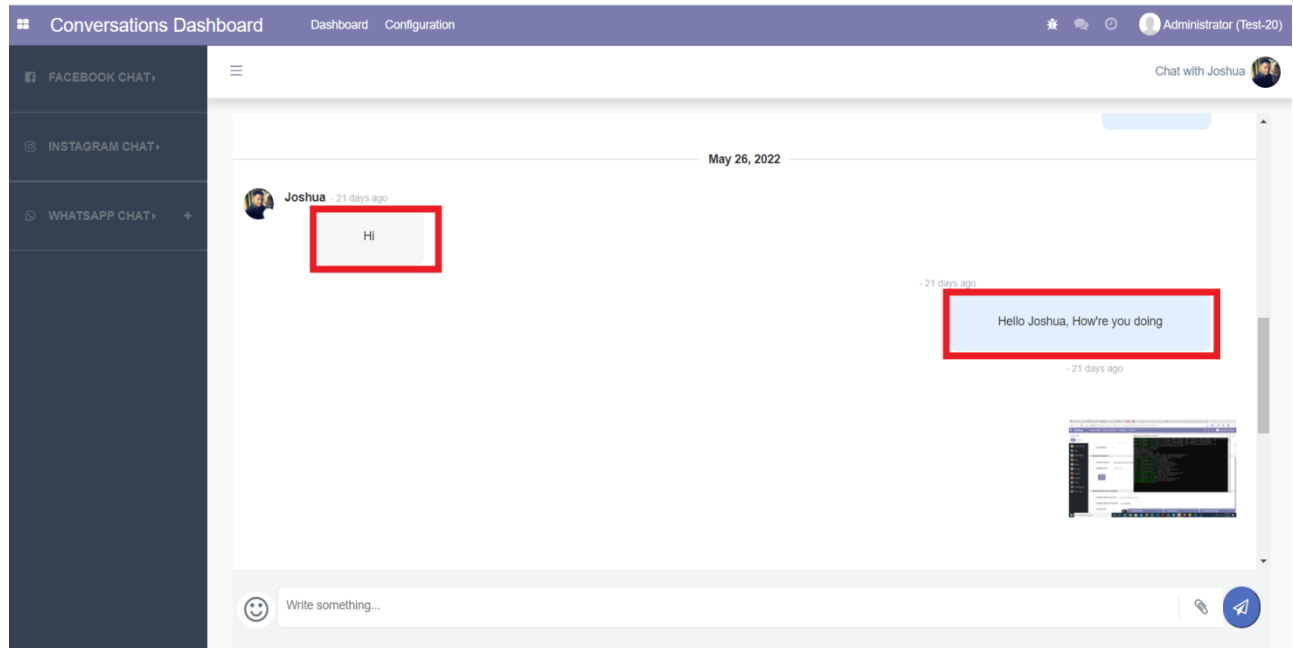
Step 2: Open the conversations dashboard. Select a chat type.



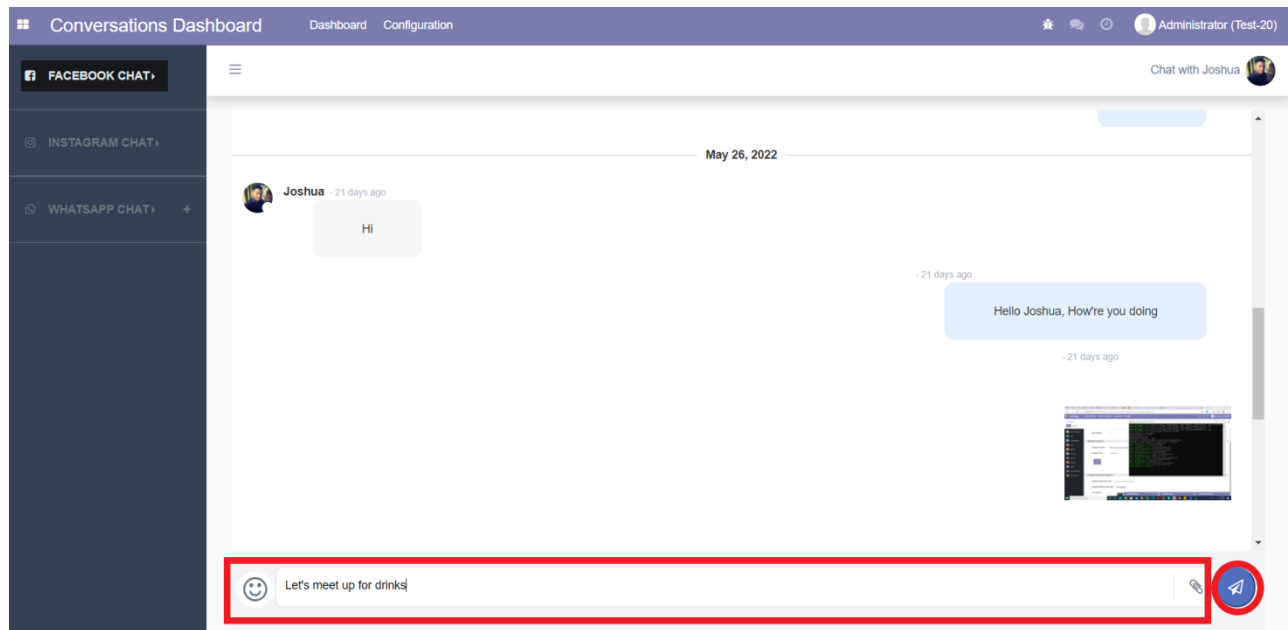
Step 3: Once a chat type is selected a dropdown appears containing chats related to the selected chat type, choose a chat to open it in the chat window.



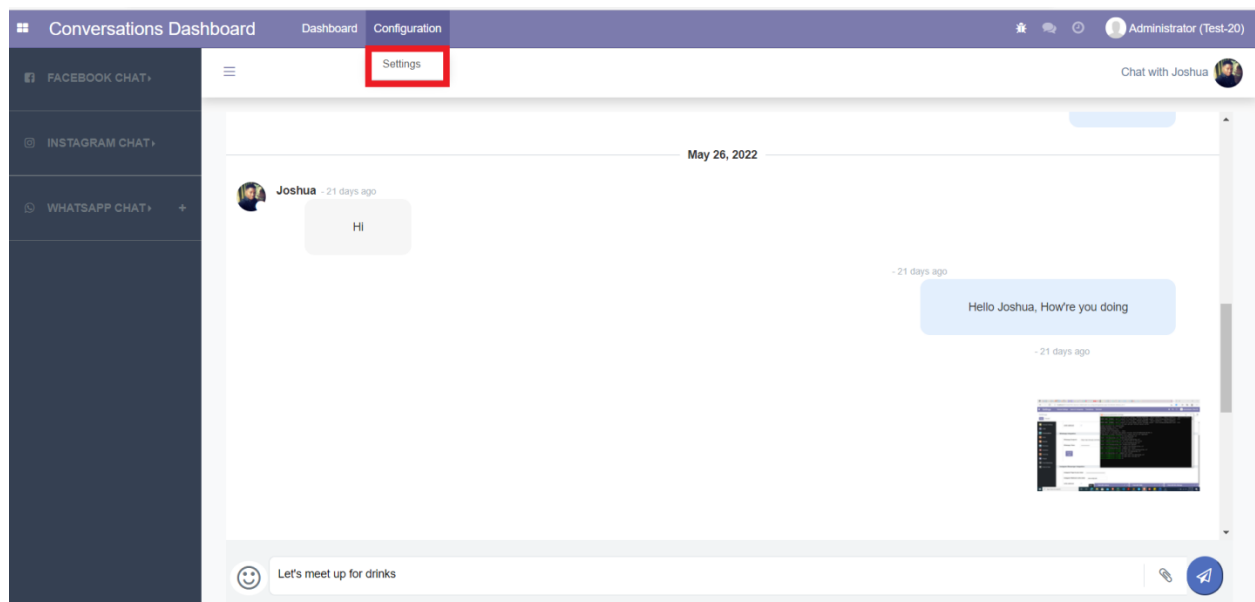
Step 4: In the chat thread you can see the received messages at the left side colored in gray, while the sent messages are at the right and colored in blue.



Step 5: In the chat thread you can send messages created in the composer below the screen by clicking the button with the plane icon or simply pressing enter key.



Step 6: You can access the configuration for each messenger module installed by navigating to Configuration > Settings.



Step 7: Manage settings and for all installed messenger integrations in the Dashboard Settings page.

Conversations Dashboard

Dashboard Configuration

Administrator (Test-20)

Settings

Save Discard

General Settings

CRM

Sales

Conversations

Website

Purchase

Inventory

Invoicing

Project

Email Marketing

Point of Sale

Facebook Messenger Integration

Page Access token

Webhook verify token

abcd-efgh-ijkl

verify webhook

Instagram Messenger Integration

Instagram Page Access token

Instagram Webhook verify token

abcd-efgh-ijkl

verify webhook

Whatsapp Integration

Whatsapp Endpoint

https://api.chat-api.com/inst

Whatsapp Token