



USER GUIDE

Version 1.0.0



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1. About Extension

The **Magento 2 WhatsApp Chat Extension by FMEextensions** integrates WhatsApp chat functionality into your Magento 2 store. This extension enables customers to communicate with the store's support agents in real-time using WhatsApp. It offers features like customizable chat popups, agent scheduling, offline chat support, and more, enhancing customer support and engagement. This extension can help businesses provide convenient and efficient customer service, leading to improved customer satisfaction and potentially higher conversion rates.

2. Feature List

- Add multiple support agents
- Display agent names, departments, and profile pictures
- Customize WhatsApp Chat popups extensively
- Define weekly schedules for agents, specifying online and offline hours
- Add holidays with personalized messages to show on chat popup
- Monitor and manage customer chats from the backend
- Enable chat functionality even when agents are not online
- Deliver a tailored message when offline chat is inactive
- Choose to show offline agents' availability status
- Set customized default messages for chat agents and customers, with placeholders for customer names and agent departments
- Expand or minimize the WhatsApp Chat popup as needed
- Upload distinct images for active and inactive WhatsApp icons
- Compatible with WhatsApp web, mobile app, and business app



3. How to Setup the Extension?

3.1 Configurations

Login to your Magento 2 admin panel and navigate to **FME EXTENSIONS > Configurations**. Here you can find the extension configurations.

3.1.1 General Configurations

Under the General Configuration section, you can configure the following options.

- **Enable Module:** Select 'Yes' to enable the module
- **Availability Status Keyword:** Enter the word to display when the support agent is available
- **Unavailable Status Keyword:** Enter the word to display when the support agent is not available
- **Offline Chat Available:** Select 'Yes' to provide offline support
- **Error Message:** If you select 'No' in the above field, this field appears which allows you to enter the message to display if somebody tries to contact an offline support agent.
- **Show Offline Employee:** Select 'Yes' to show offline support agents.
- **Show Unavailability Message:** If you select 'Yes' in the above field, the following 4 fields appear that allow you to enable a message why the agent is not available.
- **Show Holiday Message:**
- **Show Breaktime Message:**
- **Show Weekend Message:**
- **Show Offtime Message:**

Select 'Yes' in any of the above fields to get the '**Message**' field enabled that allows you to enter a message to display as a reason for agent's unavailability.



General Configuration

Enable Module

[\[store view\]](#)

Yes

Availability Status Keyword

[\[store view\]](#)

Online

☒ Use system value

Unavailable Status Keyword

[\[store view\]](#)

Offline

☒ Use system value

Offline Chat Available

[\[store view\]](#)

No

Error Message

[\[store view\]](#)

Offline Chats are not available

☒ Use system value

Show Offline Employee

[\[store view\]](#)

Yes

Show Unavailability Message

[\[store view\]](#)

No

3.1.2 Font Settings

- **Size:** Specific the font size in pixels for the message in the user form that appears on clicking a specific agent.
- **Color:** Specific the color for the message in the user form that appears on clicking a specific agent.
- **User Box font size:** Specify the font size in pixels for the texts that appear on the user box.
- **User Form font size:** Specify the font size in pixels for the texts that appear on the user form.
- **Department Text Size:** Specify the text size in pixels for the department name on the WhatsApp popup.
- **Department Color:** Specify the text color for the department name on the WhatsApp popup.
- **Agent Name Text Size:** Specify the text size in pixels for the agent name on the WhatsApp popup.
- **Agent Name Color:** Specify the text color for the agent name on the WhatsApp popup.
- **Offline Text Size:** Specify the text size in pixels for the offline status on the WhatsApp popup.
- **Offline Text Color:** Specify the text color for the offline status on the WhatsApp popup.
- **Online Text Size:** Specify the text size in pixels for the online status on the WhatsApp popup.



FME Extensions

- **Online Text Color:** Specify the text color for the online status on the WhatsApp popup.
- **User Box Text Color:** Specify the color for the text on the user box.
- **User Form Text Color:** Specify the color for the text on the user form.

Font Settings

Size
[store view]

11px

☐ Use Website

Please specify the font size in pixels. For example: 14px

Color
[store view]

#73737a

☐ Use Website

User Box font size
[store view]

12px

☐ Use Website

Please specify the font size in pixels. For example: 14px

User Form font size
[store view]

12px

☐ Use Website

Please specify the font size in pixels. For example: 14px

Department Text Size
[store view]

12px

☒ Use Website

Please specify the font size in pixels. For example: 14px

Department Color
[store view]

#989b9f

☒ Use Website



FME Extensions

Agent Name Text Size <small>[store view]</small>	<input type="text" value="14px"/>	<input checked="" type="checkbox"/> Use Website
Please specify the font size in pixels. For example: 14px		
Agent Name Color <small>[store view]</small>	<input type="text" value="#363c47"/>	<input checked="" type="checkbox"/> Use Website
Offline Text Size <small>[store view]</small>	<input type="text" value="12px"/>	<input checked="" type="checkbox"/> Use Website
Please specify the font size in pixels. For example: 14px		
Offline Text Color <small>[store view]</small>	<input type="text" value="#f5a623;"/>	<input checked="" type="checkbox"/> Use Website
Online Text Size <small>[store view]</small>	<input type="text" value="12px"/>	<input checked="" type="checkbox"/> Use Website
Please specify the font size in pixels. For example: 14px		
Online Text Color <small>[store view]</small>	<input type="text" value="#309c6c"/>	<input checked="" type="checkbox"/> Use Website
User Box Text Color <small>[store view]</small>	<input type="text" value="#878283"/>	<input type="checkbox"/> Use Website

3.1.3 Popup Settings

- **Header Title:** Enter a title to display in the WhatsApp popup heading.
- **Header Text:** Enter a description to display in the WhatsApp popup under the heading.
- **Form Title:** Enter a title to display on the user form that appears on clicking an agent.
- **Form Text:** Enter a description to display on the user form that appears on clicking an agent.
- **User Box Text:** Enter a text to display in the WhatsApp popup form.
- **Submit Button Label:** Enter a label for the submit button on the user form.
- **Header Color:** Specify a color for the WhatsApp user box header.
- **Body Color:** Specify the color for the body of the WhatsApp popup.
- **Form Body Color:** Specify the color for the body of the user form.



- **Agent Box Color:** Specify the color for the agent box.
- **Agent Box Hover Color:** Specify agent box hover color.
- **Back Button img:** Upload an image for the back button on the user form.
- **Click Button img:** Upload an image for the click button.
- **Button Text:** Specify the text for the button to expand the WhatsApp popup.
- **Button Background Color:** Specify the background color of the button to expand the WhatsApp popup.
- **Close Button img:** Upload an image for the close button.

Popup Setting

Header Title <small>[store view]</small>	Start a Conversation	<input checked="" type="checkbox"/> Use Website
Header Text <small>[store view]</small>	Hi! Click one of our members below to chat on WhatsA	<input checked="" type="checkbox"/> Use Website
Form Title <small>[store view]</small>	WELCOME	<input checked="" type="checkbox"/> Use Website
Form Text <small>[store view]</small>	We can't wait to talk to you. But first, please take a cou	<input checked="" type="checkbox"/> Use Website
User Box Text <small>[store view]</small>	The team typically replies in a few minutes.	<input checked="" type="checkbox"/> Use Website
Submit Button Label <small>[store view]</small>	Submit	<input checked="" type="checkbox"/> Use Website
Header Color <small>[store view]</small>	#33CC66	<input type="checkbox"/> Use Website



FME Extensions

Body Color [store view]	<input type="text" value="#ffffff"/>	<input type="checkbox"/> Use Website
Form Body Color [store view]	<input type="text" value="#ffffff"/>	<input checked="" type="checkbox"/> Use Website
Agent Box Color [store view]	<input type="text" value="#f5f7f9"/>	<input type="checkbox"/> Use Website
Agent Box Hover Color [store view]	<input type="text" value="#ffffff"/>	<input checked="" type="checkbox"/> Use Website
Back Button img [store view]	<input type="button" value="Choose File"/> No file chosen	<input checked="" type="checkbox"/> Use Website
Click Button img [store view]	<input type="button" value="Choose File"/> No file chosen	<input checked="" type="checkbox"/> Use Website
Button Text [store view]	<input type="text" value="Need help? Chat with us"/>	<input checked="" type="checkbox"/> Use Website
Button Background Color [store view]	<input type="text" value="#25cc41"/>	<input type="checkbox"/> Use Website
Close Button img [store view]	<input type="button" value="Choose File"/> No file chosen	<input checked="" type="checkbox"/> Use Website

3.1.4 WhatsApp Settings

- **Message:** Enter a message to be sent to the agent to start the WhatsApp conversation. %1 placeholder holds the value of the customer name while %2 holds the value of the relevant department.
- **Active WhatsApp Icon:** Upload an image for the active WhatsApp.
- **Inactive Whatsapp Icon:** Upload an image for the inactive WhatsApp.



WhatsApp Settings

Message
[store view]

Hello, I am %1. I need help from the %2 department.

☐ Use Website

Please use the placeholders %1 and %2 to represent the customer name and agent department, respectively.

Active Whatsapp Icon
[store view]

Choose File No file chosen

☒ Use Website

Inactive whatsapp Icon
[store view]

Choose File No file chosen

☒ Use Website

3.1.5 Label Configurations

- **Label for Name:** Enter a label for the customer name field on the user form.
- **Enable Email Field:** Select 'Yes' to enable the email field on the user form.
- **Is Email Field Mandatory:** When you select 'Yes' in the above field, this field appears that allows you to make the email field mandatory or option.
- **Label for Email:** This field is also dependent on the Enable Email Field and allows you to enter a label for the field.
- **Enable Phone Number Field:** Select 'Yes' to enable the phone number field on the user form. If you select 'Yes', the 'Is Phone Number Field Mandatory' and 'Label for Phone Number Field' fields appear.

Label Configurtartion

Label for Name
[store view]

Name

☒ Use system value

Enable Email Field
[store view]

Yes

Is Email Field Mandatory
[store view]

No

Label for Email
[store view]

Email

☒ Use system value

Enable Phone Number Field
[store view]

No



3.2 Weekly Schedule

This section allows you to set a weekly schedule for every department. The schedule defines an online and offline time for every agent in that department.

Login to your Magento 2 admin panel and navigate to **FME EXTENSIONS > Weekly Schedule**.

The schedule grid displays all the added schedules.

Weekly Scedule

Search

1

admin

Add New Scedule

Filters

Default View

Columns

Actions

2 records found

20 per page

1 of 1

<input type="checkbox"/>	ID	Schedule Name	Action
<input type="checkbox"/>	1	Finance Agent Schedule	Select
<input type="checkbox"/>	2	Marketing Schedule	Select

To add a new schedule, click on the 'Add New Schedule' button.

- **Schedule:** Give the schedule a relevant name
- **Start time:** Set a start time for every day Monday-Friday.
- **End Time:** Set an end time for every day Monday-Friday.
- **Break Time:** Set a break schedule for every day Monday through Friday.



Weekly Scedule 🔍 🔔 admin

← Back Delete Reset Save and Continue Edit Save

Schedule

Schedule Name *

Monday

Start Time

End Time

Break Time * Actions

Add Rows

3.3 Holidays

This section allows you to add holidays. Agents will not be available on these days.

Login to your Magento 2 admin panel and navigate to **FME EXTENSIONS > Holidays**.

The holidays grid displays all the added holidays.

Holidays 🔍 🔔 admin

Add holidays

Filters 👁 Default View ⚙ Columns

Actions 2 records found 20 per page < 1 of 1 >

<input type="checkbox"/>	ID	Holiday Name	Starts From	Ends at	Action
<input type="checkbox"/>	1	Christmas	2023-12-25	2023-12-25	Select
<input type="checkbox"/>	2	Easter	2023-10-04	2023-10-05	Select

To add a new holiday, click on the 'Add holidays' button.

- **Holiday Name:** Give the holiday a name
- **Starting From:** Set a starting date for the holiday



- **Ending at:** Set an ending date for the holiday

Holidays

1

admin

← Back

Delete

Reset

Save and Continue Edit

Save

General Information

Holiday Name *

Christmas

Starting From *

12/25/2023

Ending at

12/25/2023

3.3 Special Days

This section allows you to add special days. These days are not usual working days but require agents to be available for special circumstances.

Login to your Magento 2 admin panel and navigate to **FME EXTENSIONS > Special Days**.

The special days grid displays all the added special days.

Day

1

admin

Add Day

Filters

Default View

Columns

Actions

1 records found

20 per page

1 of 1

	ID	Day Name	Date	Action
<input type="checkbox"/>	1	Saturday	2023-10-07	Select

To add a new day, click on the 'Add Day' button.

- **Special Day Name:** Give the special day a name
- **Special Day Date:** Specify the day date
- **Start Time:** Set a starting time for the special day



- **End Time:** Set an ending time for the special day
- **Break Time:** Set a break time during the day

Day

← Back

Delete

Reset

Save and Continue Edit

Save

Timing for special days

Special Day Name * Saturday

Special Day Date * 10/7/2023

Start Time * 12:00 am

End Time * 11:59 pm

Break Time *

Actions

Add Rows

3.2 Manage Agents

This section allows you to add new agents and edit/delete existing agents.

Login to your Magento 2 admin panel and navigate to **FME EXTENSIONS > Manage Agent..**

The agent grid displays all the added agents.

Agent

Add New Agent

Filters

Default View

Columns

Actions

2 records found

20 per page

1 of 1

<input type="checkbox"/>	ID	Department Name	Agent Name	Default Message	Number	Image	Action
<input type="checkbox"/>	1	Finance	Simon	Hey, how can I help you?	15125673489		Select
<input type="checkbox"/>	2	Marketing	Zafar	Hello! Contact me if you have any marketing related queries.	923459159140		Select



To add a new agent, click on the 'Add New Agent' button.

Under the 'General Information' section, configure the following options.

- **Department Name:** Enter the agent's department
- **Default message:** Enter a default message to be sent to the customer
- **Agent Name:** Enter the agent's name
- **Number:** Enter the agent's WhatsApp number
- **Store View:** Select the relevant store view
- **Image:** Upload the agent's picture

New Agent

← Back Delete Reset Save and Continue Edit Save

General Information

Department Name * Sales

Default Message Hello! This is Simon. How may I help you today?

Agent Name * Simon

Number * 19128793219
Please enter the number in the format: country code followed by the number (without any whitespaces).

Store View * English Store View

Image * Upload

Under the 'Schedule' section, configure the following options.

- **Extra Days:** Select one or more special days that you have added for the agent. It means the agent will be available on these special days.
- **Holidays:** Select one or all holidays that you have added for the agent. It means the agent will be unavailable on these days.
- **Time Schedule:** Select a weekly schedule for the agent.

schedule

Extra days Saturday

Holidays Christmas Easter

Time Schedule Marketing Schedule



3.6 Refresh Cache

- **Refresh the Cache:** **System > Cache Management > Select All from Mass Actions > Click Refresh the Cache.**

