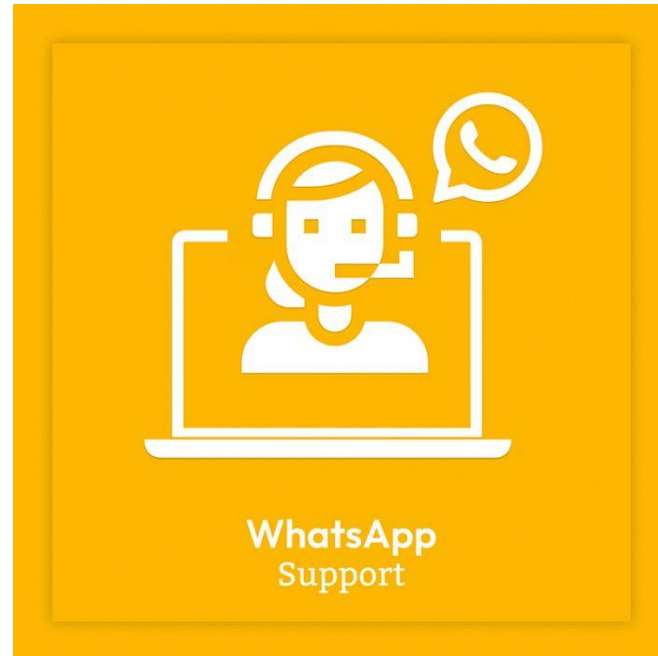


Whatsapp Support For Magento



Magento Compatibility Version 2.0.*

Configuration Guide

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Preface:

This document provides information on how configure and use **Ests WhatsApp Support** extension in magento 2.

Disclaimer:

Expound Coderz Pvt. Ltd. reserves the rights to add, remove, modify and add new features to its this extension. Expound Coderz Pvt. Ltd. reserves the rights to remove any feature of its products that does not fulfill expectations.

We don't give guarantee for our extension worked on third party magento extensions or themes and custom work on default themes or extension.

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Introduction:

The admin users are always looking for ways to improve their online presence. With WhatsApp Support extension, admin can easily contact with customers on WhatsApp via website. The extension has been developed by Ests with the help of which admin users can show WhatsApp chat icon on the frontend, this extension permits the website user to WhatsApp chatting with the Magento admin on single click.

WhatsApp support extension is a perfect solution for the users who want to send WhatsApp messages to the admin, Using this extension customer's don't need to wait for admin reply's admin can give instant reply to customers and it will help to give fast service.

Frontend features:

- ✓Users can contact the Admin by QR code scan.
- ✓Users can close the WhatsApp chat via the front end.
- ✓When users click on the WhatsApp icon then they can contact directly with the Admin.
- ✓Users can see the multiple agents options on the front end and choose anyone which whom they want to talk.

Backend features:

- ✓Admin can enable & disable extension from the backend.
- ✓Admin can set the default custom message.
- ✓Admin can set button type Icon, Box, and QR code on the front end from the store. ,
- ✓Admin can set the position of the frontend WhatsApp contact from the store to left, right, top, or bottom.
- ✓Admin can set the option to enable or disable the close button from the store, which

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closes WhatsApp from the frontend.

Admins can easily configure the Whatsapp Support module on their store.

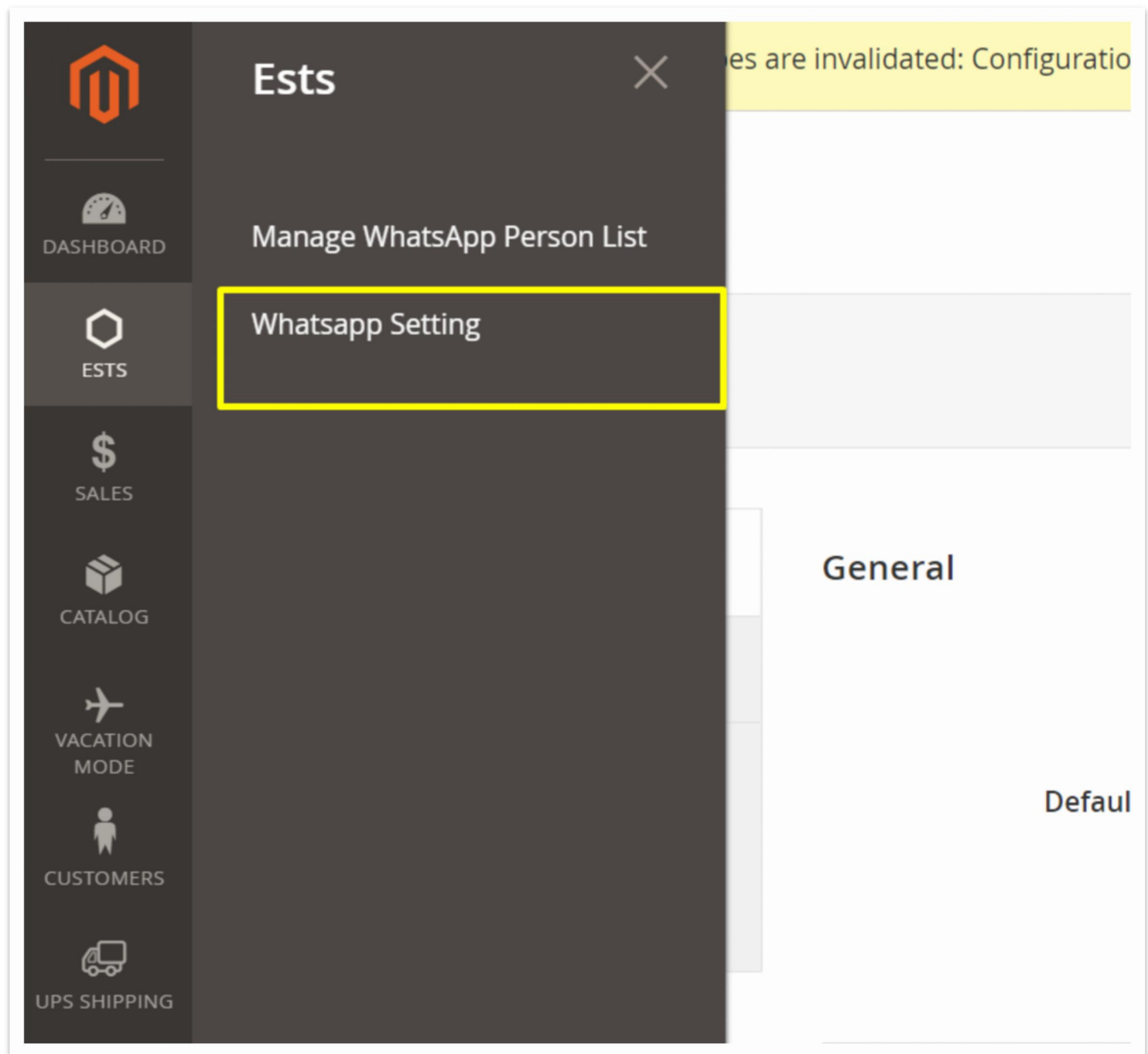
How to configure

Configuration:

Step 1:

Login to the Admin Magento. Navigate to **Ests > Whatsapp Setting** .

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Step 2: Whatsapp Support

you will see this Layout.

Configuration

Scope: Default Config ?

Save Config

ESTS ESTS

Whatsapp Support

GENERAL

SECURITY

CATALOG

CUSTOMERS

SALES

MARKETING AUTOMATION

General

Enable

Yes

Default Chat Message

Hello

WhatsApp Support Button Setting

Type

Icon

Mobile Number

7415752727

Step 3: Module Configuration Settings

Now we will see how to configure our Module. in **General Settings**,

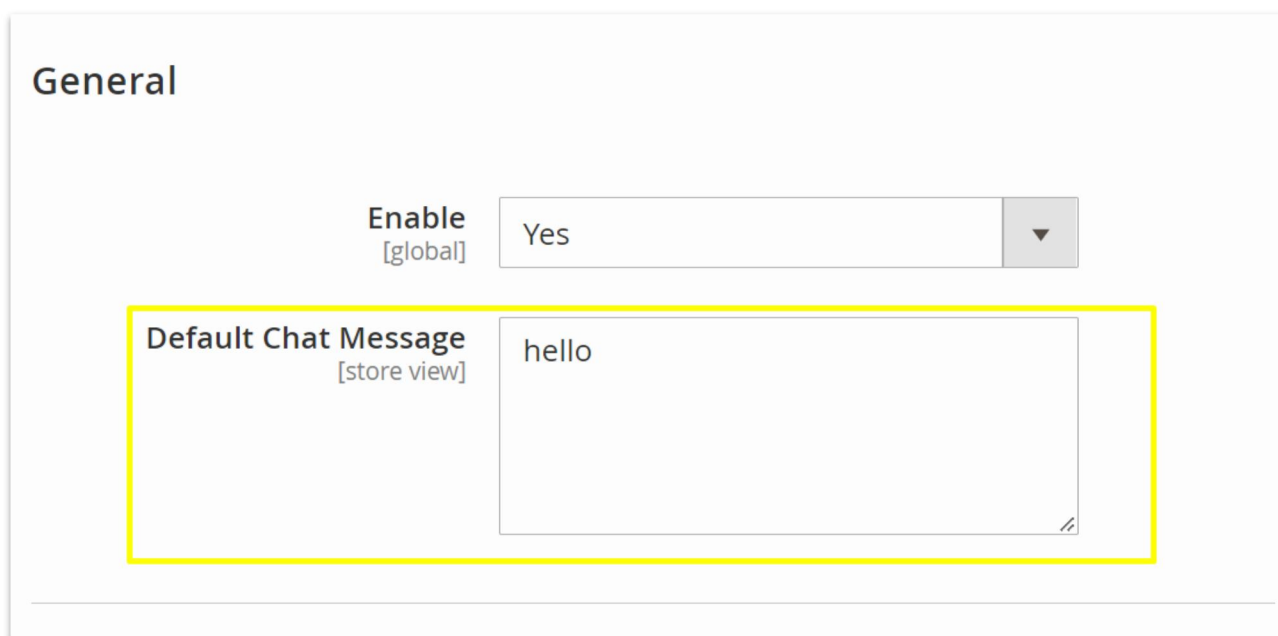
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1. **Enable** Select “Yes” to turn on the Module.



A screenshot of a Magento configuration dropdown menu. The label 'Enable' is in bold, with '[store view]' in smaller text below it. The selected value is 'Yes'. A small downward arrow icon is visible on the right side of the dropdown.

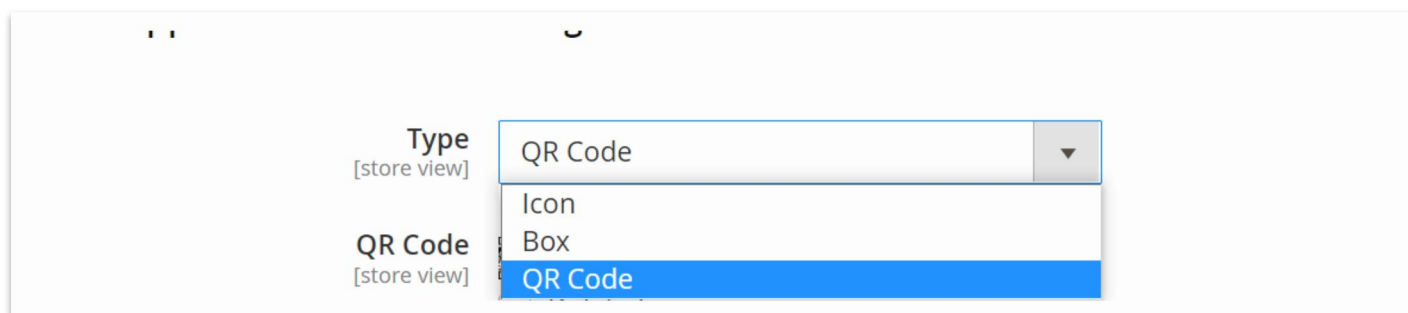
2. **Text Custom Message:**



A screenshot of the 'General' settings section for the WhatsApp support module. It contains two fields: 'Enable [global]' with a dropdown menu set to 'Yes', and 'Default Chat Message [store view]' with a text area containing the word 'hello'. The text area is highlighted with a yellow border.

Next, Continue in button settings.

3. **Button Type:** here please select the button type which you want to allow on your site.



A screenshot of a Magento configuration dropdown menu for the 'Type' field. The label 'Type' is in bold, with '[store view]' in smaller text below it. The dropdown menu is open, showing three options: 'QR Code', 'Icon', and 'Box'. The 'QR Code' option is highlighted in blue.

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If you selected the icon enter the WhatsApp agent number.

Type
[store view]

Icon

Mobile Number
[store view]

+917415752727

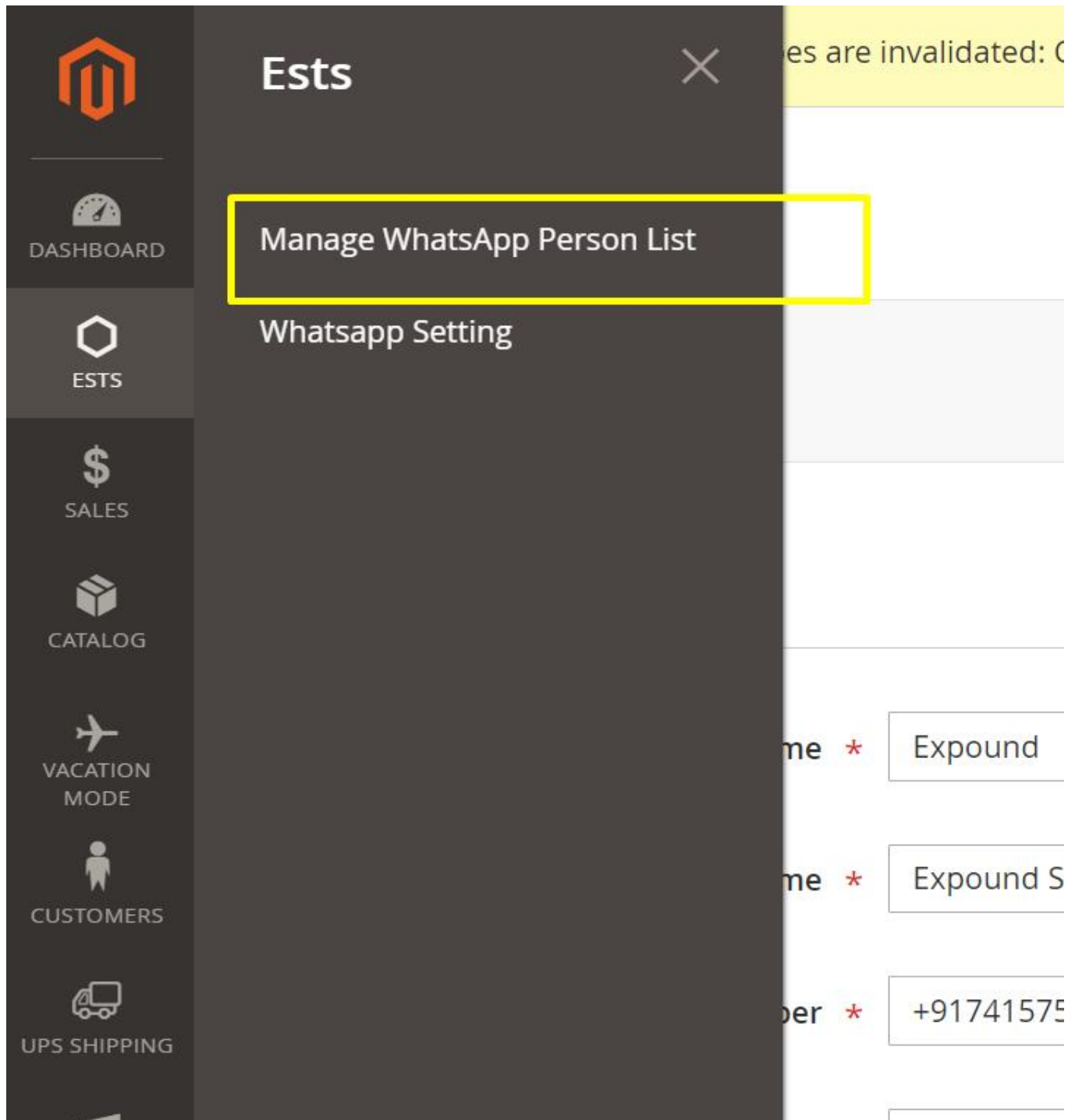
Enter With Your Country Code.

if you select the box type so will show multiple WhatsApp agents on the frontend. whom admin add the WhatsApp person list.

Type
[store view]

Box

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Whatsapp agent person list

WhatsApp Agent Person List

11

admin

Add New Record

Filters

Default View

Columns

Actions

1 records found

20 per page

1 of 1

	ID	Name	images	DepartMent Name	Mobile Number	Default Message	Status	Action
☐	7	Ests team	https://testmagento.vetanpro.com/media/ests/whatsappcontact/configuration_1.png	Expound Coderz	7415752727	Hello	Enable	Delete

Add new Record form layout:-

Form

General Information

Agent Name *

Expound

DepartMent Name *

Expound Soft Tech Solution

Mobile Number *

+917415752727

Default Message *

Hello Team

QR/Photo Upload *

Upload

Select from Gallery

Maximum file size: 2 MB. Allowed file types: JPG, PNG.


Need help ? We are expert


download_1_2.png
225x225, 3 KB

Status

Enable

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If you select QR Code you can upload whatsapp QR Code here.

Type
[store view]

QR Code

▼

QR Code
[store view]



Choose File

No file chosen

☐ Delete Image

Allowed file types: jpg, jpeg, gif, png, svg

4. you can select a position left, top, right, or bottom for WhatsApp Support position.

Position Top
[store view]

Position Right
[store view]

100px

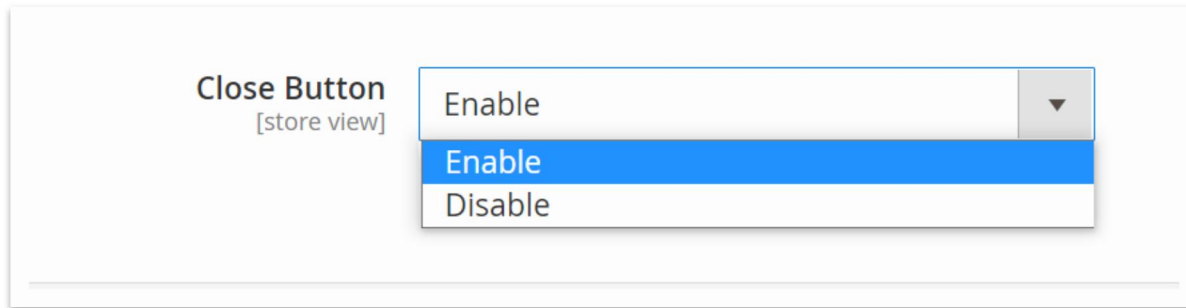
Position Bottom
[store view]

130px

Position Left
[store view]

5. You can set enable or disable by close button for frontend whatsapp support.

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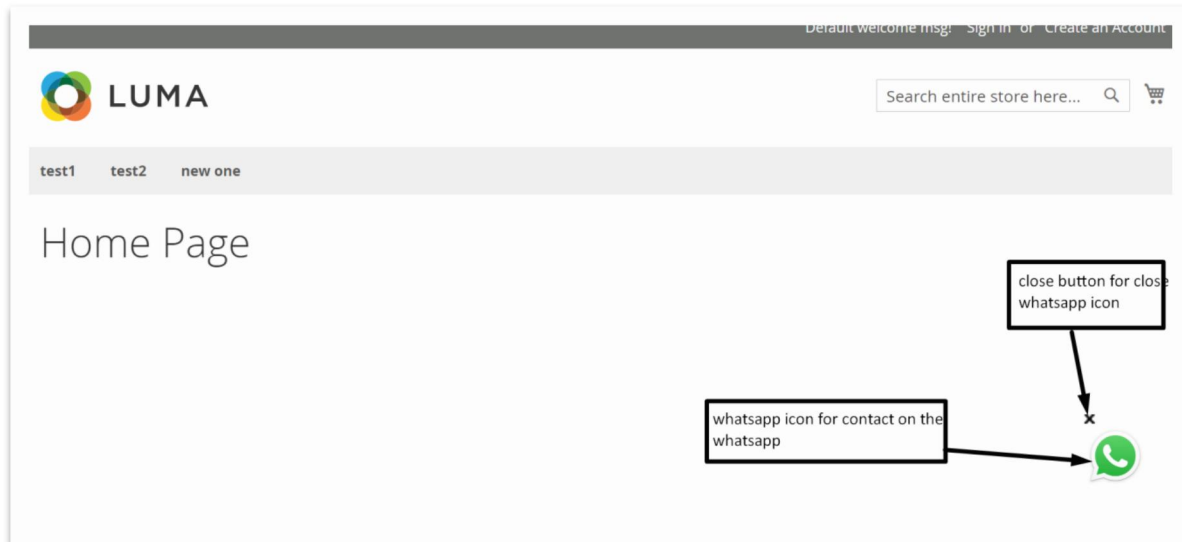
You can test this Extension by following Above Steps :

Now you should clean Magento Cache and this Extension will work fine.

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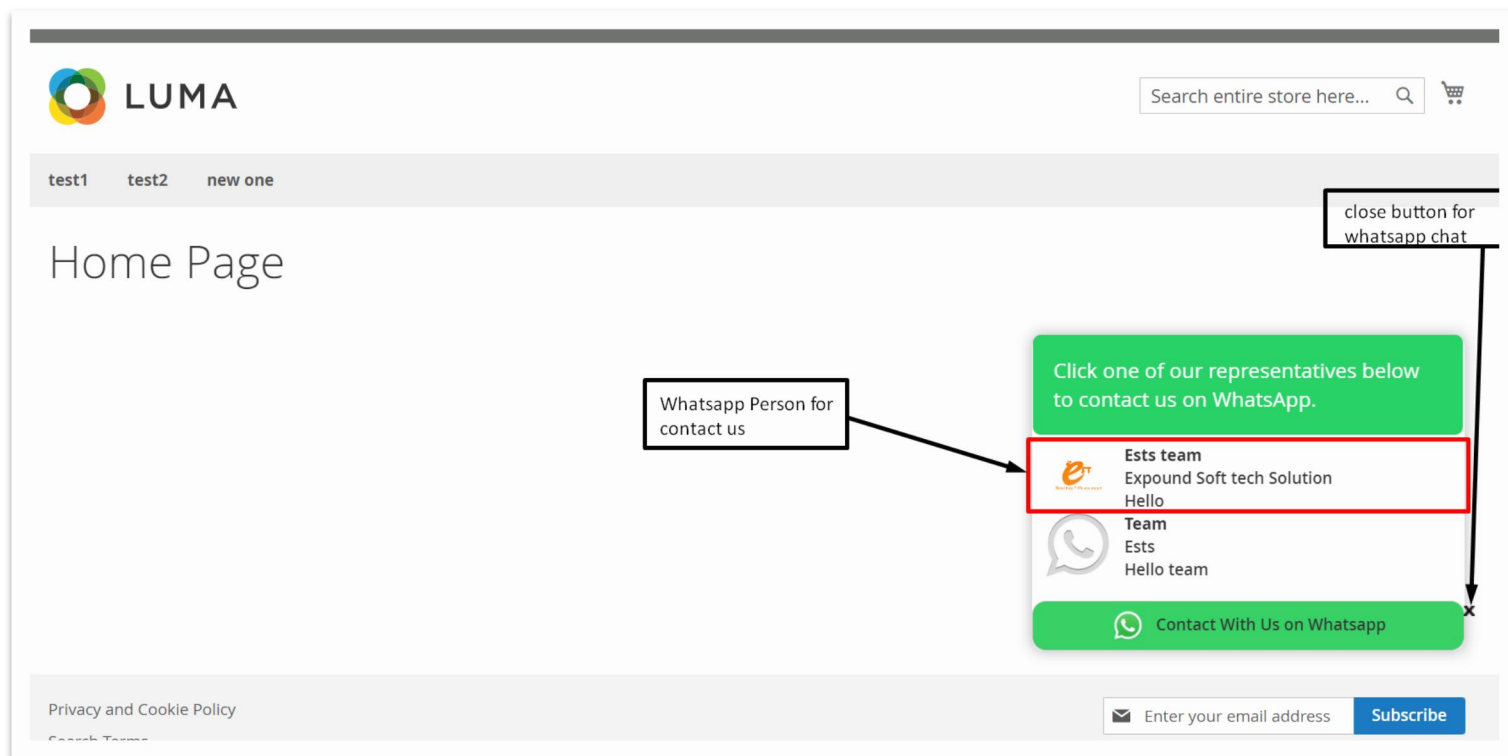
Frontend Demo :

Whatsapp icon:-

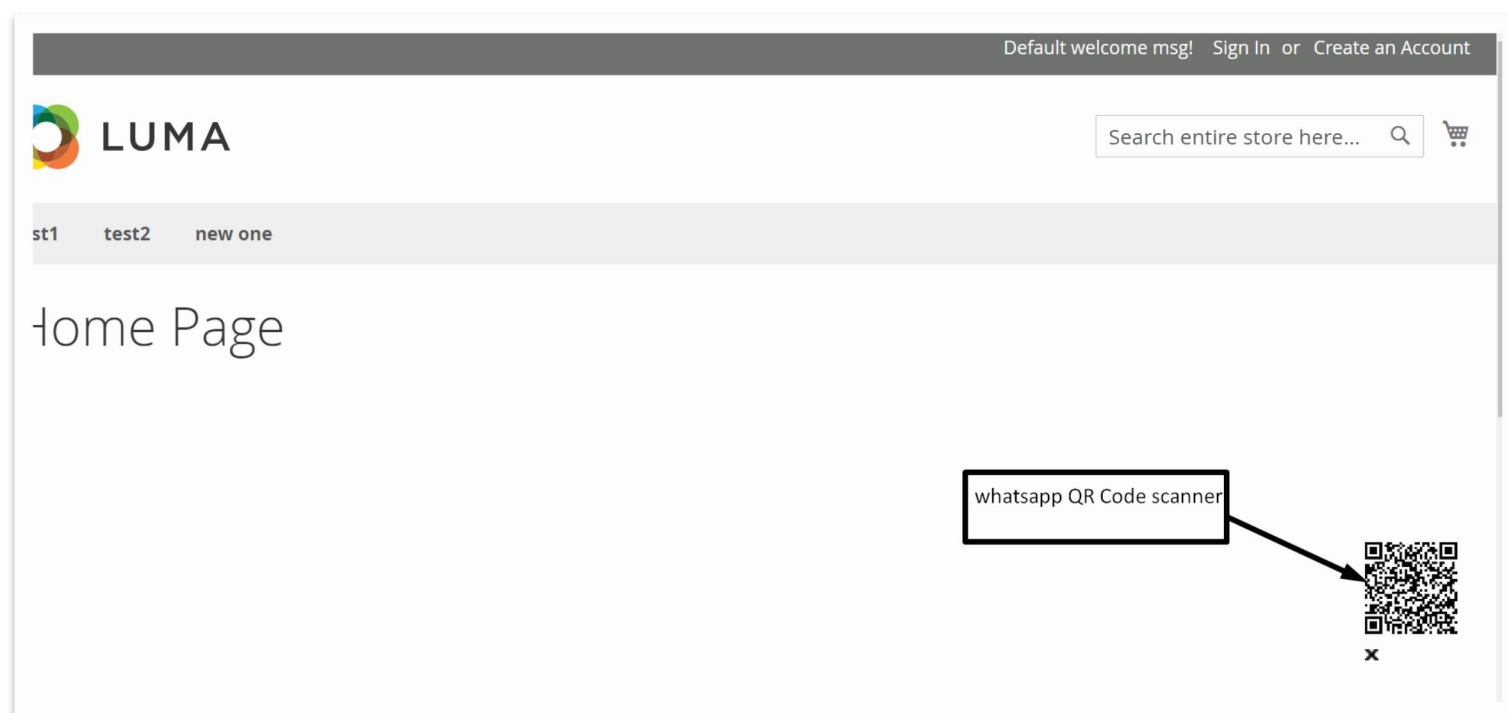


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Whatsapp person agent list:-



Whatsapp QR Code :-



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Support:

You can contact us at :



Email: contact@expoundcoderz.com



Support: contact@expoundcoderz.com

We will be ready to help you always!

You can also send us your feedback. Comments, suggestions and opinions are largely appreciated. You can also follow us at Facebook, Twitter, Google+ and LinkedIn to know latest news and offers:

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