

WhatsApp Chat Extension

Magento 2 WhatsApp Chat extension makes the customers independent to contact the store admin by clicking the whatsapp contact button kept on the site. Mostly the customers have bundles of questions about the specific product or ordering online product, and they want to get an immediate response about any difficulty. WhatsApp chat extension allows customers to get in touch by one click. WhatsApp chat conversation gives a personalized touch to users which provides a better user experience.

Installation

How to Install?

- Download the .zip file of WhatsApp Chat Extension.
- Extract the downloaded file.
- Paste the file in your app/code directory.
- Run the following commands to install the module.

```
php bin/magento setup:upgrade
```

```
php bin/magento setup:di:compile
```

```
php bin/magento setup:static-content:deploy
```

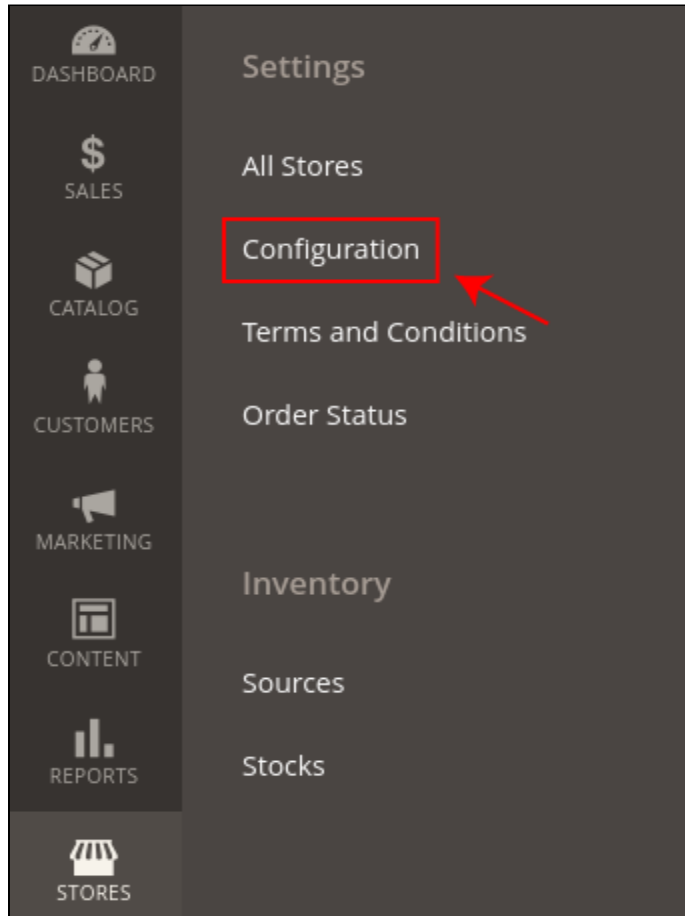
- Now run the command to clean cache.

```
php bin/magento cache:clean
```

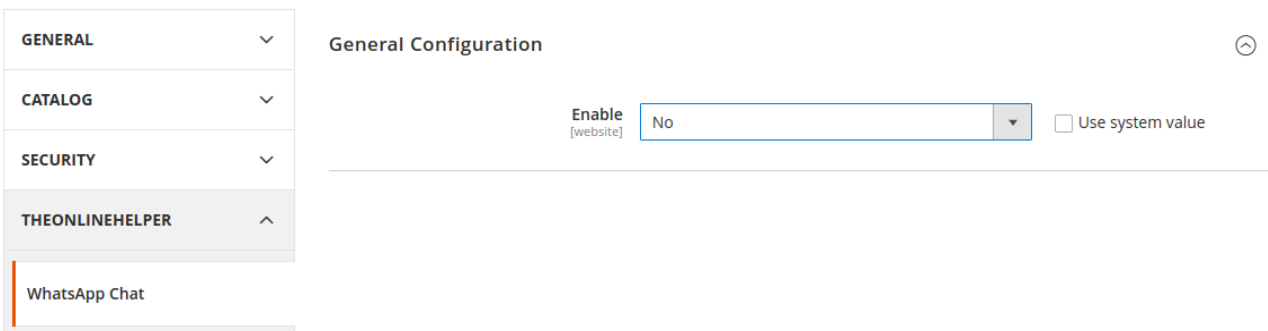
Configuration Product

How to configure?

- In the admin panel, go to **STORES > Configuration**.



- Click on **THEONLINEHELPER > WhatsApp Chat**.
- In **General Configuration**, select **Yes** from the field of Enable to enable the module.



- In the field of **Phone Number**, add your phone number to receive messages and conversation with customers.
- In the field of **Default Message**, write a message that will automatically appear in the text field of chat.

General Configuration



Enable [website] Use system value

Phone Number [store view] Use system value
Phone number should be in proper International format


Default Message [store view] Use system value
This message will automatically appear in the text field of chat

Display Configuration

- In the field of **Upload Icon**, upload a whatsapp chat icon from your computer. You can upload jpg, jpeg, gif, png, svg.
- From the **Display Chat Icon** dropdown, choose display option to show icon with or without background
- From the **Background Color** field, select color for the icon background.
- In the field of **Icon Size**, you can easily set the icon size as you want. The default icon size is 50px.

Display Configuration



Upload Icon [store view]  No file chosen
 Delete Image
Allowed file types: jpg, jpeg, gif, png, svg

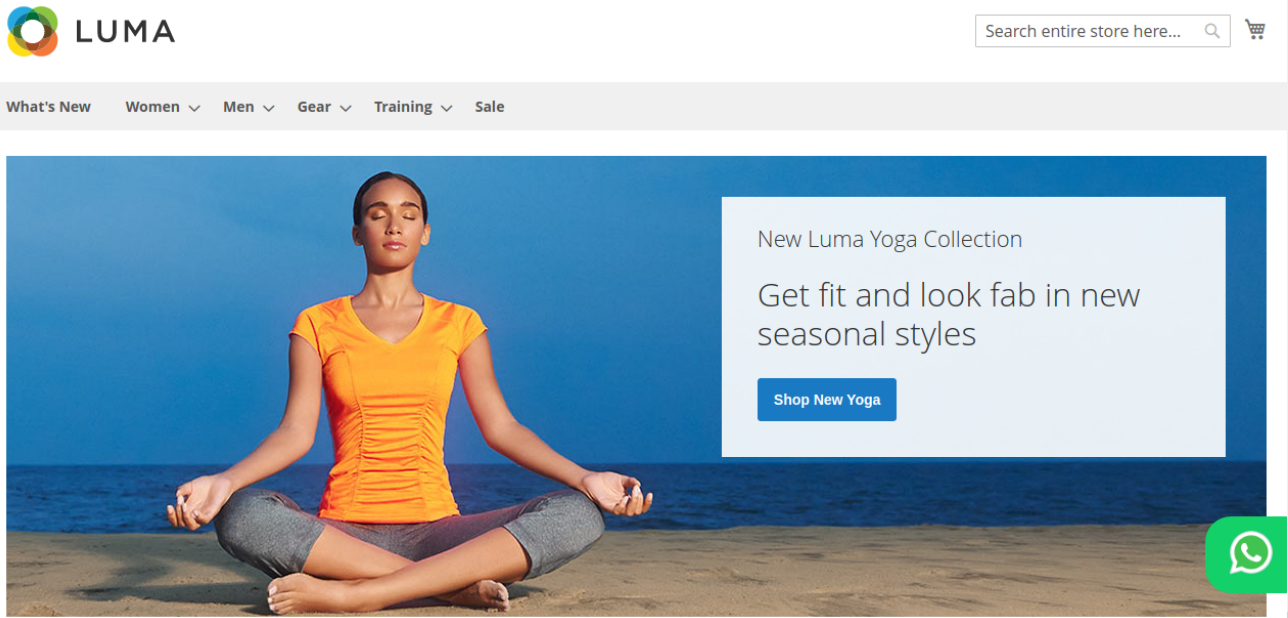
Display Chat Icon [store view]

Background Color [store view]

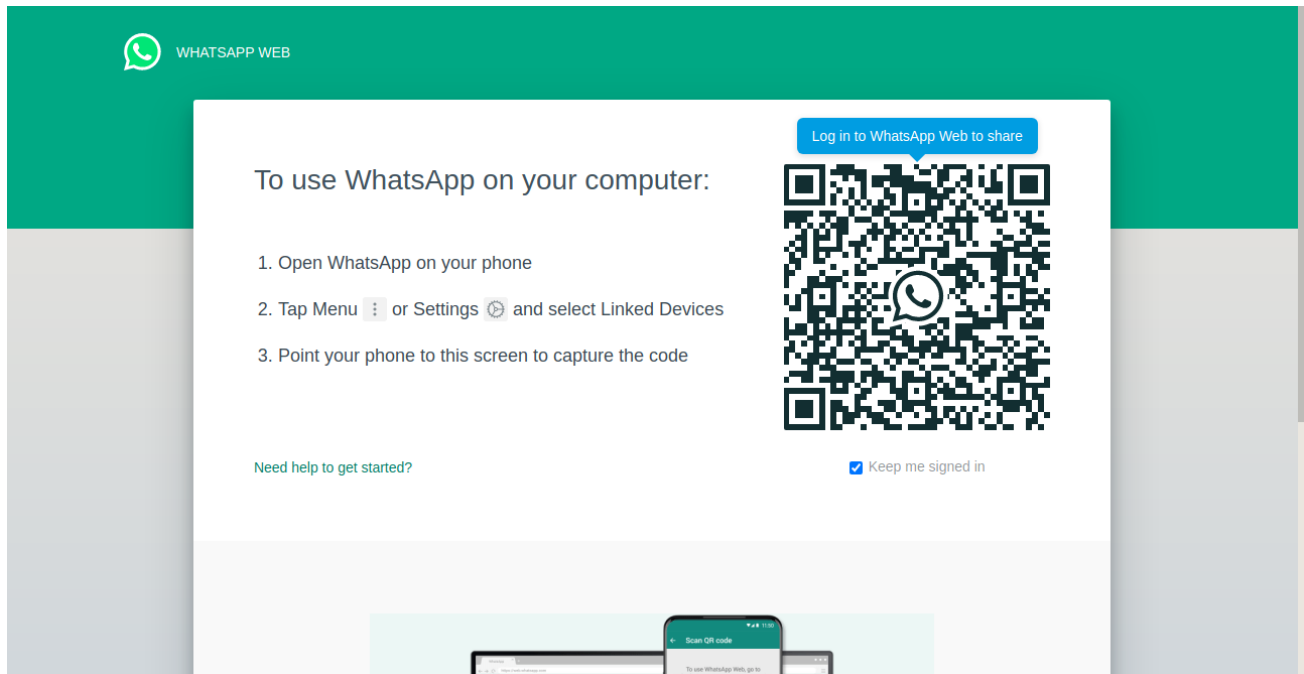
Icon Size [store view] Use system value
Enter the icon size without 'px'. Default size is 50px

- After completing your changes click on the **Save Config** button.

- Now the WhatsApp Chat Icon will appear on your website pages.



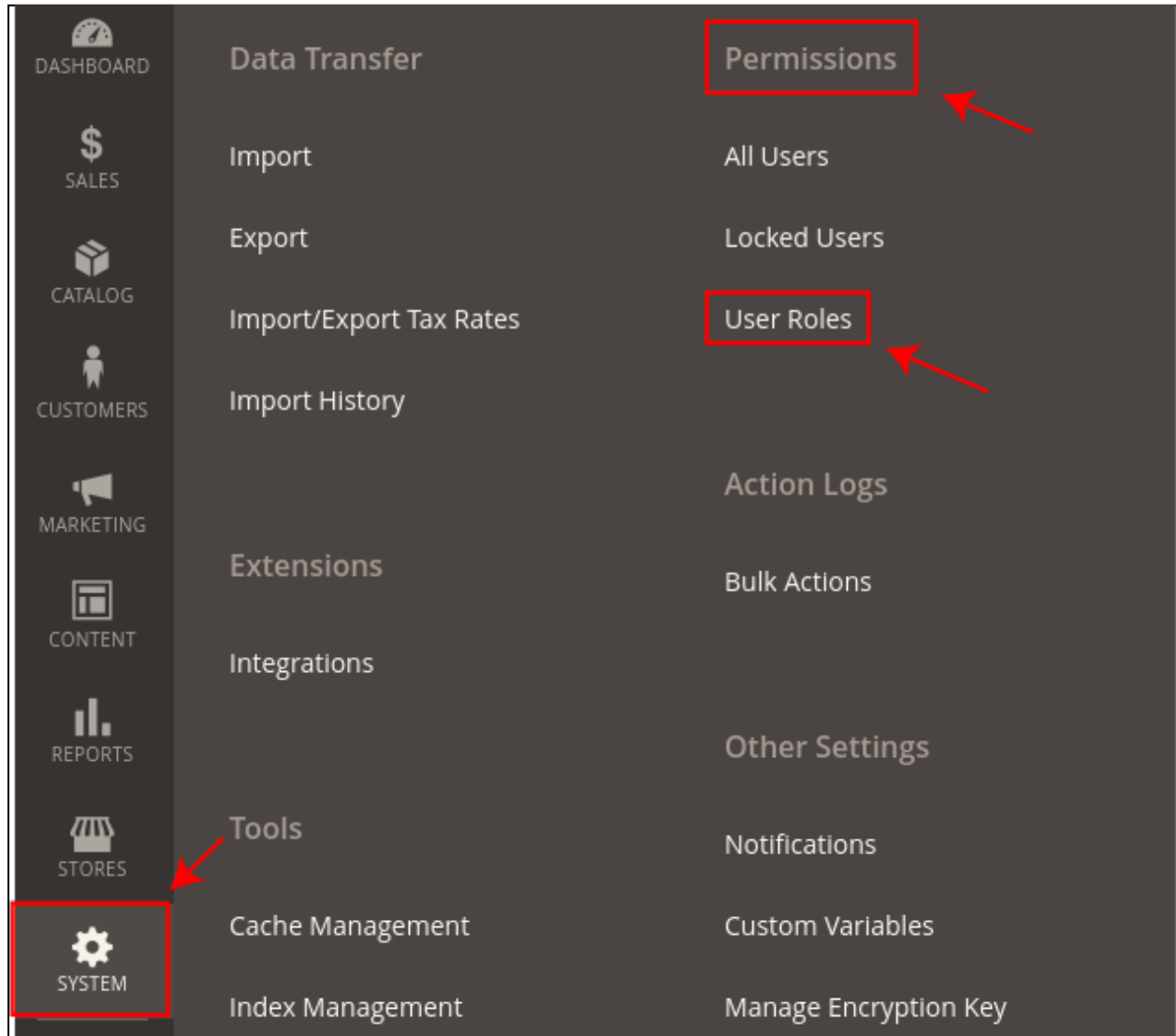
- When you click on WhatsApp Contact Button, the user will get redirected to WhatsApp web with a type message if it is open on the desktop.



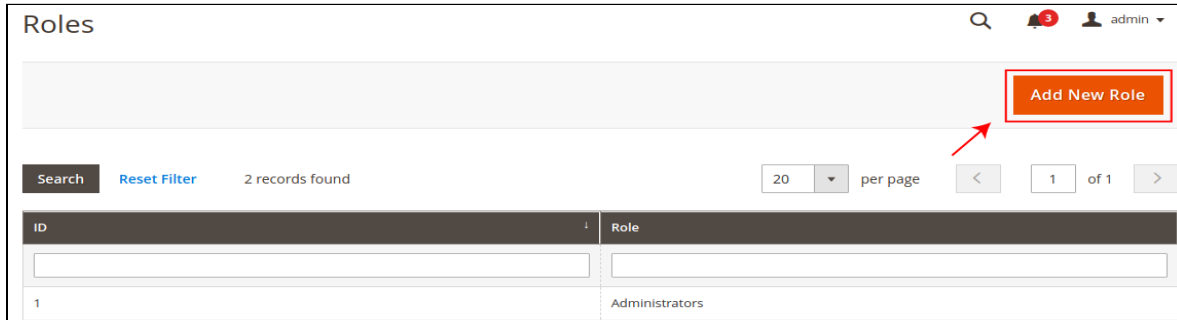
- After this redirect interface, users need to scan the whatsapp barcode from mobile.
- After scanning the barcode this interface takes the user to the whatsapp conversation with input typed message which will automatically appear in the text field of whatsapp.

To set permissions

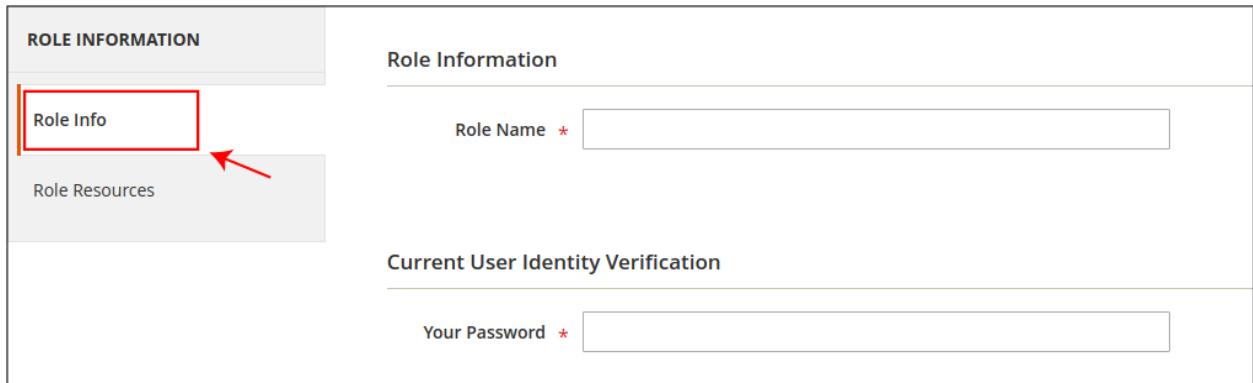
- Go to **SYSTEM > Permissions > User Roles**.



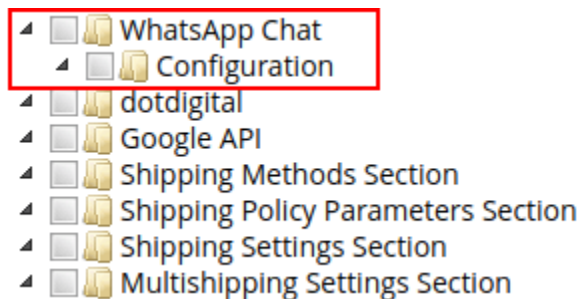
- Click on the **Add New Role** button.



- Under **Role Information**, in the field of **Role Name** enter the name of the role.
- In the field of **Your Password**, enter your current password for verification.



- Under the **Role Resources**, select the role scope All/Custom.
- If you don't want to give complete admin access to other users then choose Custom scope.
- Tick on the permissions of Sales, to give access to Order.
- Tick on the permissions of whatsapp chat, if you only want to give access of whatsapp chat functionality to the other users.



- After completing your changes click on the **Save Role** button.
- In the admin grid, all roles are listed here.

[Add New Role](#)

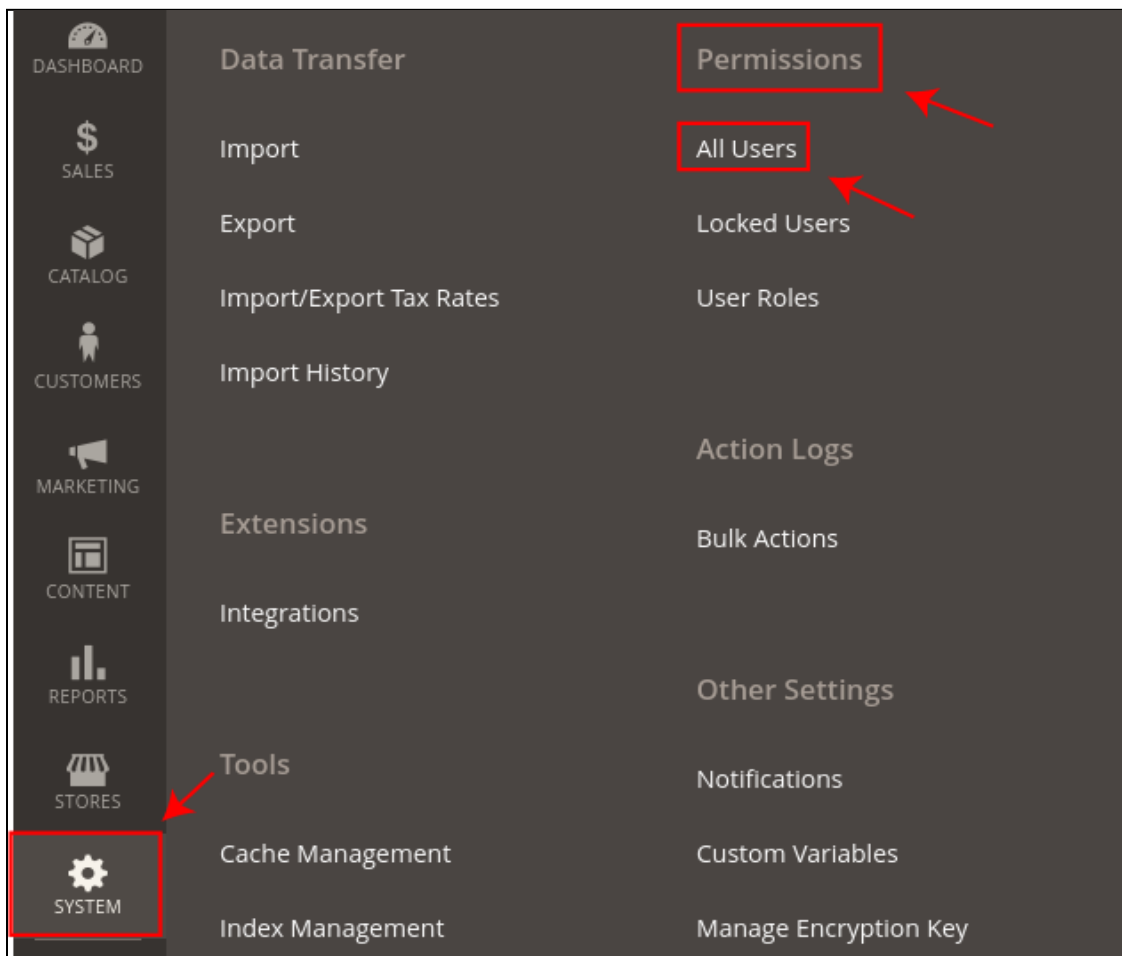
Search [Reset Filter](#) 2 records found 20 per page 1 of 1

ID	Role
1	Administrators
60	WhatsApp Chat

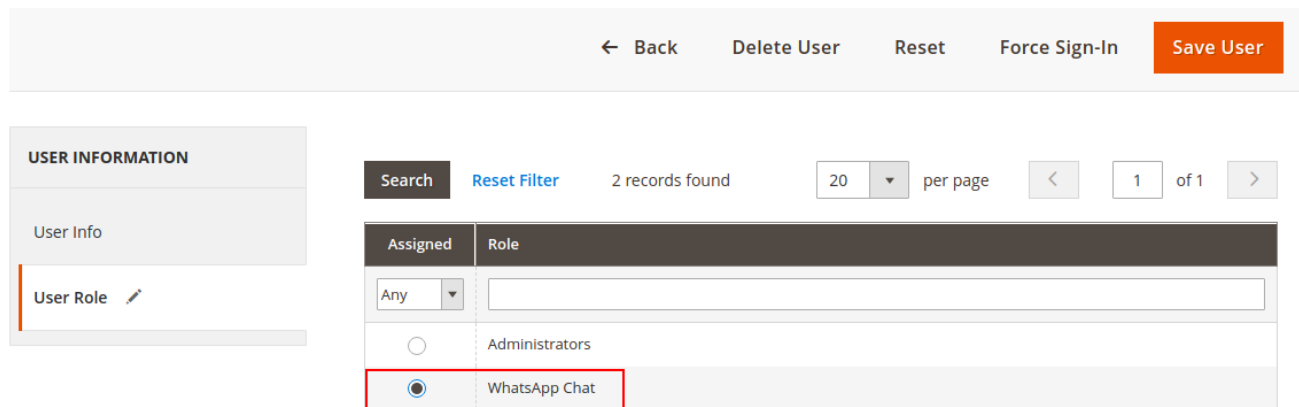
- If you want to edit any role click on it and edit changes.

To assign your created User Role to the users

- Go to **SYSTEM > Permissions > All Users**.



- Click on the specific user to assign the user role.
- In the tab of **User Role**, click on the role that you want to assign.



- Click on the **Save User** button to apply changes.