



USER GUIDE

Live Chat

LIVE
CHAT

BELVG

OUR SUPPORT TEAM:
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1. Introduction to Live Chat

Be a close neighbor for visitors of your webstore and organize two-way communication, using Prestashop Live Chat. When users have something to clarify, they will refer to a pretty Live Chat tab with configurable design. Operator will immediately receive a notification and provide a response.

Key features:

- Live Chat tab on the frontend;
- Backend window, containing the list of users to communicate with;
- Switch operators option;
- Sending and receiving offline messages;
- Configurable tab design.

Overall information

No matter how informative your store is, visitors always have questions. Answer them instantly with easy-to-use Prestashop Live Chat module and don't leave users puzzled and confused. Be hospitable and chat with them. Customers appreciate care, and your sales will make the jump.

A user-friendly interface improves chatting process between visitors and an operator. If the operator is offline, users may leave messages, which will be stored and displayed as soon as the manager appears online. Customers configure the style of the frontend chat tab according to their taste.

2. How to Install and Deactivate

How to Install

1. Set 777 or 0777 on the folders: '/modules/'

Important! Change all permissions back after installation.

2. Go to **Modules -> Modules -> Add a module from my computer ->** choose the file (.zip) -> upload this module. Choose module in section **Front Office Features** and install it.

3. Go to **Advanced Parameters -> Performance ->** click the **Clear Smarty Cache** button

How to Deactivate

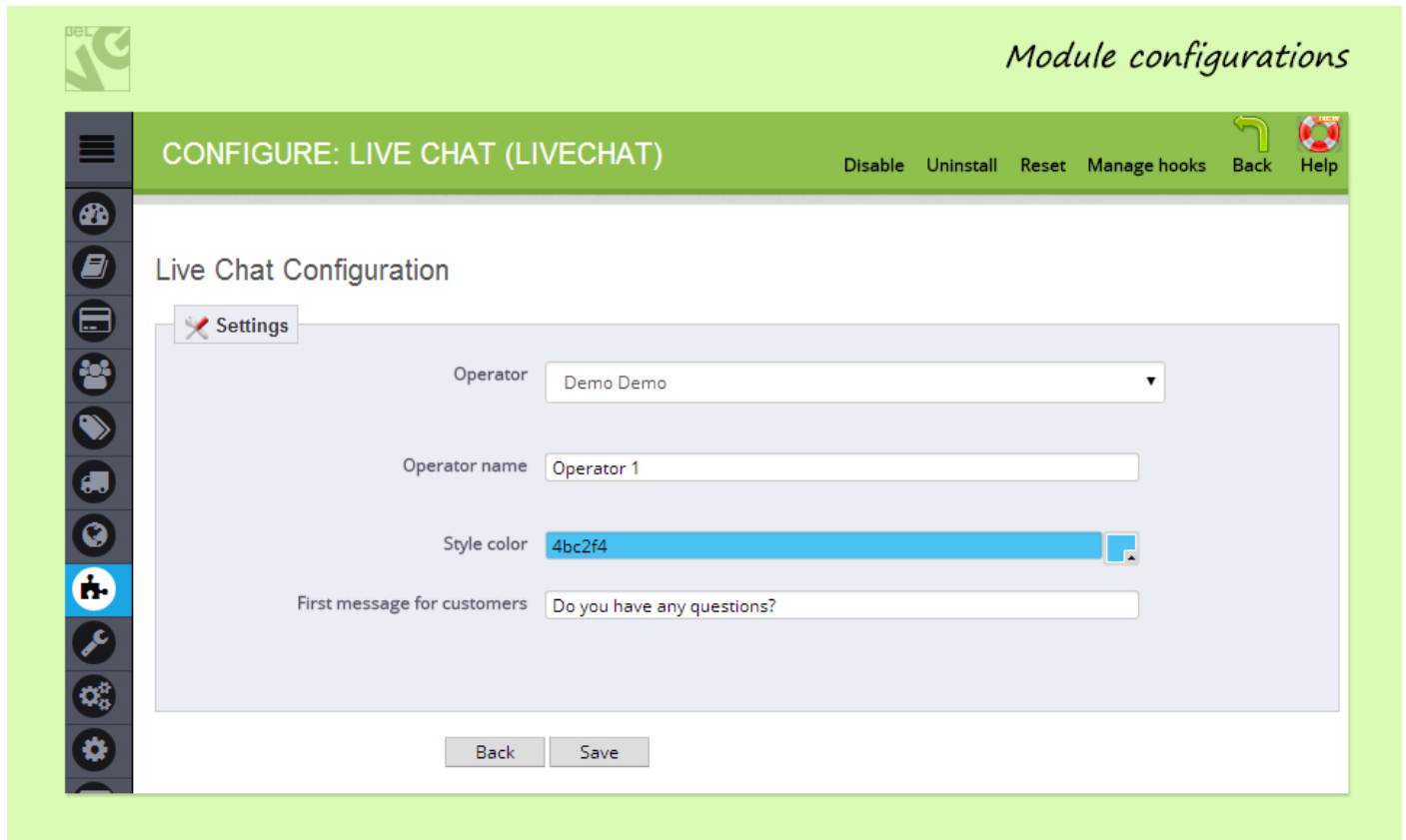
Click the button **Disable** in **Modules -> Front Office Features**.

To remove the extension from the server, press **Delete** in **Modules -> Front Office Features**.

3. How to Configure

Log in to the admin panel, and we will show you how to configure the extension step by step. To

view the extension settings, go to **Modules -> Modules -> Live Chat ->Configure:**



Choose an operator that will manage the current Live Chat session. To create and edit operators profiles go to Back Office -> Employees.

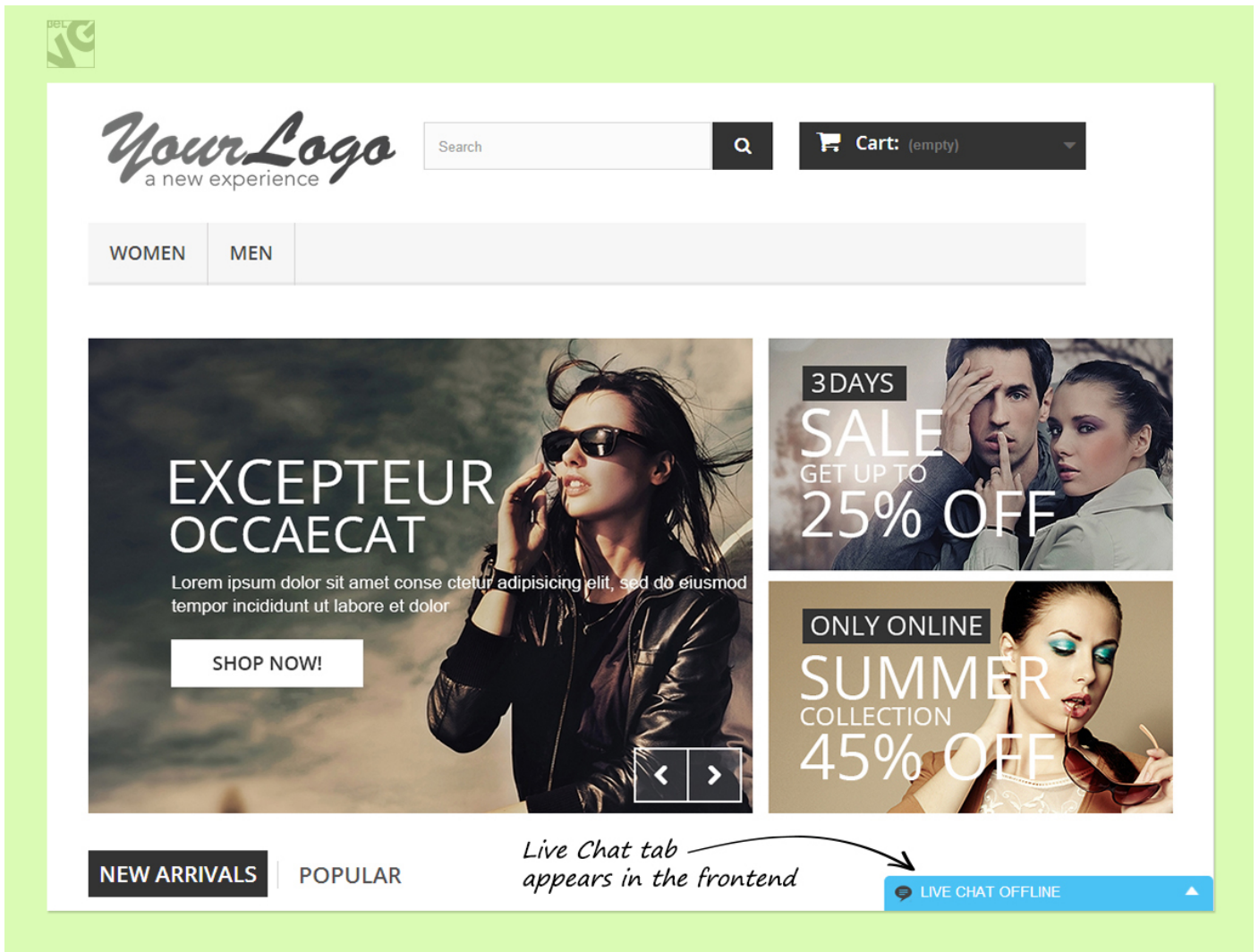
Enter operator name in the next field. This name will be displayed in the chat window and will be visible to users. The style color of the window can be chosen in the next field.

Now, enter the first message for your customers. This is a conversation starter that users will see in the chat field. You should also specify session life time (in seconds) – the period, after which all the messages, sent and received during the session, will be deleted.

Save all the settings.

4. How to Use

Live Chat tab is now in the bottom right corner of the front end.



After clicking on it, the user is asked to enter e-mail and name.

The screenshot shows a website layout with a green border. At the top left is the logo "Your Logo a new experience". To its right is a search bar with a magnifying glass icon and a cart icon labeled "Cart: (empty)". Below these are navigation tabs for "WOMEN" and "MEN". The main content area features three promotional banners: a large one for "EXCEPTEUR OCCAECAT" with a "SHOP NOW!" button, a "3DAYS SALE GET UP TO 25% OFF" banner, and an "ONLY ONLINE" banner. A live chat window is overlaid on the right, titled "LIVE CHAT OFFLINE", with the message "Please include your contact information." and input fields for "Name:" and "Email:". An "ENTER" button is at the bottom of the chat. A handwritten note "Enter your name and email" with an arrow points to the chat input fields.

After clicking on “Enter”, the user can start chatting. There are chat and entry fields.

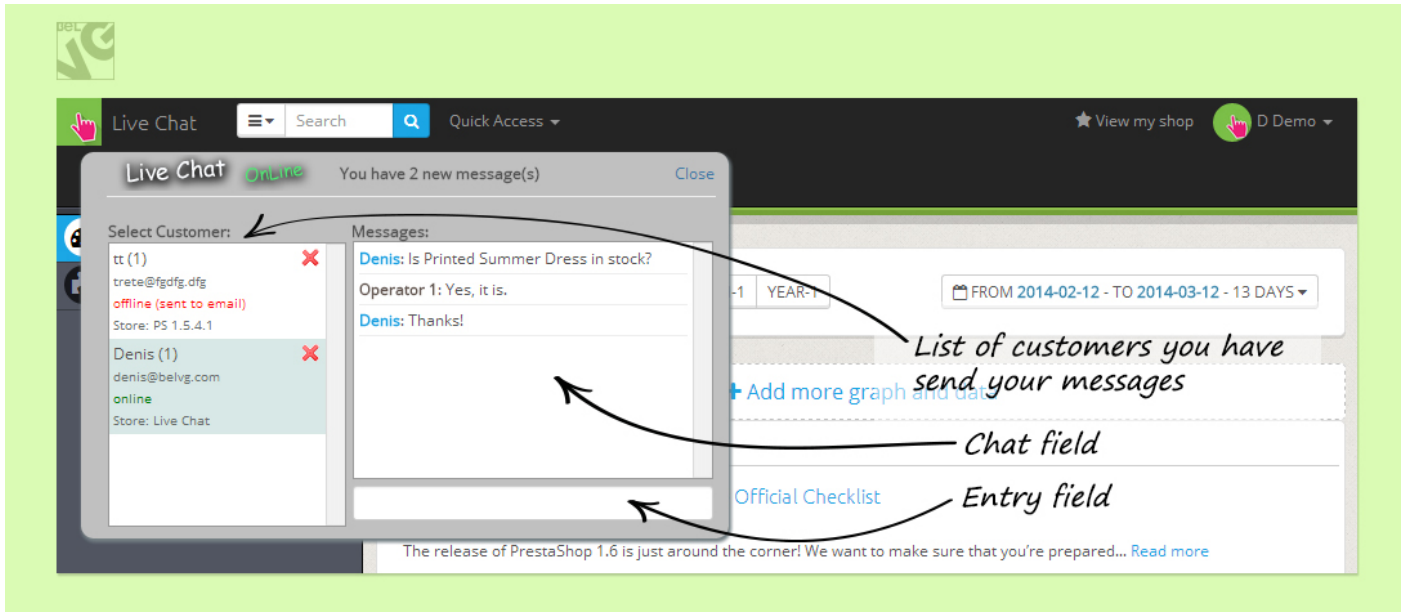
The screenshot shows a website interface with a light green background. At the top right, there is a link that says "Start chatting". Below this is a large banner with a woman in a leather jacket and text: "EXCEP TEOR OCCAECAT", "Lorem ipsum dolor sit amet conse ctetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolor", and a "SHOP NOW!" button. To the right of the banner is a promotional box: "25% OFF" and "ONLY ONLINE SUMMER COLLECTION 45% OFF" with an image of a woman's face. Below the banner are two tabs: "NEW ARRIVALS" (selected) and "POPULAR". Under "NEW ARRIVALS", there are three product cards, each with a "NEW" tag, an image of a dress, a title, a price, and "Add to cart" and "More" buttons. The products are: "Printed Summer Dress" (\$30.51), "Long Printed Dress" (\$30.99), and "Printed Summer Dress" (\$30.50). On the right side, a "LIVE CHAT ONLINE" window is open, showing a conversation: "Operator 1: Do you have any questions?", "Denis: Is Printed Summer Dress in stock?", and "Operator 1: Yes, it is." There is an input field for "Enter your message:" at the bottom of the chat window.

Operator receives and answers messages in the Live Chat tab that appears in the backend after the installation. After user sends a message, operator gets both a single sound signal and a flashing “New message” notification.

The screenshot shows the backend interface for the live chat. At the top right, it says "Live Chat tab in the backend". The interface includes a navigation bar with "Live Chat", a search bar, "Quick Access", "View my shop", and a user profile "D Demo". Below the navigation bar, there is a notification bar: "Live Chat ONLINE You have 2 new message(s) Open". The main area contains a sidebar with icons for a globe and a puzzle piece. The main content area has a filter section with buttons for "DAY", "MONTH", "YEAR", "DAY-1", "MONTH-1", and "YEAR-1". To the right of the filter section is a date range selector: "FROM 2014-02-12 - TO 2014-03-12 - 13 DAYS".

Clicking on “Open” expands the tab. Here an operator can read and answer customers messages, see their e-mails and names.

To stop chatting with the user, click on the red cross next to his/her name.



If the user goes offline during the chat session, operator’s answer will be delivered to the e-mail address the user specified entering the Live Chat. All the messages users sent when operator was offline will be visible in the backend whenever he/she goes online.








Do you have questions about extension configurations?

[Contact us](#) and we will help you in a moment.



Our Office: *M. Bogdanovicha 130, Minsk, Belarus*

We look forward to your feedback. Comments, opinions and suggestions are largely appreciated. Read our **blog** and follow us on [Facebook](#), [Twitter](#), [Google+](#) and [LinkedIn](#) to know BelVG latest news, analytics and discount offers. See you online!

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