Live Chat

LIVE CHAT

BELVG

Table of Contents

1. Introduction to Live Chat

Be a close neighbor for visitors of your webstore and organize two-way communication, using **Prestashop Live Chat** module. 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;
- Ability to set types of questions that a customer can select before starting a chat;
- Sending and receiving offline messages;
- Configurable tab design;
- Sound signal;
- Multiple operators can be added;
- All information about chats and users is saved and can exported in CSV format;
- Emoticons available for both customers and operators;
- Operators can switch chats;
- Several operators can participate in one chat.

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**->**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 form the server, press **Delete in Modules**->**FrontOffice 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 -> Live Chat –>Configure**:
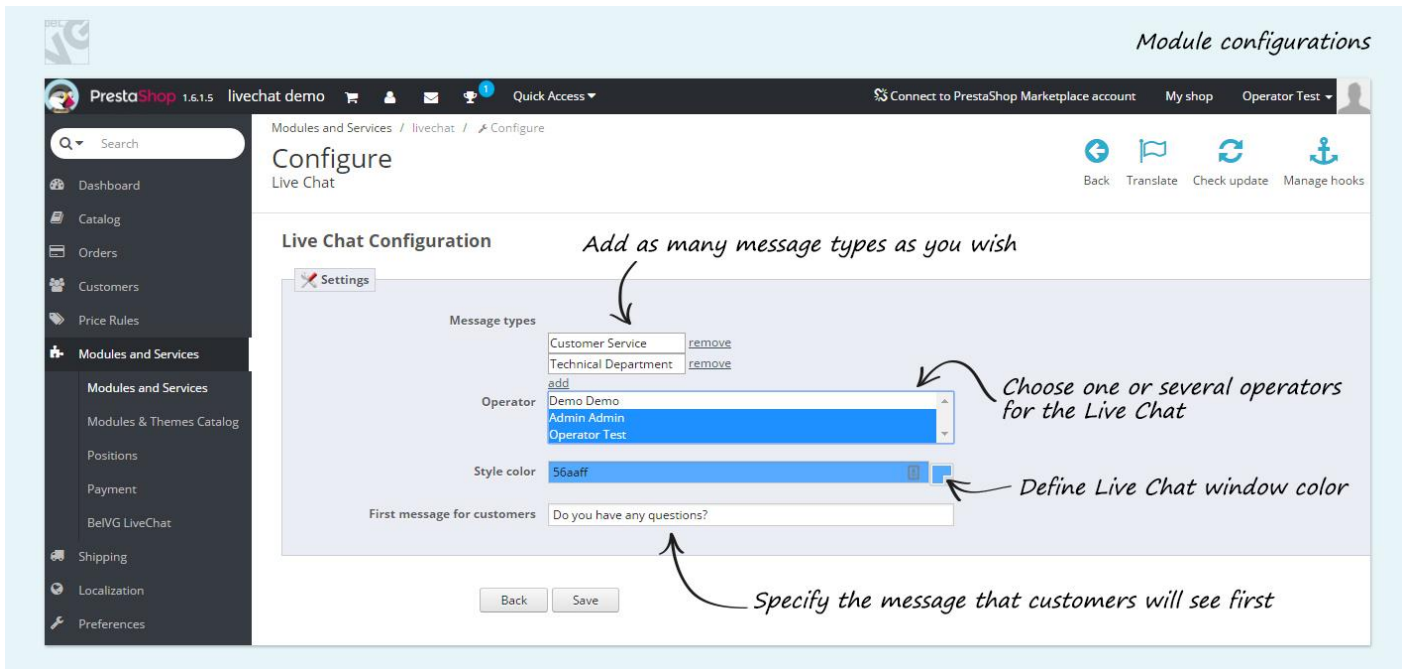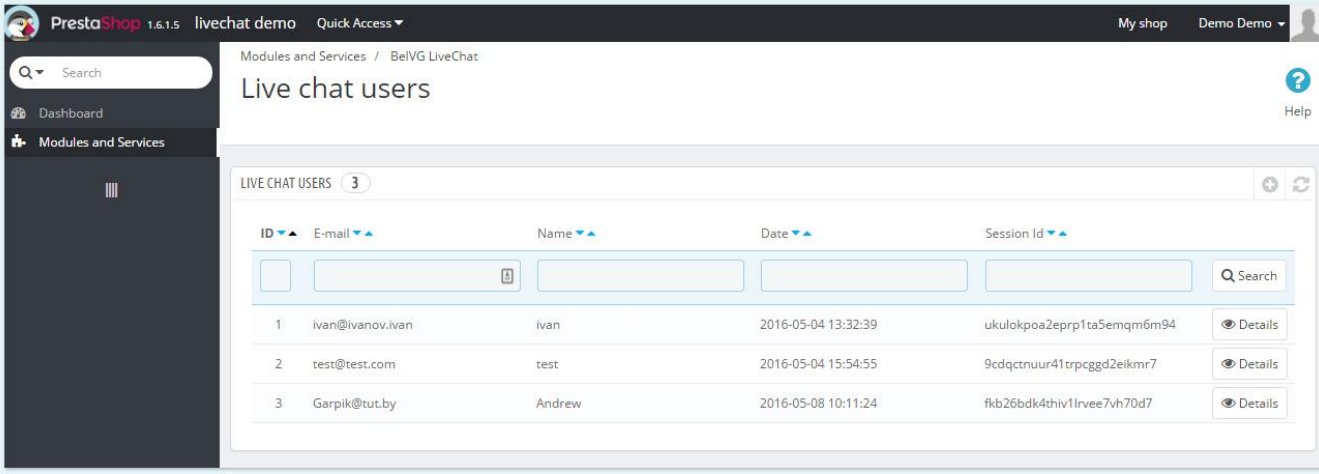
- **Message Types -** in the new version of Live Chat a store administrator can set up topics (departments) so customers could select the topic they would like to discuss or the department they would like to contact before starting a chat.

- **Operators** - a store administrator can create multiple operators. To do so, (s)he needs to add new employers in the administration panel, and all employers will be displayed in the list of live chat operators.

- **Style Color** - specify the color of the live chat window.

- **First message for your customers** - this is a conversation starter that users will see in the chat field.

Live Chat Users

Navigate to **Modules and Services –> Live Chat –> Live Chat Users.** In the new version of Live chat, all information about live chats are saved in a special section in the admin panel.

The list of Live Chat users
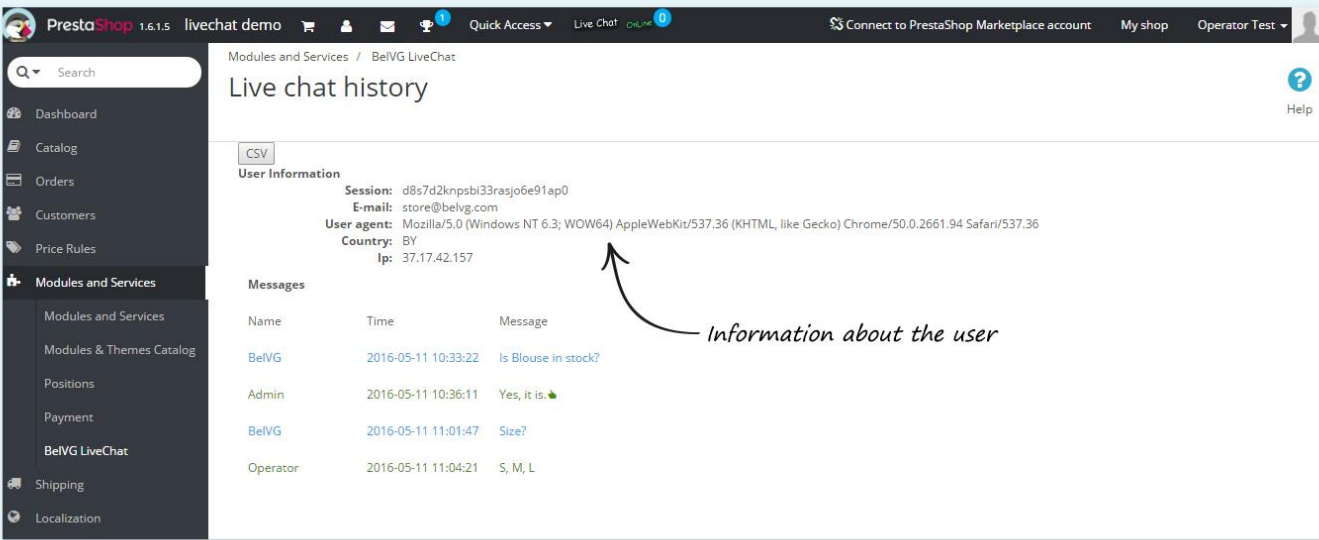
These logs contain information about each user's chats and the information about the user. Also it's possible to export all this information in **CSV format**.


Live Chat history

Information about the user

4. How to Use

Live Chat tab is now in the bottom right corner of the front end.
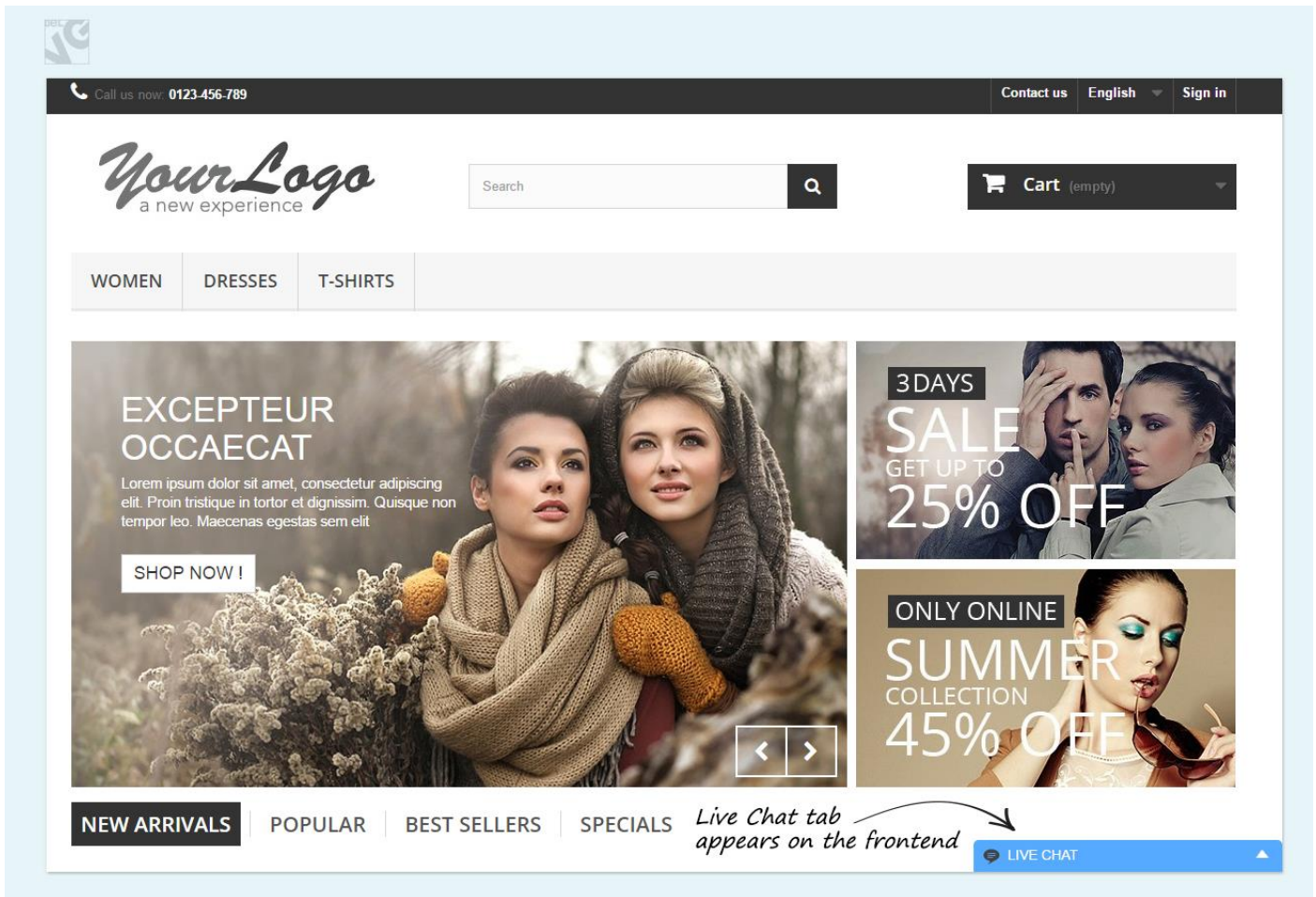
After clicking on it, the user is asked to enter e-mail and name. Also before starting a chat, a customer need to select the type of question (s)he would like to or the department that (s)he would like to contact.
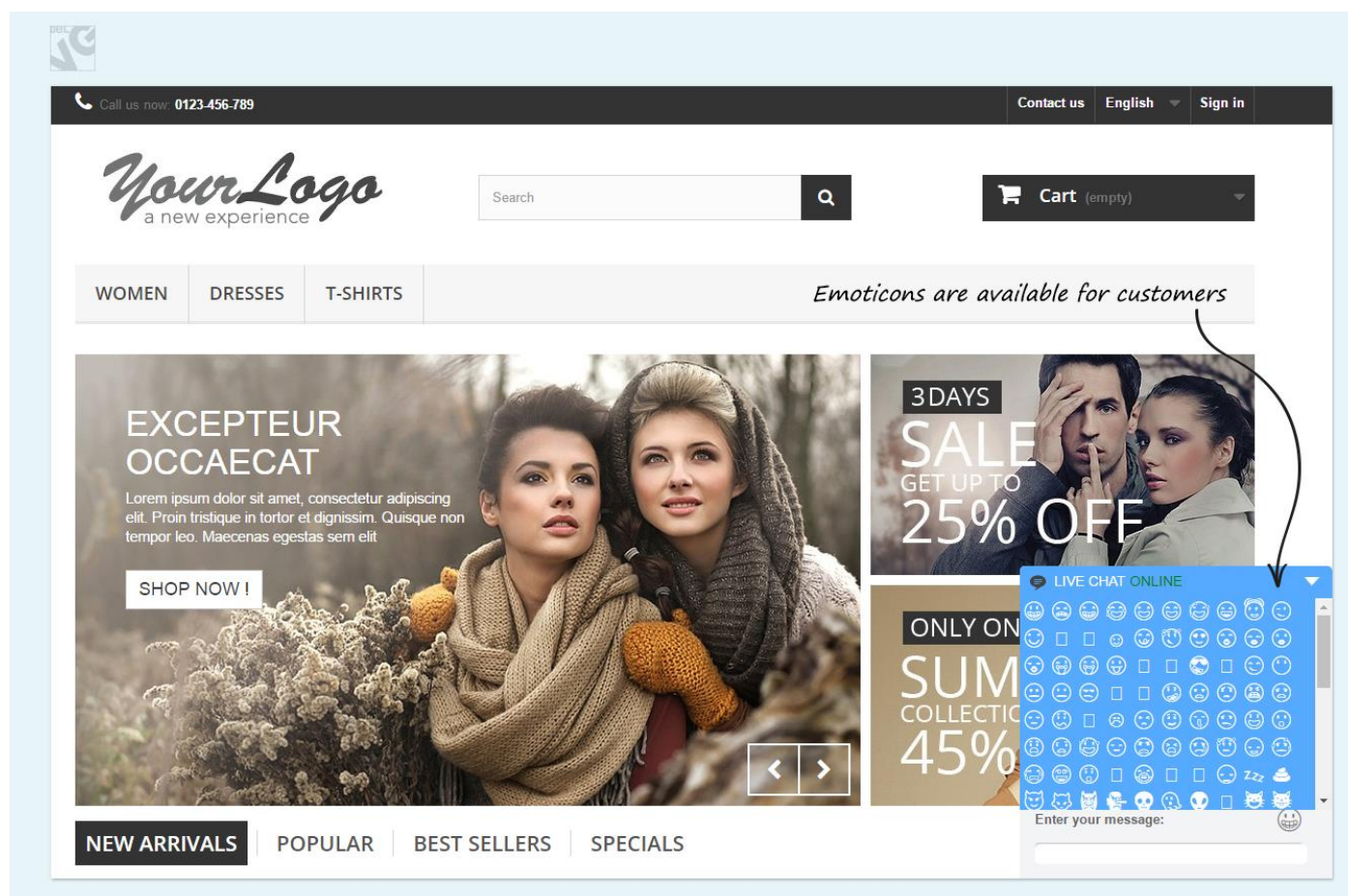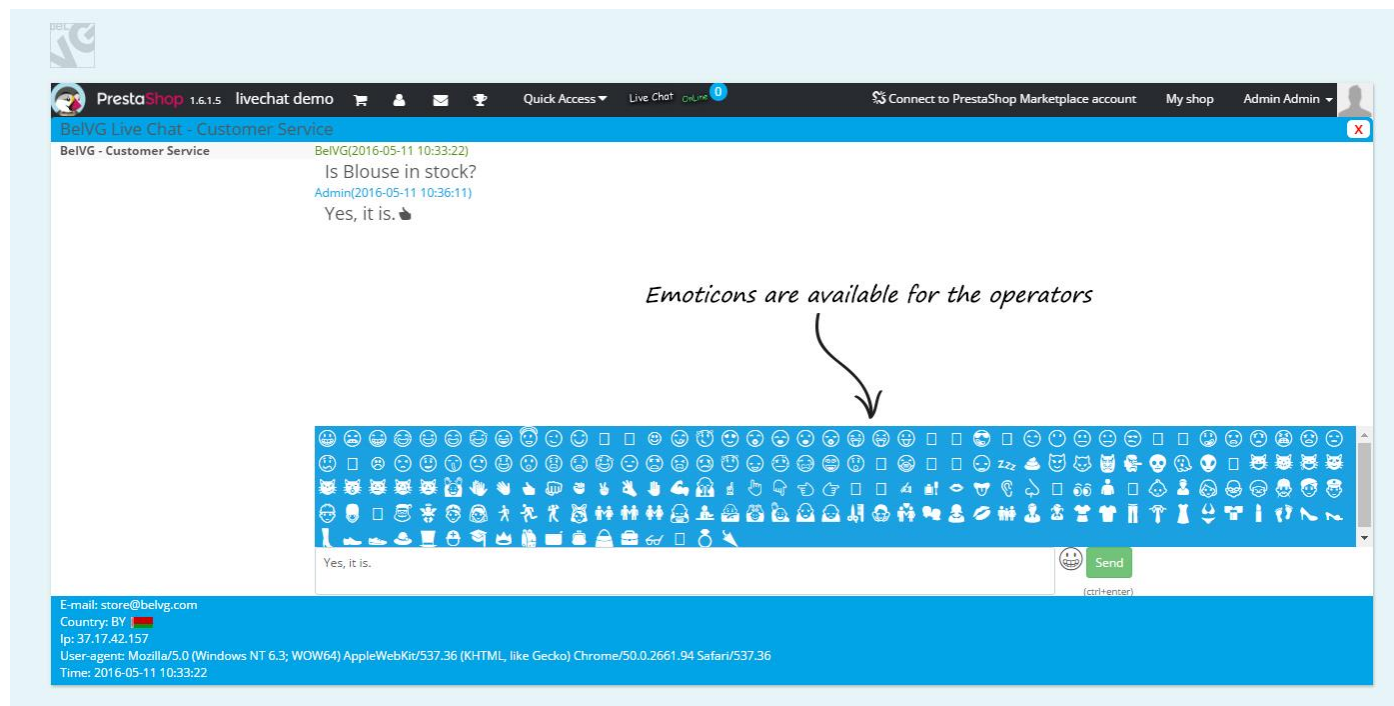
Customer can choose a question type before he starts a chat
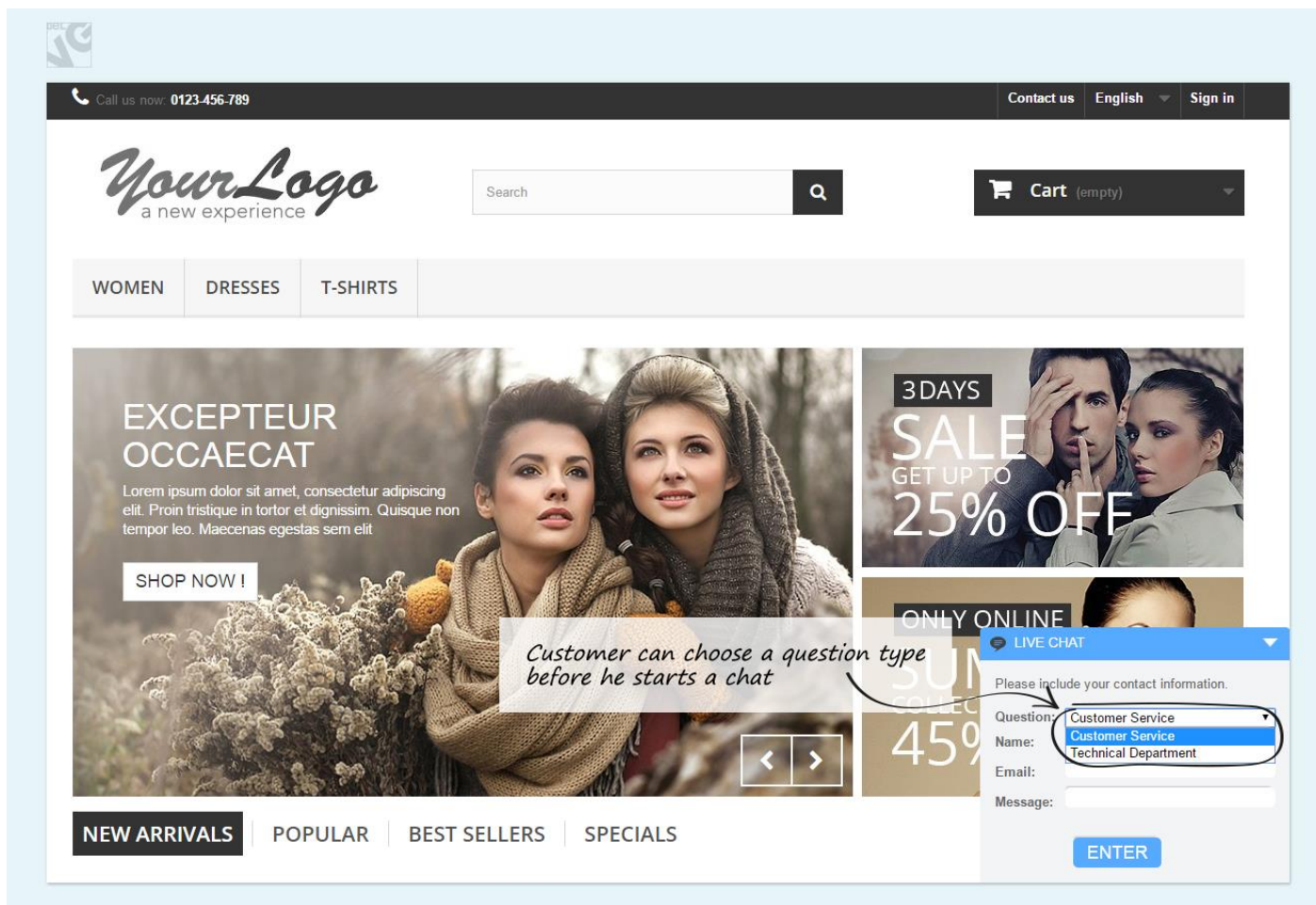
As soon as a new chat is started, an operator sees **unread messages at the top of the admin panel and gets a** single sound signal.

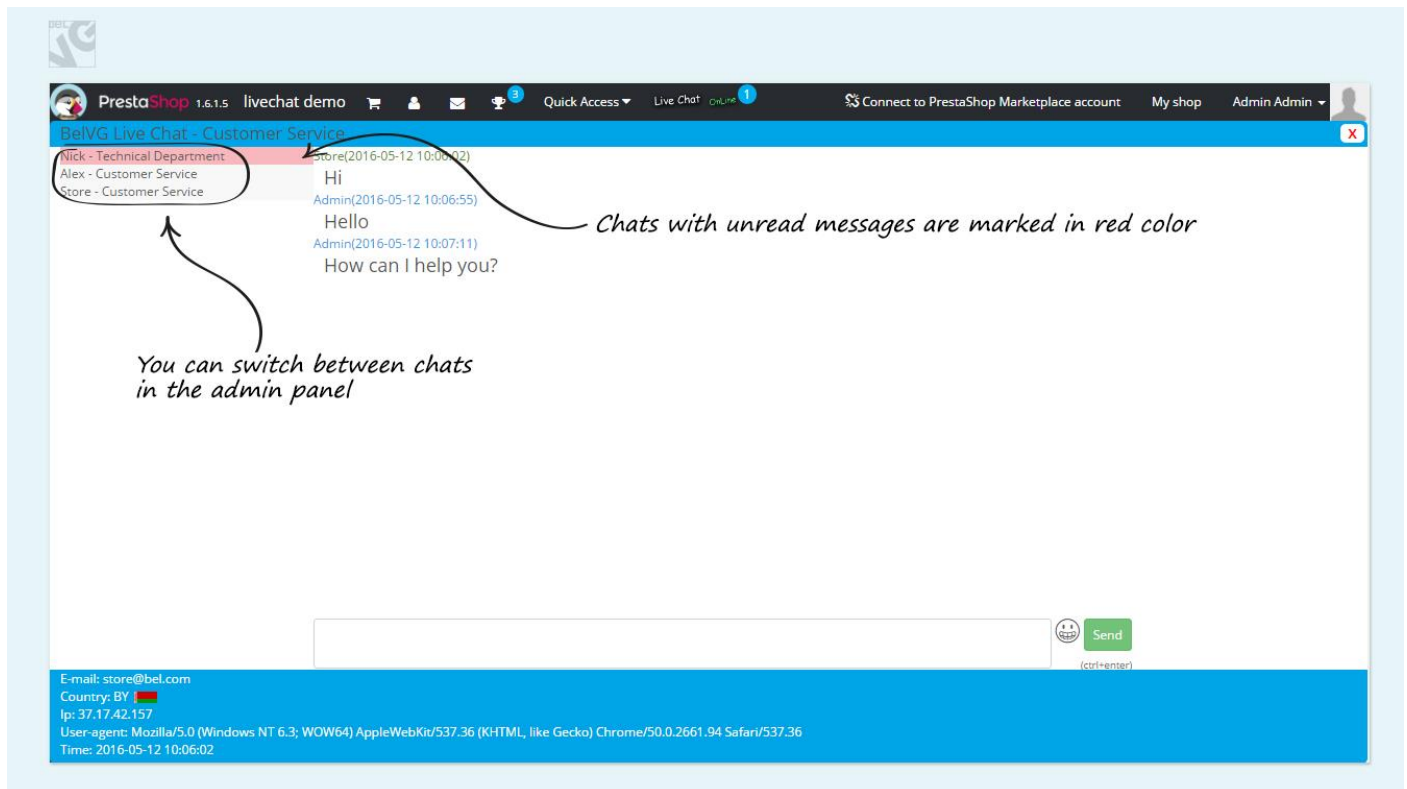Live Chat tab in the backend
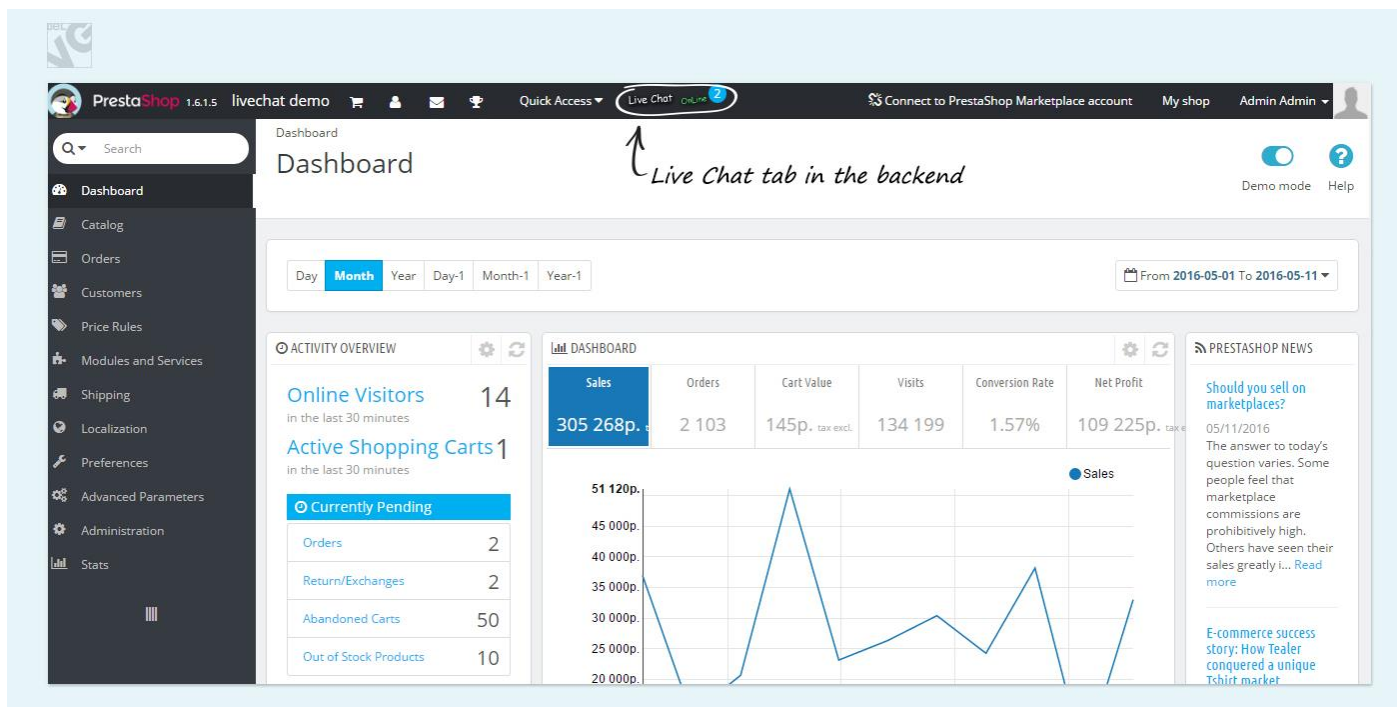
Emoticons are available for both operators and customers.

An operator can switch between chats and can see the type of question or the department that a customer selected.

Also on chat page, the operator can see all the information about the user such as email, country, IP address, browser and their current local time.

Several operators can be connected to one live chat and reply a customer simultaneously.

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.

OurOffice:*10A, Biruzova,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!

	BelVGblog	http://blog.belvg.com	Google+page http://gplus.to/BelVG	
	Facebookpage	http://facebook.com/BelVGcom	Inpagehttp://linkedin.com/company/belvg	
	Twitterpage	http://twitter.com/BelVG_com	Skype store.belvg	
	E-mail	store@belvg.com	Phone UK: +441173181541	