

**amasty**

For more details see how the [Live Chat for Magento 2](#) extension works.

# Guide for Live Chat for Magento 2

Let customers be always in touch with you! Provide them with proper and convenient communication in channels that they are used to with Live Chat extension.

- Grow sales with orders made via chat
- Provide an easy way for your customers to reach you
- Reduce abandoned carts with timely provided consultancy
- Cut expenses on custom chat solutions

## Configure General Settings

To access the settings of 'Live Chat for Magento 2' please go to **Stores → Configuration → Messenger Widget**

The screenshot shows the Magento 2 configuration interface. At the top, there is a 'Scope' dropdown set to 'Default Config' and a 'Save Config' button. On the left, a sidebar menu shows 'GENERAL', 'AMASTY EXTENSIONS', and 'Extensions & Notifications'. The 'Messenger Widget' option is selected. The main content area displays the 'Messenger Widget 1.0.0 by amasty' settings. A blue 'FEATURE REQUEST' button is visible. A green information box contains the text: 'Need help with the settings? Please consult the [user guide](#) to configure the extension properly.' Below this, the 'Messenger Widget' section has two dropdown menus: 'Messenger Widget Enabled' (set to 'Yes') and 'Position' (set to 'Bottom right'). The 'Privacy Policy' section has a dropdown menu for 'Privacy Policy Enabled' (set to 'No').

## Messenger Widget

In this section, you can enable/disable the module and set a custom position of the messenger widget on your site.

**Messenger Widget Enabled** - The option turns on/off the module.

**Position** - This option allows you to choose the position of Messenger Widget on your website. Please, choose one of six available positions:

- Bottom right
- Bottom left
- Middle right
- Middle left
- Top right
- Top left

If you have more than five messengers, they will be displayed vertically in a row on your website. Please note, that in the mobile version the widget is visible only from the bottom left and bottom right positions.

**Privacy Policy Enabled** - The option enable/disable the Privacy Policy pop-up. Set 'Yes' if you want to add a pop-up with any custom Privacy Policy text in your store which will be displayed until the customer accepts it.

### Privacy Policy



Privacy Policy Enabled <small>[store view]</small>	<input type="text" value="Yes"/>
Policy Text <small>[store view]</small>	<div style="border: 1px solid #ccc; padding: 5px;"><p>We use cookies to help improve our services, make personal offers, and enhance your experience. If you do not accept the optional cookies below, your experience may be affected. If you want to know more, please read the Cookie</p></div> <p><small>Only 'a', 'b', 'br', 'em', 'i', 'li', 'ol', 'p', 'strong', 'sub', 'sup', 'ul' tags are allowed</small></p>

## Messengers

To view, edit and create messenger widgets, please go to **Marketing → Messengers**. A convenient grid displays all existing messengers. Discover mass actions to delete or change messenger status faster. To submit a new entry, please click the 'Add New Messenger' button in the upper right corner of the page.

# Messengers

demouser

Add New Messenger

Filters Default View Columns

2 records found

20 per page 1 of 1

Actions	Messenger Name	Status	Store Views	Comment	Sort Order	Action
<input type="checkbox"/> 	Instagram	ACTIVE	Main Website Main Website Store Default Store View	activated 30.09.21	1	Edit
<input type="checkbox"/> 	Facebook Messenger	ACTIVE	Main Website Main Website Store Default Store View	activated 29.09.21	2	Edit

Every messenger on the grid has an 'Edit' option. If you want to make some changes in the messenger settings, select this option or just click the post line.

## Messenger Properties

### New Messenger

demouser

Back Save

#### Messenger Properties

Is Active  No

Messenger \*

Link \*  ?  
Set a link for customers to reach your messenger account. For more information please see User Guide.

Store View \* 

- All Store Views
- Main Website
- Main Website Store
- Default Store View

Comment   
Add some information that will help you to manage this messenger

Tooltip   
Set a tooltip for messenger icon

Sort Order

**Is Active** - The option activates/inactivates the messenger in the widget.

**Messenger** - Here you can select a required messenger from the list. The module supports the following messengers:

- WhatsApp
- Facebook Messenger
- Snapchat
- Skype
- Discord
- Viber
- Telegram
- Kik
- Line
- WeChat
- KakaoTalk
- Tango
- imo
- Instagram
- Twitter
- QQ
- Threema
- Signal
- Wire

You can always add any messenger not from the list by selecting the 'Other' option. You also need to add a custom title and upload an icon for the new messenger.

**Link** - In this field, you need to enter a link to your profile/account in the messenger to allow customers to contact you.

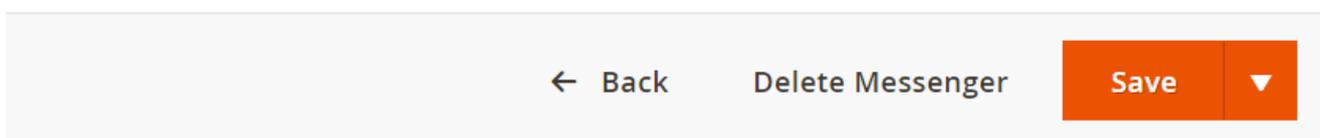
**Store View** - Specify the store view the messenger will be displayed on.

**Comment** - Here you can add any custom comment to the messenger that will help you while managing all messengers.

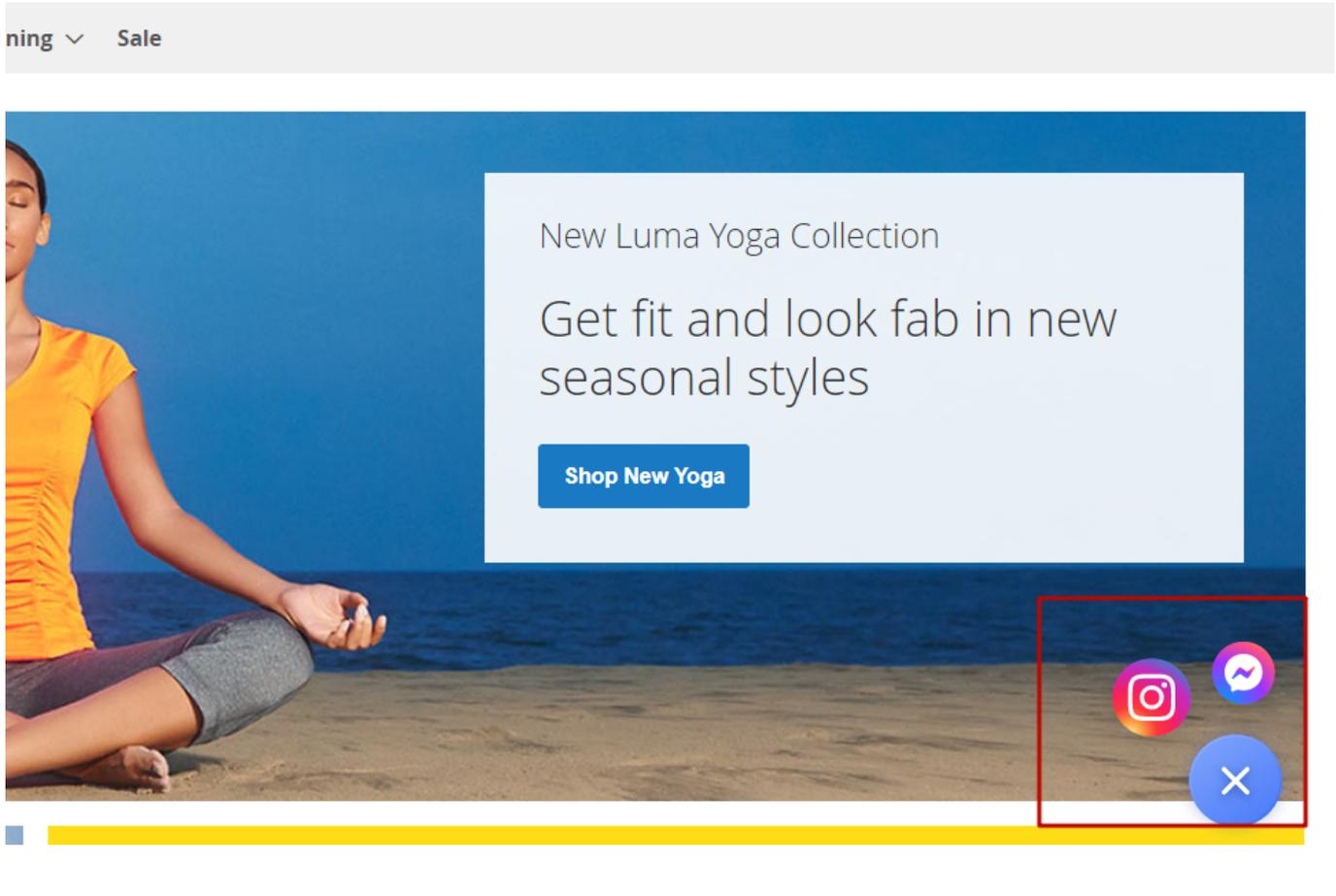
**Tooltip** - In this field, you can add a custom tooltip for the messenger icon.

**Sort Order** - Set the sort order of a messenger in the widget.

After creating the messenger, click the 'Save' button in the upper right corner of the page. You can also delete any messenger from the grid in this section by clicking the 'Delete Messenger' button.



Now you can see the created messenger in the widget on the website.



Find out how to install the Live Chat extension via [Composer](#).

From:  
<https://amasty.com/docs/> - **Amasty Extensions FAQ**

Permanent link:  
[https://amasty.com/docs/doku.php?id=magento\\_2:chat](https://amasty.com/docs/doku.php?id=magento_2:chat)

Last update: **2021/12/03 09:14**

