USER GUIDE

for

FACEBOOK LIVE CHAT

BEFORE WE GET STARTED

Facebook Live Chat extension helps Magento merchants increase average order value by recomending personalized products and upselling relevant items to shoppers.

Using big data and machine learning, we build smart recommendation algorithms behind to monitor sales data history of the store, customer's browsing and purchasing behavior, in order to generate the most relevant recommendations.

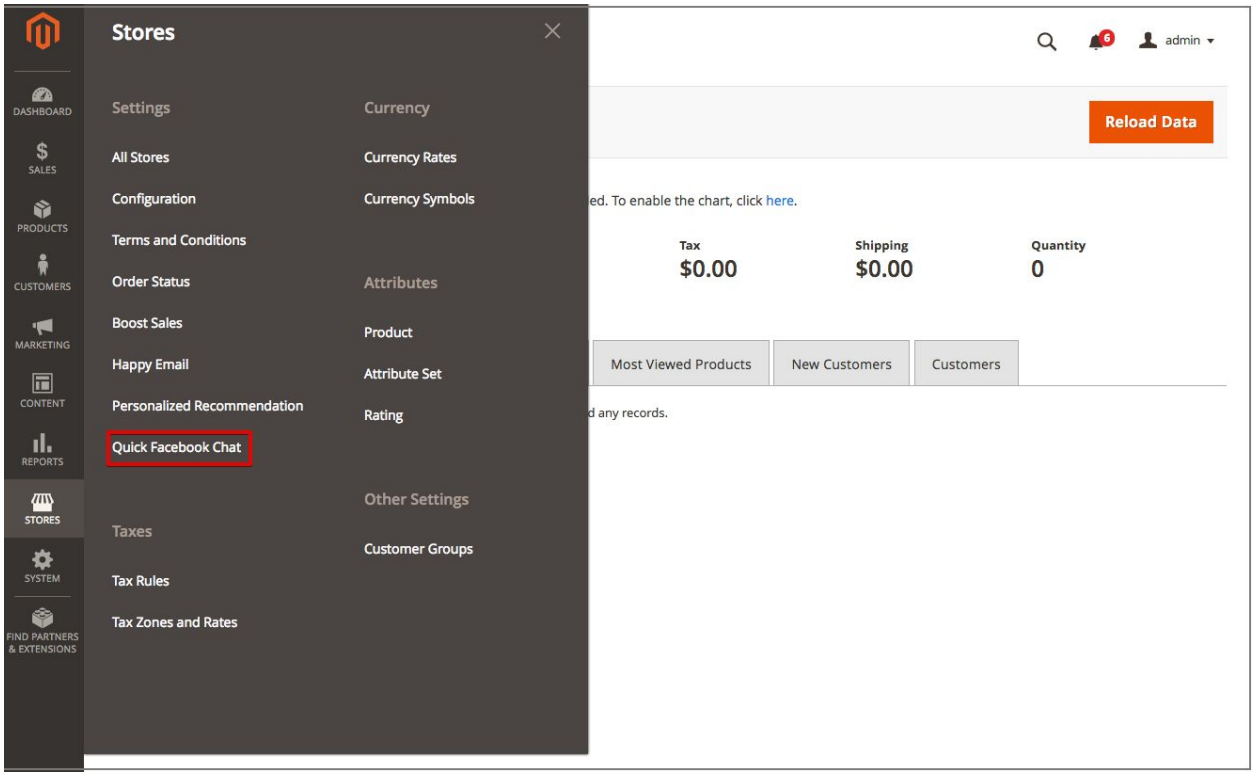
Your store will also be empowered to automatically sell even more with the Upsell popups, that display right when customers click to buy any product in the recommendation blocks.

Let's discover how you can master **Facebook Live Chat** extension by following the detailed instruction below.

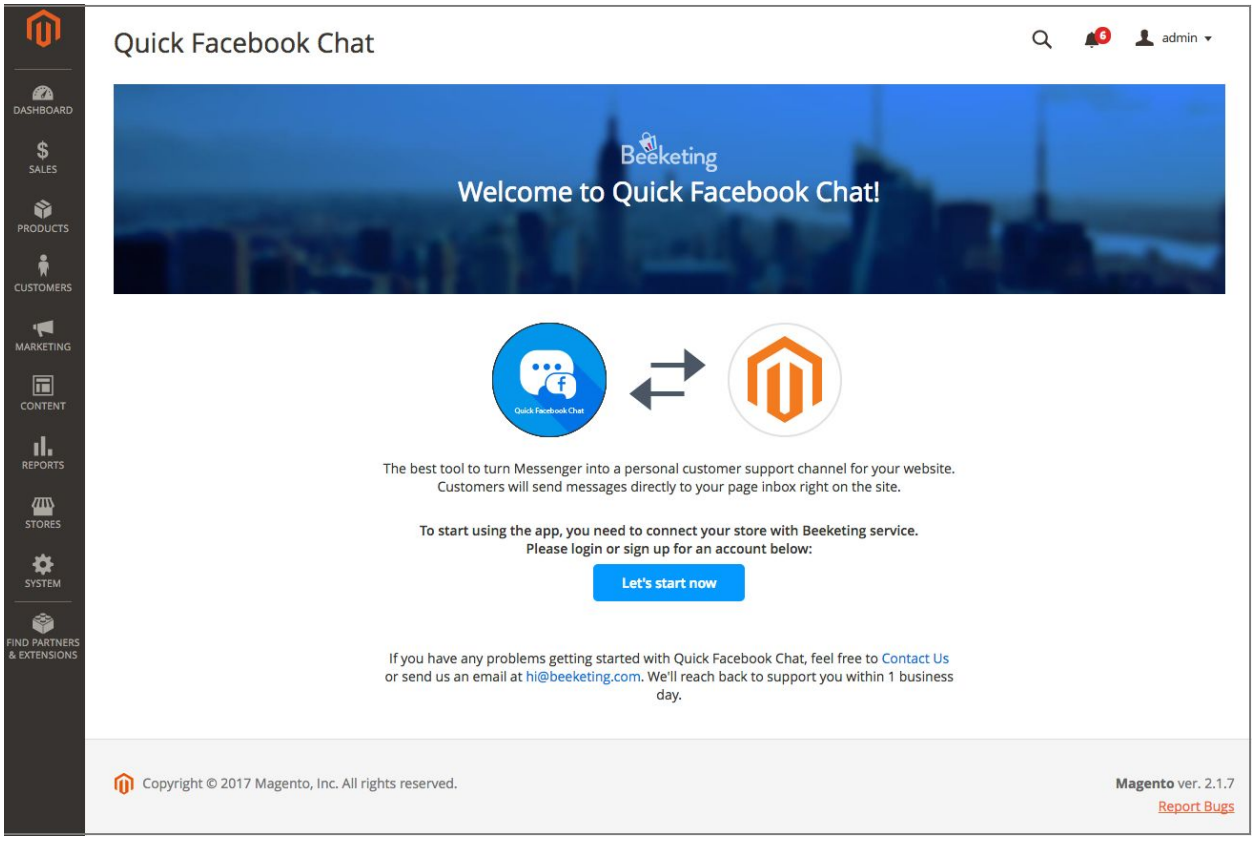
Note: **Facebook Live Chat** extension is a connector between Magento stores and Quick Facebook Chat app built and developed by Beeketing. You will find all materials and information from Beeketing relate to the Quick Facebook Chat app.

CONNECT WITH BEEKETING PLATFORM

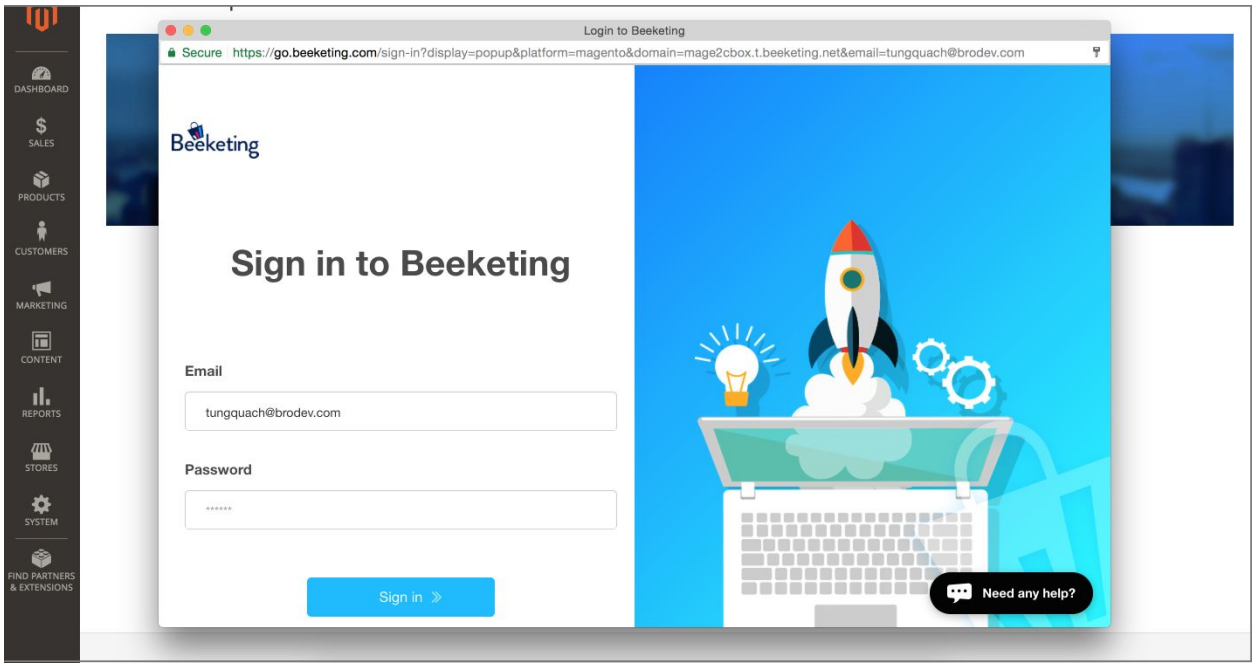
After installing the extension, go to **Stores >> Settings >> Quick Facebook Chat** to open it on your Magento admin.



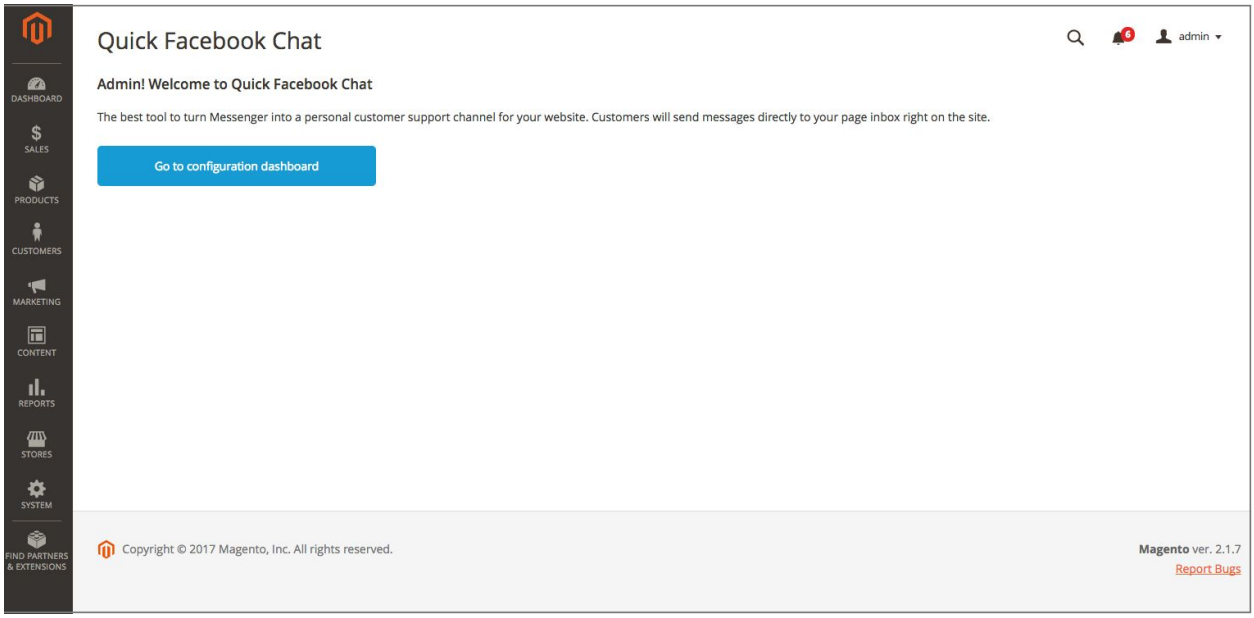
You will be asked to connect your store with Beeketing platform by signing up for a new account (if you are a new Beeketing user), or logging in (if you already have a Beeketing account).



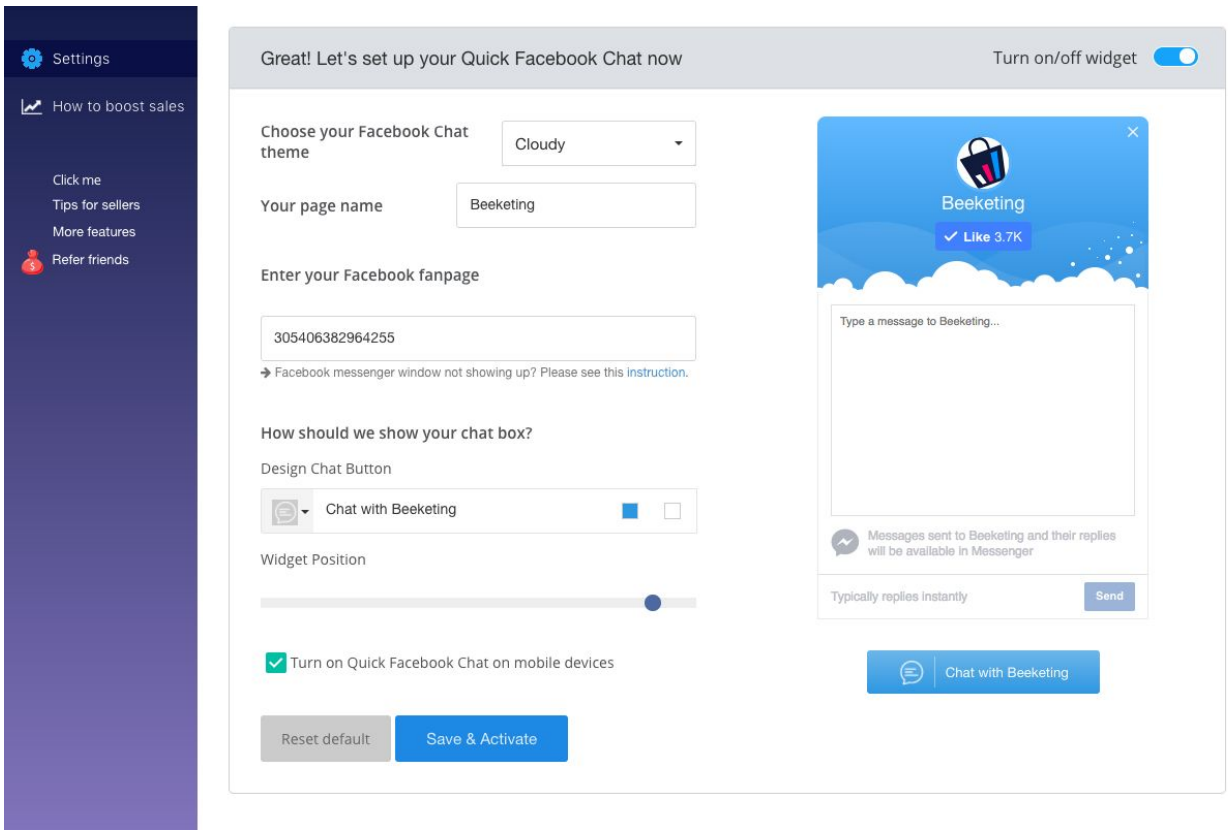
Click “Let’s start now” button and a native popup will appear to guide you through the login/signup process:



Once logged in successfully, you will see a message as below:



SET UP & DESIGN THE CHAT WIDGET



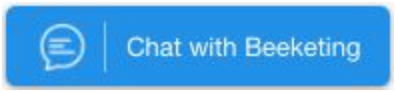
It is required that you have a Business Facebook Page that you can connect with the chat widget of this extension. Personal Facebook account cannot be used.

Step 1: Connect with Facebook Page Messenger:

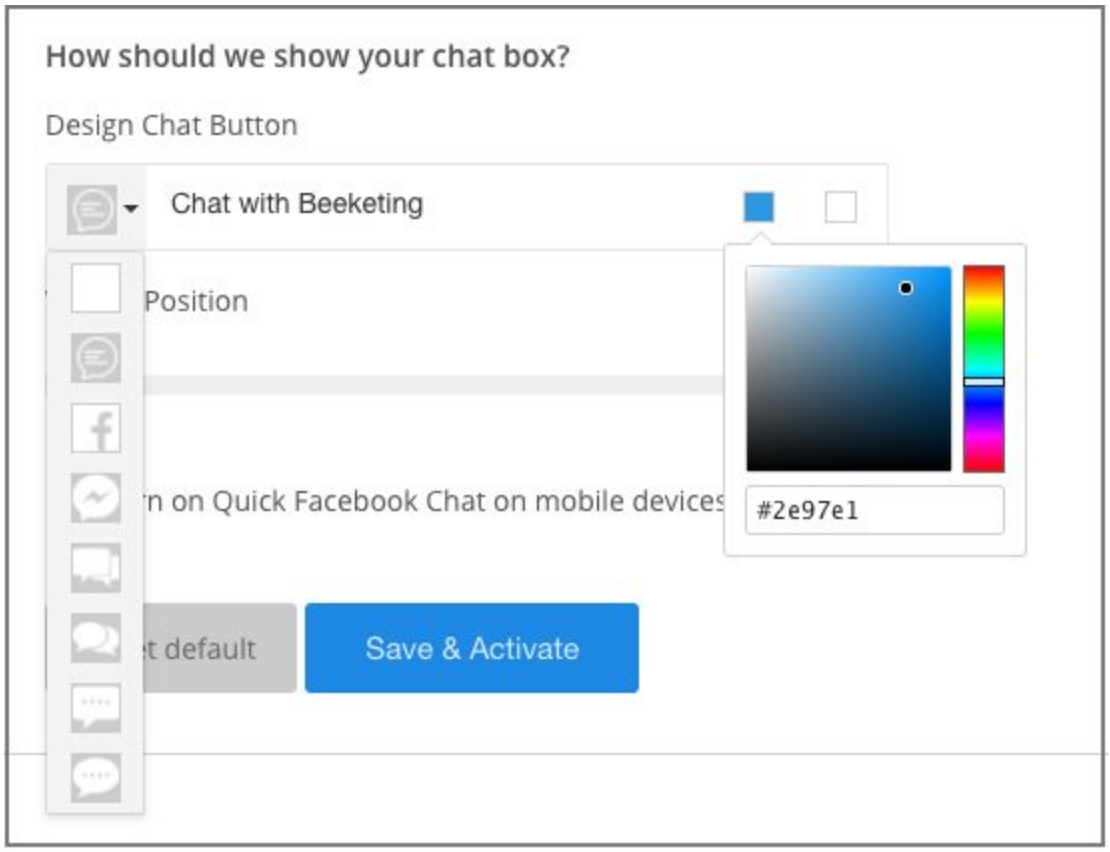
In the “Enter your Facebook fanpage” field, insert the Facebook ID of your page. Refer to this guide from Facebook on how to find your page ID.

If you insert the correct page ID, the chat widget preview will display the demo for you. If the chat box is not showing on the preview, refer to this instruction for common causes and how to fix.

Step 2: Design your chat button:

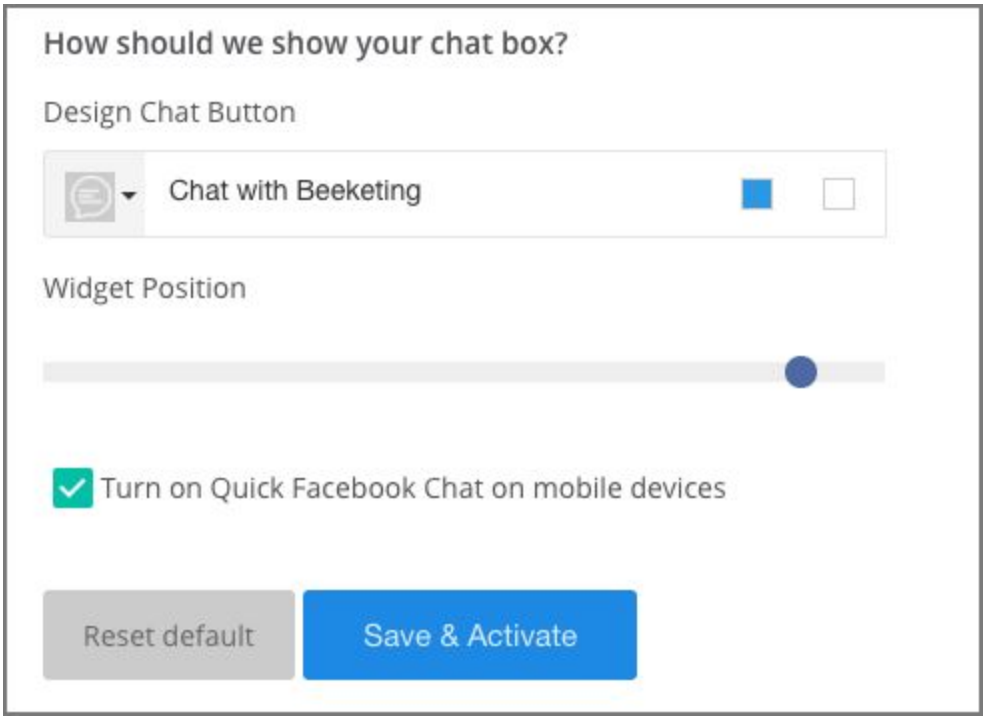


- Choose among many icons you want to set as the chat button
- You can choose the background and text color of the chat button



Yo

- Move the position of the chat widget horizontally by the page bottom
- Turn on/off the chat widget on mobile web



We have walked you through all settings in **Facebook Live Chat** extension. Simple, isn't it?

Need any support? Contact us at **hi@beeketing.com** and we will be right back to you within 1-2 business days to support you.