



## Knowledge Base

### Connect or Disconnect Botgento for Magento 2

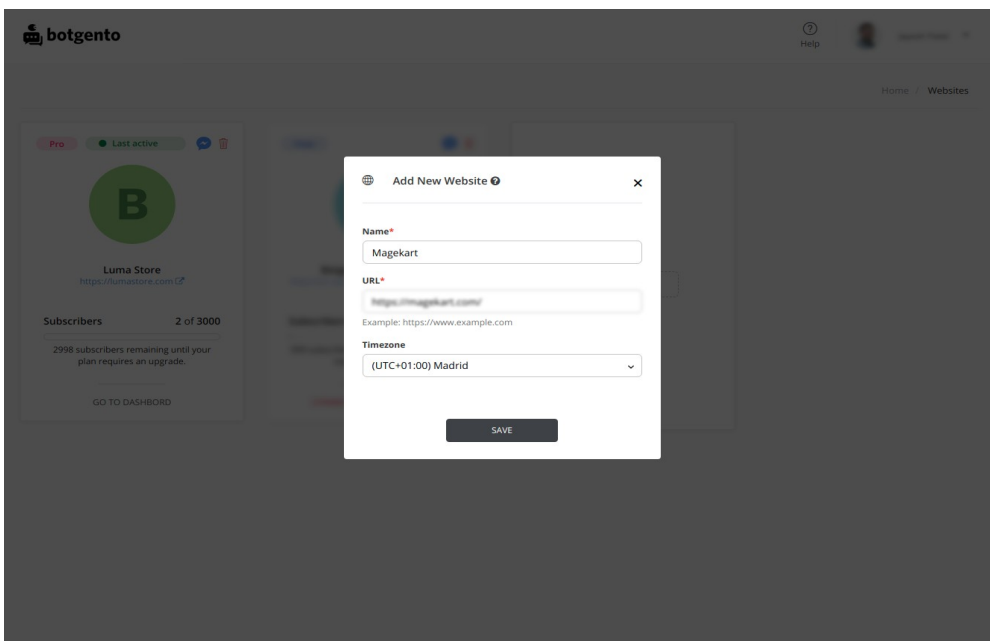
Botgento for Magento 2 is a free tool for creating Facebook page messenger chatbot for e-commerce which is build in Magento framework.

#### Before you start

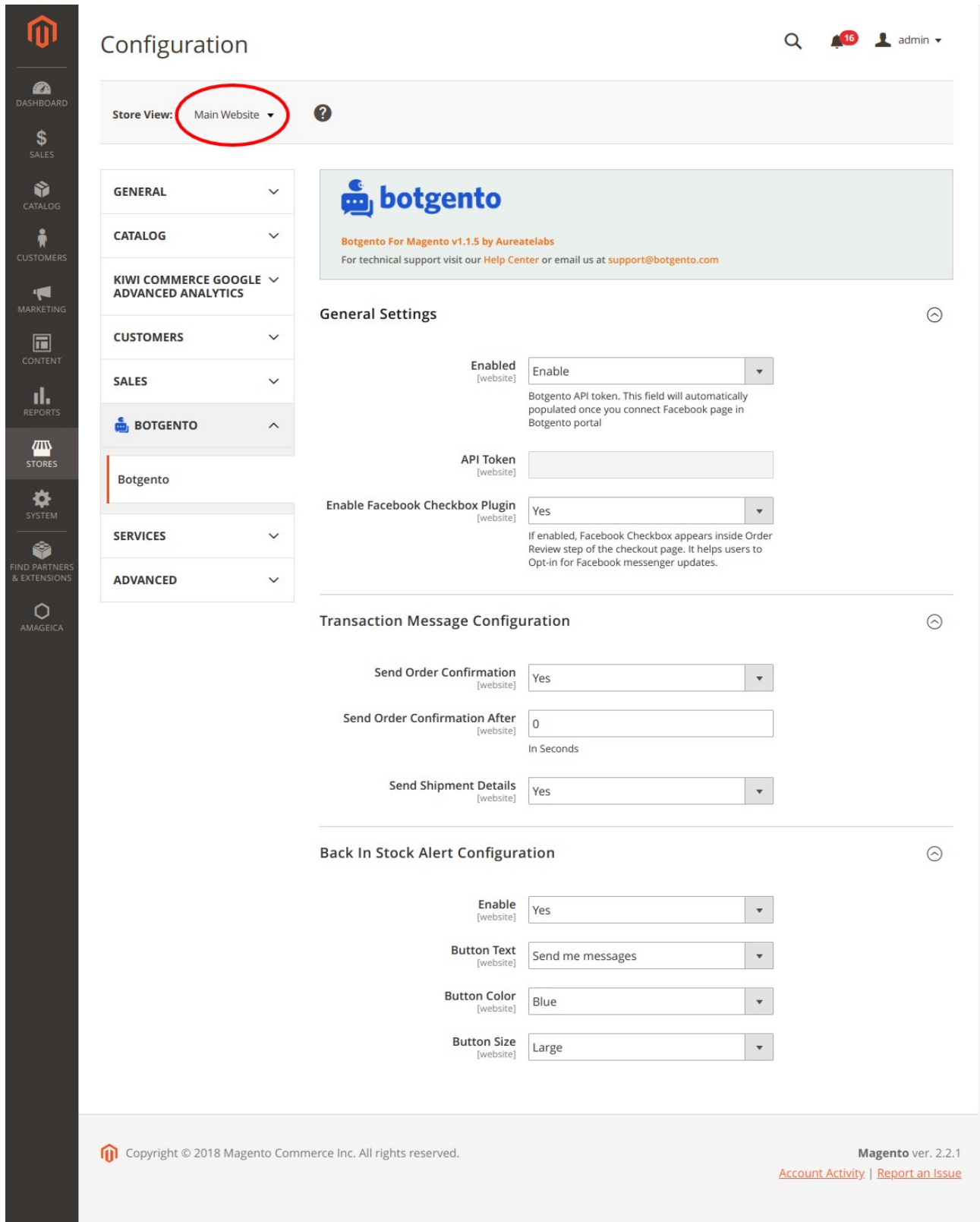
- This is an advanced feature recommended for users familiar with the Magento 2 Component Manager. Contact your Magento expert or developer for assistance if you need to.
- You will need a Botgento account to get started. Click here for more detailed pricing information, <https://www.botgento.com/pricing>

#### Configure and Connect

1. Create your FREE Botgento account. Account verification is required before starting Botgento service.
2. Navigate to your Botgento Dashboard.
3. Create new website and enter the accurate details of your Magento store.



4. Install Botgento extension for Magento 2.
5. Navigate to your Magento 2 Admin panel.
6. Click on Botgento setting which is located under your Store Configuration page. Make sure your **Store View** is set to website scope and the website you entered in Botgento is selected.



Configuration admin

Store View: **Main Website**

**botgento**  
Botgento For Magento v1.1.5 by Aureatelabs  
For technical support visit our [Help Center](#) or email us at [support@botgento.com](mailto:support@botgento.com)

### General Settings

**Enabled** [website]

Botgento API token. This field will automatically populated once you connect Facebook page in Botgento portal

**API Token** [website]

**Enable Facebook Checkbox Plugin** [website]

If enabled, Facebook Checkbox appears inside Order Review step of the checkout page. It helps users to Opt-in for Facebook messenger updates.

### Transaction Message Configuration

**Send Order Confirmation** [website]

**Send Order Confirmation After** [website]   
In Seconds

**Send Shipment Details** [website]

### Back In Stock Alert Configuration

**Enable** [website]

**Button Text** [website]

**Button Color** [website]

**Button Size** [website]

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7. Enable the Botgento plugin functionality inside Botgento General Setting and save the changes. Refresh your store configuration before move to further configuration.

8. Now again head over to Botgento Dashboard and follow setup wizard for your website. The setup wizard contains following steps:

- i. Connect Facebook account
  - ii. Connect Facebook page with chatbot
  - iii. Connect Botgento with Magento store.
  - iv. Configure greeting text for new subscriber of your chatbot.
- OPTIONAL

9. If wizard successfully completed, you can see the API token is auto populate in Botgento setting inside your Magento store configuration.

The screenshot displays the Botgento configuration interface within a Magento store. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Amageica. The main content area is titled 'Configuration' and shows the 'Main Website' selected as the 'Store View'. A 'BOTGENTO' section is expanded in the left sidebar. The 'General Settings' section is active, showing the following configurations:

- Enabled** [website]: Enable (dropdown)
- API Token** [website]: j8kxFm9Osoj1hnO6fEpLYvDqNRiIVZ3tXXXX (text input, highlighted with a red arrow)
- Enable Facebook Checkbox Plugin** [website]: Yes (dropdown)

The 'Transaction Message Configuration' section shows:

- Send Order Confirmation** [website]: Yes (dropdown)
- Send Order Confirmation After** [website]: 0 (text input, with 'In Seconds' label below)
- Send Shipment Details** [website]: Yes (dropdown)

**Note:** You have to refresh store cache.

## **Botgento chatbot service guide:**

You'll find series of video tutorials having great attention to every minute details and configurations to guide you for easy go:

- 1) Add website & connect Facebook page: <https://youtu.be/QvapbrY8kzc>
- 2) General chatbot configuration: <https://youtu.be/nk4XUM4Y-p0>
- 3) Set chatbot entry point on website: <https://youtu.be/alRhiOiV7xQ>
- 4) Welcome message configuration: <https://youtu.be/mOLK9vJsAY0>
- 5) Broadcast message configuration: <https://youtu.be/nXzSxvmtu1o>
- 6) Shopping flow configuration: <https://youtu.be/Z511eM6PHsA>
- 7) Auto Response setting: [https://youtu.be/iP\\_5RCuoxM0](https://youtu.be/iP_5RCuoxM0)
- 8) Order confirmation & shipment message configuration:  
<https://youtu.be/zuDnHk9BMQU>
- 9) Configure User Acquisition, Abandoned Cart & Product In-stock alert:  
[https://youtu.be/kLPb25PNN\\_8](https://youtu.be/kLPb25PNN_8)

**If you have any question or suggestions, please contact us at:**

<https://www.botgento.com/contact/>