Intercom
User Guide

Permissions

1. Go to system → Permissions → User Roles.
2. Select the user role you want to grant permission.
3. Go to the tab "Role Resources".
4. Select **CompactCode → Intercom → Configuration.**
5. When this is selected, save the role.

Warning: By default, new modules grant access to every user role, even when they are not selected.

To deny permissions, just follow step 1-4. Deselect the mentioned resources and save the role.

Settings

Navigate to settings

1. After logging in to the Magento® backend click the CompactCode icon.
2. Click configuration under the "Intercom" title.

General settings

1. **Module enable:** enables the module.
2. **App id:** your unique code assigned to your intercom app. Don't know where to find your App Id? See: https://www.intercom.com/help/faqs-and-troubleshooting/getting-set-up/where-can-i-find-my-workspace-id-app-id.
3. **Access token:** this token is required to access data in your own Intercom workspace. Check: https://developers.intercom.com/building-apps/docs/authorization#section-access-tokens to find out where to find your access token.
4. **Knowledge base link:** the link to your knowledge base help center.

Button positioning

1. **Positioning:** the positioning of the intercom button icon.
2. **Padding vertical:** additional vertical padding in pixels.
3. **Padding horizontal:** additional horizontal padding in pixels.

Frontend navigation

A user can see all the support tickets in his "my account" page under the support tab. Here, he can see his opened, snoozed and closed tickets. To view the conversation linked to his ticket, simply click on a ticket in the list and the Intercom tab will open.

Presets

N°	Group name	Label	Presets	Explanation
1	General Settings	Module enable		Enables or disables the module.
2		App Id		Your Intercom App id.
3		Access Token		Your intercom Access token.
4		Knowledge Base Link		The link to your Intercom knowledge base.
5	Button Positioning	Position		The positioning of your Intercom icon, either bottom left or bottom right.
6		Padding vertical		The vertical padding of your icon.
7		Padding horizontal		The horizontal padding of your icon.