

# Facebook Chat User Guide

Before you install this module, you should make a backup of your site. The instance mode should be set to development before you begin the installation. Enter the console and navigate to run the command below.

1. `php bin/magento deploy:mode:set developer` then goto `/app/code` folder. (If you don't see the code folder, you need to create one. After that create an `Elfsight/FacebookChat` folder and extract the extension files into this folder. If there are any files already in the `Elfsight/FacebookChat` folder, remove them and replace with the new extracted ones).

2. Next, open the console and navigate to run the command: `php bin/magento setup:upgrade`  
Important: If you're installing the module in developer mode, you don't need to re-compile. If not, recompile and generate the browser static-content with the command below:

1. `php bin/magento setup:di:compile`
2. `php bin/magento setup:static-content:deploy`

Switch the mode back to production after you complete the setup. `magento deploy:mode:set production` & make sure all file and folder permissions are correct.

Backend settings:

PHP: 7.0  
MySQL: 5.7

Options:

Name	Default value	Description
<code>userAccessToken</code>		Authorize with your Facebook account to connect the chat widget to your Facebook page.
<code>page</code>		Select the Facebook Page you need to connect to the chat from the list of your available pages.
<code>bubbleIcon</code>	<code>fb-chat</code>	Select an icon for the chat bubble.
<code>bubbleText</code>		Add some call to action text to the bubble, if necessary.
<code>picture</code>	<code>facebook</code>	Select the source of your user pic for the chat window.

pictureLibrary		Choose an appropriate user pic from images library. You can use the gender filter to find the right one.
pictureCustom		Upload a user pic from your computer. We recommend square aspect ratio.
name	Elfsight	Set the username for the chat. The widget uses the name of your Facebook page as default.
nameCaptionType	replyTime	Choose the caption type to display below the username.
nameCaptionReplyTime	Typically replies within a day	Choose one of the predefined estimated reply times to let your users know when to expect a response.
nameCaptionCustom		Set any text to be displayed below the username.
welcomeMessage	Hi there!  How can I help you?	Enter a welcome message or a greeting to display when the chat window is opened. Offer to help or ask a question to engage a website visitor in conversation.
buttonText	Start Chat	Enter the chat trigger text to be displayed on the button.
buttonIconVisible	TRUE	Show/hide Facebook Messenger icon on your button.
position	floating	Choose the perfect display position for your widget. Floating Bubble will scroll along with your website page. Embed Bubble is added as a button to a specified page area. Clicking on the button will open the chat window. Embed Chat Window adds a window to a specified page area.
align	right	Align your chat widget to the left or to the right, or keep it in the center of the page.
whereToDisplayChat	allPages	This setting is used in case you've installed the chat to your website template, and it's available on each page of your website.
excludedPages[].url		Set the URL of the page where you don't want to display the chat.
specificPages[].url		Set the URI of the page with the chat.
showChatOnMobile	TRUE	Show/hide the chat widget on mobile devices.
showChatTo	allVisitors	Select the category of visitors you want to display the chat for: all visitors, visitors who have come to your website for the first time,

		visitors who had been on your website before.
timeOnPage		Set the number of seconds the website visitor has to spend on the page to open the chat window automatically.
timeOnSite		Set the number of seconds the website visitor has to spend on the website to open the chat window automatically.
scrollPosition		Set the scrolled page percentage for the chat window to open automatically.
exitIntent		Activate this setting to make the chat window open automatically everytime a visitor intends to leave the website and close the browser tab.
notifications	bubbleBadge,tabTitle	Select the kind of notifications to let your visitors know that chat window is opened and a conversation is active. These notifications catch the visitor's eye and encourage them to communicate with you.
bubbleBackgroundColor	rgb(255, 255, 255)	Set the bubble background color.
bubbleIconColor	rgb(0, 132, 255)	Set the bubble icon and text color.
headerBackgroundColor	rgb(250, 250, 250)	Set the chat window header background color.
buttonColor	rgb(0, 132, 255)	Set the start chat button color.
buttonBorderRadius	8	Use this option to adjust your button's shape.

## Screenshots: Content

The screenshot shows the Elfsight chat widget configuration interface. The top bar includes the text "Untitled widget", the Elfsight logo, and "Apply" and "Save" buttons. The left sidebar has three tabs: "CONTENT", "SETTINGS", and "STYLE". Under the "CONTENT" tab, there is a "Facebook Connection" section with a "DISCONNECTED" status and a "Connect to Facebook" button. Below this are four expandable sections: "Chat Bubble", "Chat Header", "Welcome Message", and "Start Chat Button". The main area displays a preview of the chat widget on a white background with a light gray grid. The widget preview shows the Elfsight logo, the name "Elfsight", and the text "Typically replies within a day". A timestamp "15:56" is shown above a message bubble that says "Hi there 🙌 How can I help you?". Below the message is a blue "Start Chat" button. A floating chat bubble icon is visible in the bottom right corner of the preview area.

# Settings

Untitled widget elfsight Apply Save ✕

**CONTENT** **SETTINGS** **STYLE**

- Position >
- Chat Display Settings >
- Open Chat Triggers >
- Notifications >

**Elfsight**  
Typically replies within a day

15:56

Hi there 🙌  
How can I help you?

Start Chat

# Style

The image shows a screenshot of the Elfsight website builder interface. At the top left, the text "Untitled widget" is visible. In the top right corner, there are "Apply" and "Save" buttons. The left sidebar contains a menu with "CONTENT", "SETTINGS", and "STYLE" (which is highlighted in red). Under the "STYLE" menu, there are three options: "Colors", "Button", and "Custom CSS", each with a right-pointing arrow. The main workspace is a large white area with a light gray grid pattern. In the bottom right corner of this workspace, there is a chat widget. The chat widget has a header with the Elfsight logo and the text "Elfsight" and "Typically replies within a day". Below the header, there is a timestamp "15:56" and a message bubble containing the text "Hi there 🙌 How can I help you?". At the bottom of the chat widget is a blue button with a speech bubble icon and the text "Start Chat". In the bottom right corner of the main workspace, there is a circular chat icon with a red notification dot.