



WHATSAPP CHAT

USER GUIDE

Version 1.0.0

Welcome to WhatsApp Chat Extension for Magento 2 developed by eTatvaSoft.

We have provided this guide to understand better use of the extension. We have tried to explain the basic functionality required by every Magento store.

This extension lets store visitors contact store support via WhatsApp.

Every below steps helps to show whatsapp chat on your site

1. HOW TO CONFIGURE WHATSAPP CHAT EXTENSION

Go to [Magento 2 Admin] > Stores > Settings > Configuration > Etatvasoft Extensions > WhatsApp Chat

The screenshot shows the 'General Settings' for the WhatsApp Chat extension. The left sidebar lists various configuration categories, with 'ETATVASOFT EXTENSIONS' expanded to show 'WhatsApp Chat'. The main content area contains several settings:

- Enable WhatsApp Chat** [website]: A dropdown menu set to 'Yes'. A red box above it says: "Choose 'Yes' to enable this extension. On disabling it, chat icon won't be shown in front."
- WhatsApp Number** [store view]: A text input field. A red box to its left says: "You can add WhatsApp number to be used for communication. Enter the number with country code and in format e.g. +9195xxxxxxx."
- Message** [store view]: A text input field containing "Hello! I am interested in your product". A red box to its right says: "It is a default pre-filled message that will automatically appear in the text field of a chat."
- WhatsApp Chat Image** [website]: A 'Choose File' button. A red box below it says: "You can upload WhatsApp chat image from your local computer/network to be displayed on frontend."
- WhatsApp Chat Image Position** [global]: A dropdown menu set to 'Bottom-Left'. A red box below it says: "You can set WhatsApp Chat image position to be shown on frontend."

Each setting has a 'Use system value' checkbox, which is checked for the Message and WhatsApp Chat Image Position settings.

Fill out values for below settings to make it work properly.

- **Enable WhatsApp Chat:** Choose Yes to enable this extension else choose No to disable it. On disabling it, chat icon in front won't be shown.

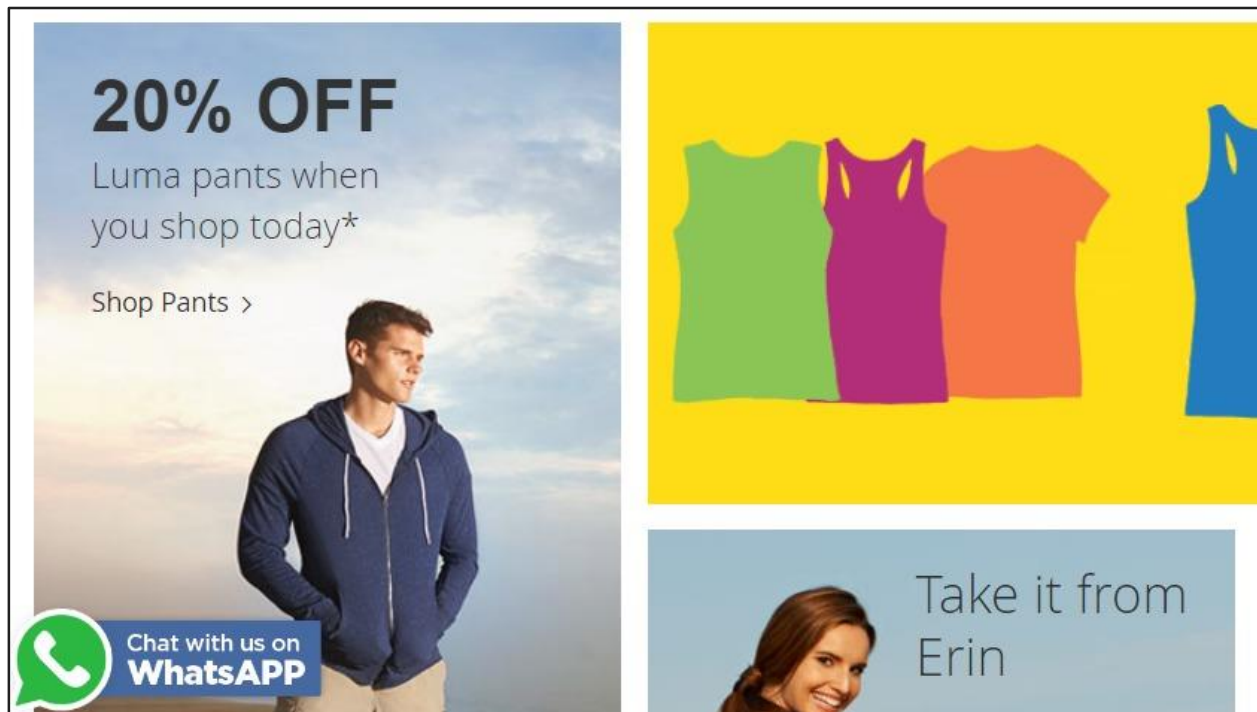
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- **WhatsApp Number:** WhatsApp number to be used for communication. Enter number with country code and in format e.g. +9195xxxxxxx. Required.
- **Message:** Default pre-filled message that will automatically appear in the text field of a chat. Optional.
- **WhatsApp Chat Image:** WhatsApp Chat Image to be shown on frontend. Optional.
- **WhatsApp Chat Image Position:** WhatsApp Chat Image position to be shown on frontend. Required.

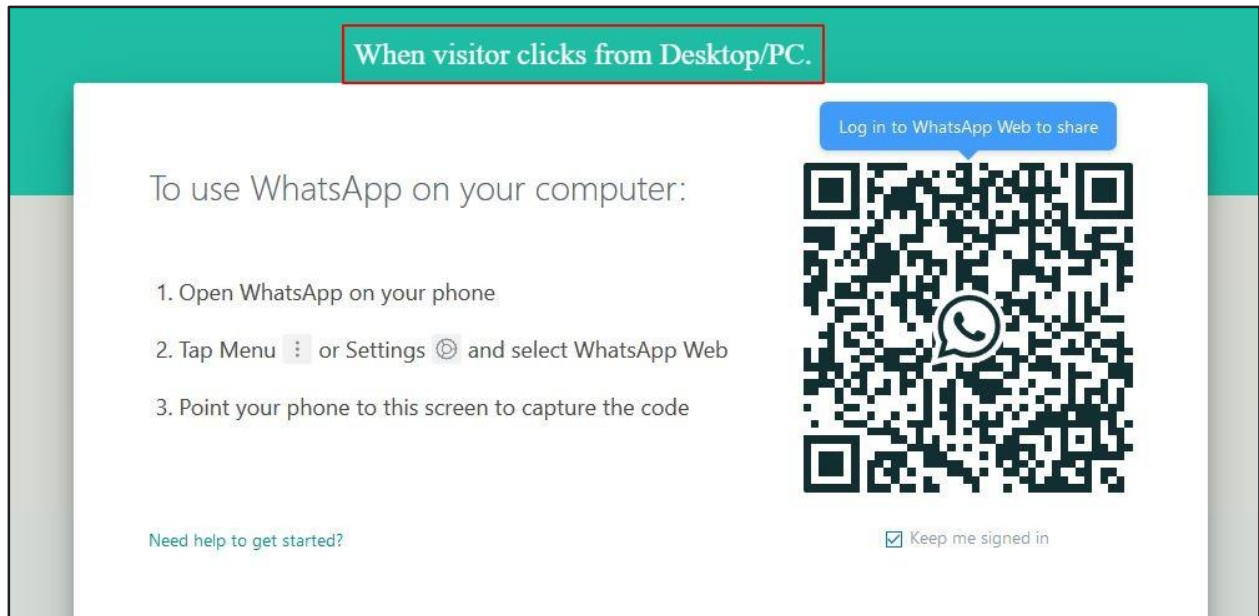
2. STORE FRONT VIEW

Clear cache from System > Tools > Cache Management if required.

Showing your chat icon like below on storefront.



2.1 WHEN VISITOR CLICKS FROM DESKTOP/PC



2.2 WHEN VISITOR CLICKS FROM MOBILE

