

# Extension User Guide

This document explains how to configure the **fanbot.ai** extension on your Magento store.

Module version: 1.0.1

## OVERVIEW

The **fanbot.ai** extension for Magento allows you to seamlessly integrate the full fanbot.ai experience within your online store, allowing you to notify, remind and contact users through their preferred instant messaging applications. This document outlines the configuration and interaction of the extension between fanbot.ai and Magento.

## REQUIREMENTS

1. Magento store: You will need to have a web server running a Magento store installation, in order to install the fanbot.ai extension. The extension is compatible with Magento 2.2 or newer editions.
2. An active **fanbot.ai** account: In order to integrate the fanbot.ai service in your Magento website you will need to have an activated account.
3. A Facebook page connected: it is required to have a Facebook page connected to your **fanbot.ai** account in order to make the messages work.

## CONFIGURATION

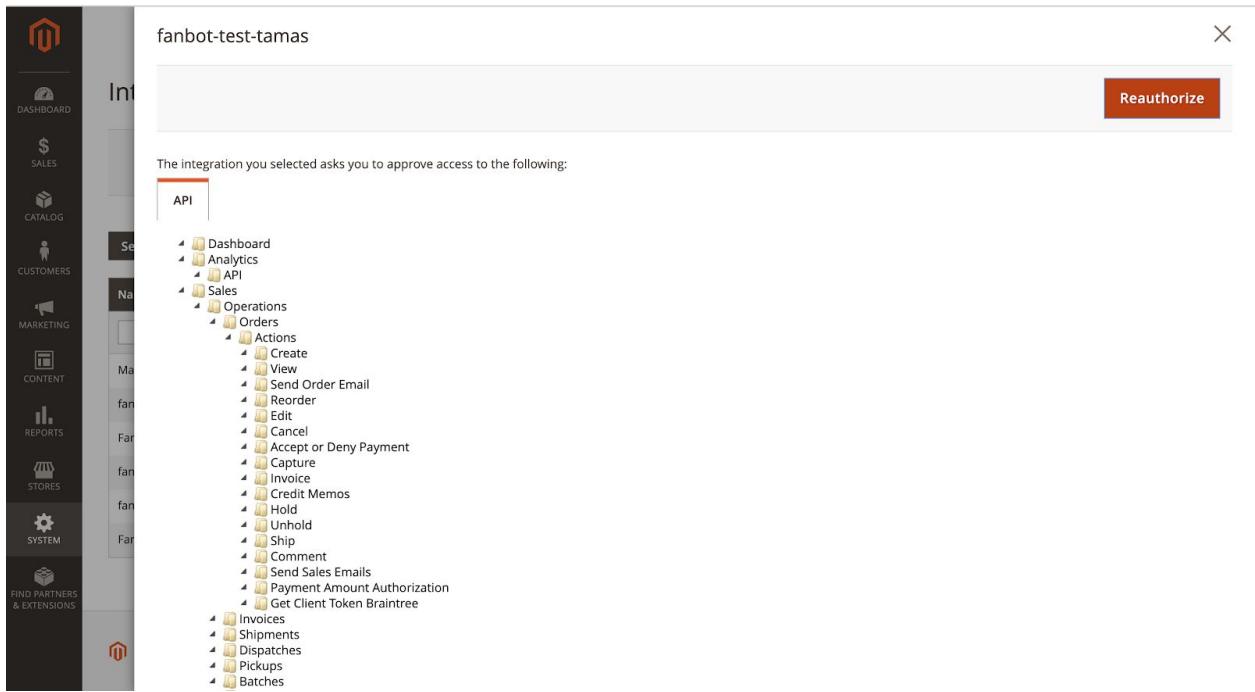
1. When setting up the **fanbot.ai** extension the first step is navigating to the **System - Extensions - Integration** menu within your Magento system.

The screenshot shows the Magento Admin interface. On the left, there's a vertical sidebar with icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and System. Under the System category, there's a 'FIND PARTNERS & EXTENSIONS' section. The main content area has a header 'System' with a close button 'X'. Below the header are two columns: 'Data Transfer' (Import, Export, Import History) and 'Permissions' (All Users, Locked Users, User Roles). A central panel displays a message about dynamic reports and a 'Go to Advanced Reporting' button. On the right, there's a chart showing Tax (\$0.00), Shipping (\$0.00), and Quantity (0). Below the chart, a table lists products: 'Apricot-28-Green' with Price \$39.20 and Quantity 2. At the bottom, a URL is visible: <https://dev.fanbot.itg.cloud/admin/admin/integration/index/key/816f769818fb49beb008083ecf4b68603f023900e9ae14cf70a0325609e4f242/>.

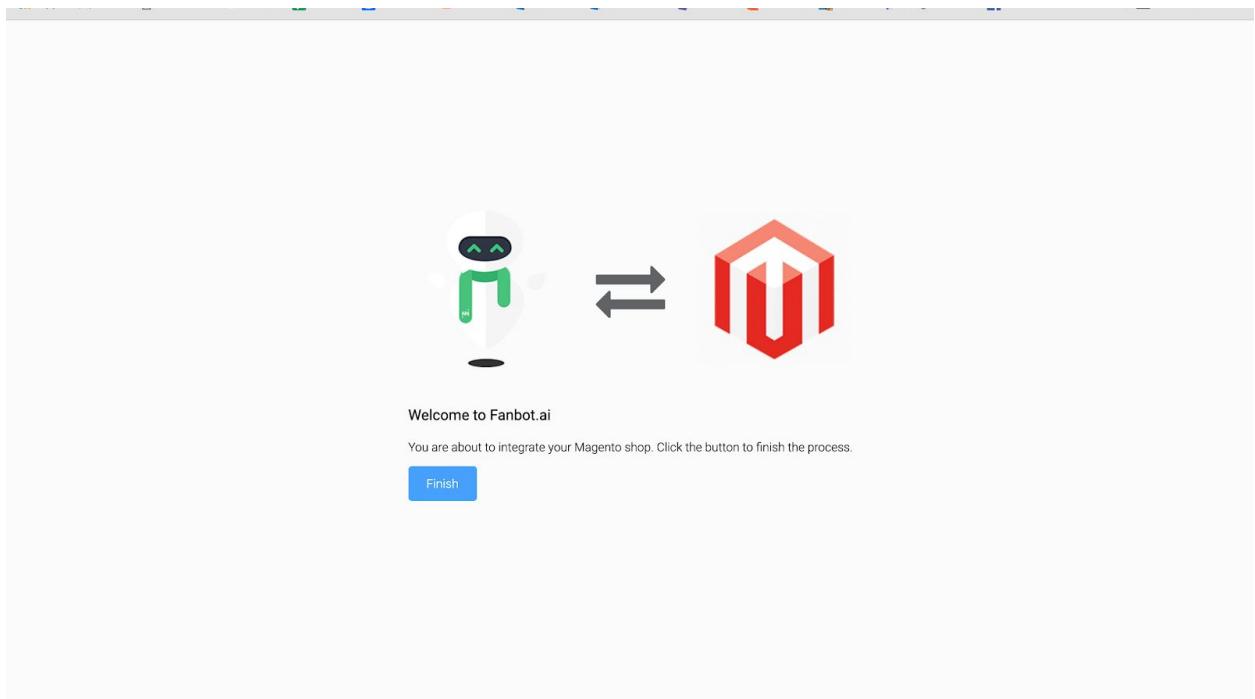
2. Within the **Integration** menu, you will find a dedicated option for adding a new integration.

The screenshot shows the 'Integrations' page in the Magento Admin. The left sidebar includes the 'SYSTEM' category. The main area has a header 'Integrations' with a search bar and a red 'Add New Integration' button. Below the header, there are filters for 'Search' and 'Reset Filter', and a message indicating '6 records found'. A table lists six integrations: 'Magento Analytics user' (Active, Reauthorize), 'fanbot-test-dani' (Active, Reauthorize), 'Fanbot-test-NN' (Active, Reauthorize), 'fanbot-live-test' (Inactive, Activate), 'fanbot-test-tamas' (Active, Reauthorize), and 'Fanbot' (Active, Reauthorize). At the bottom, there's a copyright notice for Magento Commerce Inc. and links for 'Report an Issue' and 'Magento ver. 2.3.0'.

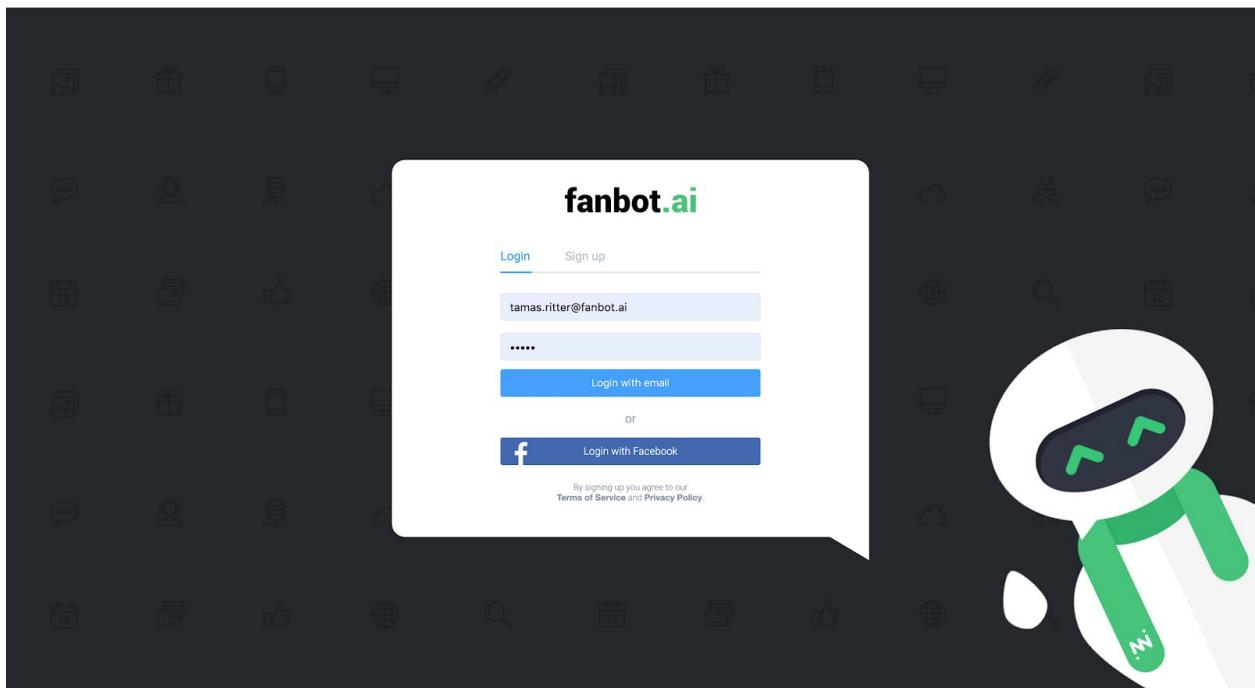
3. Once the integration is on the list, please activate and then authorize it so it can interact with your **fanbot.ai** setup.



4. After authorizing the extension, a pop-up window will ask you to confirm finishing connecting Magento and **fanbot.ai**



5. If you are not logged in, please log in to your **fanbot.ai** account.



6. IMPORTANT: you need to have a Facebook page connected to your **fanbot.ai** account in order to be able to contact customers through Messenger.

A screenshot of the Fanbot.ai dashboard. The left sidebar is dark with white text and icons, showing sections like 'Dashboard', 'Fans', 'Automation', 'Broadcasting', 'Engagement', 'Autopilot', 'E-Commerce' (which is currently selected), 'Settings', and 'API'. A message at the bottom says 'You have 3567 days left from your trial period' and a 'Subscribe' button. The main content area has a light background. It shows a 'Shopify' section with a green bag icon and a 'Connect your Shopify account!' button. Below that is a 'Magento connection' section with a red Magento logo, a message 'Your connected account: https://dev.fanbot.itg.cloud', and a 'Disconnect' button. Underneath are sections for 'Templates', 'Abandoned cart', and 'Order confirmation'. At the bottom of the main content area is a message 'Need help? Leave a message on support@fanbot.ai, or visit Help center.' and a green speech bubble icon.

7. Once your Magento shop is connected, you can start configuring the messages under the **Engagement - E-commerce - Magento Connection** section within your **fanbot.ai** account. By default **fanbot.ai** offers two different templates. One for abandoned carts in your shop and another one for order confirmation.

**fanbot.ai**

E-Commerce · Shopify Templates

Help center Ritter Tamás 

Abandoned cart  This template is ON Save

What to send

Discount code

12345Fanbot\_Discount

When to send

1 hour and 10 minutes after abandonment.

Hours: 1 Minutes: 10



**What to send**

Text & Buttons  Image  Card  Branching  Ask for input

Title   
Subtitle

Classic white T-shirt   
100% Cotton, Organic and Fairtrade-certified

Another white T-shirt   
62% Ringspun Cotton and 38% Polyester

[Return to checkout](#)



You have 3567 days left from your trial period [Subscribe](#)

**fanbot.ai**

E-Commerce · Shopify Templates

Help center Ritter Tamás 

Order confirmation  This template is ON Save

What to send

Text & Buttons  Image  Card  Branching  Ask for input

Order confirmation

Classic white T-shirt   
100% Cotton, Organic and Fairtrade-certified

Another white T-shirt   
62% Ringspun Cotton and 38% Polyester

Paid with  
**Visa 2345**  
Ship to  
**Example street 212/a**

Total **\$49.99**



You have 3567 days left from your trial period [Subscribe](#)