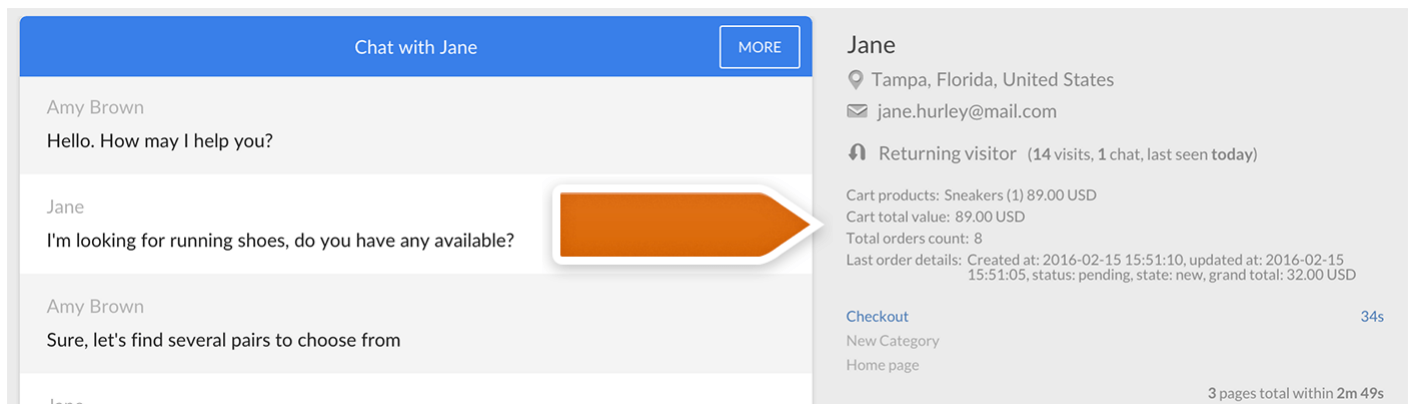


# Adding LiveChat to your Magento 2 shop

With this integration you'll be able to set LiveChat in your Magento 2.x store and to track information about your visitors' purchases.



The screenshot displays a LiveChat interface. On the left, a chat window titled "Chat with Jane" shows a conversation between Amy Brown and Jane. Amy Brown asks, "Hello. How may I help you?" Jane responds, "I'm looking for running shoes, do you have any available?" Amy Brown replies, "Sure, let's find several pairs to choose from". An orange arrow points to the chat window. On the right, a customer profile for Jane is shown, including her location (Tampa, Florida, United States), email (jane.hurley@mail.com), and status (Returning visitor). It also lists cart products (Sneakers 1) for 89.00 USD, total orders count (8), and last order details (Created at: 2016-02-15 15:51:10, updated at: 2016-02-15 15:51:05, status: pending, state: new, grand total: 32.00 USD). Navigation links for Checkout, New Category, and Home page are visible, along with a 34s timer and a page count of 3 pages total within 2m 49s.

## Installation

There are two alternative ways to install this integration, pick the one you prefer and complete its steps.

### Option 1:

1. Create **LiveChat folder** in your main Magento directory (**/app/code/**).
2. Download [Magento – LiveChat package](#).
3. Unzip the package to **/app/code/LiveChat/** folder.
4. Change its name from **magento-livechat-master** to **LiveChat**.

5. Log in to your Magento admin panel and go to **System > Cache Management** and **Flush Magento Cache** there.

Option 2:

Make sure you have **Composer** installed. You can install it by entering

```
curl -sS https://getcomposer.org/installer | php  
in your main directory in Magento.
```

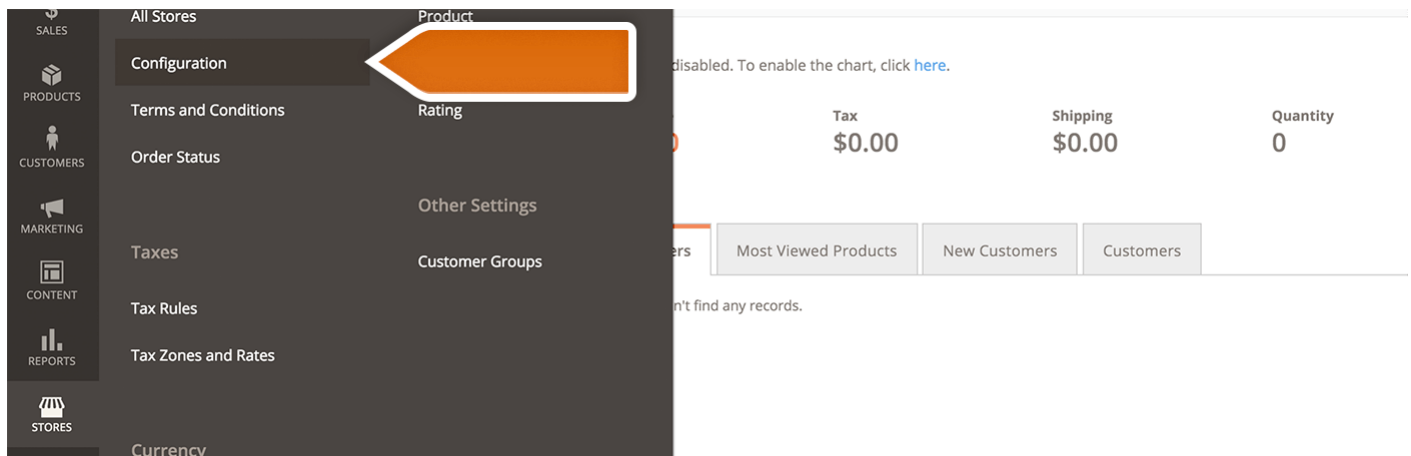
Next, go to the Magento main directory on your server and enter the following commands:

1. **php composer.phar require livechat/module-magento-livechat:dev-master**  
to install LiveChat package
2. **php bin/magento module:enable LiveChat\_LiveChat**  
to turn on the integration module
3. **php bin/magento setup:upgrade**  
to update the settings
4. **php bin/magento setup:static-content:deploy**  
to export the static files
5. **php bin/magento cache:clean**  
to clean the cache.

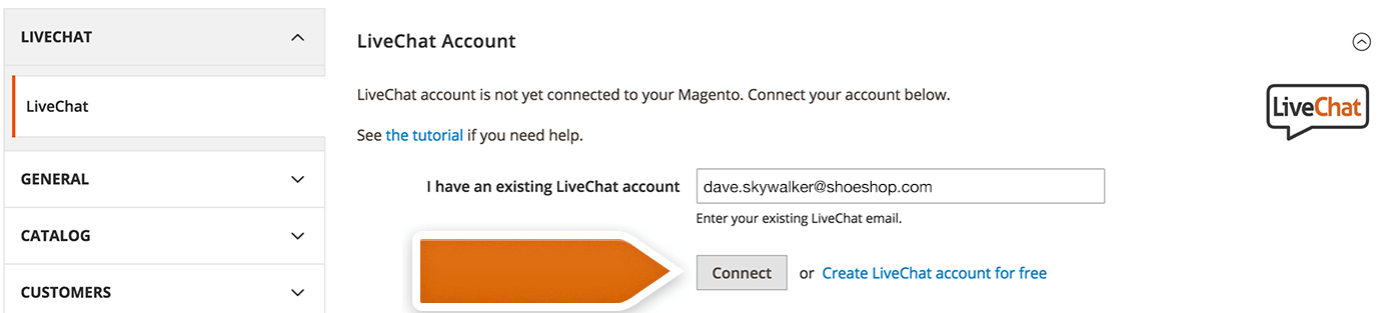
## Connecting the accounts

Now's the time to connect your LiveChat account to your Magento store.

1. Choose **Stores** tab from the black menu on the left, and then enter the **Configuration** section.




2. Select **LiveChat** and connect your account by providing your **LiveChat login email**. Confirm by clicking the on grey **Connect** button.



If you don't have a LiveChat account yet, click on **Create LiveChat account for free** link and choose your **login email** and **password**. Then click on **Create an account** button.

If you create a new LiveChat account, a new goal will automatically added it will be scored every time a customer places an order.

3. You will see a pop-up alert informing that you need to refresh the cache. Click on **Cache Management** to enter the section in which you will be able to do that.

 One or more of the Cache Types are invalidated: Configuration, Page Cache. Please go to [Cache Management](#) and refresh cache types. ✕

4. Validate **Configuration** and **Page Cache** there.

<input type="checkbox"/>	Cache Type	Description	Tags	Status
<input checked="" type="checkbox"/>	Configuration	Various XML configurations that were collected across modules and merged.	CONFIG	<b>INVALIDATED</b>
<input type="checkbox"/>	Layouts	Layout building instructions.	LAYOUT_GENERAL_CACHE_TAG	<b>ENABLED</b>
<input type="checkbox"/>	Blocks HTML output	Page blocks HTML.	BLOCK_HTML	<b>ENABLED</b>
<input type="checkbox"/>	Collections Data	Collection data files.	COLLECTION_DATA	<b>ENABLED</b>
<input type="checkbox"/>	Reflection Data	API interfaces reflection data.	REFLECTION	<b>ENABLED</b>
<input type="checkbox"/>	Database DDL operations	Results of DDL queries, such as describing tables or indexes.	DB_DDL	<b>ENABLED</b>
<input type="checkbox"/>	EAV types and attributes	Entity types declaration cache.	EAV	<b>ENABLED</b>
<input type="checkbox"/>	Integrations Configuration	Integration configuration file.	INTEGRATION	<b>ENABLED</b>
<input type="checkbox"/>	Integrations API Configuration	Integrations API configuration file.	INTEGRATION_API_CONFIG	<b>ENABLED</b>
<input checked="" type="checkbox"/>	Page Cache	Full page caching.	FPC	<b>INVALIDATED</b>
<input type="checkbox"/>	Translations	Translation files.	TRANSLATE	<b>ENABLED</b>

All set! You should see a confirmation that Magento store is now connected with LiveChat account.

LIVECHAT	^
LiveChat	
GENERAL	v
CATALOG	v
CUSTOMERS	v

### LiveChat Account

[Help](#) | [Download LiveChat desktop APP](#) | [Launch LiveChat web APP](#)

Your LiveChat account is connected to your Magento.

Email: dave.skywalker@shoeshop.com  
 License ID: 734000  
 Status: Active

[Connect a different account](#)



Down this page you can manage the **custom parameters** that will be passed to your chat window. They are all **enabled** by default. If you want to turn some of them off, click on the drop-down menu next to the parameter and choose **Disable**.

SERVICES	v
ADVANCED	v

### Custom parameters

Enable custom parameters to display additional information about your customers and their purchases directly in your LiveChat.

Cart products	Enable	[STORE VIEW]
	See what a customer has in their cart.	
Total cart value	Enable	[STORE VIEW]
	Know the value of products currently in the cart.	
Total orders	<input checked="" type="checkbox"/> Enable <input type="checkbox"/> Disable	[STORE VIEW]
	See how many orders a customer has placed and generate reports.	
Last order details	Enable	[STORE VIEW]
	See when a customer placed or updated their last order, it's grand total, status and state.	

Make sure your Page Cache is disabled. You can check on that in your Cache Management section.

<input type="checkbox"/>	Integrations API Configuration	integrations API configuration file.	INTEGRATION_API_CONFIG	ENABLED
<input type="checkbox"/>	Page Cache	Full page caching.	FPC	DISABLED
<input type="checkbox"/>	Translations	Translation files	TRANSLATE	ENABLED

The Page Cache should be disabled to pass variables from Magento to your LiveChat properly. Leaving this option as 'Enabled' will block the possibility for your LiveChat to refresh your customers' cart value in real

time when adding new products to it – you will see the same value through the entire conversation.

From now on the chat tool will be available to the customers of your Magento 2.x store. You will also see information about their purchases beside the chat window.