

WhatsApp Contact Pro Extension User Manual



WhatsApp Contact Pro Extension that allows let your customers get WhatsApp support from department operators for a better resolution to their queries.

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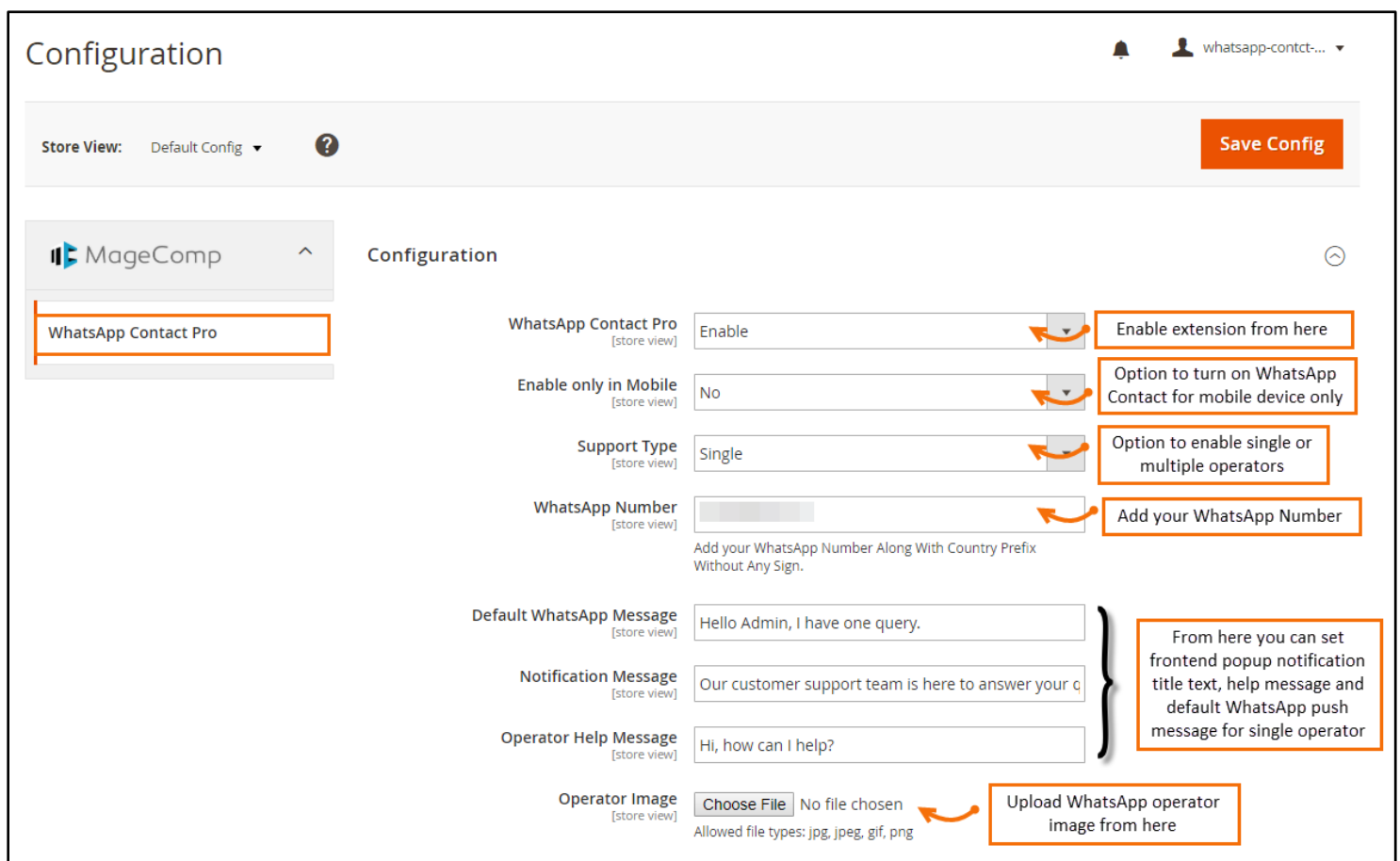
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1. Extension Installation Guide

- Go to My downloadable products. The file that you download normally is a zip file.
- Use FTP client (such as Filezilla, WinSCP, cuteFtp) to upload or copy all folders in the zip package to your Magento site root folder. This will not overwrite any existing files, just add new files to the folder structure.
- Open Command line in folder root of Magento and run following command respectively:
 - php bin/magento setup:upgrade
 - php bin/magento setup:static-content:deploy
 - php bin/magento indexer:reindex
 - php bin/magento cache:flush
- Navigate to Stores/Configuration, if you can see the extension tab, it is installed properly.
- If you need professional help regarding [Magento Extension Installation](#), Feel free to contact us any time.

2. Configuration

Once you have successfully installed the extension, go to **Stores → Configuration** to configure the extension for use. Here you can find following settings:



The screenshot shows the 'Configuration' page for the 'WhatsApp Contact Pro' extension. The settings are as follows:

- WhatsApp Contact Pro** (store view): Enable (dropdown menu)
- Enable only in Mobile** (store view): No (dropdown menu)
- Support Type** (store view): Single (dropdown menu)
- WhatsApp Number** (store view): [Input field]
- Default WhatsApp Message** (store view): Hello Admin, I have one query.
- Notification Message** (store view): Our customer support team is here to answer your q
- Operator Help Message** (store view): Hi, how can I help?
- Operator Image** (store view): Choose File | No file chosen

Callout boxes provide additional information:






- Enable extension from here**: Points to the 'Enable' dropdown.
- Option to turn on WhatsApp Contact for mobile device only**: Points to the 'Enable only in Mobile' dropdown.
- Option to enable single or multiple operators**: Points to the 'Support Type' dropdown.
- Add your WhatsApp Number**: Points to the 'WhatsApp Number' input field.
- From here you can set frontend popup notification title text, help message and default WhatsApp push message for single operator**: Points to the three message input fields.
- Upload WhatsApp operator image from here**: Points to the 'Operator Image' file upload button.

- **WhatsApp Contact Pro:** Option to enable or disable the extension.
- **Enable Only in Mobile:** Set YES to enable contact button only in mobile phones.
- **Support Type:** Set YES to enable contact button only in mobile phones.
- **WhatsApp Number:** Set your WhatsApp Number if you have selected single operator.
- **Default WhatsApp Message:** Set default WhatsApp Push message for operator.
- **Notification Message:** Set message that you want to display in frontend WhatsApp popup notification message.
- **Operator Help Message:** Set default WhatsApp Operator help message to display in the frontend.
- **Operator Image:** Option to set frontend WhatsApp Operator image.

3. Frontend Settings

Once you have successfully installed the extension, go to **Stores → Configuration** to configure the extension for use. Here you can find following settings:

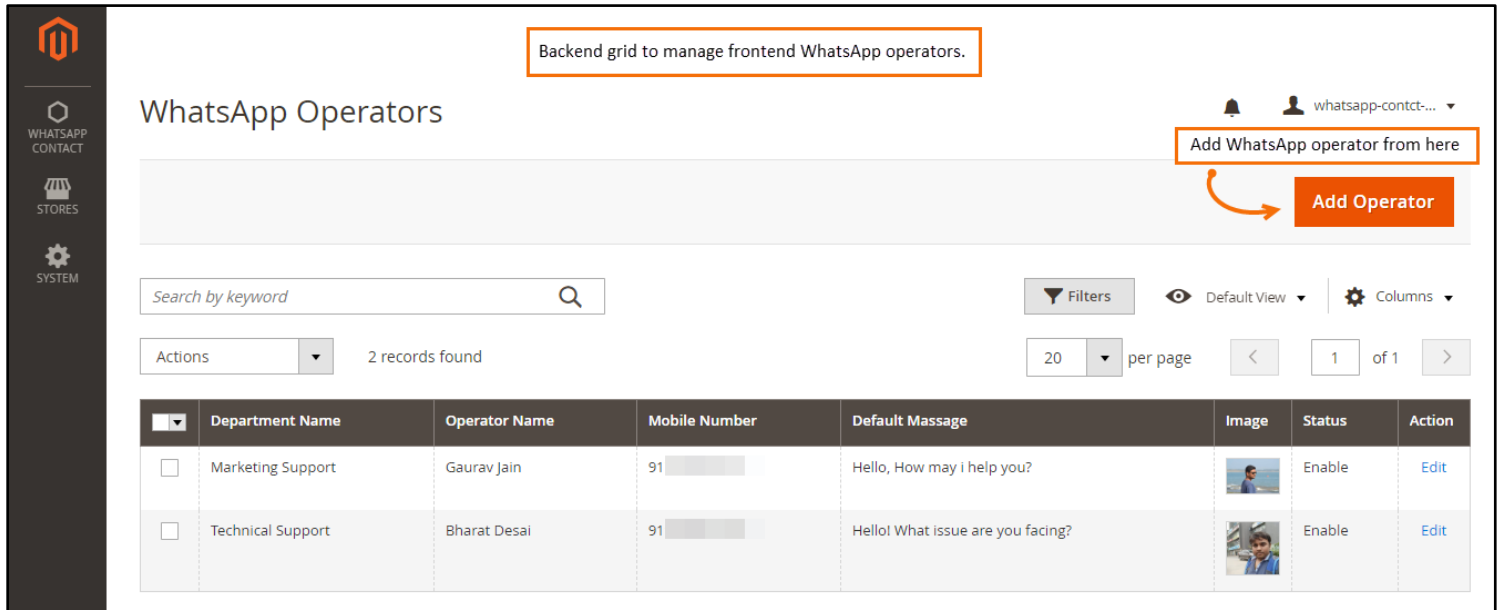
Frontend Settings

<p>Button Color <small>[store view]</small></p>	#ece5dd		Pick frontend WhatsApp icon background color
<p>Icon Color <small>[store view]</small></p>	#25d366		Pick frontend WhatsApp icon color
<p>Position <small>[store view]</small></p>	Right		Select frontend WhatsApp icon position
<p>Bottom Position <small>[store view]</small></p> <p style="font-size: small;">in Pixel</p>	0		Option to set margin for WhatsApp icon in frontend
<p>Button Animation Effect <small>[store view]</small></p>	none		Select animation for WhatsApp icon

- **Button Color:** Select button color for the WhatsApp Contact button.
- **Icon Color:** Select WhatsApp icon color for the contact button.
- **Position:** From here you can change position of the WhatsApp contact button.
- **Bottom Position:** Option to change bottom margin position for WhatsApp Icon.
- **Button Animation Effect:** Select WhatsApp Icon animation effect.

4. Backend WhatsApp Operators Grid:

Once you have successfully configured the extension, you can now manage your WhatsApp Operators using backend grid if you have enabled the WhatsApp Operator:



Backend grid to manage frontend WhatsApp operators.

WhatsApp Operators



Add WhatsApp operator from here

Add Operator

Search by keyword

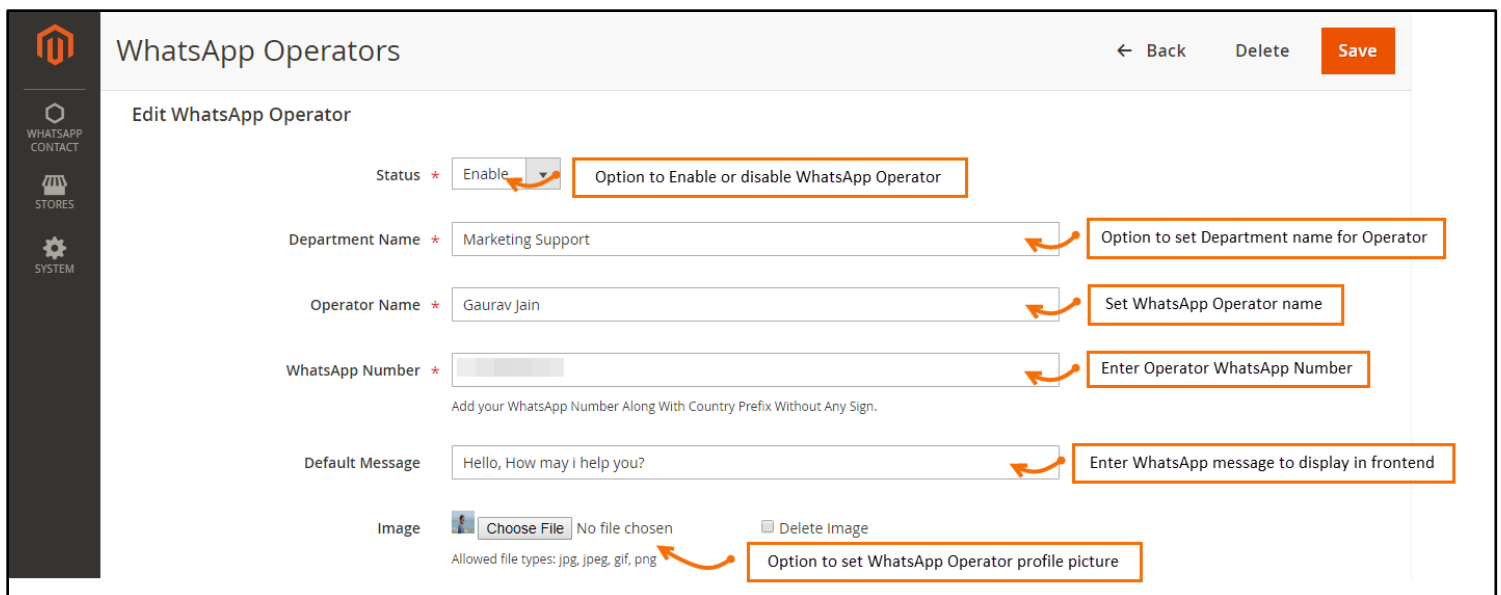
Filters Default View Columns

Actions 2 records found 20 per page 1 of 1

Department Name	Operator Name	Mobile Number	Default Message	Image	Status	Action
Marketing Support	Gaurav Jain	91	Hello, How may i help you?		Enable	Edit
Technical Support	Bharat Desai	91	Hello! What issue are you facing?		Enable	Edit

Add or Update Store Information:

Using this backend grid, you are free to add or update WhatsApp Operator information at any time using Edit link available under action.



WhatsApp Operators

← Back Delete Save

Edit WhatsApp Operator

Status * Enable Option to Enable or disable WhatsApp Operator

Department Name * Marketing Support Option to set Department name for Operator

Operator Name * Gaurav Jain Set WhatsApp Operator name

WhatsApp Number * Add your WhatsApp Number Along With Country Prefix Without Any Sign. Enter Operator WhatsApp Number

Default Message Hello, How may i help you? Enter WhatsApp message to display in frontend

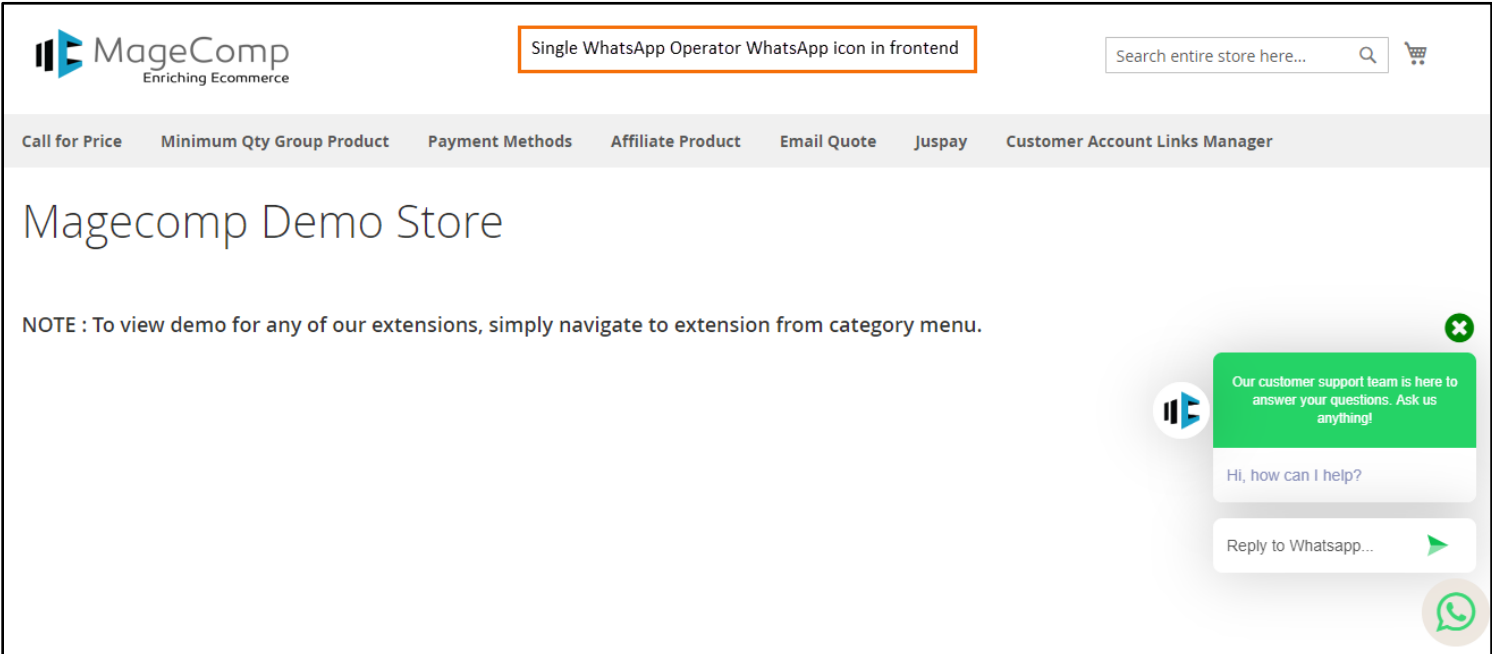
Image Choose File No file chosen Delete Image Allowed file types: jpg, jpeg, gif, png Option to set WhatsApp Operator profile picture

- **Status:** Option to enable or disable WhatsApp Operator.
- **Department Name:** Option to assign Department to WhatsApp Operator.
- **Operator Name:** Set WhatsApp Operator name from here.
- **WhatsApp Number:** Set Operator WhatsApp Number.
- **Default Message:** Option to set default WhatsApp push message for the Operator.
- **Image:** From here you can assign Profile Picture for WhatsApp Operator.

5. WhatsApp Contact Pro in Frontend

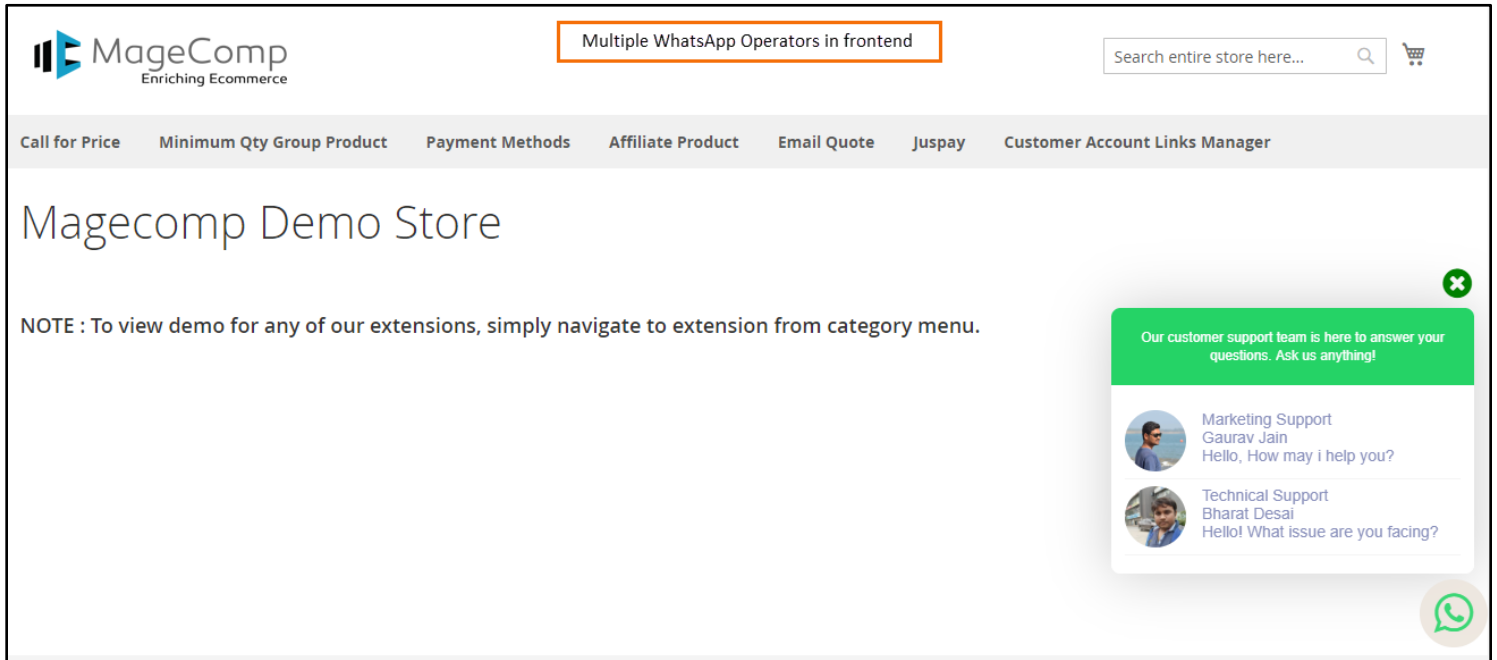
Once you have properly configured the extension and operator, you can see WhatsApp Contact Pro button and Popup enabled in frontend.

- **Single WhatsApp Operator:**

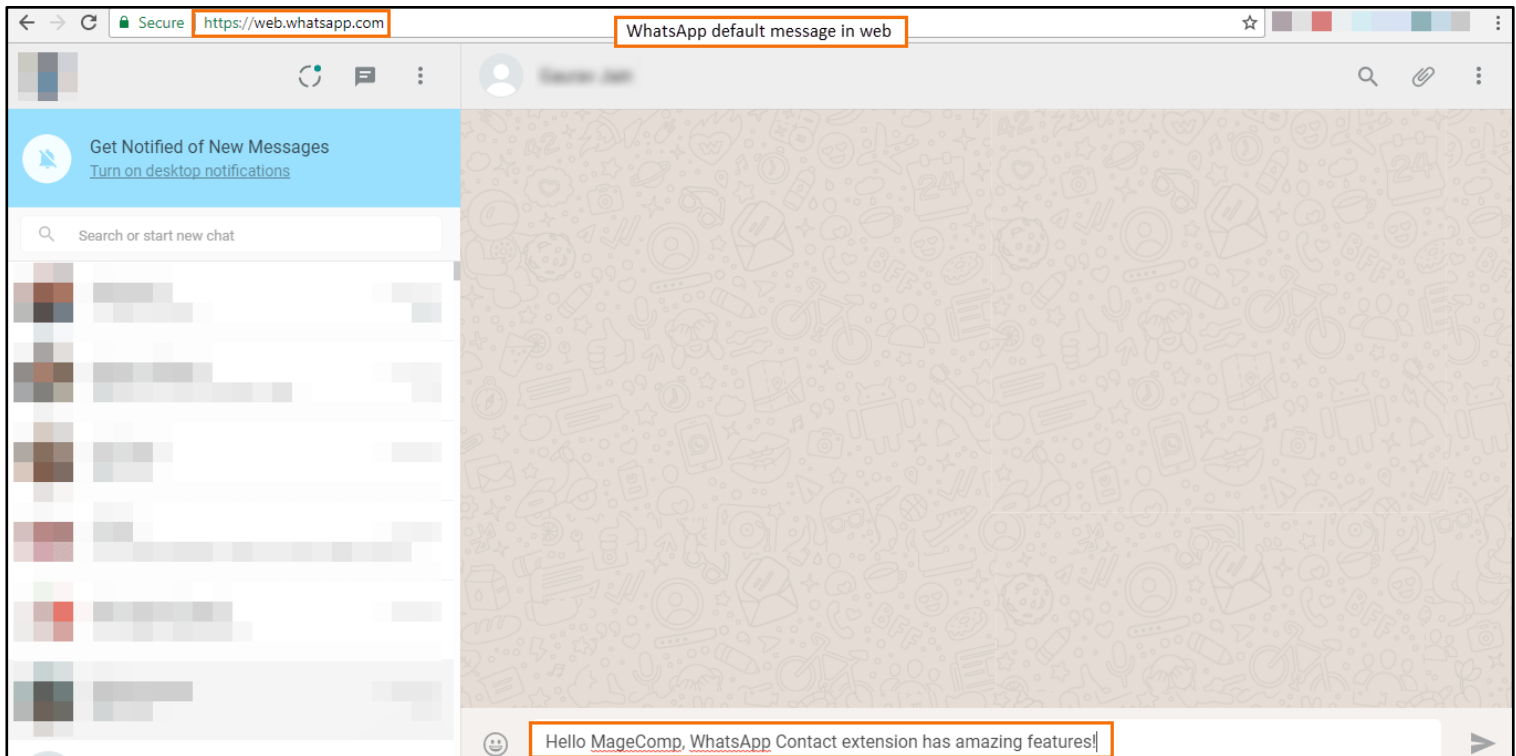


The screenshot displays the MageComp Demo Store frontend. At the top left is the MageComp logo with the tagline "Enriching Ecommerce". A search bar on the top right contains the text "Search entire store here...". A navigation menu below the header includes links for "Call for Price", "Minimum Qty Group Product", "Payment Methods", "Affiliate Product", "Email Quote", "Juspay", and "Customer Account Links Manager". The main content area features the heading "Magecomp Demo Store" and a note: "NOTE : To view demo for any of our extensions, simply navigate to extension from category menu." On the right side, a WhatsApp Contact Pro popup is visible. It has a green header with the MageComp logo and the text "Our customer support team is here to answer your questions. Ask us anything!". Below the header, there is a text input field containing "Hi, how can I help?". At the bottom of the popup is a "Reply to Whatsapp..." button with a green arrow icon. A small WhatsApp icon is also present in the bottom right corner of the popup area.

- **Multiple WhatsApp Operators:**



- On click of WhatsApp Operator, users will get redirected to WhatsApp Web with default message if user has clicked from desktop.



- If users have clicked the WhatsApp Operator Icon from mobile, they get redirected to WhatsApp mobile app with the default push message.



6. Deactivation of Extension in Case of Emergency

- Go to **app** → **etc** → **config.php** and find '**Magecomp_Whatsappcontactpro**' => **1**, and replace 1 with 0.
- If something goes wrong, please contact us at <https://magecomp.com/support> or send us an email at helpdesk@magecomp.com

7. FAQs:

- **What if I get “Access denied” error after installation of the extension?**
Whenever you get Access denied error while clicking on the extension tab after installation, log out admin panel and re-login.