

WhatsApp Contact for Magento 2

User Guide



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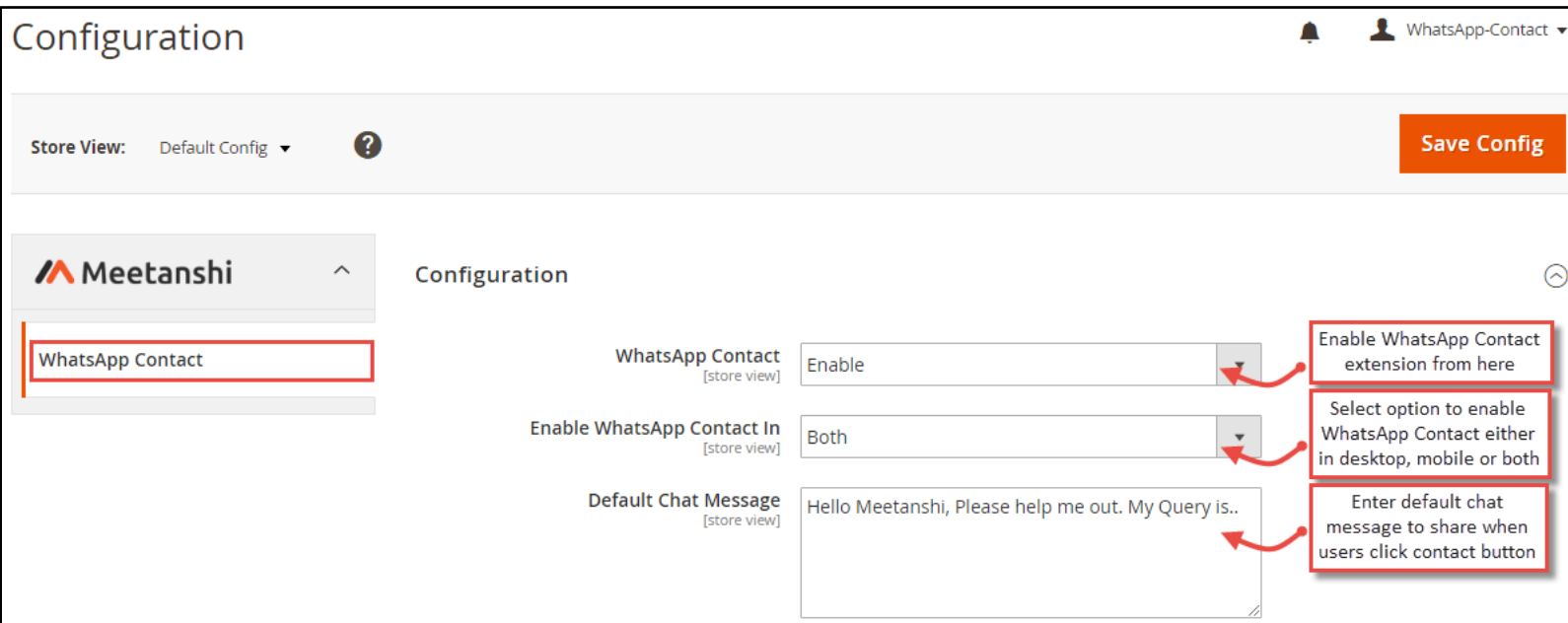
1. Extension Installation

- Create a folder structure in Magento root as app/code/Meetanshi/WhatsappContact
- Download and extract the zip folder and upload our extension files to the app/code/Meetanshi/WhatsappContact via FTP.
- Login to your SSH and run below commands step by step:
 - php bin/magento setup:upgrade
 - For Magento version 2.0.x to 2.1.x - php bin/magento setup:static-content:deploy
 - For Magento version 2.2.x & above - php bin/magento setup:static-content:deploy -f
 - php bin/magento cache:flush

2. Configuration

For configuring the extension, login to Magento 2, move to **Stores** → **Configuration** → **WhatsApp Contact** where you can find various settings to enable the extension.

- **WhatsApp Contact:** Enable WhatsApp Contact extension from here.
- **Enable WhatsApp Contact On:** Select option to enable WhatsApp Contact either in desktop, mobile or both.
- **Default Chat Message:** Enter the default chat message to share when users click the contact button.



The screenshot displays the 'Configuration' page for the 'WhatsApp Contact' extension in a Magento 2 admin interface. The page title is 'Configuration' and the user is logged in as 'WhatsApp-Contact'. The 'Store View' is set to 'Default Config'. A 'Save Config' button is visible in the top right corner. The configuration options are as follows:

- WhatsApp Contact** [store view]: Set to 'Enable'. A red box highlights this dropdown, with an arrow pointing to a text box that says 'Enable WhatsApp Contact extension from here'.
- Enable WhatsApp Contact In** [store view]: Set to 'Both'. A red box highlights this dropdown, with an arrow pointing to a text box that says 'Select option to enable WhatsApp Contact either in desktop, mobile or both'.
- Default Chat Message** [store view]: Set to 'Hello Meetanshi, Please help me out. My Query is..'. A red box highlights this text area, with an arrow pointing to a text box that says 'Enter default chat message to share when users click contact button'.

3. WhatsApp Contact Button Settings

- **Icon Type Button**
 - **Button Type:** Select the WhatsApp contact button type, here, icon.
 - **Contact Mobile Number:** Enter the mobile number of admin to allow users to contact to.
 - **Button Hover Text:** Enter text to show on hover of WhatsApp Contact button.
 - **Button Background Color:** Set button background color to show in frontend.
 - **Icon Color:** Set icon color to show in frontend.
 - **Button Display From & Button Display To:** Select dates to show contact button only for a specific date range.
 - **Top Position:** Set the pixels for the top position to place the contact button on the frontend screen.
 - **Right Position:** Set the pixels for the right position to place the contact button on the frontend screen.
 - **Bottom Position:** Set the pixels for the bottom position to place the contact button on the frontend screen.
 - **Left Position:** Set the pixels for the left position to place the contact button on the frontend screen.
 - **Button Animation Effect:** Select button animation effect from the drop-down menu.
 - **Close Button:** Enable to allow users to click close to hide contact button.

WhatsApp Contact Button Settings

Icon type WhatsApp
button settings

Button Type
[store view]

Icon

Select the button
type as Icon

For box button type, manage WhatsApp Chat Agents from [here](#).

Contact Mobile Number
[store view]

+918306595959

Enter mobile number to allow
users contact to

Enter number with country code.(+91) for india.

Button Hover Text
[store view]

Contact Meetanshi

Enter text to show on hover
of WhatsApp Contact button

The text will get displayed when contact button will be hovered. Maximum character limit is 20 and each space will be counted as a character.

Button Background Color
[store view]

#35cc2d

Set button background and
icon color to show in frontend

Icon Color
[store view]

#ffffff

Button Display From
[store view]

12-07-2019

Select dates to show
contact button only for
specific date range

Button Display To
[store view]

31-07-2019

Top Position
[store view]

In pixel. Leave blank to unset the position.

Right Position
[store view]

15

In pixel. Leave blank to unset the position.

Bottom Position
[store view]

15

In pixel. Default 25px.

Left Position
[store view]

In pixel. Default 25px.

Button Animation Effect
[store view]

Wobble Vertical

Select button
animation effect

Close Button
[store view]

Enable

Set YES to allow users to click
close to hide contact button

- **Box Type Button**
 - **Button Type:** Select the WhatsApp contact button type, here, box.
 - **Button Text:** Enter text to show on WhatsApp Contact button.
 - **Information Text on Button Click:** Enter text to show on click of WhatsApp contact button to show additional information.
 - **Button Background Color:** Set button background color to show in frontend.
 - **Icon Color:** Set icon color to show in frontend.
 - **Button Display From & Button Display To:** Select dates to show contact button only for a specific date range.
 - **Top Position:** Set the pixels for the top position to place the contact button on the frontend screen.
 - **Right Position:** Set the pixels for the right position to place the contact button on the frontend screen.
 - **Bottom Position:** Set the pixels for the bottom position to place the contact button on the frontend screen.
 - **Left Position:** Set the pixels for the left position to place the contact button on the frontend screen.
 - **Button Animation Effect:** Select button animation effect from the drop-down menu.
 - **Close Button:** Enable to allow users to click close to hide contact button.

WhatsApp Contact Button Settings

Box type WhatsApp button settings

Button Type
[store view]

Box

Select the button type as Box

For box button type, manage WhatsApp Chat Agents from [here](#).

Add chat agents for box button type clicking here

Button Text
[store view]

Chat With Us on WhatsApp

Enter text to show on WhatsApp Contact button

The text will be displayed on contact button. Maximum character limit is 25 and each space will be counted as a character.

Information Text on Button Click
[store view]

Click one of our representatives below to chat on WhatsApp.

Enter information text to show on contact button click

Button Background Color
[store view]

#35cc2d

Set button background and icon color to show in frontend

Icon Color
[store view]

#ffffff

Button Display From
[store view]

12-07-2019



Select dates to show contact button only for specific date range

Button Display To
[store view]

31-07-2019



Top Position
[store view]

In pixel. Leave blank to unset the position.

Right Position
[store view]

15

In pixel. Leave blank to unset the position.

Bottom Position
[store view]

15

In pixel. Default 25px.

Left Position
[store view]

In pixel. Default 25px.

Set top, right, bottom, left positions to place contact button on frontend screen

Button Animation Effect
[store view]

Wobble Vertical

Select button animation effect

Close Button
[store view]

Enable

Set YES to allow users to click close to hide contact button

- **QR Code Type Button**

- **Button Type:** Select the WhatsApp contact button type, here, QR Code.
- **Upload QR Code Image:** Upload QR code image to show in the frontend.
- **Button Hover Text:** Enter text to show on hover of QR code type button.
- **Button Display From & Button Display To:** Select dates to show QR code button only for a specific date range.
- **Top Position:** Set the pixels for the top position to place the QR code button on the frontend screen.
- **Right Position:** Set the pixels for the right position to place the QR code button on the frontend screen.
- **Bottom Position:** Set the pixels for the bottom position to place the QR code button on the frontend screen.
- **Left Position:** Set the pixels for the left position to place the QR code button on the frontend screen.
- **Button Animation Effect:** Select QR code button animation effect from the drop-down.
- **Close Button:** Enable to allow users to click close to hide QR code button.

WhatsApp Contact Button Settings

QR Code type WhatsApp button settings
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Button Type [store view] QR Code Select the button type as QR Code

For box Code button type, manage WhatsApp Chat Agents from [here](#).

Upload QR Code Image [store view] Choose File No file chosen Upload the QR code image

Delete Image

Allowed image type: jpg, jpeg, gif, png. Minimum recommended image size: 100 x 100 pixels

Button Hover Text [store view] Contact Meetanshi Enter text to show on hover of WhatsApp Contact button

The text will get displayed when contact button will be hovered. Maximum character limit is 20 and each space will be counted as a character.

Button Display From [store view] 06-08-2020

Button Display To [store view] 31-08-2020 Select dates to show contact button only for specific date range

Top Position [store view]

In pixel. Leave blank to unset the position.

Right Position [store view] 50

In pixel. Leave blank to unset the position.

Bottom Position [store view] 25

In pixel. Default 25px.

Left Position [store view]

In pixel. Default 25px.

Button Animation Effect [store view] Slide Up Return Select button animation effect

Close Button [store view] Enable Set YES to allow users to click close to hide contact button

4. Manage WhatsApp Chat Agents

The extension facilitates to add multiple chat agents for the [box WhatsApp contact button type](#). If you have selected Box button type, you can add chat agents from **WhatsApp Contact** → **Manage WhatsApp Chat Agents**. You can see already created chat agents enlisted along with the agent information.


Manage WhatsApp Chat Agents Add chat agents for the box button type from here WhatsApp-Contact

[Add New](#)

Search by keyword

Actions 2 records found Filters Default View Columns Export

20 per page 1 of 1

ID	Agent Name	Photo/QR Code Image	Department Name	Mobile Number	Default Message	Status	Action
2	Sanjay		Technical Support	+917202997997	Hi, are you facing any technical issue?	Active	Select

Already added chat agents enlisted here

- **Add New Chat Agent**

On click of “Add New” from the “Manage WhatsApp Chat Agents” grid, you can add new chat agent.

- **Name:** Add the name of the agent.
- **Department Name:** Enter the name of the department in which the agent belongs.
- **Mobile Number:** Enter WhatsApp enabled mobile number of the chat agent.
- **Default Message:** Enter the default chat message of the agent.
- **Photo/QR Code Image:** Upload the photo of the chat agent or QR code image of the WhatsApp Chat agent’s number.
- **Status:** Activate or deactivate the status of the chat agent.
- **Store View:** Select the store view for which you want to enable the chat agent.

Add Agent Detail WhatsApp-Contact

Back Save

Agent Detail

Name * Enter name of the chat agent

Department Name * Enter name of the department in which the chat agent belongs

Mobile Number * Enter WhatsApp enabled mobile number of the chat agent

Enter number with country code. (91) for India.

Default Message Enter default chat message of the agent

Photo/QR Code Image No file chosen Delete Image Check the box and save to delete the uploaded photo or QR code image

Allow image type: jpg, jpeg, gif, png
Upload Image 80*80 size

Status Activate chat agent from here

Store View Select store view for which you want to enable the chat agent

Main Website
Main Website Store
Default Store View

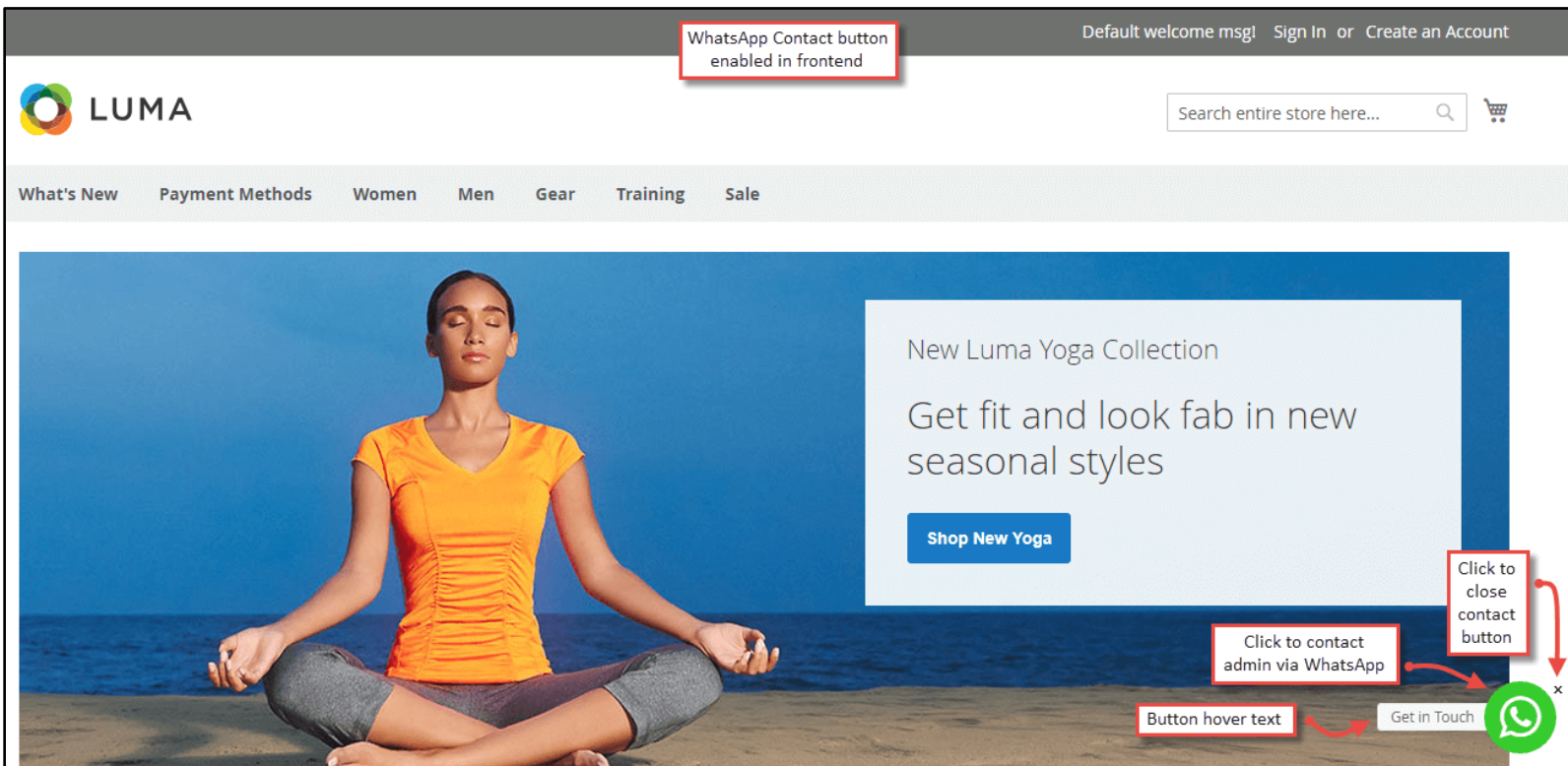
Upload photo of the chat agent or QR Code image

5. WhatsApp Contact in Frontend

Once you configure the above settings, the WhatsApp Contact button will be enabled in the frontend based on the button type, set from the backend.

- **Icon Type Button**

On click of the icon button, the user will be redirected to the chat box of admin in WhatsApp. If the visitors don't want to see the contact button, they can close it if enabled by admin from backend. Moreover, the text is also displayed on the hover of the button.



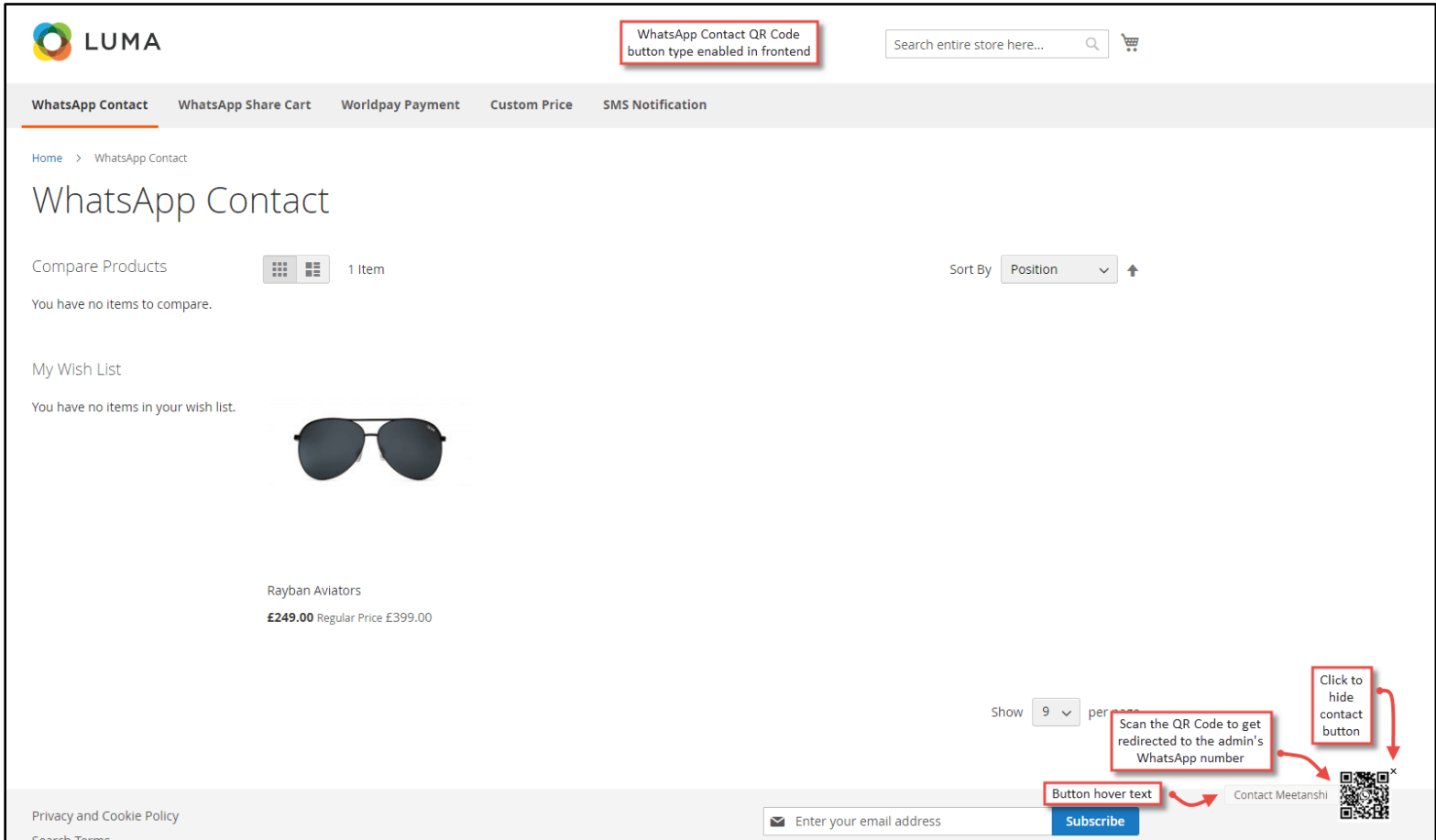
- **Box Type Button**

Box type button is shown along with the text. On click of the button, a popup is opened with the information text and list of chat operators. QR code or photo (whichever is added), Department name and default chat message are also displayed along with the agent list. User can scan the QR code or click on one of the chat operators to start a chat in WhatsApp.

The screenshot shows a Magento 2 storefront for 'LUMA'. A 'WhatsApp Contact Box button' is enabled in the frontend. The page displays 'WhatsApp Contact' with a 'Compare Products' section (1 item) and a 'My Wish List' section (0 items). A product 'Rayban Aviators' is shown with a price of £249.00 (Regular Price £399.00). A WhatsApp contact popup is open, showing information text: 'Click one of our representatives below to chat on WhatsApp.' The popup lists two chat agents: Shivbhadra (After Sales Support) and Sanjay (Technical Support). A QR code is provided for scanning. A 'Chat With Us on WhatsApp' button is visible at the bottom right of the popup. Annotations highlight various elements: 'Information Text', 'Scan the QR code or click on a chat agent to start chat with', 'Department name & default chat message', 'Click to hide contact button', and 'Button text with icon'.

- **QR Code Type Button**

On hover of the QR Code button, hover text is shown. Customers can scan the QR code to start a chat in WhatsApp.



LUMA WhatsApp Contact QR Code button type enabled in frontend Search entire store here...

WhatsApp Contact WhatsApp Share Cart Worldpay Payment Custom Price SMS Notification


Home > WhatsApp Contact

WhatsApp Contact

Compare Products 1 Item Sort By Position

You have no items to compare.

My Wish List
You have no items in your wish list.



Rayban Aviators
£249.00 Regular Price £399.00

Show 9 per page

Scan the QR Code to get redirected to the admin's WhatsApp number

Click to hide contact button

Button hover text

Contact Meetanshi

Enter your email address

Privacy and Cookie Policy Search Terms

- **Contact Opened in WhatsApp**

When the user is redirected to WhatsApp chat with the admin or the selected chat agent, the default message is shown where he can add more text for the query, question, feedback or any other information.

