

Olark Live Chat for Magento 2

User Guide

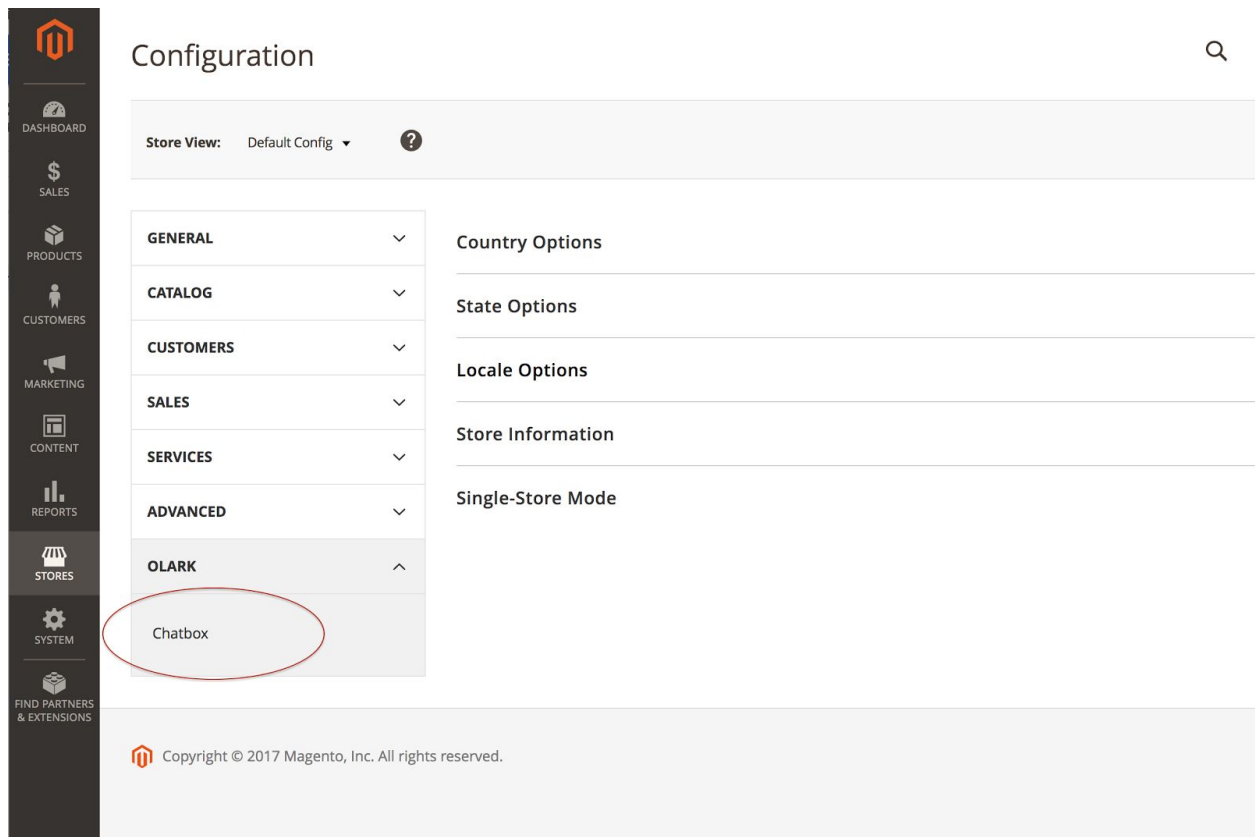
Introduction

[Olark Live Chat](#) is a service that makes it possible for store owners to talk to their visitors in real-time, right from their Magento Stores. With this extension, the chat agent experience is greatly enhanced by Olark's Cart Saver functionality: we will pass the cart information about a visitor automatically to the chat agent's interface. This way, the agent can make very informed decisions on which customers to contact and effectively close the sales on customers right when they have a question.

Configuration

After the extension is installed, it must be configured by heading to **Stores -> Configuration** on your Magento Admin Panel.

In here you'll find the new **Olark -> Chatbox** entry where you can configure Olark.



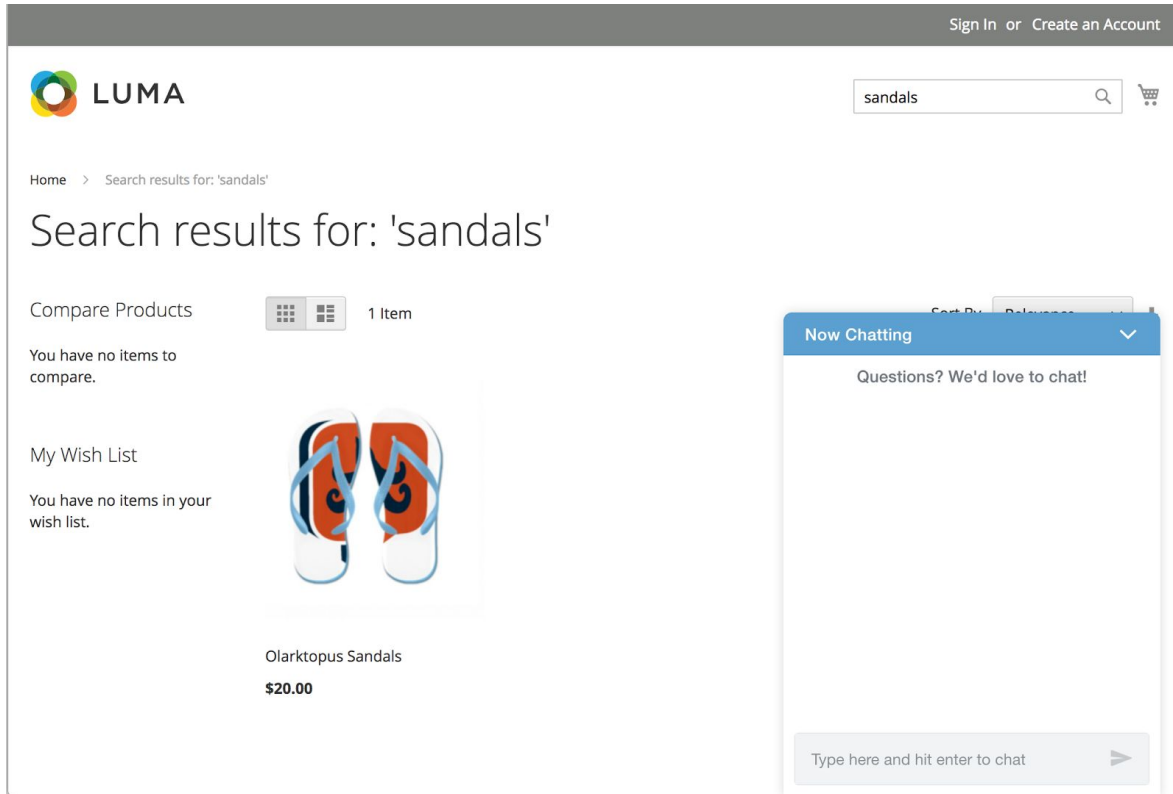
The screenshot displays the Magento 2 Configuration page. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled "Configuration" and includes a search icon in the top right. Below the title, there is a "Store View" dropdown menu set to "Default Config" with a help icon. A central column contains a list of configuration categories: GENERAL, CATALOG, CUSTOMERS, SALES, SERVICES, and ADVANCED, each with a downward arrow. The "OLARK" category is expanded, showing a "Chatbox" option which is circled in red. To the right of this list are several configuration sections: "Country Options", "State Options", "Locale Options", "Store Information", and "Single-Store Mode". At the bottom of the page, there is a footer with the Magento logo and the text "Copyright © 2017 Magento, Inc. All rights reserved."

Once inside the Configuration page for Olark, you can follow the on-page instructions to get your own Site-ID.

The screenshot shows the 'Configuration' page for Olark. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Configuration' and includes a search icon. Below the title, there's a 'Store View' dropdown set to 'Default Config'. A central 'Settings' section contains a list of configuration categories: GENERAL, CATALOG, CUSTOMERS, SALES, SERVICES, ADVANCED, OLARK (highlighted), and Chatbox. To the right of the OLARK category, there are two settings: 'Insert on all pages [store view]' set to 'Yes' and 'Olark Site-ID [store view]' with the value '1109-'. Below these settings, a 'Get started in 5 minutes.' section lists four steps: 1. Create an Olark account if you don't have one. 2. Find your Site ID and type it above. 3. Configure CartSaver notifications in your Olark account. 4. Start chatting with your customers. That's it! A 'Need help?' section provides links to a tutorial, live chat, or email. At the bottom, there is a footer text: 'Save the sale with Olark CartSaver for Magento!'

Usage

After Olark is configured, the Olark Chatbox will be present on your store pages. This is the chatbox that your customers will use to talk directly to you and your agents via Olark.



As a chat agent on chat.olark.com, when looking at visitors, you will be able to see at a glance, the cart state of the visitors on your store.



And when having a direct conversation with them, you can see their Shopping Cart details and store navigation history.

The screenshot displays the Ollark chat interface. On the left, there is a sidebar with 'Recent Conversations' (showing '\$20.00 | USA (Reno, NV) #6977'), 'Operators', and 'Visitors'. The main chat area shows a conversation with a customer. The customer's profile is 'No Name Given' with 'No Email Given' and 'No Phone Given', located in 'USA (Reno, NV)'. The chat content includes:

- Cart Details:** A table showing a shopping cart with one item: Olarktopus Sandals for \$20.00.
- Store Navigation History:** A section indicating the customer is a new customer and listing pages viewed: 'looking at www.mystore.com/checkout', 'visited www.mystore.com/asdf.html', 'visited www.mystore.com/catalogsearch/result/?q=sanc', 'visited 1 other page', and 'referred from www.google.com/?q=awesomestuff'.

The chat message from the customer reads: 'Hello! can I help you with those sandals?'. The interface also shows 'Accepting New Chats', 'LOGOUT hector-demo', and a 'What's new?' notification.

That's it! We are happy to help get you started, feel free to visit www.ollark.com and chat with us if you have any questions.