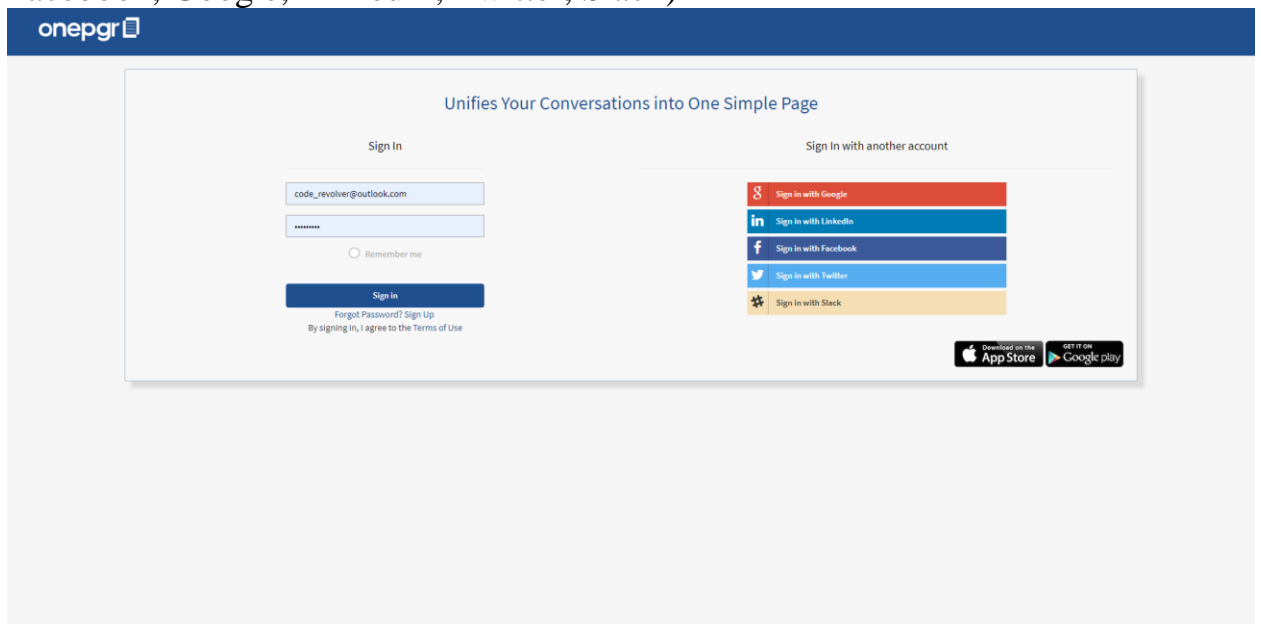


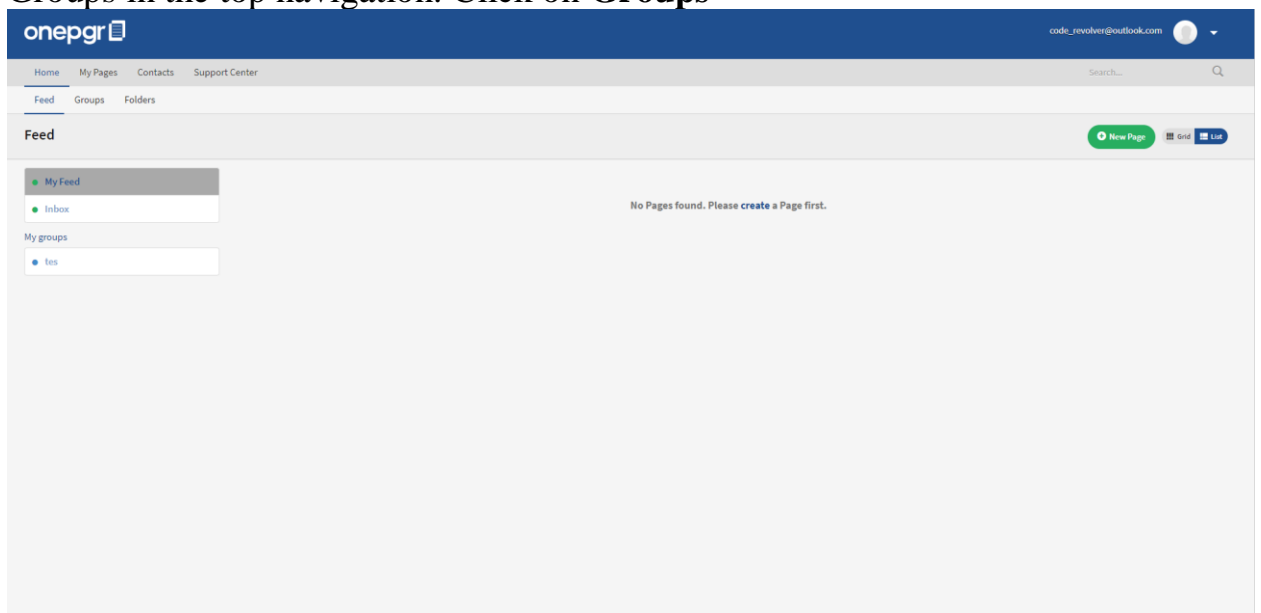
Instructions for Onepgr Magento Module

Creating Queue IDs (General Question Queue ID, Product Support Queue ID, Customer Service ID)

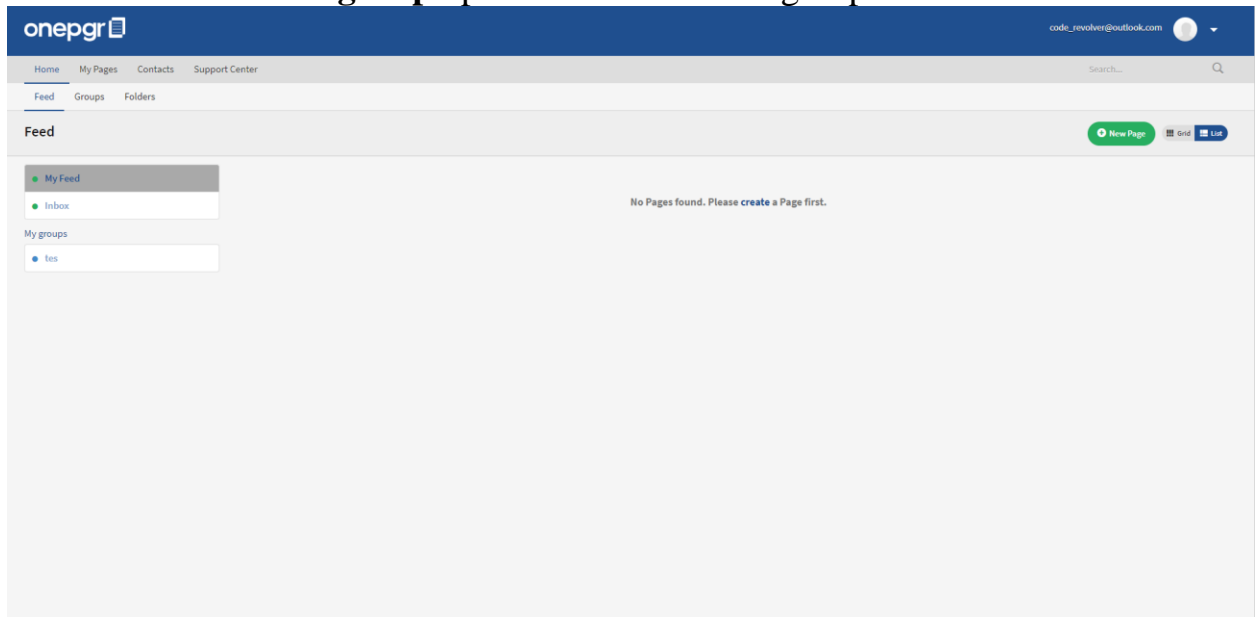
1. Log in to <https://app.onepgr.com/> (if you do not have an account on onepgr, you may sign up for new account or sign in using another account such as Facebook, Google, LinkedIn, Twitter, Slack)



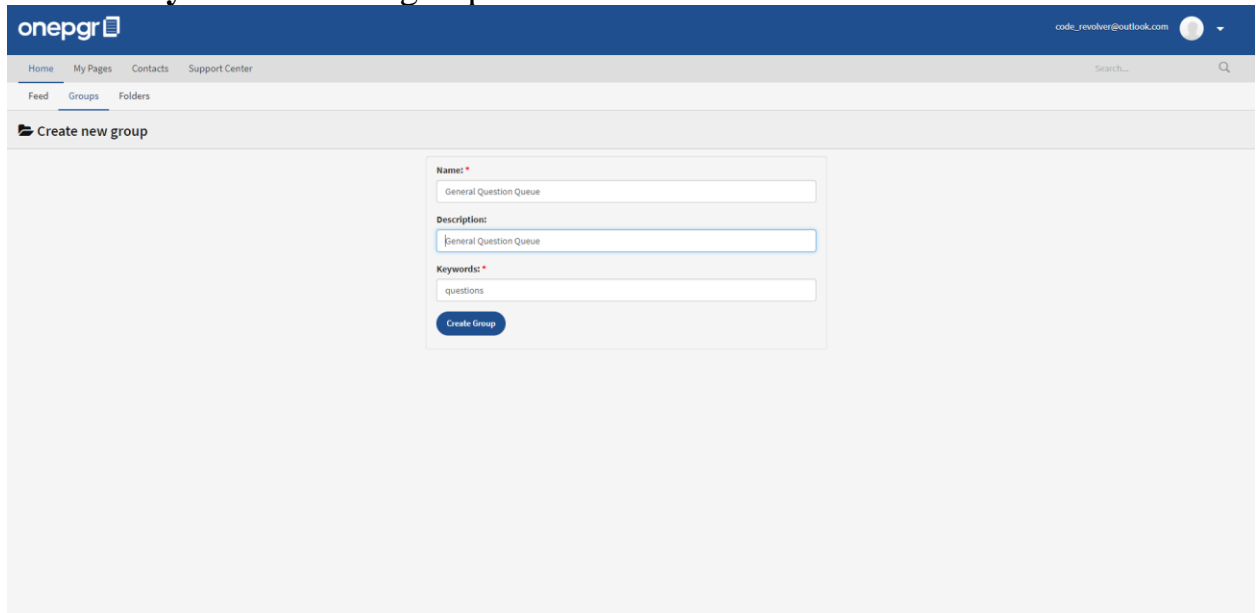
2. After logging in, you will be directed to the feed page. Here, you will find Groups in the top navigation. Click on **Groups**



3. You will be directed to **Group Page** where the button **New group** can be found. Click the **New group** option to create a new group.

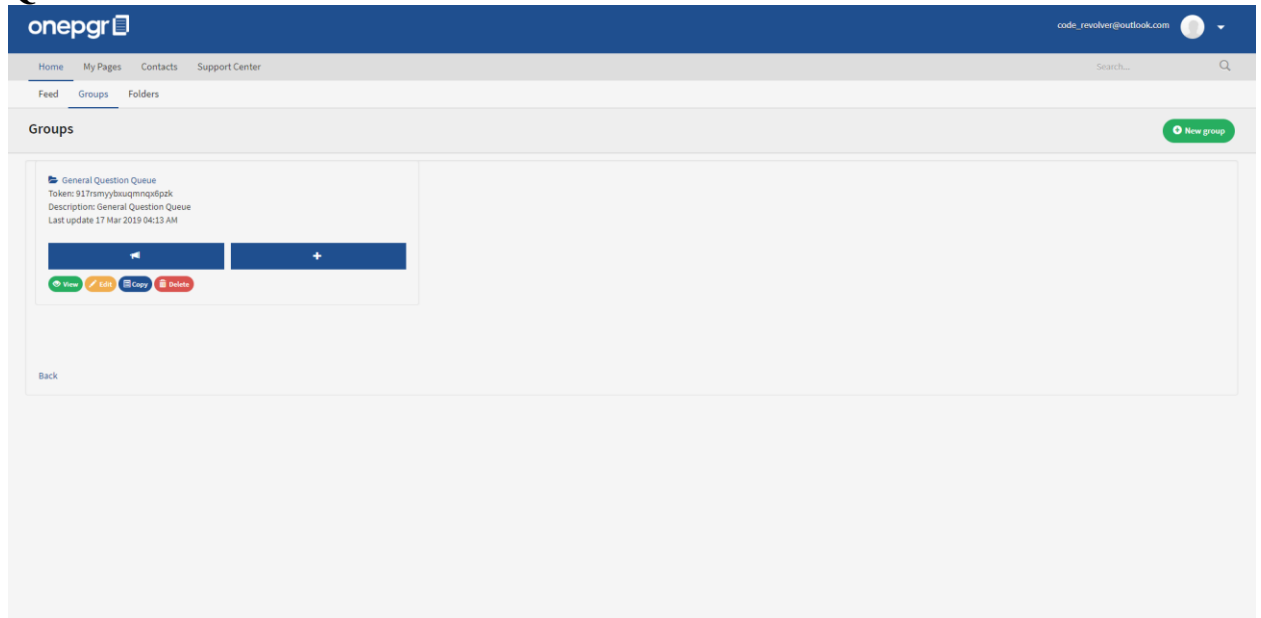


4. Enter **General Question Queue** as Group Name and Enter **Description** as well as **Keywords** for the group.



5. After creating the group for **General Question Queue** then you can find **Token** under the newly created group which is your **General Question**

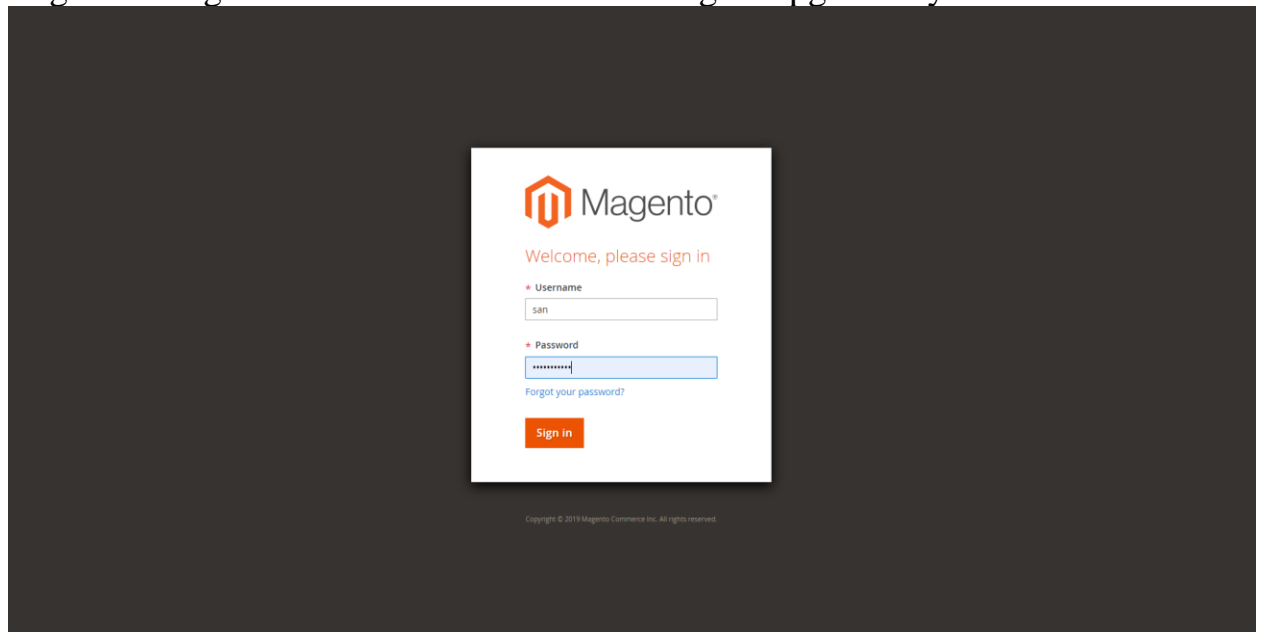
Queue ID



6. The same steps can be applied for creating remaining two queue IDs for Product Support Queue ID and Customer Service Queue ID.

Setting up Onepgr Lobby on Magento After getting Queue IDs.

1. Log in to Magento Admin Panel after installing Onepgr Lobby Module.



2. After logging in to Magento Admin Panel, navigate to **Stores** → **Settings** → **Configuration**.

The screenshot shows the 'Stores' configuration page in the Magento Admin Panel. A dark sidebar on the left contains a menu with categories like Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Stores' and features a 'Reload Data' button and a 'Go to Advanced Reporting' link. Below this, there is a summary table with the following data:

Revenue	Tax	Shipping	Quantity
\$0.00	\$0.00	\$0.00	0

Below the table are tabs for 'Bestsellers', 'Most Viewed Products', 'New Customers', and 'Customers'. A message states 'We couldn't find any records.' The footer includes 'Copyright © 2019 Magento Commerce Inc. All rights reserved.' and 'Magento ver. 2.3.0 Report an Issue'.

3. Enter Newly created IDs into the required fields and click **Save Config**. You may also enter the link to your custom **Learn More URL** and **Logo URL**.

The screenshot shows the 'Configuration' page in the Magento Admin Panel. The 'Store View' is set to 'Default Config'. A 'Save Config' button is visible in the top right. The 'General Configuration' section is expanded, showing the following fields:

- General Question Queue (globe): qpmfe9kh5yavla7g6pl
- Product Support Queue (globe): pc5bon9de9z46lkpqex
- Customer Service Queue (globe): phivs11e6dzvobtk3u4
- Learn More URL (globe): https://onepgr.com/pgr_customercare.html
- Logo URL (globe): https://onepgr.com/images/lobby_chat.png

The footer includes 'Copyright © 2019 Magento Commerce Inc. All rights reserved.' and 'Magento ver. 2.3.0 Report an Issue'.