

Buyer Seller Chat Marketplace Add-On v5.0.2

With the help of this extension, you can integrate the Live Chat system into your Webkul Marketplace. Marketplace Buyer Seller Chat allows customers to receive instant replies from the sellers. Each seller can do instant messaging with multiple customers at once. All the chat conversations are stored in the chat history section.

Please Note – To use Marketplace Buyer Seller Chat, you must have Webkul Multi-Vendor Marketplace extension installed.

Features

- Socket.IO and KnockoutJS based real-time chat system.
- Admin can stop or start the chat server from the back-end.
- Set marketplace chat system name to display on the storefront.
- The seller can send and receive chat messages from multiple buyers.
- The seller can block a customer from sending any new chat messages.
- Admin can see the blocked customers list.
- Upload a custom image file for the chat profile picture.
- Attach file attachments in the messages.
- Admin can set file size limit for attachments.
- Seller and buyer can change their chat status to online, busy, or offline.
- Supports emojis 😊 😞
- Browser push notifications for new messages.
- Enable or disable chat sound alerts.
- View chat message timestamp with the date.
- Customers can do instant login and sign-up from the chat window.
- Seller and customers can view their chat conversation history.
- Admin can also view chat history.
- Buyer-Seller Chat works with mobile devices.
- Module source code is 100% open for customization.

Chat Configuration

After the installation of the buyer-seller live chat module, the admin will navigate to **Stores>Configuration>Webkul>Buyer Seller Chat**. The following options will appear:

Scope: Default Config ? Save Config

WEBKUL ^

- Marketplace
- Buyer Seller Chat**

GENERAL ∨

CATALOG ∨

SECURITY ∨

CUSTOMERS ∨

SALES ∨

Server Settings

Host Name [website]
E.g. 'example.com' or 'localhost' for local sever.

Port Number [website]
Stop Server

Chat Name [store view]
Storefront name for the Buyer-Seller Chat.

Maximum Allowed Size for Attachment [store view]
enter the numeric value in MB ex: 5.

HTTPS Enabled [website]

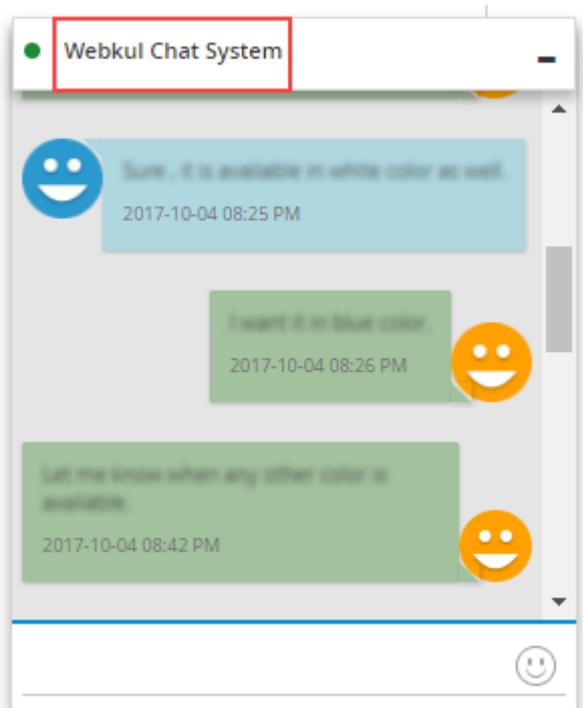
Server Settings

Host Name – Enter the hostname of your online store. eg. http://example.com/

Port Number – Enter any available port number for the chat system.

Start/Stop Server – To enable Buyer-Seller Chat, click the **Start Server** button. For disabling the Buyer-Seller Chat, please click **Stop Server**.

Chat Name – Set the storefront name for the Buyer-Seller Chat.



Maximum Allowed Size for File Attachment – The admin needs to mention a file size limit (in MB.) for sending attachments in the chat messages.

HTTPS Enabled – If your website is using HyperText Transfer Protocol Secure (HTTPS), please select **Yes**. If not, then please choose the **No** option. When the **Yes** option is selected, you need to provide the following server files.

CUSTOMERS ▾	Maximum Allowed Size for Attachment [store view] <input type="text" value="5"/> enter the numeric value in MB ex: 5.
SALES ▾	HTTPS Enabled [website] <input type="text" value="Yes"/>
YOTPO ▾	Upload Server Private Key File [website] <input type="button" value="Choose file"/> No file chosen default/server.key <input type="checkbox"/> Delete File You can get this file from your host provider, file name must be as: server.key
ENGAGEMENT CLOUD ▾	Upload Server Certificate File [website] <input type="button" value="Choose file"/> No file chosen default/server.crt <input type="checkbox"/> Delete File You can get this file from your host provider, file name must be as: server.crt
SERVICES ▾	Upload Server CA Bundle File [website] <input type="button" value="Choose file"/> No file chosen default/server.ca-bundle <input type="checkbox"/> Delete File You can get this file from your host provider, file name must be as: server.ca-bundle
ADVANCED ▾	

Customer Front-End

Once the Live Chat module has been configured, the chat window will appear on all product pages of a seller.

The screenshot displays the LUMA e-commerce store interface. At the top, there is a navigation bar with links for 'Default welcome msg!', 'Sell', 'Sign In or', and 'Create an Account'. Below this is the LUMA logo and a search bar. The main navigation menu includes 'What's New', 'Women', 'Men', 'Gear', 'Training', 'Sale', and 'Booking'. The product page for 'Dash Digital Watch' is shown, featuring a digital watch image, a price of \$92.00, and an 'Add to Cart' button. A 'Webkul Chat System' window is overlaid on the right side of the page, containing a login form with fields for 'Email Address' and 'Password', and a 'Login' button. The chat window also includes a 'New User?' link and a 'Logout' button.

Login/Sign Up via Chat Window

If a customer is not logged into the store, the customer can do the login from the chat window also.

The screenshot shows a window titled "Webkul Chat System" with a close button (X) in the top right corner. The form contains two input fields: "Email Address" and "Password", both marked with a red asterisk. Below the fields are two buttons: a blue "Login" button and a "New User?" link. A red rectangular box highlights both the "Login" button and the "New User?" link.

Quick Sign-Up

If a customer does not have an account in the store, that customer can create an account from the chat window. A customer just needs to enter a First Name, Last Name, Email Address, and Password.

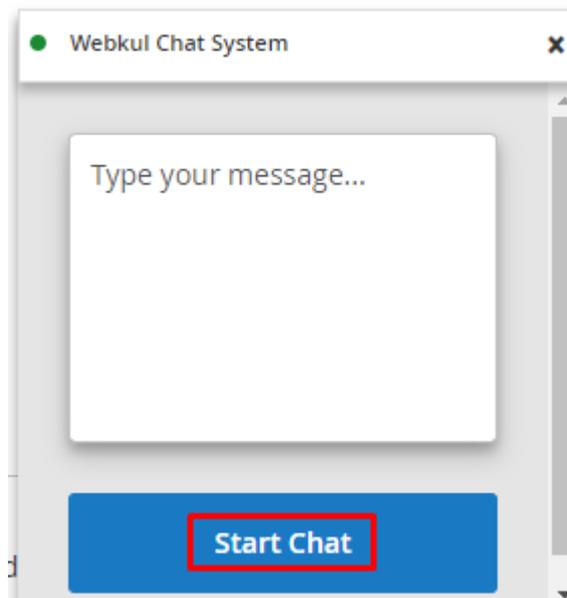
The screenshot shows the top portion of a "Webkul Chat System" window. It features three input fields: "First Name" with the value "John", "Last Name" with the value "Doe", and "Email Address" with the value "johndoe@examplecom". Each field is followed by a red asterisk indicating it is a required field.

The screenshot shows the bottom portion of the "Webkul Chat System" window. It features two input fields: "Email Address" with the value "johndoe@examplecom" and "Password" with masked characters "*****". Below these fields are two buttons: a blue "Submit" button and a "Login" link.

Start Chat

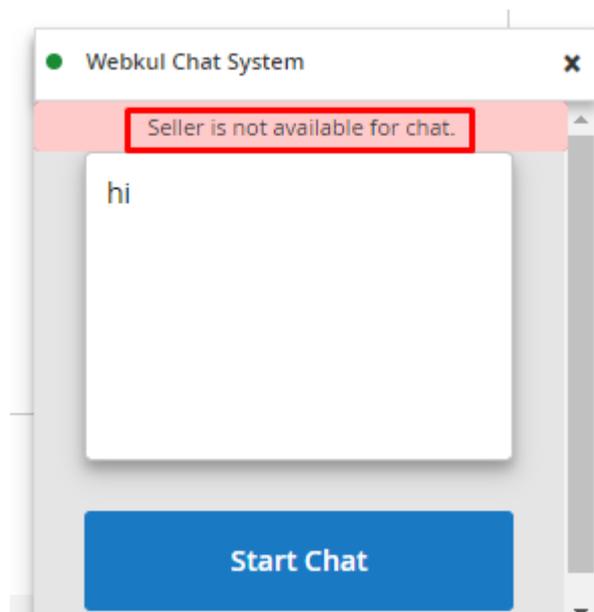
Now, the customer can type any message and click the **Start Chat** button, the message will be sent to the seller if the seller is online.

Please Note – Each seller will reply for their products only, which means one seller cannot reply to another seller's product.

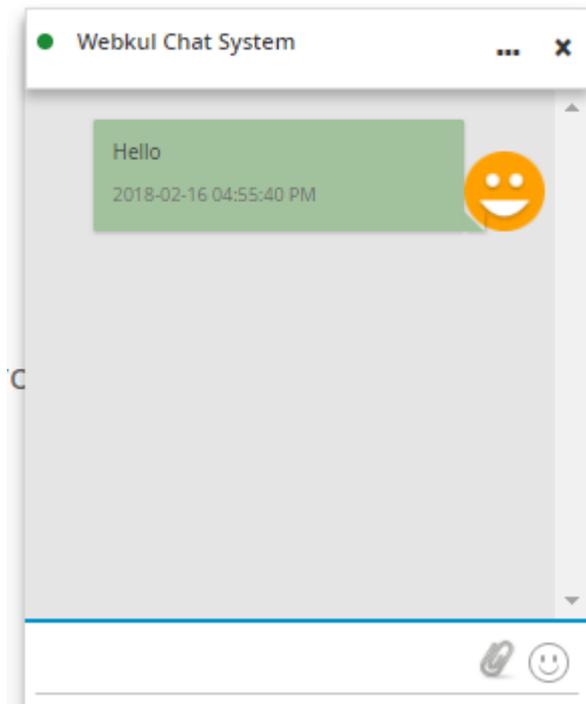


Seller Not Available

If the seller is not available for the live chat, the message will appear in the chat window. A customer can still send offline messages to a seller.



Once the chat is active, the customer can start sending the messages to the seller. The customer can simply type the message and hit Enter key. Buyer Seller Chat extension supports various emojis also. 😊

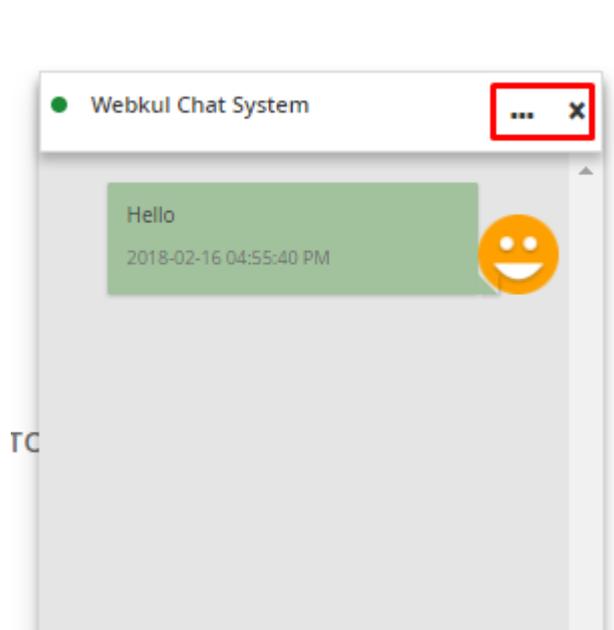


Chat Window Buttons

There are two buttons on top of the chat window as follows:

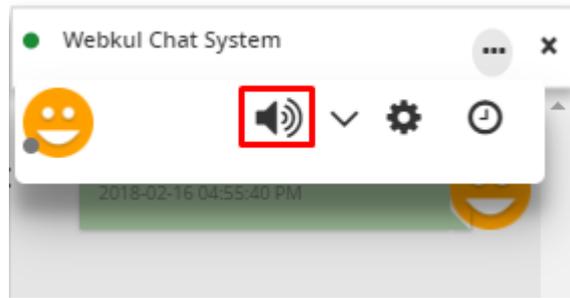
... Show/hide chat controls

X – Close chat window



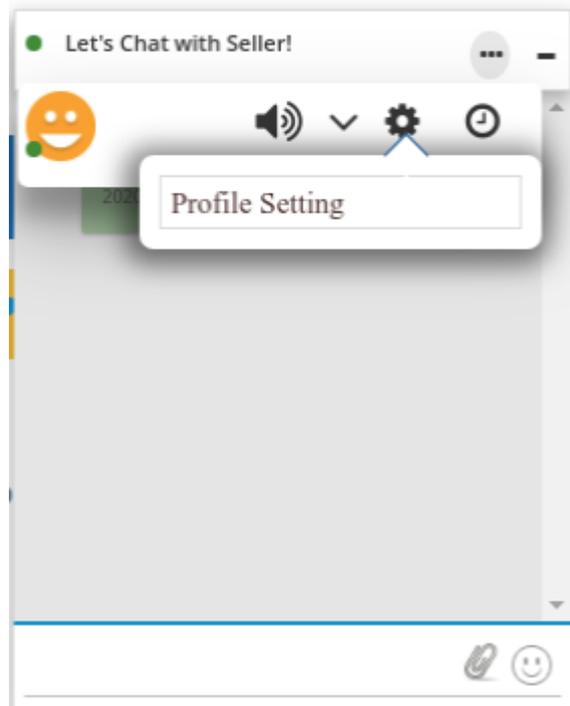
Mute Sound Alerts

If the customer wants to disable the sound alerts for the chat notification messages, the customer can click the speaker icon on the chat window.



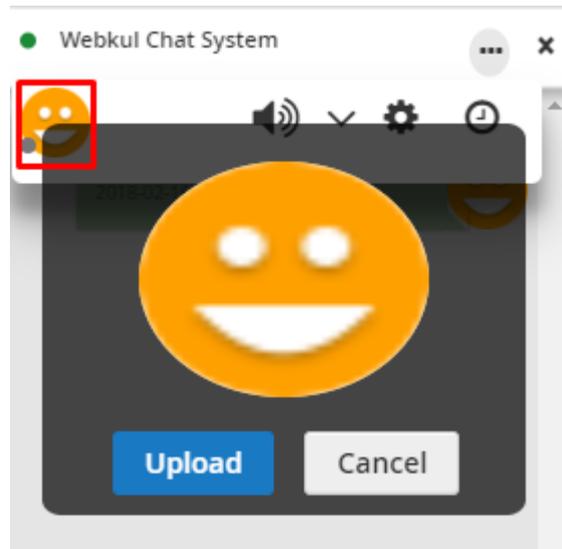
Chat Settings

The customer can click the gear icon for changing the chat profile picture – **Profile Setting**.



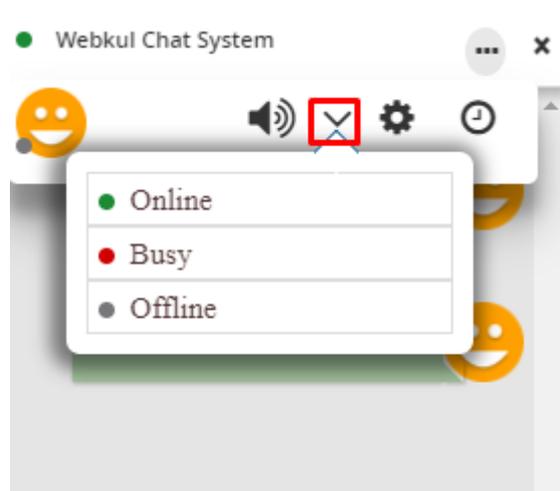
Upload Chat Profile Picture

The customer can upload a custom image file for the chat profile picture. First, click in the centre and browse the file then, click the **Upload** button.



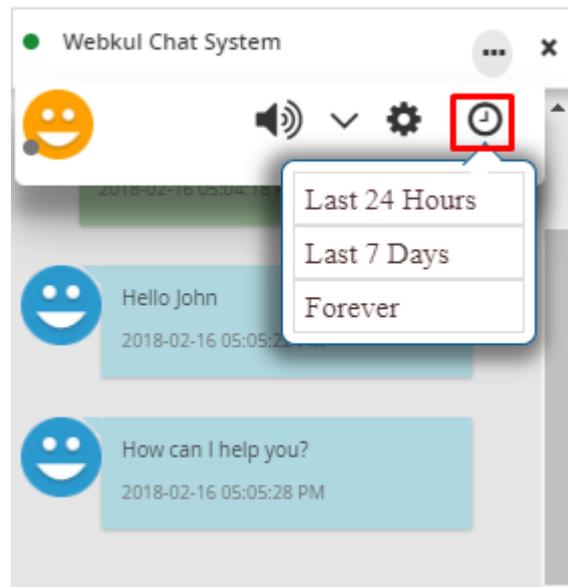
Chat Status

The customer can change the chat status to **Online**, **Busy**, or **Offline**.



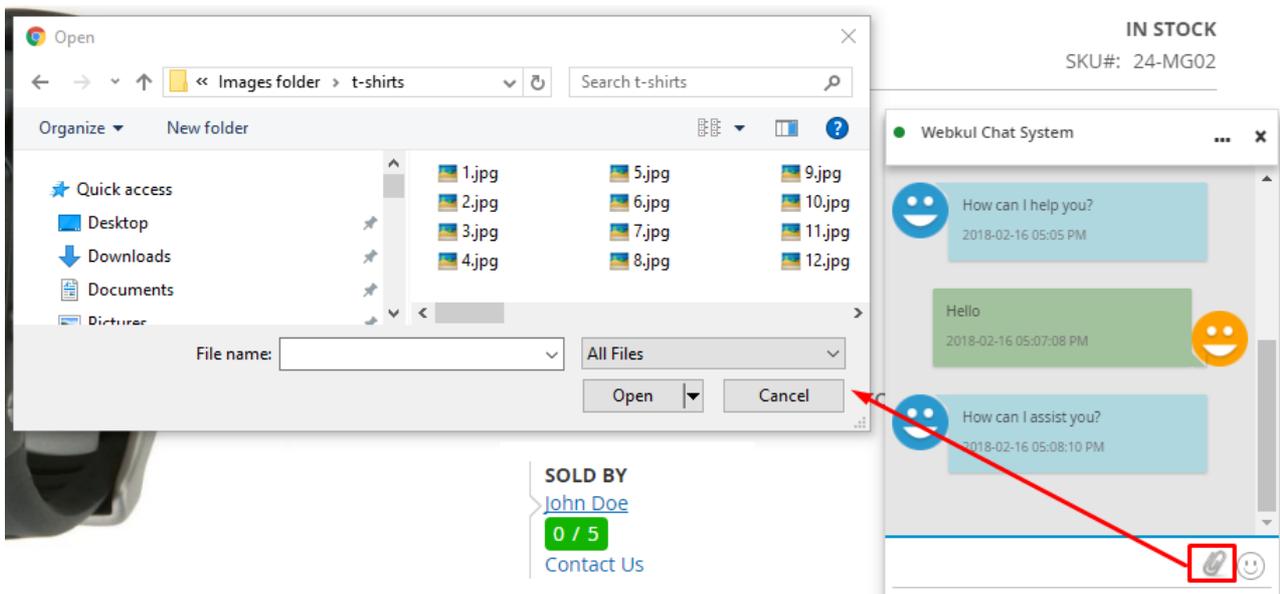
Chat History

The customer can view the complete history of the chat conversation with the seller. There will be three options to view the chat history – Last 24 Hours, Last 7 Days, or Forever.

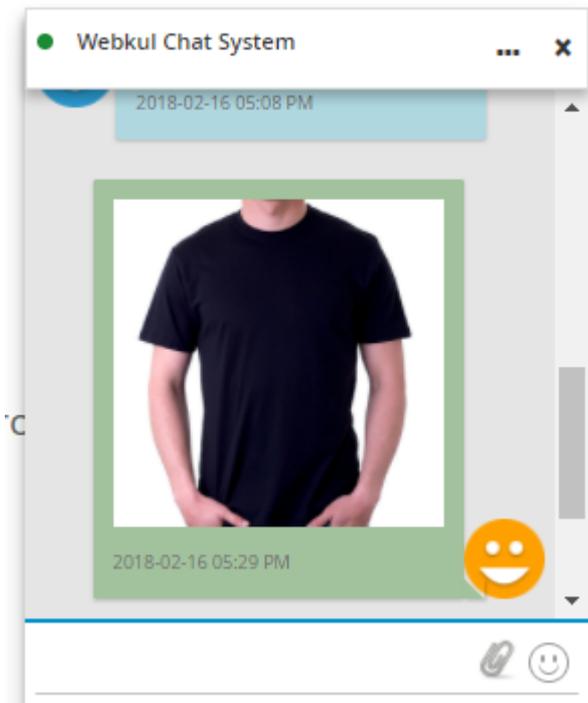


Send File Attachments

Both the customers and sellers can send and receive file attachments in the chat messages.

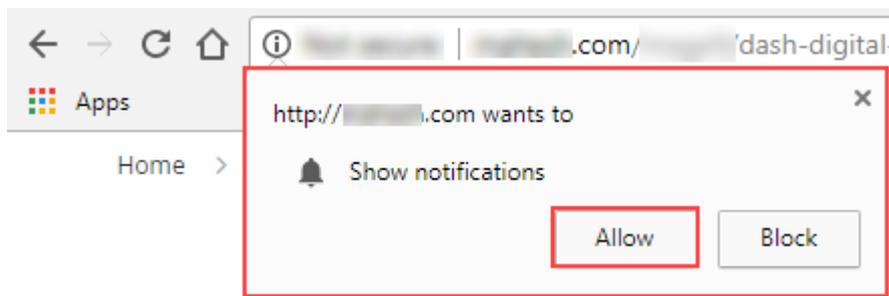


You can also preview the image in the chat window.

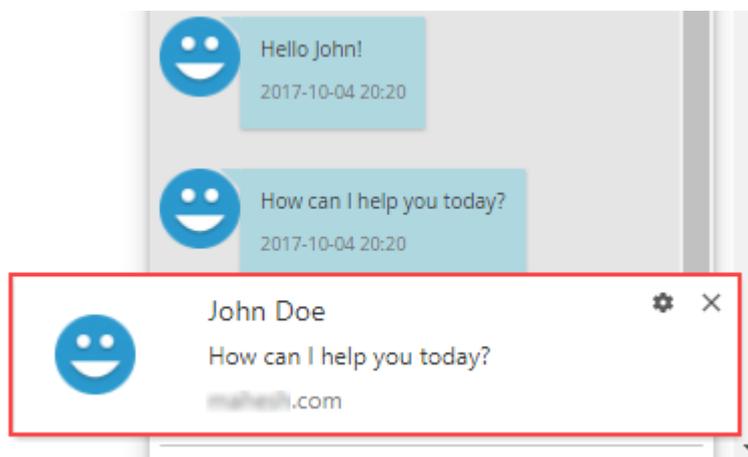


Chat Notifications

The customer can also receive browser notifications for new chat messages. First, the customer needs to click Allow for showing the notifications from the online store. Please refer to the below image.

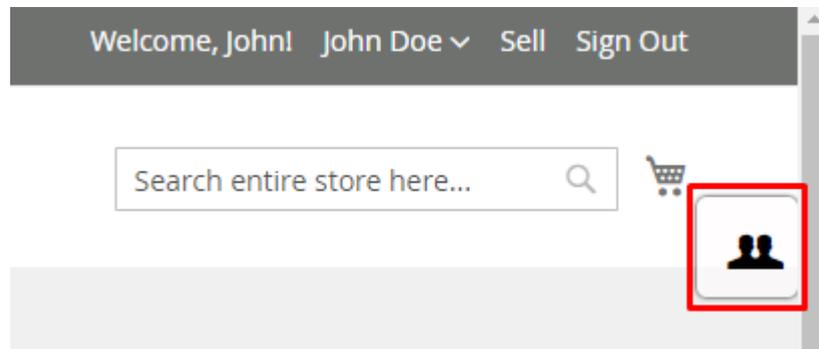


When any new message is received, a pop-up notification appears on the top. After few seconds it will disappear automatically.



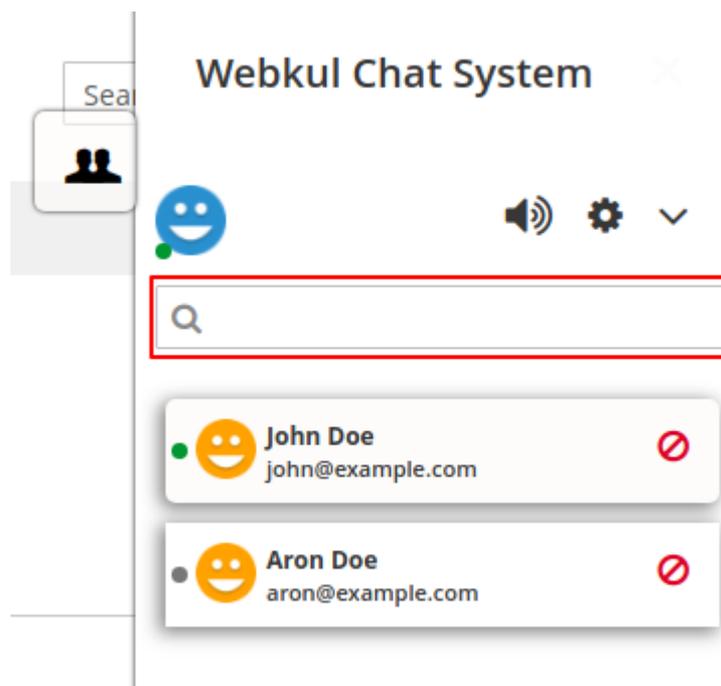
Seller Front-End

After logging into the seller account, the seller will find the chat icon on the right-hand side of the page.



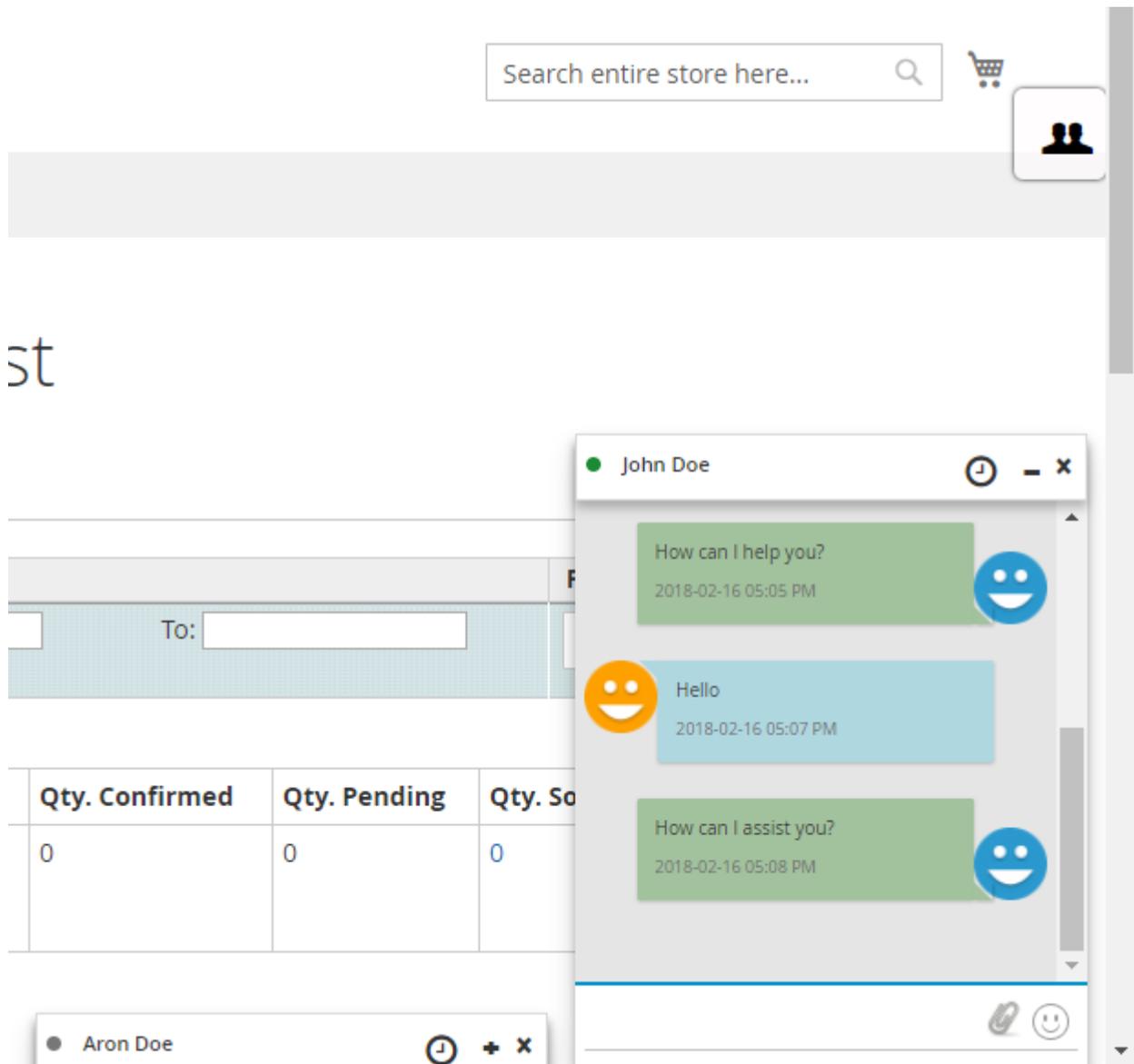
Seller Chat Panel

After clicking the chat tab, the seller chat panel will appear on the right. Here all the online customers who have initiated the chat with this seller will appear.



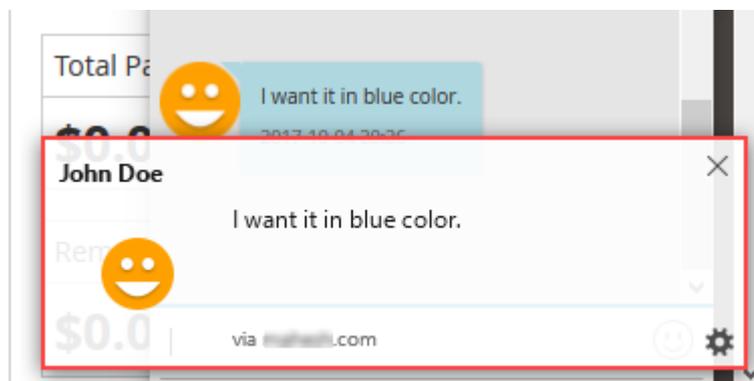
This side panel will be active and available on all the pages of the store for the sellers. The seller can even search for customers on the search bar. The seller can also chat with multiple customers in one instance.

For replying to the customer, the seller can click any customer name and type the message.



Chat Notifications

When any customer sends a new message to the seller, the seller will receive the browser notifications on top.



Mute Sound Alerts

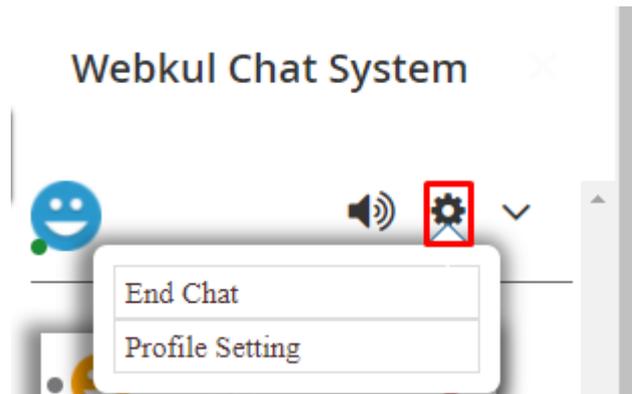
The seller can enable or disable the sound alerts for the new chat messages.

Webkul Chat System



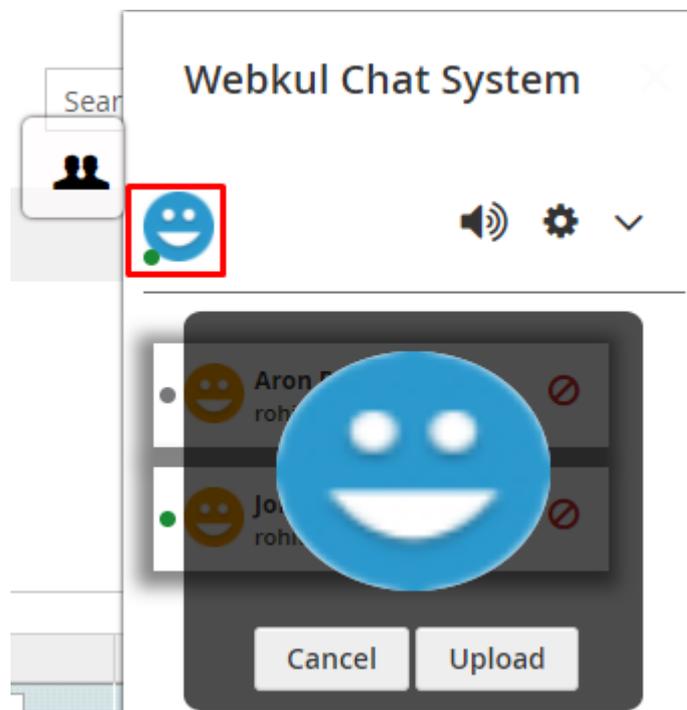
Chat Setting

The seller can click the gear icon for either ending the chat or changing the profile picture.



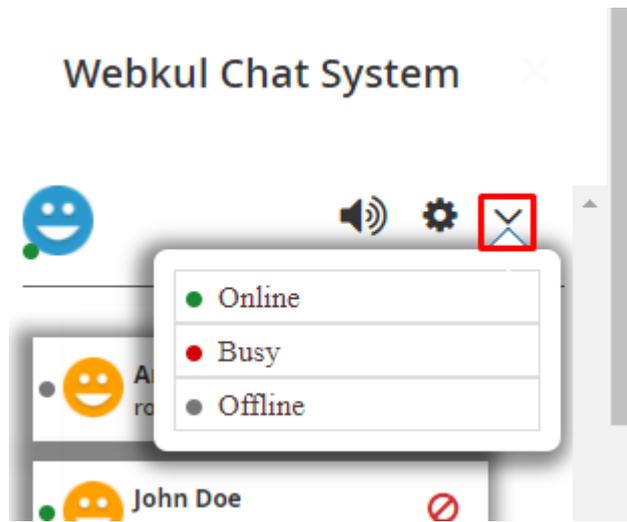
Upload Chat Profile Picture

The seller can upload a custom image file for the chat profile picture. First, the seller will click in the center and browse the file and then, click the **Upload** button.



Chat Status

The seller can also change the chat status of the chat to either – **Online**, **Busy**, or **Offline**.



File Attachments

A seller can also send and receive file attachments in chat messages.

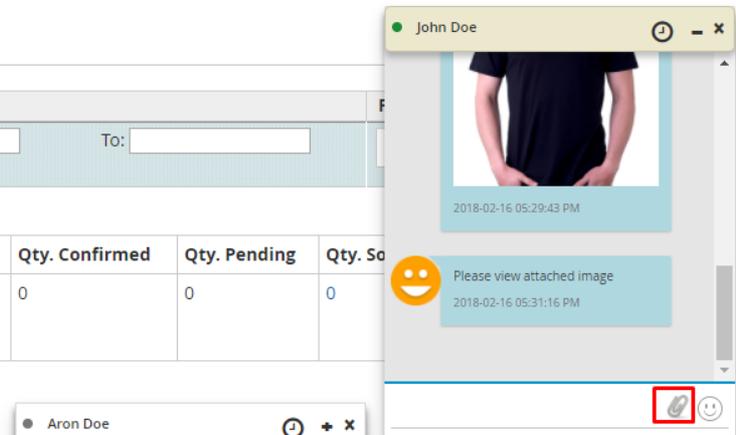


Marketplace Product List

Product List

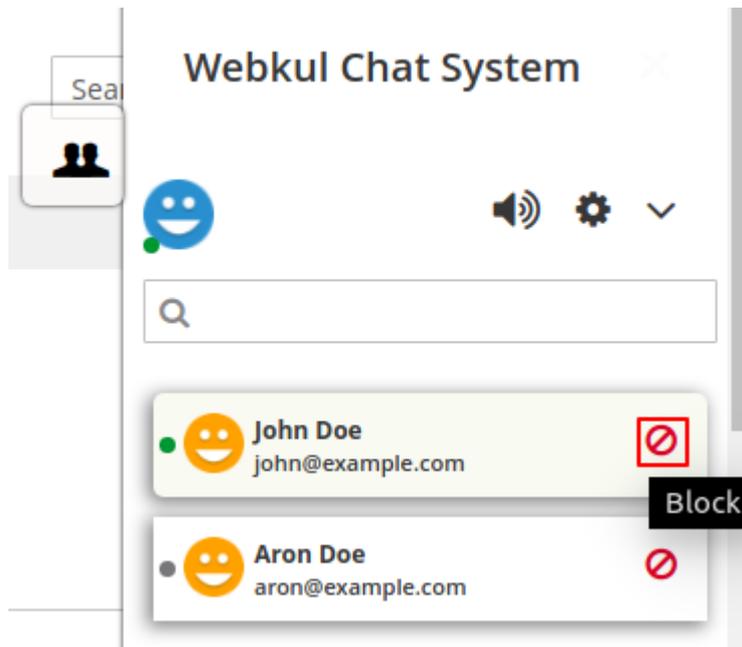
Product Name	Date					
<input type="text" value="Search by product name"/>	From: <input type="text"/>	To: <input type="text"/>				
Delete Products						
<input type="checkbox"/>	Product	Type	Status	Qty. Confirmed	Qty. Pending	Qty. So
<input type="checkbox"/>	 Dash Digital Watch \$92.00	simple	Approved	0	0	0

1 Item

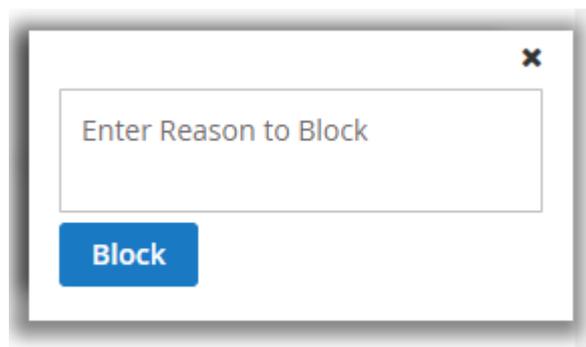


Block Customer

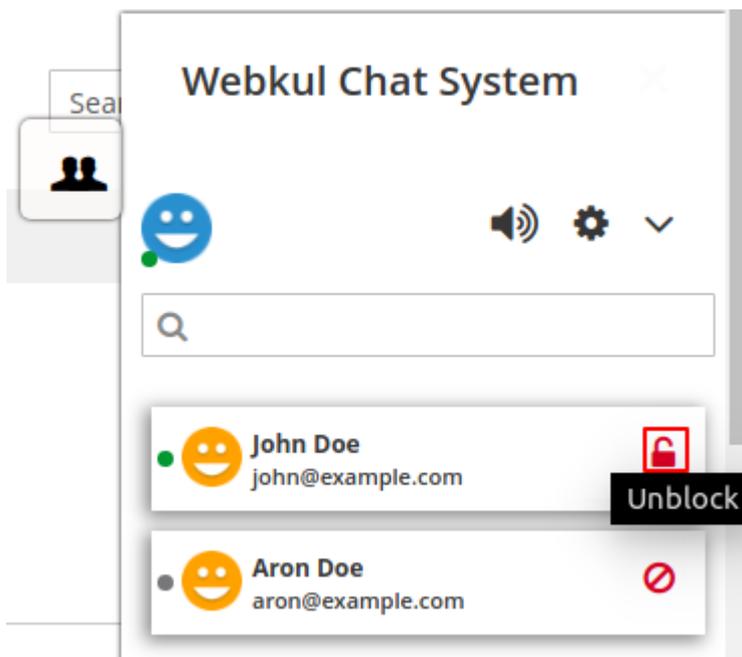
A seller can block a customer, using the block button. A blocked customer cannot send any further messages to a seller.



A seller has to mention a reason for blocking a customer.



For unblocking a blocked customer, the seller can click **Unblock** icon.



The admin can view the list of all the customers who have been blocked by the sellers. To do that, the admin can navigate to **Marketplace Management > Block Customer List**. The admin can see the seller name, customer name, customer email, and its reason for blocking.

Blocked By(Seller)	Customer Name	Customer Email	Reason of Block
John Doe	Aron Doe	aron@example.com	Spam customer
John Doe	Mark Doe	mark@example.com	Spam customer
Jane Doe	Richard Doe	richard@example.com	Not relevant questions
Peter Doe	Brian Doe	richard@example.com	Fake customer

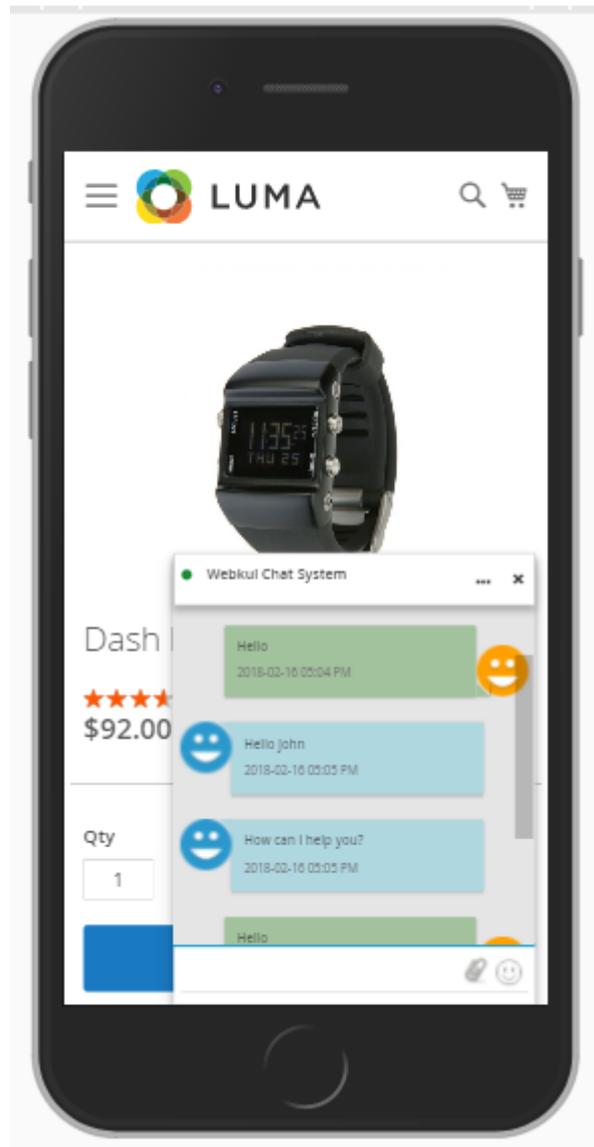
View Chat History

The admin can also view the chat conversion history between the sellers and customers. The admin can filter out a particular customer by using the date, sender's and receiver's name in filters

Sender	Message	Dated on	Receiver
John Doe	Please view attached image	Feb 16, 2018 11:01:16 PM	John Doe

Marketplace Chat on Mobile

The Buyer-Seller Chat extension also works on mobile devices. So using this extension, the customers can send and receive real-time messages from the sellers.



I hope you have liked reading this documentation 😊 In case you need any further information or require customization, then please send an email to support@webkul.com