

MAGENTO 2 FACEBOOK MESSENGER LIVE SUPPORT

USER GUIDE

Version	Created Date
1.0.0	2016-08-26

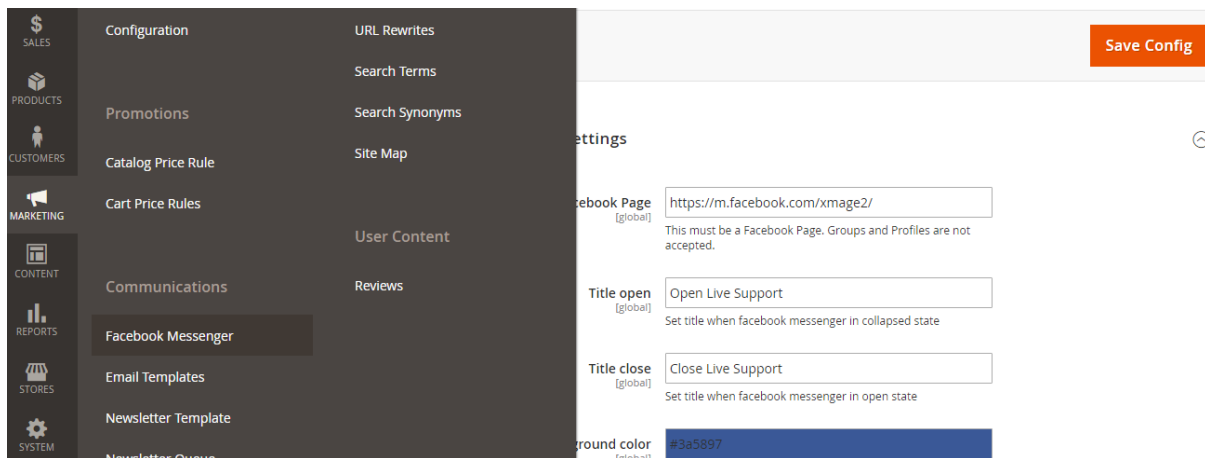
Table of Contents

Configuration	3
Menu.....	3
Create widget.....	4
Frontend Display	5
Chat box display in frontend.....	5

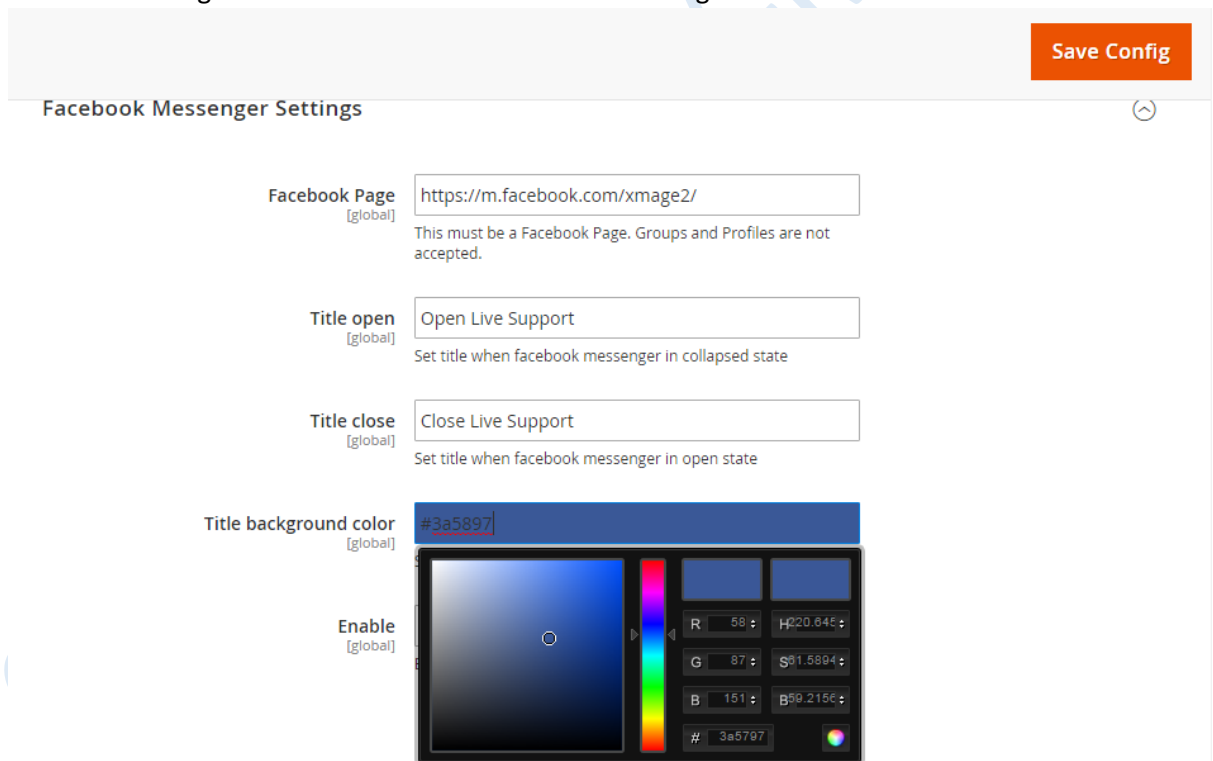
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Configuration

Menu



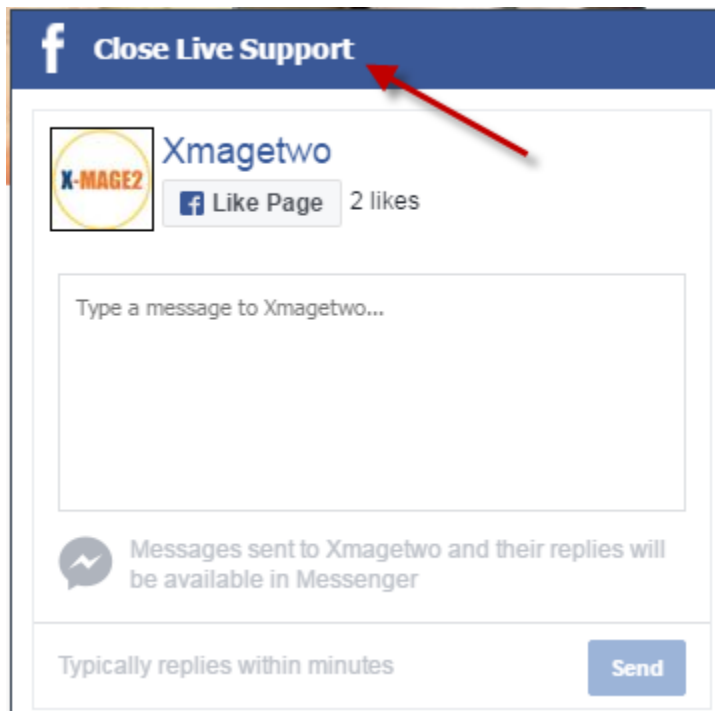
- Go to Marketing → Communications → Facebook Messenger



- Facebook Page: Set your Facebook page link. Not the groups or profiles.
- Title open : Set the title when Facebook chat box is collapse



- Title close: Set title when Facebook chat box is open.



- Title background color: Color of the background title.
- Enable: Enable/Disable module. This value is decided if module display or not.

Require cache clean.

Create widget

To make live support chat box display in frontend, you need to create a widget.

Go to Content → Widget → Add Widget

From Widgets Settings, Select Type “Facebook Messenger Live Support” and your theme.

Click Continue

Widgets

In Storefront Properties, select the layout for Facebook Messenger chat box.

WIDGET

Storefront Properties

Storefront Properties

Type: Facebook Messenger Live Support

Design Package/Theme: Magento Luma

Widget Title: Facebook Messenger Live Support

Assign to Store Views: 5 *

All Store Views

Main Website

Main Website Store

Default Store View

Sort Order: 100

Sort Order of widget instances in the same container

Layout Updates

Display on: All Pages

Container: Main Content Top Template: Facebook Messenger

Add Layout Update

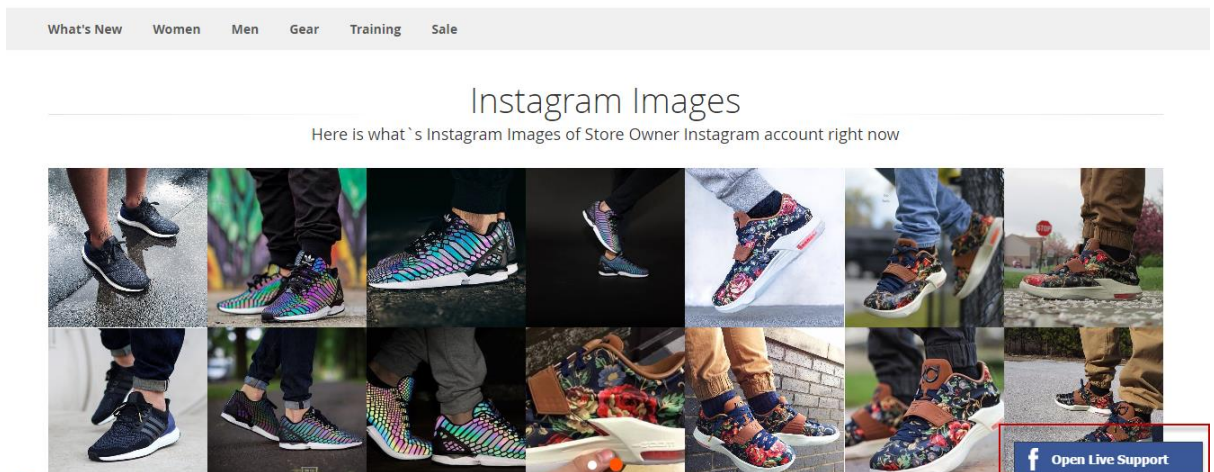
Then click "Save"

Widgets				Add Widget
11	Gear Category Content	CMS Static Block	0	
12	New Products Category Content	CMS Static Block	0	
13	Sale Category Content	CMS Static Block	0	
14	Home Page	CMS Static Block	0	
15	Performance Fabrics	CMS Static Block	0	
16	Eco Friendly	CMS Static Block	0	
17	Login Info	CMS Static Block	0	
18	Giftcard Category Content	CMS Static Block	0	
19	Currencies Exchange	CMS Static Block	0	
21	Facebook Messenger Live Support	Facebook Messenger Live Support	100	

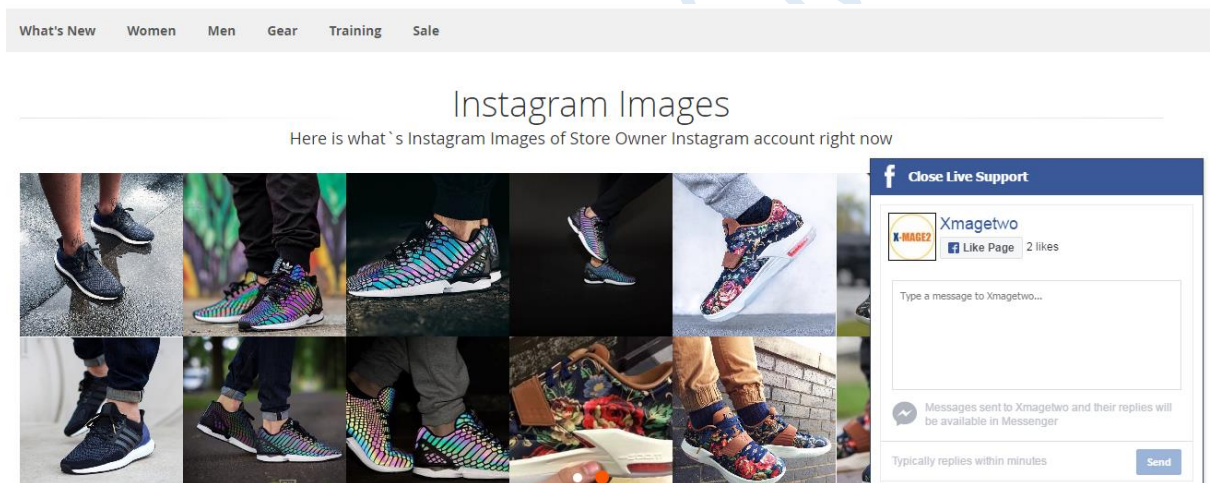
Frontend Display

Chat box display in frontend

- Chat box will display in collapse state



- Click in the chat box



- When store owner get request, feedback... It will display on Facebook page

Inbox 1 Filter by

Search people and messages

Nguyen Duc Linh 23:52
Hello, How can I help you?

Yosto Yosto 14 July
Chao

Nguyen Duc Linh
View Profile

23:50

Hello X-Mage 2

Hello, How can I help you?

Away

Viettel 01:26 100%

Home Xmagetwo Manage
Typically replies in minutes

X-MAGE2 Xmagetwo
2 people like this
Computers/Technology

TH 6 23:50

Hello X-Mage 2

Hello, How can I help you?

Type a message...



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