Whatsapp Share & Support
A Bagisto Extension

Extension User Guide
By

A Bagisto Extension by- http://codeinnovers.com

Whatsapp Product Share & Support

Whatsapp Product Share & Support Extension By [CodeInnovers](#) is an extension for [Bagisto](#) which lets store visitors to connect over store support on whatsapp. This extension also let's store visitors share the product with their whatsapp contacts.

Why Whatsapp Support ?

Whatsapp is one of the most widely used messenger and with the launch of [Whatsapp Business](#), customer support is totally revolutionalized and now its a good idea to provide fast and quick support to your customers. This extension Whatsapp Product Share And Support let's store visitors to connect with whatsapp support straight from website just with a single click.
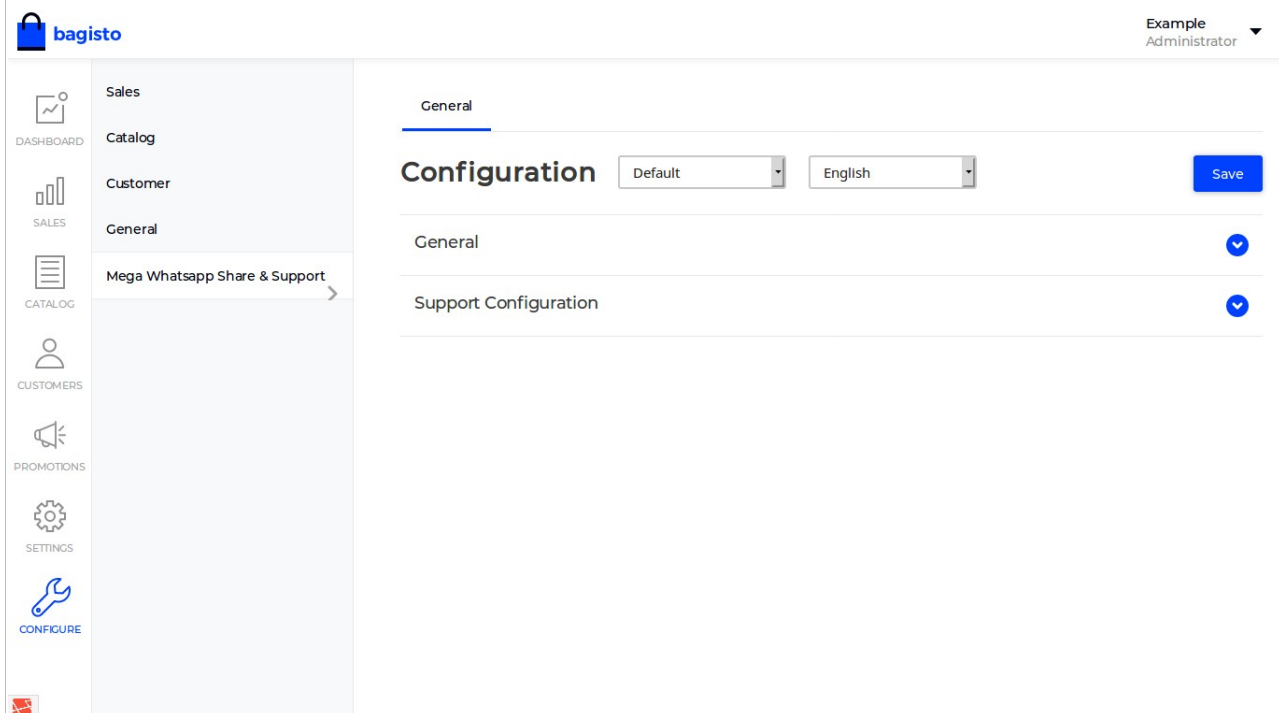
Features:

- Extension is configurable and can be disabled/enabled from admin panel anytime.

- Admin can configure the sharing functionality or support functinality within the admin panel

- Admin can enable/disable the support icon on mobile or on desktop

- Admin can set the availability days and whatsapp support from store will only be available on available days.

- Admin can set the default message to be sent when visitor is contacting the whatsapp support.

- Admin can decide the default share message and can use variables, this share message will be sent when a store visitors shares a particular product.

- Extension is compatible with mobile devices and desktop also

- Admin can upload images to be used for product share icon and for support icon. We provide images with this extension that you can use or you can upload your images.

Extension Configurations Explained:

Login to admin panel and navigate to Configure-> Mega Whatsapp Share & Support.

In above screenshot, General configuration contains the general settings of extension while support configuration contains the settings for support configuration.

In next screenshot we will find out about each setting in these configurations.

General

Configuration

Default ▼   English ▼   **Save**

General   ▲

Enable Extension

Yes ▼

Whatsapp Support Number

[   ]

Share Message

Hey check out this __product_name__ at
__product_price__ .Check it out now at __product_url__

Enable Sharing on Product View

Yes ▼

Share Icon

[Browse...] No file selected.

☐ Delete

Support Configuration   ▲

Enable Support

Yes ▼

Share Icon

[Browse...] No file selected.

☐ Delete

Icon Position

Left ▼

Show Support Icon On Desktop

Yes ▼

Show Support Icon On Mobile

Yes ▼

Support Available Days

Wednesday
Thursday
Friday
Saturday
Sunday

Default Support Message

Hi!

Under General,below configurations are there:

- ***Enable Extension-*** Select Yes/No. If Yes extension is enabled , if No extension is disabled and user will not see anything on frontend about sharing product on whatsapp and support icon

- ***Whatsapp Support Number:*** Enter support number on which user can contact.

- **Share Message:** Enter the support message that will be sent to whatsapp support that will send to whatsapp contacts that customer choose. However customer can change this message before sending. Available variables are __product_name__ to use product name, __product_price__ to use product price and __product_url__ to use view url of product.

- ***Share Icon:*** Upload the icon to be displayed for sharing a product on product details screen.

Under Support Configuration ,below options are there:

- ***Enable Support:*** Select Yes to enable support icon on website and select NO to hide the support icon

- **Icon Position:** Choose the side where you want to show the support icon. This option is helpful when you are using some live chat like zendesk, tawk to or some other messenger like fb messenger. Choose left to show the icon on left of screen and choose right to show the icon on right of screen

- ***Show Support on Desktop:*** Select Yes to show support icon on desktop devices. To hide select NO

- ***Show Support on Mobile :*** Same as above setting but for mobile devices

- ***Support Available Days:*** Select the days when you want the support icon to be available. If support is not available on Sunday leave Sunday unselected. Options can be selected/unselected with ctrl+click.

- **Default Support Message:** This setting defines the default message to be sent when a visitor is contacting the support. This setting is helpful when same number is being used on multiple websites and this message will help to identify the website from where user inititated the contact with support.

This is all for this extension now. If you need any customization or any feature that is not in the extension by default, feel free to connect with us. You can connect with us through our website [www.codeinnovers.com/contact-uswww.codeinnovers.com/contact-us](www.codeinnovers.com/contact-us) or drop us an email on codeinnovers@gmail.com

We offer free installation of the extension and you connect with us for the installation assistance. However if you are still interested to see how to do installation continue reading.

How to Install:

- Extract the package inside packages folder in the root of Bagisto installation.

- Add below code to composer.json in bagisto installation root :

    "Mega\\WhatsappShareSupport\\" :"packages/Mega/WhatsappShareSupport"

- Now open file `config/app.php` and add below line of code in providers array

Mega\WhatsappShareSupport\Providers\WhatsappShareSupportServiceProvider::class

- now run below command in root of bagisto installation

    composer dump-autoload

Now login to admin panel and configure the extension to make it ready to use. If you are facing any issue in installing the extension feel free to connect with us at codeinnovers@gmail.com,