



LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM

Built-in live chat, contact form and ticketing system (helpdesk) module for PrestaShop, self-managed, free forever! 3-in-1 complete customer support channel to communicate with online customers easily and boost sales.

A product of PrestaHero

Contents

I. WELCOME.....	3
II. INTRODUCTION.....	3
III. INSTALLATION.....	4
IV. CONFIGURATION.....	5
1. Settings	6
1.1. Live chat configuration.....	6
1.2. Ticket system configuration.....	37
1.3. Department configuration.....	51
1.4. Staff configuration.....	51
2. Tickets	53
3. Dashboard	55
4. Help.....	56
V. THANK YOU	56

I. WELCOME

Thank you for purchasing our product. We hope to guide you through all the aspects of the module installation and the module setup within this document. If you have any questions that are beyond the scope of this documentation, please feel free to contact us.

***Note:**

All instruction screenshots are taken from PrestaShop 1.7, but installing and configuring this module on PrestaShop 1.6 is similar.

II. INTRODUCTION

In an e-commerce world, speed is king. From overnight shipping to instant access to your product or service, your customers want things now – and they usually get it. However, this is not the case when it comes to customer service. Research shows that the average respond time for customer service requests on social media is 10 hours. Worse still, email response times take longer than 12 hours! This is not acceptable. And delays like this will lose your customers.

But, how can you respond quickly to your customers? It's simple – use live chat.

LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM module enables you to have real-time conversations with your customers while they're on your website. It's quick, convenient and customers love it because it's 100 times faster than any other digital service channel.

LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM is an innovative 3-in-1 online chat, contact form and helpdesk module for PrestaShop which can significantly improve your customer support service. It not only brings the greatest chatting experience for every user but also helps you gather and manage the support tickets sent by your customers.

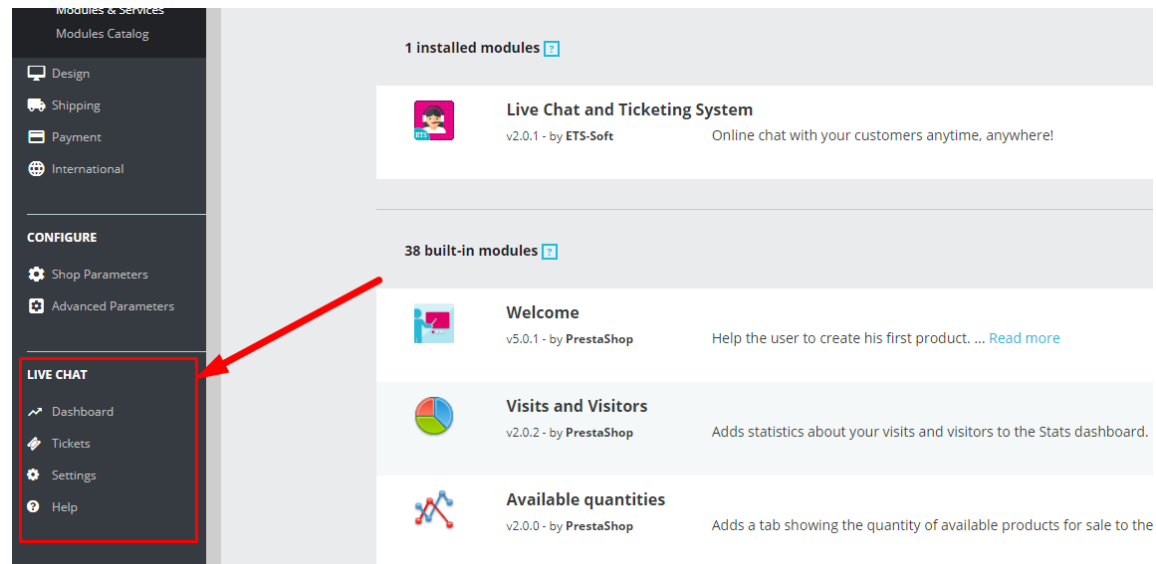
* ***“LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM”*** is compatible with PrestaShop 1.5.x, 1.6.x, 1.7.x to PrestaShop 8.x

III. INSTALLATION

1. Navigate to **“Modules / Modules & Services”**, click on **“Upload a module / Select file”**
2. Select the module file **“ets_livechat.zip”** from your computer then click on **“Open”** to install
 - ❖ Click on **“Configure”** button of the module you just installed to open the module’s configuration page.

Quick access

You can also navigate to **LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM**'s configuration page through the quick access menu.



NOTE: If you're using our **Live Chat free version**, you will have to **uninstall the free version before installing this premium version**.

IV. CONFIGURATION

From your installed module list (Located at **"Modules/Modules & services/Installed modules"**), find **"LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM"** then click on the **"Configure"** button to open its configuration page.

1. Settings

1.1. Live chat configuration

Statuses

LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM supports 4 chat statuses: online, busy, invisible and offline. Below is the frontend chat box on each status.

CHAT WITH US

ETS-Soft ●
Ask whatever you want!

Hi there we're online! Can we help you?

Your name *

Email *

Phone number *

Type a message

START CHATTING!

Online

I'M BUSY

ETS-Soft ●
Ask whatever you want!

Hello, I'm busy at the moment. Please leave me a chat message, I'll get back to you later

Your name *

Email *

Phone number *

Type a message

START CHATTING!

Busy

CHAT WITH US

ETS-Soft ●
Ask whatever you want!

Hi there I'm not online at the moment, however you can leave me a message, I'll call you back later

Your name *

Email *

Phone number *

Type a message

SEND OFFLINE MESSAGE

Invisible

CHAT WITH US

ETS-Soft ●
Ask whatever you want!

Hi there I'm not online at the moment, however you can leave me a message, I'll call you back later

Your name *

Email *

Phone number *

Type a message

SEND OFFLINE MESSAGE

Offline

On this **Statuses** tab, you can customize how chat box will be displayed on the frontend. You can also set the time to automatically change your online status to "Force online". All the changes are displayed via chat box preview in real-time from module backend.

LIVE CHAT CONFIGURATION

Statures

Chat box

IM

Privacy

Fields

Email

Security

Timing

Display

Sound

Auto reply

Pre-made messages

Social login

IP black list

Clean-up

ONLINE BUSY INVISIBLE OFFLINE

* Chat box heading text en

* Heading background color

* Welcome message en

Forced online day(s)	<input checked="" type="checkbox"/> All			
	<input checked="" type="checkbox"/> Mon	<input checked="" type="checkbox"/> Tue	<input checked="" type="checkbox"/> Web	<input checked="" type="checkbox"/> Thu
	<input checked="" type="checkbox"/> Fri	<input checked="" type="checkbox"/> Sat	<input checked="" type="checkbox"/> Sun	
Forced online hour(s)	<input checked="" type="checkbox"/> All			
	<input checked="" type="checkbox"/> 0h	<input checked="" type="checkbox"/> 1h	<input checked="" type="checkbox"/> 2h	<input checked="" type="checkbox"/> 3h
	<input checked="" type="checkbox"/> 4h	<input checked="" type="checkbox"/> 5h	<input checked="" type="checkbox"/> 6h	<input checked="" type="checkbox"/> 7h
	<input checked="" type="checkbox"/> 8h	<input checked="" type="checkbox"/> 9h	<input checked="" type="checkbox"/> 10h	<input checked="" type="checkbox"/> 11h
	<input checked="" type="checkbox"/> 12h	<input checked="" type="checkbox"/> 13h	<input checked="" type="checkbox"/> 14h	<input checked="" type="checkbox"/> 15h
	<input checked="" type="checkbox"/> 16h	<input checked="" type="checkbox"/> 17h	<input checked="" type="checkbox"/> 18h	<input checked="" type="checkbox"/> 19h
	<input checked="" type="checkbox"/> 20h	<input checked="" type="checkbox"/> 21h	<input checked="" type="checkbox"/> 22h	<input checked="" type="checkbox"/> 23h

Live chat Ticketing system Departments Staffs

Chatbox preview

CHAT WITH US

Camelia Studio ●
Ask whatever you want!

Hi there we're online! Can we help you?

Your name *

Email *

Phone number *

Type a message

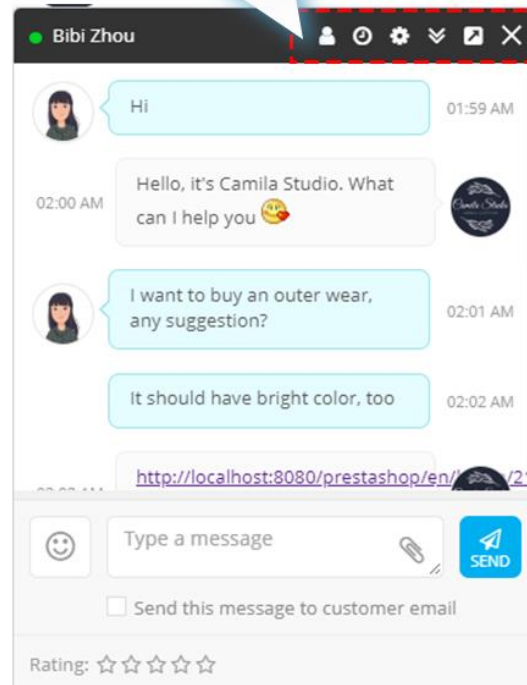
START CHATTING!

Select the time when your admin online status will automatically change into "Force online"

Save

❖ Chat box on backend:

Customer info | End chat | Setting | Hide chat | Maximize | Close



Maximized chat box:

ONLINE CHAT

Freya Test Online

Bibi Zhou 10:59 PM
Kl000

Jully Test 10:37 PM
Hello

Bibi Zhou

Hello 10:54 PM

10:56 PM How can I help you?
Edited at 2019-02-24 23:00:32

10:56 PM I want to find a high heel boot
Edited at 11:01 PM

10:56 PM

10:57 PM

10:57 PM

10:59 PM

USER INFORMATION

BIBI ZHOU
bibizhou@gmail.com
0219526365
Send email

Freya Test accepted chat at: 10:55 AM

Note:
Add a note for this customer

Web browser: Opera
Online path: <http://localhost:8080/prestashop/en/>
IP address: ::1

Create ticket from chat

Employee:
Freya Test
Transfer chat

Rating: ☆☆☆☆

Chat History

ID	Last messages	Action
2	Hello 10:54 PM	

ACTIVE ARCHIVED ALL

Search ...

Type a message

Send this message to customer email

End chat **Require customer to fill in captcha code**

Block chat **Customer location** **Delete chat**

User information:

- Web browser
- Link to their active chat box
- IP address

ONLINE CHAT

Freya Test
Online

Bibi Zhou 10:59 PM
kloo0

Jully Test 10:37 PM
Hello

Bibi Zhou

Hello

10:56 PM How can I help you?
Edited at 2019-02-24 23:00:32

10:56 PM I want to find a high heel boot
Edited at 11:01 PM

10:56 PM May I ask what material do you prefer?

10:57 PM And please tell me your shoe size

10:57 PM I will help you find one

kloo0

USER INFORMATION

BIBI ZHOU
bibi.zhou@gmail.com
0219526365
Send email

Freya Test accepted chat at: 10:55 AM

Note:
Add a note for this customer

Web browser: Opera
Online path: http://localhost:8080/prestashop/en/
IP address: ::1

Create ticket from chat

Employee:
Freya Test
Transfer chat

Rating: ☆☆☆☆

Chat History

ID	Last messages	Action
2	Hello 10:54 PM	👁

ACTIVE ARCHIVED ALL

Search ...

Type a message

Send this message to customer email

CREATE TICKET FROM CHAT

Subject
Customer support

Description
icing.
Jelly-o dessert apple pie lollipop pudding croissant tiramisu chupa chups. Powder chupa chups fruitcake gummi bears gingerbread macaroon marzipan. Sesame snaps carrot cake dragée sweet.
Chocolate cake chocolate bar biscuit cupcake chupa chups topping apple pie cake. Chocolate cake pastry danish dragée. Jelly pastry chocolate bar cupcake marshmallow lollipop danish.
Cupcake candy topping cotton candy danish. Halvah gummi bears chocolate cake pastry ice cream brownie. Chocolate apple pie toffee halvah.

Name
Bibi Zhou

Email
bibi.zhou@gmail.com

Staff
Freya Test

Status
Open

Priority
Low

CREATE TICKET CANCEL

Transfer this conversation to another employee

The screenshot displays an online chat window with the following details:

- Chat Header:** ONLINE CHAT, Bibi Zhou
- Chat History:**
 - Freya Test: Hello (10:54 PM)
 - Bibi Zhou: How can I help you? (10:56 PM, Edited at 2019-02-24 23:00:32)
 - Bibi Zhou: I want to find a high heel boot (10:56 PM, Edited at 11:01 PM)
 - Bibi Zhou: May I ask what material do you prefer? (10:56 PM)
 - Bibi Zhou: And please tell me your shoe size (10:57 PM)
 - Bibi Zhou: I will help you find one (10:57 PM)
 - Freya Test: Hello (10:59 PM)
- User Information Panel:**
 - BIBI ZHOU:** bibi.zhou@gmail.com, 0219526365
 - Freya Test accepted chat at:** 10:55 AM
 - Note:** Add a note for this customer
 - Web browser:** Opera
 - Online path:** http://localhost:8080/prestashop/en/
 - IP address:** ::1
 - Employee:** Freya Test
 - Rating:** ☆☆☆☆☆ (highlighted with a red dashed box)
 - Chat History Table:**

ID	Last messages	Action
2	Hello 10:54 PM	👁️

Chat box

- ❖ **Turn on live chat when:** select when to turn on live chat feature (All the time / Only when admin is online / Never)
- ❖ **Supporter info:** You can select to display staff information or general information on chat box.

- ❖ **Shop info:** Upload your shop logo, enter your shop name and your mood text. They will display on both backend and frontend chat boxes.

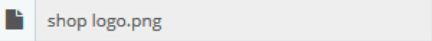
LIVE CHAT CONFIGURATION


Live chat | Ticketing system | Departments | Staffs

- ☐ Statuses
- 💬 Chat box**
- 💬 IM
- 👤 Privacy
- 📄 Fields
- ✉ Email
- 🔒 Security
- 🕒 Timing
- 📺 Display
- 🔔 Sound
- 🔄 Auto reply
- 📄 Pre-made messages
- 🔒 Social login

Turn on live chat when All the time
 Admin is online only
 Never (turn off live chat)

Supporter info Staffs information
 General information

Shop logo 
Available image type: jpg, png, gif, jpeg



* Shop name


Mood

- ❖ **Avatar settings:**

Display avatar in chat box YES NO

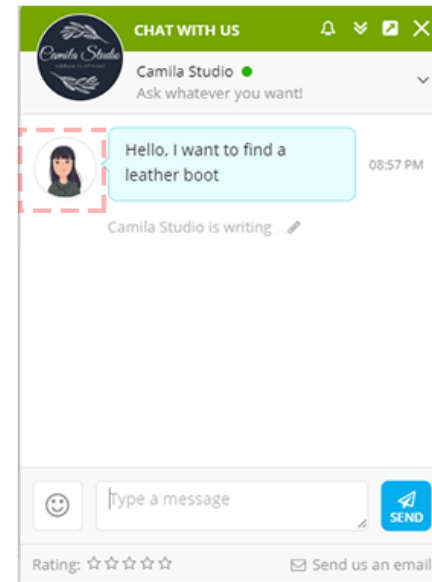
Default customer avatar Add file

Available image type: jpg, png, gif, jpeg

Uploaded image: 

Avatar image type on frontend

- Rounded
- Rounded**
- Square



- ❖ **Chat box settings:** you can adjust chat box width (the default value is 340 pixel) and type of collapsed chat box on frontend and backend (bubble alert or bottom alert bar).

* Frontend chat box width px

Frontend collapsed chatbox type

Backend collapsed chatbox type

- Bubble alert
- Bubble alert**
- Bottom alert bar

- ❖ **Button settings:** you can adjust the label of “send” button for each case: when chatting, editing message, when offline and when customer start chatting. You can also pick a color for this “send” button.


* Button label when chatting en ▼


* Button label when edit en ▼

* Button label when offline en ▼

* Button label to start chatting when online en ▼

Display "Send" button YES NO

Button background color 

Button background color when hover 

- ❖ **Others:** you can display or hide chat box on mobile devices; display/hide a support link on chat box. This support link can lead to your contact form, ticket form or a custom link.

Hide chatbox on mobile devices YES NO

Display a support link at chatbox bottom YES NO

Support link title en ▼

Link type ▼
 Contact form
 Ticket form
 Custom link

IM

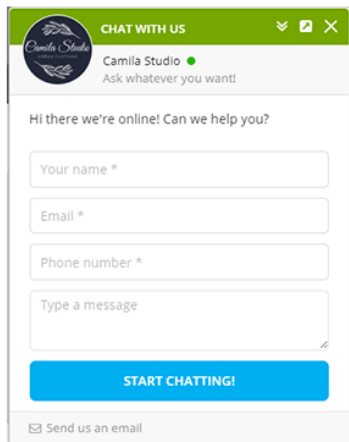
- ❖ **Enable 2 steps to start chat:** if you turn on this option, when customers start chatting, they're only required to enter a single message to start the chat. After this, they will provide their information to continue chatting.

Enable 2 steps to start chat YES NO

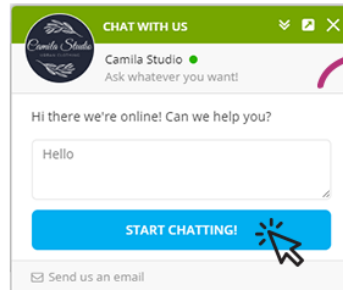
When customers start chatting, they're only required to enter a single message to start the chat

Additional notification en ▼

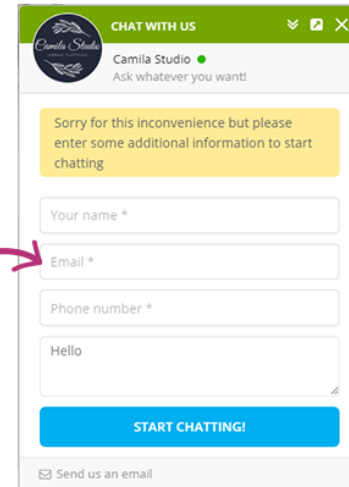
After the first message, customers will see this notification and enter their information to continue chatting as normal



Normal



2-steps to start chat



❖ Chat box features:

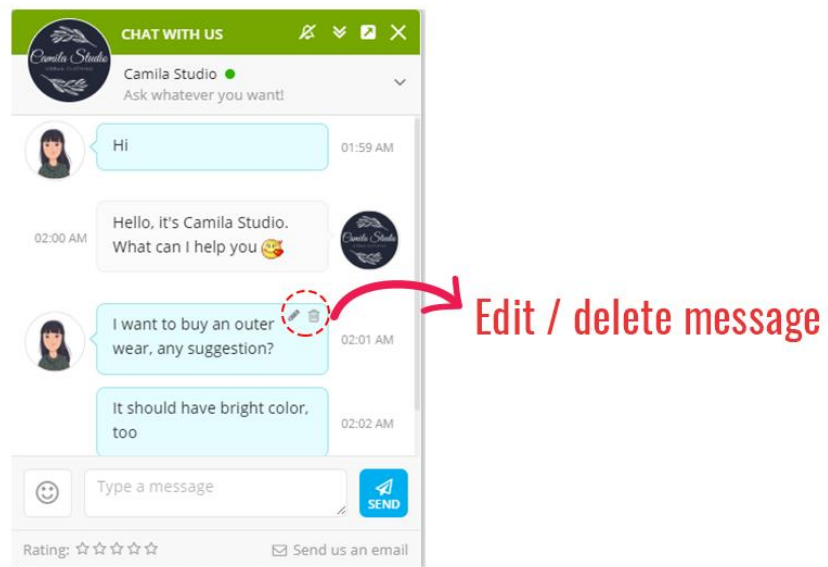
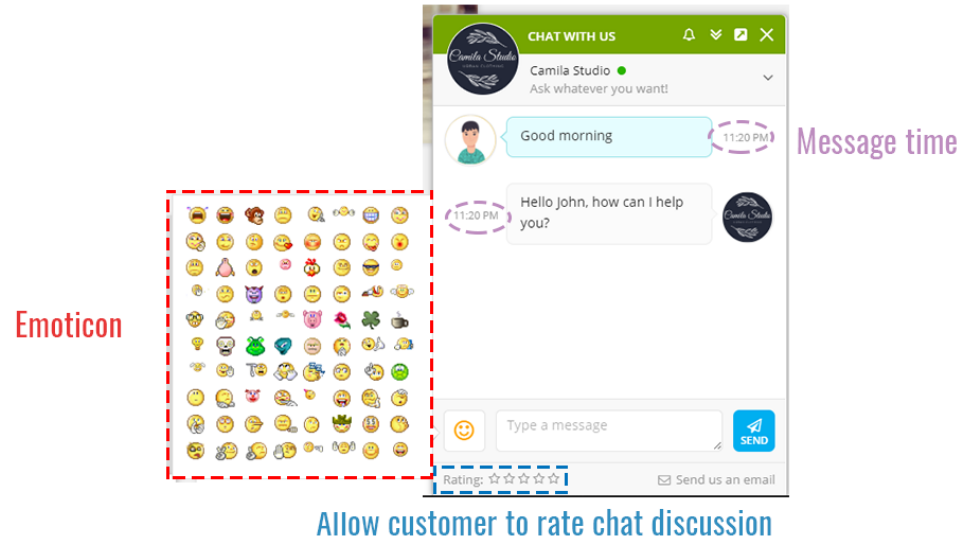
Enable emotion icons YES NO

Allow customer to rate a conversation YES NO

Display message time YES NO

Enable edit message YES NO

Enable delete message YES NO



- ❖ **Message settings:** you may setup the number of messages displayed per Ajax load and the maximum message length counted by character.

* Message count
The number of message displayed per Ajax load

* Message length
Maximum message length counted by character

Press "Enter" key to send message YES NO

LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM also enables you to send message to your customers via their email address. You can allow your customer to see past messages of the current chat session or allow/permit them to upload file.

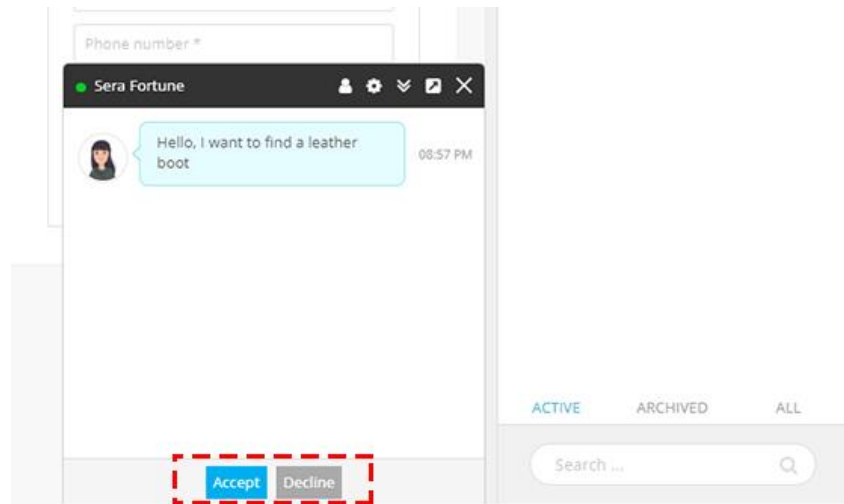
Allow admin to send message to customer via email YES NO

Allow customer to see past messages YES NO

Staff to accept or decline chat YES NO
Staffs need to manually accept or decline customer chat session

Allow customer to upload file YES NO

For the **“Staff to accept or decline chat”** option, when a customer starts a new chat session, your staff will have to manually click on accept button to start answering.



You can set up the maximum upload file size and maximum number of files that customer can upload per conversation.

Allow customer to upload file YES NO

Max upload file size MB
Limited to both live chat and ticketing system. Leave this field blank to ignore this limitation

Maximum number of files that customer can upload per conversation
Leave this field blank to ignore this limitation

Privacy

- ❖ **Customer contact info:** You can allow your customers to update their contact information even when the chat has been started.

Allow customer to update their contact

YES

NO

Allow customer update their name, phone, email when the chat has been started



- ❖ **Message status:** You can select the message statuses to display on chat box.

Display message statuses Sent
 Delivered
 Seen
 Writting

- ❖ **Others:** you can allow customers to close chat box and maximize/minimize chat box.

Fields

- ❖ **Chat box fields:** Before chatting, customers will need to provide the following info.

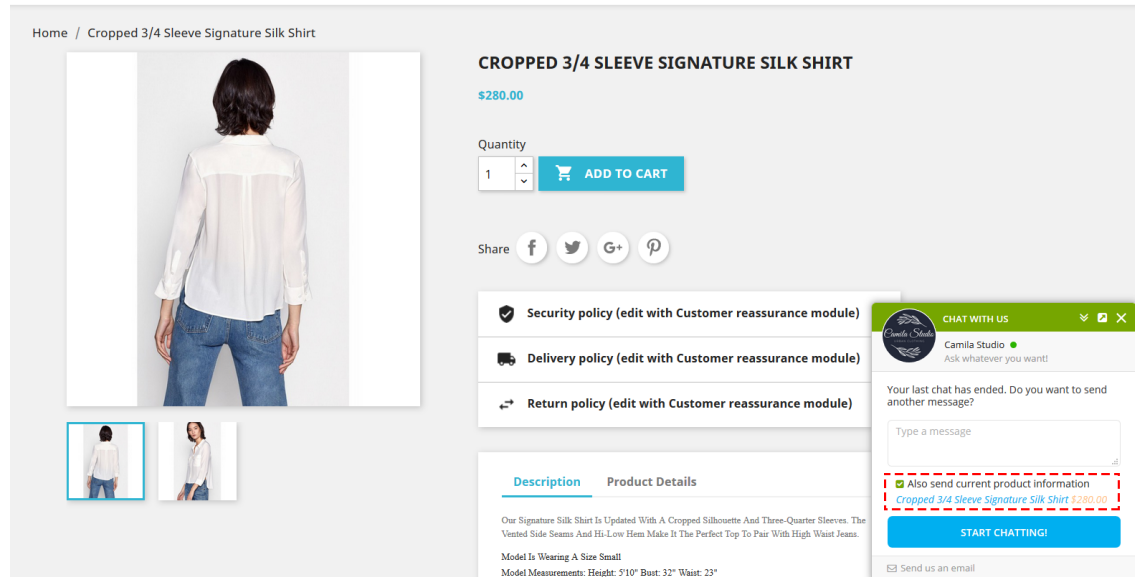
Chat box fields Name
 Email
 Phone
 Departments
 Message

Email is always required when offline. Message is required field. Name, email and phone are auto filled in if customer is logged in

Required fields Name
 Email
 Phone
 Departments
 Message

Fields that don't accept empty value

- ❖ **Send product link through chat box:** If your customer starts chatting at any product detail page, they can send the product link with the first message.



Send product link YES NO

Allow customers to send product link when customers start chatting at the product detail page

Require product link YES NO

Product link will always be sent when start chatting

Product name color #00aff0

Product price color #ffc37f

Email

On this tab you can setup how to receive email when you or your staff offline.

- Select email addresses **LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM** will send email to
- Select the condition to receive notification email and time to receive
- Enter your admin directory: when this field is entered, the button **“Log into back office”** will be shown on the email sent to admin.
If this field is empty, the button won't appear.

Send email to admin when offline YES NO

Mail to Shop email
 All employees
 Custom emails

Custom emails
Email addresses separated by a comma

Send notification email to admin when customer send the first message
 Send notification email to admin if customer send a message after a certain time since admin is offline

Time Hours

Admin directory
http://localhost:8080/prestashop/[admin-directory]

Security

LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM is implemented with multi-security layers which helps you enable different security levels for your chat to get rid of spam and attackers. You can select when to require Captcha and the type of Captcha image on this tab.

Require CAPTCHA when Auto enable Captcha when detect spams
 When customer send the first message
 From the second message when no employee is online
 From the second message when customer is not logged in
 Always if customer is not logged in
 Always (everytime customer send a message)
Avoid spam messages, avoid server overload

Captcha image type

- Colorful
- Basic
- Complex

Timing

- ❖ **Auto open chat box:**

Auto open chat box YES NO

Delay time to open chat box ms
Delay time to automatically open chat box. Leave blank to open chat box immediately when customer lands on website

Only auto open chat box when administrator is online YES NO

- ❖ **Refresh speed:** After the total refresh speed of frontend and backend, if there is no action during that time, the message will be marked as "Offline".

For example: refresh speed of frontend = 10000 milisecond (10 seconds); refresh speed of backend = 10 seconds. => After 20 seconds without any action, message status will become "Offline" with dark grey color.

* Refresh speed of frontend ms
3000 ms is recommended. Increase this value can reduce your server load but it will slow down the communication speed

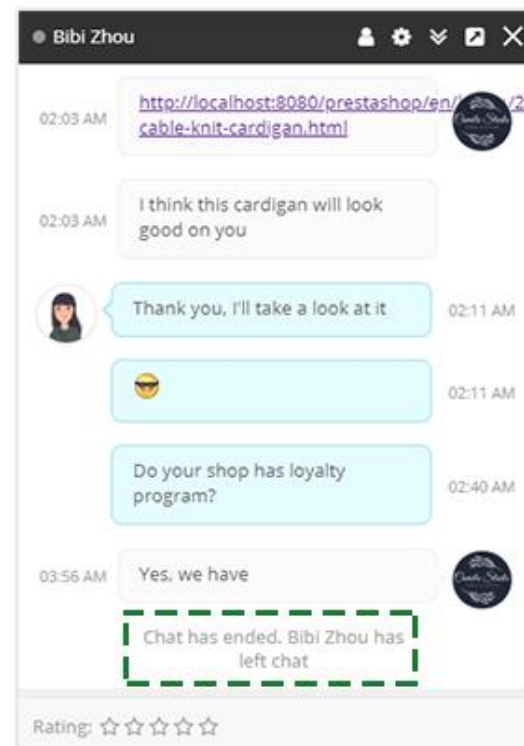
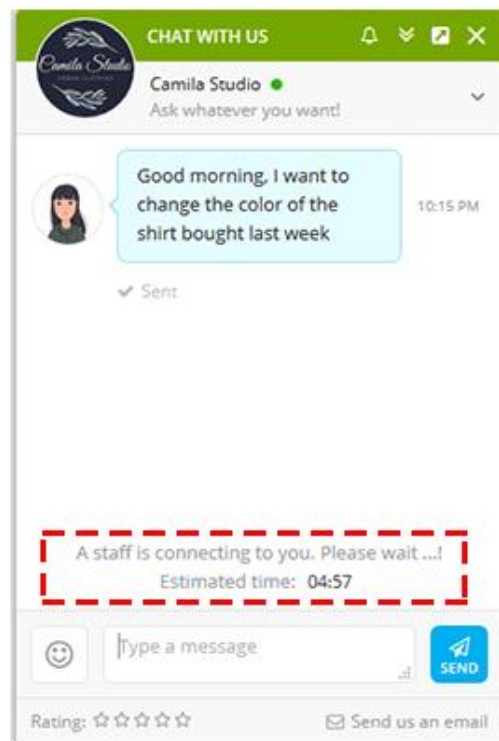
Auto optimize frontend refresh speed YES NO

* Refresh speed of backend ms
3000 ms is recommended. Increase this value can reduce your server load but it will slow down the communication speed

Auto optimize backend refresh speed YES NO

- ❖ **Others:**

* Automatically pause customer chat if they're not active in	10	minute(s)
End chat automatically if there is no new messages in	60	minute(s)
Estimated waiting time	5	minute(s)



Display

The screenshot shows the PrestaShop configuration interface for the Live Chat module. The left sidebar contains a menu with 'Display' highlighted. The main content area is titled 'LIVE CHAT CONFIGURATION' and has tabs for 'Live chat', 'Ticket system', 'Departments', and 'Staffs'. The 'Live chat' tab is active.

Annotations on the screenshot include:

- A red dashed box around the 'Display chatbox on those pages only' dropdown menu, which lists 'All', 'Home', 'Category', 'Product', 'CMS', and 'Other pages'. A red text annotation next to it says: "Select the pages to display chat box on frontend".
- A green dashed box around the 'Conversation list type' dropdown menu, which is set to 'Fixed'. A green text annotation next to it says: "How to display conversation list on backend: float or fixed". A green arrow points from this annotation to the 'ONLINE CHAT' window on the right.

The 'ONLINE CHAT' window on the right shows a list of active conversations with customer names and timestamps. At the bottom of this window, there are tabs for 'ACTIVE', 'ARCHIVED', and 'ALL', and a search bar.

Configure Live Chat And Ticketing System

Dashboard Tickets Settings Help

LIVE CHAT CONFIGURATION

Display chatbox on those pages only

- All
- Home
- Category
- Product
- CMS
- Other pages

Customer group

- All
- Visitor
- Guest
- Customer

Select customer group who can contact us

Conversation list type

Fixed

Display chat on backend dashboard only

YES NO

Display support links block on

- Left sidebar
- Right sidebar
- Footer
- Top navigation
- Custom hook

To use "custom hook", put `{hook h="customBlockSupport"}` on tpl file where you want to display support links block.

You can display support links block on anywhere using custom hook or select the default positions

Sound

The image shows the PrestaShop configuration interface for the 'ets_livechat' module. The 'Configure' page is open to the 'LIVE CHAT' settings. A callout box with a pink border and text reads: "Select a sound notification when new message comes. If customer or admin doesn't put mouse pointer in the chat box, they will hear a sound". A pink arrow points from this callout to a dropdown menu labeled 'Notification sound type' which is currently set to 'Sound 1'. The dropdown menu is open, showing a list of options: 'Sound 1', 'Sound 2', 'Sound 3', 'Sound 4', 'Sound 5', 'Sound 6', 'Sound 7', and 'Sound 8'. Below the dropdown, there are two toggle switches: 'Enable notification sound on backend' (set to YES) and 'Enable notification sound on frontend' (set to YES). On the left sidebar, the 'Sound' option is highlighted in green. In the bottom right corner, there is a preview of a customer's chat screen. A green arrow points from the text 'Customer's screen' to this preview. The chat window shows a conversation with 'Camila Studio'. The top of the chat window has a green header with a red box around the notification icon. The chat history shows messages from the customer and the shop assistant.

Configure LIVE CHAT

Notification sound type: Sound 1

Enable notification sound on backend: YES NO

Enable notification sound on frontend: YES NO

Sound options: Sound 1, Sound 2, Sound 3, Sound 4, Sound 5, Sound 6, Sound 7, Sound 8

Customer's screen

Auto reply

PrestaShop 1.7.4.3 Quick Access Search

Modules / ets_livechat / Configure

Configure

LIVE CHAT

Debug mode View my shop 18 Manage hooks

Back Translate Check update Manage hooks

LIVE CHAT CONFIGURATION

- Statuses
- Chat box
- IM
- Privacy
- Fields
- Email
- Security
- Timing
- Display
- Sound
- Auto reply**
- Pre-made messages
- IP black list
- Clean-up
- Statistics
- Social login

Enable auto reply YES NO

Only send auto message when "Force online" is enabled YES NO

Stop auto replying if admin has manually replied to a customer message YES NO

Message order	Auto message content
1	Thanks for visiting Camila Studio. How can I help you?
2	Okay, I got your problem. I'll contact you as soon as possible.

Customer's screen

CHAT WITH US Camila Studio Online

Ask whatever you want!

good morning 08:30 PM

08:30 PM Thanks for visiting Camila Studio. How can I help you?

A staff is connecting to you. Please wait ...!
Estimated time: 04:38

Type a message SEND

Rating: ☆☆☆☆ Send us an email

Using auto message when customer sends a new message, based on order of that message to show pre-defined message

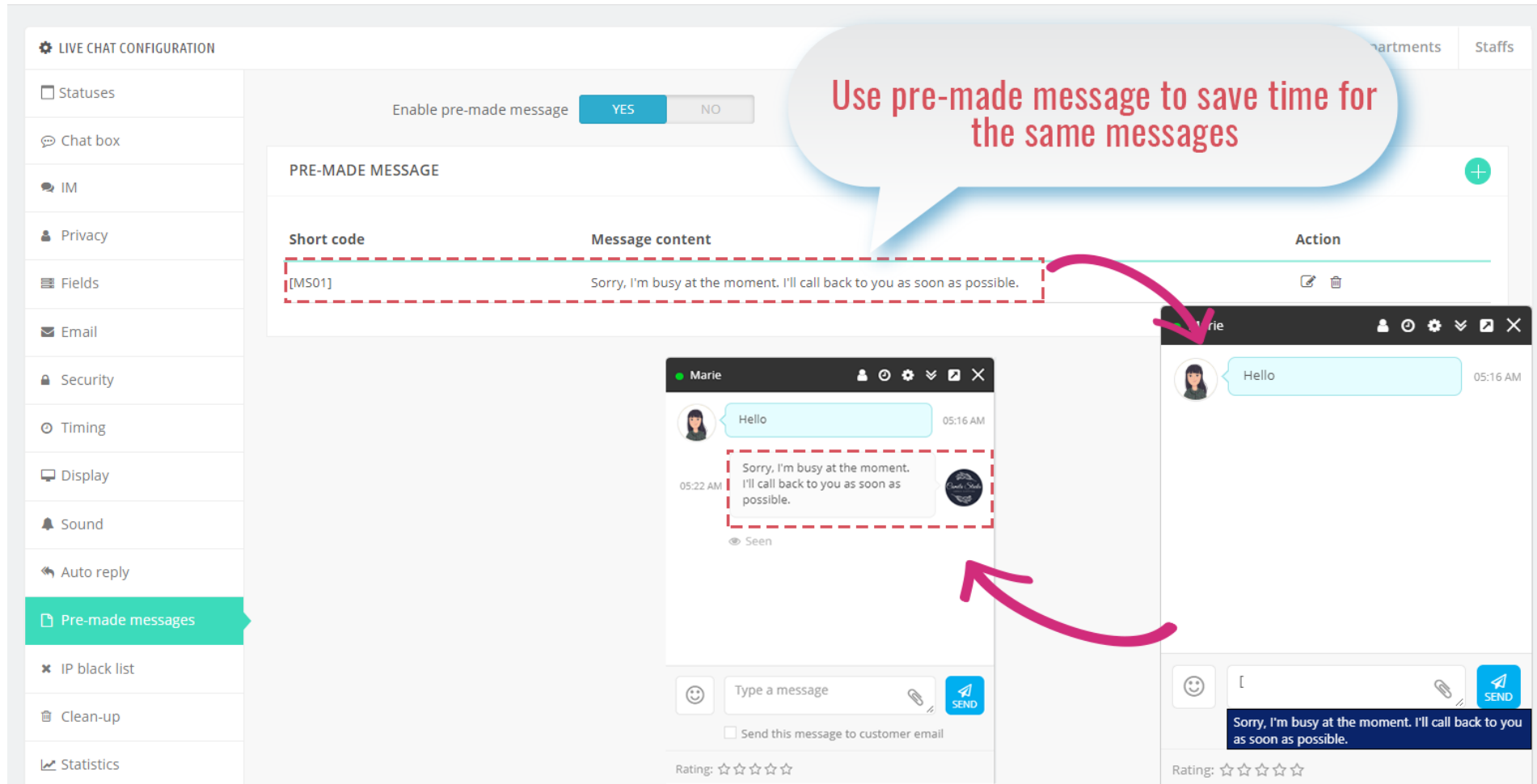
Pre-made message

Modules / ets_livechat / Configure



Configure

LIVE CHAT

   
Back Translate Check update Manage hooks



The screenshot displays the 'LIVE CHAT CONFIGURATION' interface. On the left is a sidebar menu with options: Statuses, Chat box, IM, Privacy, Fields, Email, Security, Timing, Display, Sound, Auto reply, Pre-made messages (highlighted), IP black list, Clean-up, and Statistics. The main area shows 'Enable pre-made message' set to 'YES'. Below is a table of pre-made messages:

Short code	Message content	Action
[MS01]	Sorry, I'm busy at the moment. I'll call back to you as soon as possible.	 

A callout bubble with the text 'Use pre-made message to save time for the same messages' points to the table. Below the table, two chat window screenshots are shown. The left chat window shows a message from 'Marie' with the pre-made message content, highlighted by a red dashed box. The right chat window shows the same chat window with the pre-made message selected in the input field, also highlighted by a red dashed box. A pink arrow points from the table's 'Message content' column to the input field in the right chat window.

IP Black list

The screenshot shows the PrestaShop administration interface for configuring the live chat module. The page title is "Configure LIVE CHAT". The left sidebar contains a navigation menu with "Settings" selected. The main content area is titled "LIVE CHAT CONFIGURATION" and has tabs for "Live chat", "Ticket system", "Departments", and "Staffs". The "Live chat" tab is active, showing a list of configuration options on the left and a text input field for the "IP black list" on the right. The input field contains the following IP addresses: 201.151.178.222, 149.56.38.192, and 35.200.77.202. Below the input field, a note reads: "This is the list of IP addresses you want to block their requests to chat. Please enter each IP in a line". A callout box with a red border and white background is overlaid on the page, containing the text: "Customers from IP blacklist cannot see the chat box". The right sidebar shows the "ONLINE CHAT" interface with a list of active chat sessions, including messages from Marie, Bibi Zhou, John Doe, and Sera Fortune.

Customers from IP blacklist cannot see the chat box

Clean-up

PrestaShop 1.7.4.3 Quick Access Debug mode View my shop 18

Modules / ets_livechat / Configure

Configure

LIVE CHAT

Back Translate Check update Manage hooks

LIVE CHAT CONFIGURATION

- Statuses
- Chat box
- IM
- Privacy
- Fields
- Email
- Security
- Timing
- Display
- Sound
- Auto reply
- Pre-made messages
- IP black list
- Clean-up**
- Statistics

Live chat Ticket system Departments Staffs

Clear all conversations Everything

Delete past attachments: Everything (1 file)

Everything (1 file)

- 1 week old (0 file)
- 1 month old (0 file)
- 6 months old (0 file)
- 1 year old (0 file)

Everything

- 1 week old
- 1 month old
- 6 months old
- 1 year old

ONLINE CHAT

Camila Studio Online

Marie 05:16 AM
Hello

Bibi Zhou 04:13 AM
hello

Bibi Zhou 02:40 AM
Do your shop has loyalty program?

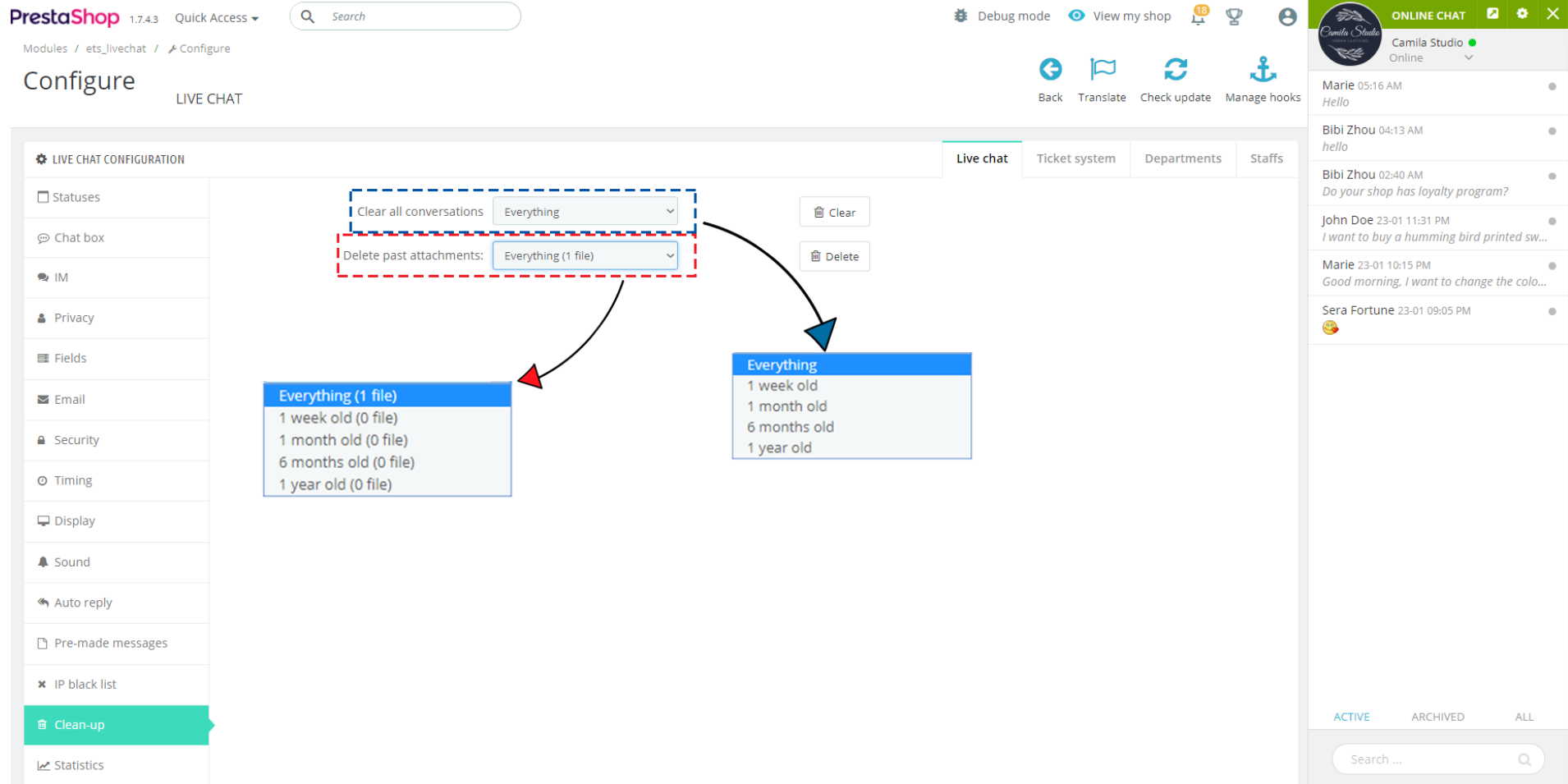
John Doe 23-01 11:31 PM
I want to buy a humming bird printed sw...

Marie 23-01 10:15 PM
Good morning, I want to change the colo...

Sera Fortune 23-01 09:05 PM

ACTIVE ARCHIVED ALL

Search ...



Social login

Your customers can easily start a chat session with the social login feature. Our live chat, contact form and helpdesk module is now supporting the most popular social networks: Facebook, Google and Twitter login.

For each network, this module provides a pre-made **Redirect URI or Callback URL** to help you easily get your social network API key pair.

Use this Redirect URI or Callback URL when create a new app for your select social network.

LIVE CHAT CONFIGURATION

Live chat
Ticketing system
Departments
Staffs

- Statuses
- Chat box
- IM
- Privacy
- Fields
- Email
- Security
- Timing
- Display
- Sound
- Auto reply
- Pre-made messages
- Social login
- IP black list
- Clean-up

Login with Facebook YES NO

* Facebook Application ID
Where do I get this info?

* Facebook Application Secret
Where do I get this info?

Redirect URI
Copy and paste this Redirect URI to get your social network API key pair

Login with Google YES NO

* Google Application ID
Where do I get this info?

* Google Application Secret
Where do I get this info?

Redirect URI
Copy and paste this Redirect URI to get your social network API key pair

Login with Twitter YES NO

* Twitter Application ID
Where do I get this info?

* Twitter Application Secret
Where do I get this info?

Callback URL
Copy and paste this Callback URL to get your social network API key pair

Customer's screen

CHAT WITH US

Camila Studio ●

Ask whatever you want!

⌵
🗨
✕

Hi there we're online! Can we help you?

Sign in with

START CHATTING!

Send us an email

Save

1.2. Contact form and ticketing system configuration

Ticketing feature (support ticket system) enables customers to **contact you through tickets** even if your chat is not available. **LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM** can allow a customer to select the department to send ticket, which will help them get quick, accurate and helpful answers in a short amount of time.

You can create unlimited number of ticket forms, customize form fields to gather the necessary information from your customers. All ticket forms have clean design and your customers will only need a few minutes to fill and send their support ticket.

TICKETING SYSTEM CONFIGURATION

Enable ticketing system YES NO

*Support URL alias

Ticket will be automatically closed if there is no response from customer after X days Day(s)
Leave this field blank to not limit the support ticket closing time

Use URL suffix YES NO
Enable to add ".html" to the end of URLs




Remove supports ID on URL YES NO
Make URLs more friendly

Display products in list ticket YES NO

Settings for all ticket form URLs

 Save

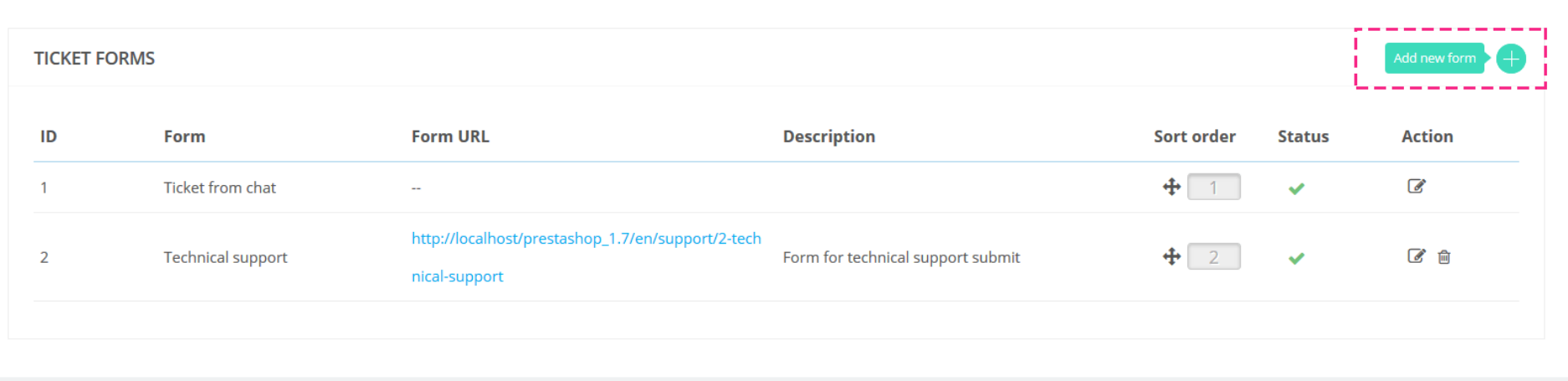
TICKET FORMS +

ID	Form	Form URL	Description	Sort order	Status	Action
1	Ticket from chat	--		+ 1	✓	
2	Technical support	http://localhost/prestashop_1.7/en/support/2-technical-support		2	✓	 

Premade ticket forms

First, let's create your ticket form.

Step 1: Click on "Add new form" button.



The screenshot displays the 'TICKET FORMS' management interface. At the top right, there is a green button labeled 'Add new form' with a plus icon, which is highlighted by a red dashed box. Below this is a table with the following columns: ID, Form, Form URL, Description, Sort order, Status, and Action.

ID	Form	Form URL	Description	Sort order	Status	Action
1	Ticket from chat	--		+ 1	✓	✎
2	Technical support	http://localhost/prestashop_1.7/en/support/2-technical-support	Form for technical support submit	+ 2	✓	✎ 🗑

Step 2: Enter general information for your ticket form.

INFO FIELD LIST EMAIL GENERAL SETTINGS

* Form title Technical support en ▼

Friendly URL technical-support en ▼

Description Technical support form for customer who wants to create a ticket about technical problem en ▼

Meta title technical support en ▼

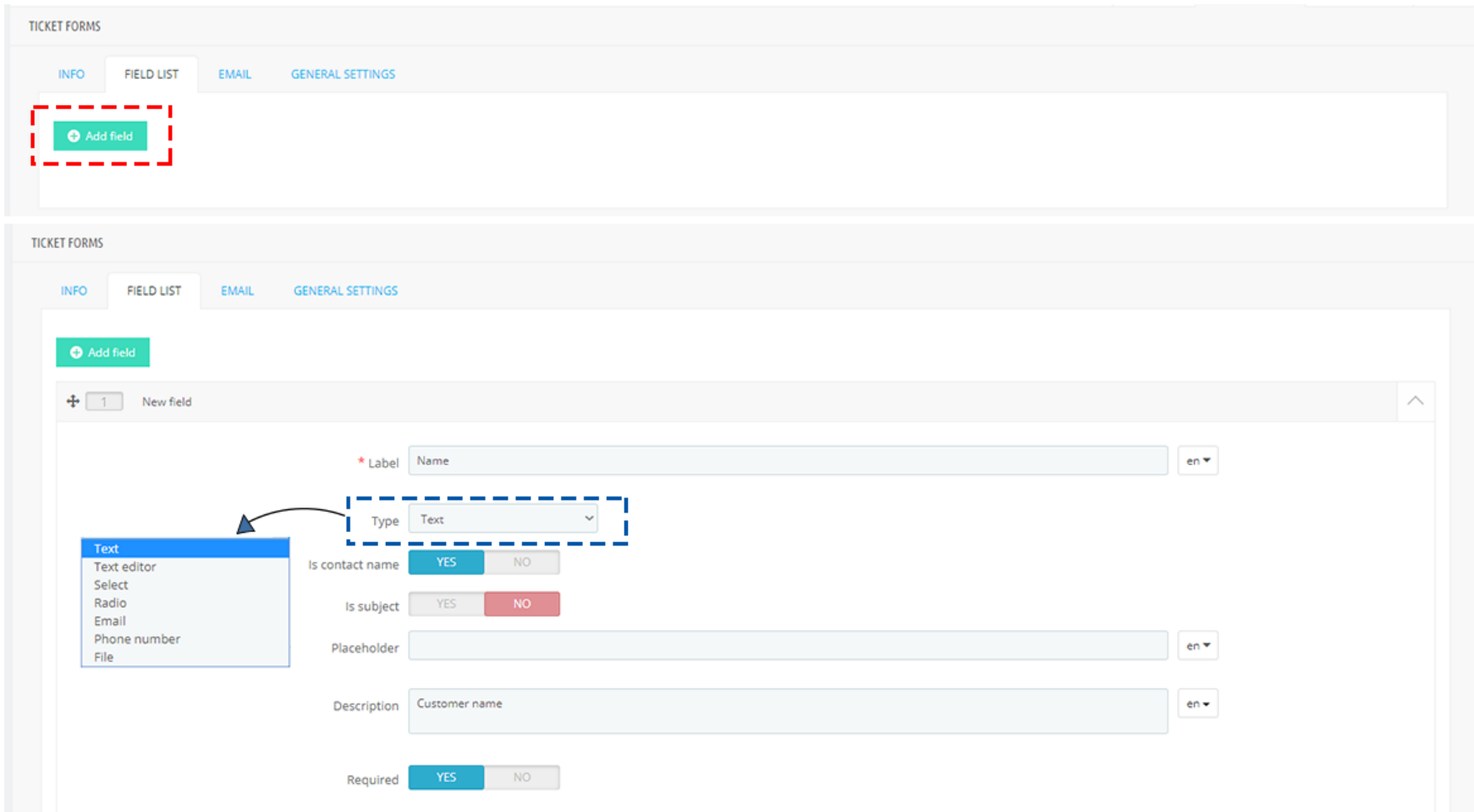
Meta description en ▼

Meta keywords ticket technical Add tag en ▼

Active YES NO

SEO elements

Step 3: Open “Field list” tab. Add the necessary fields for your form.



Step 4: Open "Email" tab. Set up email configuration for your ticket form.

TICKETING SYSTEM CONFIGURATION

TICKET FORMS

Send from email

Send from name

- Who to send email notification when a new ticket arrived?
- Super admins
 - All employees
 - All employees in the associated department
 - Custom emails

Send a confirmation email to customer when ticket is submitted? YES NO

Send email to customer when admin reply to their ticket? YES NO

Send email to customer when they successfully replied? YES NO

Send email to admin when customer reply to a ticket? YES NO

Send email to admin when they successfully replied? YES NO

 Cancel

 Save

Step 5: Configure general settings for your ticket form. Click “Save” to finish.

Dashboard Tickets **Settings** Cronjob Help

TICKETING SYSTEM CONFIGURATION Live chat **Ticketing system** Departments Staffs

TICKET FORMS

INFO FIELD LIST EMAIL **GENERAL SETTINGS**

Allow unregistered users to submit ticket? YES NO

Allow staff to upload file? YES NO

Save staff's upload file? YES NO
Enable this to save staff's upload file on the server. Otherwise the upload file will only be sent to customer via email.

Save customer's upload file? YES NO
Enable this to save customer's upload file on the server. Otherwise the upload file will only be sent to admin via email.

Allow customer to attach file when reply to a ticket YES NO

Require customer to select a department before submitting a ticket? YES NO

Associated departments All
Select the departments who can solve the tickets generated from this form together

Enable CAPTCHA protection? YES NO

Do not require registered user to enter captcha code YES NO

Captcha type Image captcha
Image captcha
Google reCAPTCHA v2
Google reCAPTCHA v3

Default priority Medium

Submit button label Submit

Cancel Save

NOTE:

This module supports both reCAPTCHA v2 and reCAPTCHA v3. To get started with reCAPTCHA, you need a Google account and to register your site for an API key pair:

Step 1: Go to [Google's reCAPTCHA admin page](#).

Step 2: Register your site.

- Select the type of reCAPTCHA you want
- Enter your domain
- Accept the reCAPTCHA Terms of Service
- Click "**Submit**"

← Register a new site

Label ⓘ

Your Prestashop site

20 / 50

reCAPTCHA type ⓘ

- reCAPTCHA v3 Verify requests with a score
- reCAPTCHA v2 Verify requests with a challenge

Domains ⓘ

+ yourdomain.com

Owners

(You)


+ Enter email addresses


Accept the reCAPTCHA Terms of Service

Accept the reCAPTCHA Terms of Service

You agree to explicitly inform visitors to your site that you have implemented reCAPTCHA v3 on your site and that their use of reCAPTCHA v3 is subject to the Google [Privacy Policy](#) and [Terms of Use](#). reCAPTCHA may only be used to fight spam and abuse on your site. reCAPTCHA must not be used for any other purposes such as determining credit worthiness, employment eligibility, financial status, or insurability of a user.

By accessing or using the reCAPTCHA APIs, you agree to the Google APIs [Terms of Use](#), Google [Terms of Use](#), and to the Additional Terms below. Please read and understand all applicable terms and policies before accessing the APIs.

reCAPTCHA Terms of Service 

Send alerts to owners 

CANCEL


SUBMIT

Step 3: Get a site key and secret key

Adding reCAPTCHA to your site


'Demo contact form Ultimate' has been registered.

Use this site key in the HTML code your site serves to users. [See client side integration](#)

 COPY SITE KEY

6LcCipoUAAAAAPUv5GVuzRynwCj0VRnUo7dUx6VD

Use this secret key for communication between your site and reCAPTCHA. [See server side integration](#)

 COPY SECRET KEY

6LcCipoUAAAAAMleGEJy0z38tqRDN7JTuvWnCTNb

[GO TO SETTINGS](#)

[GO TO ANALYTICS](#)

Here's how your customers submit new ticket from their account manage page:

Your account



INFORMATION



ADD FIRST ADDRESS



ORDER HISTORY AND DETAILS



CREDIT SLIPS



VOUCHERS



MY ALERTS



CHAT INFO





SUPPORT TICKETS



CHAT HISTORY

SUPPORT TICKETS 0

SUBMIT NEW TICKET

Id	Subject	Date	Priority	Status	Action	
		From 	To 	---	---	Search

TECHNICAL SUPPORT

Name *

John Doe

Customer name

Email *

johndoe@gmail.com

Subject

Purchased Order *

Yes

If you purchased the product which has problem, please check Yes

Message Content

Captcha Code



SEND



NOTE:

When you first install the module, there is a **default ticket form** – “**Ticket from chat**” which was created for the full width chat box. This ticket form is necessary, you cannot delete it.

The screenshot displays the Prestashop chat interface. On the left, an 'ONLINE CHAT' window shows a conversation with 'Freya Test' and 'Bibi Zhou'. A 'CREATE TICKET FROM CHAT' modal is open in the center, with a red arrow pointing to the 'CREATE TICKET' button. On the right, a 'USER INFORMATION' panel shows details for 'BIBI ZHOU'. At the bottom, a 'TICKETING SYSTEM CONFIGURATION' window shows a table of ticket forms, with a red box highlighting the first row.

ID	Form	Form URL	Description	Sort order	Status	Action
1	Ticket from chat	http://localhost:8080/prestashop/support_ticket/1-ticket-from-chat		1	✓	✎
2	Technical support	http://localhost:8080/prestashop/support_ticket/2-technical-support	Form for technical support submit	2	✓	✎

1.3. Department configuration

Dashboard Tickets **Settings** Help

DEPARTMENT CONFIGURATION Live chat Ticket system **Departments** Staffs

Allow supporters to transfer their conversation to another department YES NO

Allow supporters to see past messages from customer YES NO

Reset department time
After this time range, the module will ask customer to reselect a department to start new chat session

DEPARTMENTS +



ID	Name	Description	Status	Agents	Action
1	Support department		✓	All	

Save

1.4. Staff configuration

STAFF CONFIGURATION

Live chat Ticket system Departments Staffs


Nick name	Status	Email	Avatar	Action
Freya Test	✓	freyanguyen18@gmail.com		

EDIT STAFF

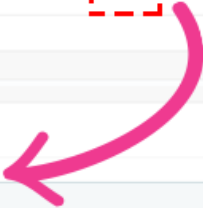
*Nick name
If you do not enter a specific nick name, employee name will become nick name

Email

Avatar No file chosen
Available image types: jpg, png, gif, jpeg

Uploaded image: 

Status YES NO



2. Tickets

To manage your support ticket, from **LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM** backend navigate to **Tickets** tab.

The screenshot shows the 'Tickets' management interface. At the top, there is a navigation bar with 'Dashboard', 'Tickets', 'Settings', and 'Help'. Below this is a header for 'TICKETS' with a count of 2. The main area contains a table with columns: Id, Subject, Customer, Email, Form, Date, Priority, Status, and Action. The table has two rows of data. The second row is highlighted with a red dashed box and labeled 'Unread ticket' in red text. The first row is for Marie Johnson with subject 'I want to change the size of a product'. The second row is for John Doe with subject 'My blog module doesn't work'. The table also includes search filters for 'From' and 'To' dates, and 'Open' buttons for each ticket.

Id	Subject	Customer	Email	Form	Date	Priority	Status	Action
2	I want to change the size of a product	Marie Johnson	marie.johnson@gmail.com	Clothing problems	2019-01-24 10:15:08	High	Open	View
1	My blog module doesn't work	John Doe	johndoe@gmail.com	Technical support	2019-01-24 10:00:42	Medium	Open	View

Showing 1 to 2 of 2 (1 Page)

Unread ticket

Ticket detail info:

Ticket ID: #1 Status: Open Priority: Medium Date: 2020-09-06 21:47:04

Name: Freya Test (Registered customer and verified)

Email: freyatestfr@gmail.com

Subject: Lorem ipsum dolor sit amet

Phone: +64 128 3646

File: 3592721.jpg (437.71 KB)

Message: Urna molestie at elementum eu facilisis. Ornare arcu odio ut sem. Consectetur adipiscing elit dui tristique. Cras adipiscing enim eu turpis egestas pretium aenean. Nisi lacus sed viverra tellus in hac habitasse. Magna etiam tempor orci eu lobortis elementum nibh. Nunc non blandit massa enim nec. Sed nisi lacus sed viverra tellus. In est ante in nibh. Eget est lorem ipsum dolor. Volutpat sed cras ornare arcu. Sed nisi lacus sed viverra. Elementum tempus egestas sed sed. Nam aliquam sem et tortor.

Fringilla est ullamcorper eget nulla facilisi. Nulla facilisi etiam dignissim diam quis enim. Viverra maecenas accumsan lacus vel facilisis volutpat est velit egestas. Ullamcorper malesuada proin libero nunc consequat interdum varius sit. Porta lorem mollis aliquam ut porttitor leo a diam. Posuere urna nec tincidunt praesent semper feugiat nibh sed pulvinar. Pharetra convallis posuere morbi leo. Faucibus vitae aliquet nec ullamcorper. Tempor nec feugiat nisl pretium fusce id velit ut. Egestas integer eget aliquet nibh.

Enter a message to reply

Attachment (optional): No file selected.

Accepted formats: pdf, gif, png, jpg, doc, docx, xls,xlsx, zip. Limit 8Mb

SEND MESSAGE

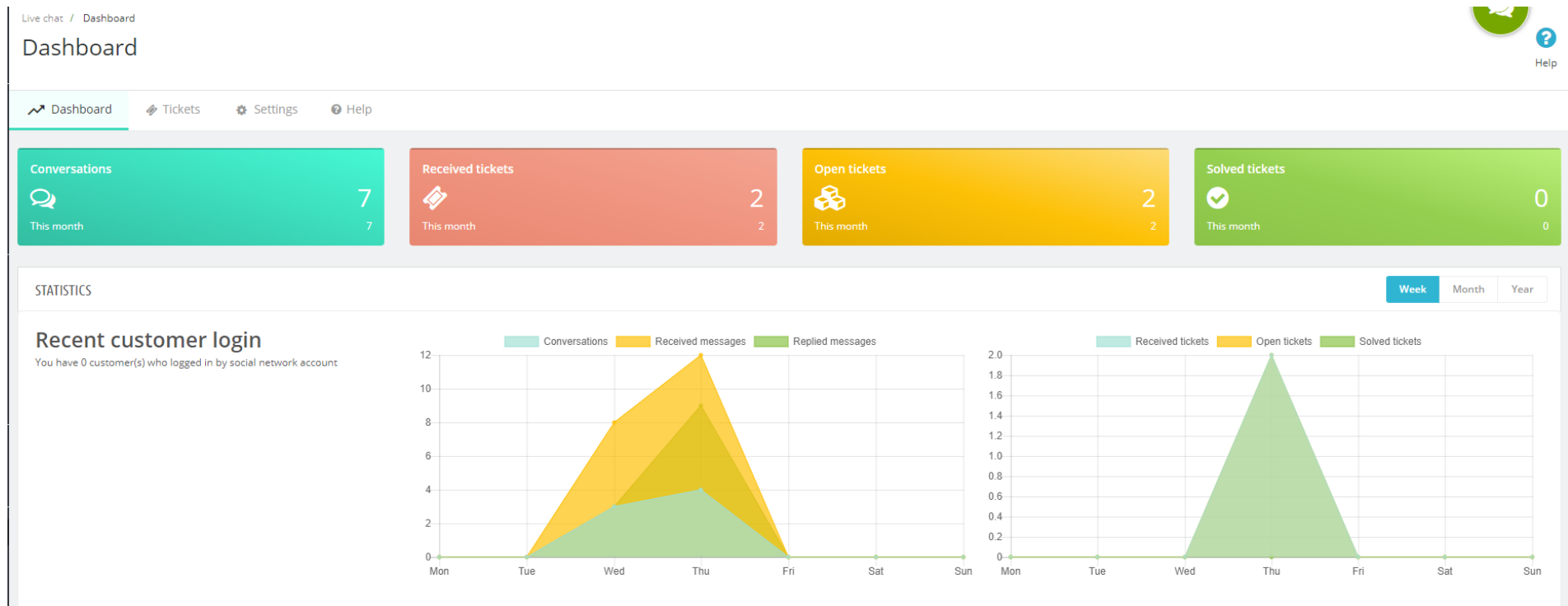
← Back

Close

- Cancel
- Change priority
- Transfer ticket
- Delete

On this screen, you can close, cancel or delete ticket. For other settings, you can change ticket priority to 1 of 4 levels: low, medium, high, urgent. You also can reply to customer and attach a file (if necessary).

3. Dashboard



The screenshot displays a helpdesk dashboard with three main sections:

- Active staff:** Shows a staff member named Freya Test with a profile picture, a 5-star rating (0 reviews), and statistics: "Replied 5 conversations." and "Solved 0 ticket(s)".
- Recent conversations:** Lists four recent interactions:
 - Sera Fortune: 23-01 09:05 PM, message: "<img src='/prestashop/modules/ets_liv..."
 - John Doe: 23-01 11:31 PM, message: "I want to buy a humming bird printed sweater, do you have a gre..."
 - Bibi Zhou: 04:13 AM, message: "hello"
 - Marie: 08:35 PM, message: "thank you, I'll check it out"
- Recent tickets:** Lists two tickets:
 - Marie Johnson: 10:15 PM, message: "I want to change the size of a product"
 - John Doe: 10:00 PM, message: "My blog module doesn't work"

4. Help

In this tab we listed some notes you need to pay attention to after installing this module on your website. Make sure you understand them properly before proceeding with setting up **“Live chat”** features.

V. THANK YOU

Thank you again for purchasing our product and going through this documentation. We hope this document is helpful and efficient in the complete setup of this module on your website.

If you do have any questions for which the answer is not available in this document, please feel free to contact us.