



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

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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 beyond this documentation's scope, please feel free to contact us.

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 response time for social media customer service requests 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 lets you 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.

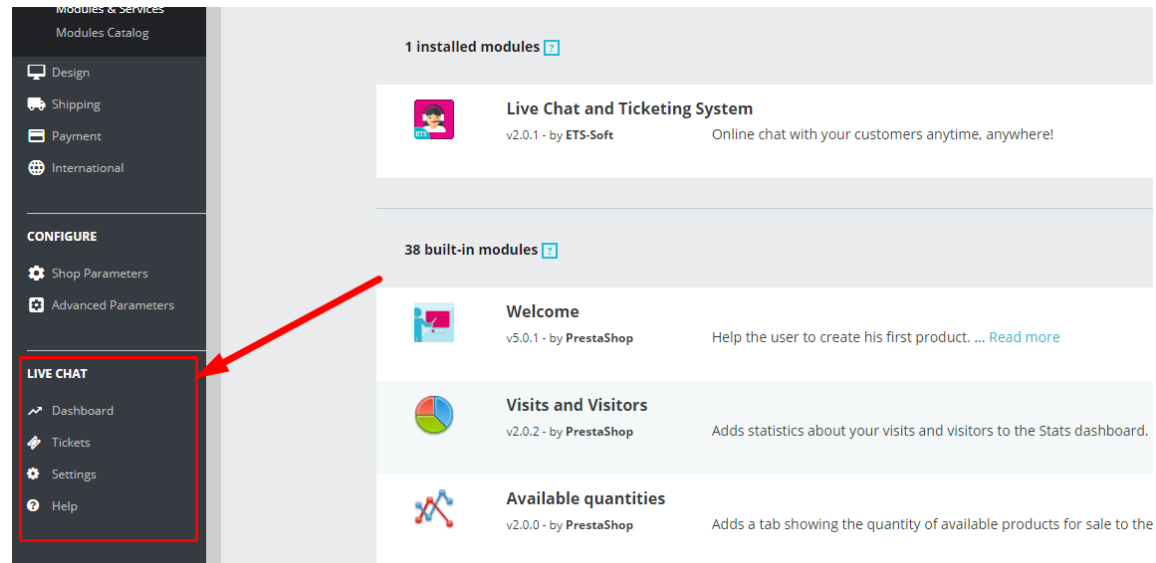
* **"LIVE CHAT, CONTACT FORM AND TICKETING SYSTEM"** is compatible with PrestaShop 1.5.x, 1.6.x, 1.7.x to PrestaShop 8.x

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 front-end chat box on each status.

CHAT WITH US
Demo Demo ●
Ask whatever you want!

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

Your name *

Email *

Phone number *

Select Department *

Type a message

START CHATTING!

ONLINE

I'M BUSY
Demo Demo ●
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 *

Select Department *

Type a message

START CHATTING!

BUSY

CHAT WITH US
Demo Demo ●
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 *

Select Department *

Type a message

SEND OFFLINE MESSAGE

INVISIBLE

CHAT WITH US
Demo Demo ●
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 *

Select Department *

Type a message

SEND OFFLINE MESSAGE

OFFLINE

On this **Statuses** tab, you can customize how the chat box will be displayed on the front end. 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 the module backend.

The screenshot displays the 'Live Chat configuration' interface. On the left is a sidebar with navigation options: Statuses (highlighted), Chat box, IM, Privacy, Fields, Email, Security, Timing, Display, Sound, Auto reply, Pre-made messages, Social login, IP black list, and Clean-up. The main area is titled 'Live chat configuration' and has tabs for 'Live chat', 'Ticketing system', 'Departments', and 'Staffs'. Under the 'Live chat' tab, there are sub-tabs for 'ONLINE', 'BUSY', 'INVISIBLE', and 'OFFLINE'. The 'ONLINE' sub-tab is active, showing configuration options for the chat box heading text, heading background color (set to #76a600), and welcome message. Below these are settings for 'Forced online day(s)' and 'Forced online hour(s)', both with checkboxes for all days and hours. A chat box preview on the right shows a 'CHAT WITH US' header, a user profile for 'Demo Demo', a welcome message, input fields for name, email, and phone number, a department selector, a message input field, and a 'START CHATTING!' button. A floating chat icon with a notification badge is visible in the bottom right corner.

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

ONLINE | BUSY | INVISIBLE | OFFLINE

* Chat box heading text: Chat with us | en

* Heading background color: #76a600

* Welcome message: Hi there we're online! Can we help you? | en

Time zone: US/Eastern Current time: 2024-09-05 21:09:03

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				

Select days of the week to set the live chat service's active status to "Online". These days, whether the site manager and staff are online or not, the front end live chat service's status will always be "Online".

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		

Select a time of day to set the live chat service's active status to "Online". During this time, whether the site manager and staff are online or not, the front end live chat service's status will always be "Online".

CHAT WITH US | Demo Demo | Ask whatever you want!

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

Your name *

Email *

Phone number *

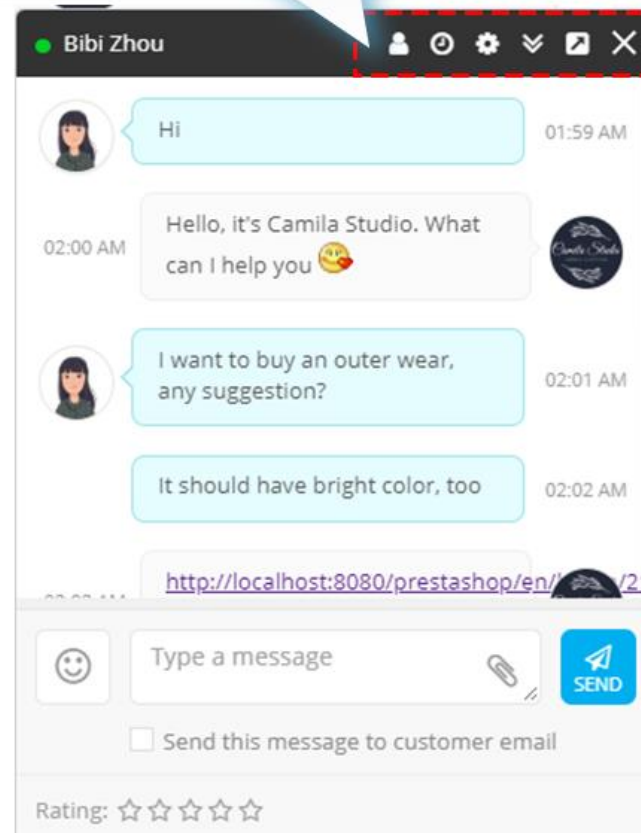
Select Department *

Type a message

START CHATTING!

❖ Chat box on the backend:

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



Maximized chat box:

The screenshot shows a chat window for 'Bibi Zhou' with a message history on the left and a 'USER INFORMATION' panel on the right. A red dashed box highlights the toolbar at the top right of the chat area, containing icons for end chat, block chat, require captcha, customer location, and delete chat. A pink arrow points from this toolbar to a central callout box. Another pink arrow points from the 'USER INFORMATION' panel to a second callout box.

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

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	👁

ONLINE CHAT Freya Test Online

Bibi Zhou 10:59 PM
kloo0

Jully Test 10:37 PM
Hello

10:56 PM 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

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

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

SEND

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

- Chat Header:** ONLINE CHAT, Bibi Zhou, Freya Test (Online).
- Chat History:**
 - 10:54 PM: 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
 - 10:59 PM: kloo0
- 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.

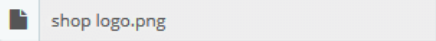
LIVE CHAT CONFIGURATION


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

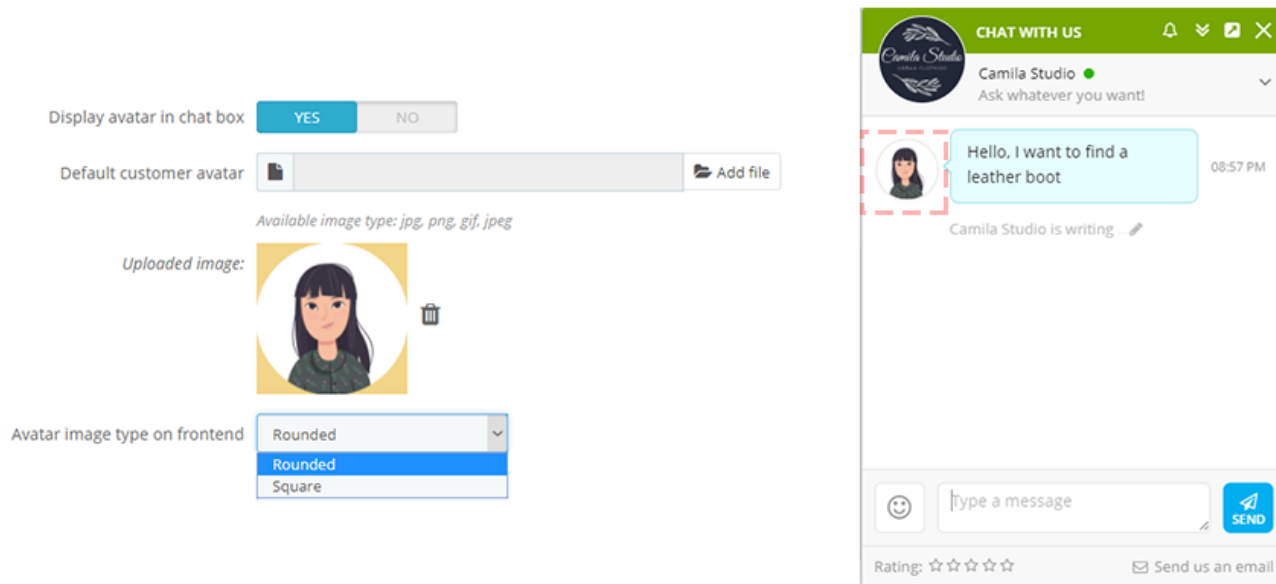
Shop logo 
Available image type: jpg, png, gif, jpeg



* Shop name

Mood

- ❖ **Avatar settings:**



- ❖ **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

- ❖ **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

Link type

IM

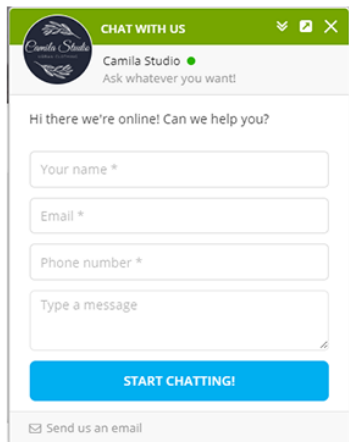
- ❖ **Enable 2 steps to start a chat:** if you turn on this option, when customers start chatting, they're only required to enter a single message to start the chat. After this, they will provide their information to continue chatting.

Enable 2 steps to start chat YES NO

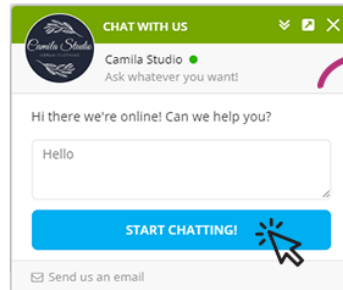
When customers start chatting, they're only required to enter a single message to start the chat

Additional notification

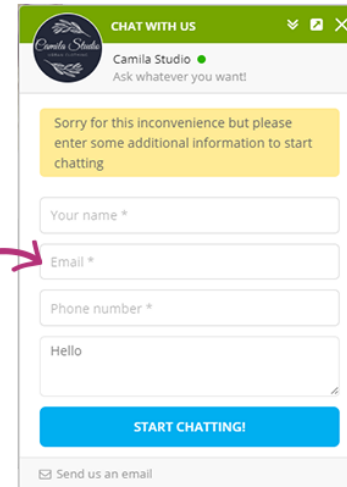
After the first message, customers will see this notification and enter their information to continue chatting as normal



Normal



2-steps to start chat



❖ Chat box features:

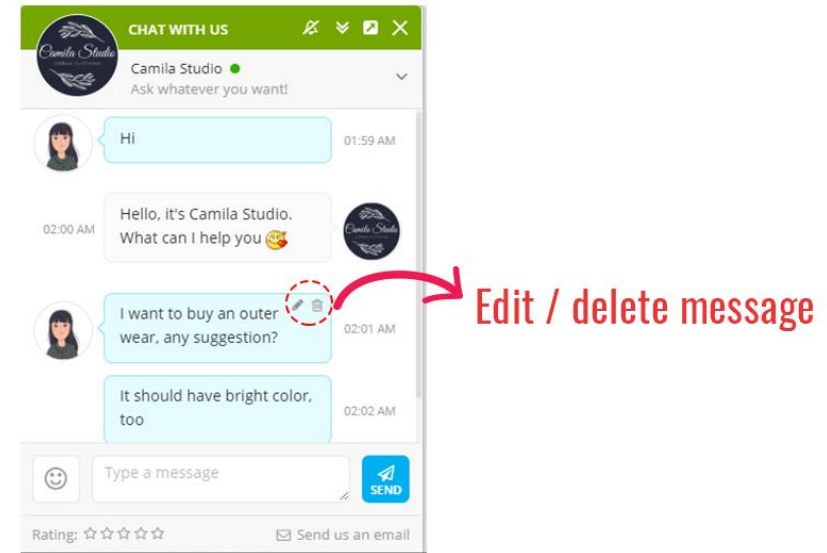
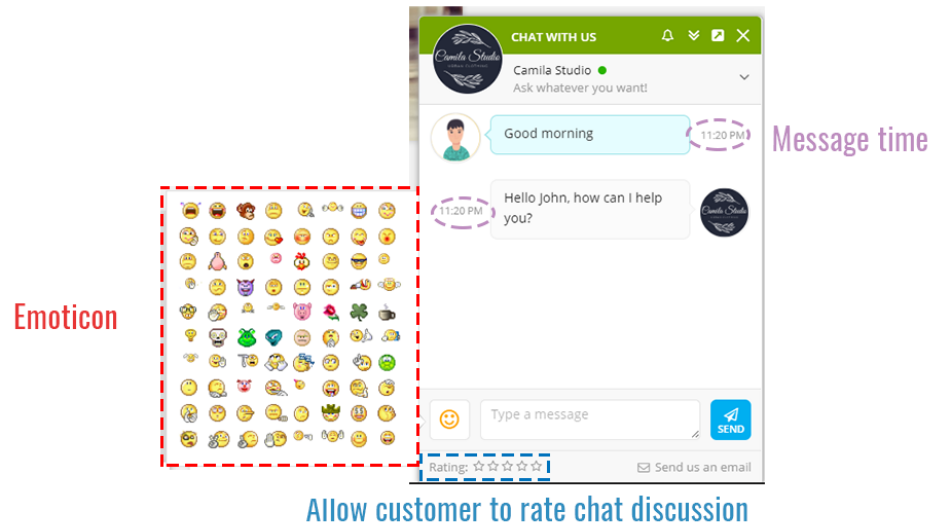
Enable emotion icons YES NO

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 set up 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

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

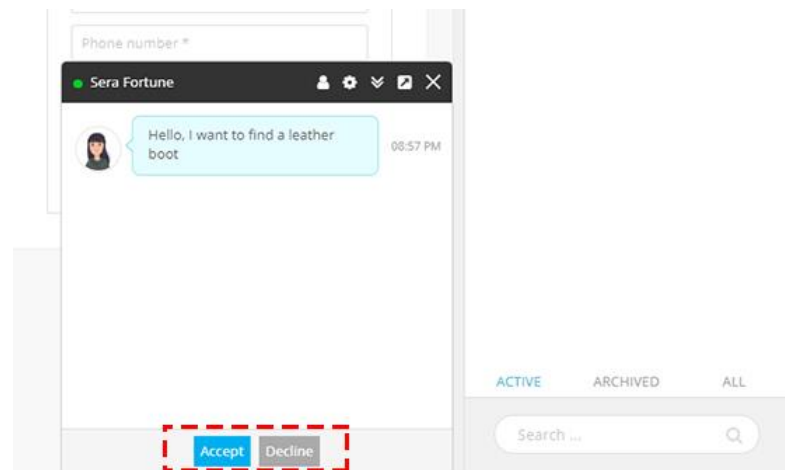
Allow admin to send message to customer via email YES NO

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 customers 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:** 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



Click on this arrow



Customer can update contact info

- ❖ **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.





Home / Cropped 3/4 Sleeve Signature Silk Shirt






CROPPED 3/4 SLEEVE SIGNATURE SILK SHIRT

\$280.00

Quantity: 1

Share    


-  Security policy (edit with Customer reassurance module)
-  Delivery policy (edit with Customer reassurance module)
-  Return policy (edit with Customer reassurance module)

Description | Product Details

Our Signature Silk Shirt Is Updated With A Cropped Silhouette And Three-Quarter Sleeves. The Vented Side Seams And Hi-Low Hem Make It The Perfect Top To Pair With High Waist Jeans.

Model Is Wearing A Size Small
Model Measurements: Height: 5'10" Bust: 32" Waist: 23"

CHAT WITH US

 Camila Studio ●
Ask whatever you want!

Your last chat has ended. Do you want to send another message?

Type a message

Also send current product information
Cropped 3/4 Sleeve Signature Silk Shirt \$280.00

Send us an email

Send product link

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

Require product link

Product link will always be sent when start chatting

Product name color 

Product price color 

Email

On this tab, you can set up how to receive email when you or your staff are 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

1

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:** Automatically open the chat box when customers land on your website.

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, the refresh speed of front end = 10000 milliseconds (10 seconds); the refresh speed of back end = 10000 milliseconds (10 seconds). => After 20 seconds without any action, the message status will become "Offline" with a 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

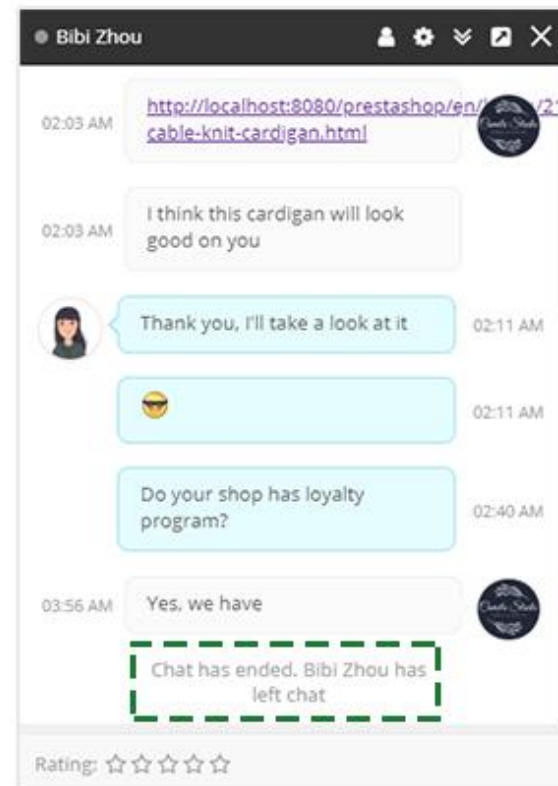
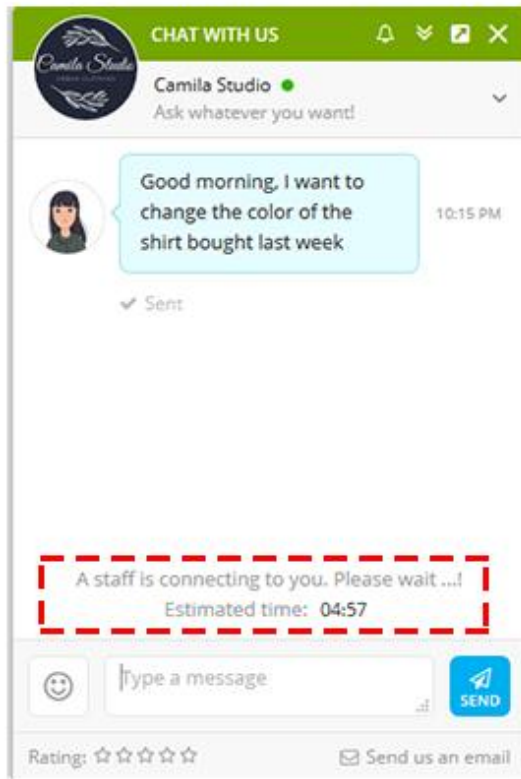
10	minute(s)
----	-----------

End chat automatically if there is no new messages in

60	minute(s)
----	-----------

Estimated waiting time

5	minute(s)
---	-----------



Display

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

Display chatbox on those pages only

All
Home
Category
Product
CMS

Customer group

All
Visitor
Guest
Customer

Select customer group who can use live chat feature

Conversation list type

Fixed


Display chat on backend dashboard only

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.



Save

You can display support link blocks anywhere using a custom hook or select the default positions.

Sound

The image shows the PrestaShop configuration interface for the 'LIVE CHAT' module. The 'Sound' configuration section is highlighted in green. A dropdown menu for 'Notification sound type' is open, showing a list of sounds from 'Sound 1' to 'Sound 8'. A speech bubble points to this dropdown with the text: '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'. Below the dropdown are two toggle switches: 'Enable notification sound on backend' and 'Enable notification sound on frontend', both set to 'YES'. To the right, a customer's chat screen is shown, with a red dashed box around the notification bell icon in the chat header. A green arrow points from the text 'Customer's screen' to this chat window.

Configure LIVE CHAT

Modules / ets_livechat / Configure

Dashboard Tickets **Settings** Help

LIVE CHAT CONFIGURATION

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

Notification sound type: Sound 1

- Sound 1
- Sound 2
- Sound 3
- Sound 4
- Sound 5
- Sound 6
- Sound 7
- Sound 8

Enable notification sound on backend: YES NO

Enable notification sound on frontend: YES NO

Customer's screen

CHAT WITH US

Camila Studio Online

Ask whatever you want!

Hi 01:59 AM

02:00 AM Hello, it's Camila Studio. What can I help you 🍌

02:01 AM I want to buy an outer wear, any suggestion?

02:02 AM It should have bright color, too

Type a message SEND

Rating: ☆☆☆☆☆ Send us an email

Auto reply

PrestaShop 1.7.4.3 Quick Access

Modules / ets_livechat / Configure

Configure

LIVE CHAT

Debug mode View my shop 15 Manage hooks

Back Translate Check update Manage hooks

ONLINE CHAT Camila Studio Online

Marie 08:35 PM
thank you, I'll check it out

Marie 05:16 AM
Hello

Bibi Zhou 04:13 AM
hello

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

Live chat Ticket system Departments Staffs

LIVE CHAT CONFIGURATION

- 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

AUTO MESSAGE

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.

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

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

Pre-made message

Modules / ets_livechat / Configure

Configure

LIVE CHAT



   
Back Translate Check update Manage hooks

LIVE CHAT CONFIGURATION

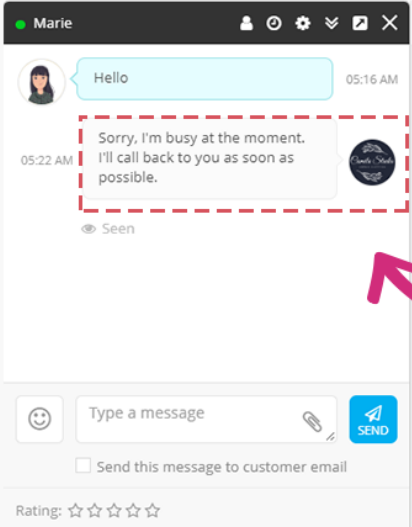
- Statuses
- Chat box
- IM
- Privacy
- Fields
- Email
- Security
- Timing
- Display
- Sound
- Auto reply
- Pre-made messages**
- IP black list
- Clean-up
- Statistics

Enable pre-made message YES NO

PRE-MADE MESSAGE

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

Use pre-made message to save time for the same messages




Marie

Hello 05:16 AM

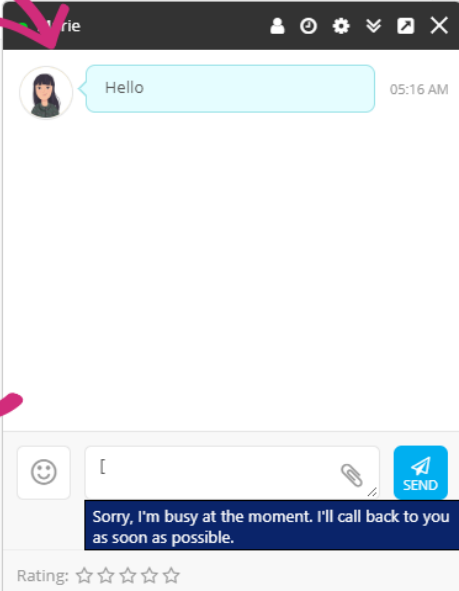
05:22 AM Sorry, I'm busy at the moment. I'll call back to you as soon as possible.

Seen

Type a message 

Send this message to customer email


Rating: ☆☆☆☆☆



Marie

Hello 05:16 AM

Sorry, I'm busy at the moment. I'll call back to you as soon as possible.



Rating: ☆☆☆☆☆

IP Black list

The screenshot shows the PrestaShop 1.7.4.3 configuration interface. The top navigation bar includes the PrestaShop logo, version number, and a search bar. The main content area is titled 'Configure' and 'LIVE CHAT'. The left sidebar contains a list of configuration categories, with 'IP black list' highlighted in green. The main content area shows the 'IP black list' configuration page, which includes a text input field containing the following IP addresses:

```
201.151.178.222  
149.56.38.192  
35.200.77.202
```

Below the input field, there is a note: "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 blue border and a white background contains the text: "Customers from IP blacklist cannot see the chat box". The right sidebar shows the 'ONLINE CHAT' section, which includes a list of active chat sessions with names and timestamps.

Clean-up

PrestaShop 1.7.4.3 Quick Access

Modules / ets_livechat / Configure

Configure

LIVE CHAT

Back Translate Check update Manage hooks

Debug mode View my shop 18

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)

Clear

Delete

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 X (formerly Twitter) login.

The screenshot displays the 'LIVE CHAT CONFIGURATION' interface in Prestashop, specifically the 'Social login' section. The interface is divided into three main sections for Facebook, Google, and Twitter. Each section includes a toggle for 'Login with [platform]', fields for 'Application ID' and 'Application Secret', and a 'Redirect URI' field. The 'Redirect URI' fields are highlighted with red dashed boxes and contain the URL: `http://localhost:8080/prestashop/en/module/ets_livechat/callback`. Below the configuration fields, there is a preview of the 'Customer's screen' showing a chat window for 'Camila Studio'. The chat window includes a header with the company name and logo, a greeting, input fields for 'Your name *', 'Email *', and 'Phone number *', a 'Sign in with' button with Facebook and Google icons (highlighted with a red dashed box), a text area for 'Type a message', and a 'START CHATTING!' button. A 'Save' button is located at the bottom right of the chat window preview.

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 creating a new app for your select social network.

1.2. Contact form and ticketing system configuration

The 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 an unlimited number of ticket forms, and 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.

Enable ticketing system Yes

*Support URL alias en ▾

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 No
Enable to add ".html" to the end of URLs

Remove supports ID on URL No
Make URLs more friendly

Display products in ticket list Yes

Display order reference in the support ticket list Yes

Display staff in ticket list No

Number of messages to display
Leave blank to display all messages

Manage support tickets
Each email is separated by a comma (,)

Only display open tickets for site manager No

Save

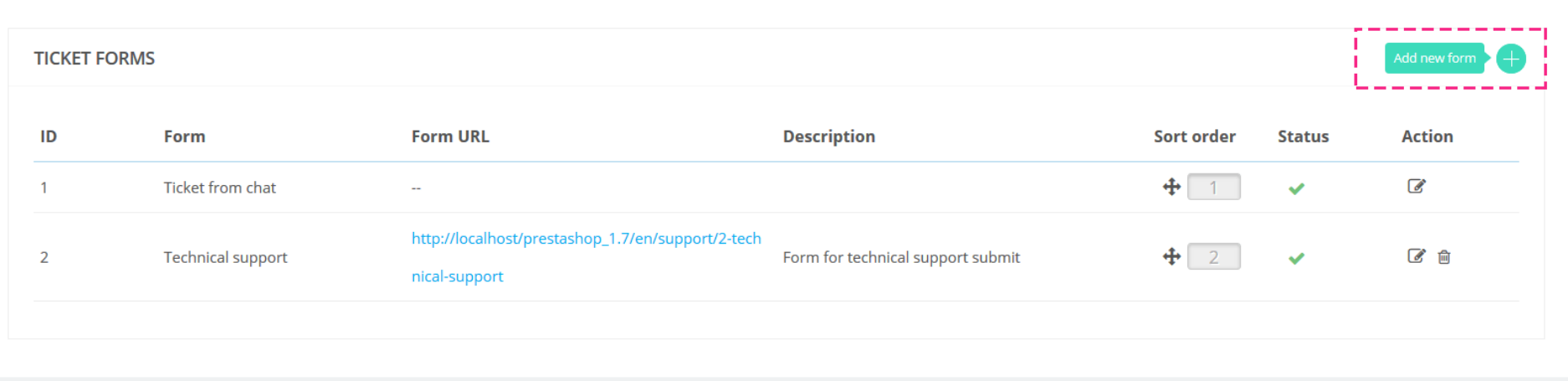


TICKET FORMS +

ID	Form	Form URL	Description	Sort order	Status	Action
1	Ticket from chat	--	--	+	1	✓
2	Technical support	https://demo2.presta-demos.com/livechat/en/supports/2-technical-support	Form for technical support submit	+	2	✓
3	Sales	https://demo2.presta-demos.com/livechat/en/supports/3-sales	--	+	3	✓
4	Refund support	https://demo2.presta-demos.com/livechat/en/supports/4-refund-support	--	+	4	✓

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 ▼

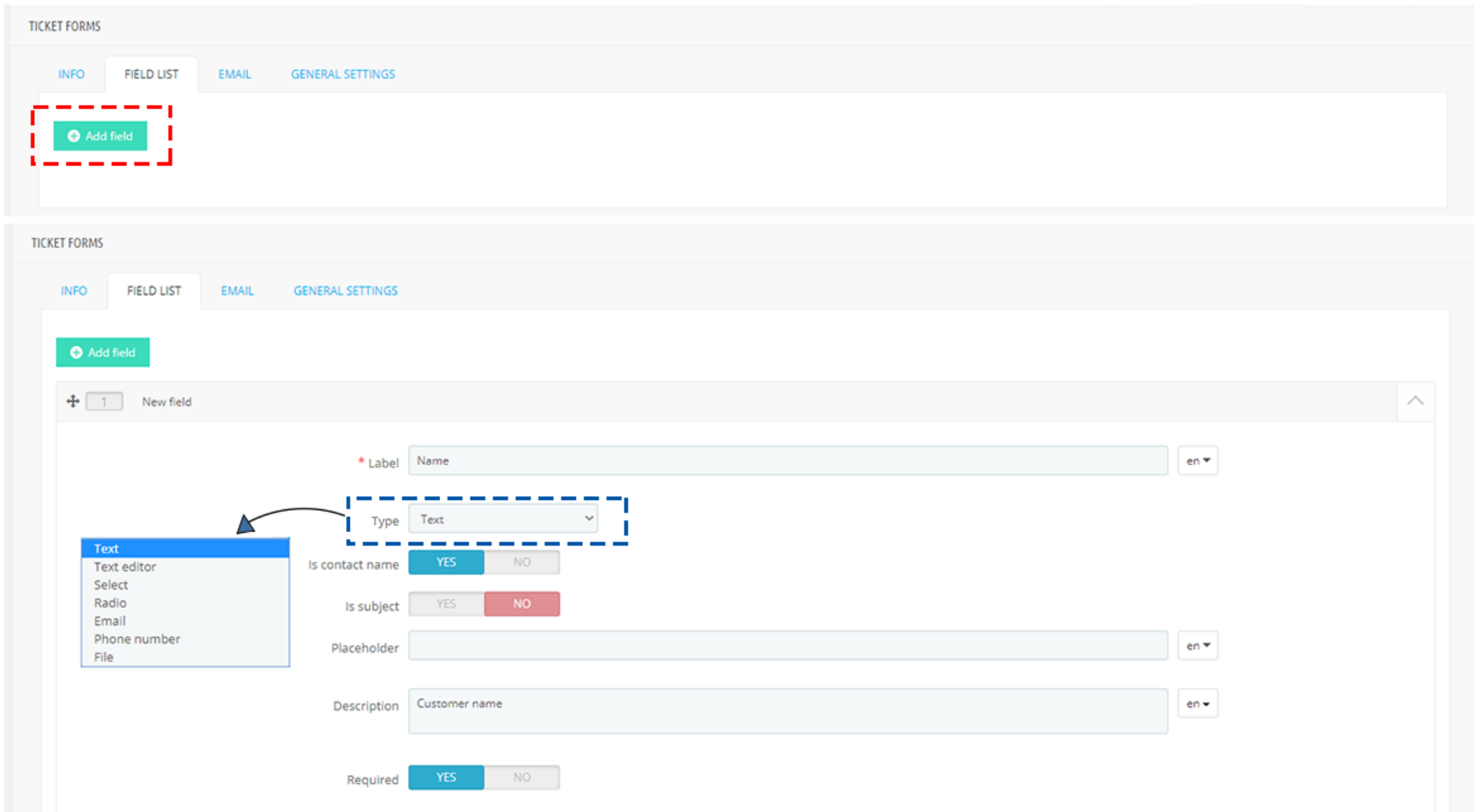
Meta description en ▼

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 en

Cancel Save

NOTE:

To use Google reCAPTCHA, you will need to enter **Site key and Secret key** (for the Classic reCAPTCHA key) or **reCAPTCHA ID** (for the new reCAPTCHA project created in Google Cloud Console).

Google has announced that **all reCAPTCHA Classic keys must be migrated to Google Cloud Console by the end of 2025**. Previously, reCAPTCHA keys were managed separately on **Google reCAPTCHA Admin**, where users could create keys for free without linking a credit card. However, Google is now moving all reCAPTCHA services under **Google Cloud Console** for **centralized management**.

? What Does This Mean for You?

- If you **already have reCAPTCHA Classic keys**, you can still use them **until the end of 2025**, but you need to migrate them to a **Google Cloud project**.
- If you're **setting up reCAPTCHA for the first time**, you must generate **new keys** in **Google Cloud Console** instead of the old Google reCAPTCHA Admin.

◆ What You Need to Do

If you are using reCAPTCHA Classic keys:

To continue using your existing keys, you must migrate them to Google Cloud Console. Follow this guide: [How to Migrate reCAPTCHA Classic to Google Cloud](#)

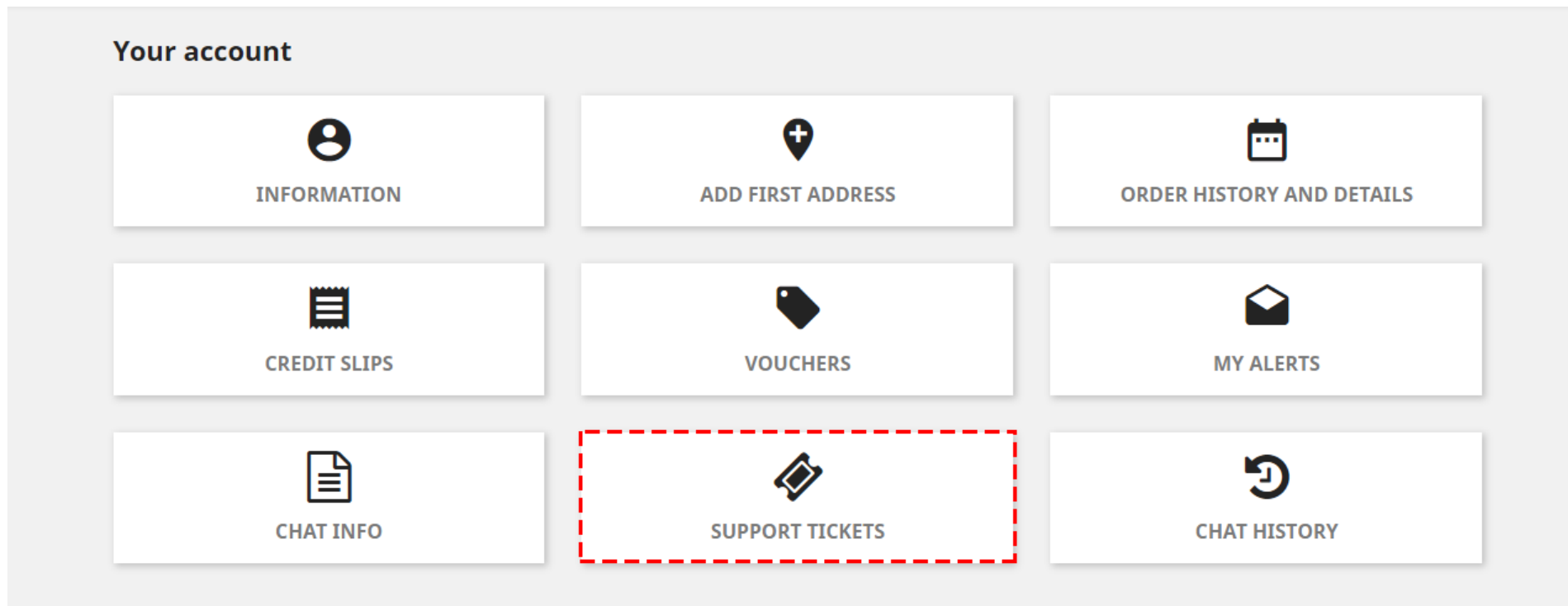
If you need new reCAPTCHA keys:

You must create new keys, depending on where you want to manage them:

- **Using the old Google reCAPTCHA Admin (until it is fully deprecated):** [Create reCAPTCHA Key in Google reCAPTCHA Admin](#)
- **Using Google Cloud Console (recommended for future compatibility):** [How to Create reCAPTCHA Keys in Google Cloud](#)



Once you have your new keys, update them in the **Live Chat, Contact Form & Ticket System** module settings in your PrestaShop back office.

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



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, a chat window shows a conversation with Bibi Zhou. A modal window titled "CREATE TICKET FROM CHAT" is open, showing fields for Subject, Description, Name, Email, Staff, Status, and Priority. A red arrow points from the "Create ticket from chat" button in the chat window to the modal. Below the chat window, the "TICKETING SYSTEM CONFIGURATION" settings window is visible, showing a table of ticket forms. The first form, "Ticket from chat", is highlighted with a red box. The table contains the following data:

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 the **Tickets** tab.

The screenshot shows a web interface for managing support tickets. At the top, there is a navigation bar with 'Live chat / Tickets' and a 'Tickets' tab. Below this is a secondary navigation bar with 'Dashboard', 'Tickets', 'Settings', and 'Help'. The main content area is titled 'TICKETS 2' and contains a table of tickets. The table has columns for Id, Subject, Customer, Email, Form, Date, Priority, Status, and Action. Two tickets are listed: one with Id 2 and one with Id 1. The ticket with Id 1 is highlighted with a red dashed border, and a red text overlay 'Unread ticket' is positioned below it. The ticket with Id 1 has the subject 'My blog module doesn't work', customer 'John Doe', email 'johndoe@gmail.com', form 'Technical support', date '2019-01-24 10:00:42', and priority 'Medium'. The ticket with Id 2 has the subject 'I want to change the size of a product', customer 'Marie Johnson', email 'marie.johnson@gmail.com', form 'Clothing problems', date '2019-01-24 10:15:08', and priority 'High'. Both tickets have a status of 'Open' and a 'View' action button.

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

Close

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): Browse... No file selected.

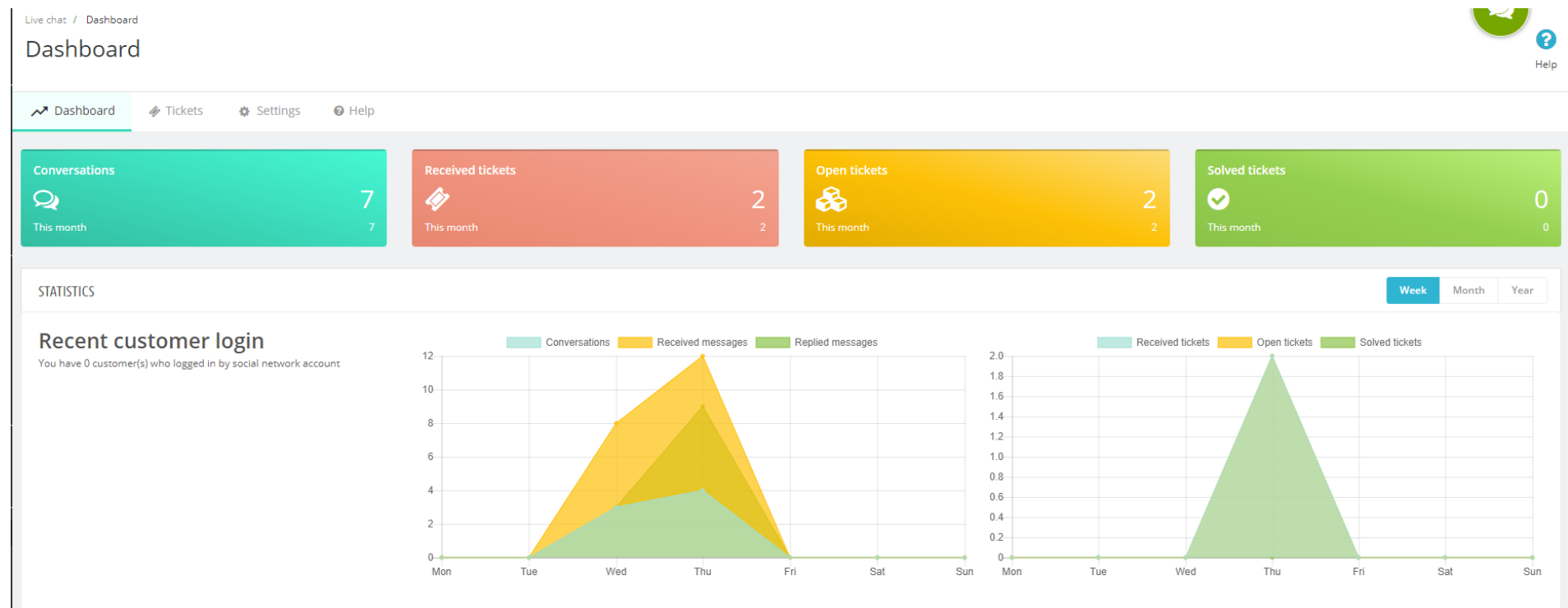
Accepted formats: pdf, gif, png, jpg, doc, docx, xls,xlsx, zip. Limit 8Mb

SEND MESSAGE


Back

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






Active staffs





Freya Test
 ☆☆☆☆☆ (0)
 Replied 5 conversations.
 Solved 0 ticket(s)

Recent conversations

	Sera Fortune 	John Doe I want to buy a humming bird printed sweater, do you have a gre...	23-01 11:31 PM
	Bibi Zhou hello	04:13 AM	
	Marie thank you, I'll check it out	08:35 PM	

Recent tickets

	Marie Johnson I want to change the size of a product	10:15 PM ●
	John Doe My blog module doesn't work	10:00 PM ●

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.