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

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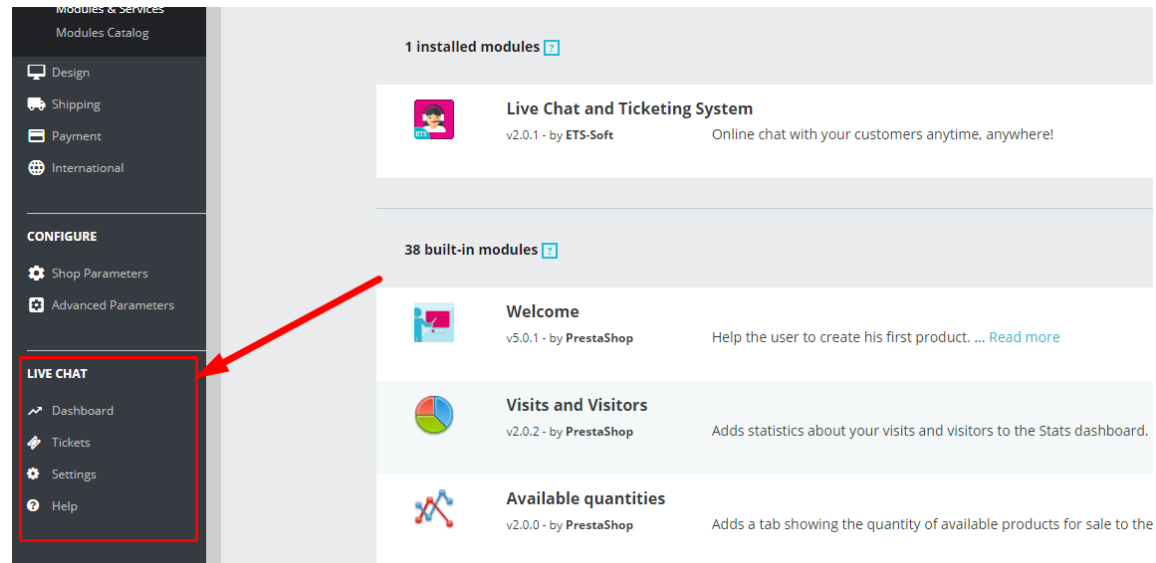
NOTE: If you're using our **Live Chat free version**, you will have to **uninstall the free version before installing this premium version**.

<table>
<tr><td>**IV.**</td><td>**CONFIGURATION**</td></tr>
</table>

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.

ONLINE   BUSY   INVISIBLE   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.

❖ Chat box on the backend:

Customer info | End chat | Setting | Hide chat | Maximize | Close
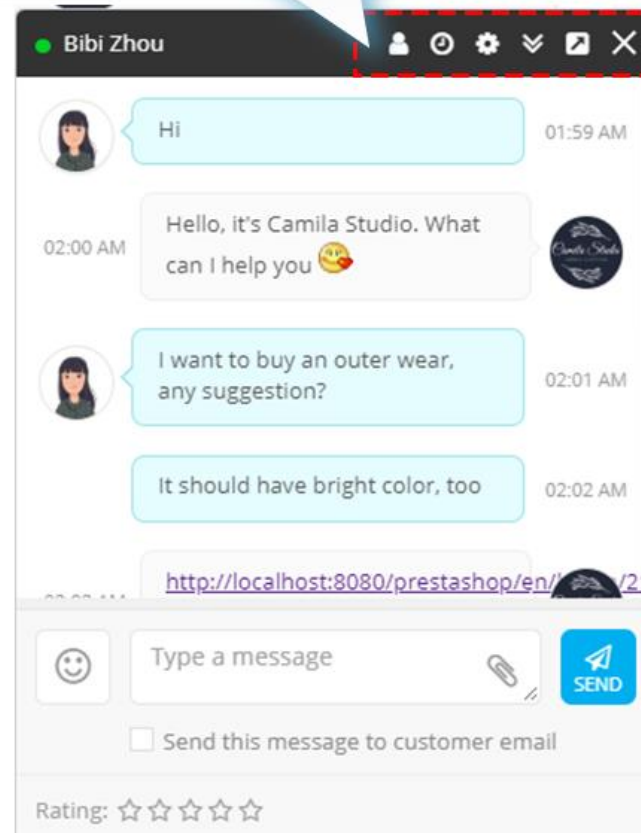
● Bibi Zhou

Hi 01:59 AM

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

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

It should have bright color, too 02:02 AM

http://localhost:8080/prestashop/en/ /2

Type a message

SEND

☐ Send this message to customer email

Rating: ☆ ☆ ☆ ☆ ☆

8

Maximized chat 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

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

10:54 PM

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

10:56 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

10:59 PM

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**

ℹ 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

Transfer this conversation to another employee

Rating: ☆☆☆☆☆

Chat History

ID	Last messages	Action
2	Hello 10:54 PM	👁

ACTIVE   ARCHIVED   ALL

Search ...

😊 Type a message   📎 SEND

☐ Send this message to customer email

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.
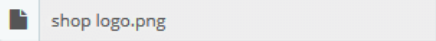

❖ **Avatar settings:**
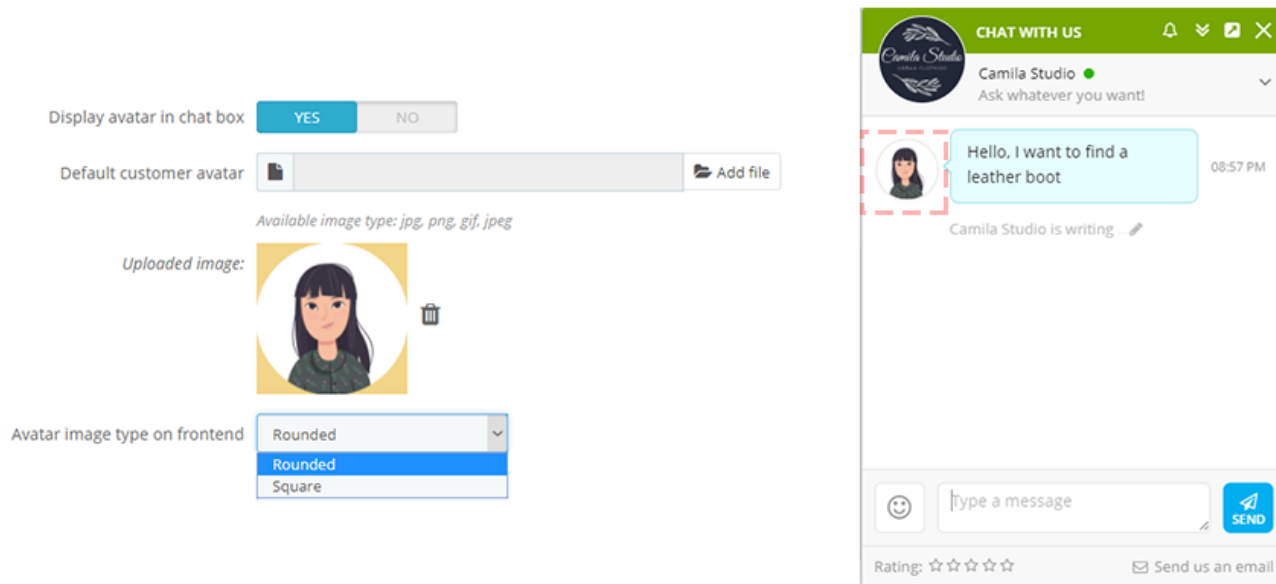
❖ **Chat box settings**: you can adjust chat box width (the default value is 340 pixel) and type of collapsed chat box on frontend and backend (bubble alert or bottom alert bar).

❖ **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	Send	en ▼
* Button label when edit	Edit	en ▼
* Button label when offline	Send offline message	en ▼
* Button label to start chatting when online	Start chatting!	en ▼
Display "Send" button	YES NO	
Button background color	#00aff0	🎨
Button background color when hover	#00dcfa	🎨

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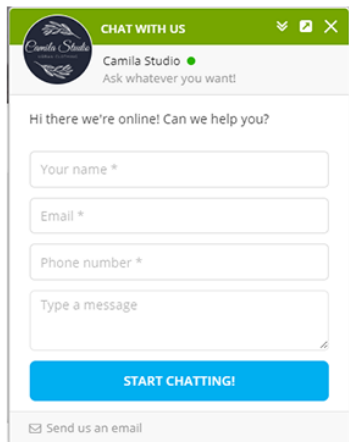
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❖ **Enable 2 steps to start a chat**: if you turn on this option, when customers start chatting, they're only required to enter a single message to start the chat. After this, they will provide their information to continue chatting.
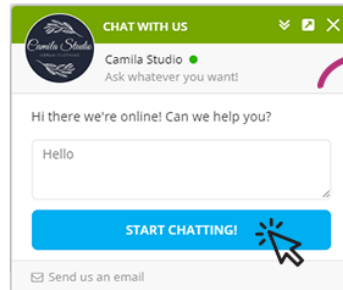
Normal

2-steps to start chat
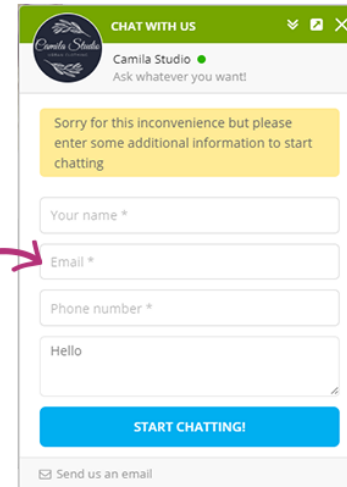
❖ **Chat box features**:

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 time

Emoticon

Edit / delete message

Allow customer to rate chat discussion
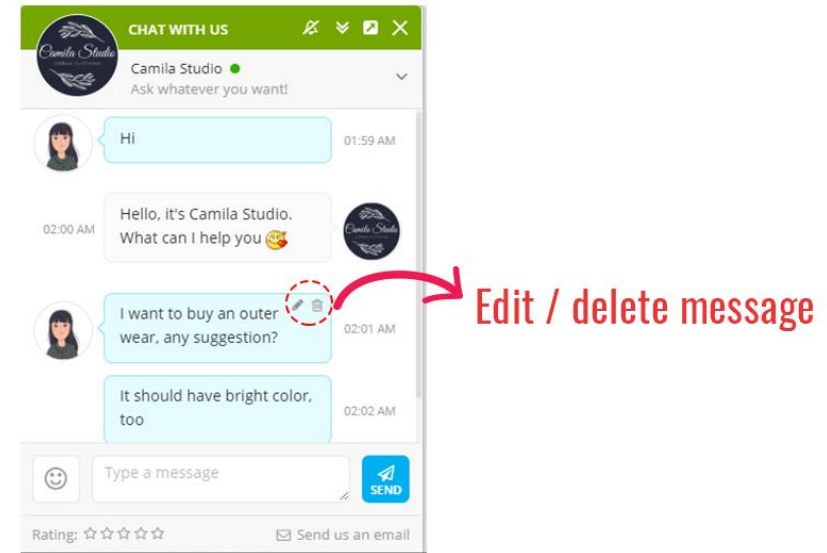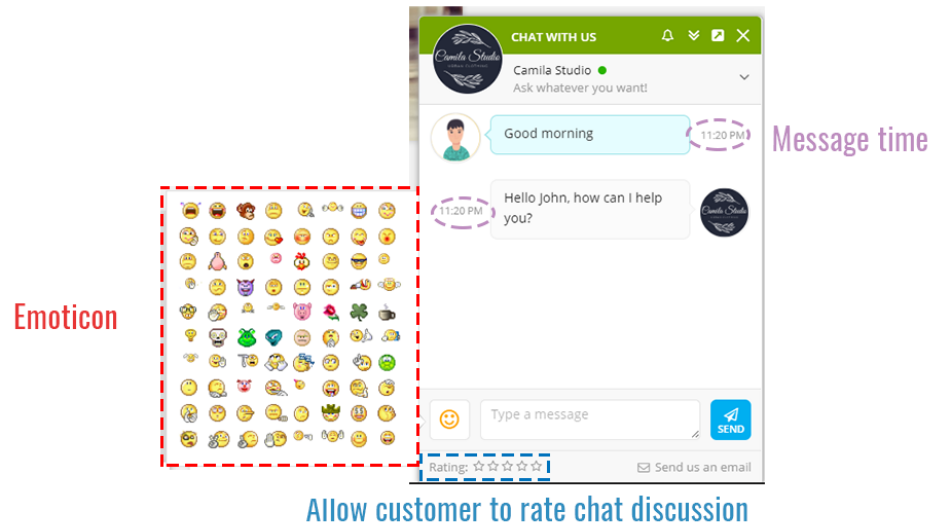
❖ **Message settings**: you may set up the number of messages displayed per Ajax load and the maximum message length counted by character.

* Message count	10

The number of message displayed per Ajax load

* Message length	500

Maximum message length counted by character

Press "Enter" key to send message   YES   NO

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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.
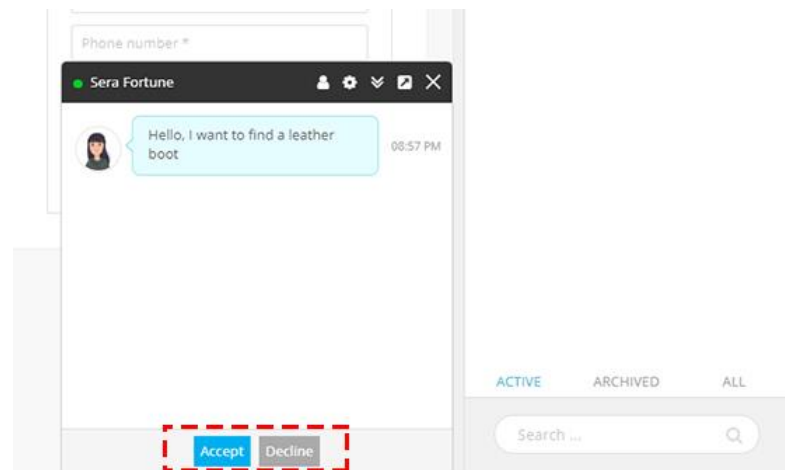

For the **"Staff to accept or decline chat"** option, when a customer starts a new chat session, your staff will have to manually click on accept button to start answering.

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	8 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	100
	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.

❖ **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

🛒 ADD TO CART

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

START CHATTING!

✉ Send us an email

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 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.

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.

Timing

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

❖ **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.

❖ **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

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

Sound

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

Customer's screen

Auto reply

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

Pre-made message

IP Black list

This is the list of IP addresses you want to block their requests to chat. Please enter each IP in a line

Customers from IP blacklist cannot see the chat box

Clean-up

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.

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.

⚙ Ticketing system configuration

Enable ticketing system	🟢 Yes
*Support URL alias	supports en ▾
Ticket will be automatically closed if there is no response from customer after X days	7 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	10
	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
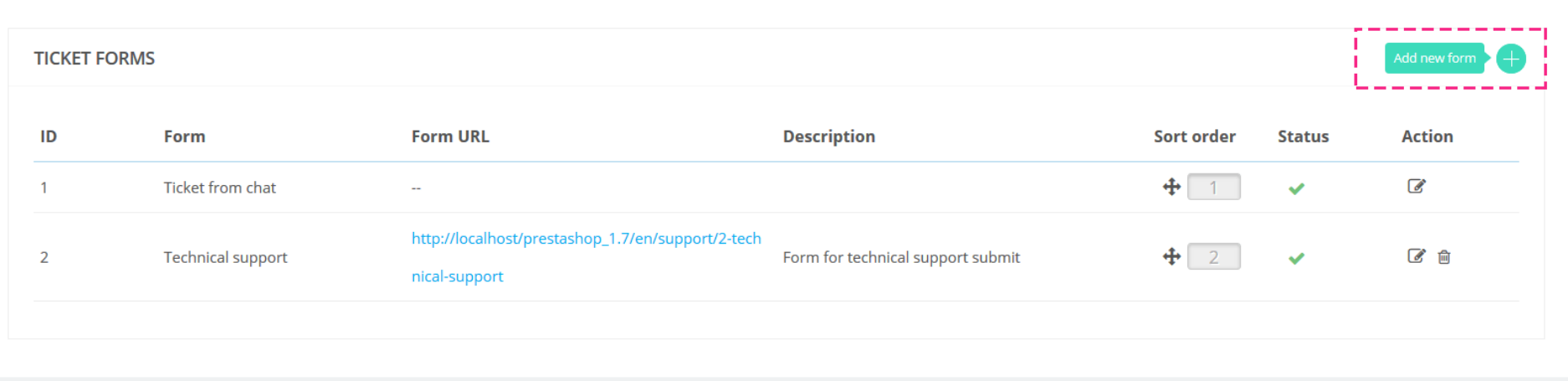
TICKET FORMS ⊕

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.

Step 2: Enter general information for your ticket form.

Step 3: Open "Field list" tab. Add the necessary fields for your form.
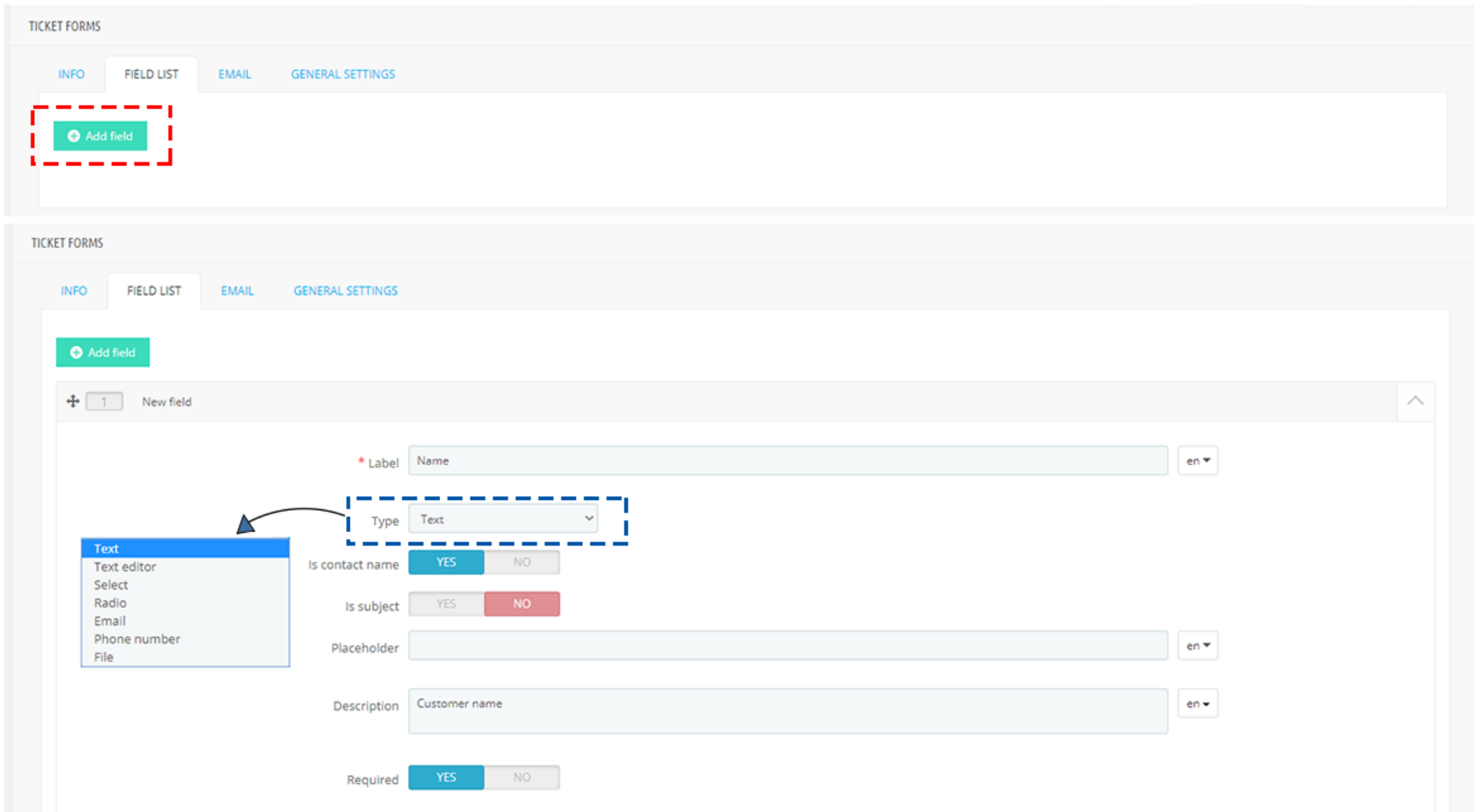
Step 4: Open "Email" tab. Set up email configuration for your ticket form.

Dashboard Tickets ⚙ Settings Cronjob ? Help

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

TICKET FORMS

INFO   FIELD LIST   EMAIL   GENERAL SETTINGS

Send from email   [your_email@gmail.com]

Send from name   [Camellia Studio]

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

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

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:
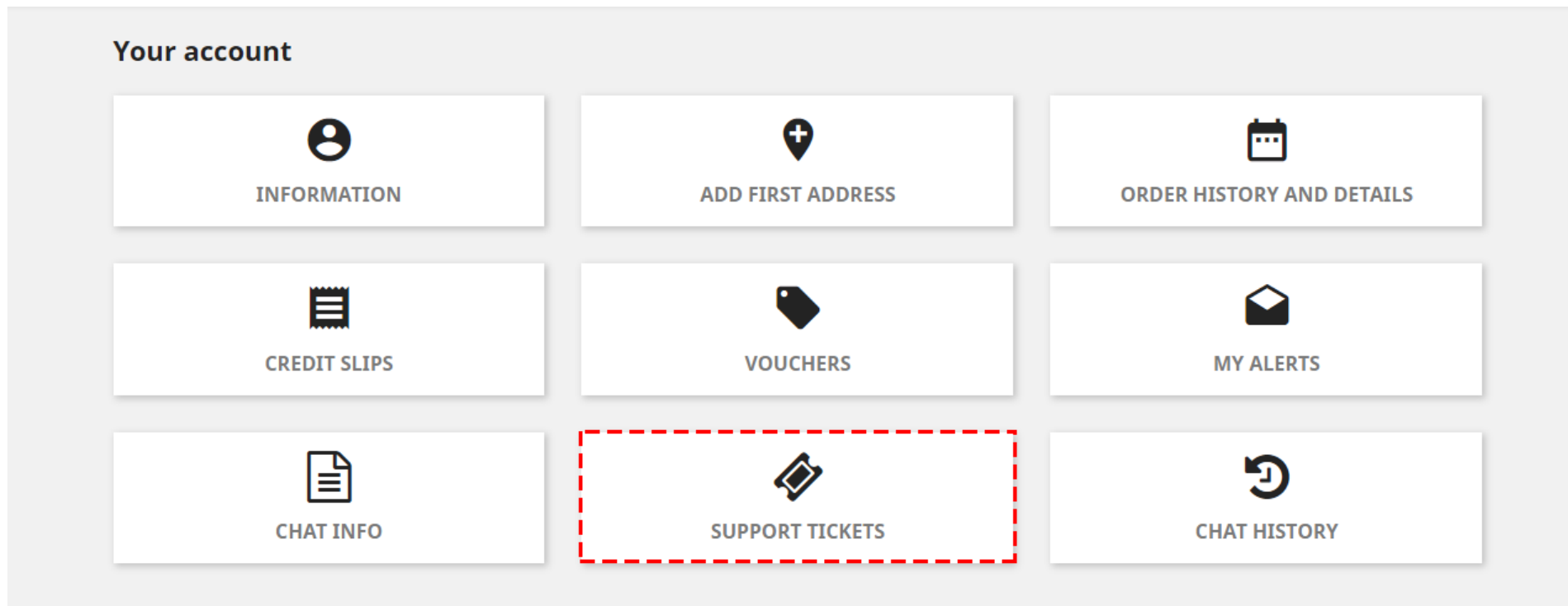
SUPPORT TICKETS 0

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

c48deb 🔄

SEND

NOTE:

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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.

1.3.   Department configuration

1.4.   Staff configuration

⚙ STAFF CONFIGURATION   Live chat   Ticket system   Departments   **Staffs**

STAFFS

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

EDIT STAFF

*Nick name   `Freya Test`

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

Email   `freyanguyen18@gmail.com`

Avatar   Choose File   No file chosen

Available image types: jpg, png, gif, jpeg

Uploaded image:

Status   YES   NO

✖ Cancel   💾 Save

2. Tickets

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

Ticket detail info:

Dashboard   Tickets   Settings   Cronjob   Help

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

✖ Cancel
⚲ Change priority
⇄ Transfer ticket
🗑 Delete

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 duis 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

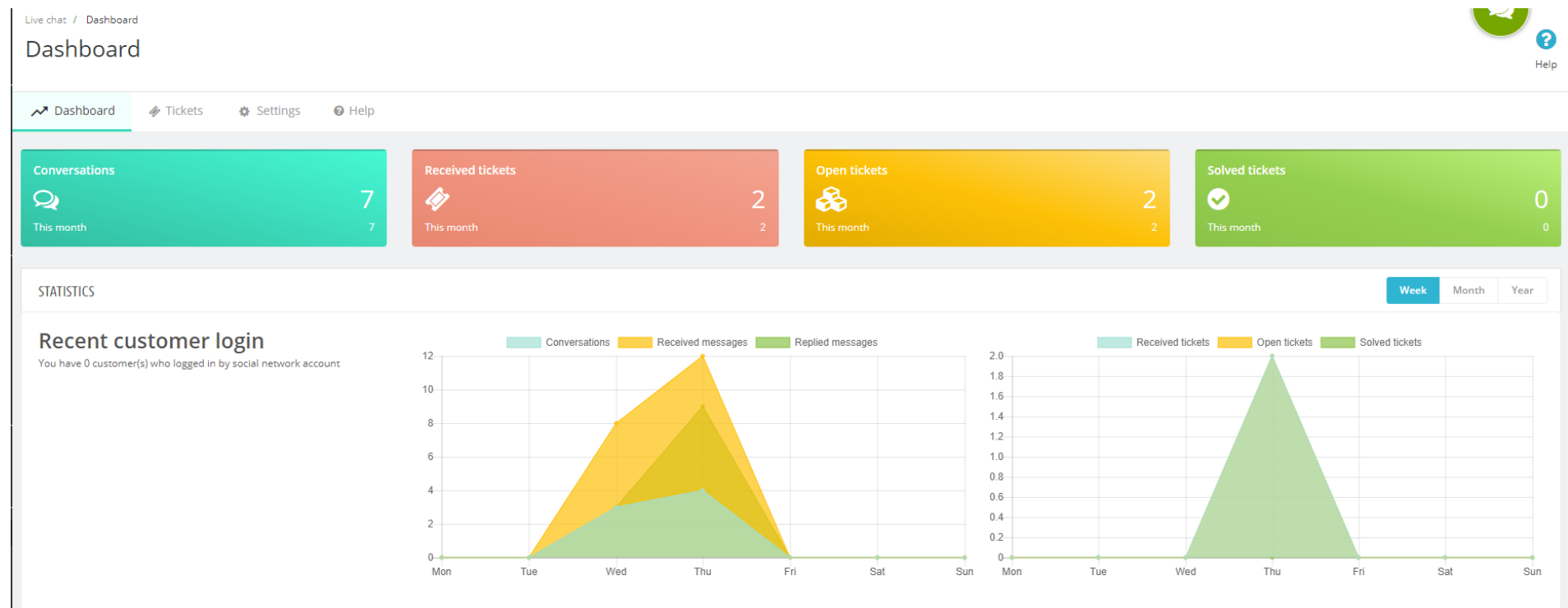**Attachment (optional):** Browse... No file selected.
Accepted formats: pdf, gif, png, jpg, doc, docx, xls, xlsx, zip. Limit 8Mb

✉ SEND MESSAGE

← Back

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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**

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.

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.