



Module LiveChat **Pro**  
for prestashop 1.5, 1.6

# DOCUMENTATION

for prestashop 1.4.x, 1.5.x, 1.6.x

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# INSTALLATION

PS\_ROOT - the main folder where you installed prestashop

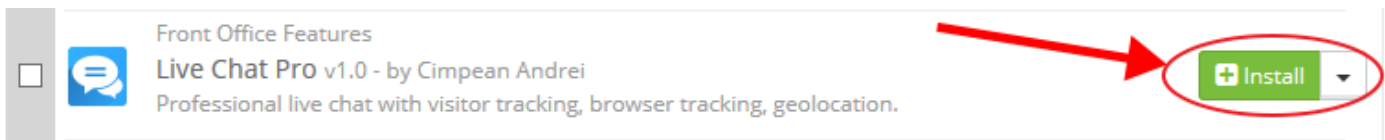
ADMIN - the admin folder located in the main folder

## 1. Copying files

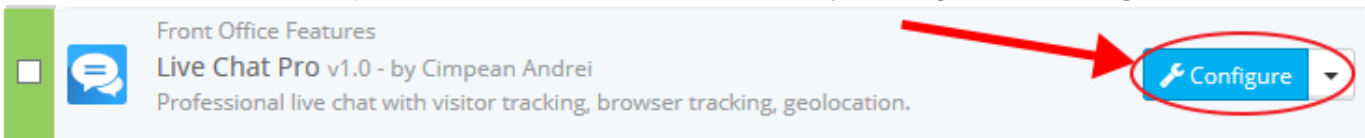
- copy the folder **livechatpro/** to **PS\_ROOT/modules/**

## 2. Installing and configuring the module

- module is located under **Front Office Features** tab
- press the install button



After the installation is complete, the module can be accessed by clicking on the **configuration** button



\*Make sure your shop is not in maintenance mode, if it is, then add your ip in the allowed ips section.

\*\*If your shop does not work, does not display the page style, etc. you have to clear the cache like in the "Upgrade Instructions" - paragraph 3 from below.

# UPGRADE INSTRUCTIONS

1. Extract the archive in the folder **PS\_ROOT/modules/** (overriding the older folder)
2. Enter the admin panel in the "Modules" section and make a module reset from there
3. Clear the cache:
  - 3.1 For prestashop 1.4 remove the folders **PS\_ROOT/tools/smarty/compile/**
  - 3.2 For prestashop 1.5 and 1.6 remove the file **PS\_ROOT/cache/class\_index.php** and the folder **PS\_ROOT/cache/smarty/compile/**

The files and folders will be regenerated automatically each time you refresh a page.

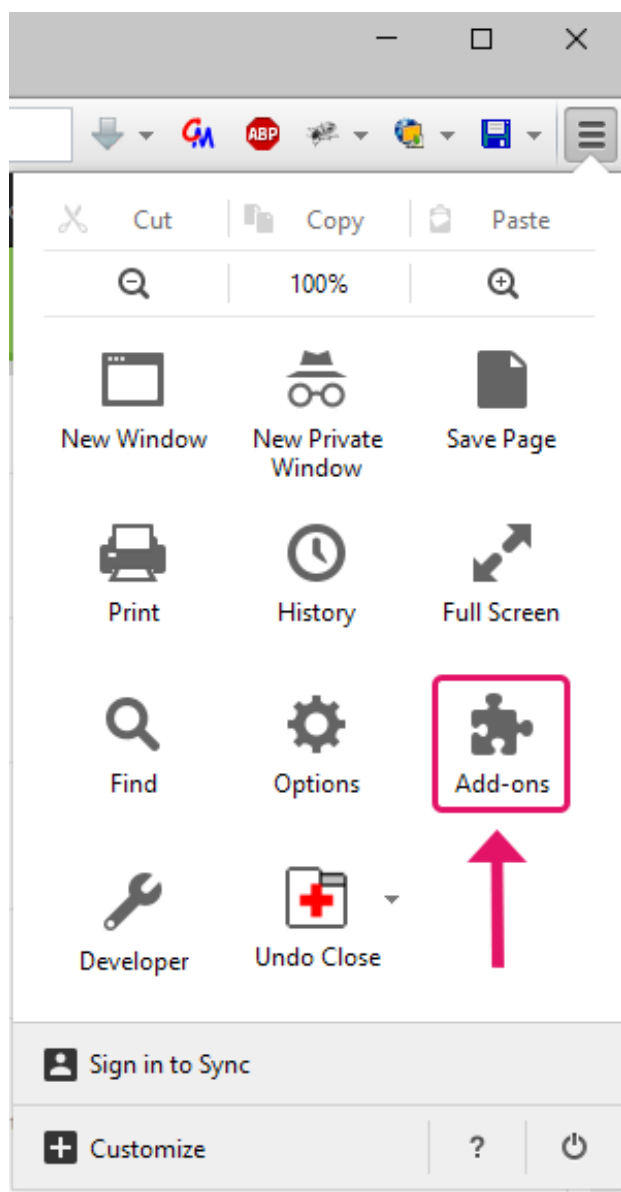
**Congratulations!**  
**Now you can start using the module.**



# CHECK FOR ERRORS OR COMPATIBILITY PROBLEMS

## Get Firebug addon for Mozilla Firefox

**Prestashop** is a very complex platform, and every installation is unique so problems or conflicts with other modules may appear. The most common ones are javascript errors. To check for those you must install Mozilla Firefox browser with Firebug addon (check the images below). After that you must open the Firebug console and check for errors. If you found any and you don't know how to fix it please contact us for help.



To open firebug console press the F12 key in Mozilla Firefox browser.



**Firebug**

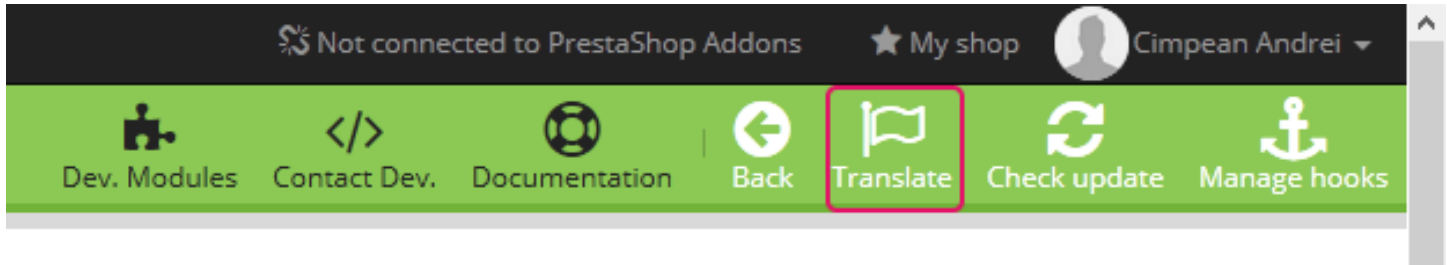
Web Development Evolved. Firebug is free and open source software distributed under the BSD License. [More](#)

Disable

Remove

# HOW TO TRANSLATE?

1. From the module configuration page click the “**Translate**” button.



OR

2. Go to the menu “**Localization**”, submenu “**Translations**” and select the first two options EXACTLY as shown in the image below.

MODIFY TRANSLATIONS

Here you can modify translations for every line of text inside PrestaShop.  
First, select a type of translation (such as "Back-office" or "Installed modules"), and then select the language you want to translate strings in.

Type of translation: Installed modules translations

Select your theme: Core (no theme selected)

Select your language: Français (French)

**\*IMPORTANT**, do not copy module translation files or module files in the folder **PS\_ROOT/themes/<theme name>/modules/** every file copied there will override the files from **PS\_ROOT/modules/** and your browser will load the files from the theme folder.

# CONFIGURATION

## Settings tab

This section lets you set the general settings for the chat.

- **Where should offline messages go?:** The email where the offline messages go
- **New chat sound:** The sound that plays when a new incoming chat request is triggered
- **New message sound:** The sound that plays when a new chat message is triggered
- **Chat type:** Lets you choose the chat type between
  - **Slide** (chat that slides from bottom of page)
  - **Popup** (chat with a button that opens a popup window for the client)
- **Name field:** The possibility to enable / disable name field in the customer chat window
- **Email field:** The possibility to enable / disable email field in the customer chat window
- **Phone field:** The possibility to enable / disable phone field in the customer chat window
- **Department field:** The possibility to enable / disable department field in the customer chat window
- **Question field:** The possibility to enable / disable question field in the customer chat window
- **Start minimized:** When the customer enters the site the chat box will be minimized if the customer did not set it otherwise. If the customer maximized the chat and left it this way then next time he enters the site the chat will start maximized
- **Fields are not mandatory:** The chat fields in front-office are not required
- **Hide chat window when offline:** Lets you hide the chat window if all the staff members are offline
- **Show staff / client names:** Shows or hides the customer / staff names when they are chatting
- **Staff qualification:** Disables or enables the possibility to rate staff members
- **Orientation:** Lets you set the orientation of the chat window (bottom-left or bottom right)
- **Offset:** Lets you set the spacing between left / right side of the page and chat window
- **Icons:** It gives you the possibility to select the icons you want for the popup chat window. You can choose here the icons for each language
- **Fixed position (follows scroll):** The chat button will follow the scroll.
- **Position options:** This lets you to copy the code directly into the hooks you want.
- **Code:** The chat code generated that can be copied into the browser.
- **Theme settings:** You can configure the theme and the colors for the chat window.
- **Offline header, Online header, Offline welcome message, Online welcome message:** For each language installed in your shop you can configure the offline header message, this means that the message is displayed in the language of the customer.

## Departments tab

From this section you can manage the departments for your staff members. This way the support quality will increase and the customers are redirected to the specialized staff members.



## Staff Profiles tab

From this section you can manage the staff profiles, and assign them to the departments. The staff profiles are in sync with the employees, if you delete an employee the staff profile assigned to that employee will be deleted also.

## Predefined Messages tab

From this tab you can create custom messages for your customers, you can then insert them when you chat with them.

## Performance Settings tab

- **Ajax Intervals:** This is for advanced users that want to customize the chat performance, we don't recommend changing these settings.
- **Clear the database:** This will clear the database of logs, offline messages and ratings.

## Admin Popup Window (header chat bubble)

From this window you can see various information about users that are currently browsing your site, In the top left side you any employee can change his status from online / offline.

Under the status section you can see the Online users that are currently visitors that are in chat with a staff member or other staff members with status Online.

In the active chat tabs are users that are currently online in chat (external or internal), this tab also display information about user, visited pages history and geolocation.

The statistics tabs from below is divided in 5 sub tabs which contain information about the online visitors, the archive with all the chat conversations, the messages that have been left by the customers, the ratings that the customers give to staff members and the logs.

# FEATURES





# LIVE CHAT PRO

(0) (Responsive) (0)



## 1. SLIDE CHAT WINDOW

Status: Offline

Contact us

We're not around right now. But you can send us an email and we'll get back to you, asap.

Your name:\*

name

Email:\*

email@address.com

Department:\*

Support

Question:\*

Leave message!

Status: Online

Talk to us

## 2. POPUP CHAT WINDOW

Modules • Prestashop ×

domain.ext

We're not around right now. But you can send us an email and we'll get back to you, asap.

Your name:

Your name (Required)

Your name:

E-mail (Required)

Department:

Support

Question:

Question (Required)

Leave message!

Online en

Offline en

live help

live help

Upload

Upload





(0) **RESPONSIVE** WORKS ON EVERY MOBILE DEVICE (0)

## 1. PORTRAIT MODE

Device: Apple iPhone 5 | Portrait

Screen: 320 x 568 | 2 | Zoom to fit

0 100 200 300

Contact us | English | RON | Sign in

*Your Logo*  
a new experience

**Contact us**

We're not around right now. But you can send us an email and we'll get back to you, asap.

Your name:\*

Email:\*

Department:\*

Support

Question:\*

**Leave message!**

## 2. LANDSCAPE MODE

Device: Apple iPhone 5 | Landscape | Network: No throttling

Screen: 568 x 320 | 2 | Zoom to fit | UA: Mozilla/5.0 (iPhone; CPU iPhon...

0 100 200 300 400 500

Contact us | Sign in

*Your Logo*  
a new experience

**Contact us**

We're not around right now. But you can send us an email and we'll get back to you, asap.

Your name:\*

Email:\*

Department:\*

Support

Question:\*

**Leave message!**

Search

**Cart** (empty)

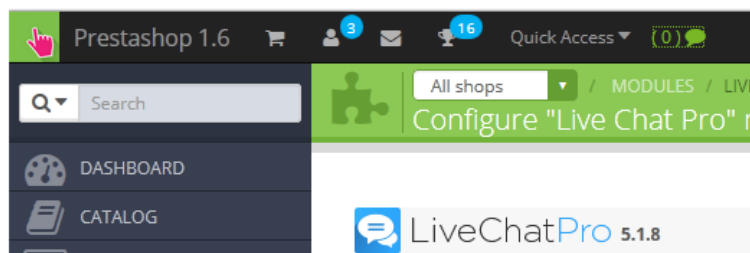




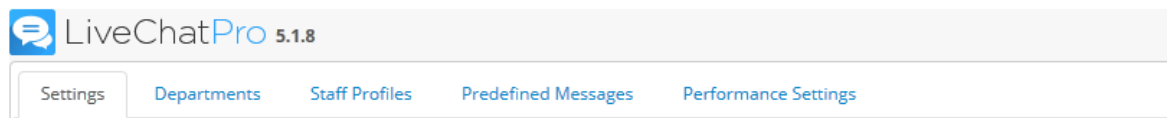
# SPECIALLY DESIGNED FOR PRESTASHOP



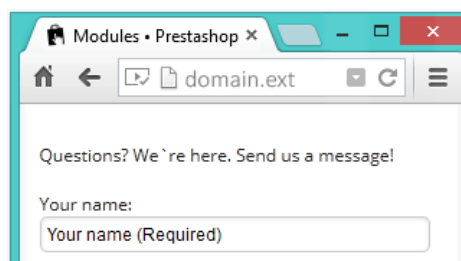
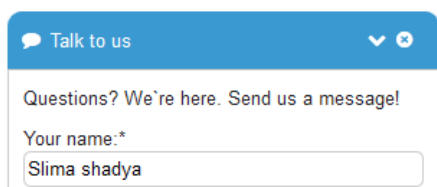
## 1. BACKOFFICE HEADER INTEGRATION BUBBLE



## 2. BACKOFFICE MODULE CONFIGURATION



## 3. FRONT OFFICE FULLY INTEGRATED





# CHAT CUSTOMIZATION



## MULTITUDE OF OPTIONS



### General settings

Where should offline messages go?:

demo@demo.com

New chat sound

new-chat-default.mp3

New message sound

new-message-default.mp3

Chat type:

☐ Slide ☒ Popup window

If you choose the "Slide" chat type, the chat box is fixed (follows scroll) and is located in the bottom of the screen. If you select "Popup" chat type you can customize a button which you can click to open the chat window. You can place the button everywhere on the site.

Name field:

☒ Yes ☐ No

Email field:

☒ Yes ☐ No

Phone field:

☒ Yes ☐ No

Department field:

☒ Yes ☐ No

Question field:

☒ Yes ☐ No

Start minimized:

☒ Yes ☐ No

Fields are not mandatory:

☒ Yes ☐ No

If you choose "Yes", the customer can submit a chat request or he can leave an offline message without the requirement to fill the fields.

☒ Yes ☐ No

Hide chat window when offline:

This option hides the chat window when all the staff members are offline. The chat window is shown when at least one staff member is online.

☒ Yes ☐ No

Show staff / client names:

This option gives the possibility to display or hide the customer / staff names when they write a message in the chat box.

☒ Yes ☐ No

Staff qualification:

If you set to "No", the customer is not able to rate the staff members.

Icons:

set1

Online en

live help

Upload

Offline en

live help

Upload

Fixed position (follows scroll):

☒ Yes ☐ No

If this is set to "Yes", the chat button follows the scroll.

Position options:

☒ Copy code manually

Code:

```
<div style="cursor: hand; cursor: pointer; z-index: 9999; top: 50px; left: 0px;"><a onclick="popupWindow('/prestashop16/modules/livechatpro/ajax.php?type=popupChat', 'Chat', '300', '380'); href='javascript:{}'><img
```

You can insert the above code into hooks: [see prestashop hooks details](#).

### Theme settings

Theme:

default

Width:

300 px

Height (when chatting):

380 px

Chat Box Background:

FFFFFF

Chat Box Foreground:

222222

Submit button background:

3A99D1

Submit button foreground:

FFFFFF

### Messages settings

Offline header:

Contact us en

Online header:

Talk to us en

Offline welcome message:

We're not around right now. But you can send us an email and we'll get back to you, asap. en

Online welcome message:

Questions? We're here. Send us a message! en

Primary settings: default

Delete Save above settings Save AS above settings





# CHAT CUSTOMIZATION



MULTITUDE OF OPTIONS



Settings Departments **Staff Profiles** Predefined Messages Performance Settings

New Edit Delete Search:

Name	Status
Billing	Active
Sales	Inactive
Support	Active

Name Status

Showing 1 to 3 of 3 entries

## DEPARTMENTS CONFIG.

Previous 1 Next

Settings Departments **Staff Profiles** Predefined Messages Performance Settings

To add custom avatar image just copy it (.png format) in this location: /prestashop16/modules/livechatpro/views/img/avatars/

Add (redirect to employees) Edit Add (redirect to employees) Search:

Status	Firstname	Lastname	Avatar	Departments	Welcome message	Signature
Offline	Cimpean	Ovidiu		Support	Hello!	
Offline	demo	demo		Support	Hello!	
Online	Cimpean	Andrei		Support,Sales	Hello!	Good Bye!

Status Firstname Lastname Avatar Departments Welcome message Signature

Showing 1 to 3 of 3 entries

## STAFF PROFILES CONFIG.

Previous 1 Next

Settings Departments Staff Profiles **Predefined Messages** Performance Settings

New Edit Delete Search:

Language	Title	Message	Last update
en	test	test message	2015-11-29 12:50:13

Language Title Message Last update

Showing 1 to 1 of 1 entries

## PREDEFINED MESSAGES CONFIG.

Previous 1 Next





# STAFF VIEW



FULLY INTEGRATED ON EVERY PAGE



EVERY STAFF MEMBER CAN SEE A POPUP BOX WITH THE VISITOR'S INFORMATION AND HE CAN CHAT WITH THEM AS SHOWN IN THE IMG. BELOW

**Staff: Cimpean Andrei**

Status: **Online**

Online Users (2)  
External (0) Internal (2)  
demo demo (0)  
Cimpean Andrei (0) (Me)

**Chats**  
Andrei x  
[Chat] [Details] [Visited pages history] [GeoTracking] [Archive] [Messages] [Ratings] [Logs]  
test  
Staff (Andrei): Hello, how can i help you? 29/11/2015 13:29:39  
Client (Andrei): Hello, i need help with my purchase 29/11/2015 13:29:55  
Client (Andrei): when is the order going to be shipped? 29/11/2015 13:30:05  
press enter key to chat [Predefined messages] [Transfer visitor] [Send file]

**Statistics**  
Visitors online [Archive] [Messages] [Ratings] [Logs]  
[Invite to chat] [View details] Search:   

ID	Country	City	Language	Visits	Current page	Host	IP	Browser
401	Romania	unknown	en-US	0	http://addons.4prestashop.com/en/	addons.4prestashop.com	78.96.238.120	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko)

ID	Country	City	Language	Visits	Current page	Host	IP	Browser
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Showing 1 to 1 of 1 entries Previous 1 Next





# FEATURES

(0) **CONSTANTLY UPDATED** (0)

**DETAILS, VISITED PAGES HISTORY, GEOTRACKING, ARCHIVE, MESSAGES, RATINGS, LOGS**

Staff: Cimpean Andrei


Status: **Online**

Online Users (2)  
External (1) Internal (1)  
Andrei

Chats  
Andrei x

Chat | Details | Visited pages history | **GeoTracking** | Archive | Messages | Ratings | Logs

This user is located in: City: unknown, Country: Romania



Statistics

Visitors online **Archive** Messages Ratings Logs

Invite to chat View details Search:

ID	Country	City	Language	Visits	Current page	Host	IP	Browser
402	Romania	unknown	en-US	0	http://addons.4prestashop.com/en/	addons.4prestashop.com	78.96.238.120	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko)

Showing 1 to 1 of 1 entries

Previous 1 Next

**USING “GOOGLE MAPS” AND “GEOIP TRACKING” TRACKS VISITORS THAT ENTER THE SITE AND THEIR BEHAVIOUR ON THE SITE**





# FEATURES



CONSTANTLY UPDATED



## MULTILINGUAL (automatically detects visitor's language and displays in his native language)

### Messages settings

Offline header:  en

Online header:  en

Offline welcome message:  en

Online welcome message:  en

Primary settings: default

Talk to us

Chat accepted by **Andrei (Support)**

Hello!

test

**Staff (Andrei):** 29/11/2015 13:29:39  
Hello, how can i help you?

**Client (Andrei):** 29/11/2015 13:29:55  
Hello, i need help with my purchase

**Client (Andrei):** 29/11/2015 13:30:05  
when is the order going to be shipped?

Talk to us

Good Bye!

Please rate this staff member: ★★★★★

**USERS CAN  
RATE THE  
STAFF**

## CHAT ARHIVE, MESSAGES, RATINGS, LOGS

Visitors online

Archive

Messages

Ratings

Logs

View details

Delete

Search:

Date add	ID Chat	Name	Internal	Department	Email	Company	Language	Country	IP	Host	Duration	Log entries
2015-11-17	1	test	demo	Support	test@test.com		en-US	United States	108.232.176.123	addons.4prestashop.com	00:00:00	0
2015-11-17	2	asdasd	demo	Support	asdasd@asdasd.it		it-IT	Italy	188.152.237.168	addons.4prestashop.com	00:00:00	0
2015-11-18	3	asd	demo	Support	asd@asd.pl		pl	Poland	89.229.36.138	addons.4prestashop.com	00:00:00	0
2015-11-18	4	max	demo	Support	cypareja@yopmail.com		fr	France	193.252.204.65	addons.4prestashop.com	00:00:00	0





# SPEED IS EVERYTHING

(0) LIGHT / FAST / OPTIMIZED (0)



## 1. NO FEES

(unlimited use)

## 2. PRESTASHOP

(certified partner agency)

## 3. FAST SUPPORT

(max. 6 hours response time)

## THE MODULE DOES NOT SLOW DOWN THE SITE

Name	Status	Type
10173746_10151966978321046_5878521992128116520_n.jpg?oh=3ef4a22c...	200	jpeg
545232_161541777378011_1143583177_n.jpg?oh=9fba6f27c5e77f772fe4e...	200	jpeg
11831705_10205894083283668_4511577931262587647_n.jpg?oh=f98ea29d...	200	jpeg
12241381_10204219837731145_6837927389565089065_n.jpg?oh=e19bac2f...	200	jpeg
12313902_196168720723386_6647139695752634133_n.jpg?oh=8ba369c3d...	200	jpeg
10354686_10150004552801856_220367501106153455_n.jpg?oh=179f53b73...	200	jpeg
_kuej5ykn.png	200	png
w6EVQ7Ao77.png	200	png
s7jcwEQH7Sk.png	200	png
vdUdima_Gygt.png	200	png
ZDQXhNXZK.js	200	script

147 requests | 181 KB transferred | Finish: 6.60 s | DOMContentLoaded: 2.97 s | Load: 3.28 s

## GIFs CLASSIC & COOL EMOTICONS



## ADVANCED OPTIMIZATION

### AJAX Intervals

Sync Chat Dialg Interval Admin  seconds

Sync Chat Dialg Interval Front  seconds

Sync Online Visitors Interval DataTable Admin  seconds

Sync Online Visitors Interval Front  seconds

!!! WARNING! Be carefull, this can affect the performance of the chat and of the shop if are misconfigured !!!

### Clear the database

This will clear the following: archive, logs, offline messages, ratings.

