

# **TW WhatsApp Chat Rotator WordPress Plugin**

Documentation

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# Introduction

First of all, we would like to thank you for purchasing TW WhatsApp Chat Rotator WordPress plugin. We hope you like the plugin the way we like it.

Please spend a moment of your time to confirm your purchase on <http://www.themewarrior.com/purchase-confirmation/> so we can send you updates when a new theme, plugin or a new update is released.

Please note that we only provide support via CodeCanyon, we do not offer support via IMs or phone.

Have fun with the theme!

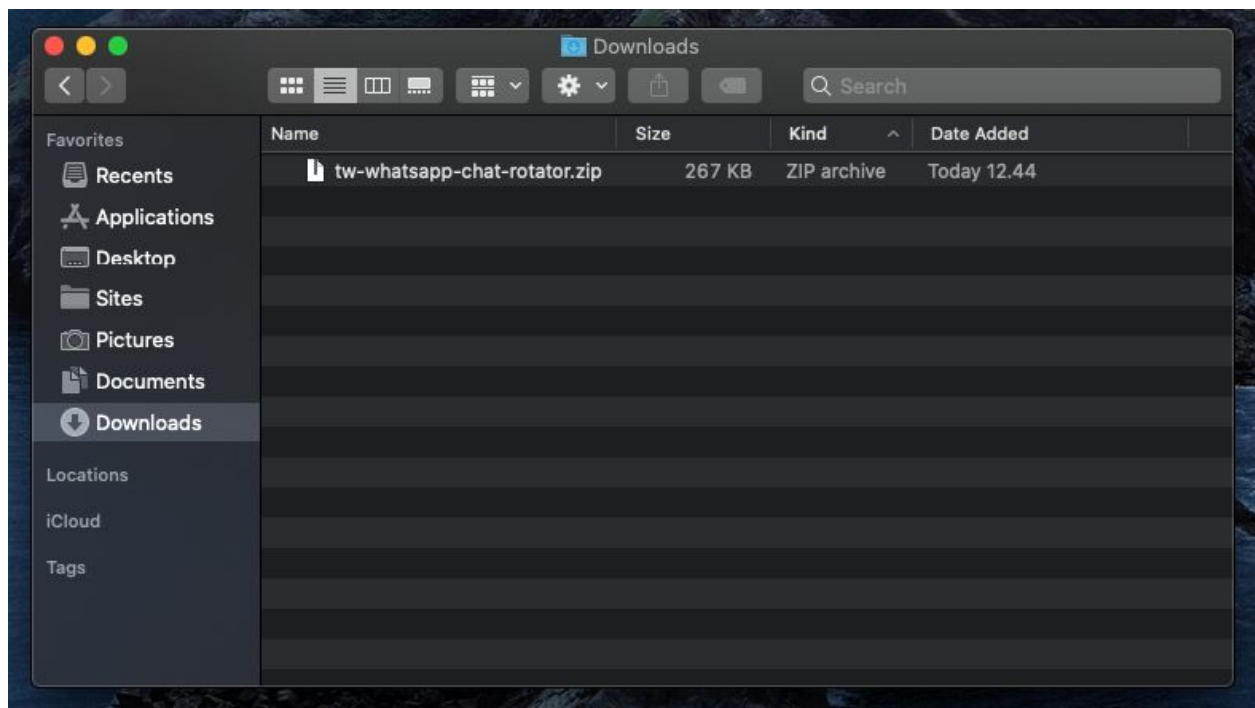
Best regards,

**ThemeWarrior Team**

# Plugin Installation

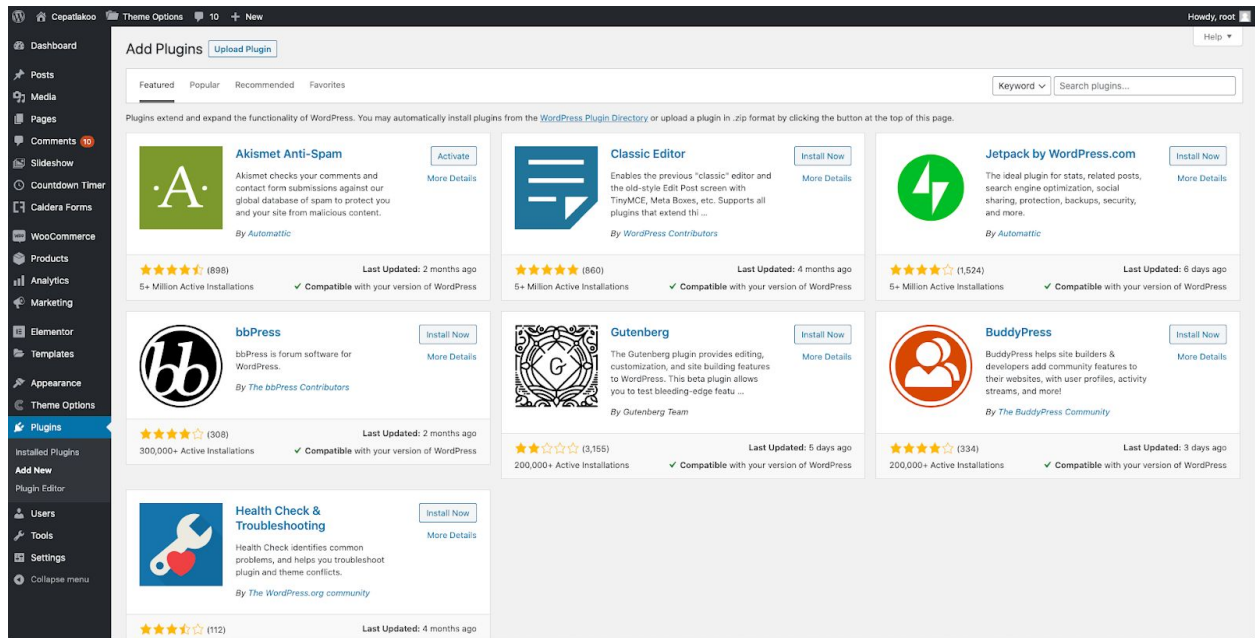
To install the plugin, please follow these step by step guides.

1. First, download the plugin you have just purchased from Envato marketplace.



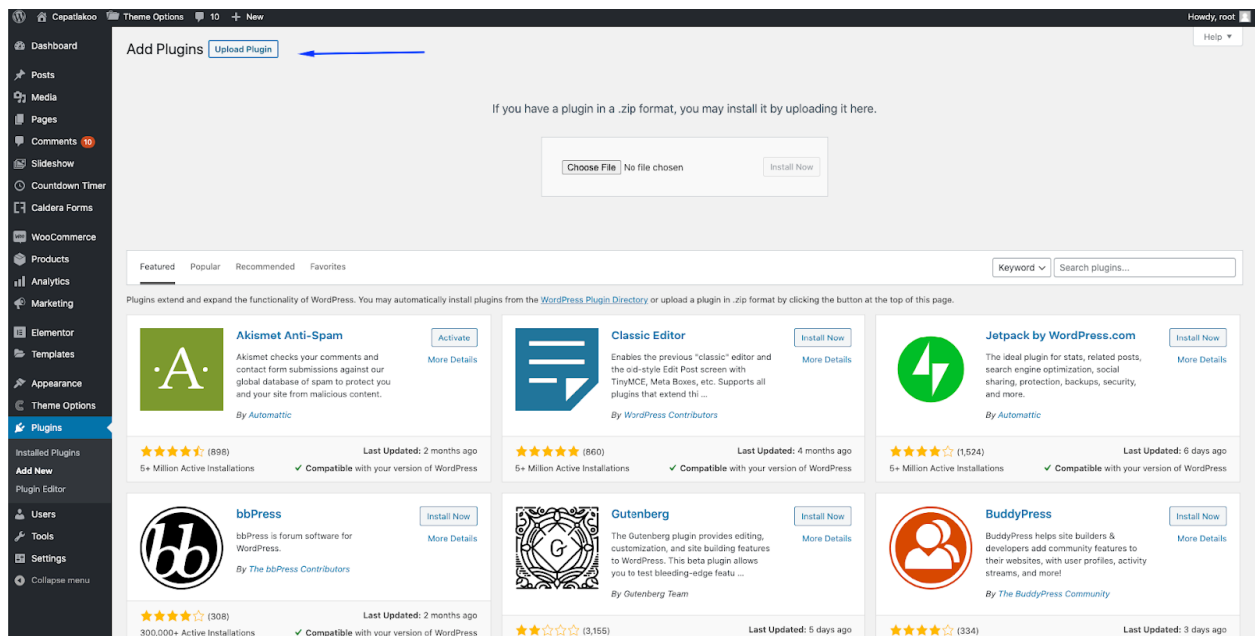
Plugin has been downloaded to a local hard drive.

2. After you downloaded the plugin, login to your WordPress dashboard (eg. domain.com/wp-admin) then navigate to Plugins > Add New.



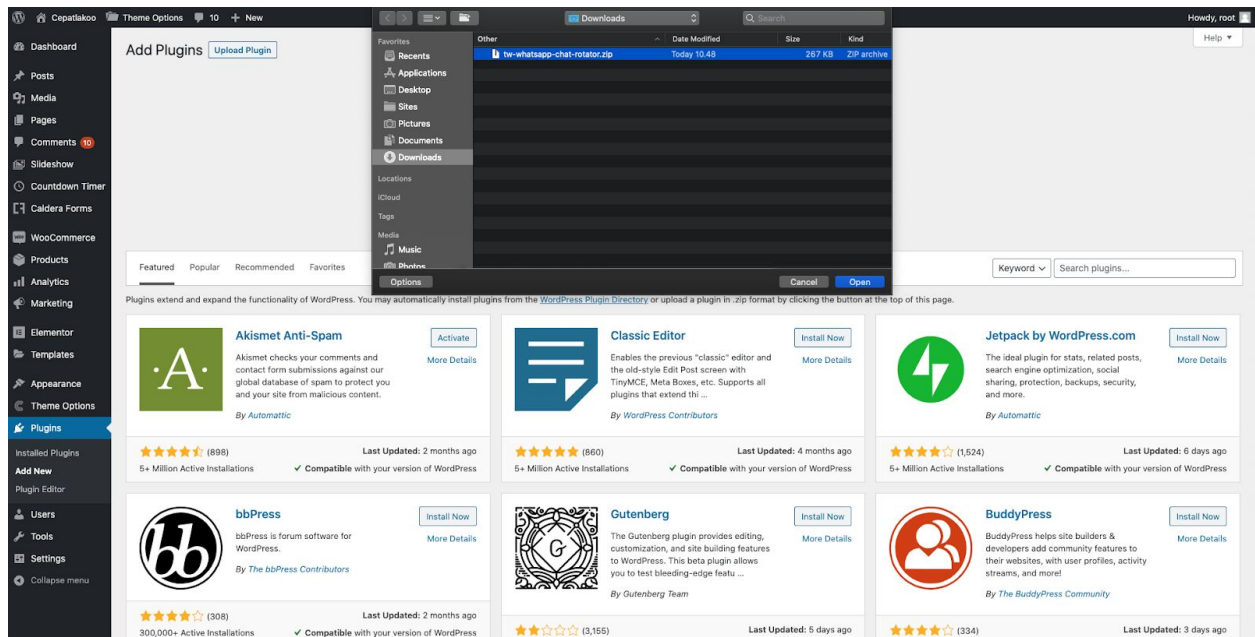
Add New Plugin screen.

3. Click on the button “Upload Plugin” and then click “Choose File”



Upload plugin screen.

4. Select the plugin file that you already downloaded and click “Install Now”.



Choose the plugin zip file to install.

5. Wait until the plugin is installed successfully.

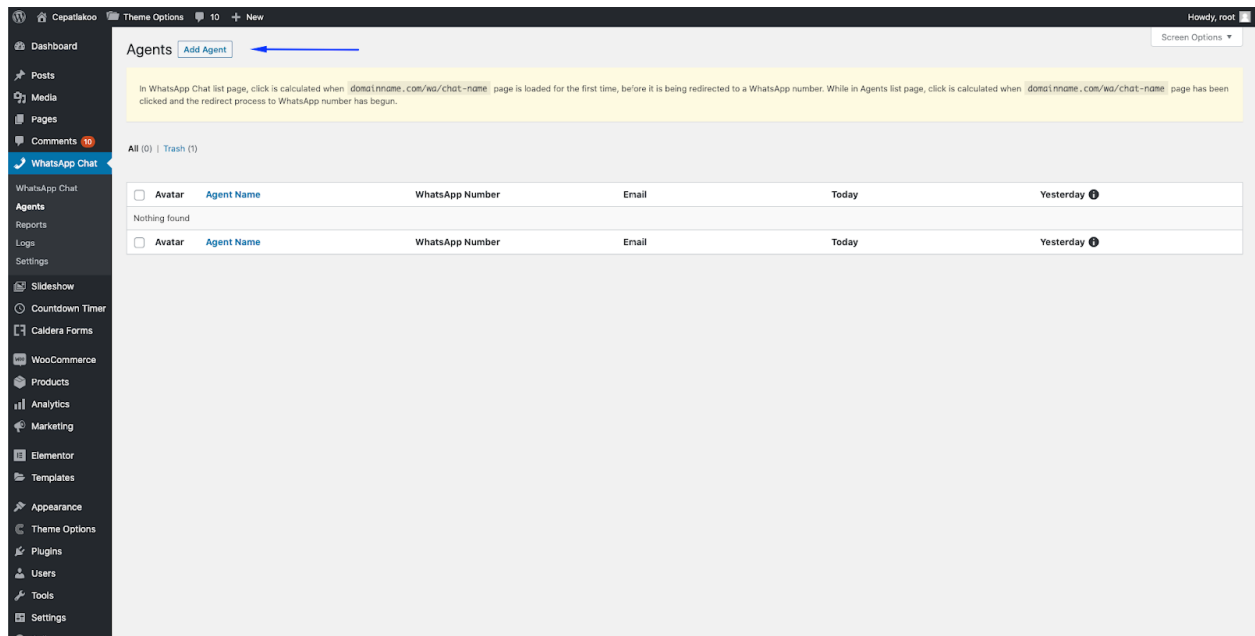
6. Click on the “Activate Plugin” button to enable the plugin.

7. Done.

# Adding Agent

After the plugin is installed, the first thing you need to do is to add a new agent. To add a new agent please follow the steps below:

1. From the WordPress Dashboard go to Whatsapp Chat > Agent, then click on the “Add Agent” button.



Agents screen.

2. Then fill all the fields displayed on the screen, here's an example:

Add a new agent screen.

- **Field #1:** Agent name
- **Field #2:**
  - The usual forms for personal data like *E-mail* and *Gender*.
  - Whatsapp Number: You can add multiple Whatsapp Numbers by clicking the plus (+) blue button, also you can put a note in every Whatsapp Numbers.
  - Day & Work Hours: You can set “WhatsApp number that will always be active 24 hours, 7 days a week.” or set manually the hours & minutes.
- **Field #3:** Agent profile photo
- **Field #4:** Department, you can also add a new department by clicking the “+ Add New Category” link.

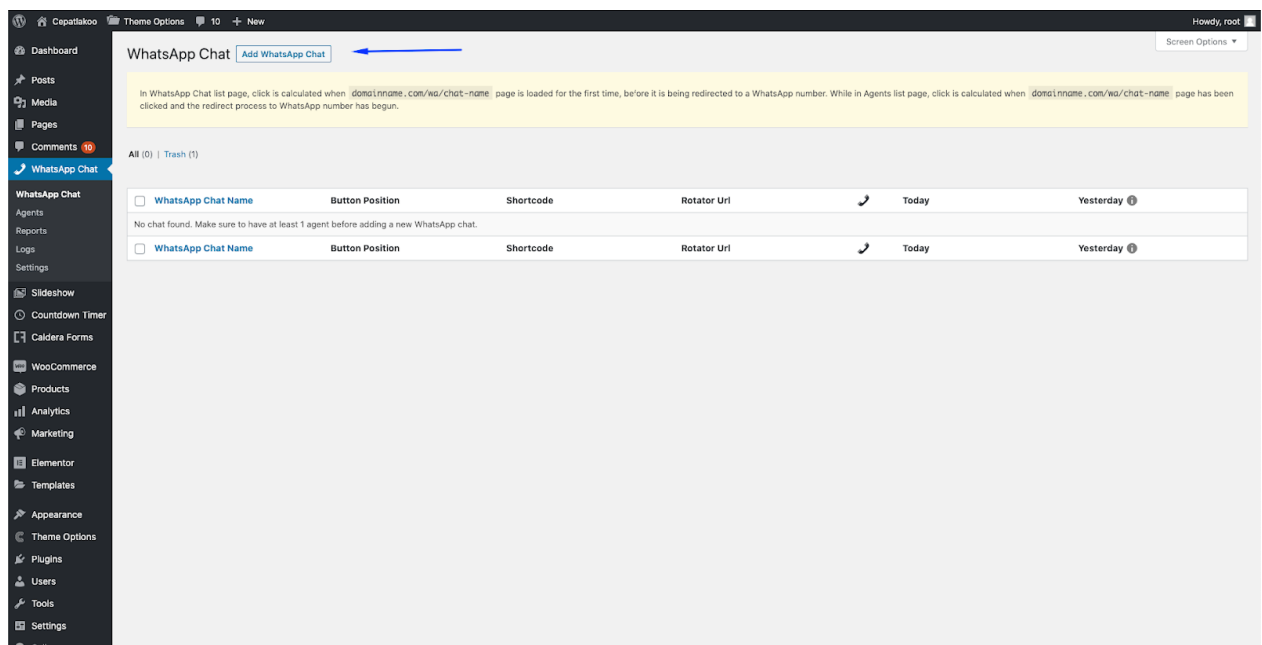
3. If everything is filled, you can click on the “Publish” button to create the new agent.

You can create or add as many agent as you want, just repeat the process we’ve explained above.

# Add New WhatsApp Chat

After you have at least one agent created, you can then create a “Whatsapp Chat”, you can create one by following these steps below:

1. Still inside the WordPress Dashboard go to WhatsApp Chat > Whatsapp Chat and click the “Add Whatsapp Chat” button.



WhatsApp Chat screen.

2. Fill all the fields displayed on the screen, here’s an example:

Dashboard

Posts

Media

Pages

Comments

WhatsApp Chat

WhatsApp Chat

Agents

Reports

Logs

Settings

WooCommerce

Products

Appearance

Plugins

Users

Tools

Settings

Insights

Collapse menu

Edit WhatsApp Chat

Add WhatsApp Chat

Random Agents

Permalink: <http://demo2.themewarrior.com/whatsapp-chat/wa/random-agents/>

Edit

Contact Button Settings

Button Label

Reach us on WhatsApp

Text label for the button

Floating Rotator Heading Text

Hi!

Heading text on floating WhatsApp chat.

Floating Rotator Description

Chat with one of our agent.

Description text for heading when is used in Floating mode.

Rotator Description

Use this feature to chat with our agent.

Text on button when is used in Standard button mode.

Display Mode

Show Random Agents

Publish

Preview Changes

Status: Published

Edit

Visibility: Public

Edit

Published on: Oct 8, 2020 @ 18:14

Edit

Move to Trash

Update

Astra Settings

Sidebar

Customizer Setting

Content Layout

Customizer Setting

Disable Sections

Disable Primary Header

Disable Title

Disable Breadcrumb

Disable Featured Image

Disable Footer Bar

Transparent Header

Customizer Setting

The Add New WhatsApp Chat screen.

Cepcalakoo

Theme Options

10

New

View WhatsApp Chat

Howdy, root

Dashboard

Posts

Media

Pages

Comments

WhatsApp Chat

WhatsApp Chat

Agents

Reports

Logs

Settings

Slideshow

Countdown Timer

Caldera Forms

WooCommerce

Products

Analytics

Marketing

Elementor

Templates

Appearance

Theme Options

Plugins

Users

Tools

Settings

Collapse menu

Display Mode

Show All Agents

Choose Agent & WhatsApp Number

CHOOSE AGENT

Ericsson Budhilaw

WHATSAPP NUMBER

6289661040075 - Tri

VIEW PERCENTAGE

60 %

+ -

CHOOSE AGENT

Ilham Darmawan

WHATSAPP NUMBER

6289640015750 - Tri

VIEW PERCENTAGE

50 %

+ -

Add an agent for this WhatsApp chat.

Text Message

Hi %tw\_chat\_agent\_name%, can you help me?

Default greeting message.

Shortcode

%tw\_chat\_agent\_name%

Display agent name

%tw\_chat\_store\_name%

Display site name

Shortcode for WooCommerce

%tw\_chat\_product\_name%

Display product name

%tw\_chat\_product\_price%

Display product price

%tw\_chat\_product\_url%

Display product url

Facebook Pixel

Facebook Pixel ID

Facebook Pixel ID

+ -

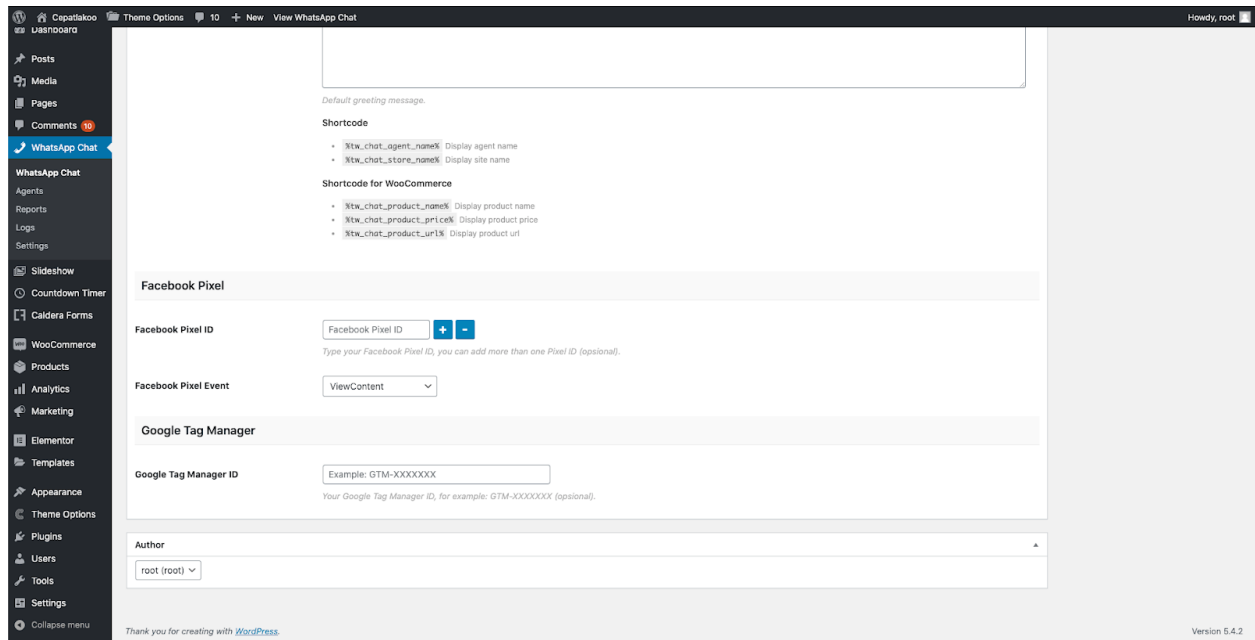
Type your Facebook Pixel ID, you can add more than one Pixel ID (optional).

Facebook Pixel Event

ViewContent

Fields on the Add New WhatsApp Chat screen.

Page 10



Fields on the Add New WhatsApp Chat screen.

### Contact Button Settings:

You can change all the button text and layout here. The button type, label, heading text, etc.

### Display Mode:

You can choose to show All Agents or Random Agents

### Choose Agent & WhatsApp Number:

You can assign an agent to the Whatsapp Chat by clicking the plus blue button and clicking the “Choose Agent” field. You can also set the percentage of viewing the agent.

### Text Message:

You can customize the default greeting text message, the plugin also provides you some shortcodes.

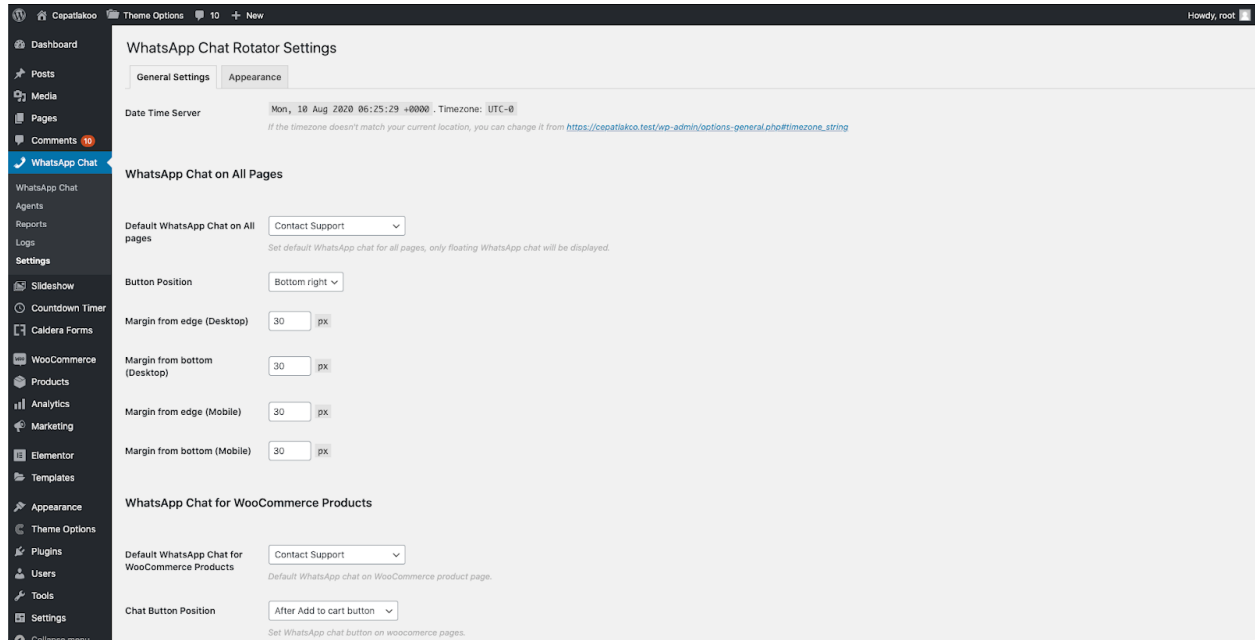
### Facebook Pixel and Google Tag Manager:

You can add a Pixel ID and set the event, also you can set the Google Tag Manager easily here.

# Plugin Settings

You can configure or change the default plugin settings from the plugin Settings page.

1) From the WordPress Dashboard click on Whatsapp Chat > Settings.



General plugin settings page.

## General Settings tab

### WhatsApp Chat on All Pages

You can choose the default Whatsapp Chat that you want to display in all the pages. In this example, we selected “Customer Support” to display in all the pages. You can also change the chat button position and the margin.

### WhatsApp Chat for WooCommerce Products

If you are using WooCommerce, our plugin is already supported. You can choose the default Whatsapp Chat that you want to display on the WooCommerce product page,

also you can choose the Chat Button Position. Here the example when I choose to display the Whatsapp Chat after Add to cart button:

## WhatsApp Chat Performance Report

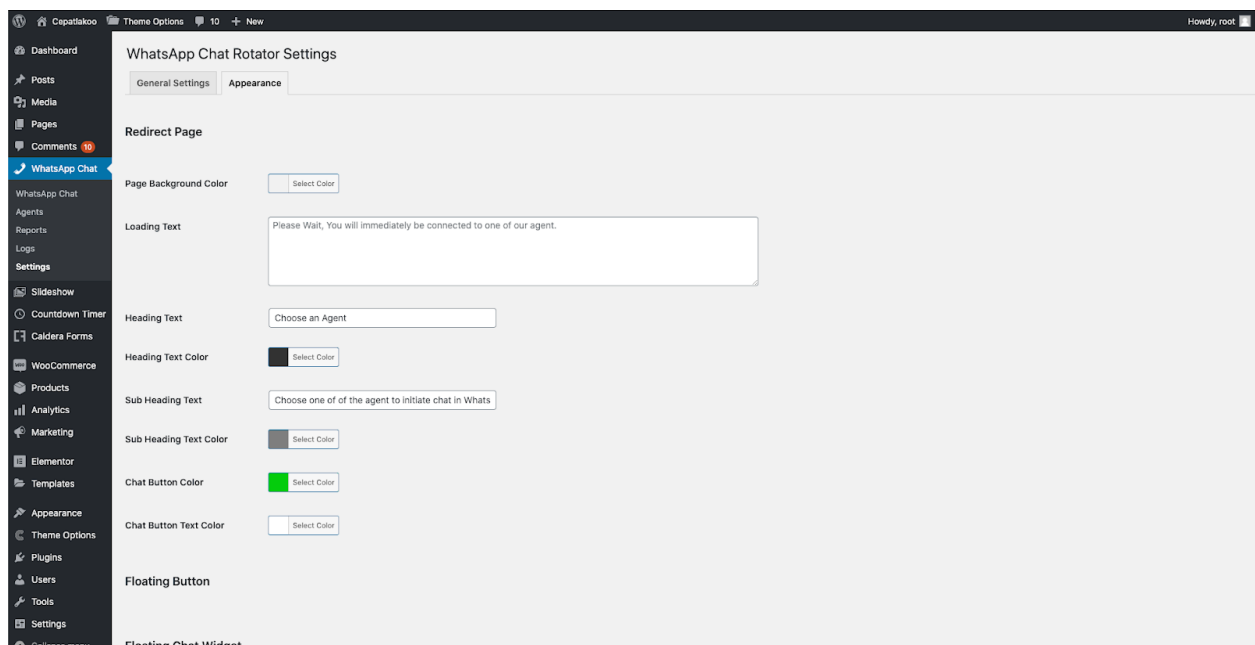
The plugin will automatically send you the daily email report. You can set the hour to send the daily report.

## Chat Slug

You can change the URL in Whatsapp Chat permalink.

## Appearance tab

In this settings tab, you can customize the colors and text the Whatsapp Chat page & button.



Customize settings tab page.

# Display Chat Button Using Shortcode

You can display the chat button on any page content you like using the plugin shortcode.

You can copy the shortcode from WhatsApp Chats menu.

The screenshot shows the 'WhatsApp Chat' management page in a WordPress dashboard. The left sidebar contains a menu with 'WhatsApp Chat' selected. The main content area has a title 'WhatsApp Chat' and an 'Add WhatsApp Chat' button. Below this is a yellow informational box explaining how clicks are calculated. A table lists three WhatsApp chat configurations:

WhatsApp Chat Name	Button Position	Shortcode	Rotator Url	Today	Yesterday
Offline		[tw-whatsapp-chat i...	http://demo2.themew...	Views: 0 Clicks: 0	Views: 0 (0%) Clicks: 0 (0%)
Store Agents		[tw-whatsapp-chat i...	http://demo2.themew...	Views: 0 Clicks: 0	Views: 0 (0%) Clicks: 0 (0%)
All Agents		[tw-whatsapp-chat i...	http://demo2.themew...	Views: 15 Clicks: 0	Views: 0 (+15, 500%) Clicks: 0 (0%)

WhatsApp Chat page.

Simply copy the shortcode from the WhatsApp chat you would like to use and paste it to any page or post. You can also paste it to any page builder such as Elementor, Divi etc.