

FACEBOOK MESSENGER FOR MAGENTO 2 - USER GUIDE

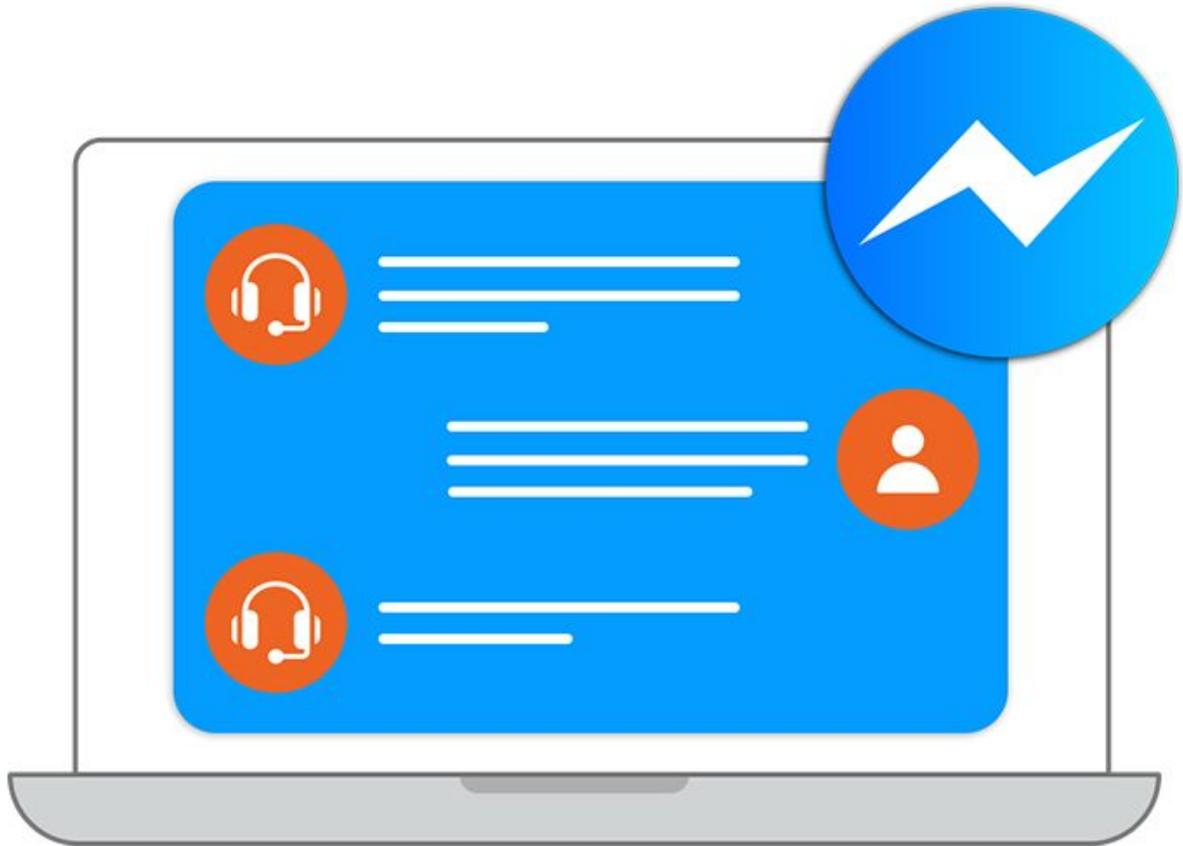


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Overview

Zestard's Facebook Messenger for Magento 2 integrates Facebook Messenger with your store to provide live chat support for better communication with your customers.

The integration of Facebook Messenger into your store can make communication easy and help you solve your customer's query quickly. Using Facebook Messenger Extension, you can easily keep in touch with various customers at a time. The chatbox helps you send and receive messages from customers instantly.

In the growing modern era, the chat is always a better solution to be in touch with your customers. As per the growing users on Facebook, our extension helps you to connect & solve the queries of your customers faster. A quick answer always helps you grow your business and helps you improve your relations with customers.

For Eg: If you want to solve your customer's queries instantly & want to connect with them at any time then chat application always proves the best solution as everyone will have the Facebook application installed on their phone. With the help of Facebook Messenger, you can instantly solve customer queries related to products, Bulk Orders, Payment & Refunds, etc. which helps you to convince them easily and provide the best service to them leading to growth in your business.

Account & Pricing

If you want to use this extension, you must have a Facebook account. You can easily download Facebook Messenger for FREE from the [Google Play Store](#) or [Apple App Store](#). No additional fees are charged for the Messenger service at this time.

Main Features

- One step login with Facebook.
- Customers can directly chat with the support team via Facebook Messenger.
- Admin can set a greeting message that will appear to the customer on click of Messenger Icon from the backend.
- Ability to set the Messenger Icon color based on the store theme for the Facebook chat window.
- Admin can easily enable Messenger by just adding the Facebook Page Id of the account who will be chatting with the customers.
- Select whether to display the Facebook Messenger icon at Desktop, Mobile or Both views from the backend.
- Allows admin to set the position of the icon i.e. Bottom-Right, Bottom-Left, Top-Right or Top-Left based on your needs.
- Admin can select the single or multiple pages on which you want to display the Facebook Messenger icon.

Reasons to choose Zestard's Facebook Messenger?

Easily integrate messenger by adding your Facebook Page Id	Set Messenger icon at Desktop & Mobile view	Set the position of Messenger icon for Desktop & Mobile view
Set color of Messenger Icon based on your theme	Set login greeting message from the backend	Select single/multiple pages where the messenger icon should display
Easy to use and install	Solve Customers queries quickly	Enhance the user experience.

Installation Guide

Once you have purchased & downloaded our extension follow the below steps to Install the extension. The easiest way to install a Magento 2 extension is using SFTP or FTP. To do this first, download our FacebookMessenger module and follow the below steps.

In short, for Professionals or Techie Person

1. Unzip the extension.
2. Login to your root directory via FTP or SFTP.
3. Go to the below path in your remote directory app/code/
4. Create directory Zestardtech and under that create subdirectory FacebookMessenger.
5. Now upload all the unzipped code into the FacebookMessenger directory.
6. Then open your SSH or Terminal.
7. Go to your root directory and RUN below 5 commands step by steps:
 - php bin/magento module:enable Zestardtech_FacebookMessenger
 - php bin/magento setup:upgrade
 - php bin/magento setup:di:compile
 - php bin/magento setup:static-content:deploy -f
 - php bin/magento cache:clean
8. If you didn't get any error during the commands execution process then our extension is successfully installed in your store.

To Note: If you face any error during this process then please either share the screenshots or share credentials of your store at our email id **support@zestard.com** and will help you install the extension properly.

Detailed Installation Instructions

Step 1: Connect to FTP and upload the unzipped extension directory.

- Connect to your site using FTP or SFTP. Go to the remote directory /app/code.
- Create directory **Zestardtech** and under that create subdirectory **FacebookMessenger** and upload the unzipped code into this directory.

Step 2: Run Commands

- Open your SSH or Terminal.
- Go to your root directory and RUN below 5 commands step by steps:
 - php bin/magento module:enable Zestardtech_FacebookMessenger

```
[root@server magento232]# php bin/magento module:enable Zestardtech_FacebookMessenger
The following modules have been enabled:
- Zestardtech_FacebookMessenger
```

- php bin/magento setup:upgrade

```
[root@server magento232]# php bin/magento setup:upgrade
Cache cleared successfully
File system cleanup:
/home/idroides/public_html/magento232/generated/code/Composer
/home/idroides/public_html/magento232/generated/code/MSP
/home/idroides/public_html/magento232/generated/code/Magento
/home/idroides/public_html/magento232/generated/code/Symfony
/home/idroides/public_html/magento232/generated/code/Zestardtech
The directory '/home/idroides/public_html/magento232/generated/metadata/' doesn't exist
```

- php bin/magento setup:di:compile

```
[root@server magento232]# php bin/magento setup:di:compile
Compilation was started.
```

- php bin/magento setup:static-content:deploy -f

```
[root@server magento232]# php bin/magento setup:static-content:deploy -f
Deploy using quick strategy
frontend/Magento/blank/en_US          2302/2302          ===== 100% % 5 secs
adminhtml/Magento/backend/en_US      2353/2353          ===== 100% % 5 secs
frontend/Magento/luma/en_US          2318/2318          ===== 100% % 6 secs
```

- php bin/magento cache:clean

```
[root@server magento232]# php bin/magento cache:clean
Cleaned cache types:
config
layout
block_html
collections
reflection
db_ddl
compiled_config
eav
customer_notification
config_integration
config_integration_api
full_page
config_webservice
translate
vertex
```

- If you didn't get any error during the commands execution process then our extension is successfully installed in your store.

Step 3: To confirm Installation and activation.

- To complete the installation you need to log out of your Magento Admin and login back.
- Open your SSH or Terminal and run this command 'php bin/magento module:status Zestardtech_FacebookMessenger' and if you get Output as Module is enabled then our extension is installed properly in your store.
- You can also check by navigating to **Stores → Configuration**, and if you see the extension tab 'FacebookMessenger' under 'Zestardtech', then our extension is installed properly in your store.

To Note: If you face any error during this process then please either share the screenshots or share credentials of your store at our email id support@zestard.com and will help you install the extension properly.

User Guide

How to Configure Facebook Messenger Extension?

1. Goto Stores → Configurations → Zestard Technologies → Facebook Messenger.
 - **Module Enable:** Select “Yes” to enable the extension.
 - **Login Greeting:** Add text which you want to display before the customer logged in to Facebook Messenger.
 - **Default Greeting:** Add default text which you want to display the customer to Facebook Messenger.
 - **Facebook Page Id:** Add your Facebook Page Id.
 - **Messenger Theme Color:** Select color for Messenger Theme.
 - **Display icon in view(s):** Select view for Facebook Messenger Icon to display on which screen you want on the frontend.
 - **Icon Position in Desktop:** Select the position of Facebook Messenger Icon in desktop view.
 - **Icon Position in Mobile:** Select the position of Facebook Messenger Icon in the mobile view.
 - **Icon Display on Pages:** Select page to display Facebook Messenger Icon on selected page(s).

Go to Stores → Configuration → Zestard Technologies → Facebook Messenger.

ZESTARD TECHNOLOGIES ^

Facebook Messenger

- GENERAL v
- CATALOG v
- CUSTOMERS v
- SALES v
- DOTMAILER v
- SERVICES v
- ADVANCED v

General Configuration

Module Enable [store view] **Select "Yes" to enable the extension.**

Login Greeting [store view]

Default Greeting [store view]

Facebook Page Id [store view]

Messenger Theme Color [store view]

Display icon in view(s) [store view]
Facebook Messenger Icon display in which screen on frontend

Icon Position in Desktop [store view]
Facebook Messenger Icon's position in desktop view

Icon Position in Mobile [store view]
Facebook Messenger Icon's position in mobile view

Icon Display on Pages [store view]
Homepage
All Category Page
All Product Page
Cart Page
Checkout Page
All CMS Page

This message will be displayed, on click of Messenger icon to the customers when they are logged into their Facebook account.

Add default message which will appear to the customer when they are logged out of their Facebook account.

Add your Facebook Page Id of the account which will be used for chatting with customers.

Select the color for the Messenger icon based on your store design theme.

The screenshot shows the 'General Configuration' for Facebook Messenger M2. The left sidebar contains a menu with 'Facebook Messenger' selected and sub-menus for GENERAL, CATALOG, CUSTOMERS, SALES, DOTMAILER, SERVICES, and ADVANCED. The main configuration area includes the following settings:

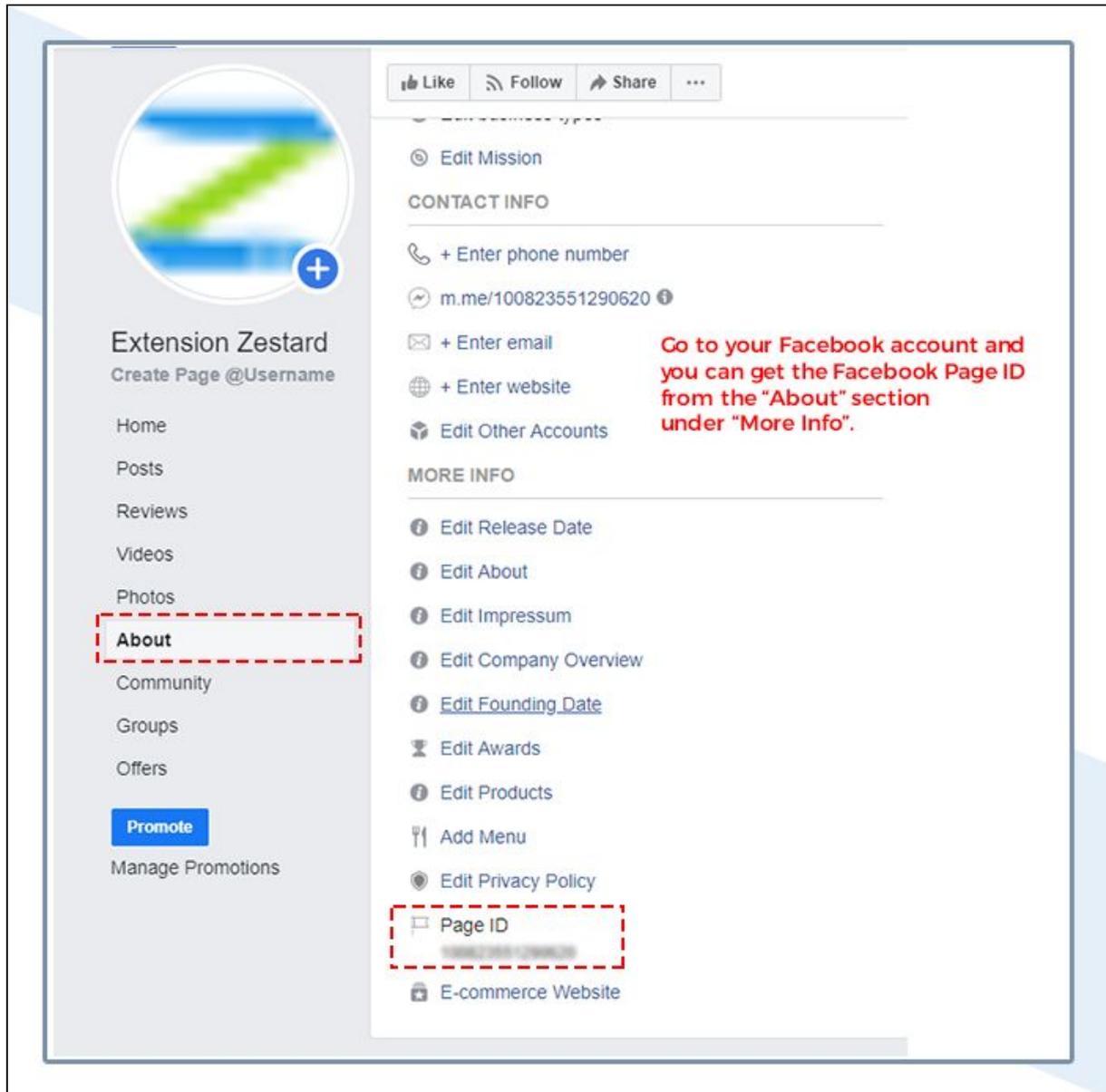
- Module Enable** (store view): Yes
- Login Greeting** (store view): Hello, How may I help you?
- Default Greeting** (store view): Need Help? Please login to your facebook messenger!
- Facebook Page Id** (store view): [Empty field]
- Messenger Theme Color** (store view): #e67a27
- Display icon in view(s)** (store view): Both
Facebook Messenger icon display in which screen on frontend
- Icon Position in Desktop** (store view): Bottom-Right
Facebook Messenger icon's position in desktop view
- Icon Position in Mobile** (store view): Top
Facebook Messenger icon's position in mobile view
- Icon Display on Pages** (store view): All Pages (selected)
Homepage
All Category Page
All Product Page
Cart Page
Checkout Page
All CMS Page

Red annotations with arrows point to these settings:

- An arrow points to the 'Display icon in view(s)' dropdown with the text: **Select the Facebook Messenger Icon to display on Mobile, Desktop or Both based on your needs.**
- An arrow points to the 'Icon Position in Desktop' dropdown with the text: **Select the position of Facebook Messenger Icon for desktop view.**
- An arrow points to the 'Icon Position in Mobile' dropdown with the text: **Select the position of Facebook Messenger Icon for the mobile view.**
- An arrow points to the 'Icon Display on Pages' list with the text: **Select single or multiple pages in which you want to display Facebook Messenger Icon.**

2. Some of the Facebook Page Settings you must take care of:

- Go to your Facebook account and you can get the Facebook Page Id from the “About” section under “More Info”.

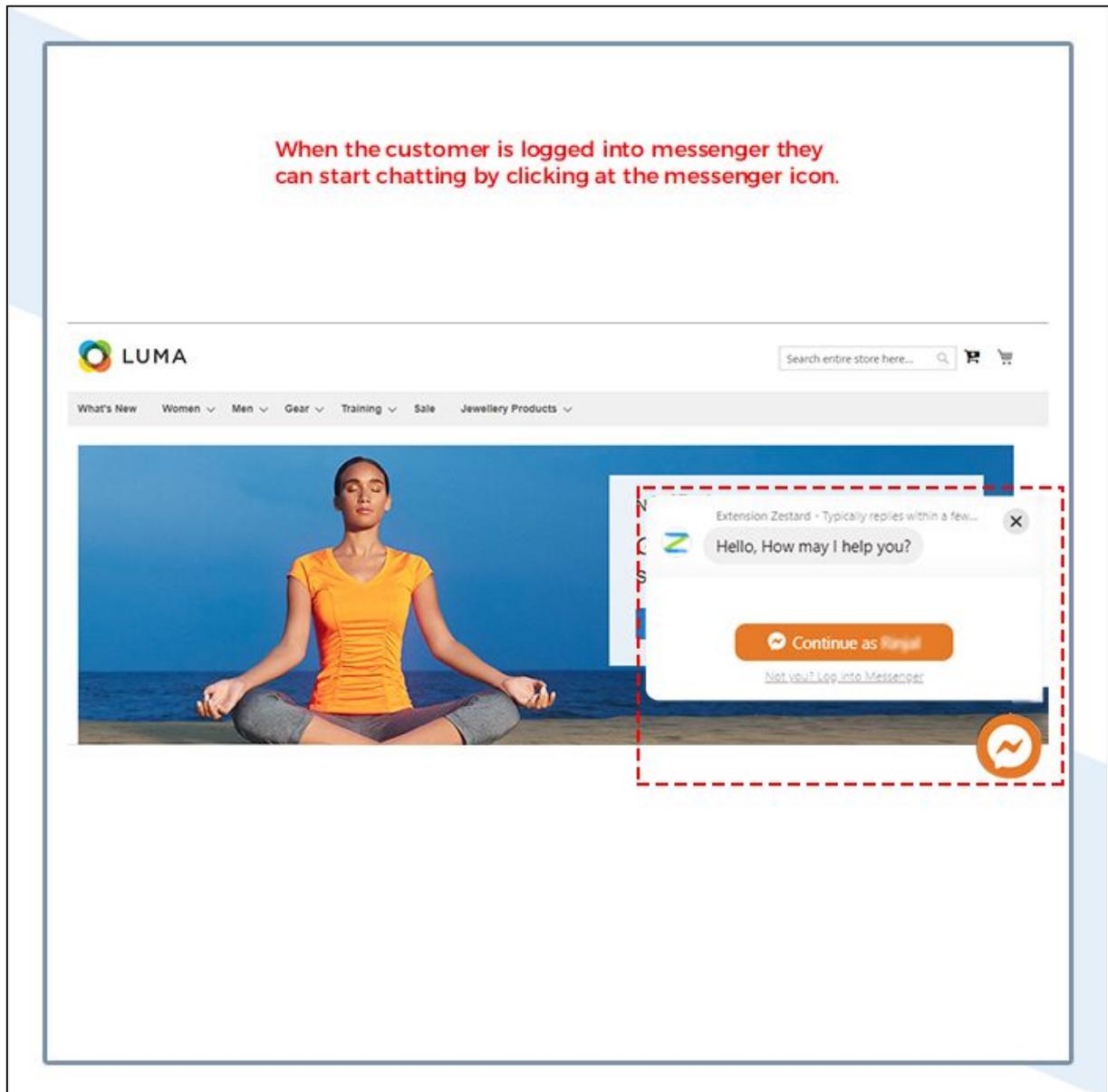


- Go to Messenger Platform tab → General Settings and enter the domain of your store to make the messenger available for that store.

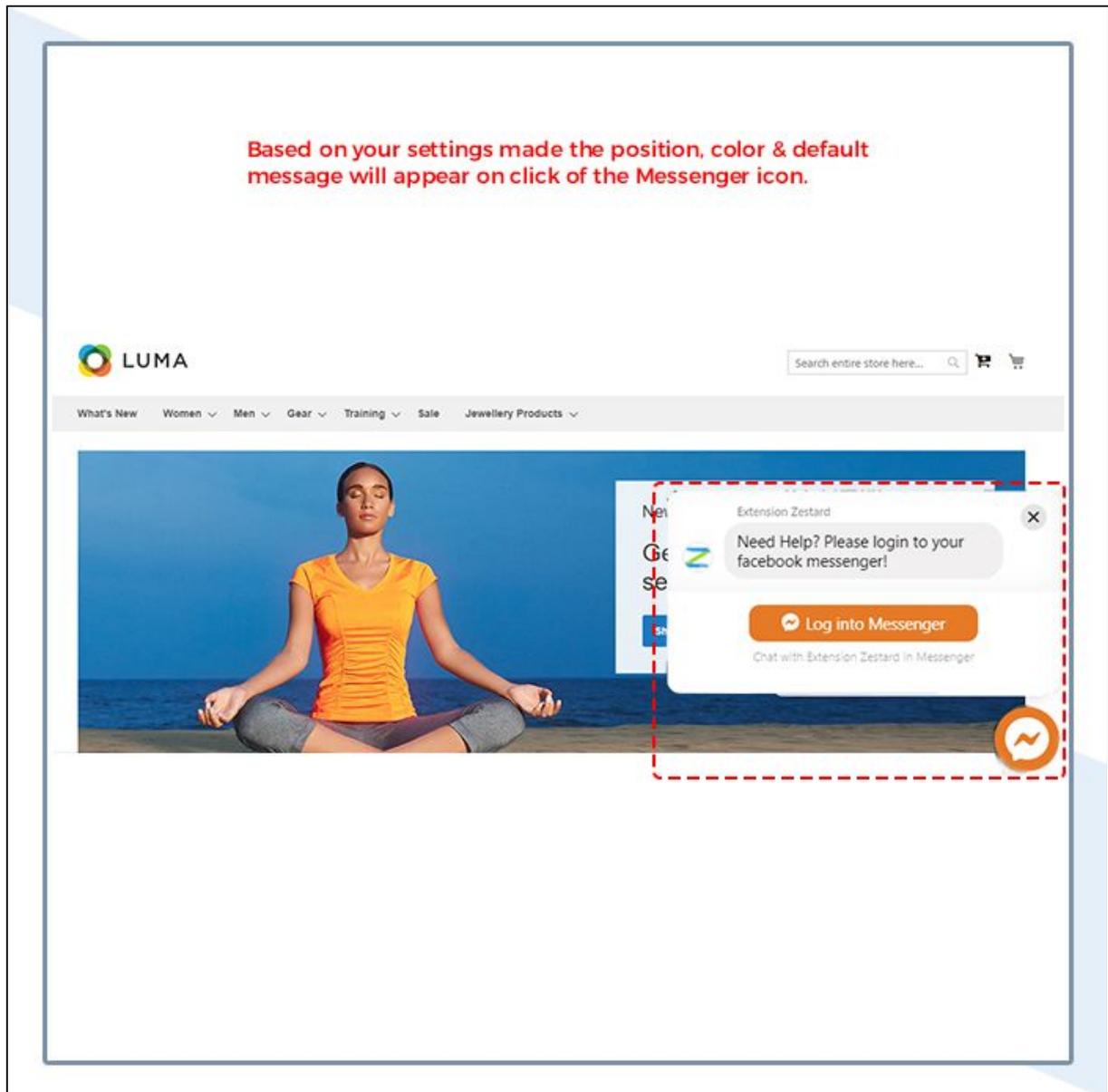
The screenshot displays the Facebook Messenger Platform settings interface. On the left is a navigation menu with options: General, Messaging, Page Info, Templates and Tabs, Post Attribution, Notifications, Messenger Platform (highlighted with a red dashed box), Page Roles, People and Other Pages, Preferred Page Audience, Authorizations, Branded Content, Instagram, Featured, and Crossposting. The main content area is titled 'General Settings' (also highlighted with a red dashed box) and includes sections for 'Connected Apps', 'App Settings' (with a 'Configure' button), 'Share Attribution' (with an 'Enter App ID' field and a 'Save' button), and 'Whitelisted Domains' (with a domain input field highlighted by a red dashed box, an 'X' icon, and an 'Add another domain' button, plus a 'Save' button at the bottom right).

Go to Messenger Platform tab → General Settings and enter the name of the domain of your store to make the messenger available for that store.

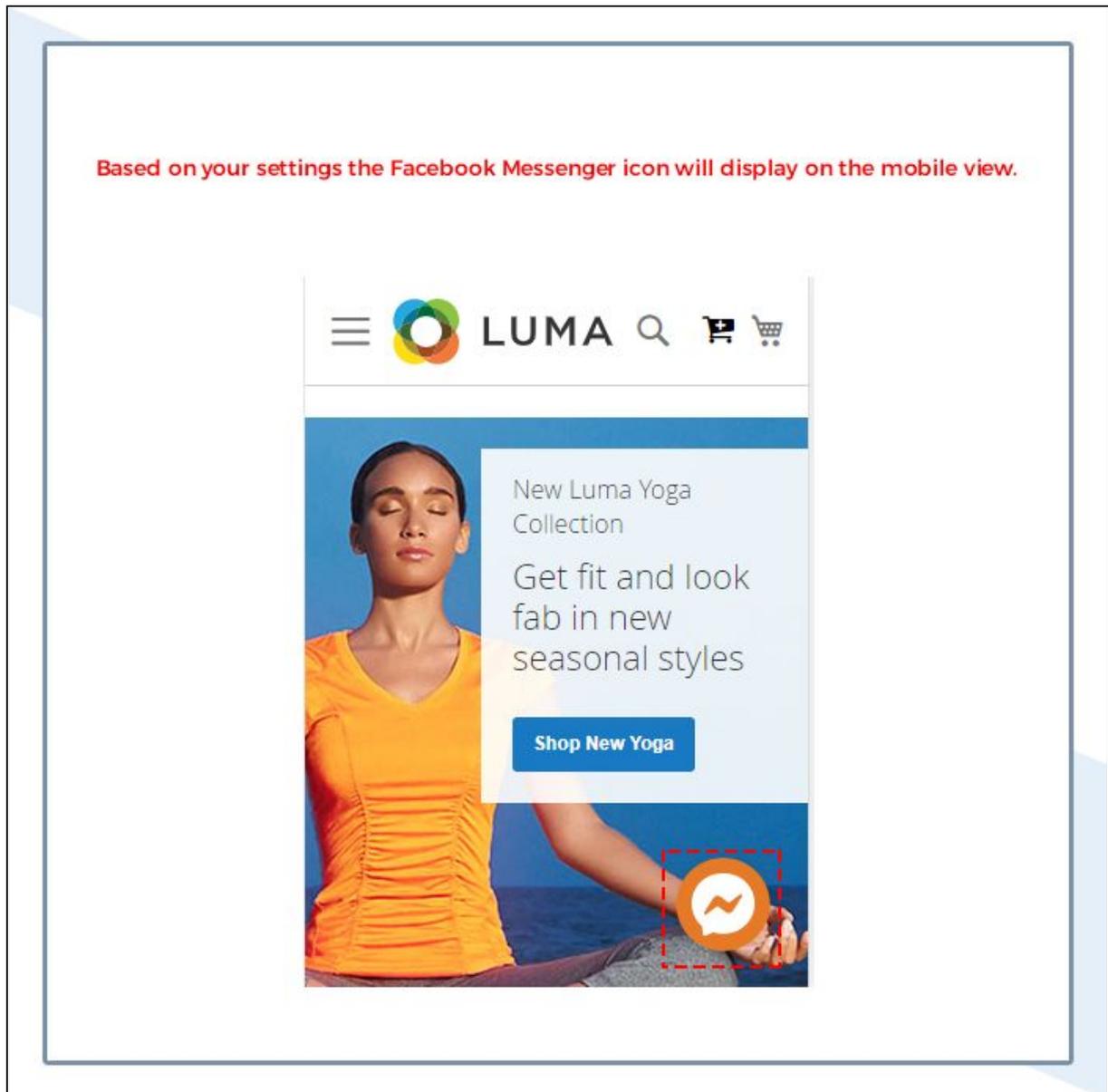
3. When the customer is logged into messenger they can start chatting by clicking at the messenger icon.



4. Based on your settings made the position, color & default message will appear on click of the Messenger icon.



5. Based on your settings, the Facebook Messenger icon will display on the mobile view.



FAQs

Can I change the position of Facebook Messenger Icon on the desktop?

Yes, you can change the position of Facebook Messenger Icon. Go to Stores → Configuration → ZESTARD TECHNOLOGIES → Facebook Messenger and from the dropdown “Icon Position in Desktop” you can select the position to Top-Left, Top-Right, Top-Middle etc based on your needs.

How can I add our facebook page on our Website or Store?

Go to Stores → Configuration → ZESTARD TECHNOLOGIES → Facebook Messenger and from General Configuration => Facebook Page Id - you need to add your Facebook Page Id here to add it to your Website or Store.

Can I set custom theme color for the Facebook Messenger?

Yes, you can set your desired theme color of Facebook Messenger. From configuration, you can set your theme color from the "Messenger Theme Color" field and it will reflect on the frontend.

Can I display the Facebook Messenger icon on some pages only?

Yes, you can display the Facebook Messenger icon on particular pages which you select from the backend. From configuration, you can select the page(s) from the “Icon Display on Pages” field from the backend on which you want to display icon.

Is it possible to display the Facebook Messenger icon for desktop view only?

Yes, This module facilitates you to enable this Facebook Messenger icon for desktop view or mobile view or for both views.

How can I enable this extension?

Go to Stores → Configuration → ZESTARD TECHNOLOGIES → Facebook Messenger and from General Configuration => Enable Module =>Yes/NO you need to select "YES" to disable this extension.

Get Support From Our Team



We are here to help you out if you are facing any issues after installing the extension. Drop us an email at **support@zestard.com** and will get back to you.