

EKEDIGITAL
Facebook Messenger
Extension for Magento 2
User Guide & Documentation





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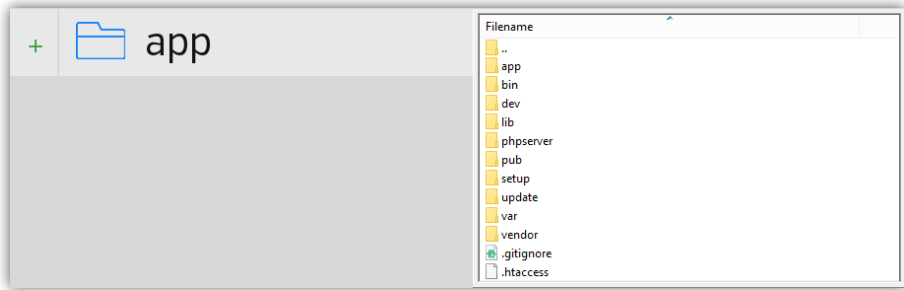
THANK YOU FOR PURCHASING OUR EXTENSION FOR YOUR MAGENTO STORE. IF YOU HAVE ANY QUESTIONS THAT ARE BEYOND THE SCOPE OF THIS HELP FILE, PLEASE FEEL FREE TO EMAIL US FOR ADDITIONAL SUPPORT. THANKS SO MUCH!

GETTING STARTED

The Facebook Messenger extension for Magento 2 Community Edition lets you implement Facebook Messenger live chat on your Magento store allowing you to communicate with your customers and offer instant support or sales guidance. Answer questions about your products, offer order status updates and more directly through your Facebook page chat.

Before installing it is recommended that you create a full backup of your Magento site.

1. Connect to your webserver via your preferred FTP/SFTP application. Ensure you're in the Magento 2 root folder and upload all of the extension files.



2. Connect to your Magento 2 server via ssh to run the following commands.

Enable the module

```
php bin/magento module:enable Eke_FacebookChat
```

Run module install scripts

```
php bin/magento setup:upgrade
```

Clear Magento 2 cache

```
php bin/magento cache:flush
```

HOW TO USE

Please note a free Facebook account, page and app ID is required in order for the module to work and display the Facebook chat box. To enable and configure the extension log into your admin panel, from the left navigation access stores -> configuration and select the EKE DIGITAL Facebook Chat tab. On the configuration section set the chat box setting to enabled, enter your Facebook App ID and your Facebook page URL.

The screenshot shows the configuration interface for the Facebook Chat extension. On the left is a navigation menu with categories: EKE DIGITAL, Facebook Chat, GENERAL, CATALOG, CUSTOMERS, SALES, SERVICES, and ADVANCED. The main content area features a header for 'FacebookChat v0.1.0 by Eke Digital' with a brief description and contact information. Below this is a 'Configuration' section with several settings:

- Enable:** A dropdown menu set to 'Enable'.
- Tracking Pixel ID:** A text input field containing '0000000000'.
- Facebook Page URL:** A text input field containing 'https://www.facebook.com/you-page'.
- Chat Box Heading:** A text input field containing 'Need Help?'.
- Chat Box Width:** A text input field containing '300'.
- Small Header:** A dropdown menu set to 'Disable'.
- Hide Cover Photo:** A dropdown menu set to 'Enable'.
- Show Friend's Faces:** A dropdown menu set to 'Disable'.

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SETTINGS AND CONFIGURATION

CHAT BOX

Enable or Disable the extension from displaying in your store.

FB APP ID

Enter your Facebook App Id number here. You can register for one by going to <https://developers.facebook.com/docs/apps/register/>

FB PAGE URL

Your Facebook page URL. Without a valid URL and App Id the chat box will not display on your store's frontend.

TEXT BOX HEADING

The text that should be displayed on the pull out tab when the chat box is minimized.

CHAT BOX WIDTH

The width in pixels of the chat box when open or being used.

SMALL HEADER

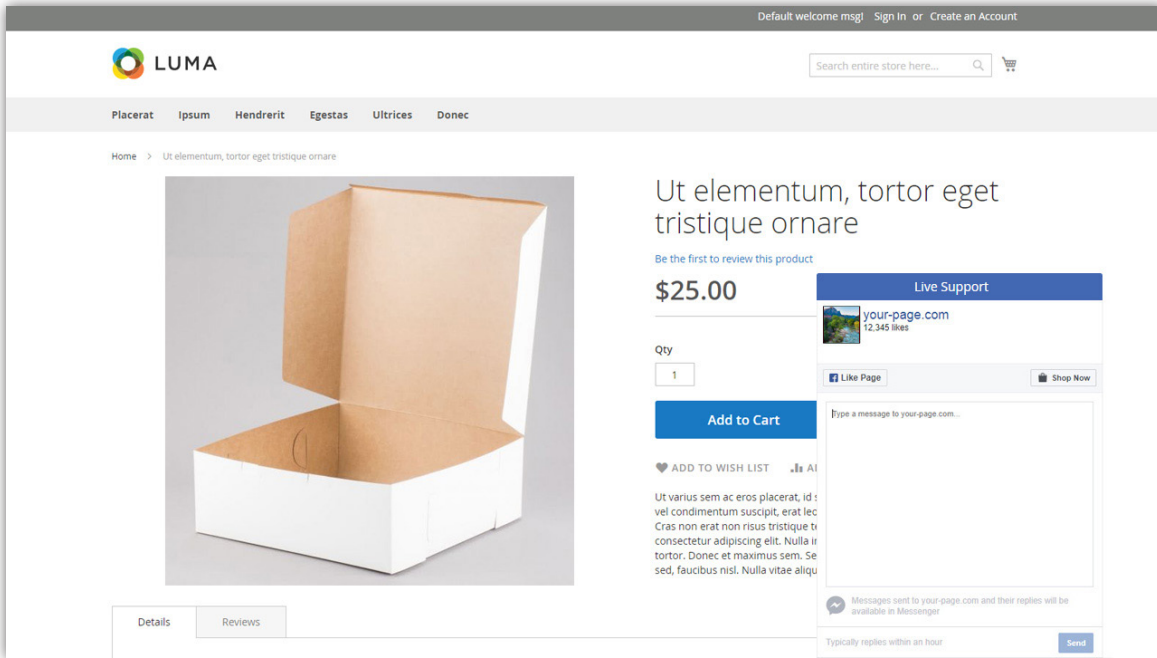
Enable or Disable if the chat box should display a small or large header.

HIDE COVER PHOTO

Enable or Disable if the chat box should display your page cover photo.

SHOW FRIEND'S FACES

Enable or Disable if the chat box should display your page friend's faces.



SUPPORT

For any questions, concerns or troubleshooting assistance please email support@ekedigital.com.