

# WhatsApp WordPress Support

Documentation v1.7



More than 1 billion people in over 180 countries use WhatsApp. WordPress WhatsApp Support plugin provides better and easy way to communicate with visitors and customers directly to your support person.

## Features

- Multi Person Support
- Fully Responsive
- Fully Customizable
- Schedule by Days
- Auto Popup with Sound
- Live Support Button Shortcode Generator
- Enable/Disable on Mobile Devices
- Enable/Disable on Desktops and Laptops
- Filter by Pages, Slugs
- Unlimited Contact or Support Buttons ( Shortcode )
- Change Popup Location on Mobile as well as Desktop
- Custom Welcome Message

## Installation Guide:

### Manual Plugin Installation via Admin Dashboard

- Download "**WeCreativez WordPress Support**" Plugin to your desktop.
- If downloaded as a zip archive, extract the Plugin folder to your desktop.
- You need to go to WordPress admin area and visit **Plugins » Add New** page.
- Here you need to click on the choose file button and select the plugin file you downloaded earlier to your computer.
- After you have selected the file, you need to click on the **install now** button.
- Once installed, you need to click on the **Activate Plugin** link to start using the plugin.

### Manual Plugin Installation via FTP

- Download "**WeCreativez WordPress Support**" Plugin to your desktop.
- If downloaded as a zip archive, extract the Plugin folder to your desktop.
- With your FTP program, upload the Plugin folder to the **wp-content/plugins** folder in your WordPress directory online.
- Go to **Plugins** screen and find the newly uploaded Plugin in the list.
- Click **Activate** to activate it.

## How To Activate Plugin:

By entering your purchase code you will enable the Automatic Updates option! Updates will come even before the Codecanyon.net official releases!

- After successful installation of the plugin, go to **WhatsApp Support > Plugin Support**
- In "**Plugin Support**" page, put your envato purchase code ( [Where is my purchase code](#) ) in "**Plugin Registration**"
- Hit "**Activate**" button.

**Note\* : Use one license per domain please!**

# Quick Start

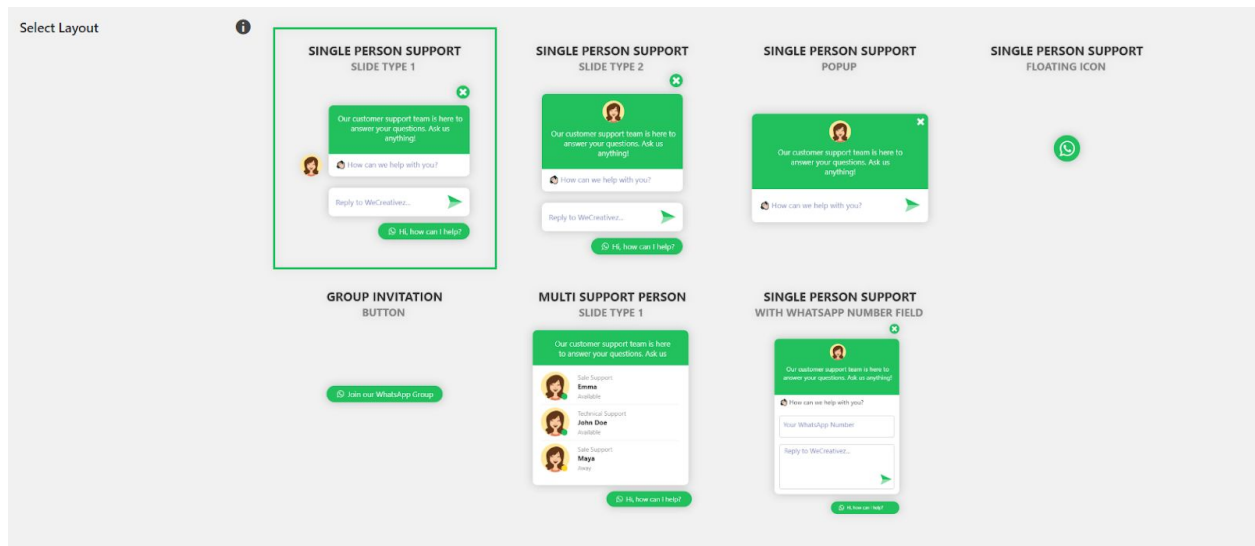
## WeCreativez WhatsApp Support Setting:

- Goto **WordPress Admin Dashboard**. Then click on **"WhatsApp Support"** from the admin menu.

## Designing:

### Select Layout -

- Here you can switch between popup layout. You just have to click on layout images, which you want to be selected.

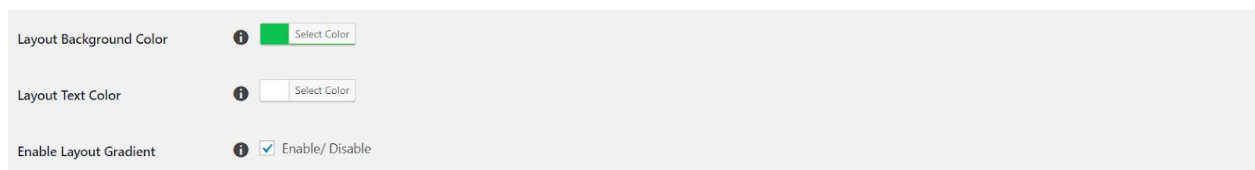


### Layout Background Color -

- You can change color of the popup background according to your brand and theme.

### Layout Text Color -

- You can change color of the popup text according to your brand and theme.



## WhatsApp Support Text Settings:

### About Support -

- Enter your support description here. This will tell the visitors or customers what support popup is for.

### Welcome Message -

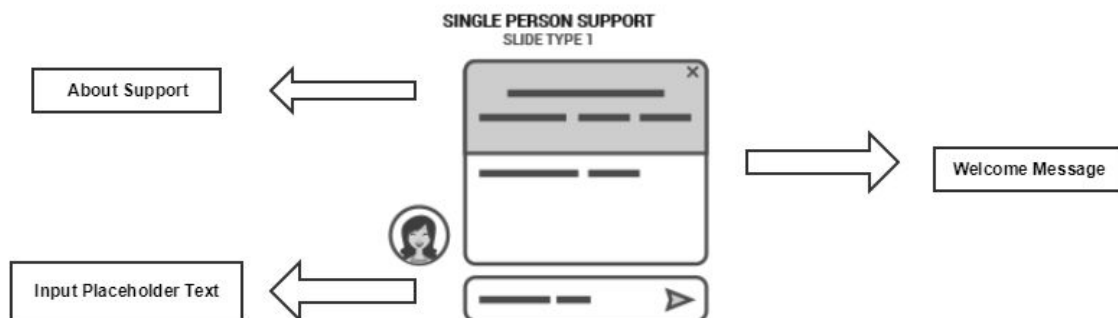
- This is the first message visitors or customers will show on the popup. Just enter your support message in Welcome Message input box.

### Input Placeholder Text -

- You can change user input placeholder text.

WhatsApp Support Text Settings

|                         |                                                                                                                                                                                                                    |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| About Support.          | <div><div></div><div>Our customer support team is here to answer your questions. Ask us anything!</div></div>                                                                                                      |
| Welcome Messages        | <div><div></div><div>Hi, how can I help?</div></div>                                                                                                                                                               |
| Input Placeholder Text  | <div><div></div><div>Reply to WeCreativez...</div></div>                                                                                                                                                           |
| Number Placeholder Text | <div><div></div><div>Enter your WhatsApp Number</div></div>                                                                                                                                                        |
| Predefined Text         | <div><div></div><div>{br}<br/>{url}</div><div><small>{title} to display current page title in chat.<br/>{url} to display current page URL in chat.<br/>{br} to break the line into a new line.</small></div></div> |



## WhatsApp Single Person Support:

### Support Contact Number -

- Enter mobile phone number with the international country code, without "+" character. Example: **911234567890** for **(+91) 1234567890**. When visitors or customers will send message via WhatsApp Support you will received message on this number ( What you save here ).

### Support Person Image -

- This option allow you to add the support person image. Click on **Upload Image** button and select an image from library.

WhatsApp Single Person Support

Support Contact Number

Enter mobile phone number with the international country code, without "+" character. Example: 911234567890 for (+91) 1234567890

Support Person Image

Add Support person image

## WhatsApp Group Settings:

### Support Group ID -

- Enter your WhatsApp group ID under the “**Support group ID**”

WhatsApp Group Settings

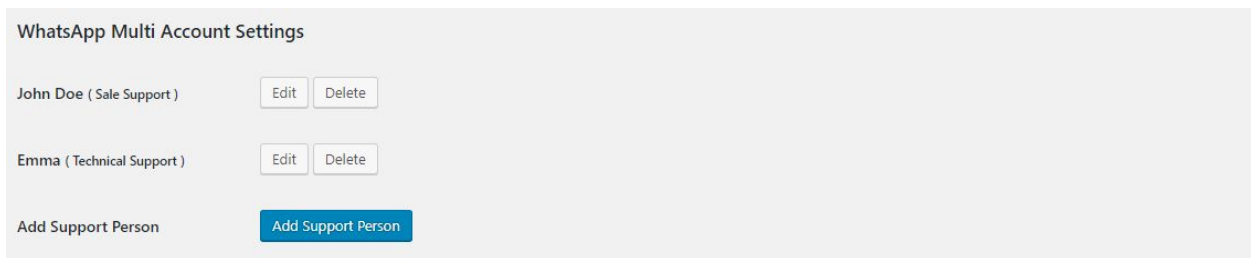
Support Group ID

Enter your WhatsApp group chat ID

## WhatsApp Multi Account Settings:

### Add Support Person -

- You can add any number of your support person by just clicking on “**Add Support Person**”



WhatsApp Multi Account Settings

|                            |                    |        |
|----------------------------|--------------------|--------|
| John Doe ( Sale Support )  | Edit               | Delete |
| Emma ( Technical Support ) | Edit               | Delete |
| Add Support Person         | Add Support Person |        |

**Note\*:** This option will only appears when you select “**Multi Person Support**” from the “**Select Layout**”

## Basic Settings:

### Display On Desktop -

- If you don't want to display "**WhatsApp Support**" on desktops and laptops. Just select No.
- You can also change the "**WhatsApp Support Popup**" button by selecting positions.

### Display On Mobile -

- If you don't want to display "**WhatsApp Support**" on mobile devices. Just select No.
- You can also change the "**WhatsApp Support Popup**" button by selecting positions.

### Display On Mobile -

- Auto "**WhatsApp Support Popup**" is very powerful feature to catch the eyes of a visitor or customer. This will allow popup to automatically display with sound ( click ) after **10 seconds** of site fully load.

### Filter By Page -

Filter by page option will allow you to display or enable "**WhatsApp Support Popup**" on the particular page.

#### You can choose between:

- **Everywhere:** Show "WhatsApp Support Popup" on all pages.
- **WordPress:** Show "WhatsApp Support Popup" only on WordPress template pages not on WooCommerce.
- **WooCommerce:** Show "WhatsApp Support Popup" only on WooCommerce base template not on WordPress based template.
- **Front Page:** Show "WhatsApp Support Popup" only on Front page of your website.
- **By Slugs:** If you want to show "WhatsApp Support Popup" on particular page like "Contact Us" than enter "Contact Us" page slug in the textarea. This will allow to display "WhatsApp Support Popup" only on "Contact us" page. You can also add multiple pages by adding comma separated slugs like: contact-us, support-page etc...

How to find page slug in WordPress. Click [here](#) to know!

### Schedule -

- You can show your support visibility by days. You can disable the "WhatsApp Support Popup" according to your working time and days.
- Allow time format: HH:MM:SS ( in 24 hours format )

**Basic Settings**

Display On Desktop

Yes

Bottom Right

Display on desktop/laptop

Display On Mobile

Yes

Bottom Right

Display on mobile devices

Auto Popup

Yes

Auto popup after 10 seconds with sound

Filter By Page

☒ Everywhere

☒ WordPress

☒ WooCommerce

☒ Front Page

Filter by pages

Page Slugs

Enter page slug, where you want to add WhatsApp Support. Comma separated slugs allowed

Schedule

|                                               |          |    |          |
|-----------------------------------------------|----------|----|----------|
| <input checked="" type="checkbox"/> Monday    | 00:00:00 | To | 23:59:59 |
| <input checked="" type="checkbox"/> Tuesday   | 00:00:00 | To | 23:59:59 |
| <input checked="" type="checkbox"/> Wednesday | 00:00:00 | To | 23:59:59 |
| <input checked="" type="checkbox"/> Thursday  | 00:00:00 | To | 23:59:59 |
| <input checked="" type="checkbox"/> Friday    | 00:00:00 | To | 23:59:59 |
| <input checked="" type="checkbox"/> Saturday  | 00:00:00 | To | 23:59:59 |
| <input checked="" type="checkbox"/> Sunday    | 00:00:00 | To | 23:59:59 |

Schedule by days to show WhatsApp Support Popup. Time format HH:MM:SS

## GDPR Settings:

### Enable GDPR -

You can enable GDPR by just check the option.

### GDPR Message -

Here you can enter the message for GDPR. Use [wws\_gdpr\_link] to display the privacy link.

### Privacy Page -

Here you the privacy page.

## GDPR Settings

Enable GDPR



*Enable/ Disable GDPR compliant.*

GDPR Message

I agree with the [wvs\_gdpr\_link]

*Use shortcode [wvs\_gdpr\_Link] to add privacy page link.*

Privacy page

Privacy Policy ▼

*Select your privacy page.*

Save Changes

If you have a feature in mind please drop an email to [sonukaushalssk@gmail.com](mailto:sonukaushalssk@gmail.com)

Need Help!!! Feel free to email me on [sonukaushalssk@gmail.com](mailto:sonukaushalssk@gmail.com)

**Thank You :)**