



WHATSAPP CHAT ORDER SUPPORT

USER GUIDE

INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors, and others of [WhatsApp Chat Order Support App](#) for Shopify. A step by step instruction has been added to this document to help users to install this app on their Shopify stores.

This app will only work on Shopify. As a safe practice always backup your files and database before installing any app on your store. If you are looking for someone to install this app, we can do it for you as well. Just go to our store page and let our support know the order id to expedite the installation process.

Once it is installed please refer to the User Guide to help you understand how to use this app to its full capacity. If you still have questions, feel free to contact us via email at info@extendons.com.

TABLE OF CONTENTS

INTENDED AUDIENCE

USER GUIDE

HOW TO INSTALL WHATSAPP CHAT ORDER SUPPORT

CONFIGURATION FOR OS 2.0 THEMES

HOW TO CONFIGURE WHATSAPP CHAT ORDER SUPPORT

HOW TO UNINSTALL WHATSAPP CHAT ORDER SUPPORT

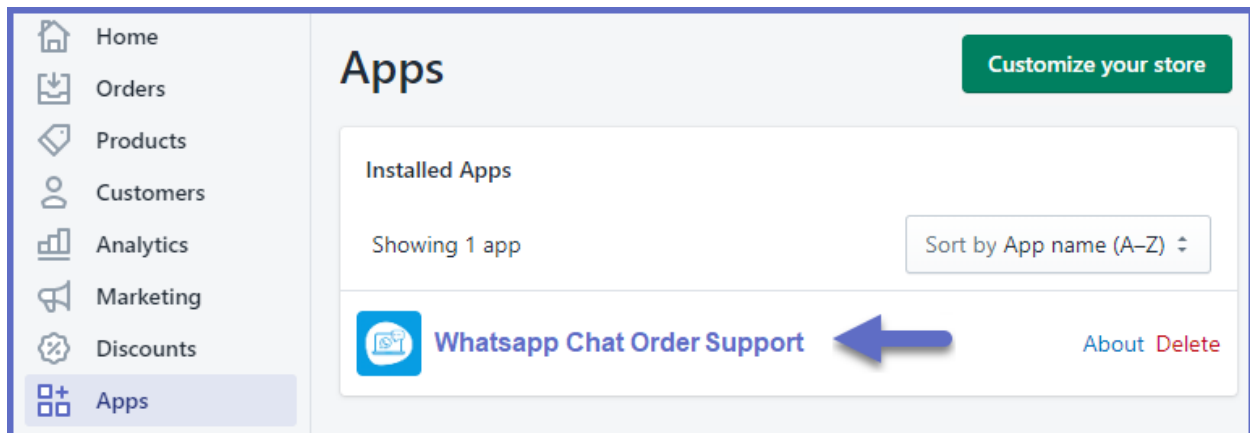
DISCLAIMER

USER GUIDE

HOW TO INSTALL WHATSAPP CHAT ORDER SUPPORT

First go to the [Apps](#) store. Here you will find the WhatsApp Chat Order Support App. Click on [WhatsApp Chat Order Support App](#) and add it to your store after accepting billing. Once installed, the user will be redirected to the app interface.

Demo Link: <https://whatsapp-share.myshopify.com/admin>



HOW TO CONFIGURE THE WHATSAPP CHAT ORDER SUPPORT

At the back end, go to the app page. Here you will find the list of all the apps running on your store. Click on [WhatsApp Chat Order Support](#) to continue. Here you will find all the previously created general settings. You have the option to [Enable](#) or [Disable](#) the existing settings and customize the WhatsApp Chat Order Supportbutton [Text](#), [Color](#), and [Model/Popup](#) etc.

GENERAL SETTINGS

In general setting section you need only a WhatsApp account number with country code and without dashes. Here you will have to provide the following options:

- [Enable WhatsApp Chat Order Support](#): Options to [Enable/Disable](#) the WhatsApp Chat Order SupportApp on store
- [Show WhatsApp Button on Product Page](#): If this is checked, the WhatsApp Chat Order Supportbutton display on product page
- [Show WhatsApp Button on Collection Page](#): If this is checked, the WhatsApp Chat Order Supportbutton display on collection page
- [Show WhatsApp Button on Cart Page](#): If this is checked, the WhatsApp Chat Order Supportbutton display on cart page
- [Enter Your WhatsApp Number*](#): Enter your WhatsApp account number you want to connect with store.

General Settings

WhatsApp number must start with + and country code, also avoid spaces and dashes.

Save

Enable Discuss on WhatsApp App ☒

Show WhatsApp Button on Product Page ☒

Show WhatsApp Button on Collection Page ☒

Show WhatsApp Button on Cart Page ☒

Enter Your WhatsApp Number *

EXCLUDE PRODUCTS/COLLECTIONS:

Here you can select [products](#) or [collections](#) you want to exclude, The WhatsApp Chat Order Support button not appear on selected products or collections. By default, functionality is enabled for all the Products.

Exclude Products/Collections

By default, functionality is enabled for all the Products.

The functionality will not be enabled for Products/Collections which are selected in **Exclude**.

You can either select multiple Products or multiple Collections.

Applied To

Products

Products

Collections

Exclude

Select Products or Collections

The Scout Skincare Kit

Ayres Chambray

Lodge

Pennsylvania Notebooks

Mud Scrub Soap

Whitney Pullover

CUSTOM MESSAGE

Here you can personalize the message for facilitate customer's to start the discussion.

- **Prefilled Message at The Start:** Here you can add personalize text for engage customers *i.e.* Hi, I want to discuss the following product details with you
- **Prefilled Message at The End:** Add custom greeting text on end of the message *i.e.* Thanks You

Custom Message
Facilitate customers to initiate discussion with customized prefilled messages.

Prefilled message at the start

Hi, I want to discuss the following product(s)

Prefilled message at the end

Thank you.

DISPLAY SETTINGS FOR VINTAGE OLD THEME

Here you can customize [Text](#), [Labels](#), [Button](#) and [Background Color](#) for [Collection](#), [Cart](#), and [Product Page](#). Customize Discuss on WhatsApp, Add to Cart, View Cart and Continue Shopping buttons for a [Popup/Model](#) on the Collection page.

Display Settings

Customize **Discuss on WhatsApp** for Collection, Cart, and Product Page.

Customers can discuss the selected products on WhatsApp.

Customize Discuss on WhatsApp, Add to Cart, View Cart and Continue Shopping buttons for a Popup/Model on the Collection page.

Customize Popup/Model for the collection page when customers click the Discuss on WhatsApp button.

WhatsApp Button Label

WhatsApp Button Background Color

WhatsApp Button Text Color

Add to Cart Button Label in Popup/Model

Discuss Button Label in Popup/Model

Continue Shopping Button Label in Popup/Model

View Cart Button Label in Popup/Model

Popup/Model Buttons Background Color

Popup/Model Buttons Text Color

Popup/Model Table Background Color

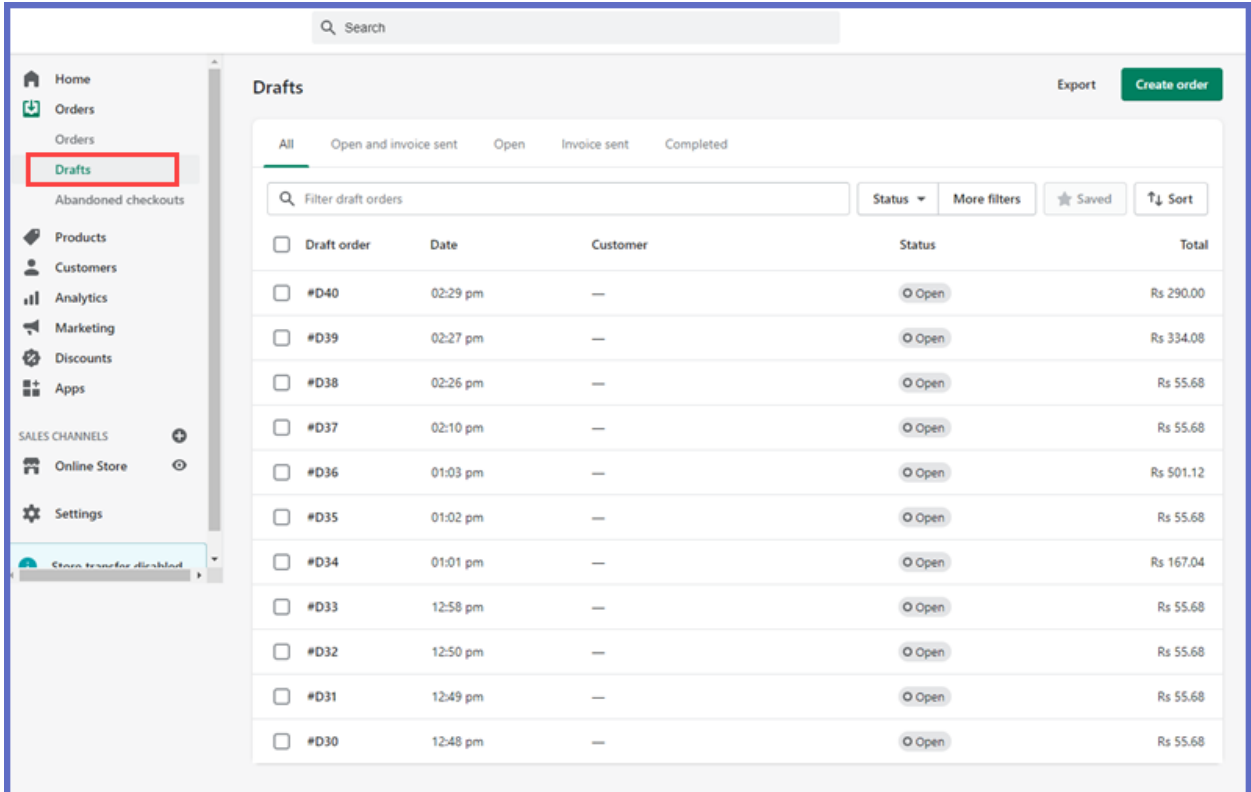
Popup/Model Table Text Color

DELETE DRAFT ORDERS

Here you can select the drafts order you want to delete, Select the **duration**, **time days** and **hours** when draft orders will be deleted automatically.

- **DELETE DRAFT ORDERS:** Options to choose drafts order deleted on daily or weekly based.
- **CHOOSE TIME TO DELETE DRAFT ORDERS:** Choose specific time to delete the drafts orders.
- **SELECT DAY TO DELETE DRAFT ORDERS:** Select specific days for schedule draft order deletion automatically
- **DELETE DRAFT ORDERS CREATED HOUR(S) AGO:** Set number of hours ago created draft orders will be deleted automatically.

DRAFT ORDER LIST VIEW



Draft order	Date	Customer	Status	Total
#D40	02:29 pm	—	Open	Rs 290.00
#D39	02:27 pm	—	Open	Rs 334.08
#D38	02:26 pm	—	Open	Rs 55.68
#D37	02:10 pm	—	Open	Rs 55.68
#D36	01:03 pm	—	Open	Rs 501.12
#D35	01:02 pm	—	Open	Rs 55.68
#D34	01:01 pm	—	Open	Rs 167.04
#D33	12:58 pm	—	Open	Rs 55.68
#D32	12:50 pm	—	Open	Rs 55.68
#D31	12:49 pm	—	Open	Rs 55.68
#D30	12:48 pm	—	Open	Rs 55.68

DISPLAY SETTINGS FOR OS 2.0 THEMES

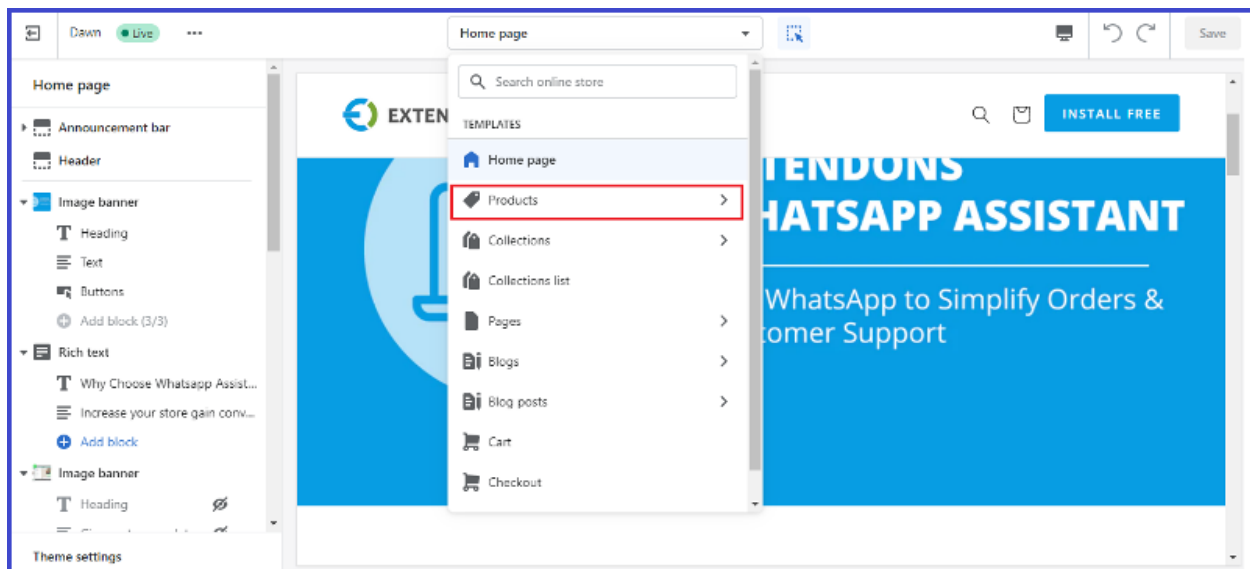
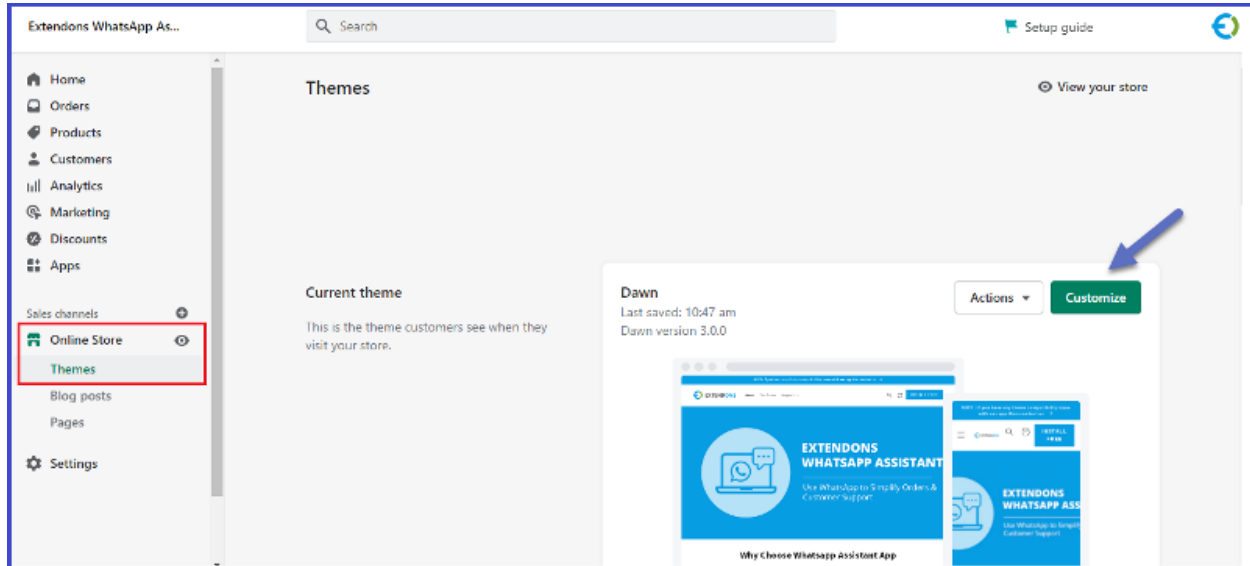
Here you can add block functionality by using the following steps
Go to Admin dashboard click on [online store](#) > themes > [customize](#) button.

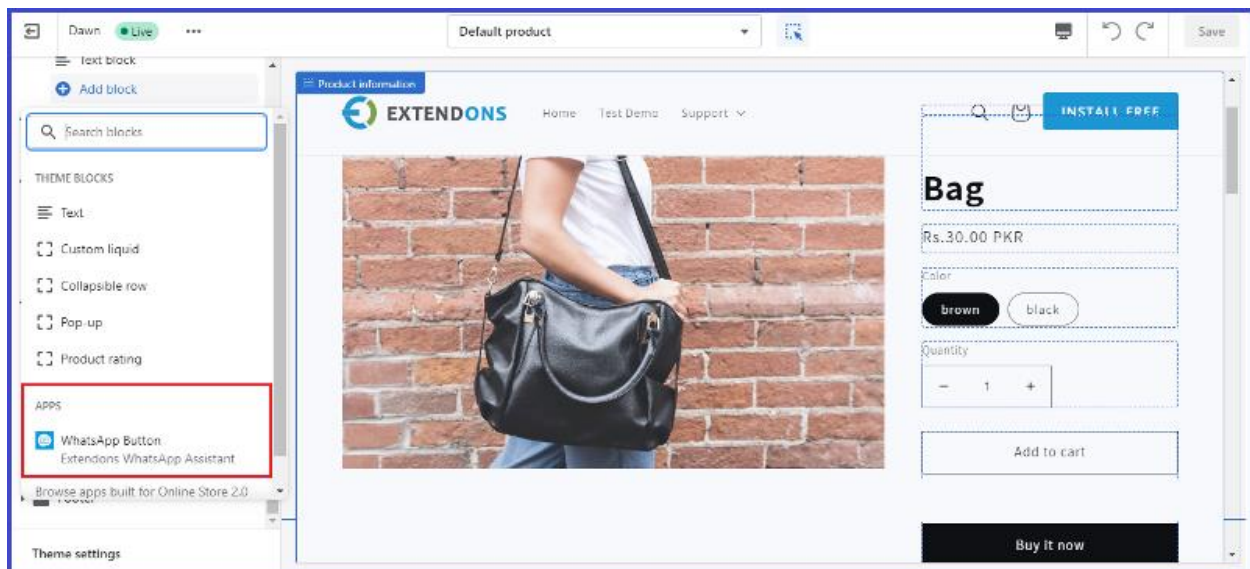
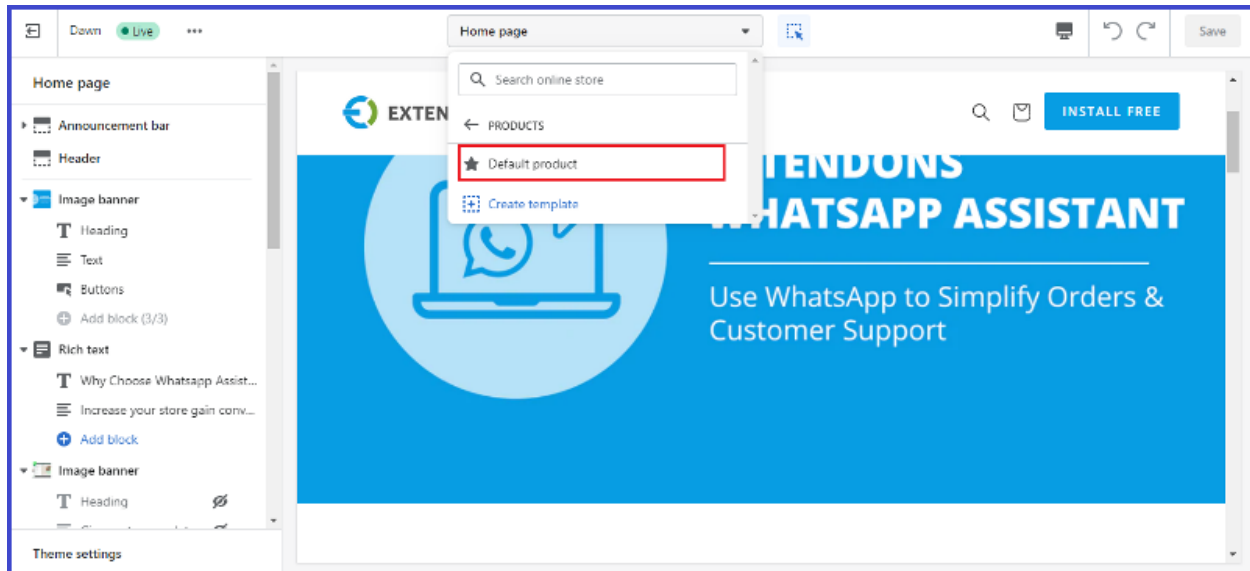
Select product > default product

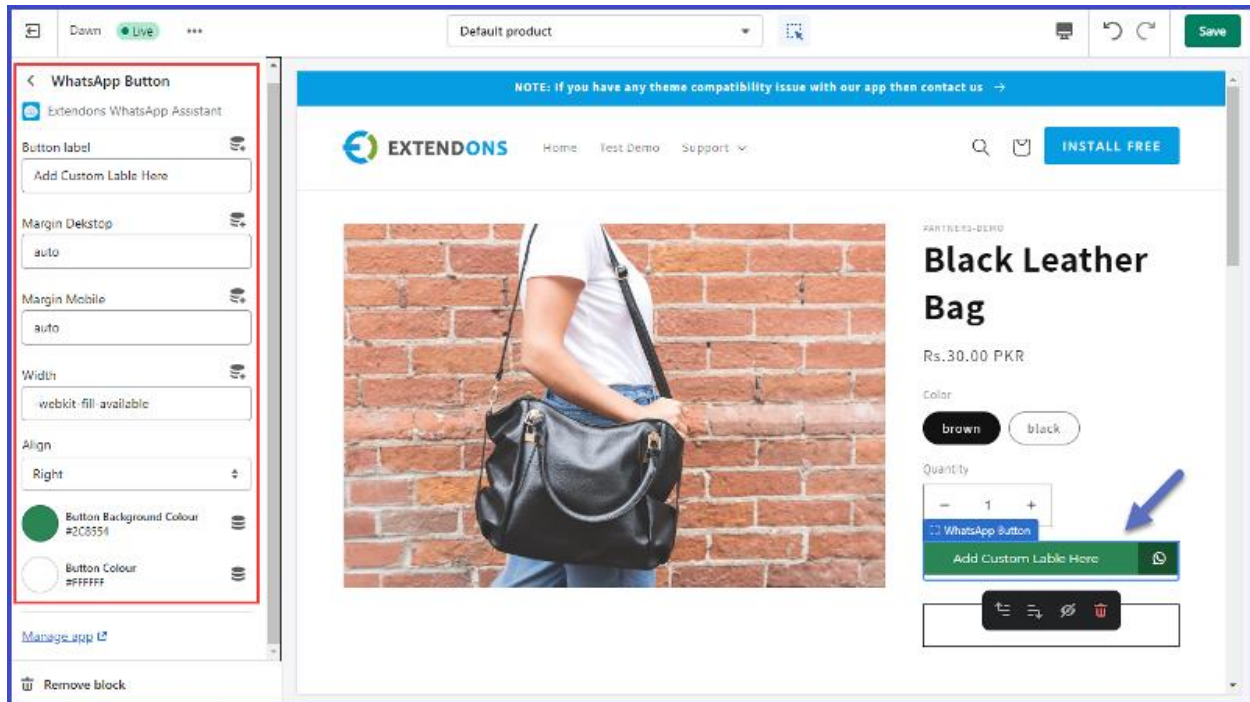
Go to search bar [Select product](#) > [default product](#) Click on add block in product information section and select [WhatsApp Button Block](#). Here you can customize the following options.

- [Add Button Label](#)
- [Set Desktop Margin](#)
- [Set Mobile Margin](#)

- Set Width
- Choose Button Color



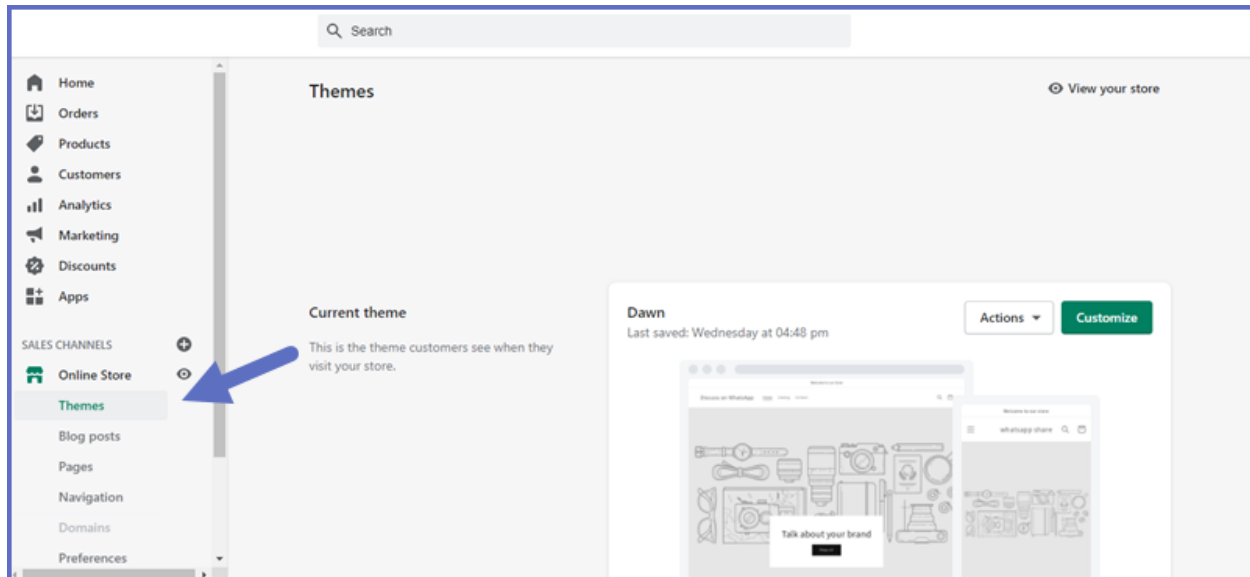




CONFIGURE DISPLAY SETTINGS FOR VINTAGE THEME VS. OS 2.0

APPS EMBEDS

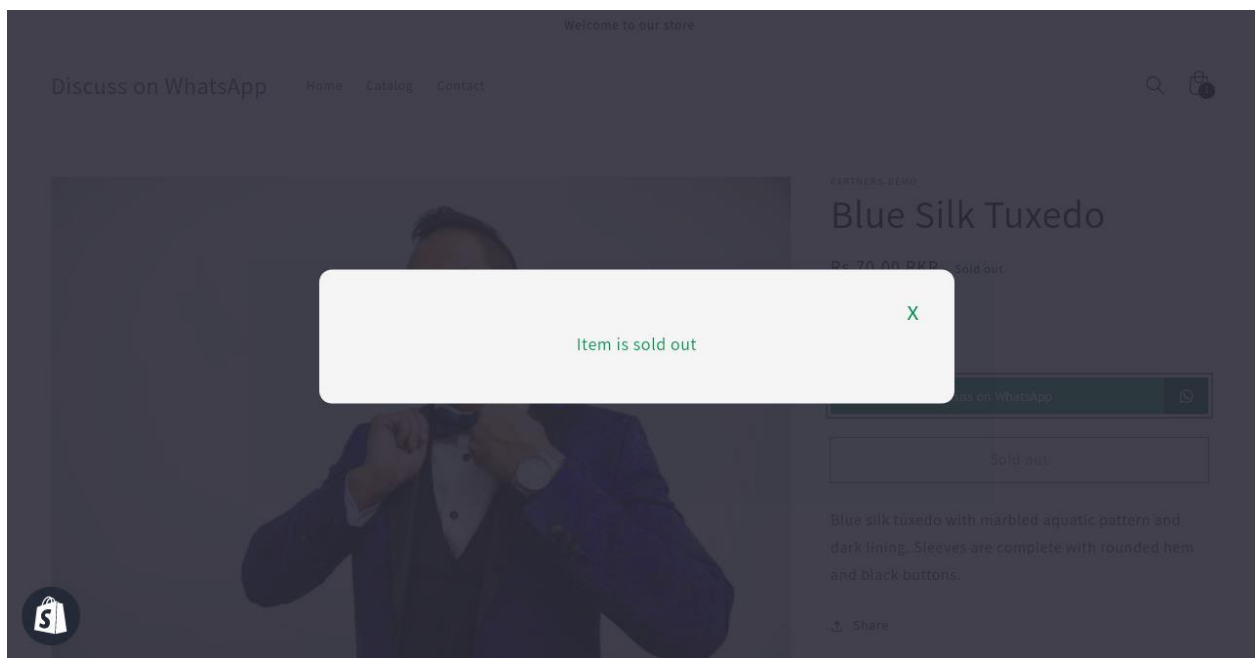
At the admin dashboard, click on online store and select themes, click on customize.



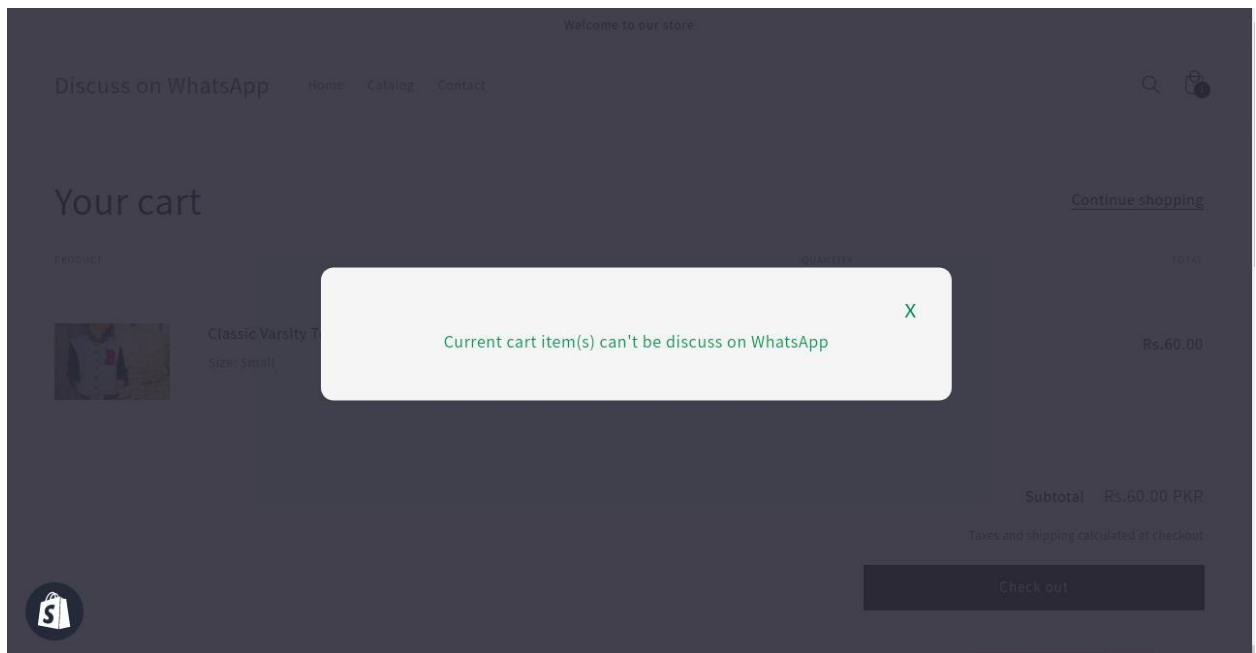
Click on [customize](#) button go to [theme settings](#) > [App Embeds](#)

At [apps embeds](#) section here you can enable/disable the four options. [Enable Cart Loader](#), [Enable Collection Popup](#), [Enable Product Loader](#), and [Enable Script Files](#).

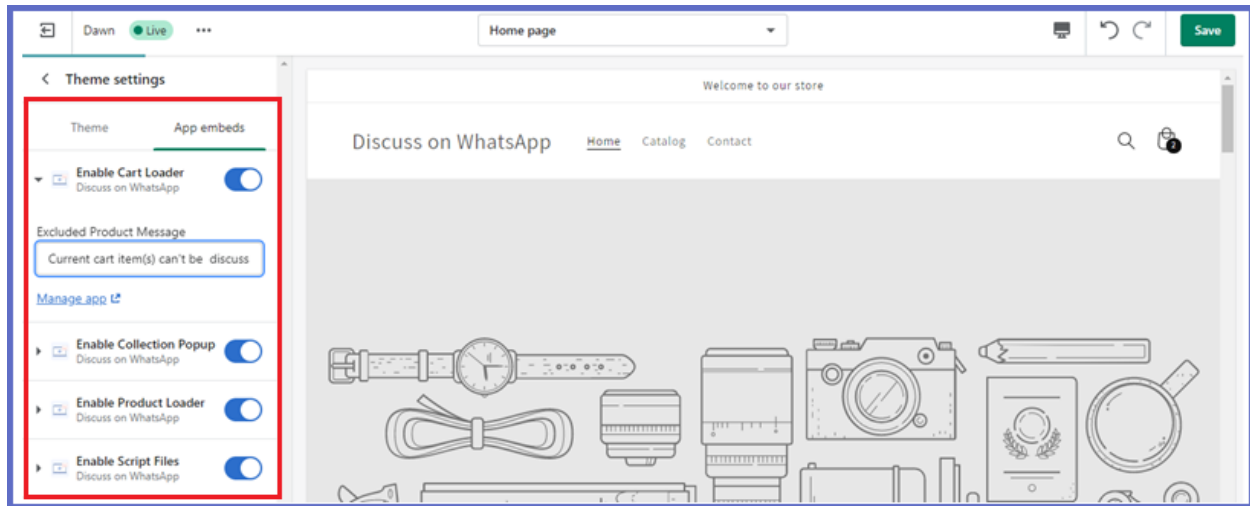
- [Enable Cart Loader](#): Here you can enable/disable the cart loader option with exclude product message.



- **Enable Collection Popup:** In this section you can customize collection page popup settings which are Add to cart button label, Discuss now button label, Continue shopping button label, View cart button label. You can customize the button text color, background color, popup background color, popup text color, and popup image width and height.
- **Enable Product Loader:** Here you can enable/disable product loader option with customize product sold out message.

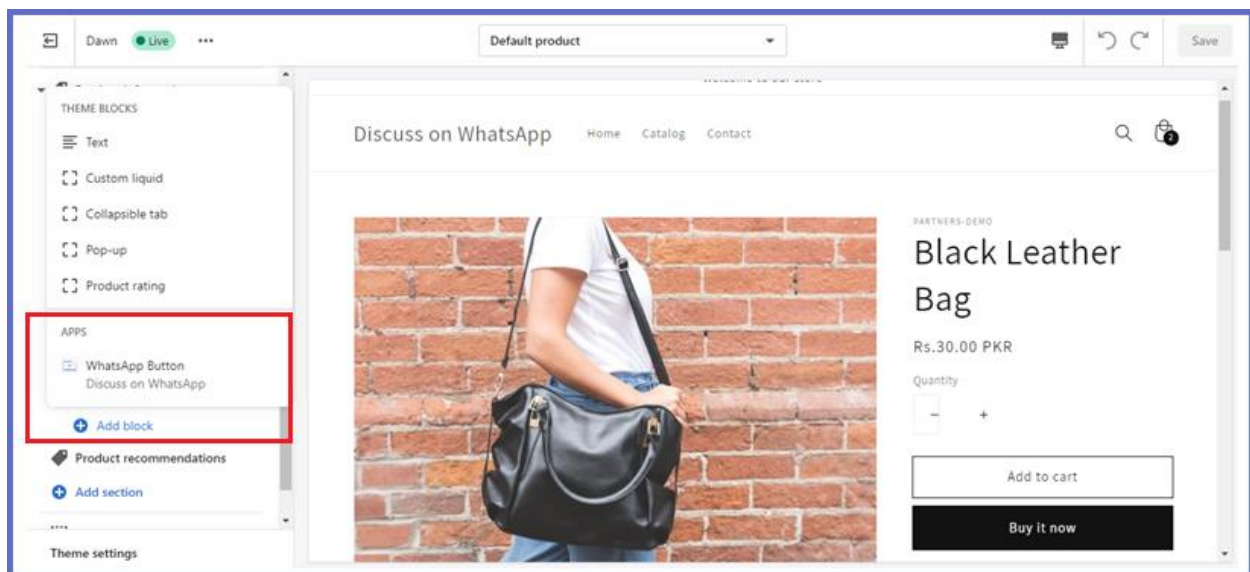


- **Enable Script Files:** The enables script files option used for include JS and CSS files. This option is mandatory for apps working



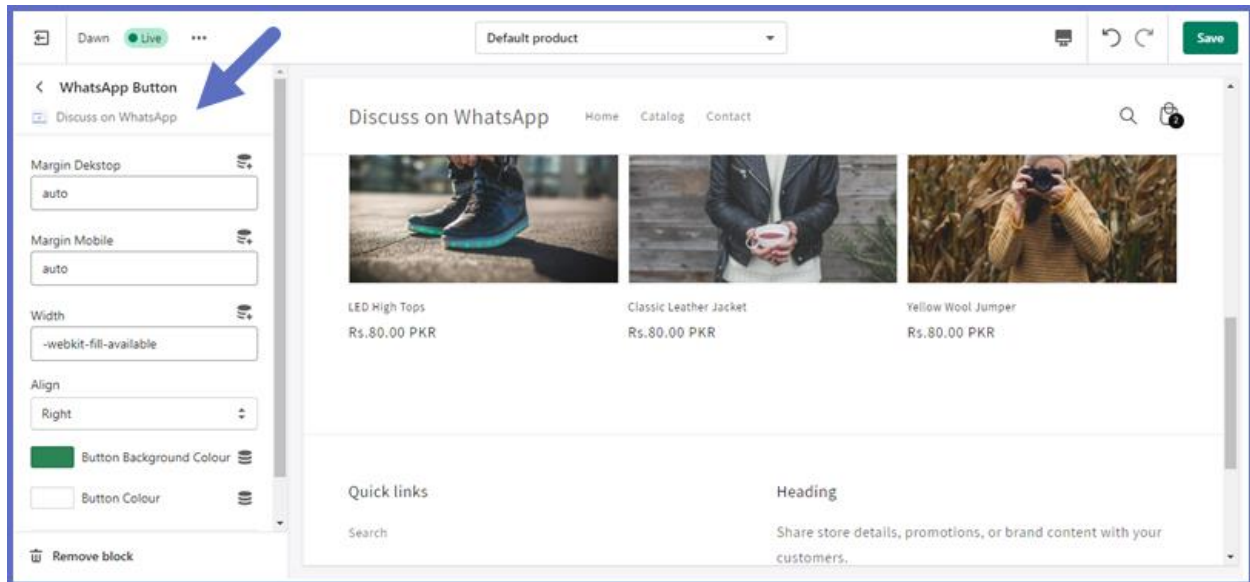
Select product > default product

Go to search bar [Select product > default product](#) Click on add block in product information section and select [WhatsApp Button Block](#).



Discuss on WhatsApp

At this section you can customize the [WhatsApp Chat Order Support](#) button desktop and mobile [margin](#), [width](#), alignment ([left](#), [right](#), [middle](#)) button text and bg color. After configure the settings click on save button.

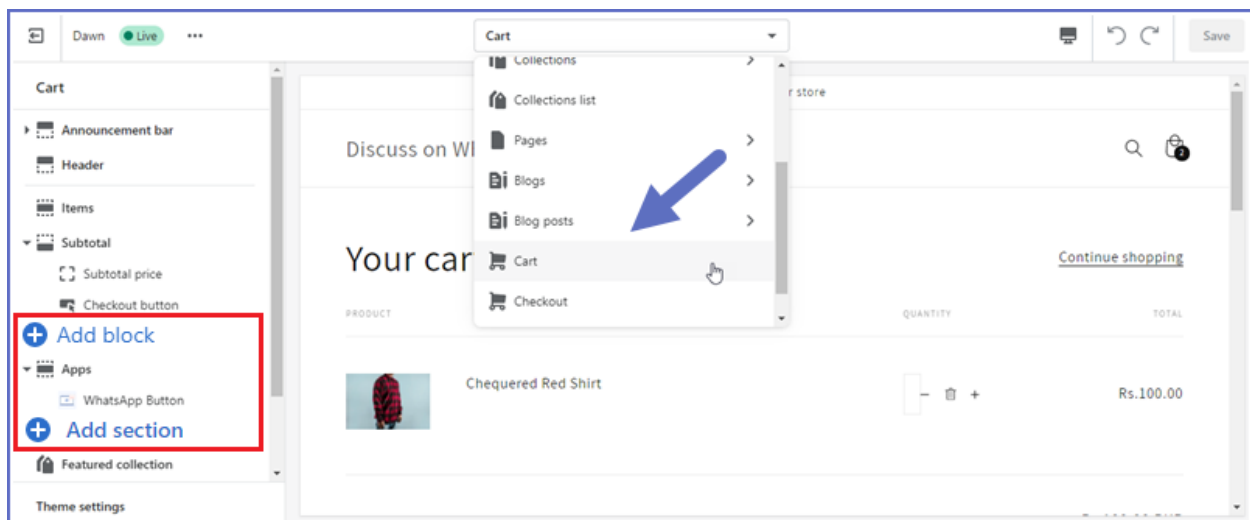


CART PAGE CONFIGURATION

After configure the WhatsApp Chat Order SupportGo to [search bar](#) > [cart](#). In cart section you can add block or section. You can display the WhatsApp Chat Order Supportbutton in specific block or whole section (page)

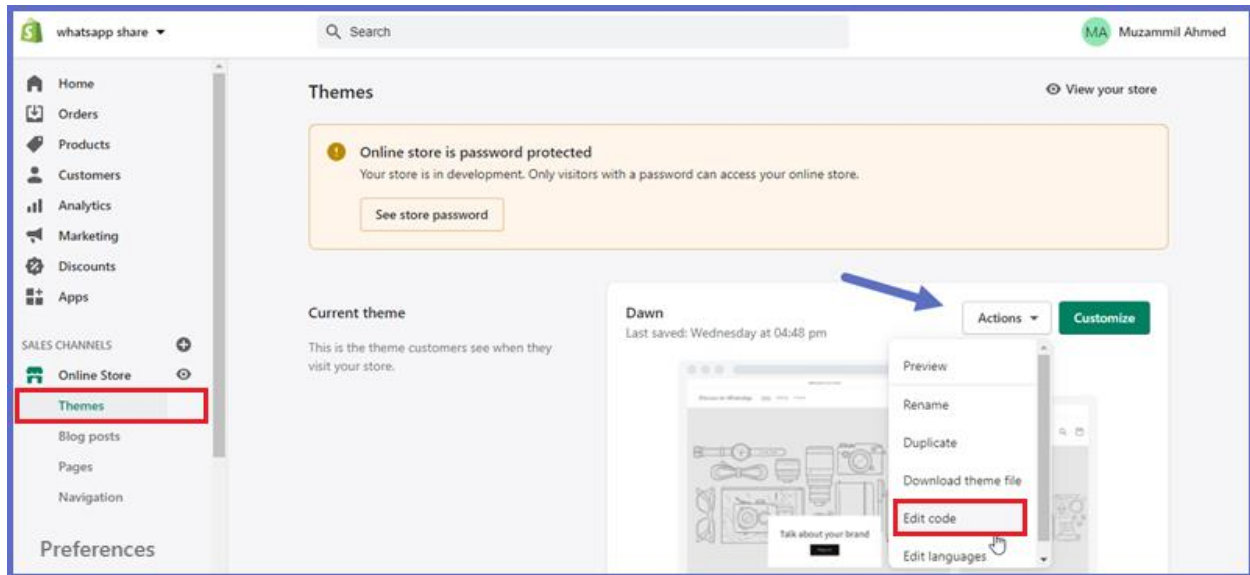
Add Block: Here you can add block by clicking on the add block button

Add Section: Here you can add section by click on section button.



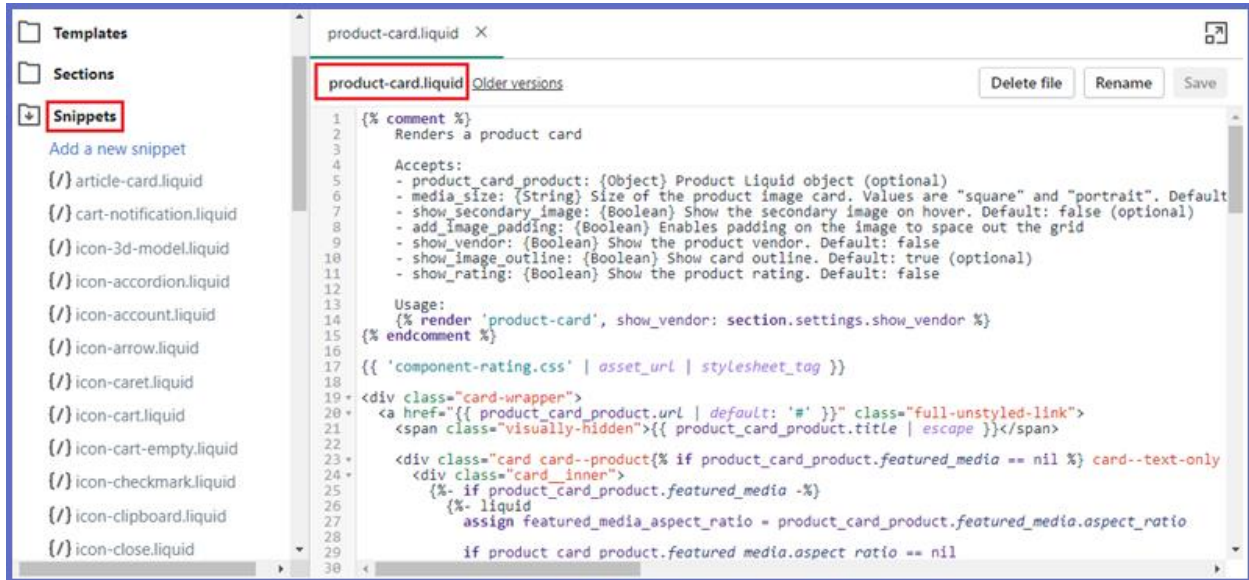
CATALOG PAGE

At the admin [dashboard](#), click on [online store](#) and [select themes](#).



Click on [action button](#) > [edit code](#) select from snippets section [Note*](#) select product-card.liquid (vary from themes to themes) and add following code

```
(
  <button type="button" class="btn button-whatsapp phone"
    data_value="{{product_card_product.url}}"
    data_id="{{product_card_product.id}}"
    available="{{product_card_product.available}}"
    style="display:none;">Discuss on WhatsApp</button>
)
```

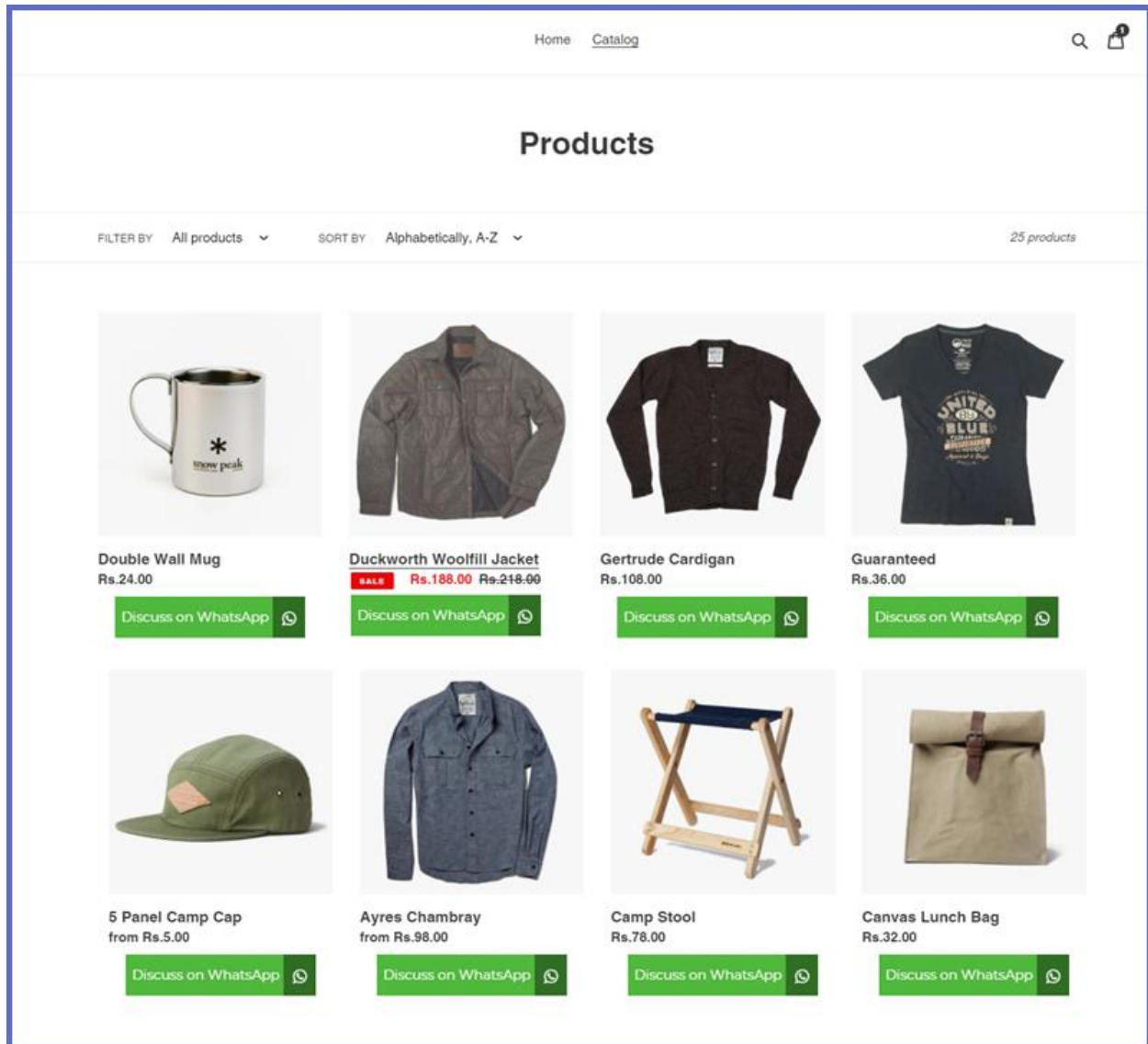


```


1  {% comment %}
2  Renders a product card
3
4  Accepts:
5  - product_card_product: {Object} Product liquid object (optional)
6  - media_size: {String} Size of the product image card. Values are "square" and "portrait". Default
7  - show_secondary_image: {Boolean} Show the secondary image on hover. Default: false (optional)
8  - add_image_padding: {Boolean} Enables padding on the image to space out the grid
9  - show_vendor: {Boolean} Show the product vendor. Default: false
10 - show_image_outline: {Boolean} Show card outline. Default: true (optional)
11 - show_rating: {Boolean} Show the product rating. Default: false
12
13 Usage:
14 {% render 'product-card', show_vendor: section.settings.show_vendor %}
15 {% endcomment %}
16
17 {{ 'component-rating.css' | asset_url | stylesheet_tag }}
18
19 <div class="card-wrapper">
20   <a href="{{ product_card_product.url | default: '#' }}" class="full-unstyled-link">
21     <span class="visually-hidden">{{ product_card_product.title | escape }}</span>
22
23   <div class="card card--product{% if product_card_product.featured_media == nil %} card--text-only
24     <div class="card-inner">
25       {% if product_card_product.featured_media -%>
26         {% liquid
27           assign featured_media_aspect_ratio = product_card_product.featured_media.aspect_ratio
28           if product card product.featured media.aspect ratio == nil

```

WHATSAPP CHAT ORDER SUPPORTFORNT-END VIEW



WHATSAPP CHAT ORDER SUPPORT FRONT-END PRODUCT PAGE VIEW



5 Panel Camp Cap

Rs.5.00



Color

Heather Green

ADD TO CART

DISCUSS ON WHATSAPP

BUY IT NOW

This is a demonstration store. You can purchase products like this from [United By Blue](#).


A classic 5 panel hat with our United By Blue logo on the front and an adjustable strap to keep fit and secure. Made with recycled polyester and organic cotton mix.

- Made in New Jersey
- 7oz Eco-Twill fabric: 35% organic cotton, 65% recycled PET (plastic water and soda bottles)
- Embossed leather patch

WHATSAPP CHAT ORDER SUPPORT FRONT-END CART PAGE VIEW

Your cart

[Continue shopping](#)

PRODUCT	PRICE	QUANTITY	TOTAL
 <div> 5 Panel Camp Cap Color: Heather Green Remove </div>	Rs.5.00	2	Rs.10.00


Subtotal


Rs.10.00 PKR

Taxes and shipping calculated at checkout

CHECK OUT

DISCUSS ON WHATSAPP






5 PANEL CAMP CAP


This is a demonstration store. You can purchase products like this from United By Blue.


A classic 5 panel hat with our United By Blue logo on the front and an adjustable strap to keep fit and secure. Made with recycled polyester and organic cotton mix.

Title	Price	Quantity
5 Panel Camp Cap - Navy Blue	5.00	1




Add on Cart

Discuss on WhatsApp




5 Panel Camp Cap Added to cart






Shop Now

View Cart





Chevron
Rs.36.00

 [Discuss on WhatsApp](#) 



Cydney Plaid
Rs.98.00

[Discuss on WhatsApp](#) 

 Discuss on WhatsApp

Delete Draft Orders

Select when draft orders will be deleted automatically

Delete draft orders


Daily

Daily

Weekly


Choose time to delete draft orders

05:47 PM



Select day to delete draft orders

Monday



Delete draft orders created hour(s) ago

1

[Save](#)

HOW TO UNINSTALL WHATSAPP CHAT ORDER SUPPORT APP

At the back end, go to the [Apps](#) store and uninstall the WhatsApp Chat Order SupportApp.

DISCLAIMER

It is highly recommended to back up your server files and database before installing this app.

No responsibility will be taken for any adverse effects occurring during installation.

[It is recommended you install on a test server initially to carry out your own testing.](#)