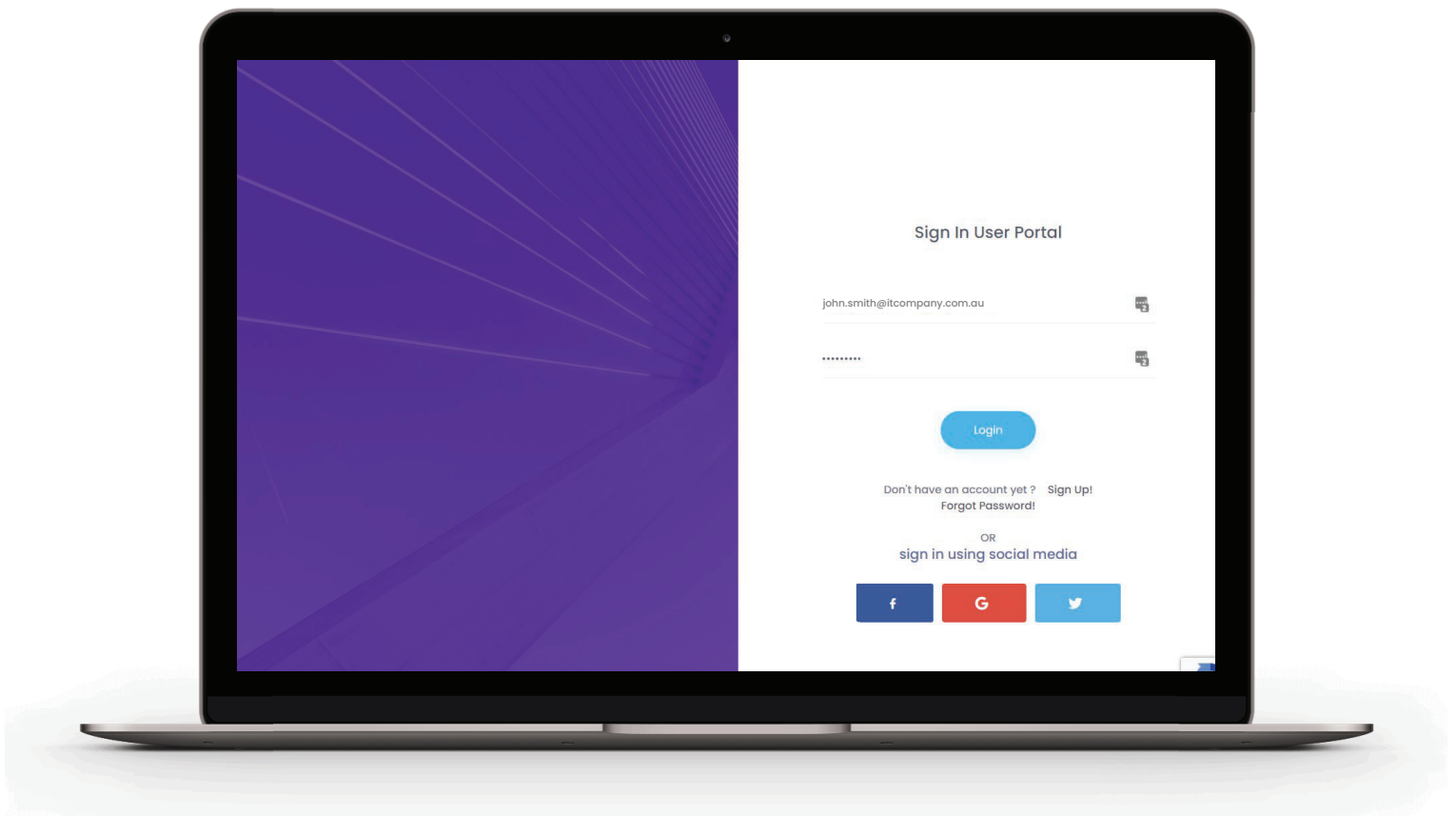


# WHATSAPP LIVE CHAT – FREE



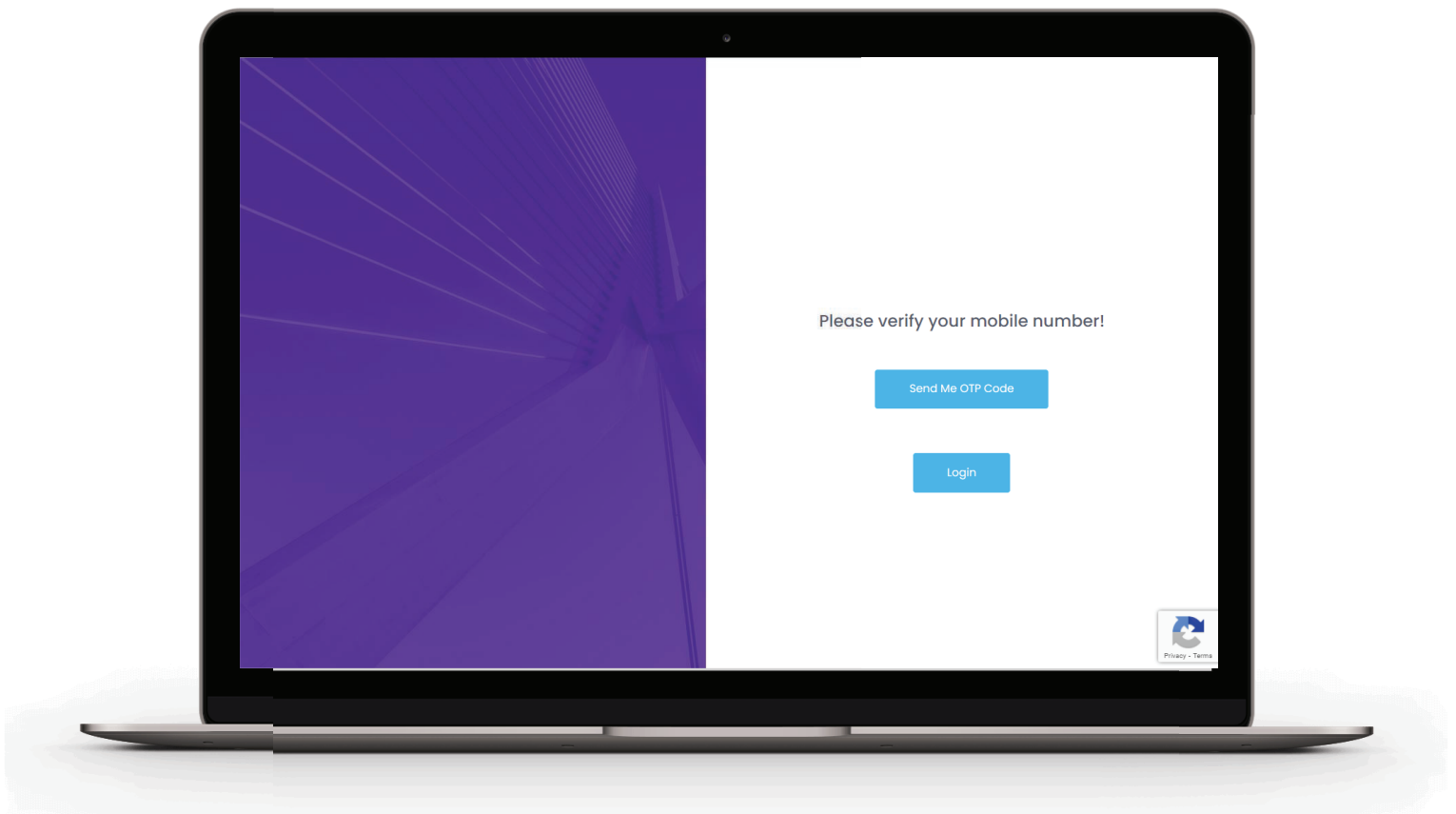
Please enter your **Email Address** and **Password** to login



# WHATSAPP LIVE CHAT – FREE

2

The system would take you to "**Verify Mobile No**" page, enter your mobile no and click on "**Send OTP**".



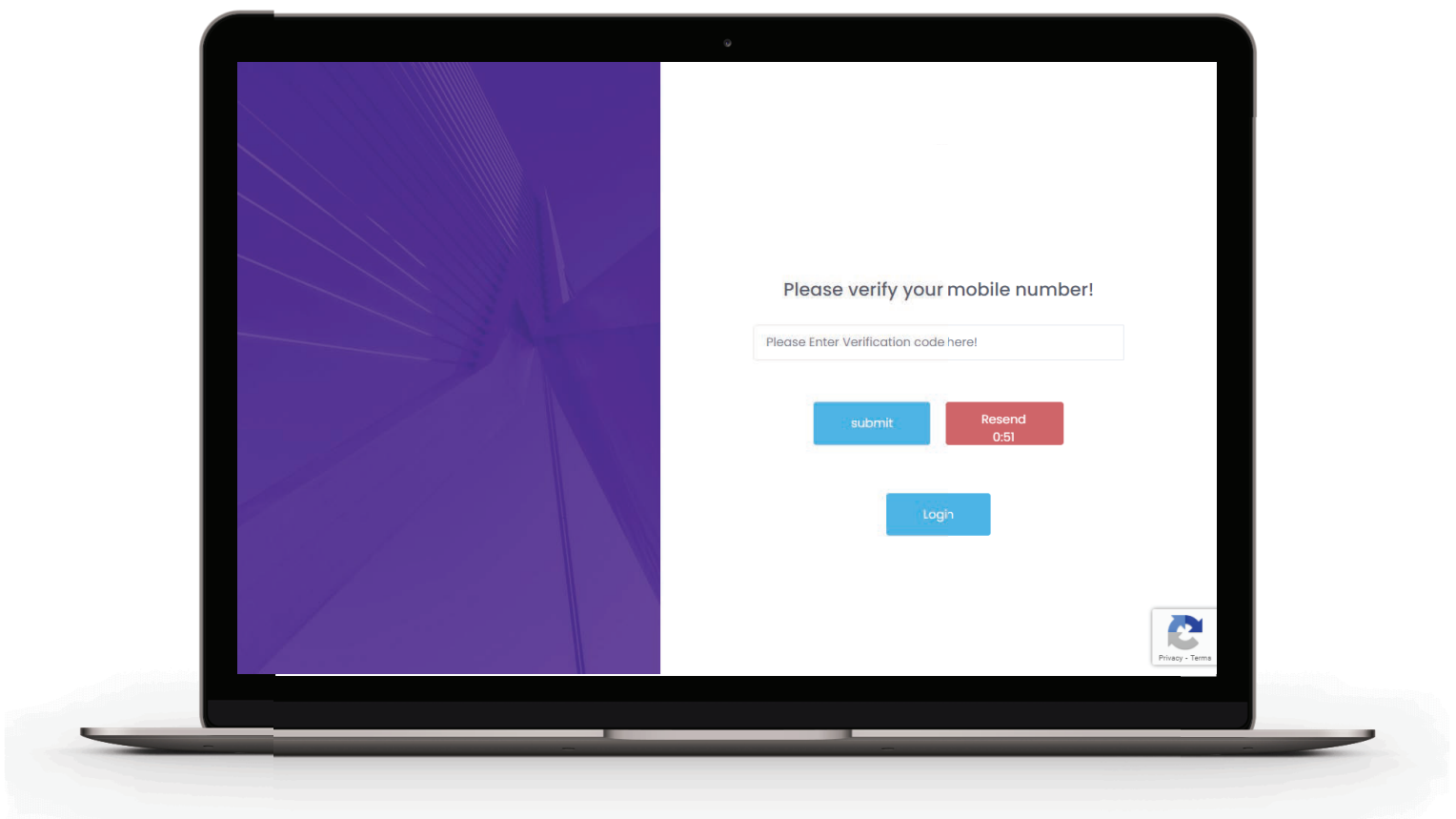
If you do not receive any **OTP code** within 2 minutes, please click "**Retry**"

# WHATSAPP LIVE CHAT – FREE

3

Enter the **OTP code** received on your mobile and you'll be able to login to your account.

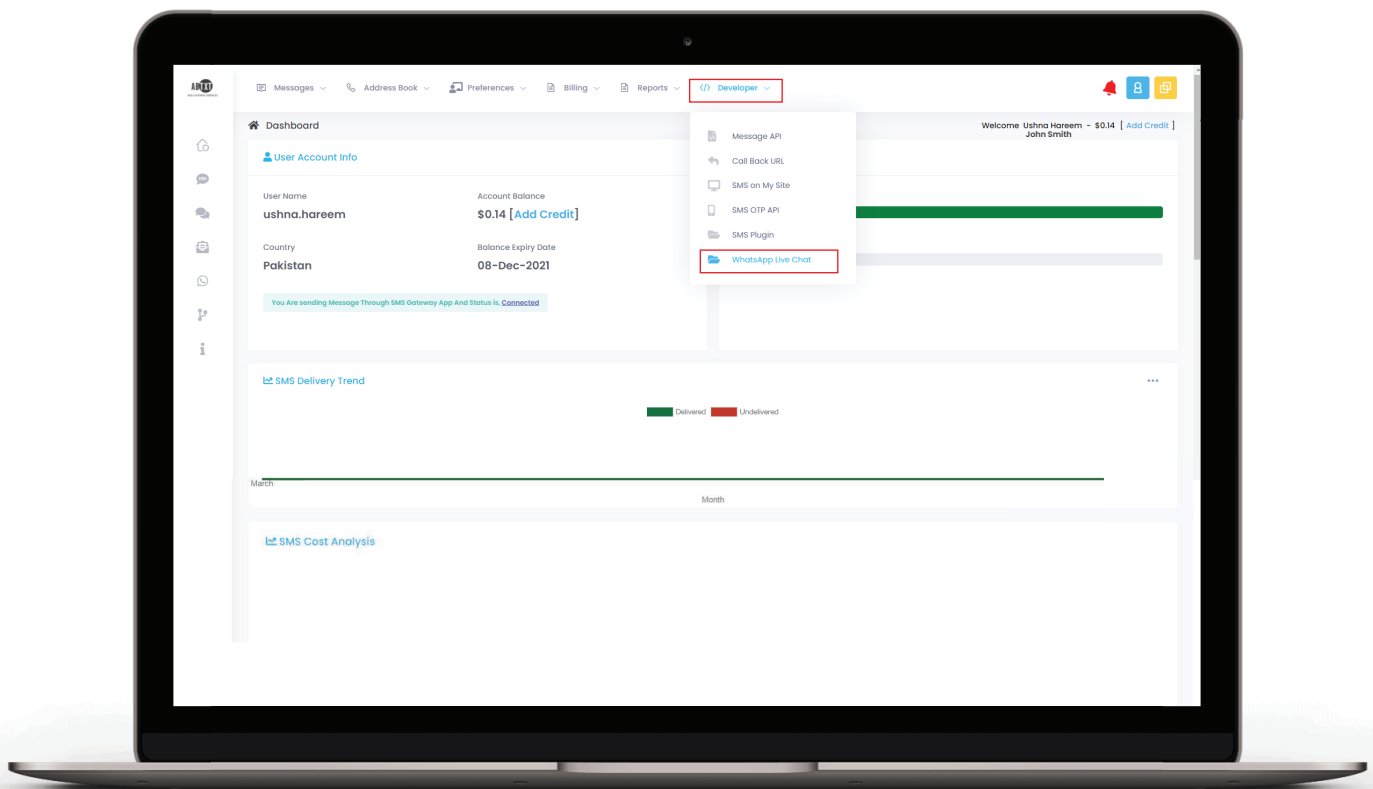
(If you do not receive any OTP code after at least 2 Retries, please contact support or reply to this email)



# WHATSAPP LIVE CHAT – FREE

4

Once the Sign Up on Browser is complete and the user is logged in their account, the user can navigate to **Developers** and then select **Whatsapp Live Chat**.

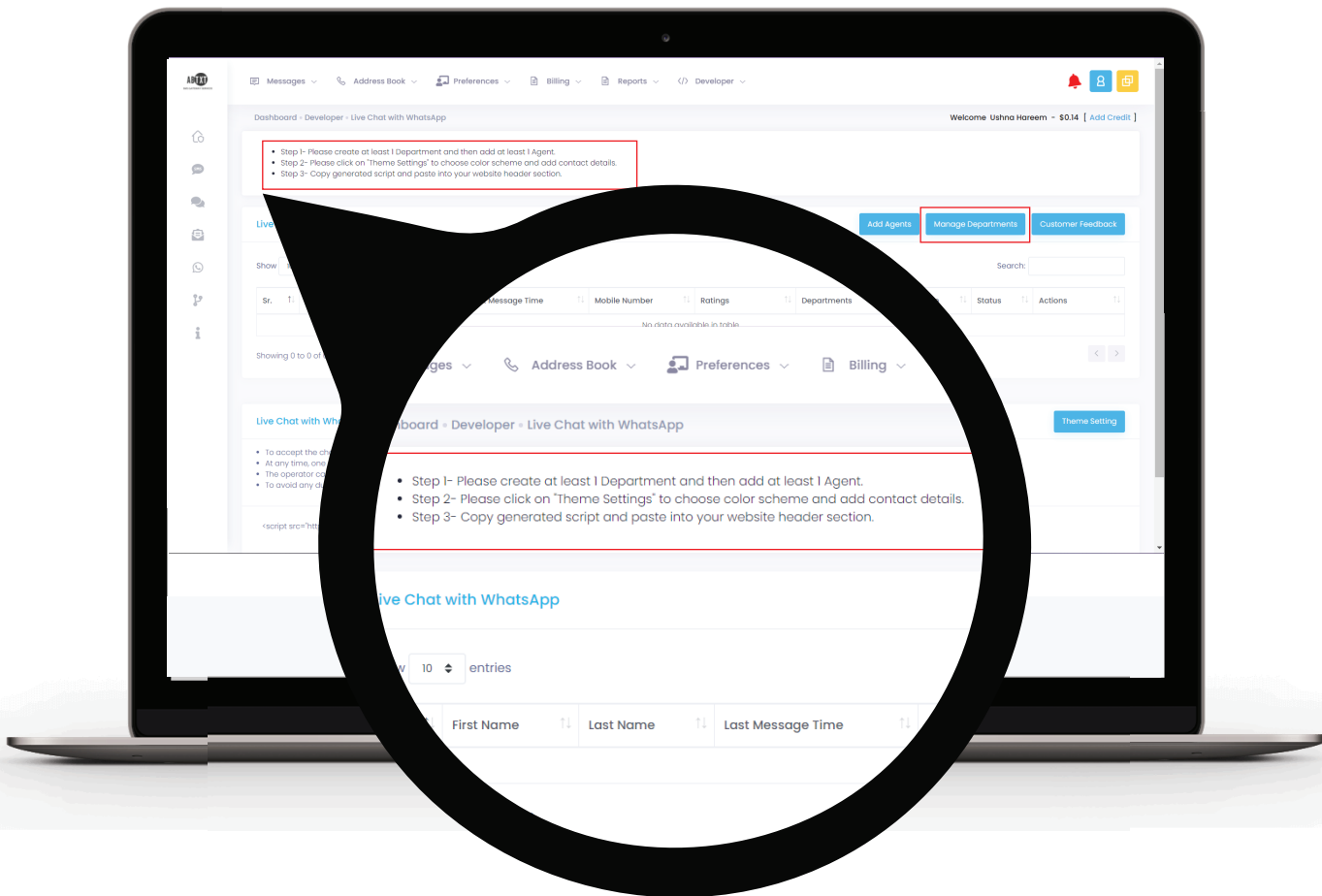




# WHATSAPP LIVE CHAT – FREE

5

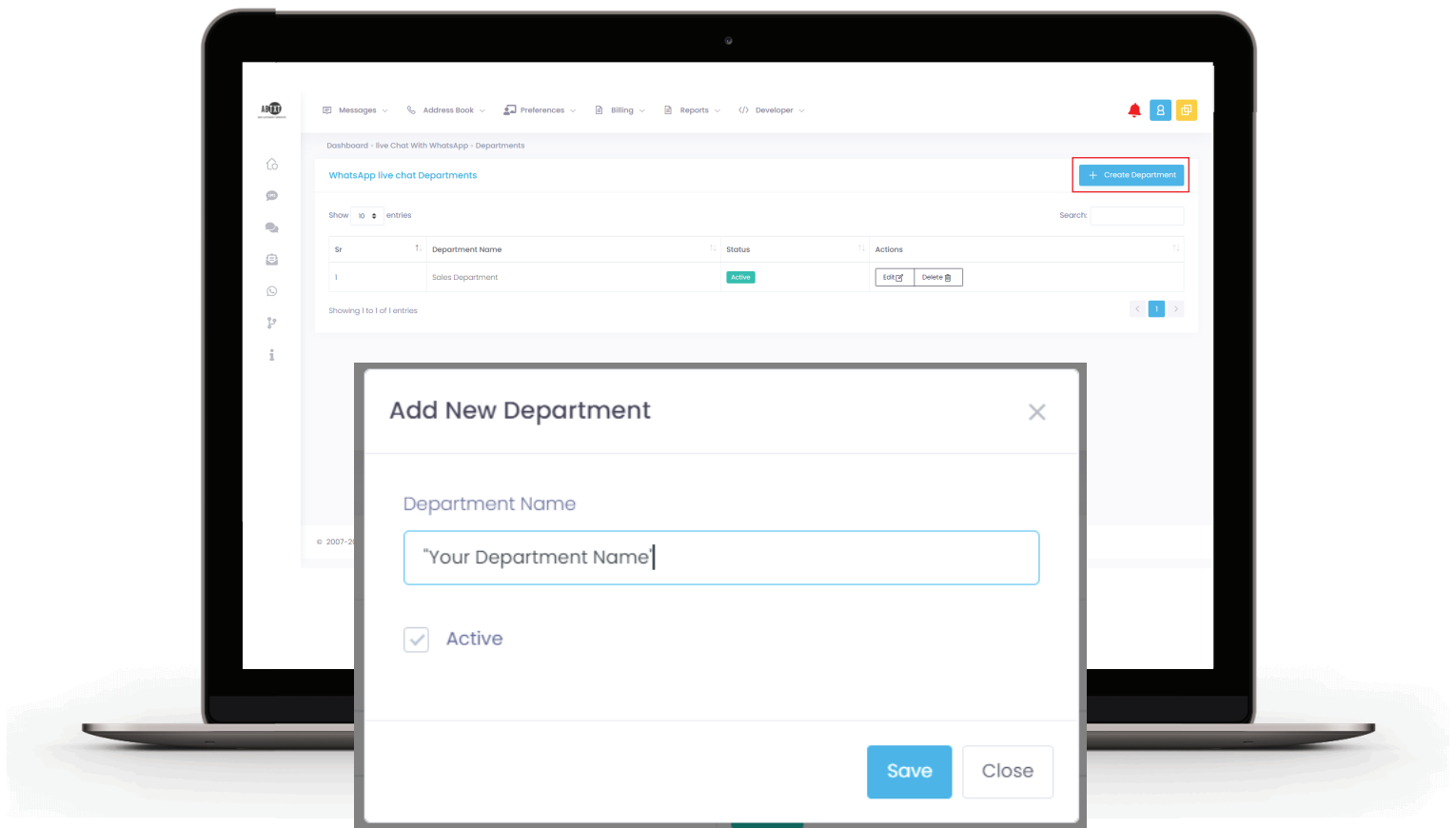
On the next page the user have to add at least **1 Department** and **1 Agent**.  
Click on the **Manage Departments**.



# WHATSAPP LIVE CHAT – FREE

6

Add Department will take you on the page **Whatsapp live chat Departments**, where you can **Create Department** by clicking on the button as show below:



A pop up will show up, you can add your Department Name in the Text box.

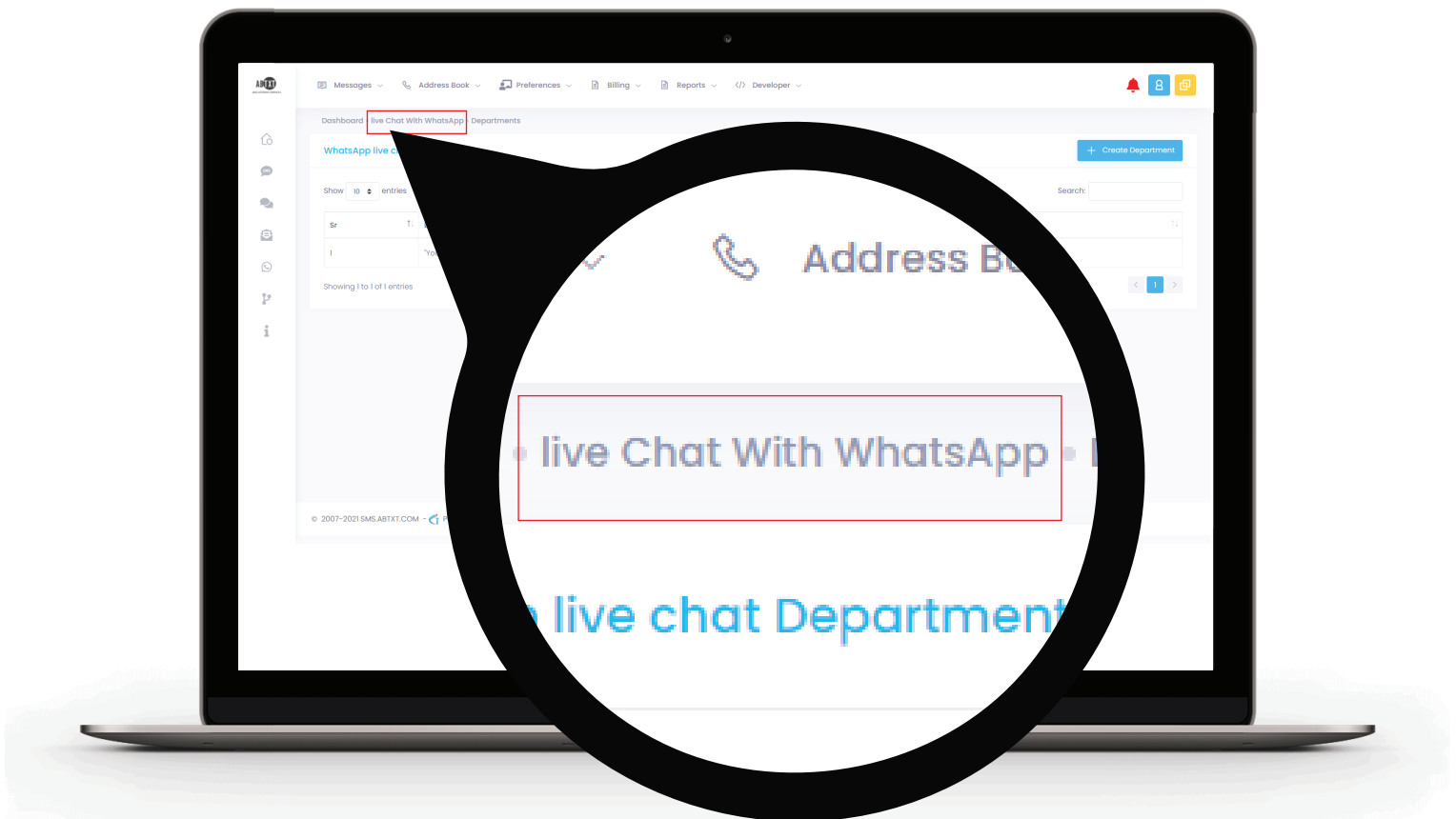
*Example*

Department Name: **Sales**

# WHATSAPP LIVE CHAT – FREE

7

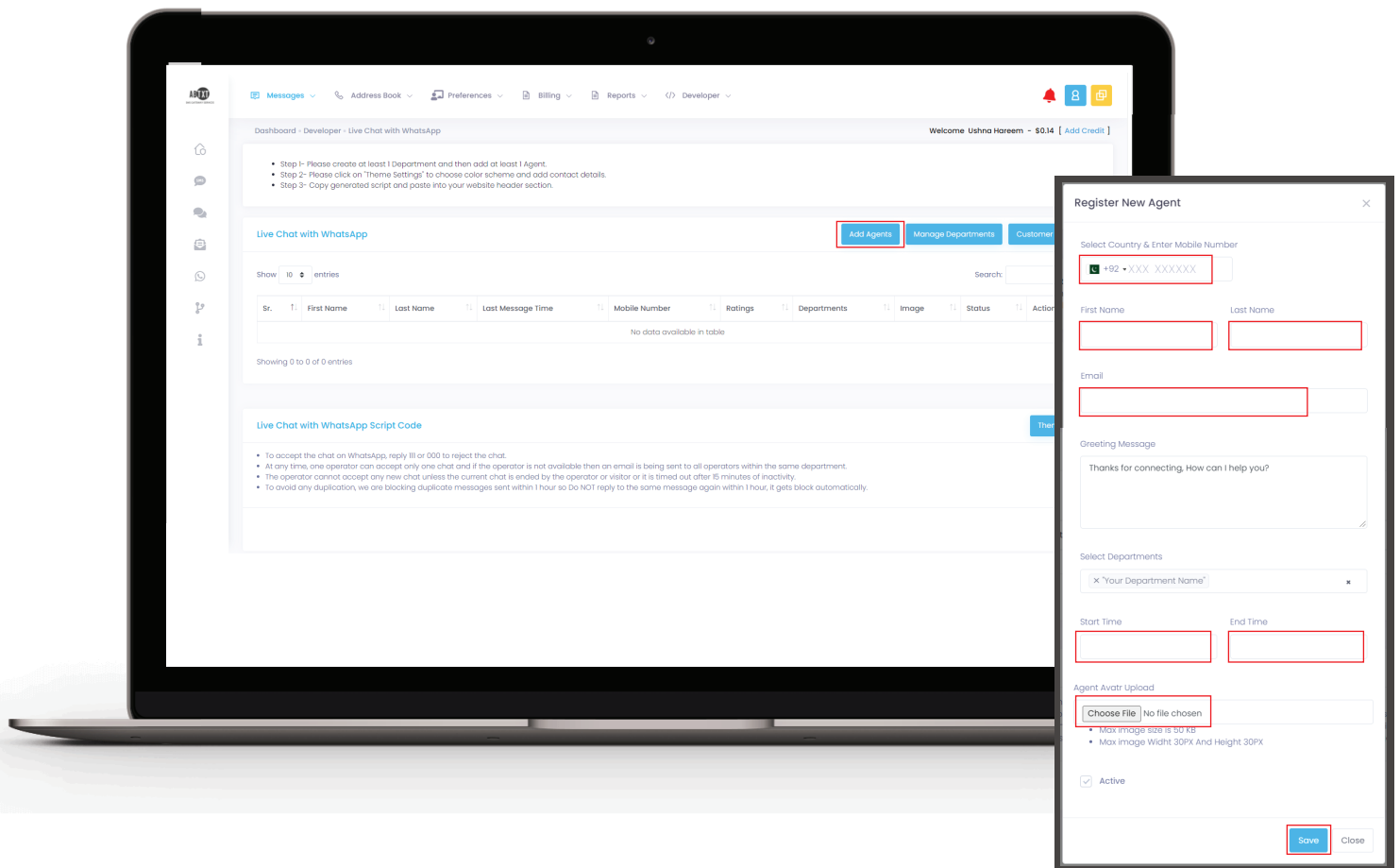
If you want to add more Departments, you can do the same and if you are done, click on **live Chat with Whatsapp** from the breadcrumbs navigation. This will take you back to previous page.



# WHATSAPP LIVE CHAT – FREE




Now its time to **Add Agent**, by clicking on the button, a pop-up will show up. Fill in your correct information.

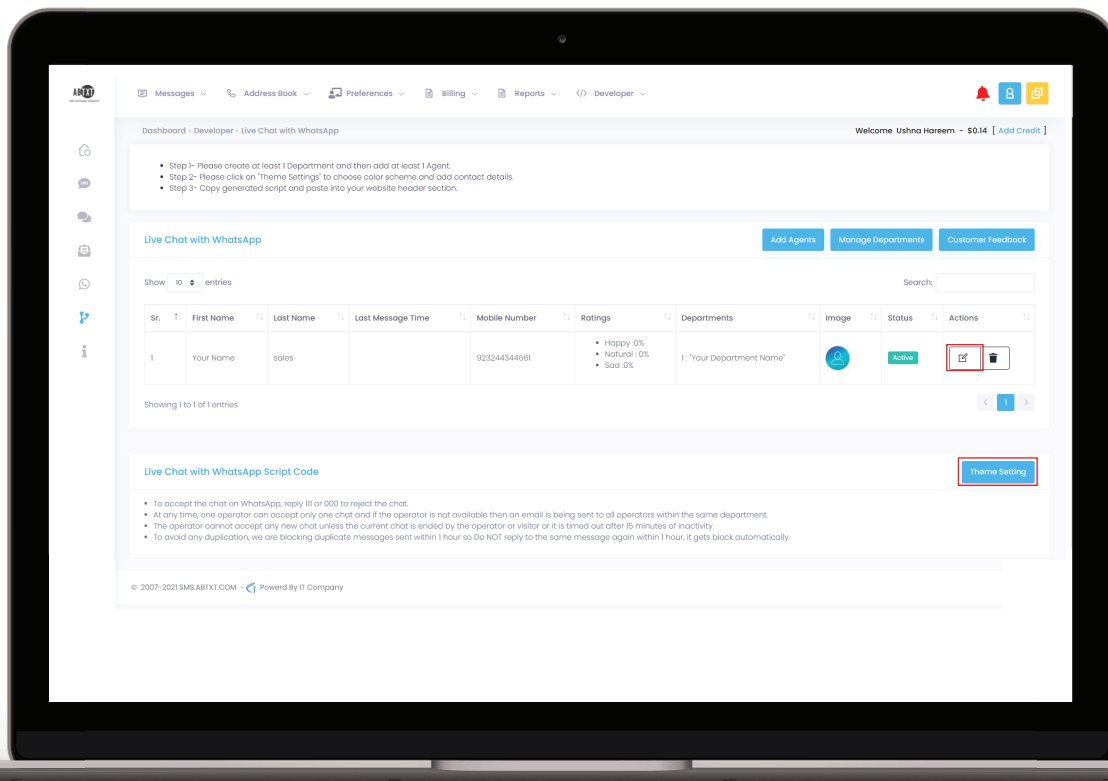


You can write your custom **Greeting Message**.  
Select your **start** and **end time**, also you can  
choose your **agent avatar** as well.  
Dont forget to click **Save**.

# WHATSAPP LIVE CHAT – FREE

9

You can edit the agent's information by clicking on  if you want to, otherwise click on **Theme Settings** to edit your theme layout.



# WHATSAPP LIVE CHAT – FREE

10

Here, add your **Company Name**, or edit your **Theme Layout** background and font colors.

The screenshot shows a web application interface for configuring a live chat theme. The main content area is titled "Live Chat Theme Configuration". It contains several sections:

- Company Details:** A text input field labeled "Company Name" with the placeholder text "Your Company Name".
- Theme Layout:** Two color pickers labeled "Change the background color" and "Change the font color". Below them is a preview of the chat interface with a purple background and white text. The preview shows a chat bubble with the text "Hi I'm Seed, what can I assist you with?" and a button labeled "Live Chat".
- Avatar Design:** A section for uploading an agent avatar. It includes a "Choose File" button and a "No file chosen" message. Below the button, it specifies: "Max image size is 50 KB" and "Max image Width 300PX And Height 300PX".
- Contact Details:** A section for providing contact information. It includes a "Mobile Phone" field with a dropdown menu showing "+92" and a text input field containing "301 2345678". There are also checkboxes for "Hide Mobile" and "Hide Email".
- Submit:** A green button labeled "Submit" at the bottom of the form.

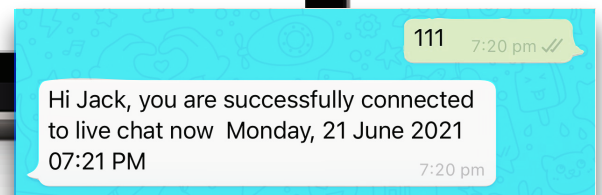
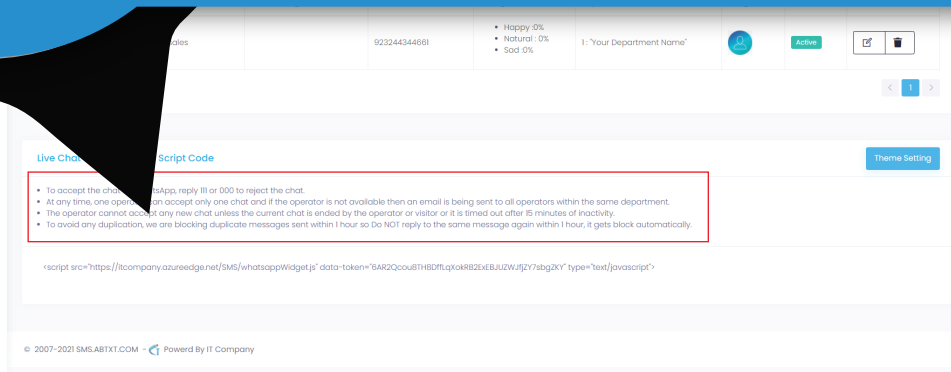
Choose your Avatar Design that will be displayed on the **Live Chat button** of your website or fill out other information. Click **Submit** to save your setting and using the breadcrumbs navigation, go back to **Live Chat with Whatsapp**.

# WHATSAPP LIVE CHAT – FREE

11

To activate your **Live Chat** functionality complete these **4 points**:

- To Accept the chat on WhatsApp, **reply 111** or 000 to reject the chat.
- At any time, one operator can accept only one chat and if the operator is not available then an email is being sent to all operators within the same department.
- The operator cannot accept any new chat unless the current chat is ended by the operator or visitor or it is timed out after 15 minutes of inactivity.
- To avoid any duplication, we are blocking duplicate messages sent within 1 hour so Do NOT reply to the same message again within 1 hour, it gets block automatically.



You will receive this message on your **Whatsapp Number** you have provided earlier.

# WHATSAPP LIVE CHAT – FREE

12

**Copy** the complete code `<script src="...">` which you can see at the end of your page, and **paste** it in text box of your website header editor. Your **Whatsapp Live Chat** will be available for you.

