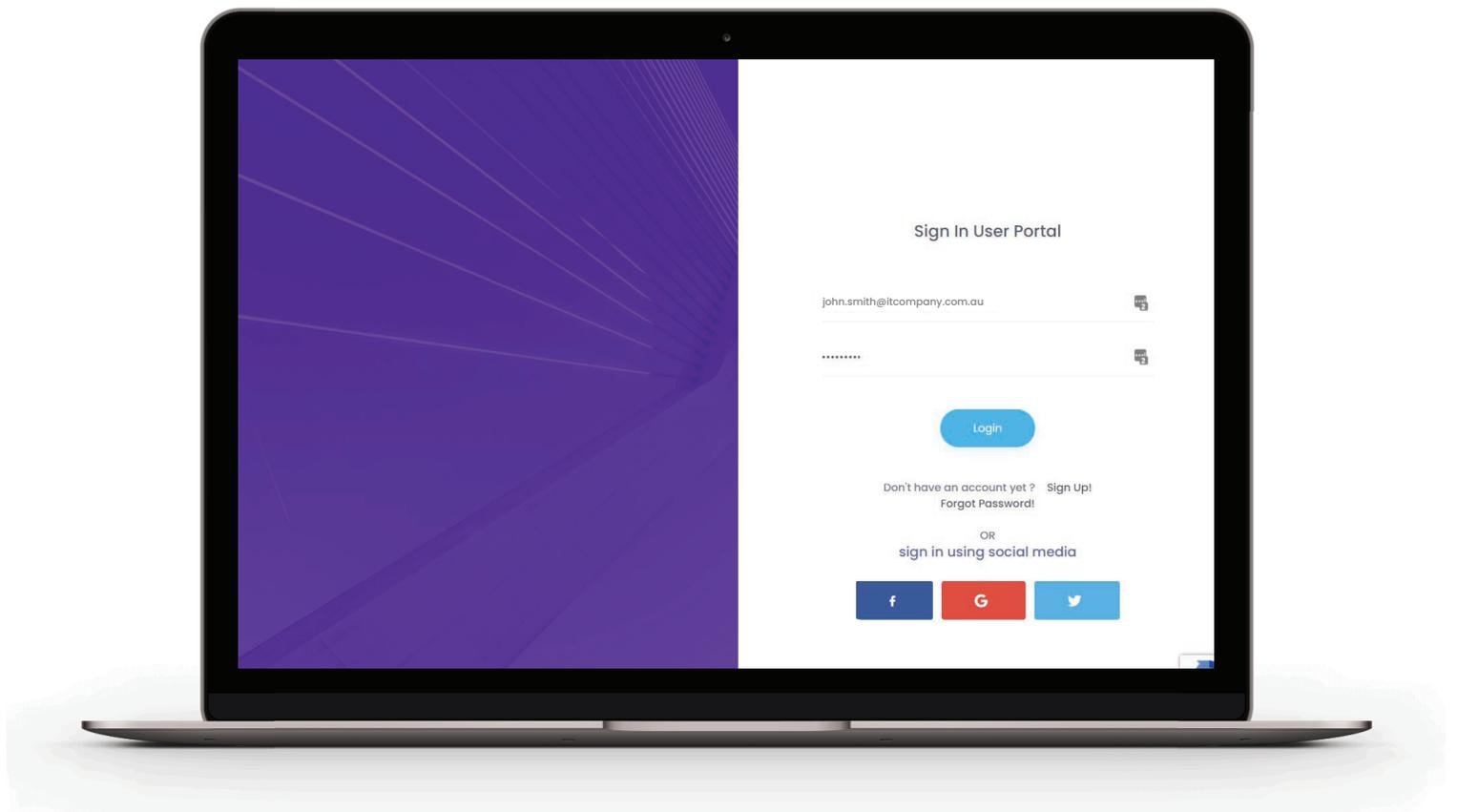


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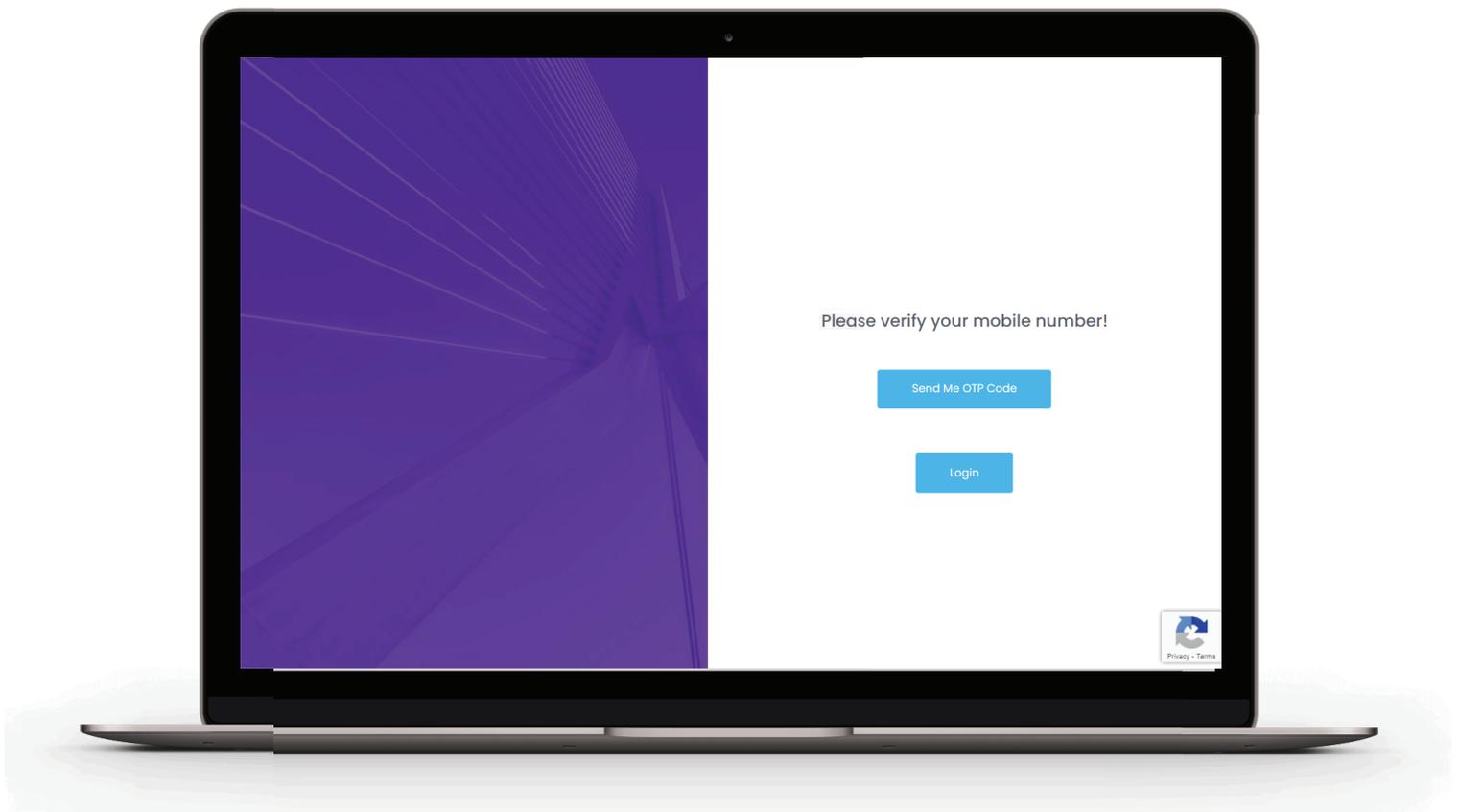
Please enter your **Email Address** and **Password** to login



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2

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



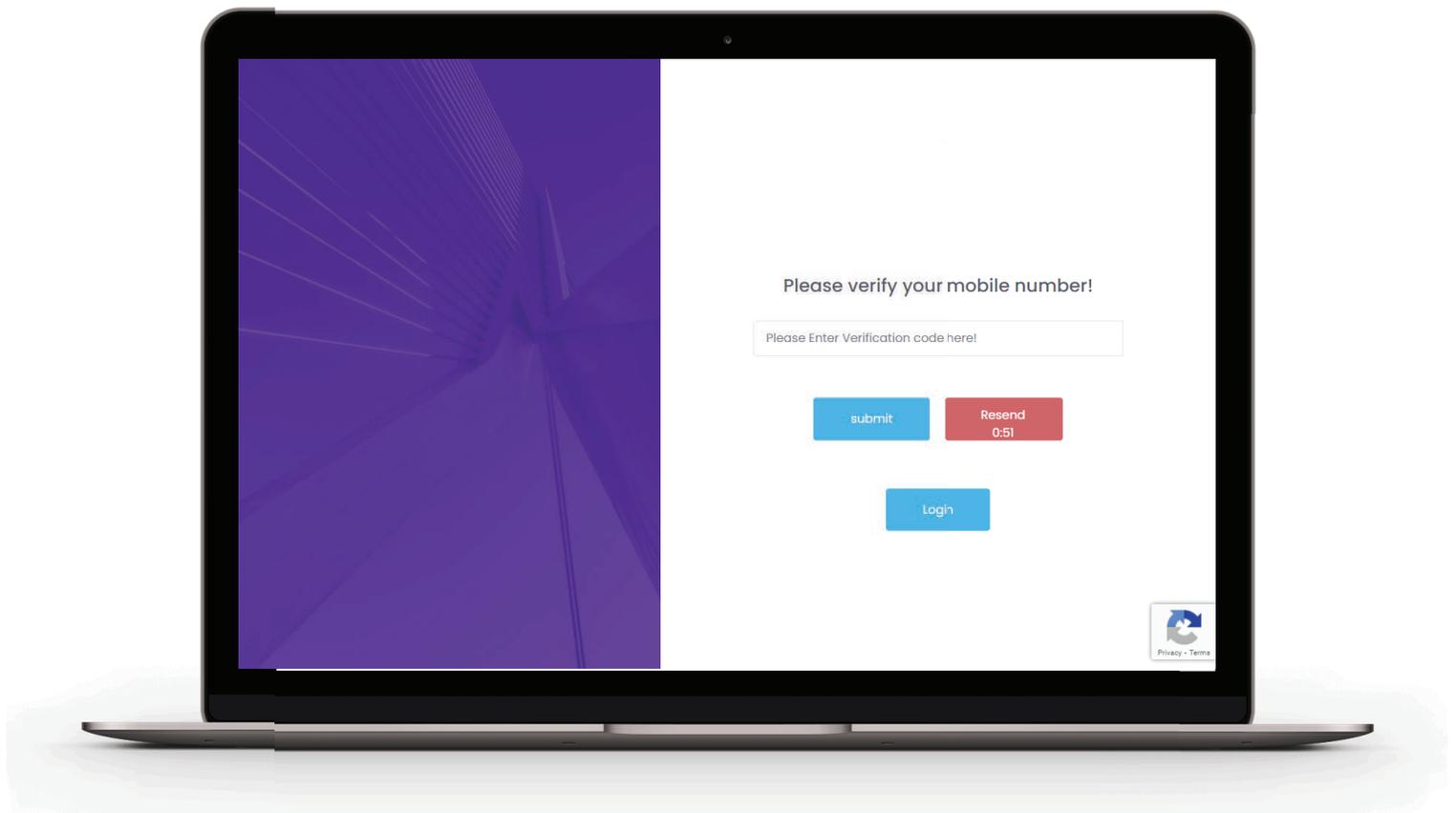
If you do not receive any **OTP code** within 2 minutes, please click **"Retry"**

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3

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

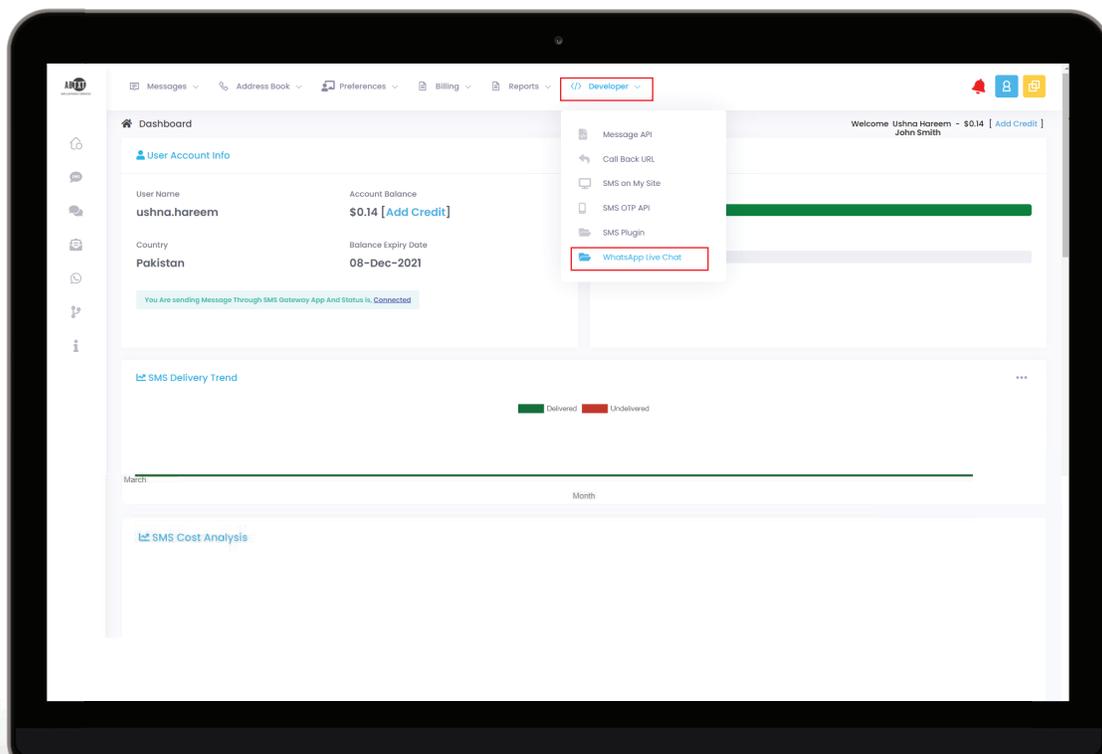
(If you do not receive any OTP code after at least 2 Retries, please contact support or reply to this email)



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4

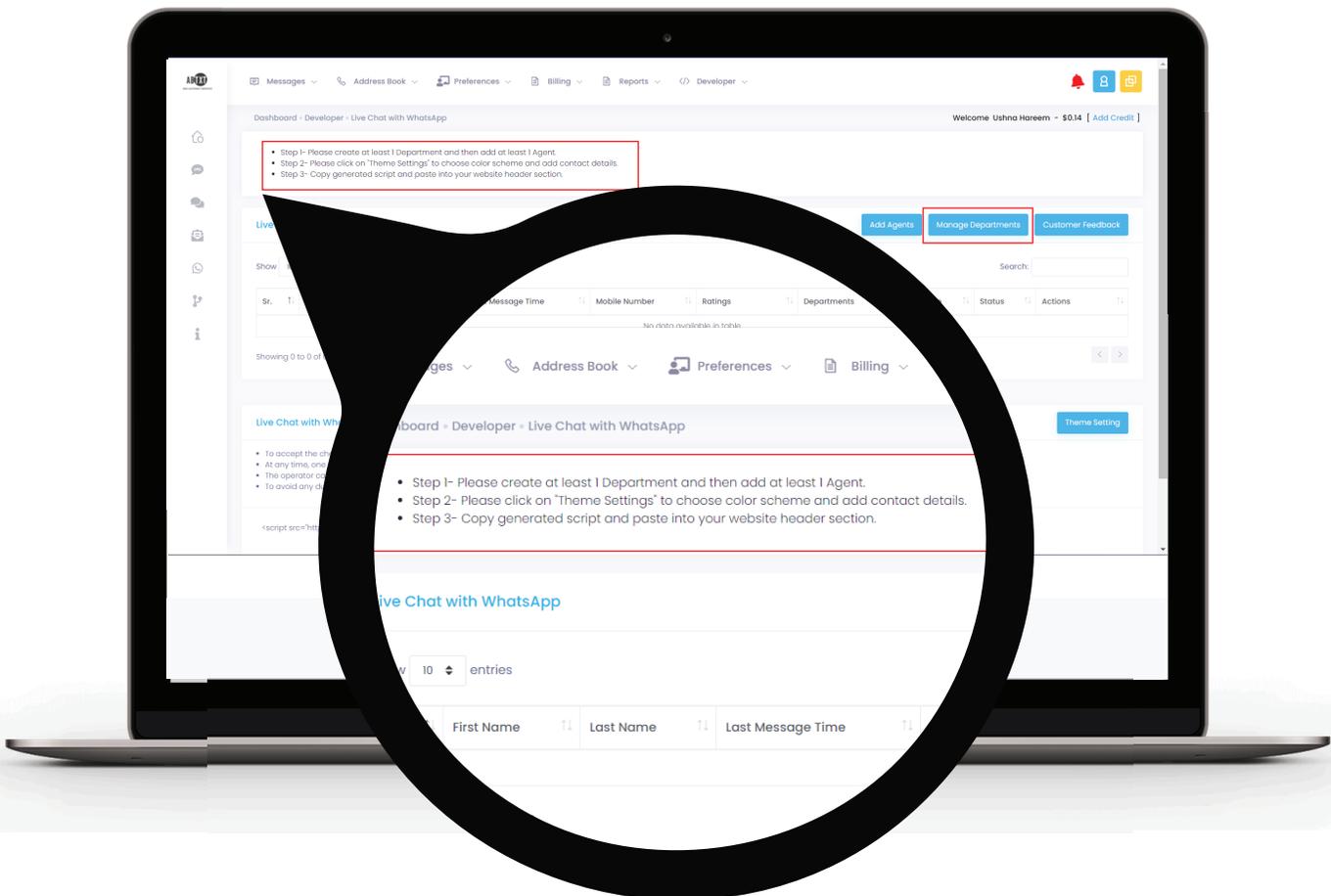
Once the Sign Up on Browser is complete and the user is logged in their account, the user can navigate to **Developers** and then select **Whatsapp Live Chat**.



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5

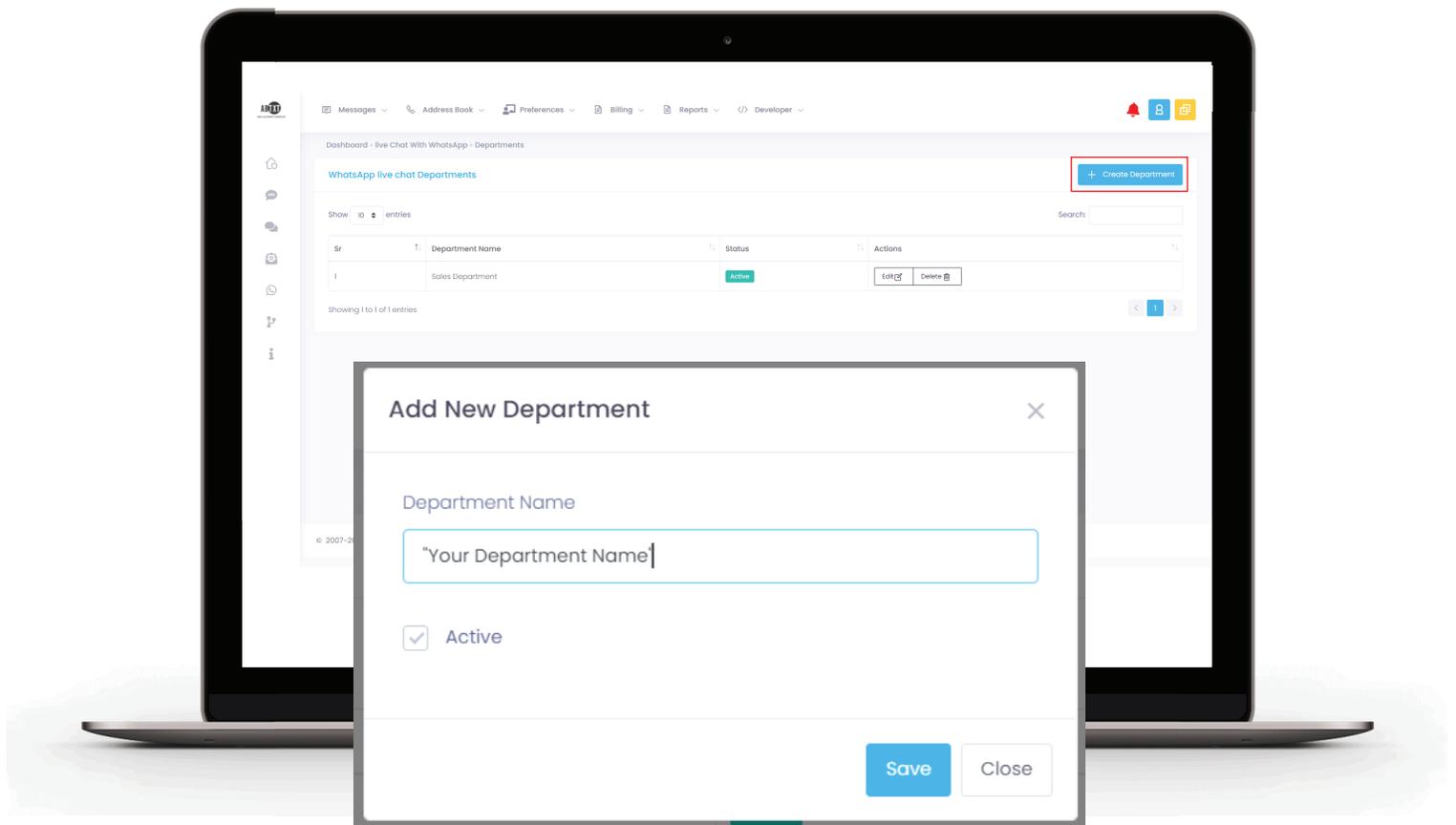
On the next page the user have to add at least **1 Department** and **1 Agent**.
Click on the **Manage Departments**.



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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.

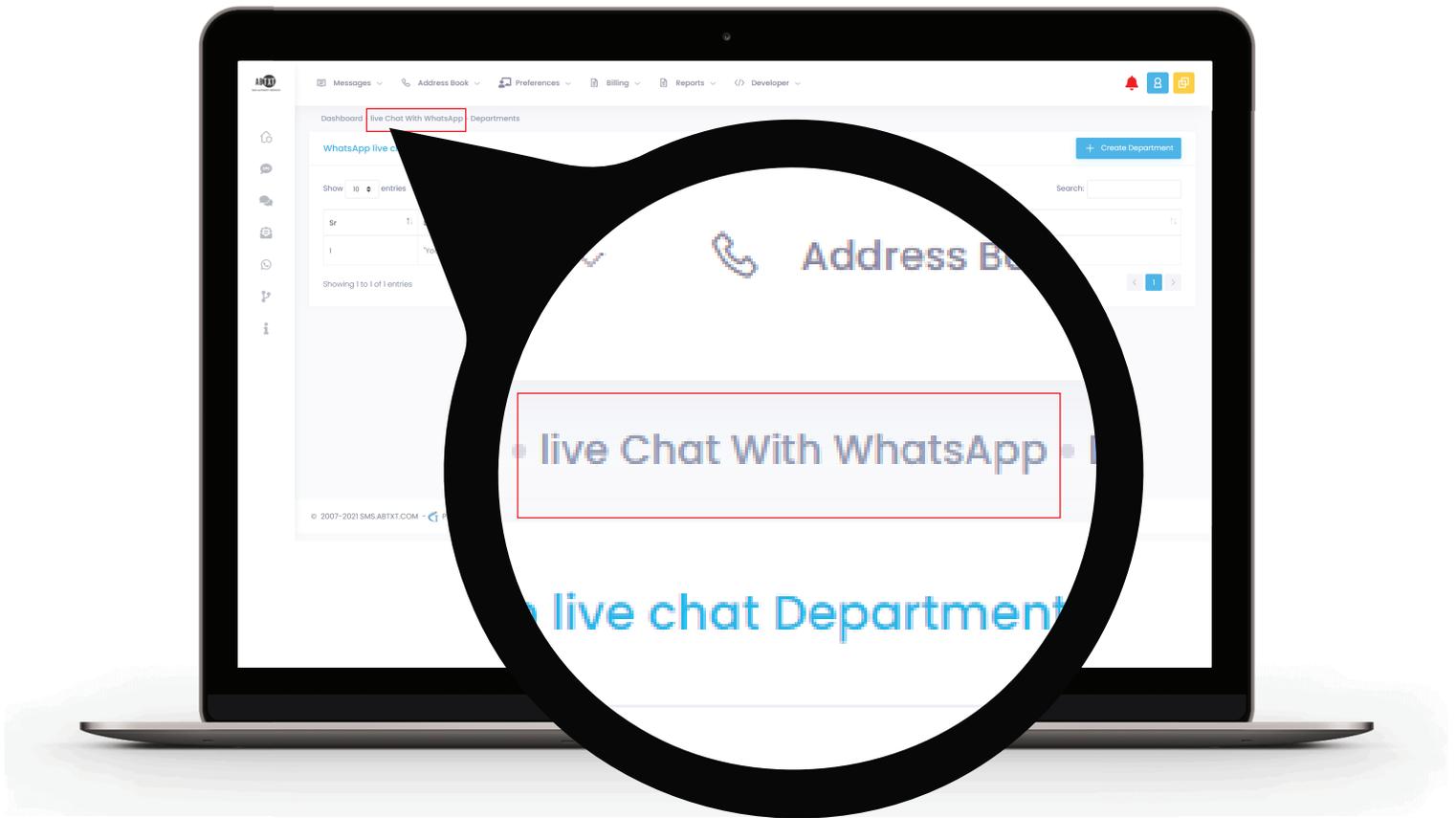
Example

Department Name: **Sales**

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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.



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

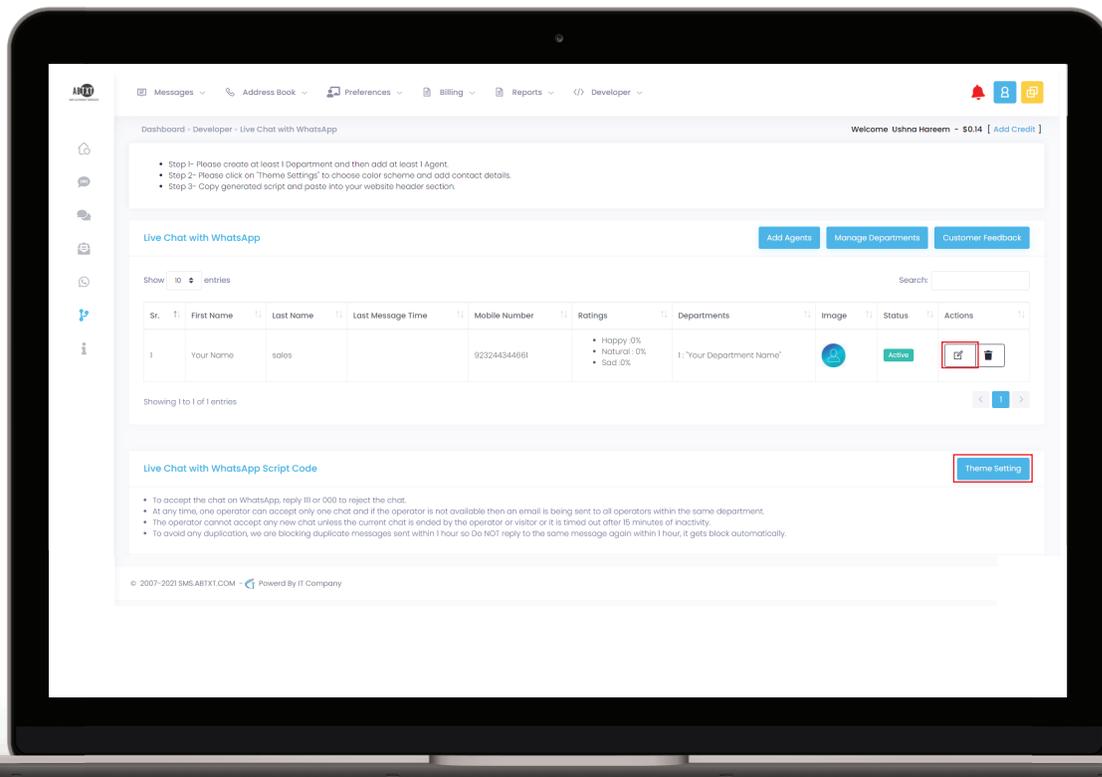
The image shows a laptop displaying a web dashboard for WhatsApp Live Chat. The dashboard includes a navigation menu at the top with options like Messages, Address Book, Preferences, Billing, Reports, and Developer. The main content area has a 'Live Chat with WhatsApp' section with an 'Add Agents' button highlighted in red. Below this is a table with columns for Sr., First Name, Last Name, Last Message Time, Mobile Number, Ratings, Departments, Image, Status, and Action. The table is currently empty, showing 'No data available in table'. A 'Register New Agent' pop-up form is overlaid on the right side of the screen. The form contains the following fields: 'Select Country & Enter Mobile Number' (with a dropdown and a text input), 'First Name' and 'Last Name' (text inputs), 'Email' (text input), 'Greeting Message' (text area with the placeholder 'Thanks for connecting. How can I help you?'), 'Select Departments' (dropdown), 'Start Time' and 'End Time' (text inputs), 'Agent Avatar Upload' (with a 'Choose File' button and a 'No file chosen' message), and an 'Active' checkbox. The form also includes 'Save' and 'Close' buttons at the bottom right.

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**.

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



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

The screenshot displays the 'Live Chat Theme Configuration' page. At the top, there are navigation tabs: Messages, Address Book, Preferences, Billing, Reports, and Developer. The main content area is divided into several sections:

- Company Details:** A text input field for 'Company Name' containing the placeholder text 'Your Company Name'.
- Theme Layout:** Two color pickers labeled 'Change the background color' and 'Change the font color'. A central preview window shows a live chat interface with a purple theme, including a header 'Chat with us?', an agent name, a greeting message, a 'Live Chat' button, and a 'Support Ticket' button.
- Avatar Design:** A section for selecting an avatar, featuring a 'Choose File' button and a 'No file chosen' message. Below it, there are specifications: 'Max image size is 50 KB' and 'Max image Width: 300PX And Height: 300PX'.
- Contact Details:** A 'Mobile Phone' field with a dropdown for country code (set to '+92') and a phone number '301 2345678'. There are checkboxes for 'Hide Mobile' and 'Support Email' (with an empty input field), and a 'Hide Email' checkbox.
- Submit:** A green 'Submit' button at the bottom left.

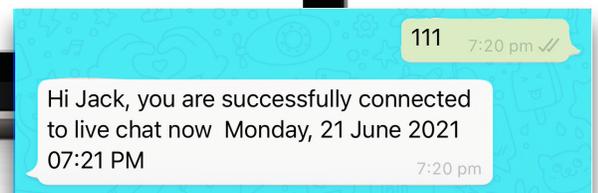
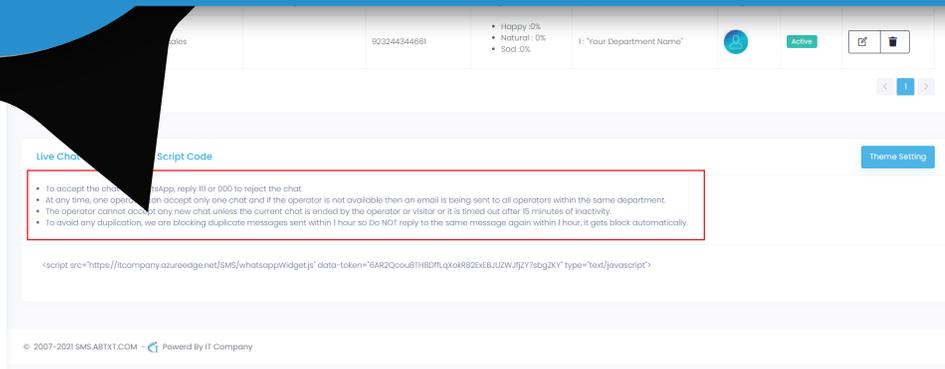
Choose your **Avatar Design** that will be displayed on the **Live Chat button** of your website or fill out other information. Click **Submit** to save your setting and using the breadcrumbs navigation, go back to **Live Chat with Whatsapp**.

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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.

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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.

