



# FME Modules

## WhatsApp Order and Chat Module



WhatsApp Order and  
Chat Module

## PrestaShop Module User Guide



## INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors, and others of the **WhatsApp Orders & Chats** PrestaShop Module. A step by step instruction has been added to this document to help users to install the module on PrestaShop.

As a safe practice always backup your files and database before installing any module on PrestaShop. If you are looking for someone to install the module, we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Once you have installed please see the User Guide to help you understand how to use the module to its full capacity. If you still have questions feel free to contact us on the support platform where you bought this module.

If you have any custom requirements feel free to touch base with us.



# TABLE OF CONTENTS

INTENDED AUDIENCE.....	ii
TABLE OF CONTENTS.....	iii
INSTALLATION INSTRUCTIONS .....	iv
USE CASES .....	iv
USER GUIDE.....	v
HOW TO CONFIGURE MODULE.....	v
GENERAL SETTINGS: .....	v
MESSAGE SETTINGS: .....	vi
CHAT SETTINGS:.....	vii
THEME SELECTION: .....	viii
DISCLAIMER .....	ix
SUPPORT.....	ix
CUSTOMIZATION .....	ix



## INSTALLATION INSTRUCTIONS

1. Log in to **PrestaShop** administration panel, go to **Modules** → Click **Add new module**
2. Select **v1.0.0WhatsappOrder.zip** which you have downloaded and click **Upload this Module**
3. Scroll down and find **WhatsApp Orders & Chats** and click **Install**. You are done
4. **Clear Cache** in **Advance Parameters** → **Performance**

## USE CASES

### **Quick & Convenient Ordering for Customers**

Many customers prefer a simple and fast ordering process without going through lengthy checkout steps. This module allows them to place orders directly through WhatsApp, reducing cart abandonment and improving the shopping experience, especially for mobile users.

### **Instant Customer Support & Assistance**

Customers often have questions about products, shipping, or order status before making a purchase. With the WhatsApp chat feature, store owners can provide real-time assistance, answer queries instantly, and build trust, leading to higher conversion rates.

### **Personalized Orders & Custom Requests**

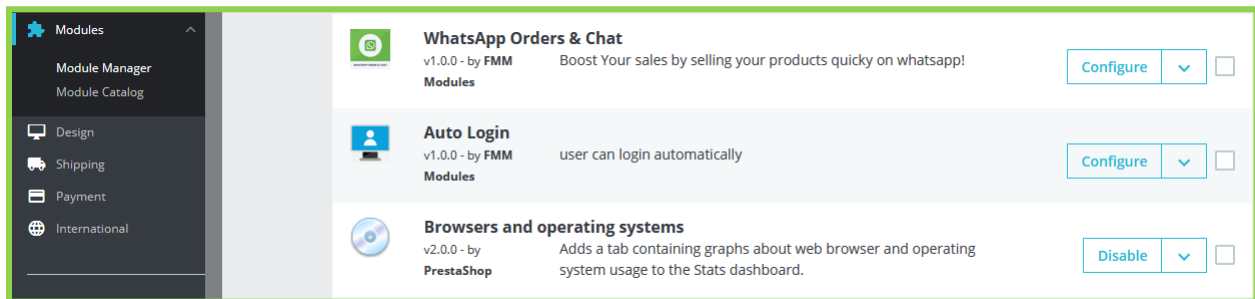
Some products require customization or additional discussions before finalizing the order. This module enables customers to communicate directly with the store, request modifications, negotiate bulk purchases, or get personalized recommendations before completing their order via WhatsApp.



## USER GUIDE

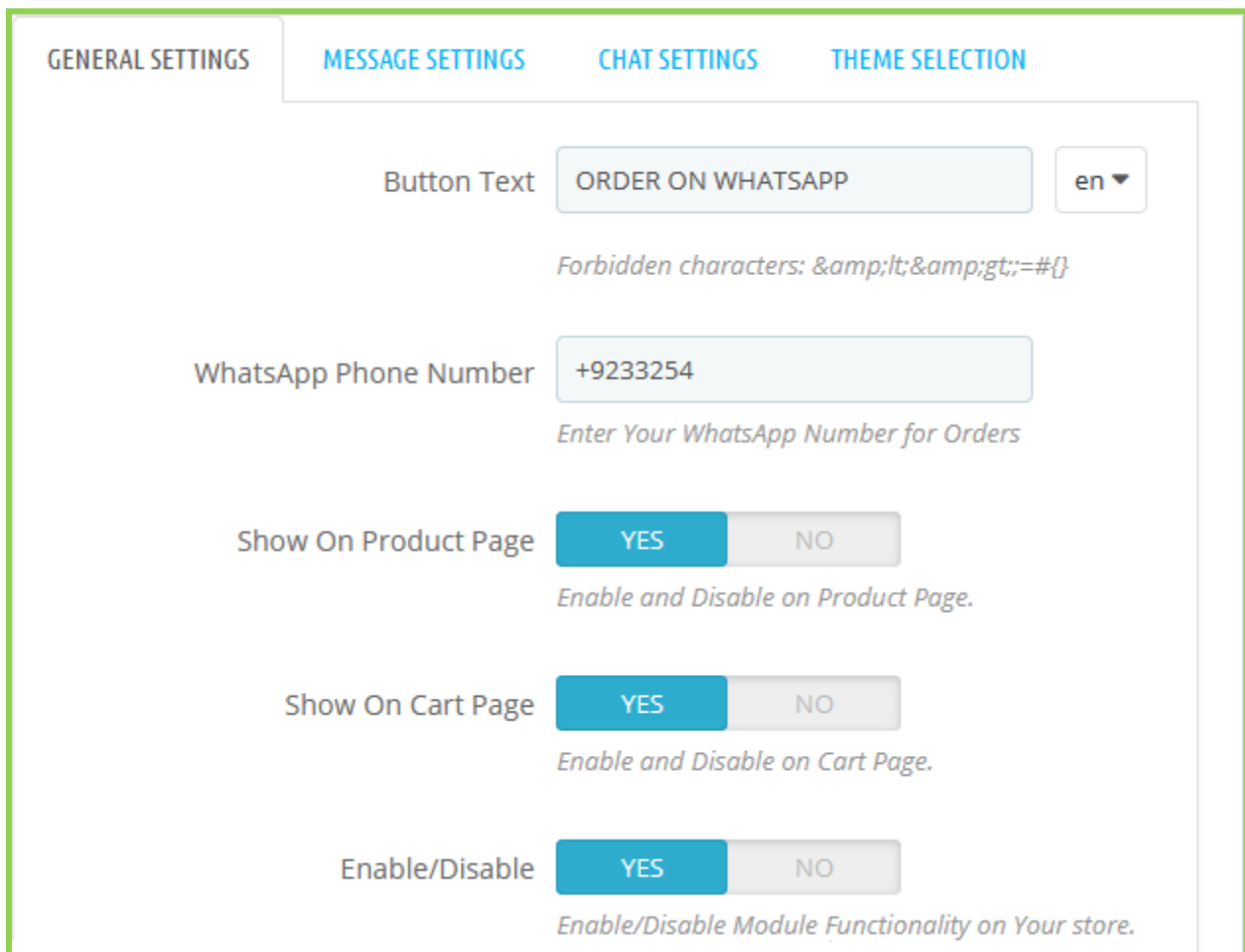
### HOW TO CONFIGURE MODULE

At the back office, go to **Modules > Module Manager > WhatsApp Orders & Chat**. Here you will find all the module configurations.



### GENERAL SETTINGS:

Admin can configure the general settings from here.





- **Button Text:** Option to edit the button text.
- **WhatsApp Phone Number:** Add the number where the orders will be received.
- **Show on Product Page:** Enable to show order option on product page
- **Show on Cart Page:** Enable to show on cart page
- **Enable / Disable:** Option to Enable or Disable the Module's functionality on the store.

### MESSAGE SETTINGS:

Admin can create the message template, using different variables for the users in multiple languages

GENERAL SETTINGS
MESSAGE SETTINGS
CHAT SETTINGS
THEME SELECTION

Message template

Hello {shop\_name},

I would like to purchase the following products from {shop\_url}:

{products\_ordered}

Here are my contact details:  
 First name: {customer\_first\_name}  
 Last name: {customer\_last\_name}

|

My order has the id {order\_id} and has been placed on {order\_timestamp}

Thank you :)

en ▼

Enter the text message content which will be sent to the customer via WhatsApp while order is placed.  
 Create Your Own template using the following variables:

{customer\_first\_name} {customer\_last\_name} {email} {customer\_country} {customer\_state}  
 {customer\_city} {customer\_address} {customer\_mobile\_number} {admin\_mobile\_number}  
 {products\_ordered} {order\_total} {order\_id} {order\_reference} {order\_timestamp}  
 {shop\_name} {shop\_url}



## CHAT SETTINGS:

Admin can configure the chat settings from here.

The screenshot shows the 'CHAT SETTINGS' tab in a configuration interface. It includes several settings: 'Enable/Disable' with a toggle set to 'YES'; 'Phone Number' with a text input field containing '+923459016286'; 'Message' with a text input field containing 'This message can be changed from backoffice!' and a language dropdown set to 'en'; 'Chat popup Message' with a text input field containing 'Change this message from Backoffice!' and a language dropdown set to 'en'; 'Chat popup Message' with a color picker set to '#b6b1'; 'Background Color' with a color picker set to '#0013'; and 'Chat Position' with radio buttons for 'Show chat wedget on Right Bottom' and 'Show chat wedget on left Bottom', with the latter selected. Each setting has a descriptive subtitle below it.

- **Enable / Disable**
- **Phone Number:** Enter your whatsapp number
- **Message:** Admin can edit the message from here to change the default one.
- **Chat Popup Message:** Text display on the popup can be changed from here.
- **Chat Popup Message Header Color:** Header color of the popup can be changed.



- **Background Color**
- **Chat Position:** Option to change the position of the Chat widget, either on left side or right side of the page.

### THEME SELECTION:

Option of multiple theme selection for order. There are two options multistep checkout or single step checkout.

The screenshot shows a settings panel with four tabs: GENERAL SETTINGS, MESSAGE SETTINGS, CHAT SETTINGS, and THEME SELECTION. The 'THEME SELECTION' tab is active and highlighted with a dashed border. Below the tabs, the 'Theme Selection' section contains two radio button options: 'Multistep Checkout' (which is selected) and 'Single Step Checout'. A note below the options states: 'Multistep Checkout works on prestashop 1.7.'



## DISCLAIMER

It is highly recommended to backup your server files and database before installing this module.

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.**

## SUPPORT

If you need more information or have any questions or problems, please refer to our support helpdesk:

You can log a ticket and a support technician can assist you further.

## CUSTOMIZATION

If you have requirements that are not covered by our module and you need to have our module customized, feel free to contact us through support helpdesk.