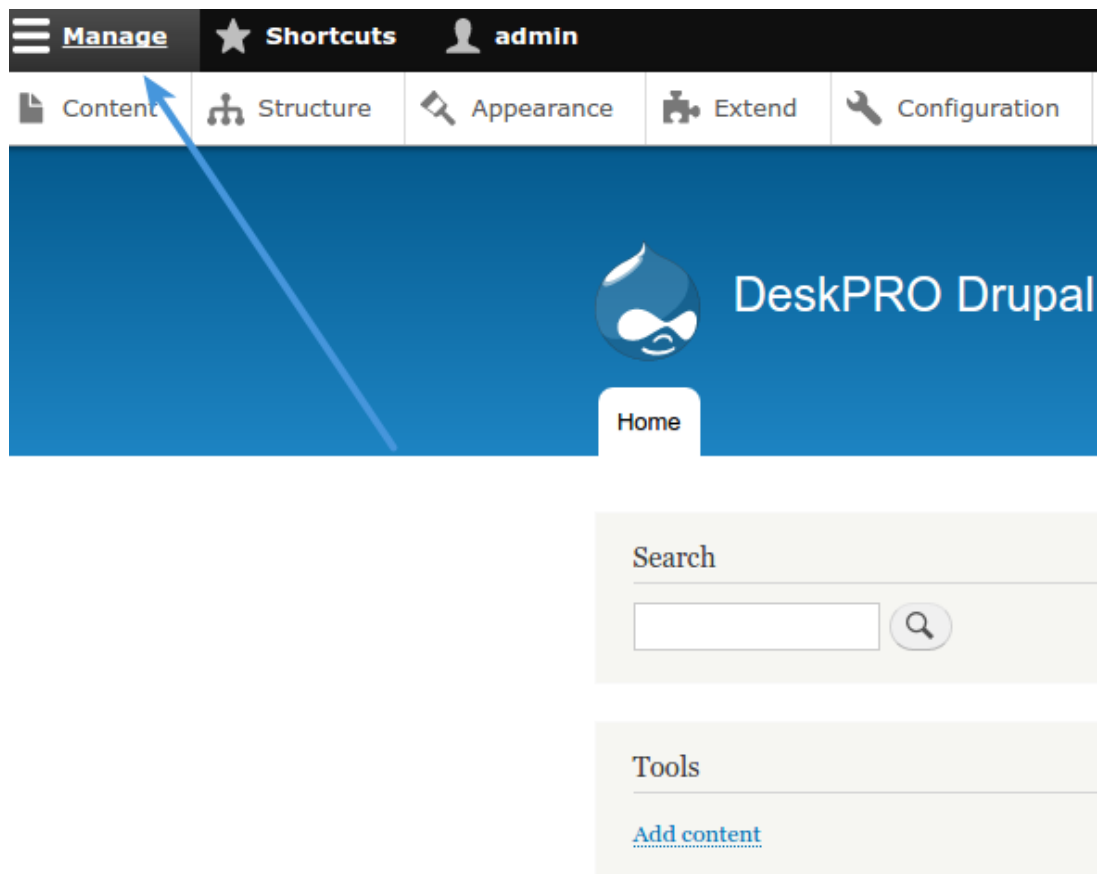


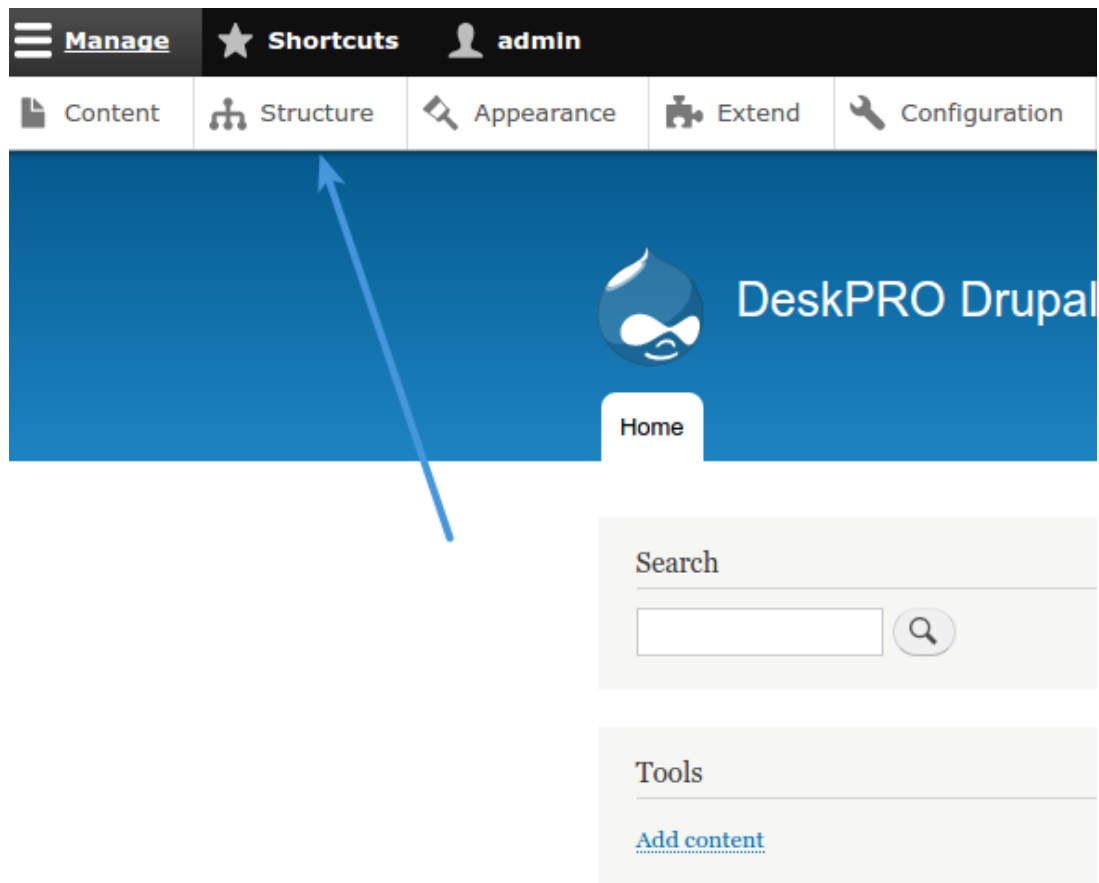
How do I install the chat widget in Drupal?

Lauren Cumming - 2023-08-16 - Kommentare (0) - Using Deskpro

1. Login into your Drupal account as an administrator.
2. Open the '**Manage**' menu.



3. Then click on the '**Structure**' section.



4. Now you need to create a custom block with the widget code. Select '**Block Layout**' from the menu.

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[Content](#) [Structure](#) [Appearance](#) [Extend](#) [Configure](#)

Structure

[Home](#) » [Administration](#)

- **Block layout**
Configure what block content appears in your site's sidebars and other regions
- **Comment types**
Manage form and displays settings of comments.
- **Contact forms**
Create and manage contact forms.
- **Content types**
Create and manage fields, forms, and display settings for your content

5. Now click on the 'Custom block library' tab and hit "Add custom block".

The screenshot shows the 'Custom block library' page in a web application. At the top is a navigation bar with 'Back to site', 'Manage', 'Shortcuts', and a user profile 'admin'. Below this is a secondary navigation bar with 'Content', 'Structure', 'Appearance', 'Extend', and 'Config'. The main header area contains 'Custom block library' with a star icon. Two tabs are visible: 'Block layout' and 'Custom block library', with the latter being active. Below the tabs are two sub-tabs: 'Blocks' and 'Block types'. A breadcrumb trail reads 'Home » Administration » Structure » Block layout'. A text line states 'Blocks in the block library belong to Custom block types, each with its own f'. A blue arrow points from the 'Custom block library' tab to the '+ Add custom block' button. Another blue arrow points from the text 'Custom block types' to the same button. Below the button are two input fields: 'Block description' (empty) and 'Block type' (set to '- Any -'). An 'Apply' button is positioned below these fields. At the bottom, a section titled 'BLOCK DESCRIPTION' is visible.

Back to site Manage Shortcuts admin

Content Structure Appearance Extend Config

Custom block library ☆

Block layout Custom block library

Blocks Block types

Home » Administration » Structure » Block layout

Blocks in the block library belong to Custom block types, each with its own f

+ Add custom block

Block description Block type

- Any -

Apply

BLOCK DESCRIPTION

6. Type a description such as "DeskproWidget" into the new block. Then switch the text format to "**Full HTML**" and start editing the source by clicking "**Source**".

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Content Structure Appearance Extend Configuration People

Add custom block ☆

Home

Block description *

A brief description of your block.

Body

B *I* S x^2 x_2 I_x
↻ ↻
≡ ≡
” ” ”
🖼️ 📊 📋
Format

📄

🔗 Source

Text format **Full HTML**

7. Copy and paste the chat widget code from Deskpro under **Admin > Chat > Site Widget & Chat**.

+

Add widget & chat to your site
Get instructions and help on how to add the widget to your website

^

Embed code

```
<!--DESKPRO_WIDGET_LOADER::BEGIN--><script type="text/javascript">window.DESKPRO_WID
```

COPY

Manually installing the widget

Install widget in a CMS

8. Copy and paste this into the Body in Drupal and press Save.

9. Go back to "**Block Layout**" and click the "**Place Block**" button, on the row titled '**Header**'.

The screenshot shows the Drupal administration interface for the 'Block layout' configuration page. The top navigation bar includes 'Back to site', 'Manage', 'Shortcuts', and a user profile 'admin'. Below this is a secondary navigation bar with tabs for 'Content', 'Structure', 'Appearance', 'Extend', and 'Configuration'. The main heading is 'Block layout' with a star icon. Two tabs are visible: 'Block layout' (active) and 'Custom block library'. Below the tabs, the theme 'Bartik' is selected, with 'Seven' also listed. A blue arrow points from the 'Block layout' tab to the 'Block layout' section. The breadcrumb trail is 'Home » Administration » Structure'. The text states: 'Block placement is specific to each theme on your site. Changes will not be s'. Below this is a link 'Demonstrate block regions (Bartik)'. The main content area lists block regions: 'BLOCK', 'Header' (with a 'Place block' button), 'DeskproWidget', 'Site branding', 'Primary menu' (with a 'Place block' button), 'Main navigation', and 'Secondary menu' (with a 'Place block' button). A blue arrow points from the 'Demonstrate block regions (Bartik)' link to the 'Header' region.

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[Content](#) [Structure](#) [Appearance](#) [Extend](#) [Configuration](#)

Block layout

[Block layout](#) [Custom block library](#)

[Bartik](#) [Seven](#)

[Home](#) » [Administration](#) » [Structure](#)

Block placement is specific to each theme on your site. Changes will not be s

[Demonstrate block regions \(Bartik\)](#)

BLOCK

Header [Place block](#)

DeskproWidget

Site branding

Primary menu [Place block](#)

Main navigation

Secondary menu [Place block](#)

10. Filter the blocks by the description you typed earlier and click "**Place Block**" under 'Operations'. This will embed the chat widget on your site.

People

Reports

Help

Place block

×

+ Add custom block

DeskPRO

BLOCK	CATEGORY	OPERATIONS
DeskPROWidget	Custom	<div>Place block</div>

EGORY

REGION

+ Add custom block

DeskPRO

BLOCK

CATEGORY

OPERATIONS

DeskPROWidget

Custom

Place block