How do I install the Messenger widget in Wordpress?

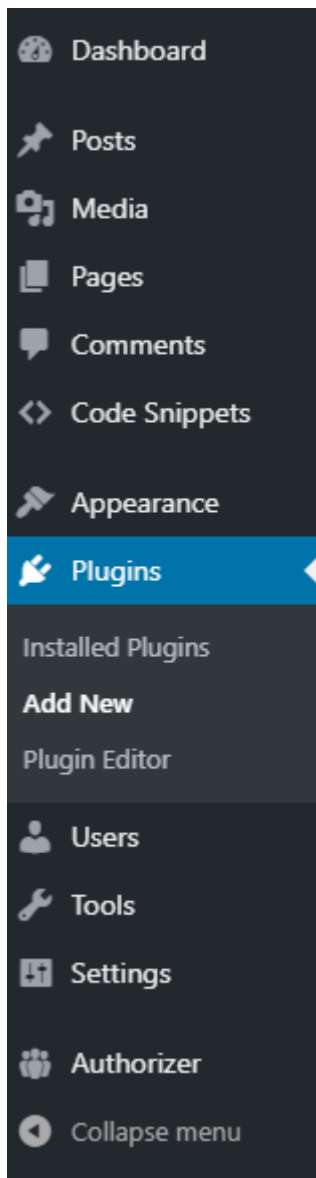Lauren Cumming - 2023-05-25 - Comments (0) - Deskpro Legacy

There are two options for embedding the Messenger widget onto your Wordpress site.

Option 1 requires an external plugin but means you don't have to add the code each time your Wordpress theme is updated.

Option 2 does not require any extra plugins, but the embed code must be re-added each time your Wordpress theme is updated.

Option 1

1. Log in to your Wordpress Admin Interface

2. Go to **Plugins > Add New** and search for a plugin that allows you to insert code into the footer of your theme. In this example, we have installed the 'Insert Headers and Footers' plugin by 'WPBeginner'. We are not affiliated with the developer of this plugin and are not responsible for any changes in functionality, security, or price. Add the plugin to your site and activate it after it has been installed.

3. In the Messenger Setup in Deskpro (**Admin > User Interface > Messenger Setup > Add widget and chat to your site**), make sure your Wordpress site's domain is added to the whitelist and save the settings. This should include the 'https://' at the start of the URL. Do not include the '/' at the end of the URL.

4. Copy the Messenger widget embed code from Deskpro: **Admin > User Interface > Messenger Setup > Add widget and chat to your site.**

5. In Wordpress, go to **Settings > Insert Headers and Footers** and paste the embed code into the '**Scripts in Footer**' and save.

Option 2

1. Log in to your Wordpress Admin Interface

2. Find **Appearance > Editor** in left navigation menu.

3. To the right of the editor's area find the **"Theme Footer"** template

4. Ensure this file is writable on your filesystem.

5. Copy the Messenger widget embed code from Deskpro: **Admin > User Interface > Messenger Setup > Add widget and chat to your site**

6. Insert this embed code in Wordpress before the closing **"</body>"** tag and save.

Edit Themes

Micro: Theme Footer (footer.php)

Select theme to edit: Micro ▾ [Select]

Selected file content:

Appearance

Themes
Customise
Widgets
Menus
Header
Background
Theme Editor

Plugins
Users
Tools
Settings
Authorizer
Collapse menu

```php
 1  <?php
 2  /**
 3   * The template for displaying the footer.
 4   *
 5   * Contains the closing of the #content div and all content after.
 6   *
 7   * @link https://developer.wordpress.org/themes/basics/template-files/#template-partials
 8   *
 9   * @package Micro
10   */
11
12  ?>
13
14      </div><!-- #content -->
15
16      <footer id="colophon" class="site-footer section-fullwidth">
17          <div class="row">
18              <div class="columns small-12">
19                  <div class="site-info">
20                      <a href="<?php echo esc_url( __( 'https://wordpress.org/', 'micro' ) ); ?>"><?php printf(
    esc_html__( 'Proudly powered by %s', 'micro' ), 'WordPress' ); ?></a>
21                      <span class="sep"> | </span>
22                      <?php printf( esc_html__( 'Theme: %1$s, developed by %2$s.', 'micro' ), 'micro', '<a
    href="http://devrix.com">DevriX</a>' ); ?>
23                  </div><!-- .site-info -->
24              </div><!-- .small-12 -->
25          </div><!-- .row -->
26      </footer><!-- #colophon -->
27  </div><!-- #page -->
28
29  <?php wp_footer(); ?>
30  <!--DESKPRO_WIDGET_LOADER::BEGIN-->
31  <script type="text/javascript">
32      window.DESKPRO_MESSENGER_ASSET_URL = "https://assets-us1-demo-
    cloud.deskpro.com/assets/49637/pub/build/messenger";
33      window.DESKPRO_MESSENGER_OPTIONS = {
34          language: {
35              id: "1",
36              locale: "en-US"
37          },
38          helpdeskURL:
39          baseUrl: "https://assets-us1-demo-cloud.deskpro.com/assets/49637/pub/build/messenger",
40      }
41  </script>
42  <script id="dp-messenger-loader" src="https://assets-us1-demo-
    cloud.deskpro.com/assets/49637/pub/build/messenger/loader.js"></script>
43  <!--DESKPRO_WIDGET_LOADER::END-->
44  </body>
45  </html>
46
```
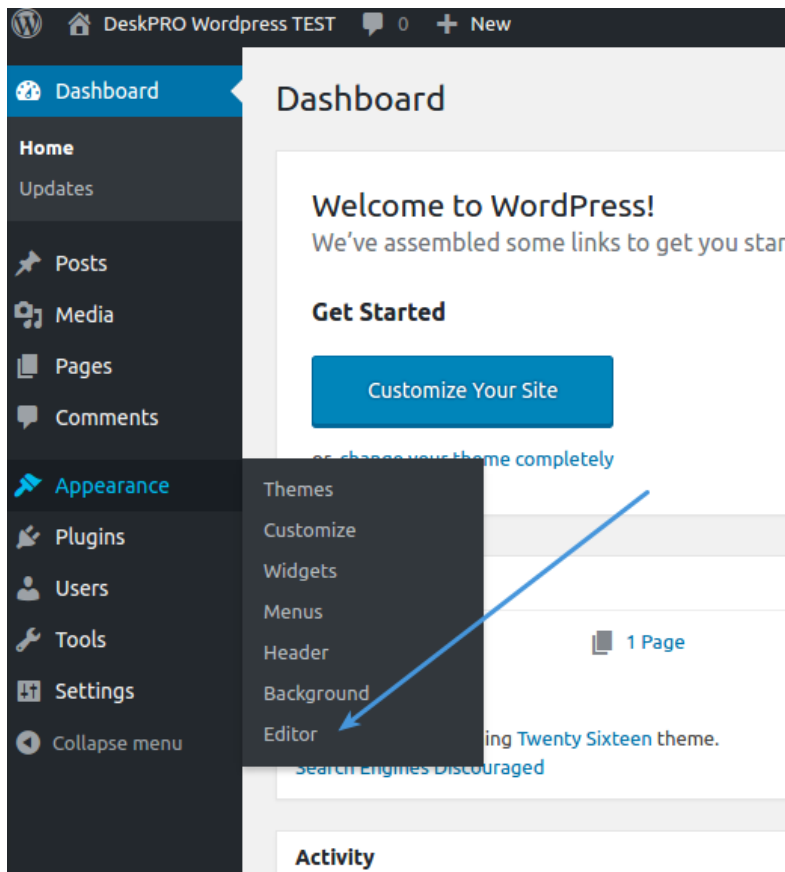
Theme Files

Stylesheet
(style.css)

Theme Functions
(functions.php)

assets ▶

Gulpfile.js

scripts.js

package.json

404 Template
(404.php)

Archives
(archive.php)

Comments
(comments.php)

Theme Footer
(footer.php)

Theme Header
(header.php)

inc ▶

Main Index Template
(index.php)

Single Page
(page.php)

Search Results
(search.php)

Sidebar
(sidebar.php)

Single Post
(single.php)

template-parts ▶

templates ▶

changelog.txt

languages ▶

readme.txt