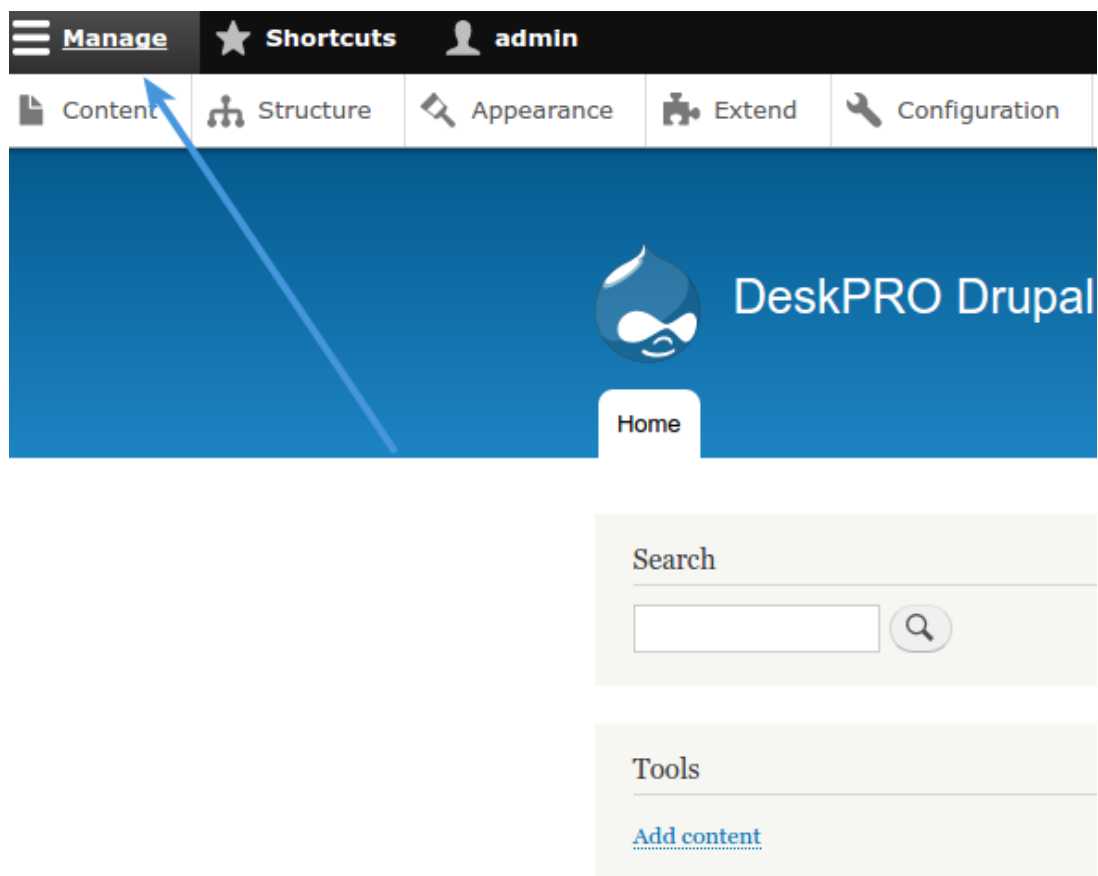


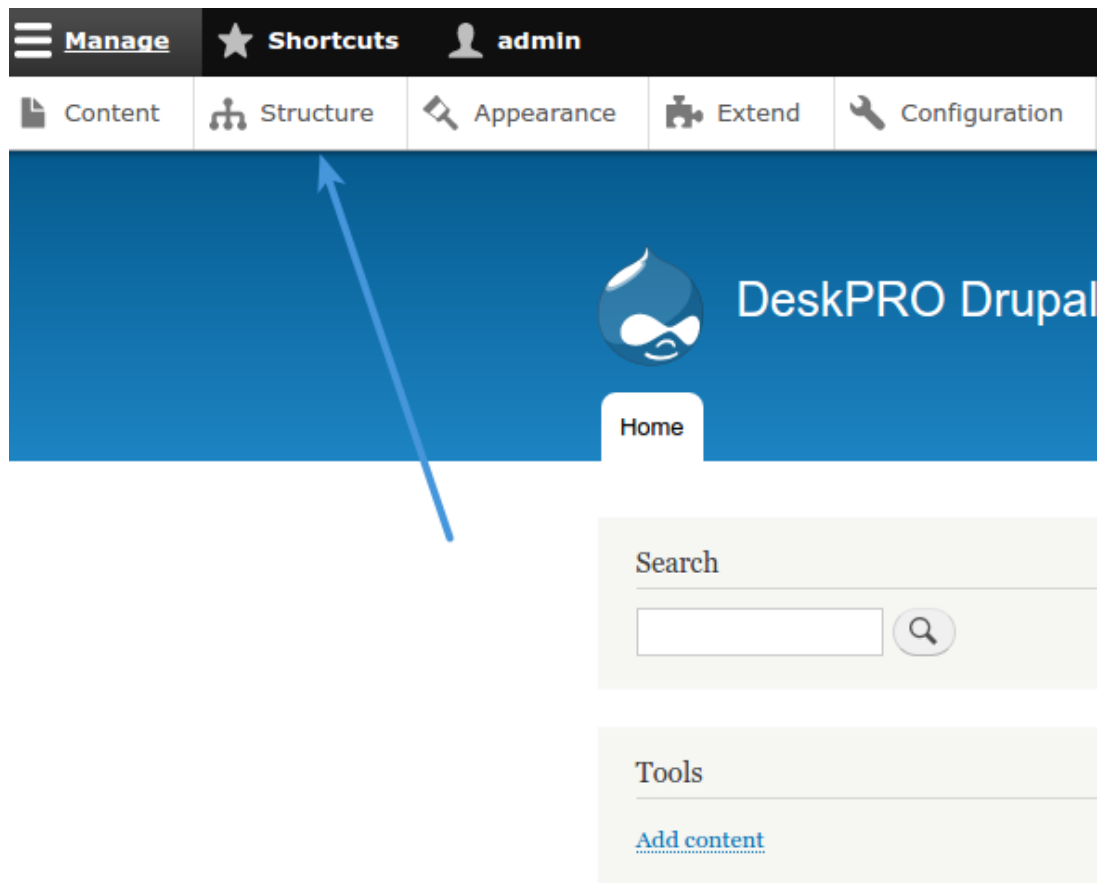
How do I install the chat widget in Drupal?

Lauren Cumming - 2023-08-16 - (0) megjegyzés - 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.

[Back to site](#) [Manage](#) [Shortcuts](#) [admin](#)

[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 partially 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**".

Back to site Manage Shortcuts admin

Content Structure Appearance Extend Configuration People

Add custom block ☆

Home

Block description *

A brief description of your block.

Body

B I S x² x₂ I_x [Link] [Unlink] [List] [List] [Quote] [Image] [Table] [Table] [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. At the top, there is a navigation bar with links: 'Back to site', 'Manage', 'Shortcuts', and a user profile 'admin'. Below this is a secondary navigation bar with tabs: 'Content', 'Structure', 'Appearance', 'Extend', and 'Configuration'. The main heading is 'Block layout' with a star icon. Below the heading are two tabs: 'Block layout' (active) and 'Custom block library'. Under the 'Block layout' tab, there are two sub-tabs: 'Bartik' (active) and 'Seven'. A blue arrow points from the 'Seven' sub-tab to the 'Block layout' tab. Below the sub-tabs, there is a breadcrumb trail: 'Home » Administration » Structure'. A text block states: 'Block placement is specific to each theme on your site. Changes will not be saved until you click the Save button.' Below this is a link: 'Demonstrate block regions (Bartik)'. The main content area is divided into sections for different block regions. The first section is 'BLOCK' with a blue arrow pointing to it. Below this is the 'Header' section, which contains a 'Place block' button. Below the 'Header' section are two blocks: 'DeskproWidget' and 'Site branding'. The next section is 'Primary menu', which contains a 'Place block' button. Below the 'Primary menu' section is a block: 'Main navigation'. The final section is 'Secondary menu', which contains a 'Place block' button.

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 saved until you click the Save button.

[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