

How do I install the Messenger widget in Wordpress?

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

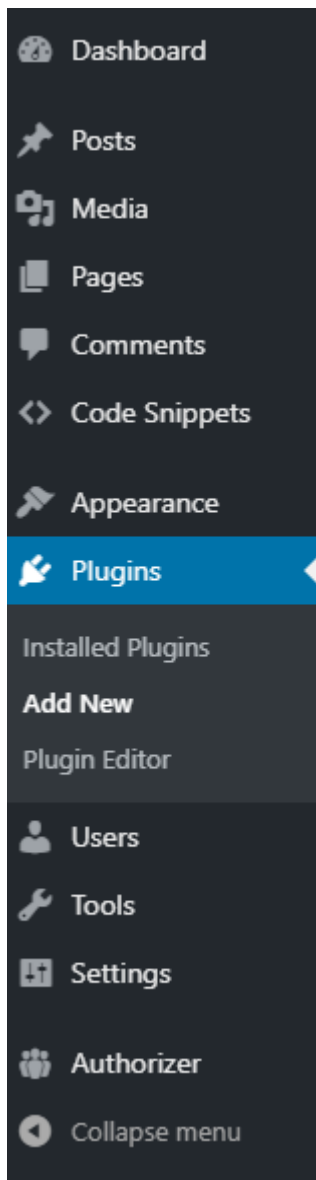
There are two options for embedding the Messenger widget onto your Wordpress site.

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.**

Admin Dashboard

Setup

Agents

Tickets

Emails

CRM

User Interface

*Stanley

Setup

Knowledgebase

News

Downloads

Community

Helpcenter

Messenger setup

Ticket Form Widget

Chat

Voice

Apps

Tasks

Site Widget & Chat

WIDGET SETTINGS

CHAT SETTINGS

PROACTIVE CHAT SETTINGS

TICKET SETTINGS

ADD WIDGET & CHAT TO YOUR SITE

Embed code

<!--DESKPRO_WIDGET_LOADER::BEGIN-->
<script type="text/javascript">
 window.DESKPRO_MESSENGER_ASSET_URL = "https://assets-us1-demo-cloud.deskpro.com/assets/49637/pub/build/messenger";
 window.DESKPRO_MESSENGER_OPTIONS = {
 language: {

Copy

Show the widget on the portal.

When disabled, the widget won't show on the helpdesk itself (i.e. it only shows on your own website).

MANUALLY INSTALLINSTALL IN A CMS

Copy the code

Set up your widget then copy the embed code above.

Paste on your site

Place the embed code in the >head< section of your website.

Get started.

Save the changes and users can start using the widget!

JWT SECRET:

DOMAIN WHITELIST

FOR SECURITY REASONS, YOU MUST SPECIFY THE DOMAINS YOU WILL USE THE MESSENGER ON:

Save

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

Media
Pages
Comments
Code Snippets
Appearance
Plugins
Users
Tools
Settings
General
Writing
Reading
Discussion
Media
Permalinks
Privacy
Akismet Anti-Spam
Insert Headers and Footers
Yubikey
Authorizer
Collapse menu

Insert Headers and Footers » Settings

Settings

Scripts in Header

These scripts will be printed in the `<head>` section.

Scripts in body

These scripts will be printed just below the opening `<body>` tag.

Scripts in Footer

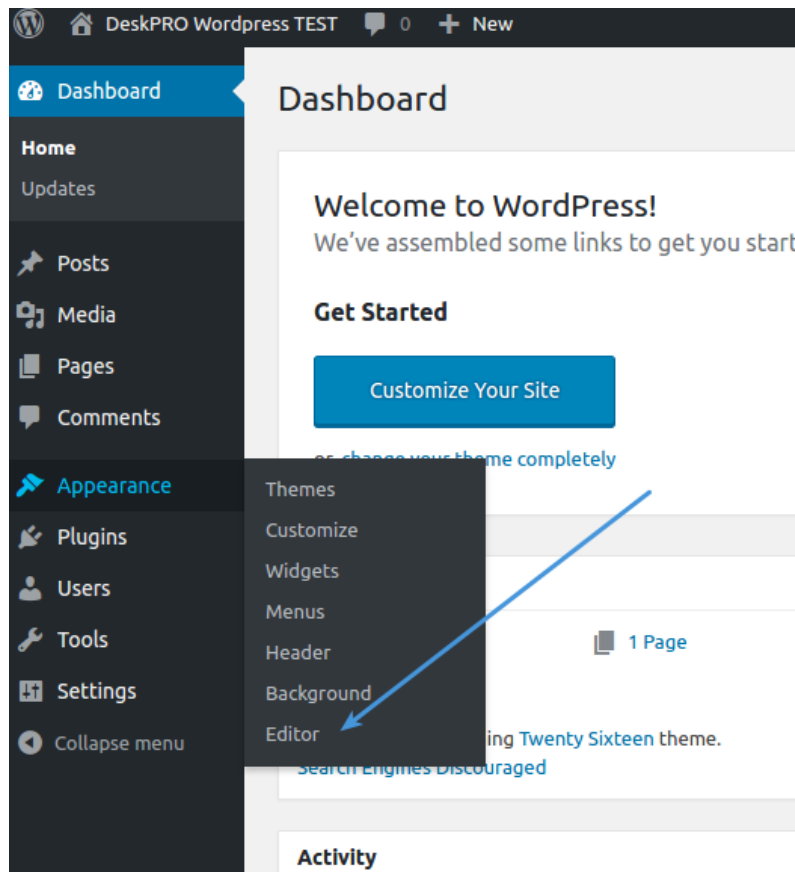
```
<!--DESKPRO_WIDGET_LOADER::BEGIN-->
<script type="text/javascript">
    window.DESKPRO_MESSENGER_ASSET_URL = "https://assets-us1-demo-
cloud.deskpro.com/assets/49637/pub/build/messenger";
    window.DESKPRO_MESSENGER_OPTIONS = {
        language: {
            id: "1",
            locale: "en-US"
        }
    }
</script>
```

These scripts will be printed above the closing `</body>` tag.

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.

Media

Pages

Comments

Code Snippets

Appearance

Themes

Customise

Widgets

Menus

Header

Background

Theme Editor

Plugins

Users

Tools

Settings

Authorizer

Collapse menu

Micro: Theme Footer (footer.php)

Select theme to edit: Micro Select

Selected file content:

1 <?php

2 />

3

4 * The template for displaying the footer.

5

6 * Contains the closing of the #content div and all content after.

7

8 * @link https://developer.wordpress.org/themes/basics/template-files/#template-partials

9

10 * @package Micro

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(

21 esc_html__('Proudly powered by %s', 'micro'), 'WordPress'); ?>

22 |

23 <?php printf(esc_html__('Theme: %1\$s, developed by %2\$s.', 'micro'), 'micro', 'ca

24 href="http://devrix.com">DevriX'); ?>

25 </div><!-- .site-info -->

26 </div><!-- .small-12 -->

27 </div><!-- .row -->

28 </div><!-- #colophon -->

29 </div><!-- #page -->

30 <?php wp_footer(); ?>

31 <!--DESKPRO_WIDGET_LOADER::BEGIN-->

32 <script type="text/javascript">

33 window.DESKPRO_MESSENGER_ASSET_URL = "https://assets-us1-demo-

34 cloud.deskpro.com/assets/49637/pub/build/messenger";

35 window.DESKPRO_MESSENGER_OPTIONS = {

36 language: {

37 id: "i",

38 locale: "en-US"

39 },

40 helpdeskURL: ,

41 baseUrl: "https://assets-us1-demo-cloud.deskpro.com/assets/49637/pub/build/messenger",

42 }

43 </script>

44 <script id="dp-messenger-loader" src="https://assets-us1-demo-

45 cloud.deskpro.com/assets/49637/pub/build/messenger/loader.js"></script>

46 <!--DESKPRO_WIDGET_LOADER::END-->

47 </body>

48 </html>

Theme Files

Stylesheet

(style.css)

Theme Functions

(functions.php)

assets

Gulpfiles.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