How do I install the chat widget in Magento?
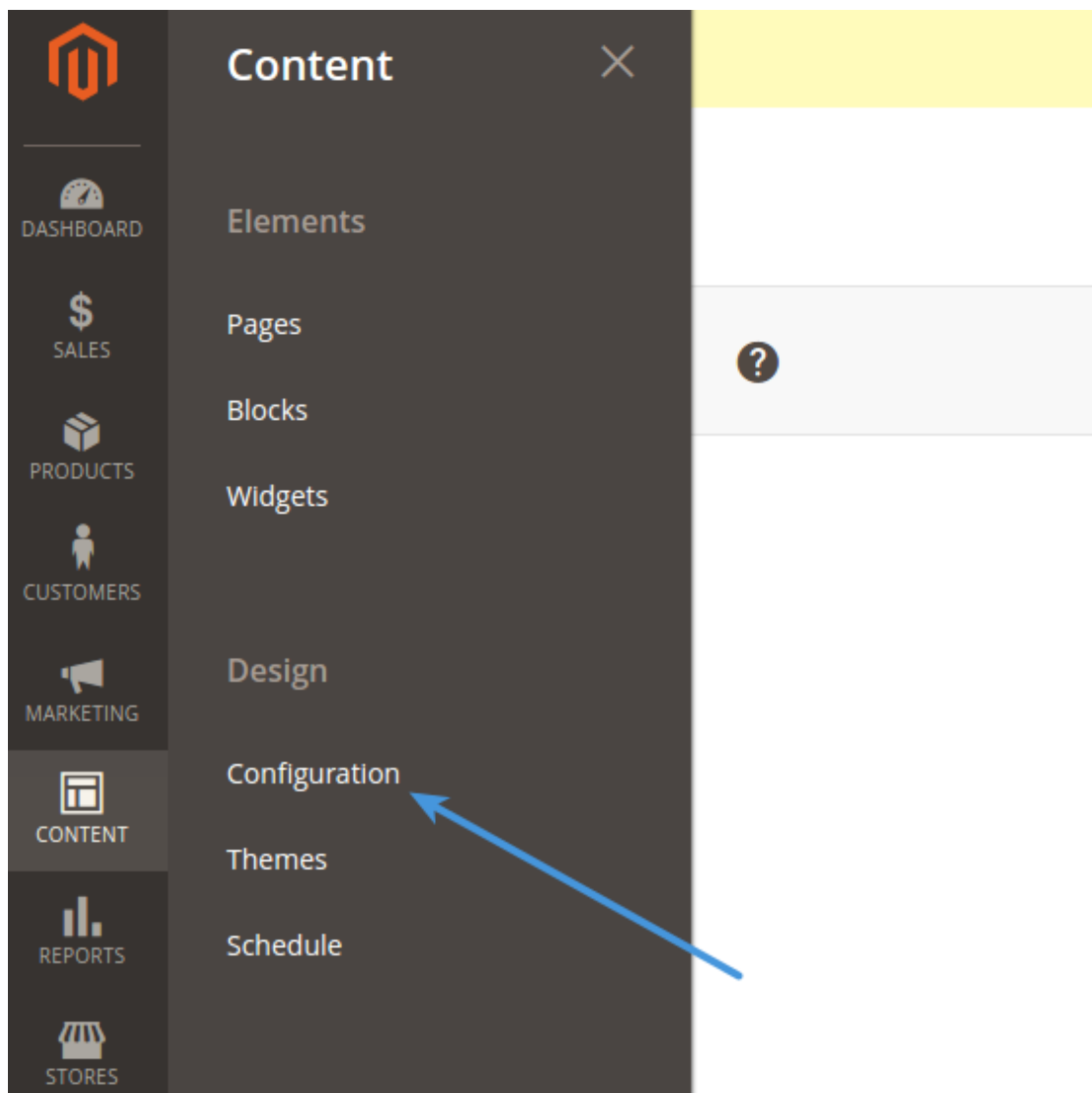
Lauren Cumming - 2023-08-16 - Comments (0) - Using Deskpro

1. Sign into your Magento account as an administrator.

2. Head to the **"Content"** section on the left hand side navigation menu. Then click on **"Configuration".**

3. Fiind the current theme row (on a fresh installation it is applied as "Default Store View") and click **"Edit Link".**

Design Configuration

admin ▾

Filters | Default View ▾ | Columns ▾

3 records found

20 ▾ per page | < | 1 | of 1 | >

Default	Website	Store	Store View	Theme Name	Action
Global				-- No Theme --	Edit
Global	Main Website			-- No Theme --	Edit
Global	Main Website	Main Website Store	Default Store View	Magento Luma	Edit

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Magento ver. 2.1.1
Report Bugs

4. 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

5. In **"Other Settings"**, find **"HTML Head"** tab. Then find **"Scripts and Style sheets"** text input. Copy and paste the widget code here and press Save.

Other Settings

HTML Head

Favicon Icon   Upload
Allowed file types: ico, png, gif, jpg, jpeg, apng, svg. Not all browsers support all these formats!

Default Title   Magento Commerce

Title Prefix

Title Suffix

Default Description   Default Description

Default Keywords   Magento, Varien, E-commerce

Scripts and Style Sheets   <!--DESKPRO_WIDGET_LOADER::BEGIN--><script type="text/javascript">window.DESKPRO_WIDGET_OPTIONS = { "helpdeskUrl": "http:\/\/deskpro-dev\/"};</script><script type="text/javascript">window.DESKPRO_ASSETS_URL = "http://localhost:9666";</script><script type="text/javascript" id="dp-widget-loader" src="http://localhost:9666/pub/build/widget_loader.min.js"></script><!--DESKPRO_WIDGET_LOADER::END-->   ↺ Use Default Value

This will be included before head closing tag in page HTML.

6. Don't forget to refresh your caches (Magento will remind you about that!)