

Overriding Messenger settings

Matthew Wray - 2025-02-10 - Comments (0) - Deskpro Legacy

You can override the admin settings for Messenger in your embed code when you place it on your own pages

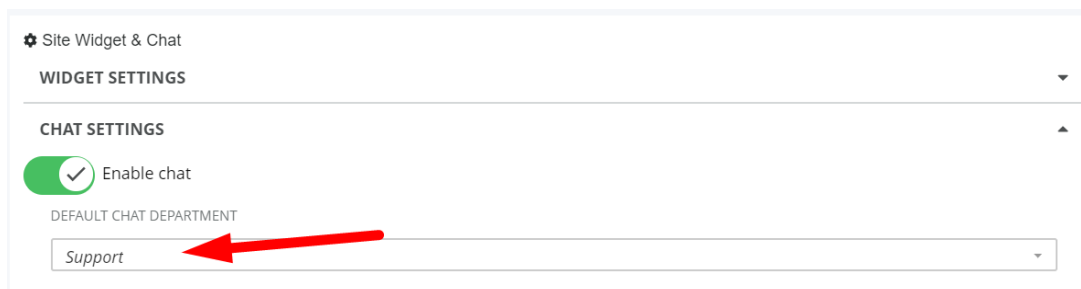
This is useful if you want Messenger to use varying settings across the pages you embed it on.

You can see a full list of the widget options [in this article](#) but I will run through a couple of commonly used examples below.

Overriding the default department

We might want to have the chat element of Messenger setup primarily for Customer Support and make them accessible through it from our helpcenter and various other pages on our site.

As Support will be the primary contact point via chat it makes sense to set them as the default option.



The screenshot shows the 'Site Widget & Chat' configuration interface. Under the 'WIDGET SETTINGS' section, the 'CHAT SETTINGS' section is expanded. A toggle switch for 'Enable chat' is turned on. Below it, the 'DEFAULT CHAT DEPARTMENT' is set to 'Support', which is highlighted by a red arrow.

However we may also want customers who land specifically on our home page to be able to contact our sales team on chat.

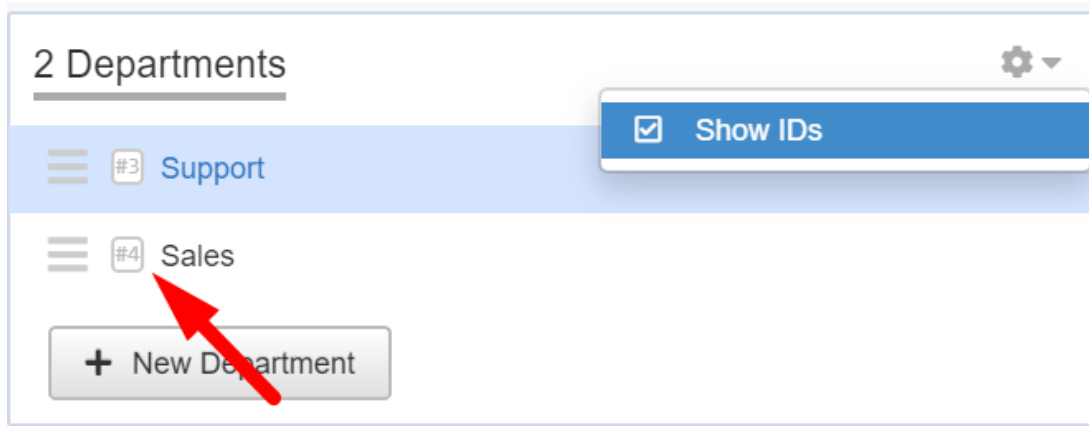
Support Team

In this example for our Support pages we would use the default widget code as generated in Deskpro in Admin > User Interface > Messenger Setup > Add Widget and Chat to your site

Sales Team

For the sales page/Homepage we'll need to add some code to override the department.

First thing you'll need is grab the Sales department ID from Admin > Chat > Departments:



In this example you can see my Sales department is #4

We'll then need to add the following to the options in the code:

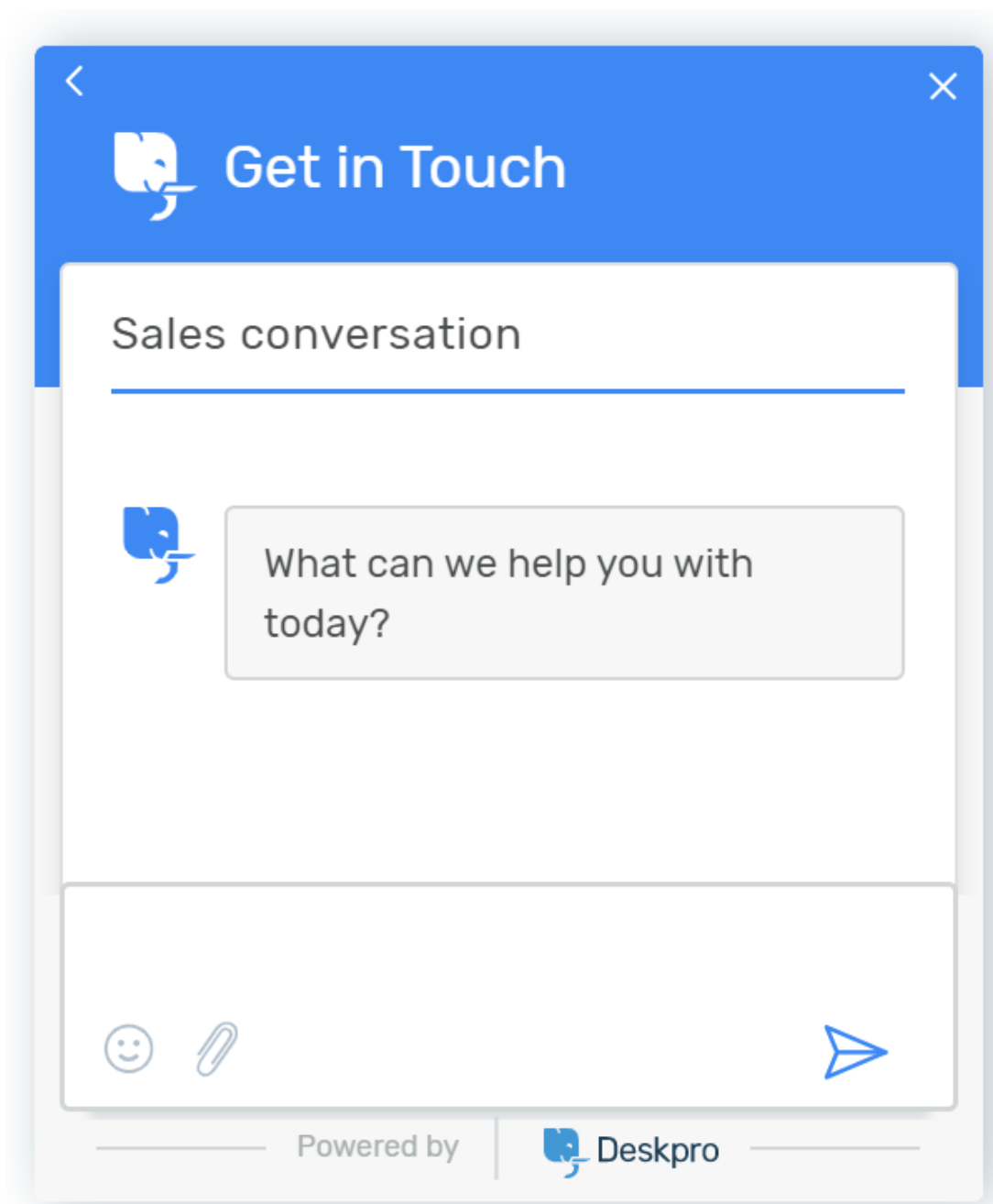
```
chat: {  
  department: 4  
},
```

You'll need to add it into the messenger options (below the language which is added by default):

```
<!--DESKPRO_WIDGET_LOADER::BEGIN-->  
<script type="text/javascript">  
window.DESKPRO_MESSENGER_ASSET_URL =  
"https://example.deskpro.com/assets/48004/pub/build/messenger/";  
window.DESKPRO_MESSENGER_OPTIONS = {  
  language: {  
    id: "1",  
    locale: "en-US"  
  },
```

```
chat: {  
  department: 4  
  },  
  
  helpdeskURL: "https://example.deskpro.com",      baseUrl:  
  "https://example.deskpro.com/assets/48004/pub/build/messenger/",  
}  
  
</script>  
  
<script id="dp-messenger-loader"  
src="https://example.deskpro.com/dyn-assets/pub/build/messenger/load  
er.js?v=1594806604"></script>  
  
<!--DESKPRO_WIDGET_LOADER::END-->
```

And we'll be passed straight through to the sales team when we start the chat:



Changing the appearance of Messenger for different sites

We may have a specific site that has a different colour palate and layout from our other sites and want to change it to suit the styling .

Again we can do this by adding in some override code. I'm using the below to update the colours and the position of the widget (so it sits in the bottom left rather than the bottom right):

```
widget: {
```

```

primaryColor: "#FF0000",
backgroundColor: "    #8B0000",
    textColor: "#00FFFF",
position: "left"

    },

```

Which again we would place in the Messenger options:

```

<!--DESKPRO_WIDGET_LOADER::BEGIN-->

<script type="text/javascript"

    window.DESKPRO_MESSENGER_ASSET_URL =
    "https://example.deskpro.com/assets/48004/pub/build/messenger/";

window.DESKPRO_MESSENGER_OPTIONS = {

    language: {

        id: "1",

        locale: "en-US"    },

    widget: {

primaryColor: "#FF0000",

        backgroundColor: "    #8B0000",

        textColor: "#00FFFF",

        position: "left"

        },

        helpdeskURL: "https://example.deskpro.com",        baseUrl:
        "https://example.deskpro.com/assets/48004/pub/build/messenger/",

    }

</script>

<script id="dp-messenger-loader"
src="https://example.deskpro.com/dyn-assets/pub/build/messenger/load
er.js?v=1594806604"></script>

<!--DESKPRO_WIDGET_LOADER::END-->

```

And it would change our default appearance from this:



Get in Touch



Knowledgebase



Start a conversation

Start a chat with one of our agents

Start a new conversation

Submit a ticket

Submit an enquiry via our contact form

Submit a new ticket

Powered by



Deskpro



To this:



Get in Touch



Knowledgebase



Start a conversation

Start a chat with one of our agents

[Start a new conversation](#)

Submit a ticket

Submit an enquiry via our contact form

[Submit a new ticket](#)

Powered by



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