

# BrandCrock WhatsApp Chat with Customers

## Installation guide

### Version 3.2.4

Compatibility verified on: 22.01.2025

Supported versions: 6.4.0 to 6.6.9.0

Version	Date	Remarks
3.2.4	22.01.2025	[New] Made Available to date optional for infinite chat availability
3.2.3	25.10.2024	Adding timezone configuration.
3.2.2	12.06.2024	Fixed Minor issue during icon click
3.2.1	16.05.2024	Fixed sales channel issue
3.2.0	03.05.2024	Fixed Time zone issue Compatibility fix for 6.6.X versions
3.1.1	29.03.2024	Added functionality to enable/disable whatsapp with specific Saleschannel
3.1.0	22.03.2024	[New] Added enable/disable option for customer service [New] Separate the available date and time input [New] Introduced selection for unavailable days [New] Introduced customer support status
3.0.8	08.09.2023	Fixed WhatsApp profile icon in checkout register page Made it compatible with Shopware 6.5.5.1 version
3.0.7	16.06.2023	Introduced Icon position drop-down in plugin configuration
3.0.6	16.06.2023	Made it compatible with shopware 6.5 version
3.0.5	15.04.2022	Hide icon during off-hours has been fixed. In addition, showing alternate messages during off-hours only if selected.
3.0.4	22.03.2022	Fixed WhatsApp display icon and void issue
3.0.3	03.02.2020	Time Zone Issue
3.0.2	01.02.2022	Compatibility for Shopware 6.4.7.0

## TABLE OF CONTENTS

1. ABOUT BrandCrock GmbH	3
2. MANAGING PLUGIN & CONTACT DETAILS	4
2.1 About this Plugin	4
3. PLUGIN INSTALLATION	4
4. PLUGIN CONFIGURATION	6
5. PLUGIN UNINSTALLATION	13
6. IMPRINT AND CONTACT	15

## 1. ABOUT BrandCrock GmbH

BrandCrock GmbH is a one-stop software solution provider for all your business needs in more than 15 countries worldwide. We create sales-oriented corporate websites, internet-based software and web services. We are stationed in Munich, Germany, with other offices in Karachi and Chennai.

BrandCrock GmbH is one of Germany's leading and trusted offshore and outsourcing software solution providers for web designing and software development.

Since 2015 we have been in the field of information technology and software development; providing reliable and cost-effective solutions to individuals, business owners, start-ups, small to medium size companies (SME's) on-line retailers, production companies, Software and Design Agencies. BrandCrock is fulfilling a greater demand of software development at a reasonable cost for anyone interested in our professional skills especially the European and German based Market.

We have passionate teams and multi-talented individuals who are extremely committed to their work. At BrandCrock we are achieving robust, reliable, high quality IT solutions by practicing industry-proven methods cum standards in software development, project management and quality assurance methodologies.

For further information, please refer to our site [www.brandcrock.com](http://www.brandcrock.com)

## 2. MANAGING PLUGIN & CONTACT DETAILS

👉 This document relates to BrandCrock plugin for **WhatsApp Chat with Customers** and contains important information about installation and usage of the plugin. At the same time, this document serves as performance and functional specification for features available in the plugin.

👉 If you face any issue or problems on installing or testing our plugin please contact our [Support team](#).

👉 Please don't change or modify the plugin without having any experience or understanding.

### 2.1 About this Plugin

**WhatsApp Chat with Customers** plugin is a seamless variant for your website visitors to stay connected to you and get their questions answered. Be available to customers in the beloved messenger non-stop. Place chat on your web page and select it to appear on every page, pick start-chat triggers; compose your custom welcome message; choose icons and apply other personalized features. With the help of WhatsApp Chat with Customers plugin on your website, you will stay connected with your people at all times and from any place.

This chat plugin will make it easy for visitors to send you their queries and questions. It may help elevate the number of leads and sales. More to that, fast responding and personal approach to people will enhance the quality of your client interaction.

## 3. PLUGIN INSTALLATION

Follow the below steps for plugin installation

**Step 1:** Login to your shop's backend, navigate to **Extensions** -> Select **My extensions**

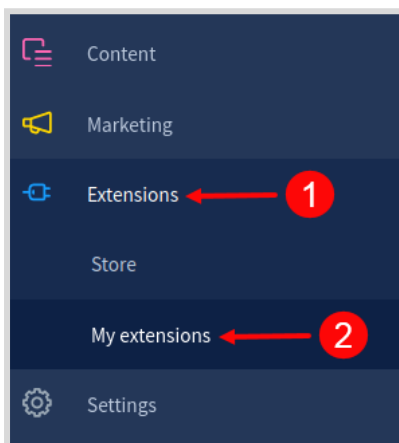


Figure 1



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**Step 2:** Click the Upload extension to browse the BrandCrockDetailPageProductListing.zip file and then click Open to upload the plugin.

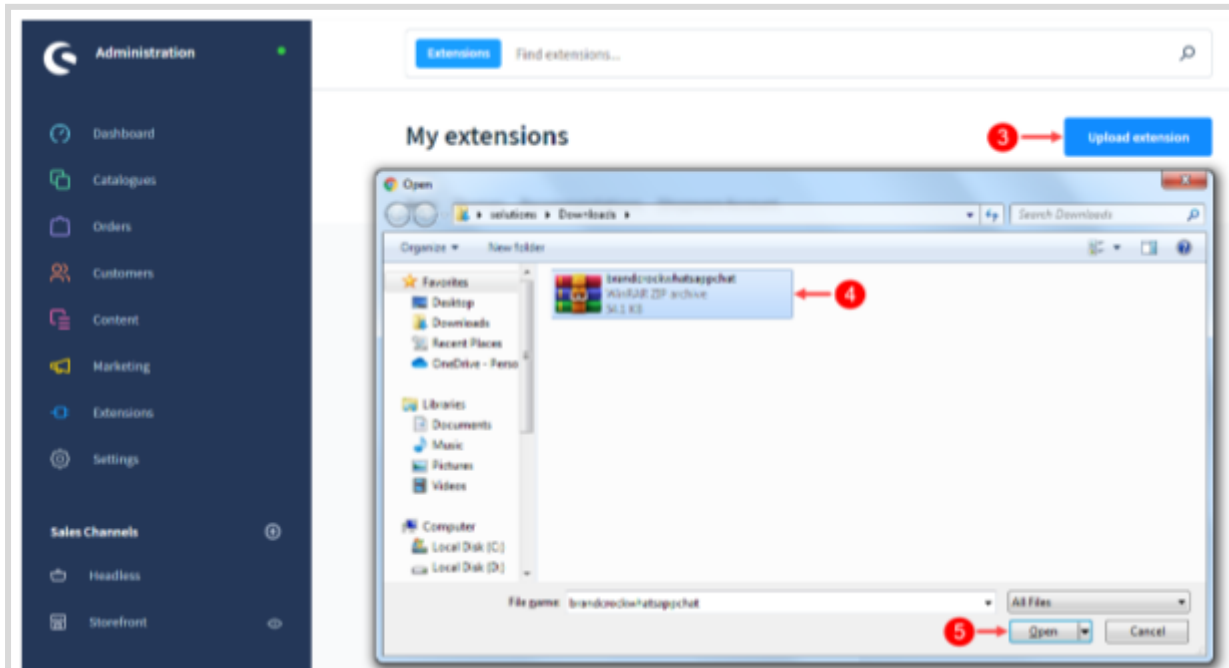


Figure 2

**Step 3:** Once, the WhatsApp Chat with Customers plugin is uploaded, you can view that in Apps under My Extensions tab.

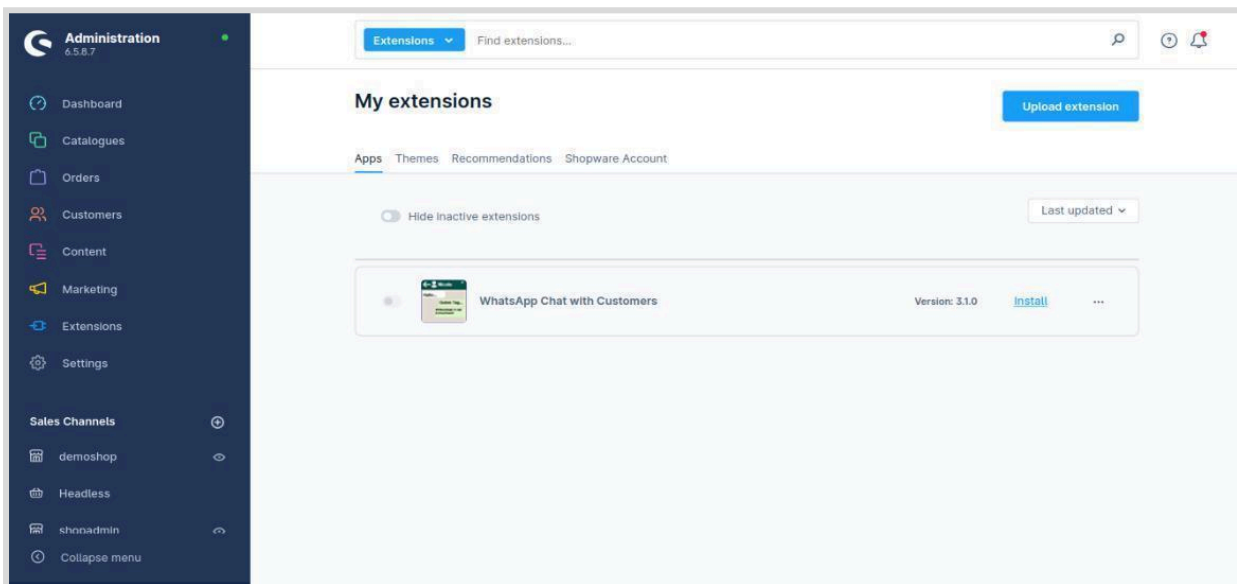


Figure 3

**Step 4:** Click **Install App** link, to install the **WhatsApp Chat with Customers** plugin.

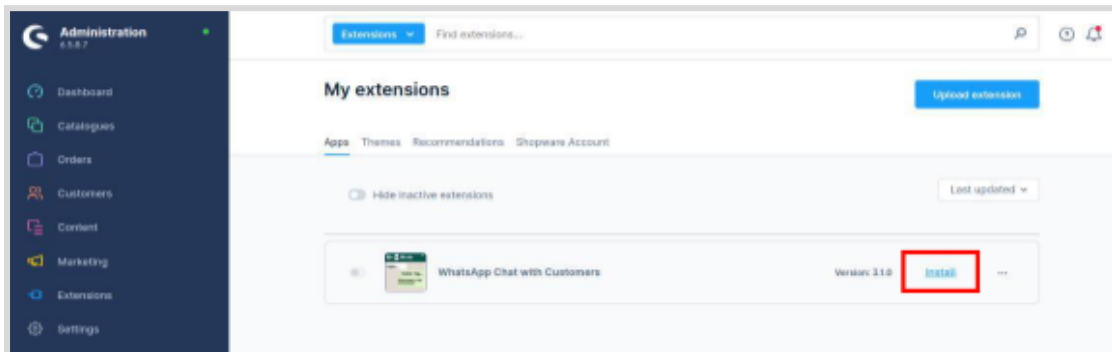


Figure 4

**Step 5:** Click the selection button, to activate the **WhatsApp Chat with Customers** plugin.

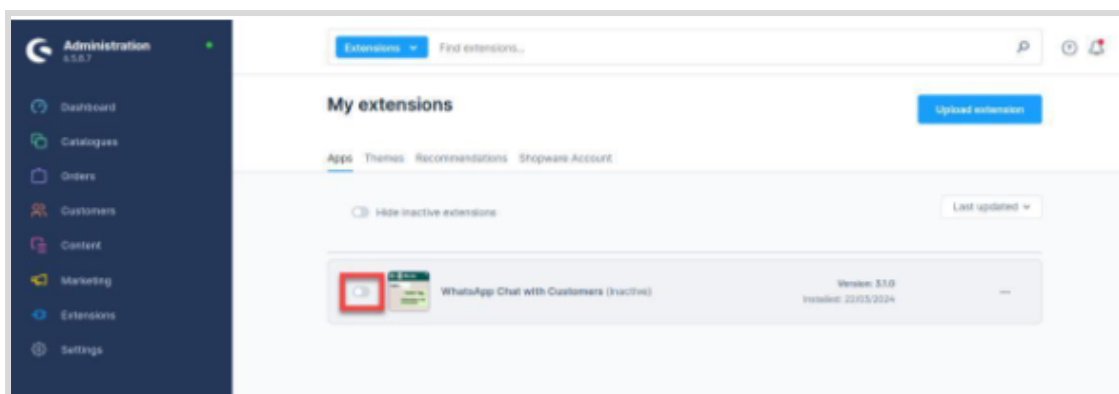


Figure 5

## 4. PLUGIN CONFIGURATION

Following successful activation of the **WhatsApp Chat with Customers** plugin, Click icon and select **Configuration** option.

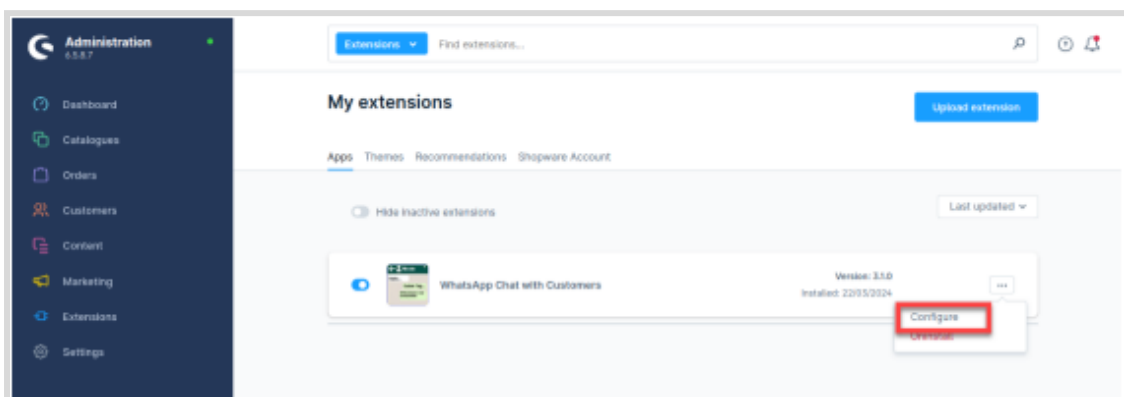



Figure 6

Plugin configuration will be displayed as like shown below



### WhatsApp Chat with Customers

by BrandCrock GmbH

[Save](#)

Sales Channel

All Sales Channels

#### TimeZone Configuration

Select a timezone

(UTC -11:00) Pacific/Pago\_Pago

#### Basic Configuration

Enable Whatsapp Chat?

Chat window header title

Hello !!

Chat window header text

Click one of our representatives below to chat on WhatsApp or send us an email to sample@gmail.com

Figure 7(a)



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Chat window footer text

Call us to +4915510686794 from 0:00hrs to 24:00hrs

Chat window sample message

Hello ! What Can I do for you

Available from date\* ?

2024-10-01 × 📅

UTC

Available to date\* ?

2024-10-31 × 📅

UTC

Available from time\* ?

02:00 × 🕒

UTC

Available to time\* ?

23:00 × 🕒

UTC

Unavailable day(s)

Saturday Sunday ⌵

Figure 7(b)





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Outside of the opening hours

Show alternate message ▼

Alternate message

Welcome at our shop! Outside our opening hours it might take a little bit longer until we answer your inquiry.

Icon position

Right ▼

Figure 7(c)

**Customer service 1**

Enable customer service 1

Support customer service name

John

Support customer service subtitle

Support

profile picture

Male profile picture ▼

Whatsapp mobile number for support

15751628512

Enter the country code for the phonenumber

49

Figure 7(d)



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### Customer service 2

Enable customer service 2

Sales customer service name  
Jack

Sales customer service subtitle  
Sales

profile picture  
Male profile picture

Whatsapp mobile number for sales  
15561556157

Enter the country code for the phonenumber  
49

Figure 7(e)

#### Basic Configuration:

Field	Description
Select a timezone	The timezone entered here will determine the display of the online and offline icons in the front end.
Enable Whatsapp Chat?	Enable the WhatsApp chat option to be visible in the front end.
Chat window header title	Enter the text that will be displayed as header text in the chat window.
Chat window footer text	Enter the text that will be displayed as footer text in the chat window.



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Chat window sample message	Enter a sample message for the chat window
Available From Date	Select the 'From' date to display the chat window as online (available) in the shop.
Available To Date	If you select a 'To' date, the chat will remain online until that date. If the 'To' date is closed, the chat will go offline. If no 'To' date is entered, the chat will stay online indefinitely
Available From Time	Select the 'From' time to display the chat window as online (available) in the shop.
Available To Time	If you select a 'To' time, the chat will remain online until that time. If the 'To' time expires, the chat will go offline. If no 'To' time is entered, the chat will stay online indefinitely.
Unavailable days	Select Unavailable days to indicate the chat process is not available on those selected days.
Outside of the opening hours	Displays the opening hours.
Alternate message	Alternate message to display in the chat window (Optional)

## Customer service 1:

Field	Description
Enable customer service 1	Choose enable to activate and disable to deactivate the customer service 1
Support customer service name	Name of the support customer service
Support customer service subtitle	Subtitle of the support customer service
Profile picture	Image of the support customer service
Whatsapp mobile number for support	Mobile number of the sales Note: Number should not have a blank space

## Customer service 2:

Field	Description
Enable customer service 2	Choose enable to activate and disable to deactivate the customer service 2



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Sales customer service name	Name of the sales customer service
Sales customer service subtitle	Subtitle of the sales customer service
Profile picture	Image of the sales customer service
Whatsapp mobile number for sales	Mobile number of the sales Note: Number should not have a blank space

Once the configuration for Whatsapp chat has been configured it will get display in the shop frontend as like show below

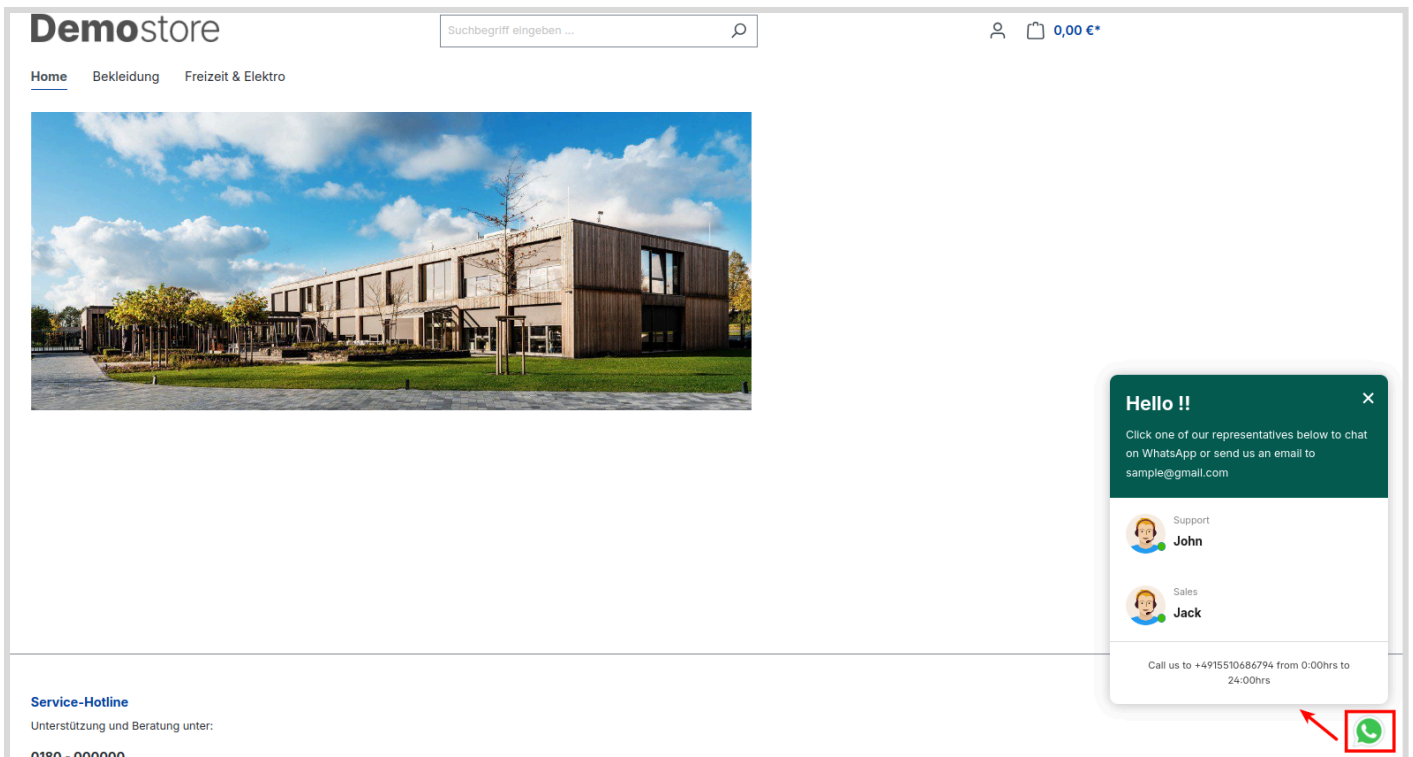


Figure 8(a)

The chat window on the front end will appear as shown below.

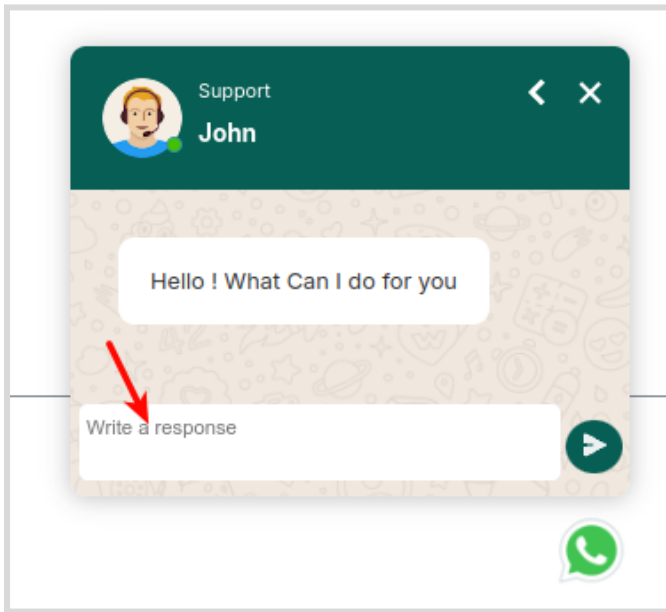


Figure 8(b)

## 5. PLUGIN UNINSTALLATION

Navigate to **Extension -> My extensions -> Apps** and click selection button to **WhatsApp Chat with Customers**, as shown below

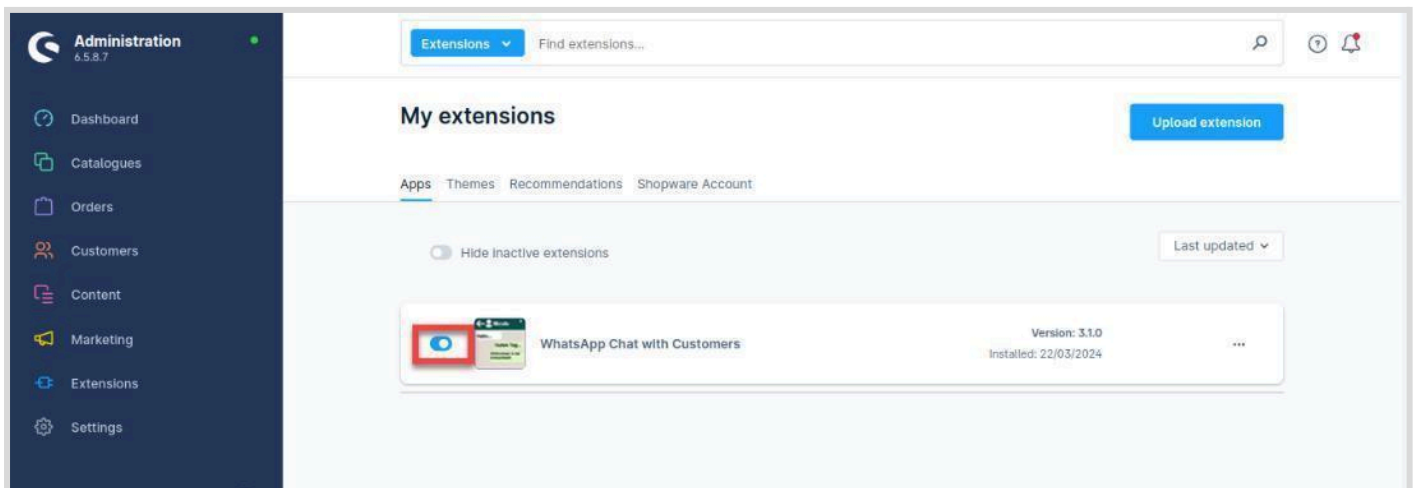


Figure 9

Now, uninstall the **WhatsApp Chat with Customers** plugin, navigate to option and click **Uninstall** link.

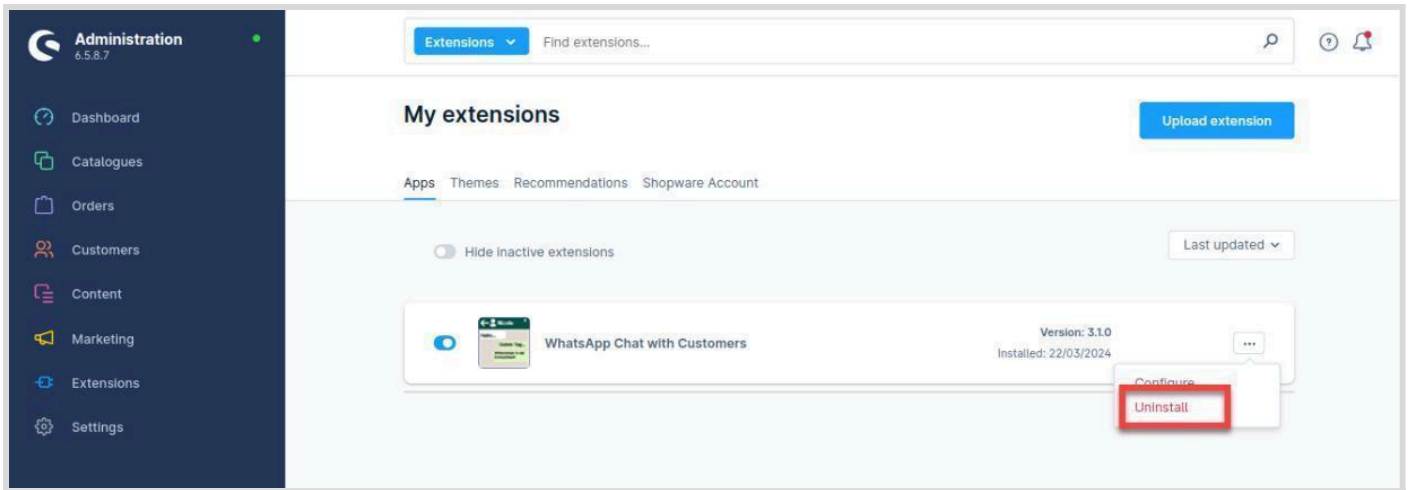


Figure 10

Click **Remove** under option, to remove the Brand Crock **WhatsApp Chat with Customers** plugin, as shown below

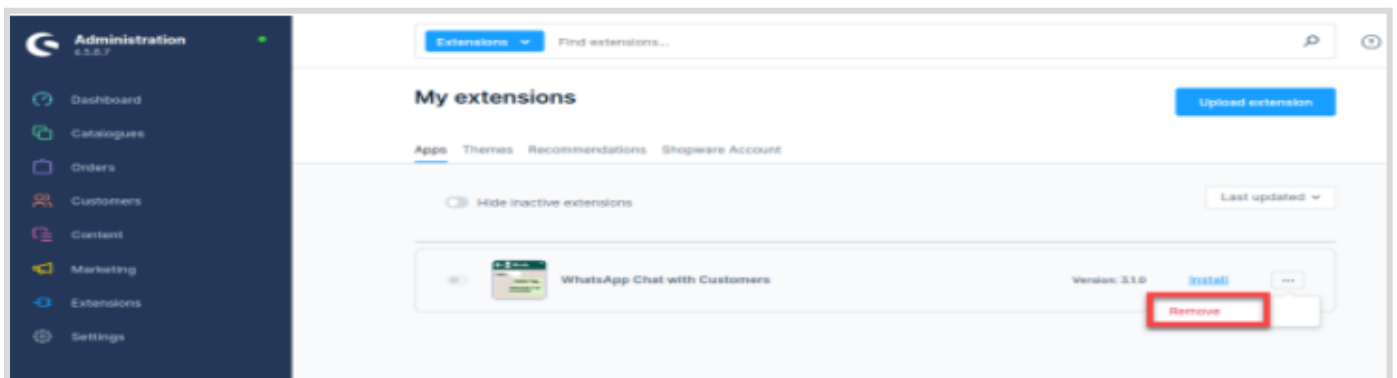


Figure 11



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## 6. IMPRINT AND CONTACT

<b>BrandCrock (Private limited)</b>	<b>BrandCrock GmbH</b>
<b>Address:</b> Max-Planck-Straße 5 85716 Unterschleißheim Munich district Bavaria, Germany	<b>Adresse:</b> Max-Planck-Straße 5 85716 Unterschleißheim Landkreis München Bayern, Deutschland
<b>Tel:</b> + 49 (0) 89 2154 7447 <b>Tel:</b> + 49 (0) 89 374 27878 <b>Email:</b> <a href="mailto:support@brandcrock.com">support@brandcrock.com</a> <b>Website:</b> <a href="http://www.brandcrock.com">www.brandcrock.com</a>	<b>Tel:</b> + 49 (0) 89 2154 7447 <b>Tel:</b> + 49 (0) 89 374 27878 <b>Email:</b> <a href="mailto:support@brandcrock.com">support@brandcrock.com</a> <b>Website:</b> <a href="http://www.brandcrock.com">www.brandcrock.com</a>
<b>Managing Director/CEO:</b> Bhavani Johnson	<b>Geschäftsführer:</b> Bhavani Johnson
<b>Legal form:</b> Company with limited liability	<b>Rechtsform:</b> Gesellschaft mit beschränkter Haftung
<b>Jurisdiction:</b> Amtsgericht München	<b>Gerichtsstand:</b> Amtsgericht München
<b>Commercial register number:</b> HRB 226 742	<b>Handelsregister:</b> HRB 226742
<b>VAT No:</b> DE 308 776 517	<b>Ust-ID-Nr:</b> DE 308 776 517
<b>Line of Business:</b> Delivery of services in Information Technology, software development and solutions.	<b>Gegenstand des Unternehmens:</b> Erbringung von Dienstleistungen der Informationstechnologie, Softwareentwicklung und -lösungen.