Live Chat

Store Components · https://multivendorx.com/docs/knowledgebase/live-chat/

Brief Introduction

Turn all your skeptical website visitors to potential customers with a seamless Live Chat Module presented by MultiVendorX Pro. This Live Chat module allows store owners to have real-time chats with customers, resolving all their doubts and queries.

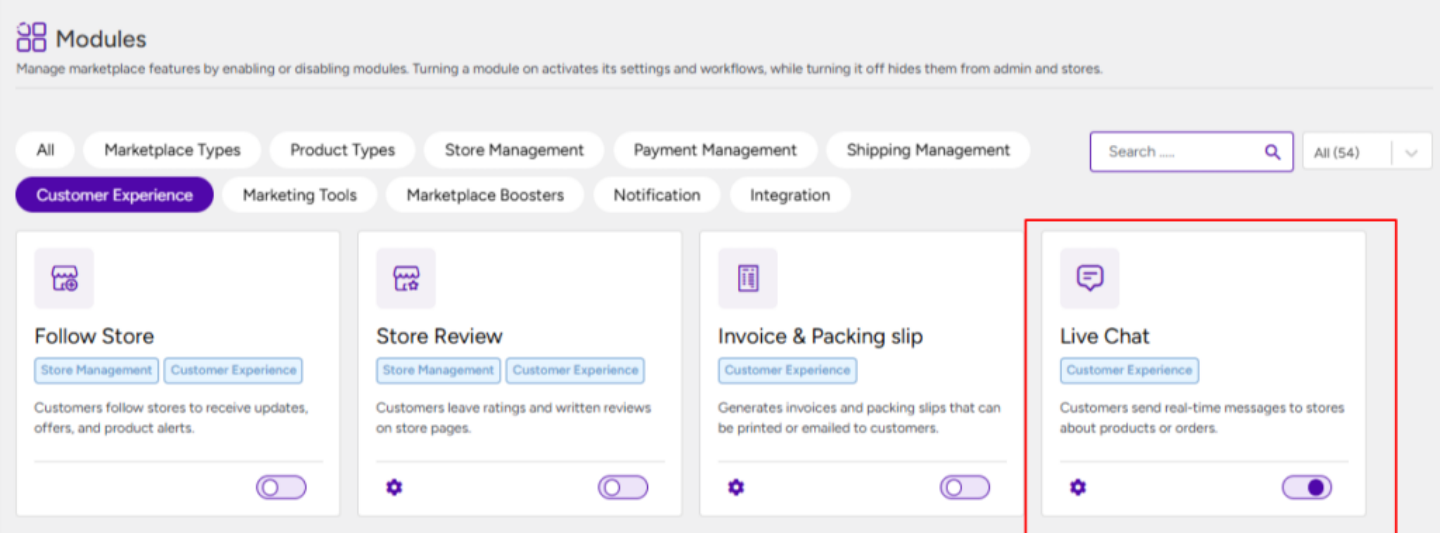
Requirements

- MultiVendorX Pro

Configuration from the Admin dashboard

To begin configuring the **Live Chat module**, follow these steps:

1. Go to your **Admin Dashboard** and navigate to **MultiVendorX**.
2. From the submenu, click on **Modules**.
3. Scroll to the **Customer Experience** section.
4. Enable the **Live Chat module**.



Once the module is enabled, you can proceed with the configuration:

1. Go to the **Settings** submenu under **MultiVendorX**.
2. Navigate to the **Marketing** section.
3. Click on the **Live Chat** option.
4. Configure the below settings

1. Chat Button Position

Here the admin can choose where they want the chat button to appear:

- Next to the **Add to Cart** button
- Inside the **Store Details** tab
- At **both locations**

2. Chat Platform Integration

MultiVendorX lets you choose your desired chat provider. These options include:

2.1 TalkJS

With the TalkJS chat provider, store owners can start conversing with customers almost instantly. Chat history is also stored in their dashboards for reference purposes.

2.2 Facebook Messenger

This option combines social media with the marketplace, allowing store owner to use Messenger as a business assistant.

2.3 WhatsApp

Store owners can use WhatsApp to chat one-on-one with customers.

2.4 Twak.to

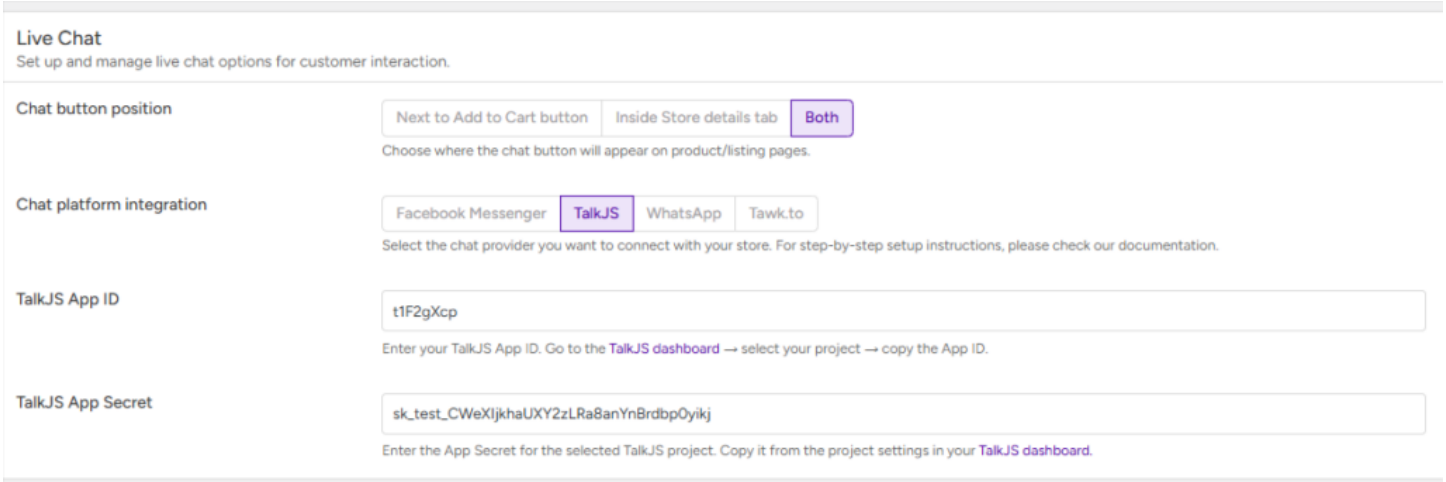
Store owners can use tawk.to to manage real-time customer conversations with a centralized chat dashboard and visitor insights.

Configuring TalkJS

From Admin End

If TalkJS is your selected chat provider, you need to fill in your below credentials that you can get from here:

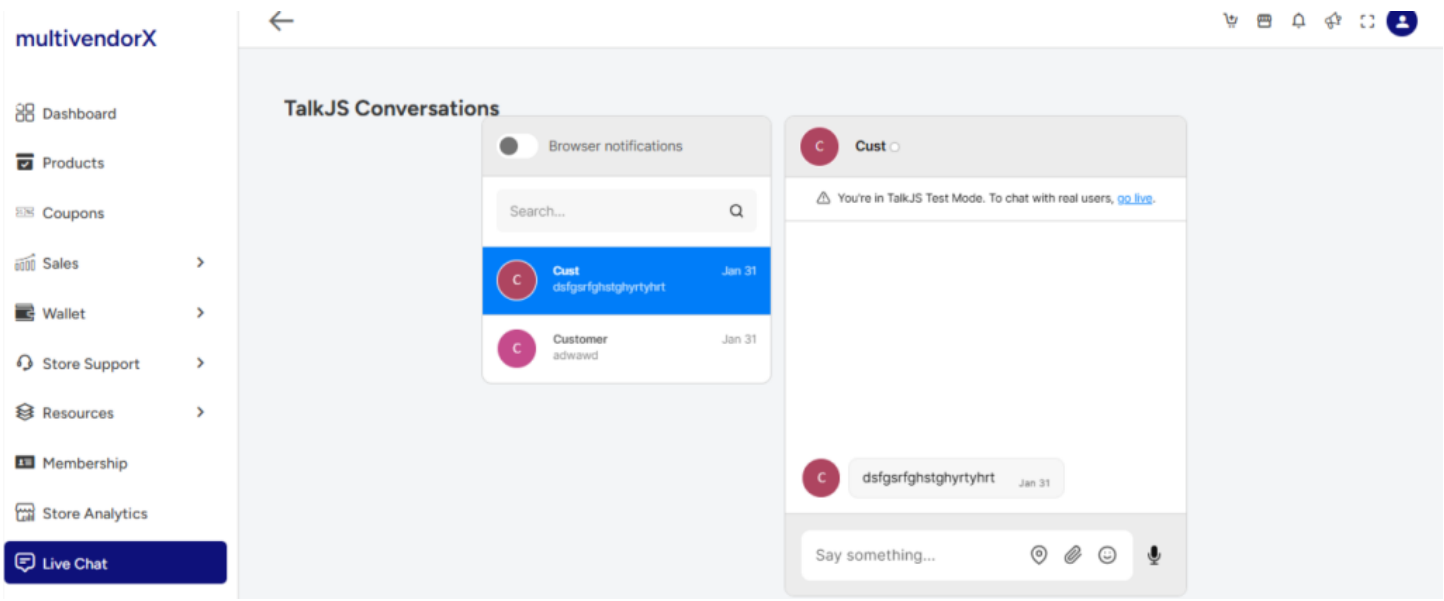
- **API ID** – Obtain your API ID by setting up a free TalkJS account. Copy the test API ID and paste it here.
- **API Secret** – Obtain the API Secret in the same way and paste it here.



From Store Dashboard

Store owners can access the Live Chat feature directly from their store dashboard. From there, they

can view incoming messages related to their products and communicate with customers in real time.



Configuring WhatsApp

From Admin Dashboard

The admin simply needs to enable WhatsApp from the dashboard.

From Store Dashboard

1. Go to **Store Dashboard → Store Settings**.
2. Scroll down and enable the **Live Chat** option.
3. Add the store's WhatsApp number in the provided field.

Configuring Facebook Messenger

From Admin Dashboard

The admin only needs to select **Facebook Messenger** as the chat provider.

From Store Dashboard

1. Go to the store's Facebook page and click the **Messenger/Chat** icon.
2. Navigate to **Settings → View All Settings → Chat Plugins**.
3. Copy the **Page ID** and paste it in **Store Dashboard → Store Settings → Facebook Page ID**.

4. Go back to **Chat Plugins**, add the vendor’s store URL in the **Web Domain** section, and click **Publish** after customizing and setting up automation.

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6. Final Step

Once configured, the chat option is now added to the Store owner's store. Customers can click the chat button on the store or product pages to start a conversation with the store owner.