

## 1. Introduction to Pure Live Chat for Magento 2.0

Providing high level and fast support is one of the best ways to generate more leads and convert your visitors into happy customers. The Pure Chat module lets you upgrade your Magento store with a live chat window that will provide you with an instant connection with your clients.

Except for the default live chat functionality, the module also gives you a lot of additional information and is rich in extra features that let you manage and control the chatting process.

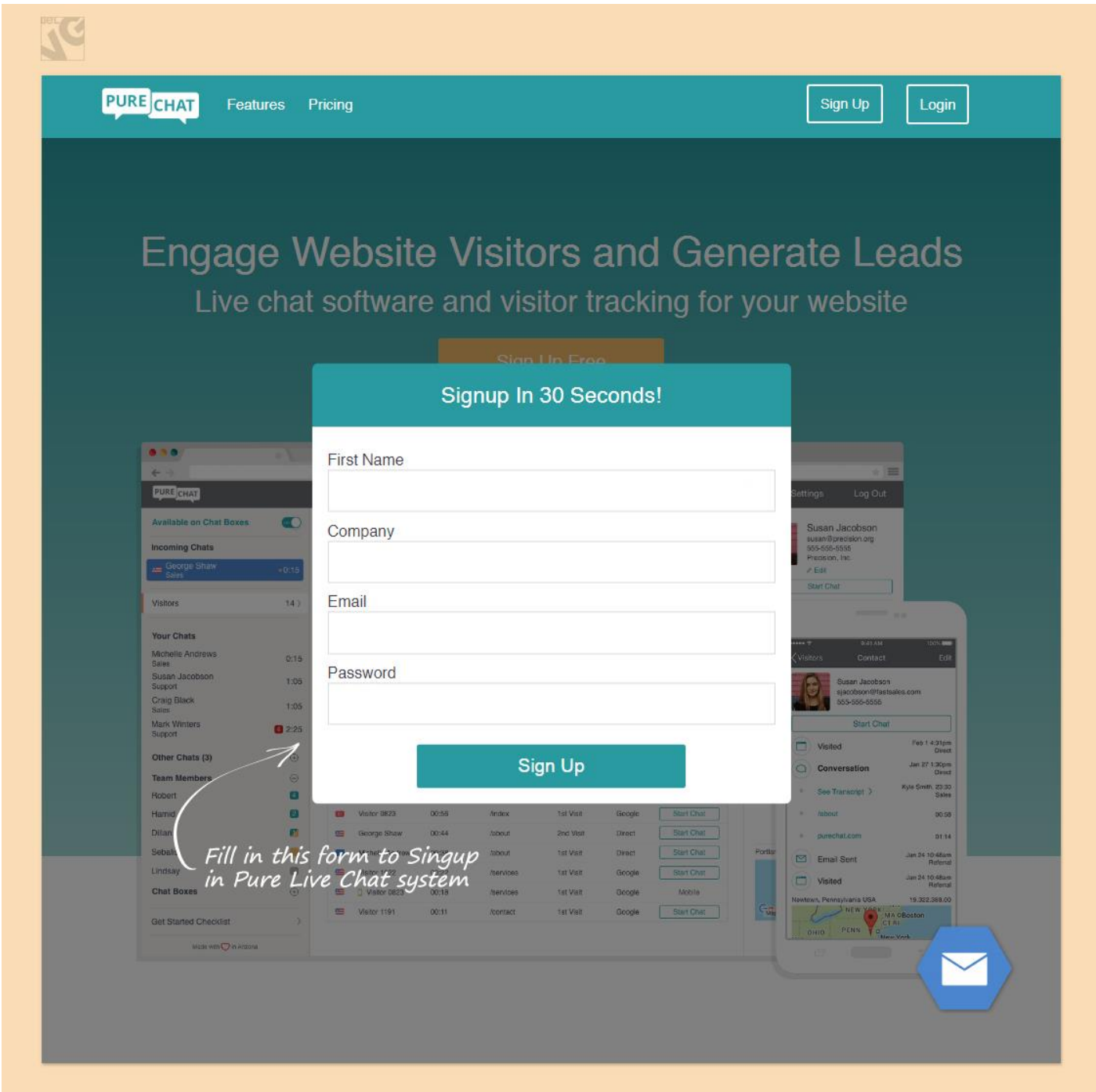
### Key features:

- Compatible with Magento 2;
- Chat window is fully customizable, you can brand it with your logo, colors and design;
- Get additional information about your customers, such as their location, referral pages etc.;
- Multi-chat support (chat with multiple people or invite other team members to your chat);
- Engage chat with your site visitors;
- All conversation stats and transcripts are saved in the chat history, so you can view and e-mail it to clients if necessary;
- Simple to use and install, no programming skill required.

## 2. How to Configure

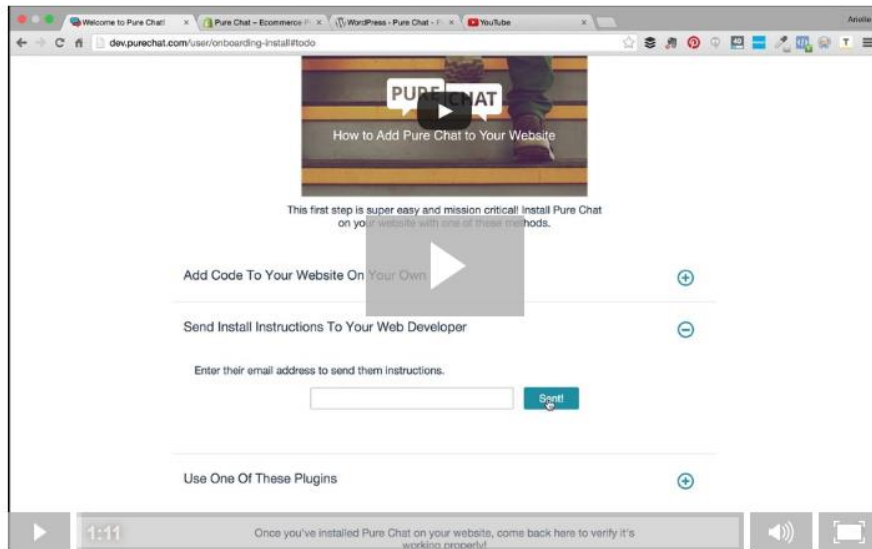
The module does not require any configurations on the side of Magento backend. To start using the application just follow these steps:

- Go and register on the official [Pure Chat](#) website where you will receive a widget key code.



The screenshot displays the Pure Chat website interface. At the top, there's a teal header with the 'PURE CHAT' logo, 'Features', and 'Pricing' links, along with 'Sign Up' and 'Login' buttons. The main content area has a dark teal background with the headline 'Engage Website Visitors and Generate Leads' and the subtext 'Live chat software and visitor tracking for your website'. A 'Sign Up Free' button is visible. A prominent white sign-up form is overlaid in the center, titled 'Signup In 30 Seconds!'. The form includes fields for 'First Name', 'Company', 'Email', and 'Password', followed by a teal 'Sign Up' button. An arrow points from the text 'Fill in this form to Signup in Pure Live Chat system' to the form fields. The background of the form shows a blurred view of the Pure Chat dashboard, which includes sections for 'Incoming Chats', 'Visitors', 'Your Chats', 'Other Chats (3)', 'Team Members', and 'Chat Boxes'. A blue envelope icon is located in the bottom right corner of the image.

## Install Pure Chat on Your Website



This first step is super easy and mission critical! Install Pure Chat on your website with one of these methods.

### Add Code To Your Website On Your Own

Copy and paste this code just before the closing `</body>` tag on every page you'd like it to appear.

```
script>onReadyStateChange = complete) = function() { if (done && (this.readyState == 'loaded' || this.readyState == 'complete')) { var w = new PCWidget({c: 'cbc1c4c6-eae3-42d2-9a6c-0d0a3e4b2941': true }); done = true; } }();</script>
```

↖ Copy this code

### Send Install Instructions To Your Web Developer

### Use One Of These Plugins



Add Code To Your Website On Your Own

Send Install Instructions To Your Web Developer

Enter their email address to send them instructions.

Use One Of These Plugins

1:11
Once you've installed Pure Chat on your website, come back here to verify it's working properly!

This first step is super easy and mission critical! Install Pure Chat on your website with one of these methods.

### Add Code To Your Website On Your Own

Copy and paste this code just before the closing `</body>` tag on every page you'd like it to appear.

```
script.readyStatechange = script.onload = function () { if (done && (this.readyState !== 'loaded' || this.readyState === 'complete')) { var w = new PCWidget({c: 'cbc1c4c6-eae3-42d2-9a6c-0d0a3e4b2941', f: true }); done = true; } });</script>
```

### Send Install Instructions To Your Web Developer

### Use One Of These Plugins

Enter Your Website URL to Verify Installation

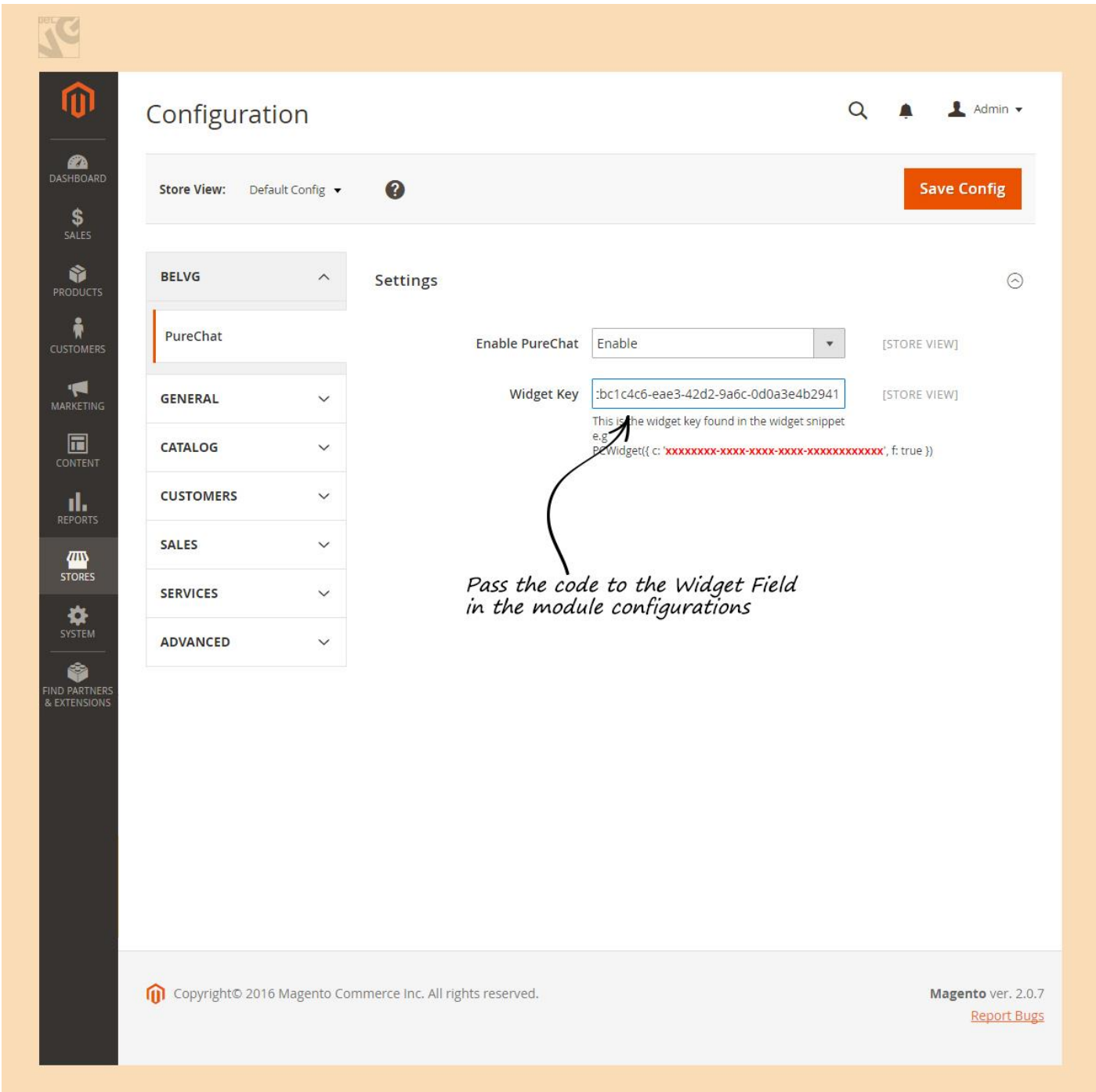
*Enter your webstore URL and press Verify button*

`//belvg.net/demo/mage2/purechat/`

Verify

Skip

- Log into your Magento admin panel and go to **Stores - Configuration - BelVG Pure Chat**.
- Enable the module and paste in the code.



The screenshot shows the Magento Configuration interface. On the left is a sidebar with navigation links: DASHBOARD, SALES, PRODUCTS, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area is titled 'Configuration' and shows the 'Store View' as 'Default Config'. A 'Save Config' button is in the top right. The 'BELVG' section is expanded, showing 'PureChat' settings. Under 'PureChat', there is a 'GENERAL' tab selected. The 'Enable PureChat' dropdown is set to 'Enable'. The 'Widget Key' field contains the value ':bc1c4c6-eae3-42d2-9a6c-0d0a3e4b2941'. A handwritten note with an arrow points to this field, stating: 'Pass the code to the Widget Field in the module configurations'. Below the 'Widget Key' field, there is a small text box explaining that this is the widget key found in the widget snippet, with an example: 'e.g. PzWidget({ c: 'xxxxxxxx-xxxx-xxxx-xxxxxxxxxxxx', f: true })'. The footer of the page shows 'Copyright© 2016 Magento Commerce Inc. All rights reserved.' and 'Magento ver. 2.0.7' with a 'Report Bugs' link.

That is all! Now if you go to your website you will see a nice looking chat window at the bottom of the page.



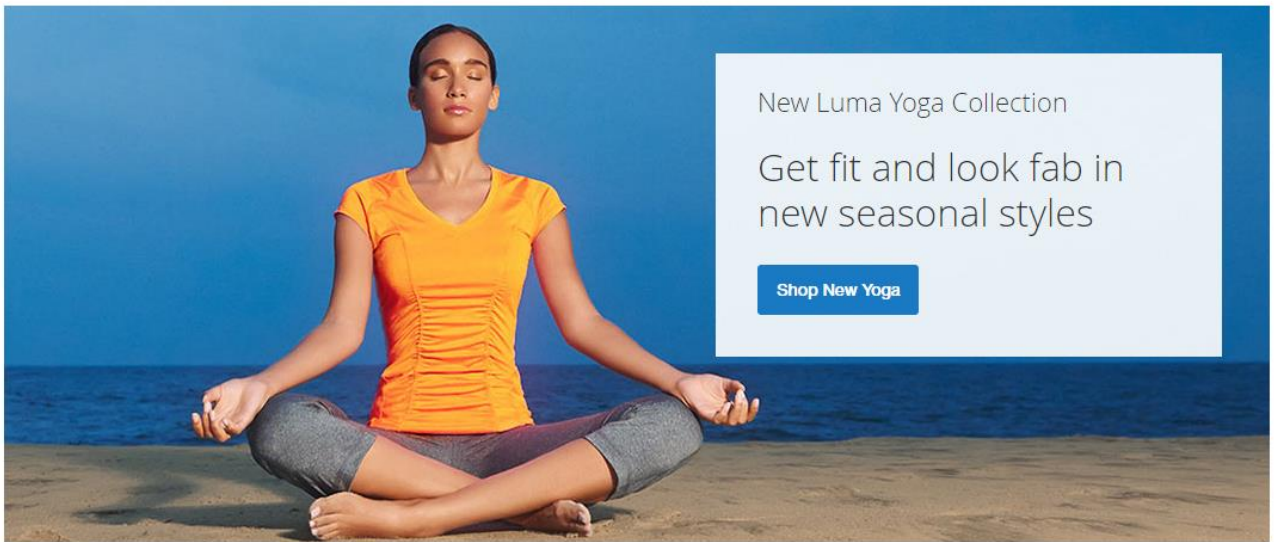
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and match

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a 4th free

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*Pure Live Chat button  
on the Frontend*




Take it

Science meets



*Chat started*

Sign In or Create an Account




**LUMA** Search entire store here... 

What's New Women Men Gear Training Sale

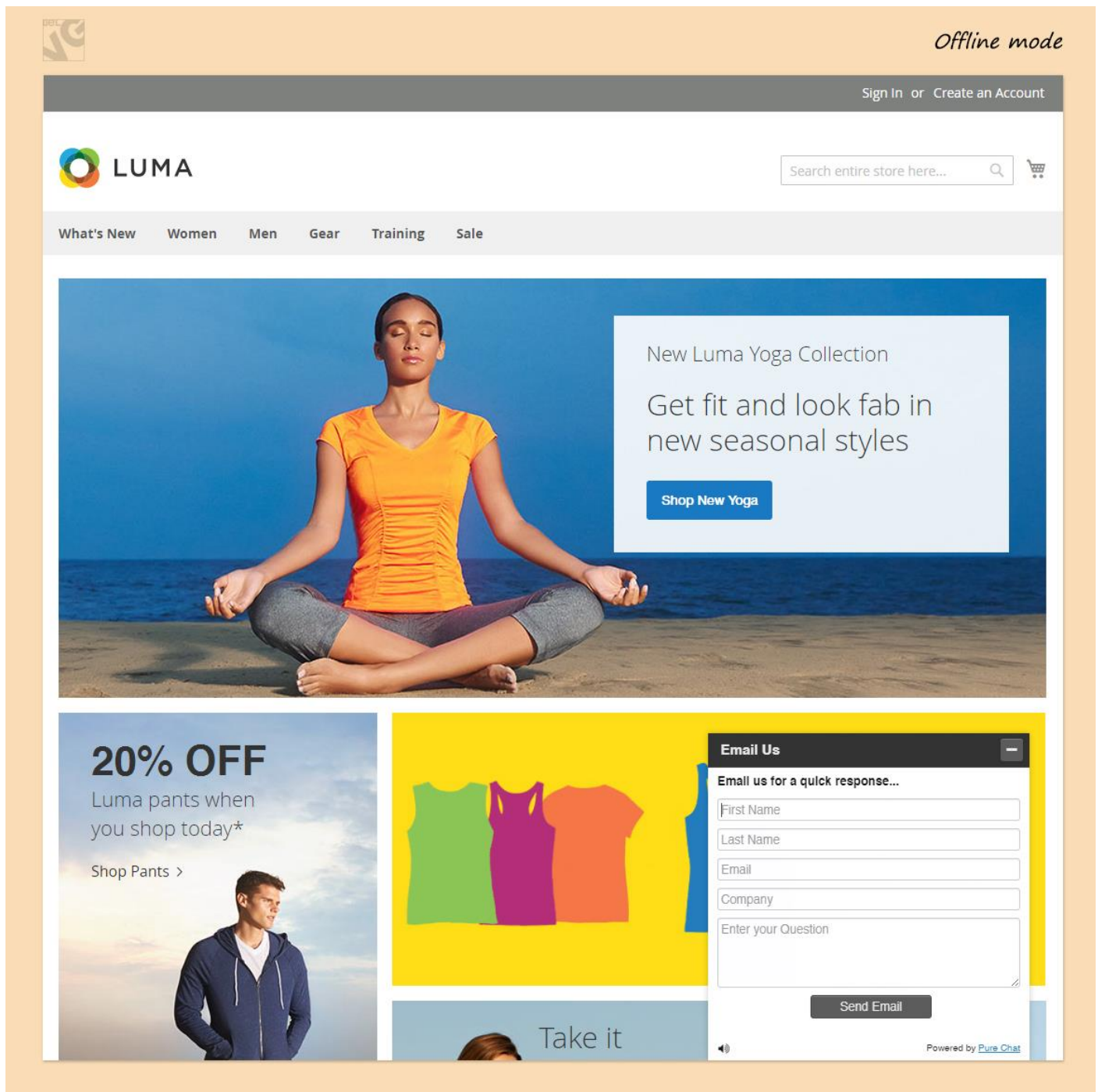
New Luma Yoga Collection  
Get fit and look fab in new seasonal styles  
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**20% OFF**  
Luma pants when you shop today\*  
[Shop Pants >](#)

Take it

**Chat with us!**     
Hi! Can we answer a question for you?  
Visitor  
Hello.  
  
Powered by [Pure Chat](#)

Once you are offline, the window will automatically turn into **E-mail Us** form so your customers will be able to contact you via e-mail.



The design and look of the window is pretty customizable. The settings, chat stats and configurations are available in your **Pure Chat** account dashboard.



**PURE CHAT**

3 Chats Completed

15

Upgrade

Dashboard

Reports

Account

Log Out

Available on Chat Boxes

on

Incoming Chats

Incoming chats will appear here.

Visitors

Bela

Your Chats

Visitor Default 0:22

Visitor Default 0:40

Other Chats

Team member chats will appear here.

Team Members

BelVG 1

+ Invite Team Member

Chat Boxes

Default

Get Started Checklist

Made with in Arizona

Visitor

Actions

Visitor

hi

2:22 AM

Visitor has joined the chat!

BelVG has joined the chat!

Visitor has left the chat!

BelVG has left the chat!

6/27/2016 at 2:23 AM

Visitor has joined the chat!

Visitor

Hello.

2:24 AM

BelVG has joined the chat!

Type your message here and press <enter> to send.

→

+

😊

belvg belvg

ss@x.com

belvg

Edit

Active Chat

30 Day Visitor History

1 Visit

Conversation

Jun 27 2:24 AM

Source: Direct

/demo/image2/purechat/

01:36

/demo/image2/purechat/

02:02

/demo/image2/purechat/

03:02

/demo/image2/purechat/

00:48

See Chat Transcript >

See Chat Transcript >

See Email Sent >

Belarus

37.17.42.157

графические данные | Условия использования

Need Help? We're Here!