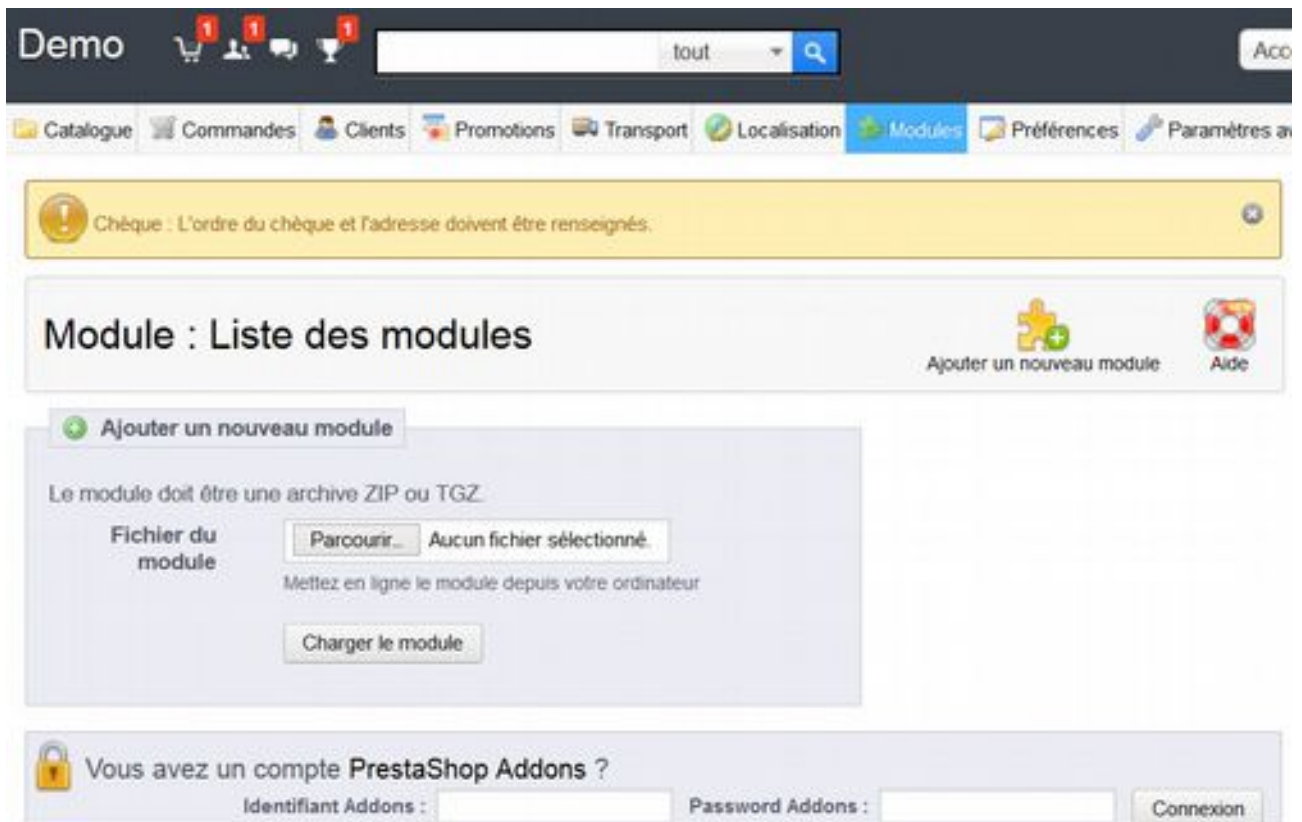# Installation guide for Watcheezy Prestashop module

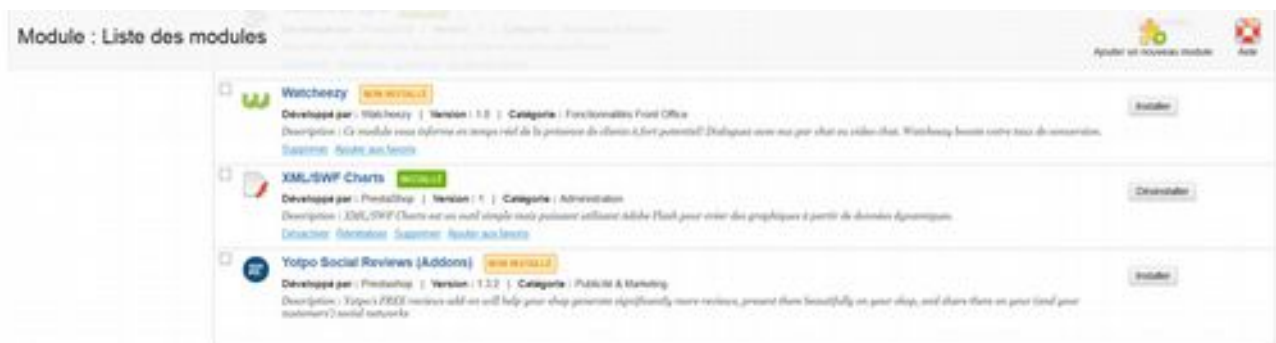1) **Log in to prestashop admin panel**

click on add new module

- A) Next click on browse in the file to select the module
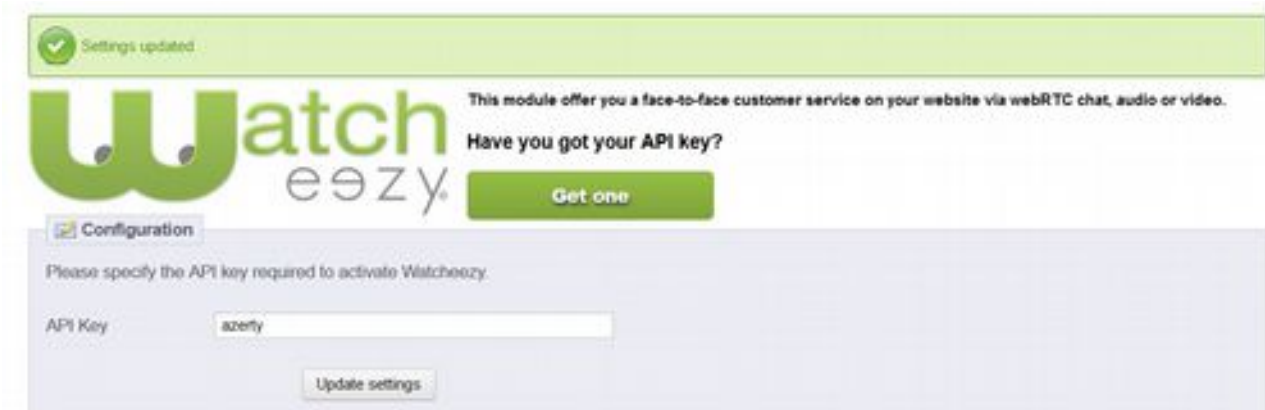- B) Click on upload this module

2)Install the module

Click on Install button on the right

3)Module configuration
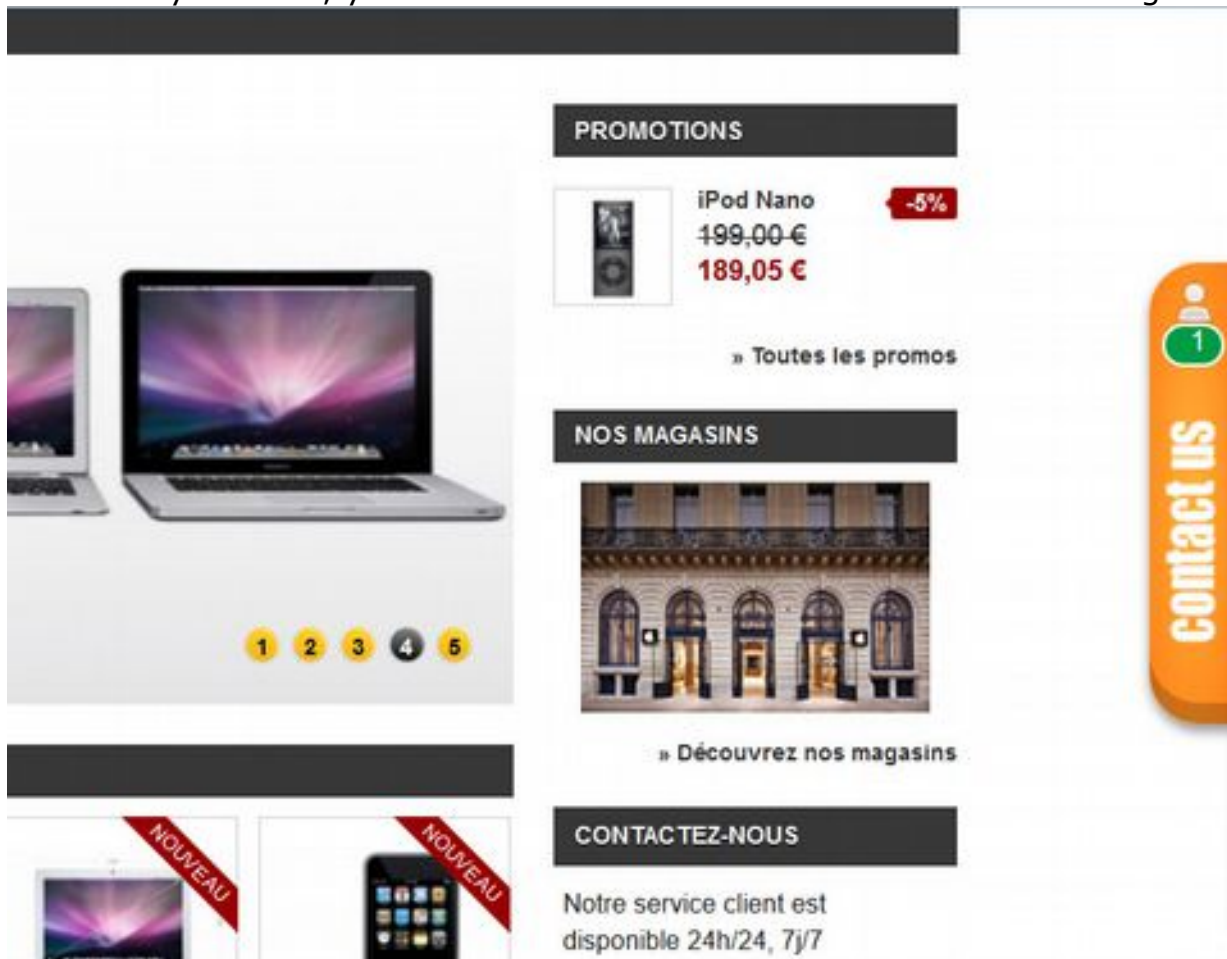
Aftet the installation click on configure

To get the module working you need a key. To get this key you need to click on "Get one". You will be redirected to watcheezy.com to sign-up.

4) **Use of Watcheezy**

Website visitor side

Once the key entered, you can see the front end of the module on the right

The number refers to the number of advisers currently available to help you

List of advisers at your disposal

Click on the banner ton unfold

 indicates that the adviser is available to talk to you via chat and/or video

 indicates that the adviser is currently unavailable to talk to you, but you can leave a message

The virtual office presents a variety of useful information about the company

By pointing your mouse, you have access to a pop-up menu giving you access to the company brochure, its presentation video and contact details

- click to see the presentation video
- click to consult the commercial flyer
- click to see the sales brochure
- access to online help
- change the language

When an adviser is available, his or her photo / name appears at the top of the window. You can chat or launch an audio/video conversation

- click to launch an audio conversation with the adviser (don't forget to authorise your
- click to launch a video conversation (don't forget to authorise your browser)

Confirm to share your peripherals: by clicking on the button or the menu at the top of your browser:

- Firefox example:
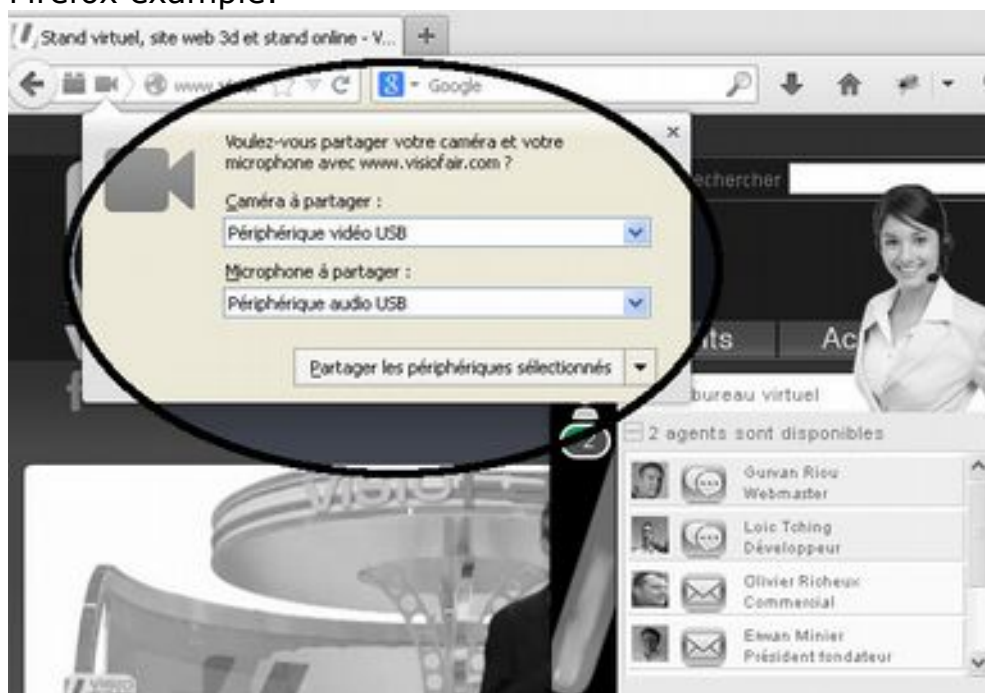
Chrome example:

You can converse live with the adviser

You can continue to chat with the adviser, switch the video to full screen and end the conversation at any time.

- click the button to end the conversation
- click to switch the video to full screen

If you are a site administrator or adviser, you can access the administration section by clicking on the tab at the bottom.

- click to enter the BackOffice (administration).

Enter your email and password to login

Once done you will be logged to your dashboard

Check your traffic

- From this page that you start communicating with all your visitors.

- This symbol means that the visitor responds to at least one of your alert criteria


- The number (ex. 2) shows the number of criteria satisfied by the user
- Click this icon to initiate a chat or video conversation with your visitor

- Click the magnifying glass to see the profile of your visitor and the details of its history of navigation on all Watcheezy websites

- indicates that conversation has already started with one or more agents, the agents name are specified
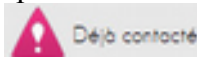
- The on / off button allows or disable the alarm on a known visitor
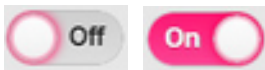
- Activate and set up your alert criteria

- enable or disable the sound

-

Manage your messages

- Watcheezy stocks all messages written by visitors.

- You can then:

- transfert them to your personnal mail box by clicking on:

- answer directly by clicking on:

- detete them by clicking on:

- Manage the garbage
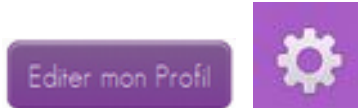- The garbage stocks all deleted messages

- To access to it, lets click on:

- To definitively delete them click again on the garbage icon:

- To restore them, lets click on:

Edit your profile

As an agent, complete your profile as well as your photo, your full name and your function

- Click on the icon or the button to open / close the editor

- Change your avatar: click on the button then choose beyond your jpg files

- Once your data updated, click on the button to validate

Upload the media of your virtual desk. The flyer must be a PDF file, the logo and the advertising must be image files, and the video must respect standard Web format (mpeg4, flv, ogg ...) Time will be needed to convert the video.

- Change the desk, then click the button to validate
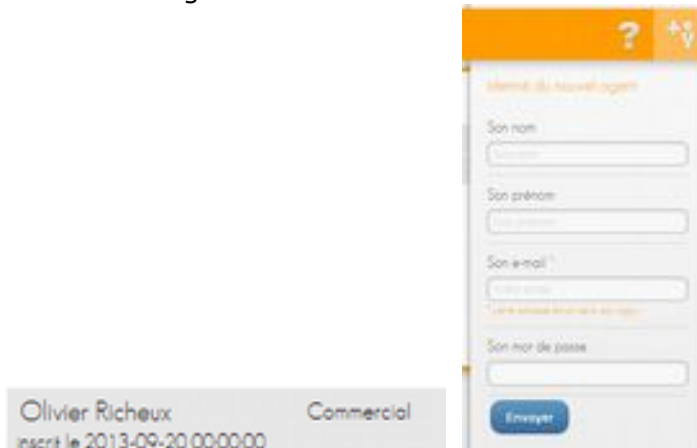

- Click to delete the media

Manage your agents

SuperAgent section

- Create new agents in a few clicks

- Provide her: name, firsname, email, password

- The agent then have to connect to the backoffice to edit his/her profile

- The default status of agents is unavailable
- The arrival of the agent on the home page of backoffice makes him/her available to users
- The arrival of the agent on the trafic page makes him/her available to users