Integrate WebsiteAlive Into Your Magento Marketplace

A WebsiteAlive How-To Guide

Integrate WebsiteAlive Into Your Magento Marketplace

A WebsiteAlive How-To Guide

This document will highlight the steps you'll need to properly install WebsiteAlive on your Magento website.

▶ If you need further assistance, help or support, please feel free to visit us at
www.websitealive.com for more information.

Software Overview

WebsiteAlive lets you communicate with your visitors to build trust, resolve support issues, and add a human touch to your brand. Make much more deals and increase buyer satisfaction. Decrease the amount of visitors who leave your site without what they need. WebsiteAlive is an easy-to-use Live Chat and live monitoring solution for your Magento shopping cart. The plugin will display a customizable Chat Now icon in your site and visitors will have a chance to chat with your agents in real time. Moreover AliveTracker will record who enters your site, the visitor's browser type, operating system, location, pages visited and more.

▶ If you need further assistance, help or support, please feel free to visit us at **www.websitealive.com** for more information.

Installation

To install the WebsiteAlive Magento plugin, please follow these steps:

1. From your Magento account, find the WebsiteAlive plugin in Magento Connect.

2. Click **Install Now.**

3. Click **Get extension key**

4. **Copy the extension key to your clipboard or write it down.**

5. Login to your Magento Admin panel and go to
   System - Magento Connect - Magento Connect Manager

6. In the section **Install New Extensions** paste or place the extension key into the given field and click **Install.**
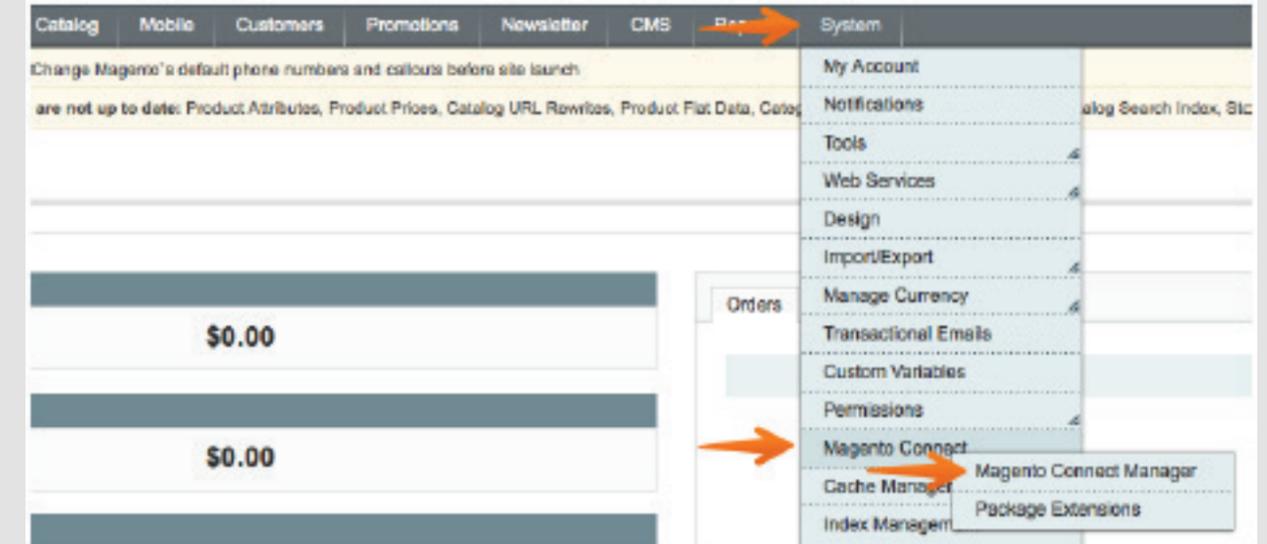
7. When the package appears in the Extension dependencies table, click **Proceed.**

8. A console will inform you of the installation progress with the follow message:

Configuration

Now when the extension is installed you need to associate your Magento site with the WebsiteAlive software.

1. Login to your Magento Admin panel.

2. Go to **System - Configuration.**

3. Select **WebsiteAlive Connector Settings** in the right-side panel.

4. Enter your WebsiteAlive Admin credientials and click **Login.**

5. Select the website title that should correspond to your Magento-based web shop.
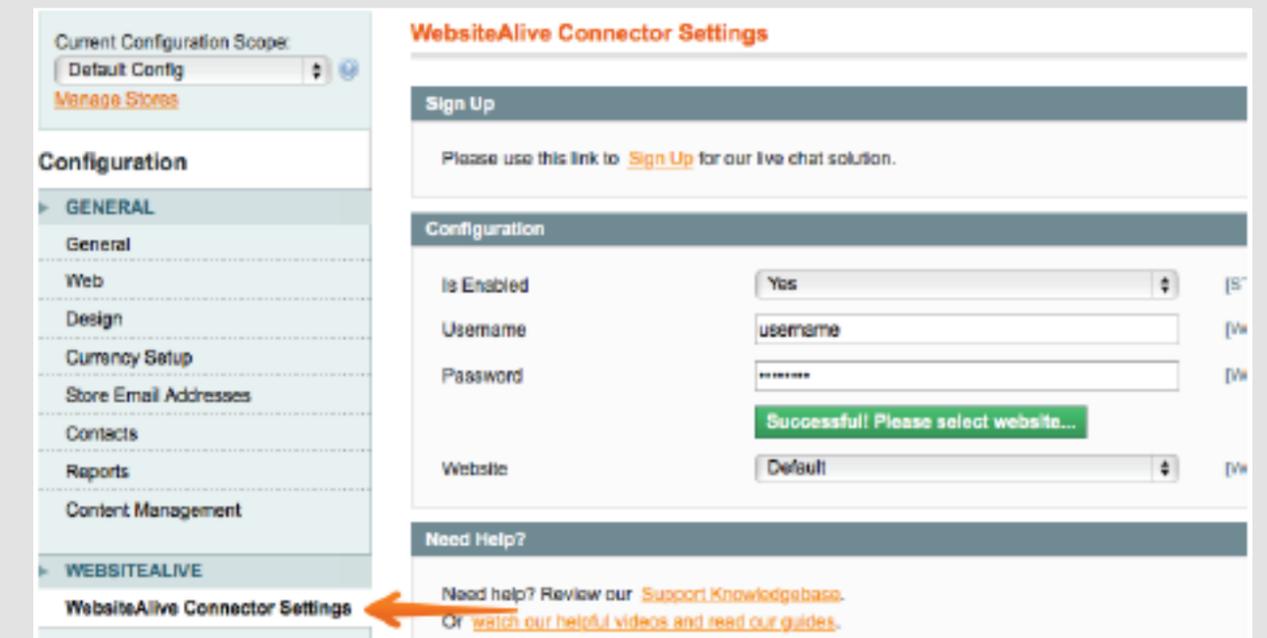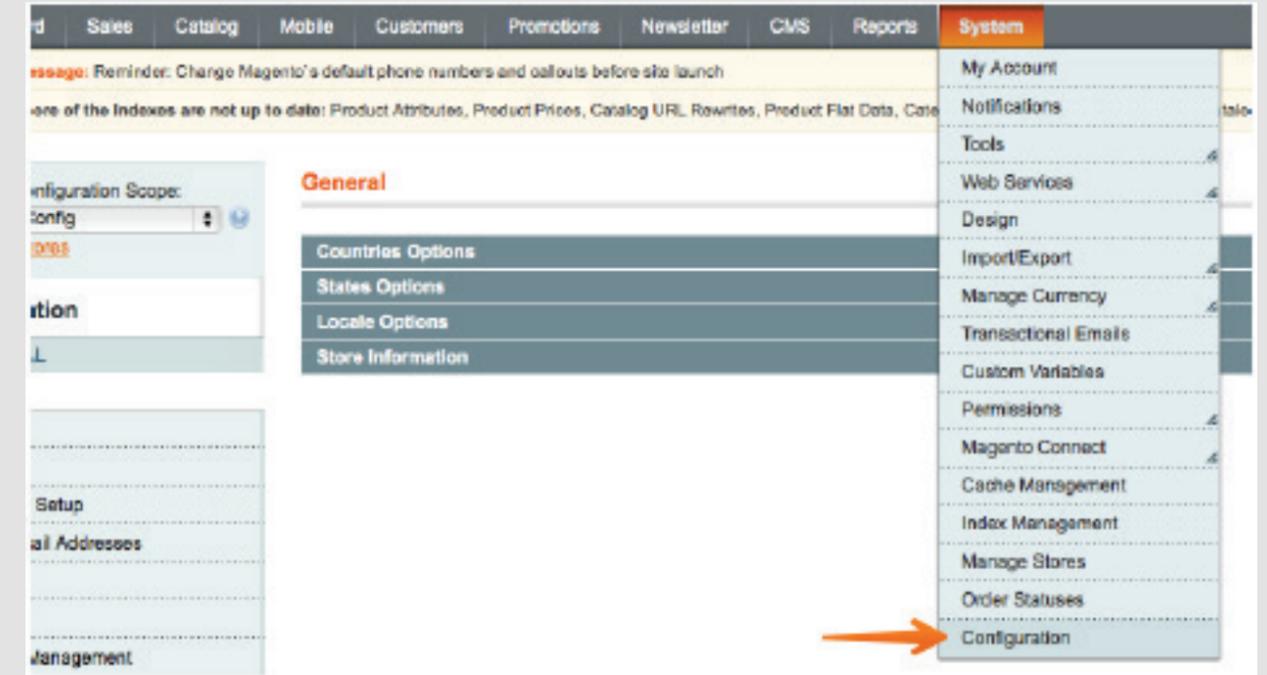
Adding Tracking Code

You can add a tracking code and an embedded Chat button to your Magento site in order to Monitor visitors live as they surf, including their location, history, browser, current URL and to give them a chance to talk with you with a click.

1. In your Magento Admin panel go to **System - Configuration.**
2. Select **Design** in the right-side panel.
3. Go to "Footer" section.
4. In the **Miscellaneous HTML** box enter your tracking code.
5. Click **Save Config.**

Tracking Code

Where do I find my tracking code?

Your tracking code is located within your WebsiteAlive Admin account.

1. Go to **WebsiteAlive.com** and **login to your account.**
2. Go to **Basics - Website, Code & Customize.**
3. Under Embedded Icon, click **View Code & Settings.**

This is your tracking code.

Integrate WebsiteAlive Into Your Magento Marketplace

If you need further assistance, help or support, please feel free to visit us at
www.websitealive.com for more information.