

Integrate WebsiteAlive Into Your Magento Marketplace

A WebsiteAlive How-To Guide



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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

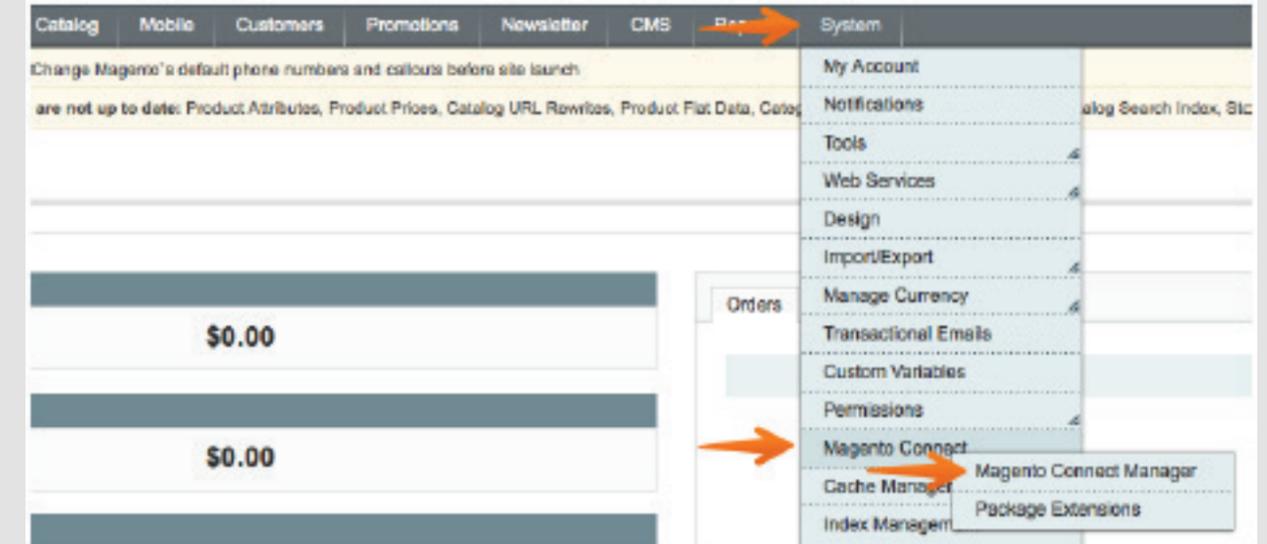
WebsiteAlive lets you communicate with your visitors to build trust, resolve support issues, and add a human touch to your brand. Make much more deals and increase buyer satisfaction. Decrease the amount of visitors who leave your site without what they need. WebsiteAlive is an easy-to-use Live Chat 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.

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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**.



Installation - Step 2

7. When the package appears in the Extension dependencies table, click **Proceed**.

Install New Extensions

- 1 Search for modules via [Magento Connect](#).
- 2 Paste extension key to install: http://connect20.magentoocommerce.com/community/WebsiteAlive_LiveChat **Install**

Extension dependencies

Channel	Package Name	Version	Status
community	WebsiteAlive_LiveChat	2.0.1 (stable)	Ready to install

Cancel Installation **Proceed**

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

```
Checking dependencies of packages
Starting to download WebsiteAlive_LiveChat-2.0.1.tgz ...
...done: 6,770 bytes
Installing package community/WebsiteAlive_LiveChat 2.0.1
Package community/WebsiteAlive_LiveChat 2.0.1 installed successfully
Package installed:
community WebsiteAlive_LiveChat 2.0.1

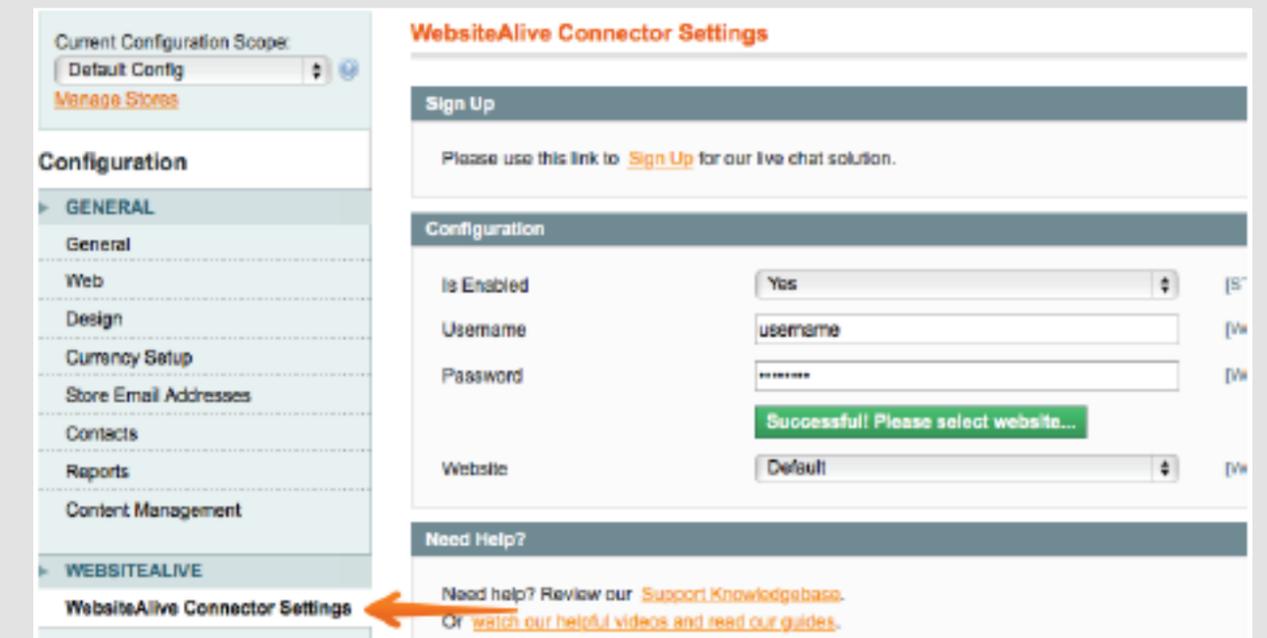
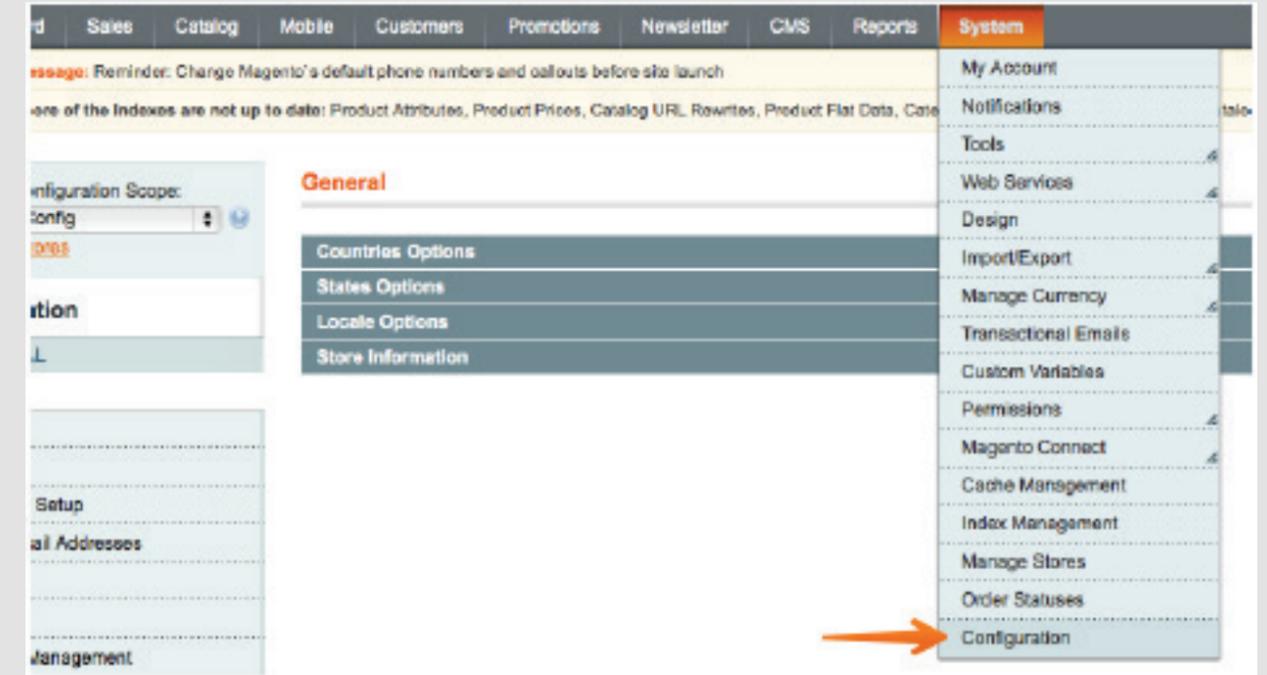
Cleaning cache
--
Cache cleaned successfully
```

Procedum completed. Please check the output frame for useful information and refresh the page to see changes.

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 credentials 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**.

The screenshot shows the Magento Admin System Configuration page. The top navigation bar includes Dashboard, Sales, Catalog, Mobile, Customers, Promotions, Newsletter, CMS, Reports, and System. The System menu is open, showing options like My Account, Notifications, Tools, Web Services, Design, Import/Export, Manage Currency, Transactional Emails, Custom Variables, Permissions, Magento Connect, Cache Management, Index Management, Manage Stores, Order Statuses, and Configuration. The Design section is selected in the right-hand menu. The main content area shows the Design configuration page with sections for Package, Themes, HTML Head, Header, and Footer. The Footer section is expanded, showing the Miscellaneous HTML field. An orange arrow points to the Design section in the right-hand menu, and another orange arrow points to the Miscellaneous HTML field in the Footer section. The Miscellaneous HTML field contains the following code:

```
<!-- Start WebsiteAlive Embedded look/Tracking Code -->
<script type="text/javascript">
function wsa_include_js(x)
var wsa_host = (("https:" ==
document.location.protocol) ? "https://" : "http://");
var js = document.createElement("script");
js.setAttribute("language", "javascript");
js.setAttribute("type", "text/javascript");
js.setAttribute("src", wsa_host +
"tracking.websitealive.com/VTracker_v2.asp?
objectid=c1&groupid=4066&websiteid=0");
document.getElementsByTagName("head")[0].
appendChild(js);
-->
```

This will be displayed just before body closing tag.

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.



WebsiteAlive[®]
Let's Connect

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