

## Request product information through WhatsApp

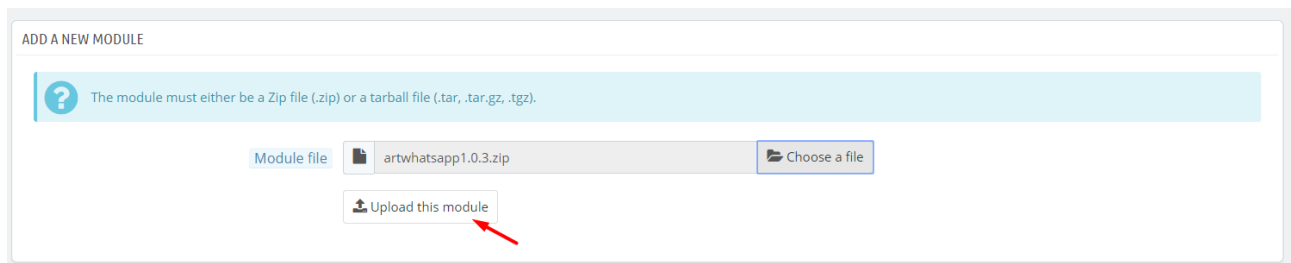
Your customers will be able to ask for product information, directly from your shop through WhatsApp, without needing to add your number to their contacts.

### Features:

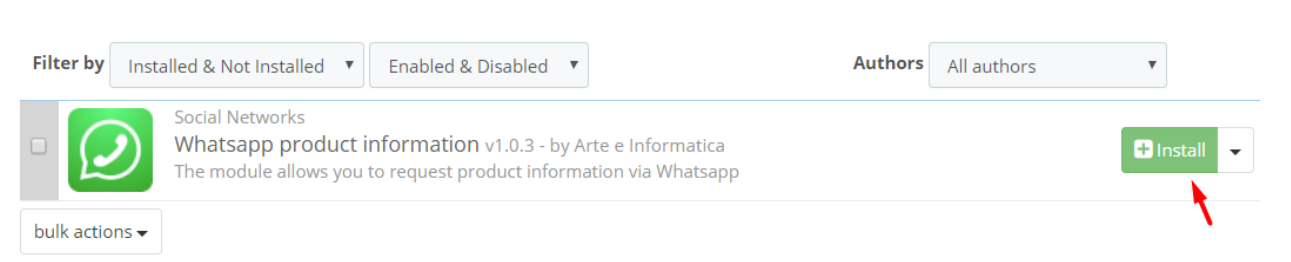
- Send the reference and name of the product that the customer is looking for information about in the request;
- Multilingual support with the ability to specify different mobile numbers/WhatsApp accounts for each shop's language;
- **The WhatsApp application opens automatically on both PC and mobile;**
- The customer doesn't need to add your Whatsapp number to their contacts;
- It's possible to hide the Whatsapp link if the ecommerce is open within the **Android Facebook app\***, which is not currently compatible with the Whatsapp protocol.
- Multishop: you can configure different accounts for each eshop.

\*) The Facebook for Android app opens the link in the integrated Facebook browser which is unfortunately not compatible.

## Installing the Module Art Whatsapp Product Information



To install the module from the backend of PrestaShop, go to **Modules-> Modules and Services**, click on the top right on "**Add new module**", select the file artwhatsappx.x.zip and click on "**Load module**".



The module will now appear in the list of available modules, to install it, simply click on "**Install**".


## Disable the opening of external links within the Facebook app

1. Open Facebook for Android on your device;
2. Click the settings icon on the top right (the three horizontal lines);
3. Go to Application Settings;
4. Look for Always open links with an external browser and select On;

From now on links will be opened using your default browser or you will be asked which browser to use when you open the link.

## Configuring the module

The module configuration is very simple and intuitive.

 SETTINGS


Contact WhatsApp  YES  NO  
*Enables or disables the showing of the option to request information on the product page.*

Position  ▼  
*Sets the position of the WhatsApp link on the product page.*

Mobile number   ▼  
*Set the number associated with the WhatsApp account including the international dialling code (e.g. 39 for Italy without + or zero).*

Text to be displayed   ▼  
*Set the text to display as a link to WhatsApp (e.g. Use WhatsApp to find out more information).*

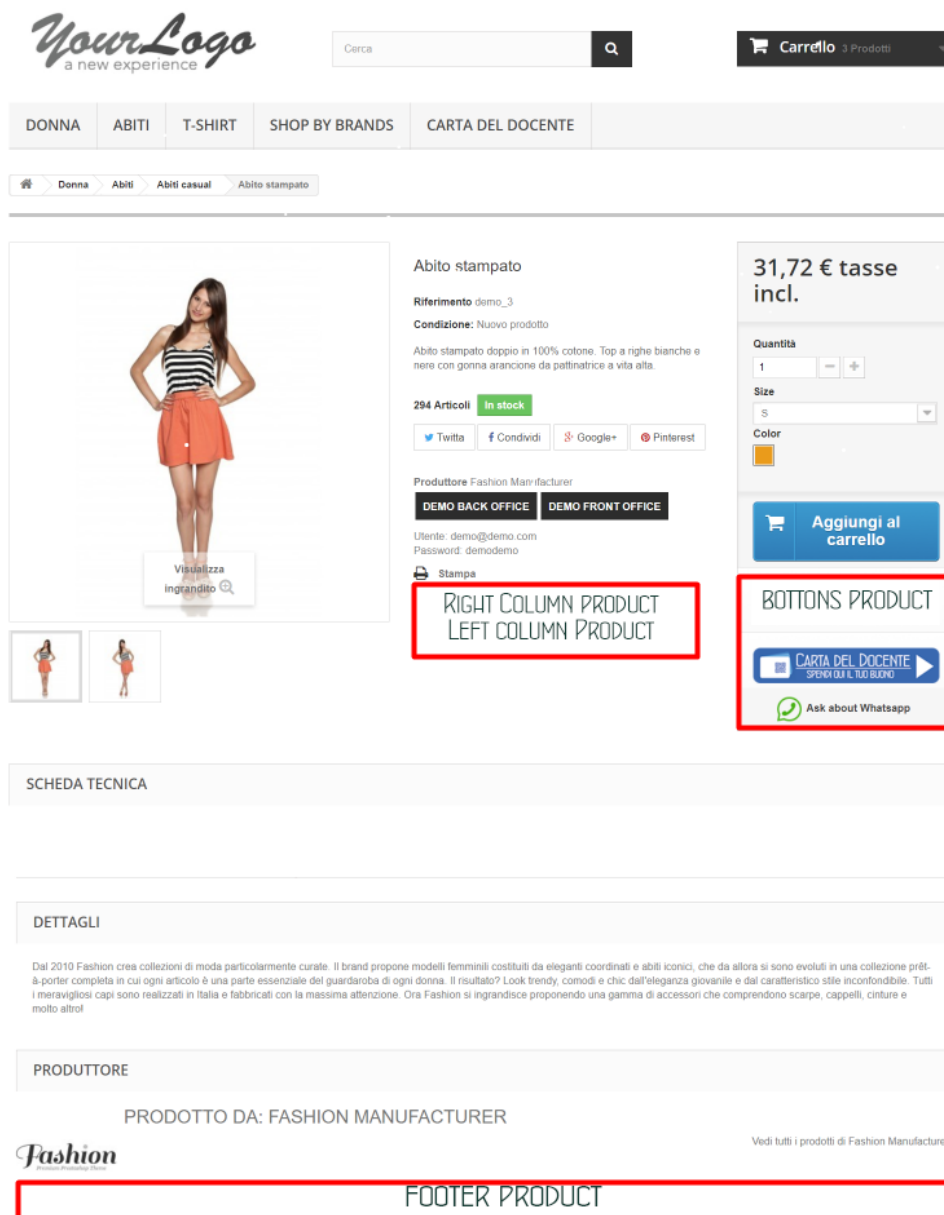
Hide in Facebook Browser  YES  NO  
*Hide in Facebook Browser If enabled, this hides the WhatsApp link if ecommerce is opened in the Facebook for Android app's integrated browser.*

 Save

Option	Functions
<b>Contact WhatsApp</b>	Enables or disables the showing of the option to request information on the product page.
<b>Position</b>	Sets the position of the WhatsApp link on the product page.
<b>Mobile number</b>	Set the number associated with the WhatsApp account including the international dialling code (e.g. 39 for Italy without + or zero).
<b>Text to be displayed</b>	Set the text to display as a link to WhatsApp (e.g. Use WhatsApp to find out more information).
<b>Hide in Facebook Browser</b>	If enabled, this hides the WhatsApp link if ecommerce is opened in the Facebook for Android app's integrated browser.

## Hook on the product page

You can set different display positions on the product page (product.tpl in your template) and add a custom view.



The screenshot shows a product page for 'Abito stampato'. The main image shows a woman wearing a striped top and orange skirt. The price is 31,72 € tasse incl. The page includes a search bar, a navigation menu, and a sidebar with product options. Several areas are highlighted with red boxes and labels: 'RIGHT COLUMN PRODUCT' and 'LEFT COLUMN PRODUCT' point to the product description area; 'BOTTOMS PRODUCT' points to the 'Aggiungi al carrello' button; 'CARTA DEL DOCENTE' points to a 'SPENDI OLI IL TUO BUONO' button; and 'FOOTER PRODUCT' points to a box at the bottom of the page.

The standard PrestaShop 1.7.X template only supports the Footer Product position and adds the Reassurance position, but it's possible to edit the file: **/themes/classic/templates/catalog/product.tpl** and insert the custom hook by entering this code in your chosen area: **{hook h='displayProductCustomized'}**

You can also insert this position in PrestaShop 1.6 by editing the file **product.tpl** in your template for the standard PD template: themes/default-bootstrap/product.tpl.