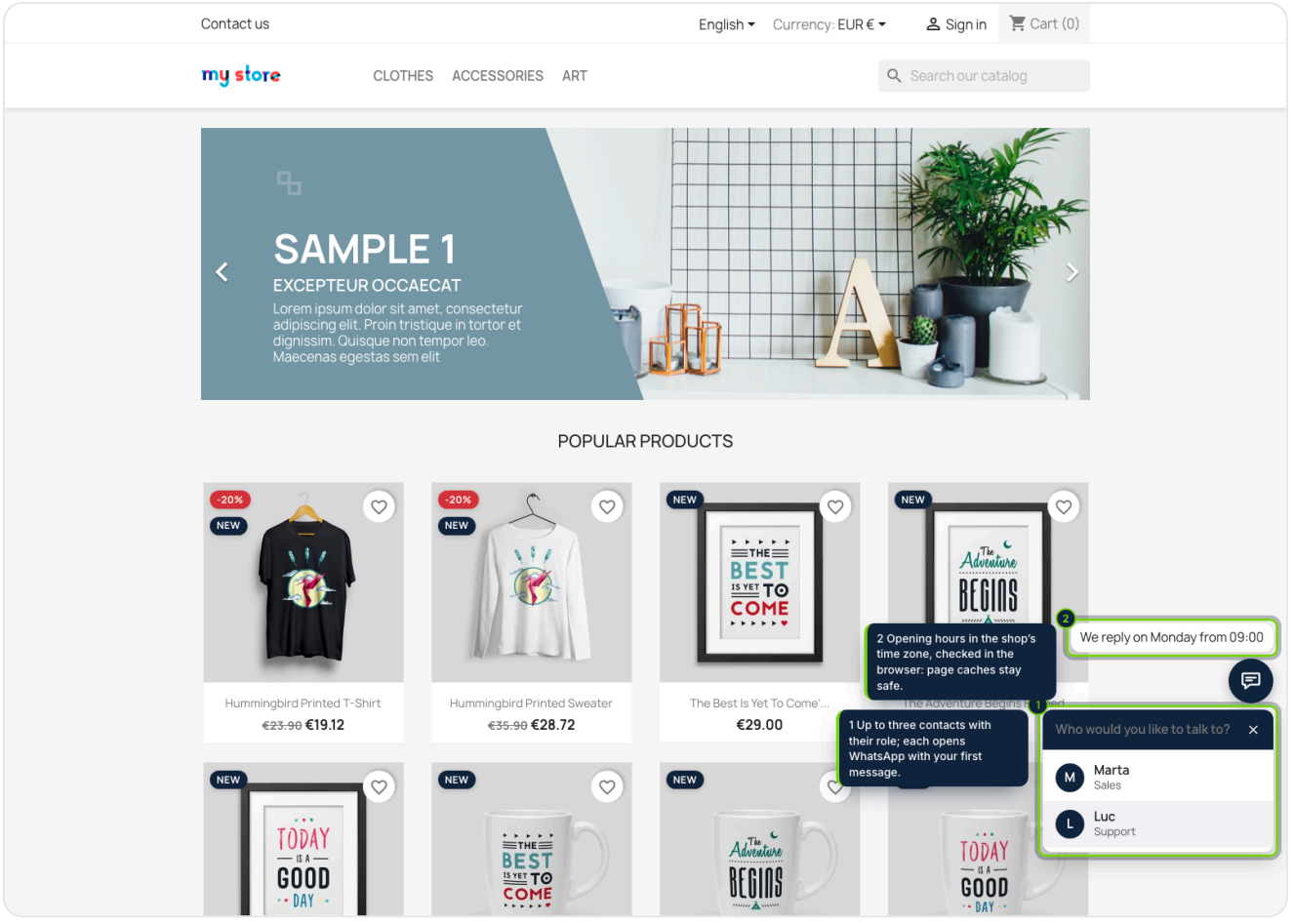
// prestashop · user guide

Chat & Order for WhatsApp

Version 1.1.0
ecom-addons.com

Chat & Order for WhatsApp lets your customers write to you on WhatsApp with the context already in the message: a **floating chat button** with up to three contacts and your opening hours, **Ask** and **Share** buttons on product pages, **Order via WhatsApp** in the cart (the order can be recorded in your shop, unpaid) and ready-made messages on the **order page** of the back office. It uses plain WhatsApp links (`https://wa.me/…`): no API, no account, no WhatsApp script on your pages.



The floating chat button: visitors choose who to talk to, and outside opening hours they see when you reply.

Requirements

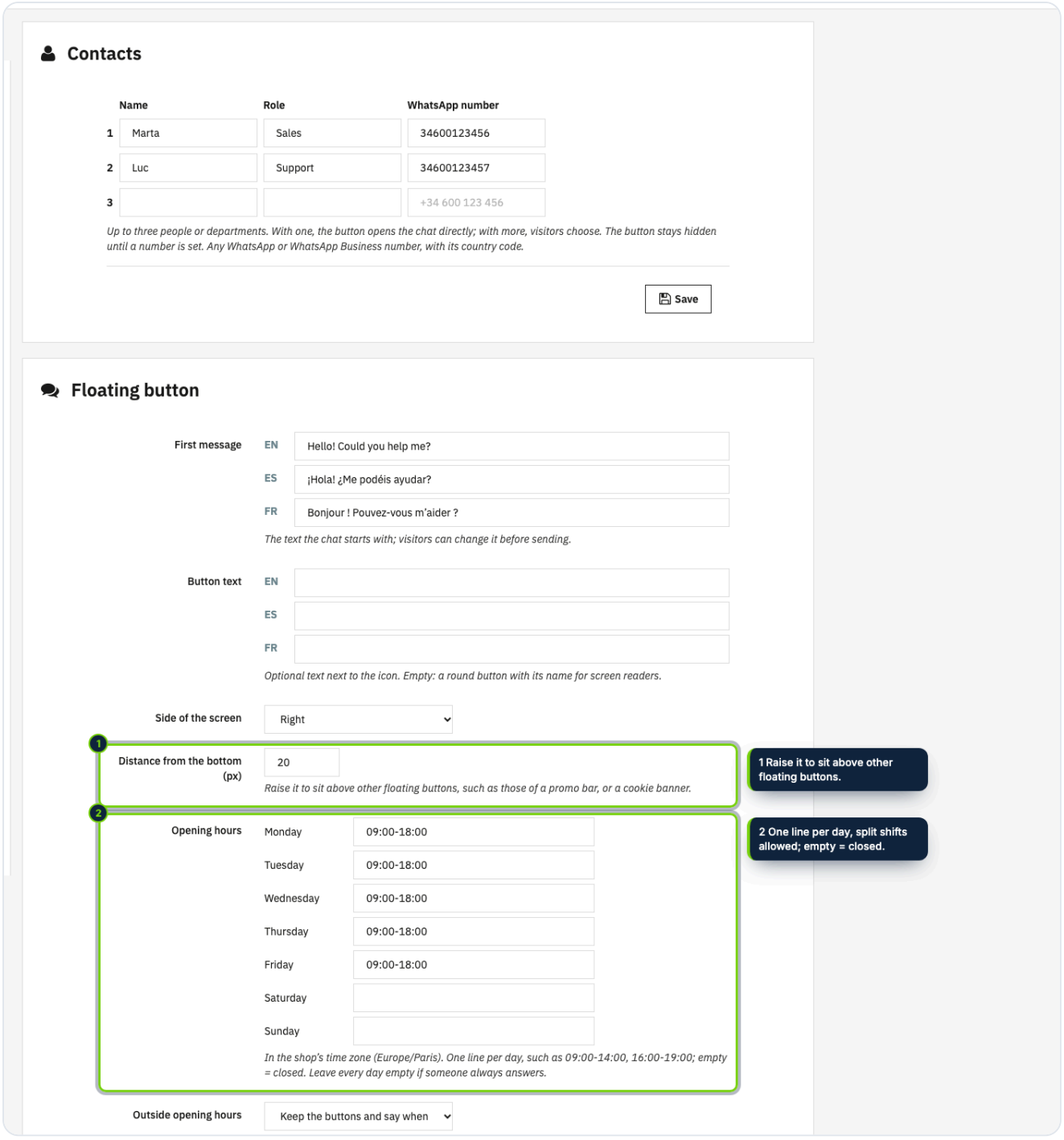
Component	Version
PrestaShop	8.2 · 9.0
PHP	8.1 or later
Theme	Classic (tested) or another theme with the `displayBeforeBodyClosingTag`, `displayProductAdditionalInfo` and `displayShoppingCart` hooks
WhatsApp	Any WhatsApp or WhatsApp Business number

Installation

1. Download the latest version from **My account › Downloads** on ecom-addons.com.
2. In the back office, go to **Modules › Module Manager** and click **Upload a module**.
3. Choose the zip file, then click **Configure**. Nothing shows in the shop until you enter a WhatsApp number.

Configuration

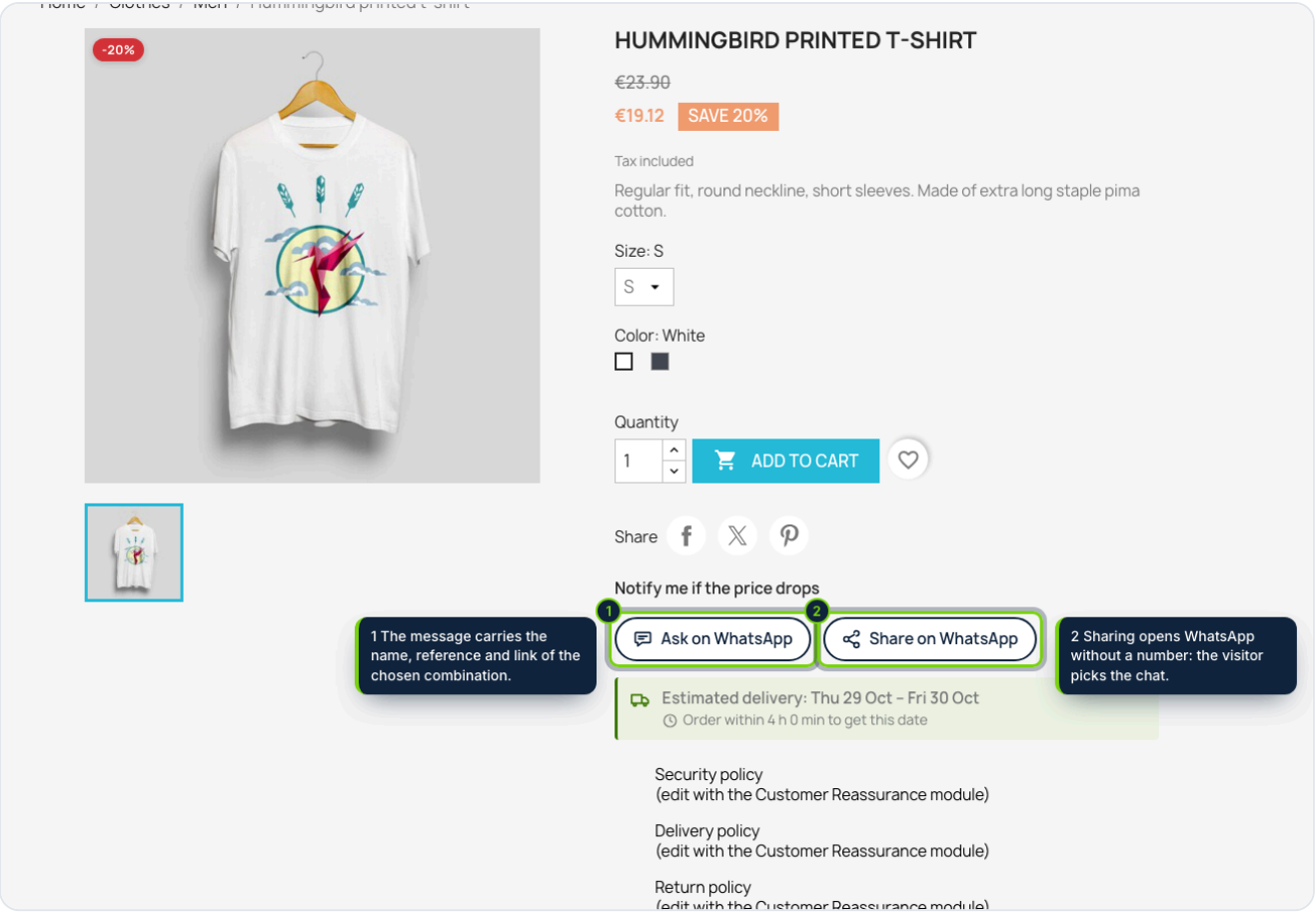
The module page has four panels saved together, and a table of clicks. Texts have one field per shop language; a language left empty uses our default wording for that language.



Module page: up to three contacts, the first message per language, position and opening hours.

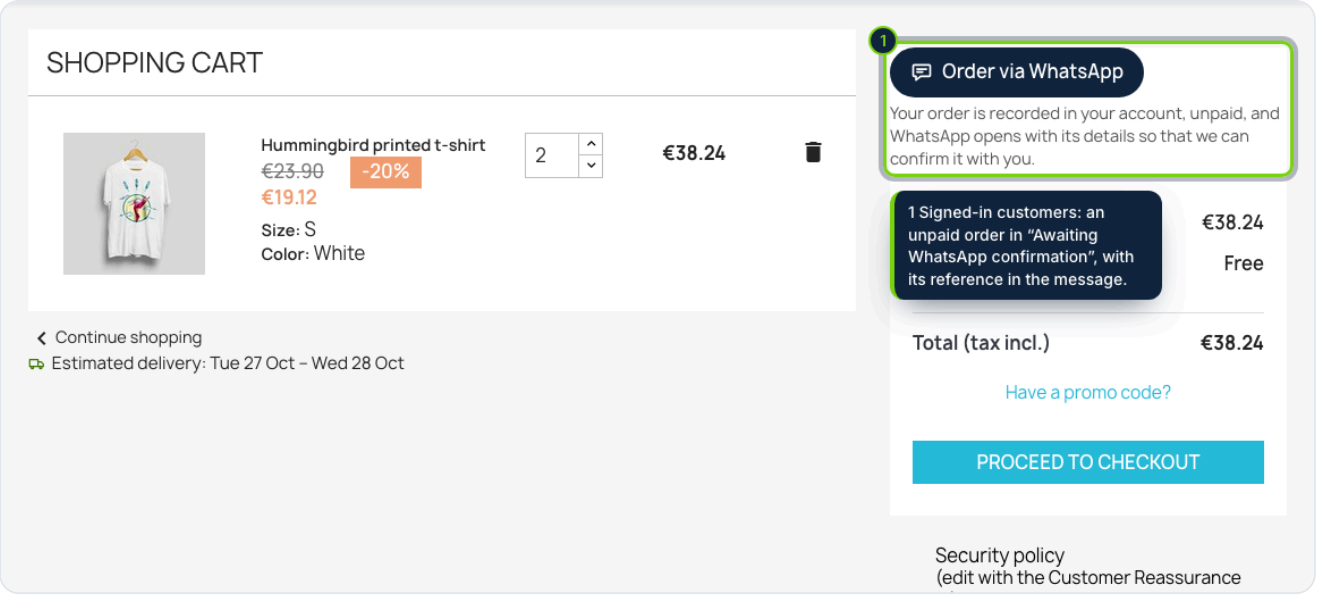
Setting	What it does
Contacts	Up to three people or departments: name, role and WhatsApp number with its country code (`+34 600 123 456`). With one contact the button opens the chat directly; with more, a small panel lets visitors choose. "Ask" and "Order" write to the first contact.
First message	The text the chat starts with, per language. Visitors can change it before sending.
Button text	Optional text next to the icon. Empty: a round button, named for screen readers.
Side of the screen, distance from the bottom	Right or left, and how many pixels above the bottom edge (default 20). Raise it to sit above other floating buttons or a cookie banner.
Opening hours	One line per weekday, in the shop's time zone, such as `09:00-14:00, 16:00-19:00` ; empty = closed. Leave every day empty if someone always answers. Default: Monday to Friday 09:00–18:00.
Outside opening hours	Keep the buttons and say when you reply ("We reply on Monday from 09:00"), or hide them.
Buttons	Switch each button on or off (floating chat, Ask, Share, Order) and choose the devices: all, mobile phones only or computers only (768 px).
Only in these categories	Type part of a category name and choose it from the list (× removes one). Empty: everywhere. Otherwise the product buttons, and the floating button on product and category pages, only show in those categories.
Create the order in the shop	Off by default. See "Orders by WhatsApp" below.
Order page templates	Three messages per language: order received, order shipped and a free message. Placeholders: `{firstname}` , `{order}` , `{total}` , `{tracking}` , `{shop}` .

How it works in the shop



On the product page: ask about the product, or share it with a friend, in one tap.

- **Ask on WhatsApp** opens a chat with your first contact: "Hello! I have a question about this product:", the product name, its reference and its link. When the customer picks another combination, the message follows it (the link carries the `#/…` of the combination).
- **Share on WhatsApp** opens WhatsApp without a number, with the product name and link: the visitor picks the friend.
- The floating button shows on every page. With opening hours, the browser checks the time in your shop's time zone, so cached pages stay right; the note updates every minute.
- Every link is a normal link that says it opens WhatsApp. Nothing is sent until the visitor taps it and then presses send in WhatsApp; on a computer it opens WhatsApp Web or the desktop app.



"Order via WhatsApp" in the cart: the lines and the total go into the message, and the order can be recorded in the shop.

Orders by WhatsApp

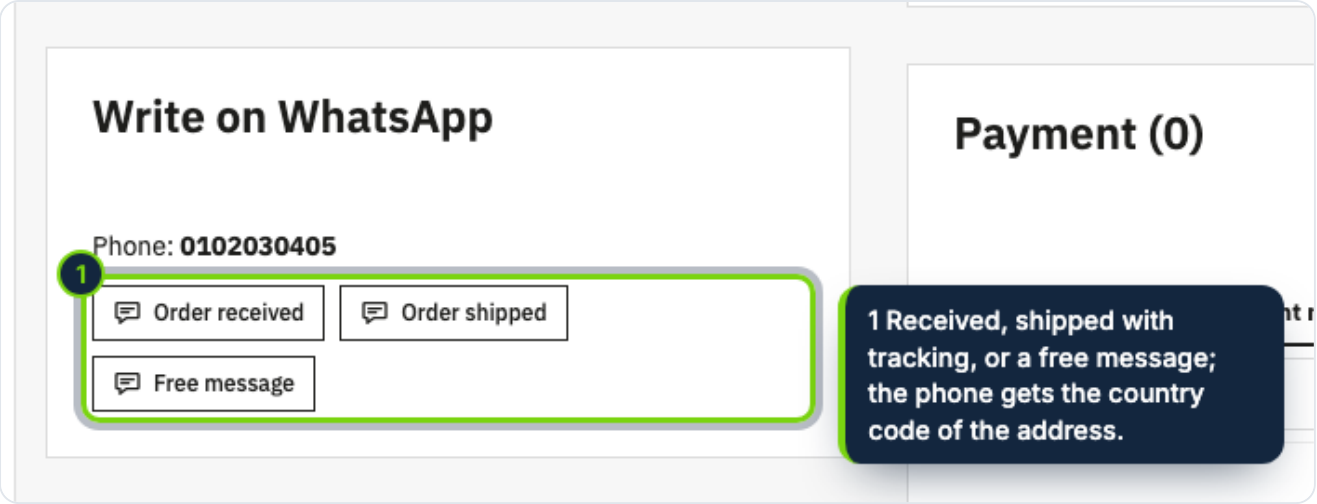
Order via WhatsApp in the cart writes every line (quantity × product (combination) — price) and the total of the products, "shipping not included". The message is built when the button is pressed, so it always matches the cart.

With **Create the order in the shop** on, a signed-in customer with an address gets a real PrestaShop order before WhatsApp opens:

- in the new order status **Awaiting WhatsApp confirmation** (not paid, not counted as a sale, no invoice), payment method "WhatsApp";
- with the shop's default carrier (or the first carrier available for the address) and the customer's first address when the cart has none;
- its reference is added to the message ("Order reference: XKBKNABJK"), so you find it at once in **Orders**;
- the cart is emptied as after any order, and PrestaShop sends its usual order confirmation email.

Guests and customers without an address only send the message; no order is created. When you have agreed payment and delivery in the chat, change the status of the order as usual (for example to "Payment accepted"), or cancel it.

Order page



Order page: write to the customer on WhatsApp with a ready-made message in the order's language.

The **Write on WhatsApp** panel on the order page (side column) has one button per template. Each opens WhatsApp with the template in the order's language and the placeholders filled in: the customer's first name, the order reference, the total, the tracking number of the carrier (when there is one) and the shop name. The phone is the mobile (or else the landline) of the delivery address, then of the invoice address, with the country code of that address added when it is missing (`06 12 34 56 78` in France → `33612345678`).

Clicks

The **Clicks** table on the module page shows how many times each button was used in the last 30 and 90 days. Only the button and the day are counted (with `navigator.sendBeacon`): no cookie, IP address or customer data. Rows older than 90 days are deleted.

Styling

The buttons use your theme's font and the shop navy with white text. Override `--ecom-wa-bg` , `--ecom-wa-fg` , `--ecom-wa-radius` and `--ecom-wa-z` in your theme's CSS, or style `.ecom-wa` (floating button), `.ecom-wa-product` and `.ecom-wa-cart` . The icons are our own speech bubble and share drawings.

Data, privacy and uninstall

- Settings are one configuration value (`ECOM_WA_SETTINGS`); clicks are in the table `ecomaddons_whatsapp_clicks` (button, day, count).
- WhatsApp is only contacted when a visitor follows a link. Mention in your privacy policy that customers can contact you through WhatsApp (Meta), which then processes their messages.

- In multistore, the settings apply to every shop.
- Uninstalling removes the settings and the clicks table. Orders created with the module and their status **Awaiting WhatsApp confirmation** stay, so they remain readable.

FAQ

Do I need WhatsApp Business or the WhatsApp Business API? No. Any WhatsApp number works; there is no API, no account to connect and no cost per message.

Does it load WhatsApp scripts or trackers? No. One small CSS file and one small script of ours; nothing from WhatsApp until the visitor follows a link.

Is the order paid? No. It waits in "Awaiting WhatsApp confirmation" until you agree payment with the customer and change its status.

Can guests order? They send the cart by WhatsApp; an order is only recorded for signed-in customers with an address.

WhatsApp is a trademark of Meta Platforms, Inc. This module is not made or endorsed by Meta.

Languages

The module is translated into English, Spanish and French; messages and templates have one field per shop language.