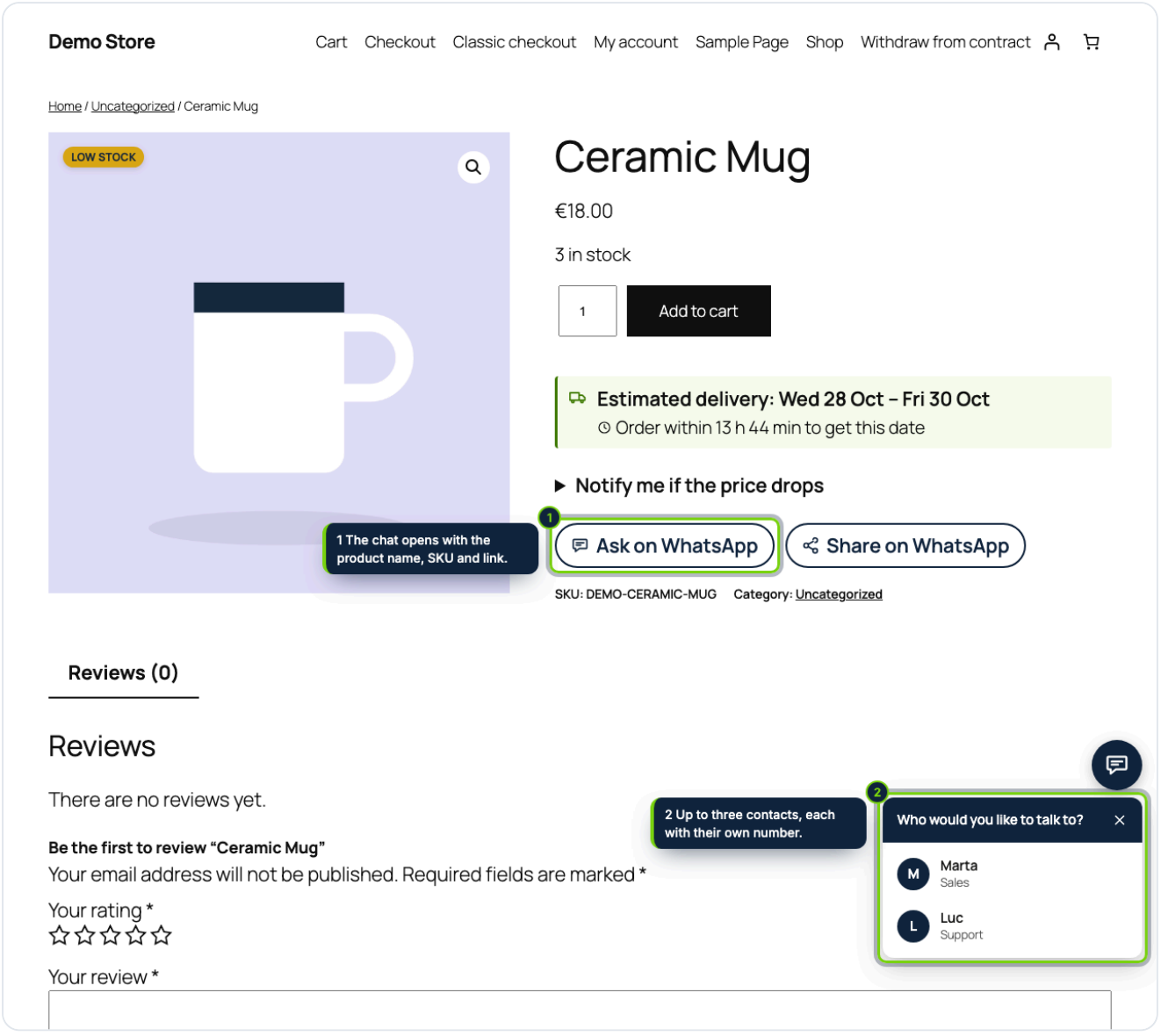
// woocommerce · user guide

Chat & Order for WhatsApp

Version 1.1.0
ecom-addons.com

Chat & Order for WhatsApp lets your WooCommerce shoppers write to you on WhatsApp with the context already filled in: a **floating chat button** with up to three contacts and your opening hours, **"Ask on WhatsApp"** and **"Share on WhatsApp"** on product pages, and **"Order via WhatsApp"** in the cart, which sends the cart lines and can record the order in WooCommerce. On the order screen, your team writes to the customer in one click with ready-made templates. Everything uses plain WhatsApp links (`wa.me`): no API, no account to connect and no script from WhatsApp on your pages.



On the product page of a block theme: “Ask on WhatsApp” with the product, its SKU and link, “Share on WhatsApp”, and the floating button with a choice of contacts.

Requirements

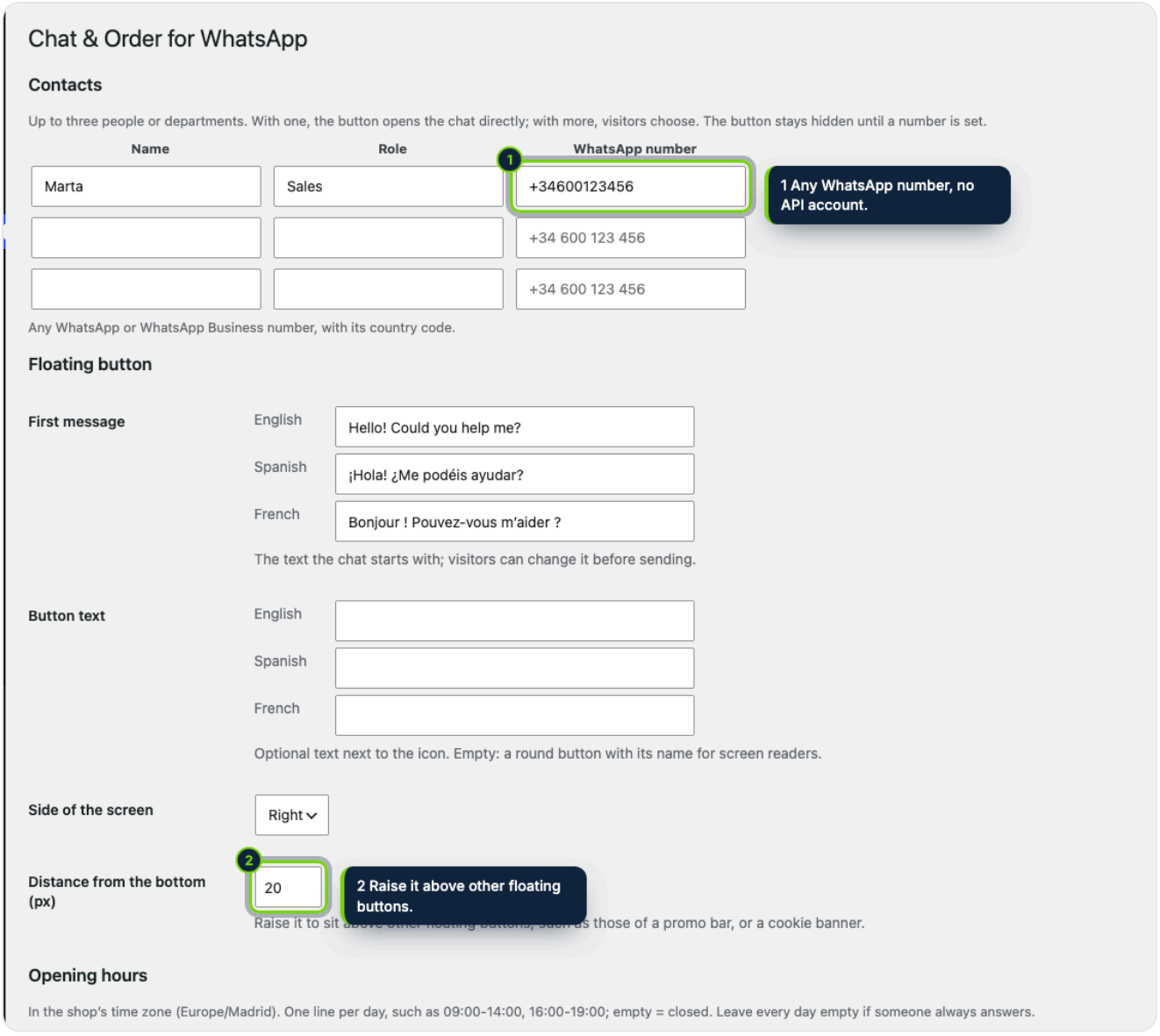
Component	Version
WordPress	7.0 or later (tested with 7.1)
WooCommerce	11.0 or later (tested with 11.2)
PHP	8.1 or later
Theme	Block themes (Twenty Twenty-Five tested) and classic themes (Storefront tested)
WhatsApp	Any WhatsApp or WhatsApp Business number. No WhatsApp Business API.

Installation

1. Download the latest version from **My account › Downloads** on ecom-addons.com.
2. In WordPress, go to **Plugins › Add New Plugin › Upload Plugin**, choose the zip file, click **Install Now**, then **Activate**.
3. Open **WooCommerce › WhatsApp chat & order** and enter at least one WhatsApp number.

Nothing shows in the store until a number is saved.

Settings



WooCommerce › WhatsApp chat & order: contacts, first message per language, position, opening hours, buttons, order creation and staff templates.

Only users who can manage WooCommerce see the page. If something is wrong nothing is saved, and the form comes back with what you typed and the list of problems. Texts have one field per language installed in WordPress (and the languages of WPML or Polylang); a language left empty uses our default wording in that language.

Setting	What it does
Contacts	Up to three people or departments: name, role and WhatsApp number with the country code (`+34 600 123 456`). With one contact the button opens the chat directly; with more, the visitor chooses in a small panel.
First message	The text the floating button's chat starts with. Visitors can change it before sending.
Button text	Optional text next to the icon. Empty: a round button, named "Chat on WhatsApp" for screen readers.
Side of the screen, Distance from the bottom	Right or left, and the gap to the bottom edge (0–400 px, default 20). Raise it when other floating buttons or a cookie banner sit in the same corner.
Opening hours	One line per weekday in the site's time zone (**Settings › General**), such as `09:00-14:00, 16:00-19:00` ; empty = closed. Default: Monday to Friday 9:00–18:00. Leave every day empty if someone always answers.
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, "Ask", "Share", "Order") and choose all devices, phones only or computers only.
Only in these categories	Click the box and type part of a product category name; subcategories show their parent (“Clothing › Hoodies”). 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 for your team (order received, order shipped, free message) per language, with the placeholders `{firstname}` , `{order}` , `{total}` , `{tracking}` and `{shop}` .

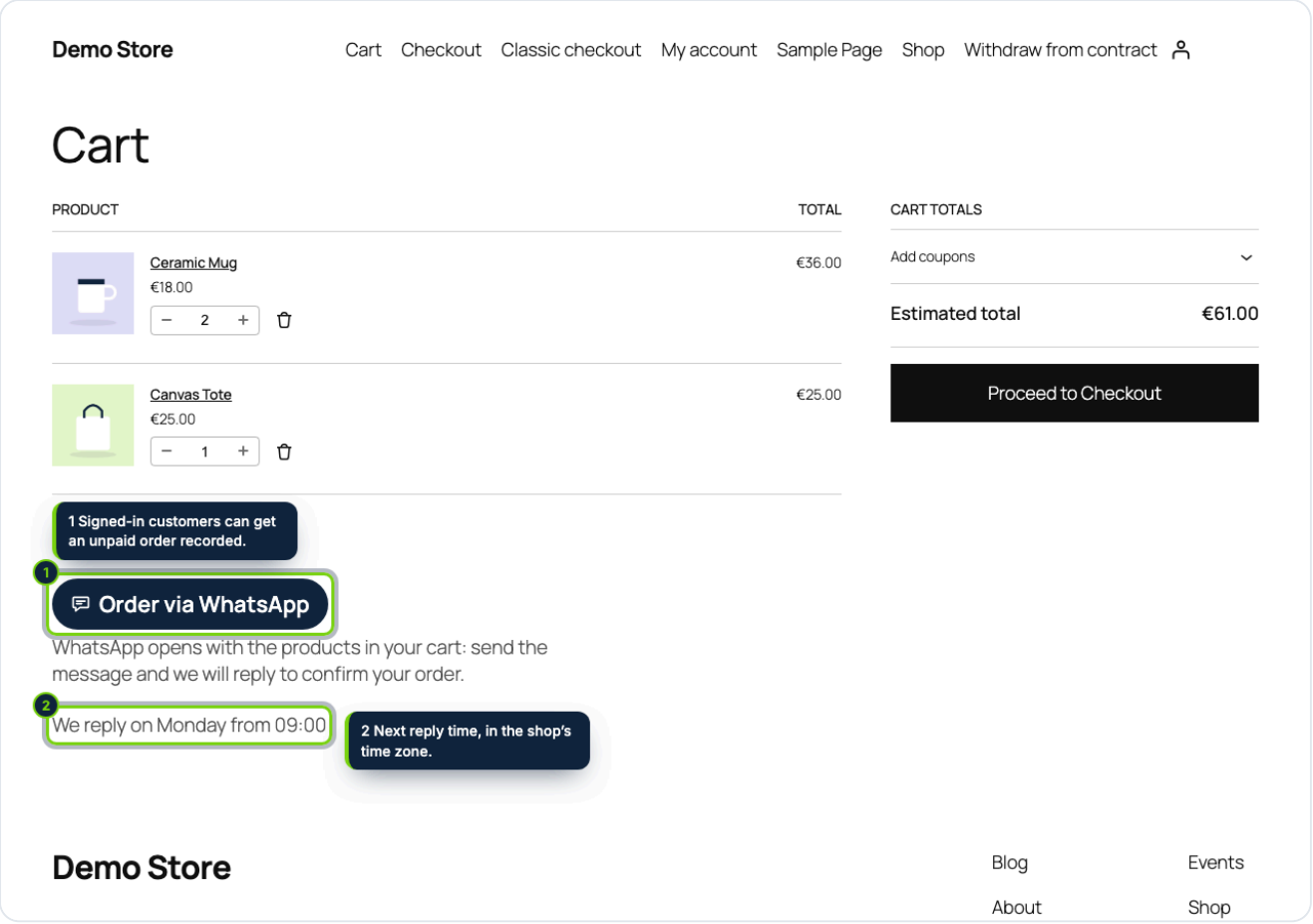
The **Clicks** table at the bottom shows how often each button was used in the last 30 and 90 days.

On the store

- **Floating button**: on every page (after the footer, `wp_footer`). It opens WhatsApp Web or the app with your first message, or a panel to choose the contact. Esc closes the panel.
- **Ask on WhatsApp**: after the add-to-cart form. The message has the product name, its SKU and the page address; when the visitor is on an address with a variation in it (`?attribute_…`), that address is sent.

- **Share on WhatsApp**: opens WhatsApp without a number, with the product name and link, so visitors send it to whoever they like.
- **Order via WhatsApp**: under the Cart block (or under the totals of the classic cart). The message lists each line (quantity × product, variation, line total) and the total of the products, with "shipping not included". The lines are read when the button is pressed, so changes made in the cart are always included.
- **Opening hours** are checked in the visitor's browser against your time zone, every minute.

Orders by WhatsApp



In the Cart block: "Order via WhatsApp" sends the lines and the total; outside opening hours the button says when you reply.

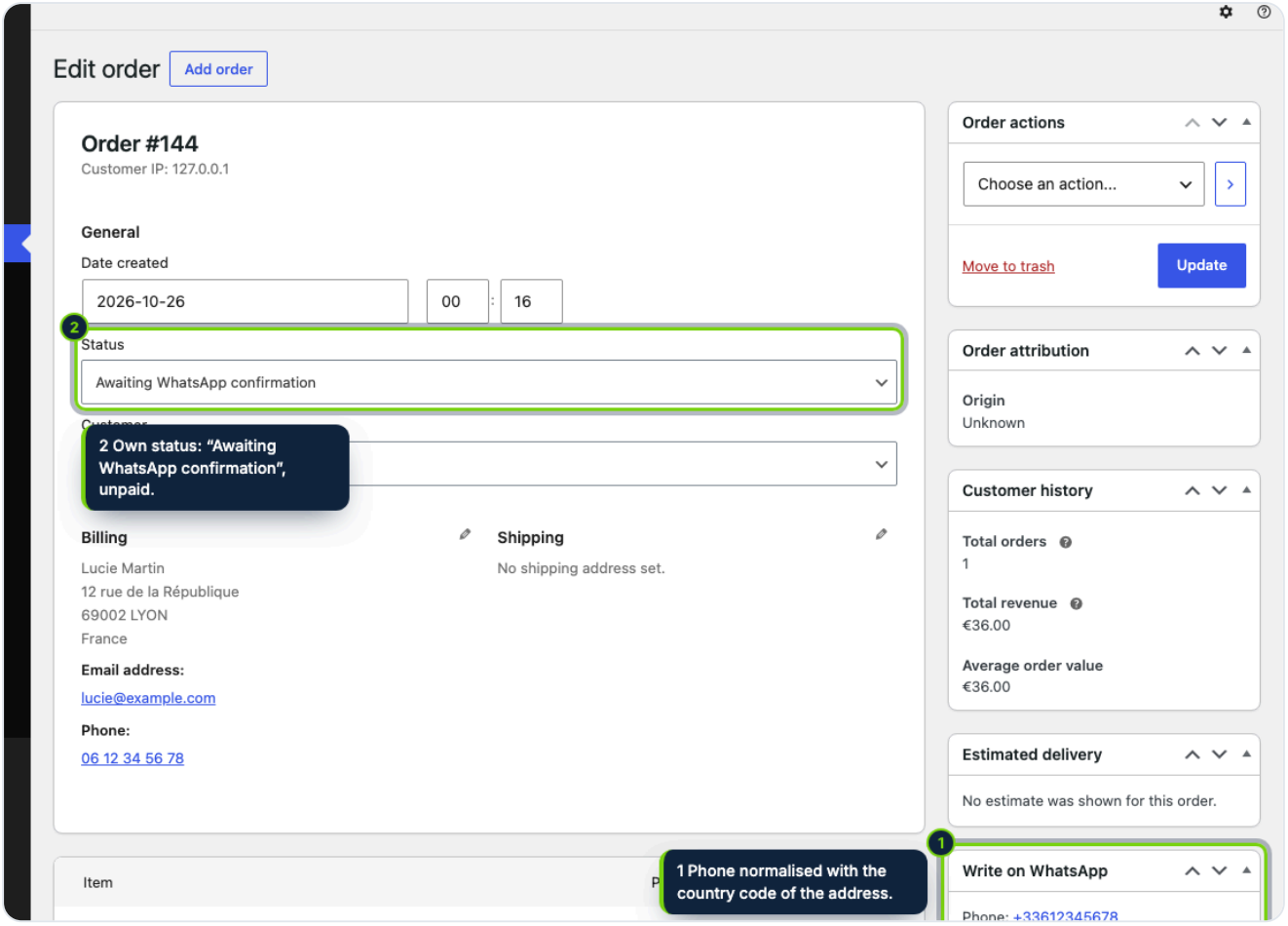
With **Create the order in the shop** ticked, a **signed-in customer with a billing address** who presses "Order via WhatsApp" gets a real WooCommerce order:

- built from the cart the same way the checkout builds it: products, coupons, fees, taxes and the shipping rate chosen in the cart (the first available one unless the customer picked another);
- in the status **Awaiting WhatsApp confirmation**: not paid, no payment method, it cannot be paid from **My account**, and stock is not reduced yet (WooCommerce reduces it when you move the order to Processing or On hold);

- with its number in the WhatsApp message ("Order reference: 123"), and the cart is emptied.

Guests and customers without an address only send the message; no order is created. Orders are only created from the button (a form with a security token), never from a link. You find them in **WooCommerce › Orders**, filtered by the new status; confirm the details in the chat, then change the status (for example to Processing once paid) as usual.

On the order screen



WooCommerce › Orders: the "Write on WhatsApp" box opens a chat with the customer, with the received, shipped or free template filled in their language.

The **Write on WhatsApp** box (HPOS and classic order storage) shows the customer's phone (billing, else shipping) with the country code of that address added when it was typed without it (`06 12 34 56 78` in France becomes `+33 6 12 34 56 78`). Each link opens WhatsApp with a template filled in for this order, in the language the order was placed in (or WPML's, or the site's). `{tracking}` comes from the WooCommerce Shipment Tracking plugin or a `_tracking_number` field; when there is none, "Tracking number:" is left without a number. Nothing is sent until you press send in WhatsApp.

Privacy

- Nothing is sent to WhatsApp until a visitor taps a button; the page loads no WhatsApp script. Mention in your privacy policy that visitors can contact you through WhatsApp (Meta) and that the message is sent from their own account.
- The click counter stores only the button and the day: no cookie, IP address or customer data.
- Orders created are ordinary WooCommerce orders.

Styling

Change the colours in your theme's CSS: `--ecom-wa-bg` (button colour, default navy), `--ecom-wa-fg` (text colour), `--ecom-wa-radius` and `--ecom-wa-z` on `:root`; the classes are `.ecom-wa` (floating button), `.ecom-wa-product` and `.ecom-wa-cart`. The plugin action `ecom_addons_whatsapp_order_created` receives each order it creates.

Languages

The plugin's screens and texts are in English, Spanish and French. Your own texts and templates are typed per language.

Uninstalling

Deleting the plugin from **Plugins** removes its settings and the click table. Orders it created stay in WooCommerce; change their status first if you no longer want to see "Awaiting WhatsApp confirmation".

FAQ

Do I need WhatsApp Business or the WhatsApp Business API? No. Any WhatsApp number works, personal or Business. There are no API costs.

Does it work on computers? Yes: the link opens WhatsApp Web or the desktop app.

Are messages sent automatically? No. The visitor (or your team member) sees the message in WhatsApp and decides to send it.

Does it work with page caches? Yes. Every visitor of a page gets the same HTML; opening hours and devices are decided in the browser. The cart page is never cached by WooCommerce-aware caches.

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

Updates and support

Every new version is free for life from **My account › Downloads**, and you get 6 months of support from the purchase date at ecom-addons.com.