



wplocker.com
Kruk Chat

Quick Start & Guide

Introduction

Kruk chat is a simplest way to provide your wordpress visitor a “live chat support” and manage it via mobile app

Features

- Your new “live chat support” ticket will be push to your iphone.
- Free iphone App Available on the App Store
- Apple Push Notification Intergrated
- No Monthly / Subscription Fees
- Customizable your own colour or position
- Woo Commerce Ready
- Chat Log
- Multi Administrator
- Support right to left language
- Embedded Chat Window

wplocker.com

Step 1 : Download the App from the App Store



You can download the App From This URL (kruk chat)
<https://itunes.apple.com/us/app/kruk-chat/id646106302?ls=1&mt=8>

Step 2 : Wordpress Installation

- Open you folder find zip file below MobileSupportChat.zip



wplocker.com

- Install it in your wordpress plugin



Install Plugins

[Search](#) | [Upload](#) | [Featured](#) | [Popular](#) | [Newest](#)

Install a plugin in .zip format

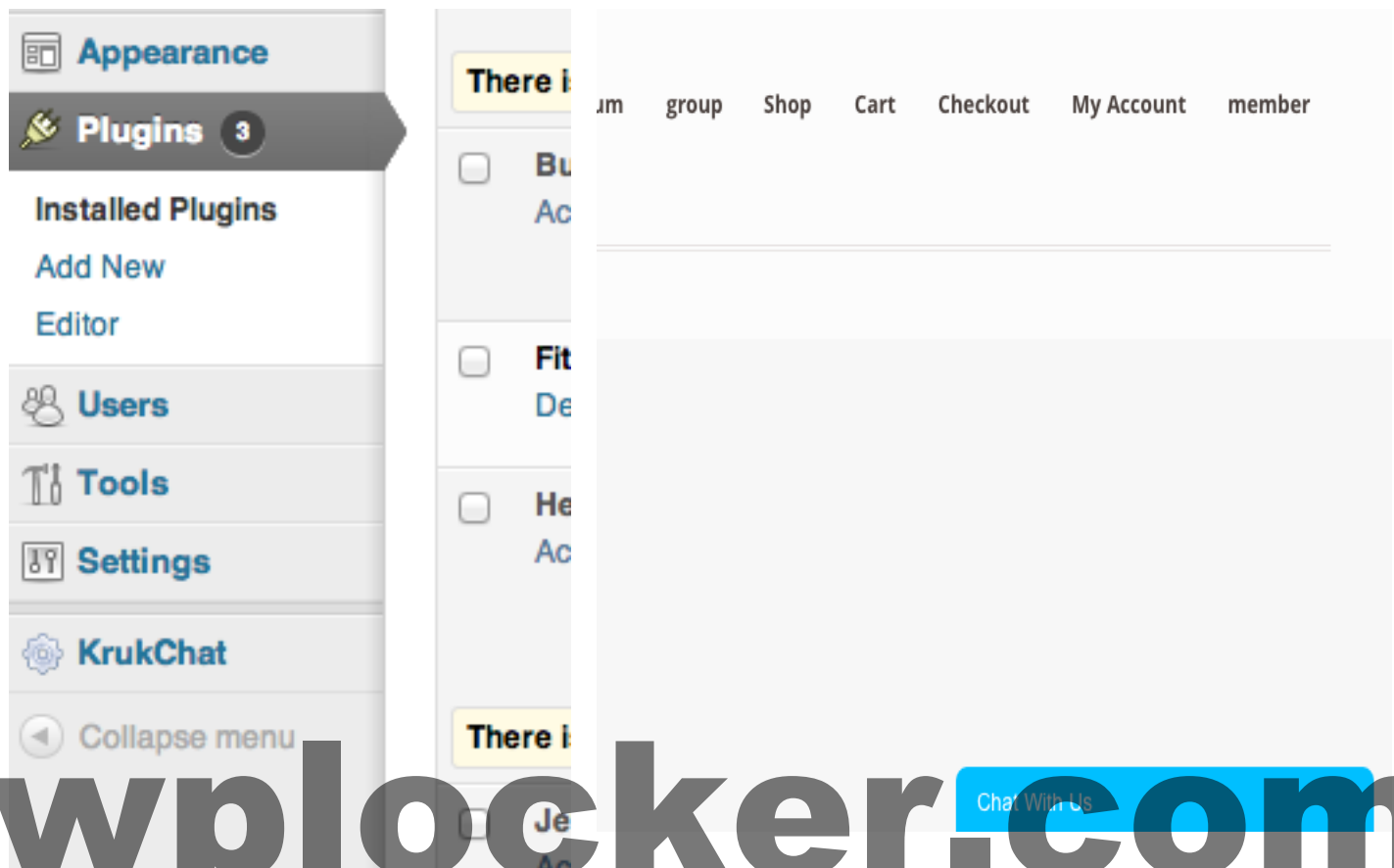
If you have a plugin in a .zip format, you may install it by uploading it here.

Choose File

No file chosen

Install Now

- After you successful upload it. Please activate it. And you will see new selection in your wordpress. Please select it and your website should looks like image below.



Step 3 : Setup an admin

- You need to select you admin by entering wordpress user email into this form

Kruk Chat version 1.0

Step 1 : Select your agent by entering wp-user email address.

Selected user will able to login through mobile. If you select more than 1, this script will choose randomly of ownership of new ticket.

User Email Address :

- Once you entering the email and add it. It will show like this.

Step 2 : Select an administrator

Administrator will able to recieve,reply,delete,swap,edit or view other people tickets in mobile.

Normal User will able to recieve,reply or view his/her ticket only in mobile.



- By Default, this user is normal operator.
- If you want to make this user as “Administrator“. Push “Make as administrator “ button. and it will automatically choose this user as administrator.
- **Normal User** will able to recieve,reply or view his/her ticket only in mobile.
- **Administrator** will able to recieve,reply,delete,swap,edit or view other people tickets in mobile.
- If you want to make more than one operator, you can add new email address and the name will appear in selected list.

Note : If you have more than one operator, system will choose randomlly whose the ownership of the new ticket requested by your customer.

Step 4 : Push Notification Setup

- Open krukchatpushnotification folder. you will see 2 files krukchatapns.php and krukchatpushcert.pem. Upload THIS FOLDER into your server using FTP and get the link of your folder like <http://www.yourdomain.com/krukchatpushnotification/krukchatapns.php>



- Please paste it and save the link into form

Step 3 : Apple Push Notification Server Setup

Please upload krukchatpushnotification(folder include php file and push cert) into your server and get your url. e.g <http://www.yourdomain.com/krukchatpushnotification/krukchatapns.php> . Paste it in form below.

Push Notification Link :

[http:// www.yourdomain.com/krukchatpushnotification/krukchatapns.php](http://www.yourdomain.com/krukchatpushnotification/krukchatapns.php) [Save link](#)

Step 5 : Customisation

- You can setup the email and customize you chat box colour,dimension and more..

Step 4 : Email Account

Offline email address

Note : will send to this email

No reply email address

Save Email Accounts

Step 5 : Chat Box Customisation

Color Customisation

Chat Box Header :



Chat title text color :

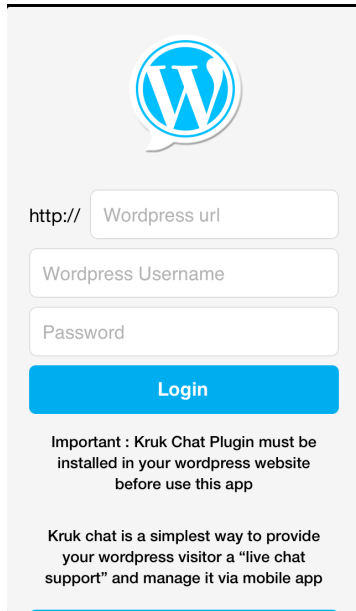


Chat Box Border :



Step 6 : Login into mobile

- Open the App from your iphone you will see this



http://

Login

Important : Kruk Chat Plugin must be installed in your wordpress website before use this app

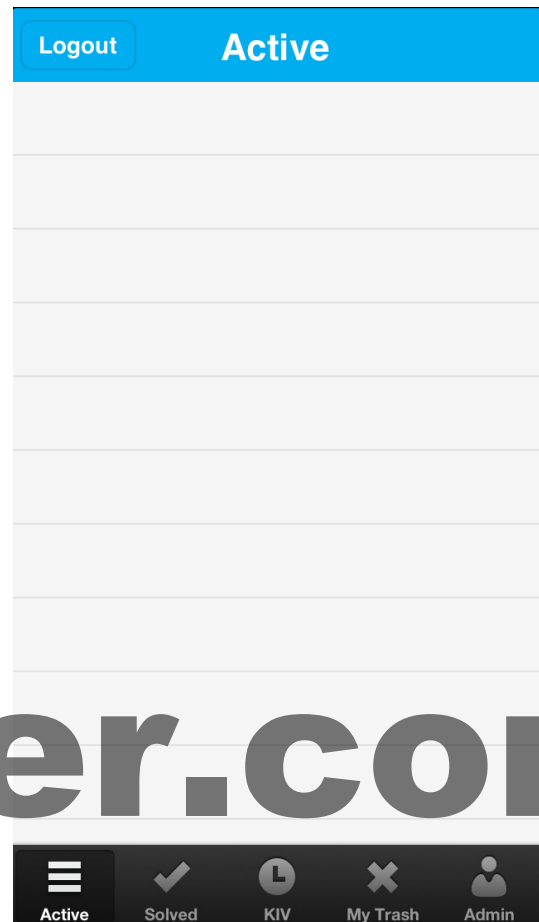
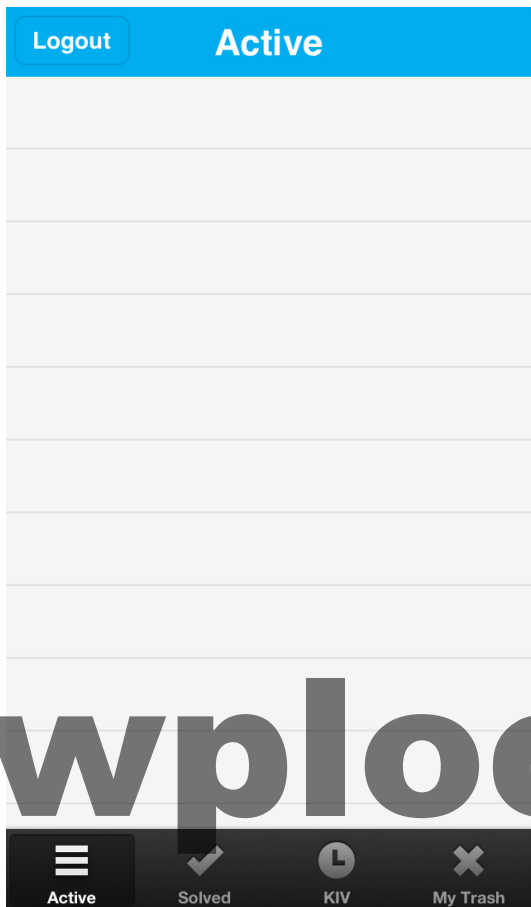
Kruk chat is a simplest way to provide your wordpress visitor a "live chat support" and manage it via mobile app

- To login, enter your wordpress url ,your registered wordpress user to krukchat username and password. Press login. you will see below image and swipe it and press done button.



- Once you pressed done button, You will see image below. This is image if you login as normal user

- Once you pressed done button, You will see image below. This is image if you login as admin user



- The first 4 tab is represent status. And if you login as admin, the last tab is admin tool. Means you can view other operator/ticket in mobile.

Step 7 : How you're going to receive your ticket

- This is how your customer want to make a chat request from your website

Chat With Us

Hey, we'd love hearing from you. Please fill the form below

Chat Name

Carew Rights

Email

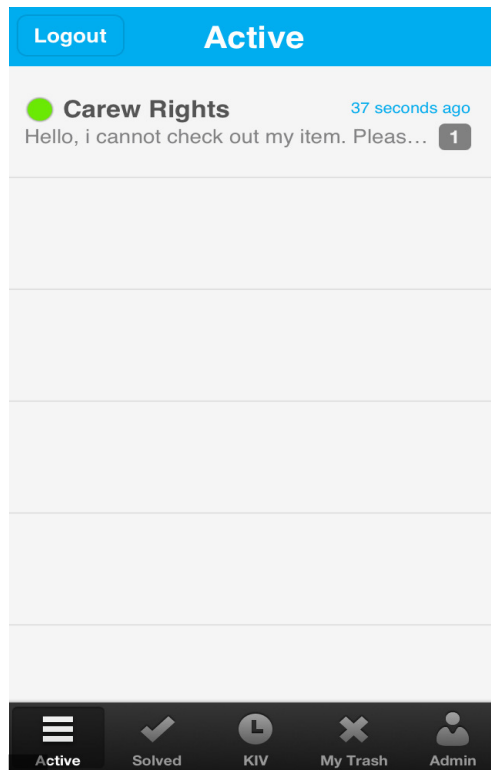
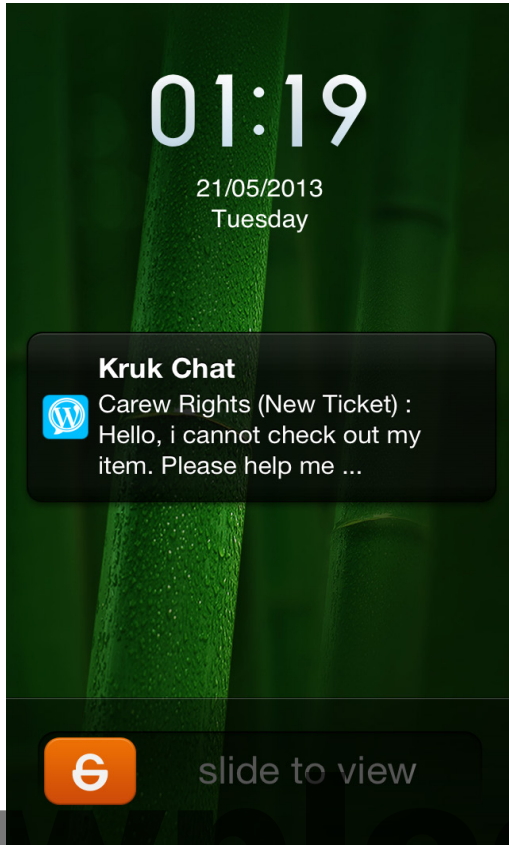
carew@gmail.com

Main Question

Hello, i cannot check out my item. Please help me ...

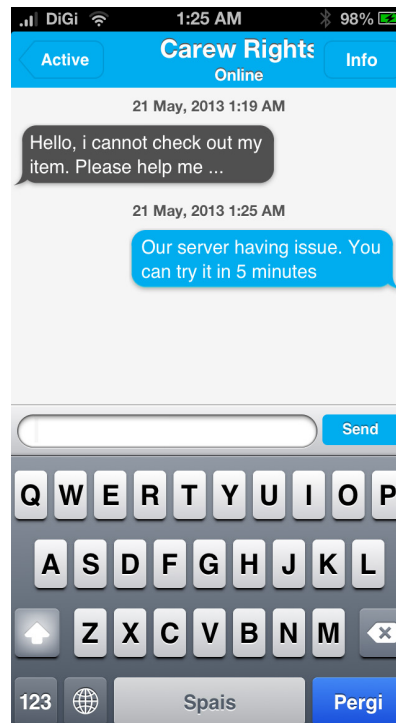
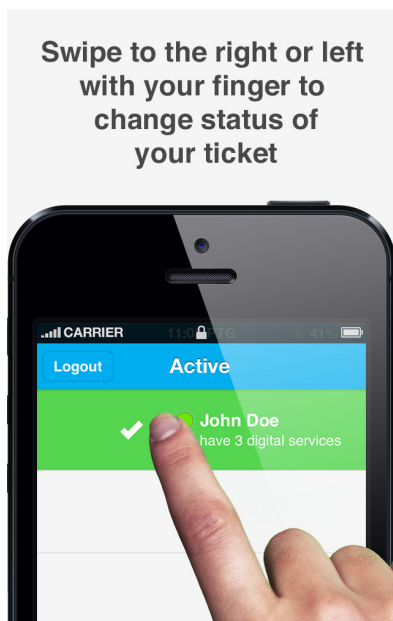
Start Chat

- This is how you're going to receive it.



Inside Kruk Chat App

Push Notification
When your iphone in
sleep mode

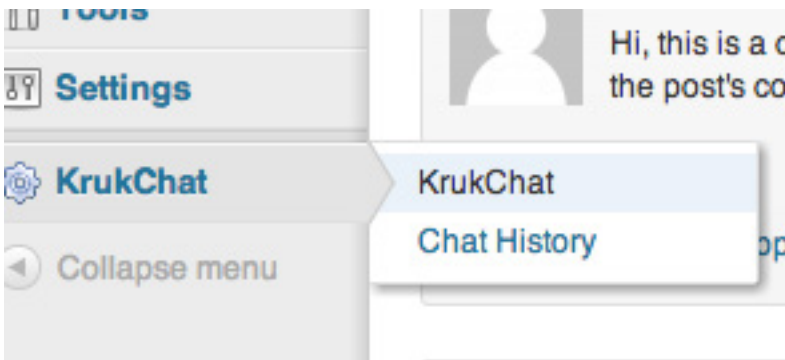


This is how you reply back

- If a user appear offline by some circumstances, your next message will be send as email. When they receive, they can continue chat with the same window back.

Step 8 : Administrative

- You can check the chat log in the website or from your mobile.
- You can go to chat history in Wordpress Administrator or



- You can check from mobile, if you're login as administrator.

