

Live Guide integration with Magento

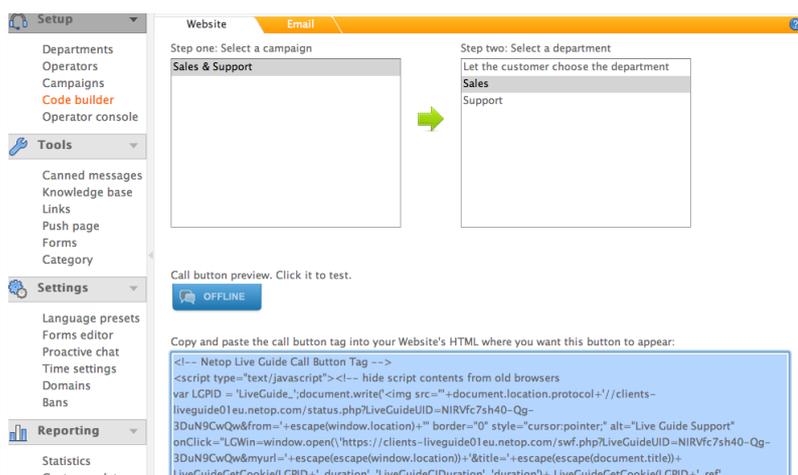
Live Guide can easily be integrated into various eCommerce platforms.

Magento is an example of a widely used eCommerce platform and the sections below describe the steps required to have a Live Guide call button available on a site powered by Magento.

To learn more about Magento, see <http://www.magentocommerce.com/>

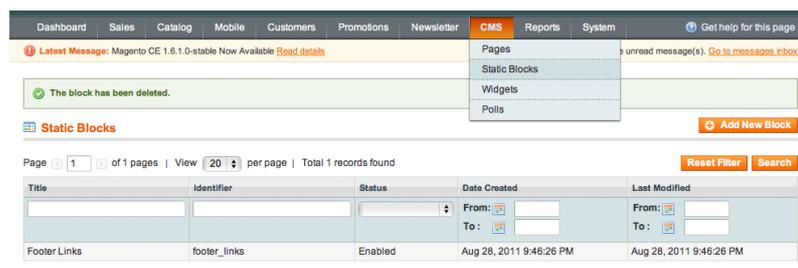
Copy the code from Live Guide

1. Log on to Live Guide and go to **Setup > Code builder**.
2. On the **Website** tab, copy the code for the campaign and department that you would like to use on your Magento site.



Create a static block

1. Log on to the Magento admin area and go to **CMS > Static Blocks**



- Click the **Add New Block** button and fill in the details in the form as follows:

- Block Title** A generic title that will help you remember the block afterwards, for example "Live Guide"
- Identifier** A unique string that is used for embedding the code into various places, like for example static pages and newsletters, for example "LiveGuide"
- Content** Paste the call button code that you just copied from Live Guide

Note Make sure the editor is turned off.

- Click the **Save Block** button.
The Live Guide block will show up in the list of existing blocks.

Title	Identifier	Status	Date Created	Last Modified
Footer Links	footer_links	Enabled	Aug 28, 2011 9:46:26 PM	Aug 28, 2011 9:46:26 PM
Live Guide	LiveGuide	Enabled	Dec 1, 2011 6:23:15 AM	Dec 1, 2011 6:23:15 AM

You can add a static block to any HTML content field by using the tag

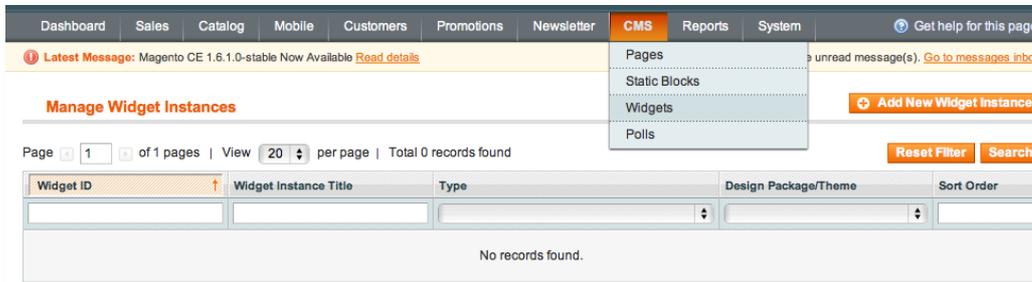
```
{{block type="cms/block" block_id="your_block_identifier" template="cms/content.phtml"}}.
```

This is useful on landing pages where the content of the page is determined via an HTML text field.

You can also add it to product and category pages by using the widgets as explained below.

Create a Widget

1. Go to **CMS > Widgets**

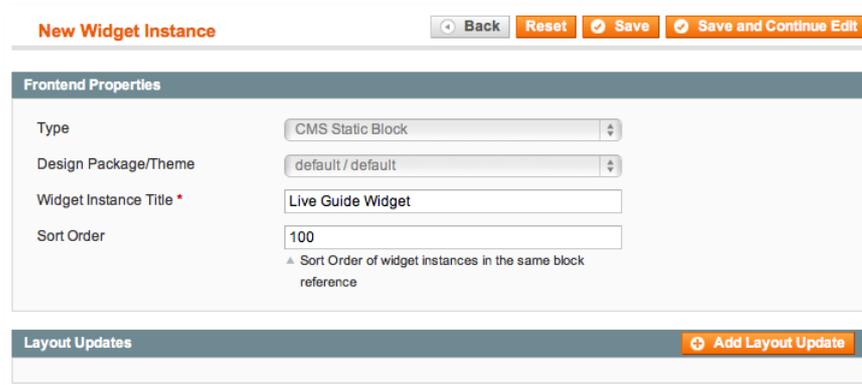


2. Click the **Add New Widget Instance** button and choose the following values:



Type CMS Static Block
Design Package/Theme default / default

3. Click **Continue** and select the following values:

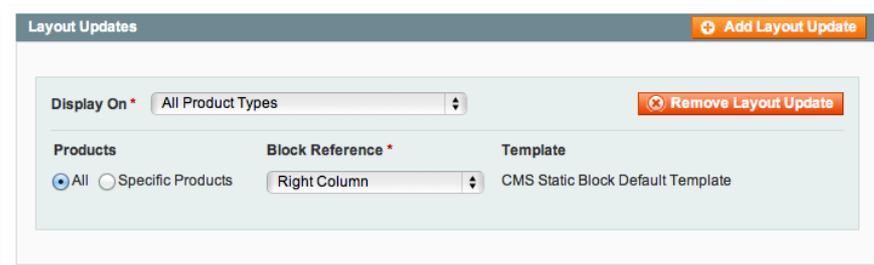


Widget Instance Title A generic title that will help you remember the block afterwards, for example "Live Guide Widget"
Sort order A value that will be used for priority in the same column

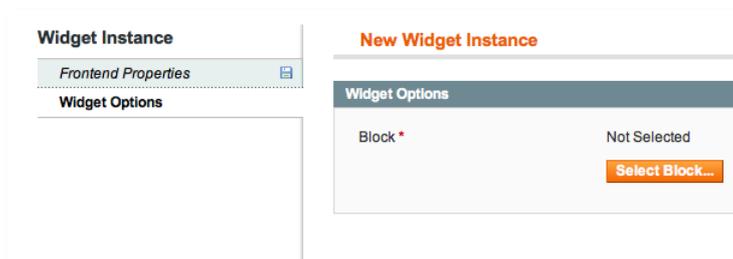
- Click the **Add Layout Update** button.



- Select the pages that you would like to display the Live Guide call button on (for example "All Product Types") and choose where on the page the call button should display (for example "Right Column").



- Add another layout update if you want to add more pages.
- Click **Widget Options**



- Click **Select Block** and then click the static block previously created, for example "Live Guide".



9. Click **Save** to create the Live Guide Widget.

The screenshot shows a success message at the top: "The widget instance has been saved." Below this is the "Manage Widget Instances" section with an "Add New Widget Instance" button. The page indicates "Page 1 of 1 pages" and "View 20 per page" with "Total 1 records found". A table below contains the following data:

Widget ID	Widget Instance Title	Type	Design Package/Theme	Sort Order
3	Live Guide Widget	CMS Static Block	default / default	100

10. Now go to **System > Cache Management** to remove the cache:

The screenshot shows the "Cache Storage Management" page. At the top, there are navigation tabs: Dashboard, Sales, Catalog, Mobile, Customers, Promotions, Newsletter, CMS, Reports, and System. A message states: "One or more of the Cache Types are invalidated: Blocks HTML output, Layouts. Click here to go to Cache Management and refresh". Below this is a table of cache types:

Cache Type	Description	Associated	Status
<input type="checkbox"/> Configuration	System(config.xml, local.xml) and modules configuration files(config.xml).	CONFIG	ENABLED
<input type="checkbox"/> Layouts	Layout building instructions.	LAYOUT	INVALIDATED
<input type="checkbox"/> Blocks HTML output	Page blocks HTML.	BLOCK	INVALIDATED
<input type="checkbox"/> Translations	Translation files.	TRANS	ENABLED
<input type="checkbox"/> Collections Data	Collection data files.	COLLE	ENABLED
<input type="checkbox"/> EAV types and attributes	Entity types declaration cache.	EAV	ENABLED
<input type="checkbox"/> Web Services Configuration	Web Services definition files (api.xml).	CONF	ENABLED

The "System" menu is open, showing options like My Account, Notifications, Tools, Web Services, Design, Import/Export, Manage Currency Rates, Transactional Emails, Custom Variables, Permissions, Magento Connect, Cache Management (highlighted), Index Management, Manage Stores, Order Statuses, and Configuration.

Below the table, there are "Additional Cache Management" options: "Flush Catalog Images Cache" (Pregenerated product images files) and "Flush JavaScript/CSS Cache" (Themes JavaScript and CSS files combined to one file).

11. Click **Flush Magento Cache**.

12. The "CHAT NOW" Live Guide button is now available on the site.

\$10.00

Qty: **Add to Cart** OR [Add to Wishlist](#)
[Add to Compare](#)

Quick Overview

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.

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