

# Sitelok Help Scout Beacon Plugin



V1.0

## **Help Scout Beacon Plugin**

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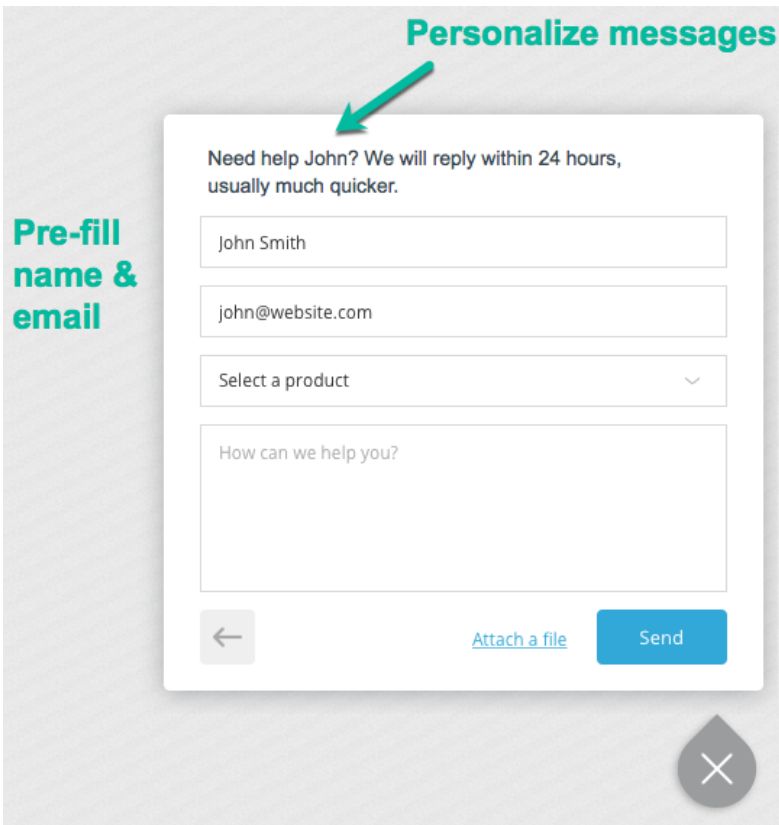
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# Chapter 1 Introduction

## What is the Help Scout Beacon plugin?

Help Scout's Beacon is an embedded popup help and contact widget.

This plugin allows you to add the Help Scout Beacon to your members pages and to pre-fill the members name and email automatically when they contact you. You can also personalize messages using the members name or other details.



You can also include data from other Sitelok fields with the message which will appear in Help Scout's notes section so that the information is instantly available when you receive the message. You can also include a link back to the users edit page in the Sitelok control panel.



### **Beacon** added a note

#### **Customer Information**

username	johnsmith
created	08/11/17
usergroups	GOLD:151217
Custom4	UK
Custom6	London

#### **Technical Information**

For more flexibility you can define two Beacons one of which is used when users are not logged in (visitors) and one for logged in members.

# Chapter 2 Installation

## Installing for the first time or upgrading

- 1) Extract the contents of the zip file to your PC.
- 2) Upload the plugin\_hsbeacon folder to your existing Sitelok slpw folder using FTP. There are no special permissions required on most servers.
- 3) Login to the Sitelok control panel.
- 4) Open the following URL in the browser

[http://www.yoursite.com/slpw/plugin\\_hsbeacon/install.php](http://www.yoursite.com/slpw/plugin_hsbeacon/install.php)

which will start the installation process. If all is well you will be taken to the plugin preferences page where you will see the plugin listed.

If you have any problems with installation please let us know so that we can help you.

## Disabling the Plugin

To disable the Help Scout Beacon plugin select **Plugin Preferences** in the **Plugin** menu option of Sitelok. Uncheck the enable box for the plugin and click the **Save** button. You can enable it again in the same way.

## Uninstalling the plugin

To permanently remove the plugin and its settings follow these steps.

- 1) Disable the plugin as above.
- 2) Click the delete icon next the plugin in the disabled plugins section.
- 3) Confirm the action in the alert box.

If the plugin is uninstalled successfully you will be returned to the plugin preferences page.

# Chapter 3 Setting up the plugin

## Embed code

You should create your Beacon in Help Scout as normal to generate the embed code required.

Here is an example of the standard embed code that will be generated in Help Scout. You don't need to worry about what the code does though!

```
<script>!function(e,o,n)
{window.HSCW=o,window.HS=n,n.beacon=n.beacon||{};var
t=n.beacon;t.userConfig={},t.readyQueue=[],t.config=function(e)
{this.userConfig=e},t.ready=function(e)
{this.readyQueue.push(e)},o.config={docs:{enabled:!0,baseUrl:"//
account.helpscoutdocs.com/"},contact:{enabled:!0,formId:"0ce43576-
d291-11e7-b466-0ec85169275a"}};var r=e.getElementsByTagName("script")
[0],c=e.createElement("script");c.type="text/javascript",c.async=!
0,c.src="https://
djtflbt20bdde.cloudfront.net/",r.parentNode.insertBefore(c,r)
(document,window.HSCW||{},window.HS||{});</script>
```

To customize the Beacon, to change the text displayed for example, Help Scout require you to write some extra code yourself which is placed after the standard embed code. See

<https://developer.helpscout.com/beacons/customization/>

for more details but here is an example that you can use to get started.

```
<script>
  HS.beacon.config({
    color: '#32a8d9',
    showName: true,
    showContactFields: true,
    translation: {
      searchLabel: 'What can we help you with?',
      contactSuccessDescription: 'Thanks for reaching out! Someone
from our team will get back to you soon.'
    },
    attachment: true,
    instructions: 'Need help? We will reply within 24 hours'
  });
</script>
```

## Chapter 3 - Setting up the plugin

---

You can either use the same embed and customization code for both visitors and logged in members or different settings.

Any text defined in the configuration part of the Beacon can be personalized for **Logged in members** using variables. For example

```
<script>
  HS.beacon.config({
    color: '#32a8d9',
    showName: true,
    showContactFields: true,
    translation: {
      searchLabel: 'What can we help you with !!!firstname!!!?',
      contactSuccessDescription: 'Thanks !!!firstname!!!. We will be
back in touch within 24 hours.'
    },
    attachment: true,
    instructions: 'Need help !!!firstname!!!? We will reply within 24
hours.'
  });
</script>
```

The following variables can be used

```
!!!username!!!
!!!userid!!!
!!!name!!!
!!!firstname!!!
!!!lastname!!!
!!!email!!!
!!!custom1!!! to !!!custom50!!!
```

These variables should only be used for the **Embed code for logged in members**. They will be left blank in the **Embed code for visitors**.

Login to Sitelok and go to Plugins - HelpScout Beacon and paste in the standard embed code along with any custom code after it in the **Embed code for visitors** and **Embed code for logged in members** sections. It will look something like this.



### Beacon embed code

#### Embed code for visitors

```
function e.getelementsbytagname( script )
[0],c=e.createElement("script");c.type="text/javascript",c.async=!0,c.src="https://djtt20bdd
e.cloudfront.net/",r.parentNode.insertBefore(c,r)}(document,window.HSCW||[],window.HS||
{});</script>

<script>
HS.beacon.config({
  color: '#32a8d9',
```

#### Embed code for logged in members

```
function e.getelementsbytagname( script )
[0],c=e.createElement("script");c.type="text/javascript",c.async=!0,c.src="https://djtt20bdd
e.cloudfront.net/",r.parentNode.insertBefore(c,r)}(document,window.HSCW||[],window.HS||
{});</script>

<script>
HS.beacon.config({
  color: '#32a8d9',
```

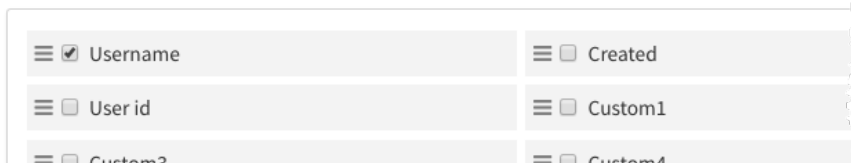
## Send extra fields to Help Scout

When a logged in member sends a message their name and email will be automatically pre-filled. It is also possible to send other Sitelok fields through to Help Scout so that they appear in the notes section of the message.

To do this enable the fields you want and drag and drop the order.

### Extra fields

Select any extra fields to send to Help Scout and drag and drop the order. The users name and email are automatically sent.



There is also an option to send an edit user link to Help Scout as well. This link can be used to open the users edit page in the Sitelok control panel. You will need to login to Sitelok before access if you are not already of course.

Note that it is possible for the user to see any of the included fields if they view the source of the web page so be careful not to include fields containing internal data you don't want them to see!

Click **Save** to store the settings.

### **Adding the Beacon to your pages**

Once you have setup the plugin you can add the Beacon to your pages by pasting in this snippet just before the </body> tag.

```
<?php if (function_exists('sl_helpscoutbeacon')) sl_helpscoutbeacon(); ?>
```

Many web design apps like Rapidweaver and Blocs provide settings to do that easily.

## Chapter 4 Support

Hopefully if you have followed this manual carefully everything will be working fine. However sometimes things don't go quite so smoothly so if you have any questions or problems then please check the FAQ on the support page or email us.

Support area: <http://www.vibralogix.com/support/>

Email: [support@vibralogix.com](mailto:support@vibralogix.com)