

Mirasvit GPT Chat Manual

Getting Started

Welcome to the **GPT Chat** extension documentation.

The GPT Chat extension is a chatbot for a Magento 2 store to keep your costs on customer support low. Use it for the following tasks:

- 24/7 customer service
- Increased customer engagement
- Reduced workload for customer support

The GPT Chat is a cost-effective solution that can handle a high volume of customer queries without incurring significant additional costs on hiring additional customer support staff.

With the chatbot handling the basic queries, the customer support team can then focus on more complex issues that require human intervention.

Go ahead, dive in!

Firstly, please, find our extension in [My Downloadable Products](#) section of our store.

Learn [how to install extension](#), and proceed with [Quick Start](#), which will guide you to setup general rules.

How to install the extension

1. Backup your store's database and web directory.
2. Login to the SSH console of your server and navigate to the Magento 2 store's root directory.
3. Copy the installation instructions from the page [My Downloadable Products](#) to the SSH console and press ENTER.
4. Run command `php -f bin/magento module:enable Mirasvit_Core Mirasvit_Chat` to enable the extension.
5. Run command `php -f bin/magento setup:upgrade` to install the extension.
6. Run command `php -f bin/magento cache:clean` to clean the cache.
7. Run command `php -f bin/magento config:set oauth/consumer/enable_integration_as_bearer 1` to enable integrations.
8. Deploy static view files

```
rm -rf pub/static/*; rm -rf var/view_preprocessed/*; php -f bin/magento setup:static-content:deploy
```

Quick Start

Our GPT Chat extension is a simple yet powerful extension that requires just to add the data on your products. All general settings are predefined out-of-box.

The first things that you need to configure are:

- [activation of GPT Chat in Magento admin](#)
- [getting the Chatbot Key on chat.mirasvit.com](#)
- [activate Magento API integration](#)
- [uploading data on your store to the bot](#)
- [adding the Chatbot to Magento store frontend](#)

This is enough to have a good start. Refer to corresponding sections of the manual to know more.

Activation of GPT Chat in Magento admin

In your Magento admin navigate to **Stores > Settings > Configuration > Mirasvit Extensions > GPT Chatbot > General Settings**.

SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM



Configuration

CATALOG

SECURITY

CUSTOMERS

SALES

MIRASVIT
EXTENSIONS

0

GPT Chatbot

Developer

0

Enable GPT Chat

Chatbot Key

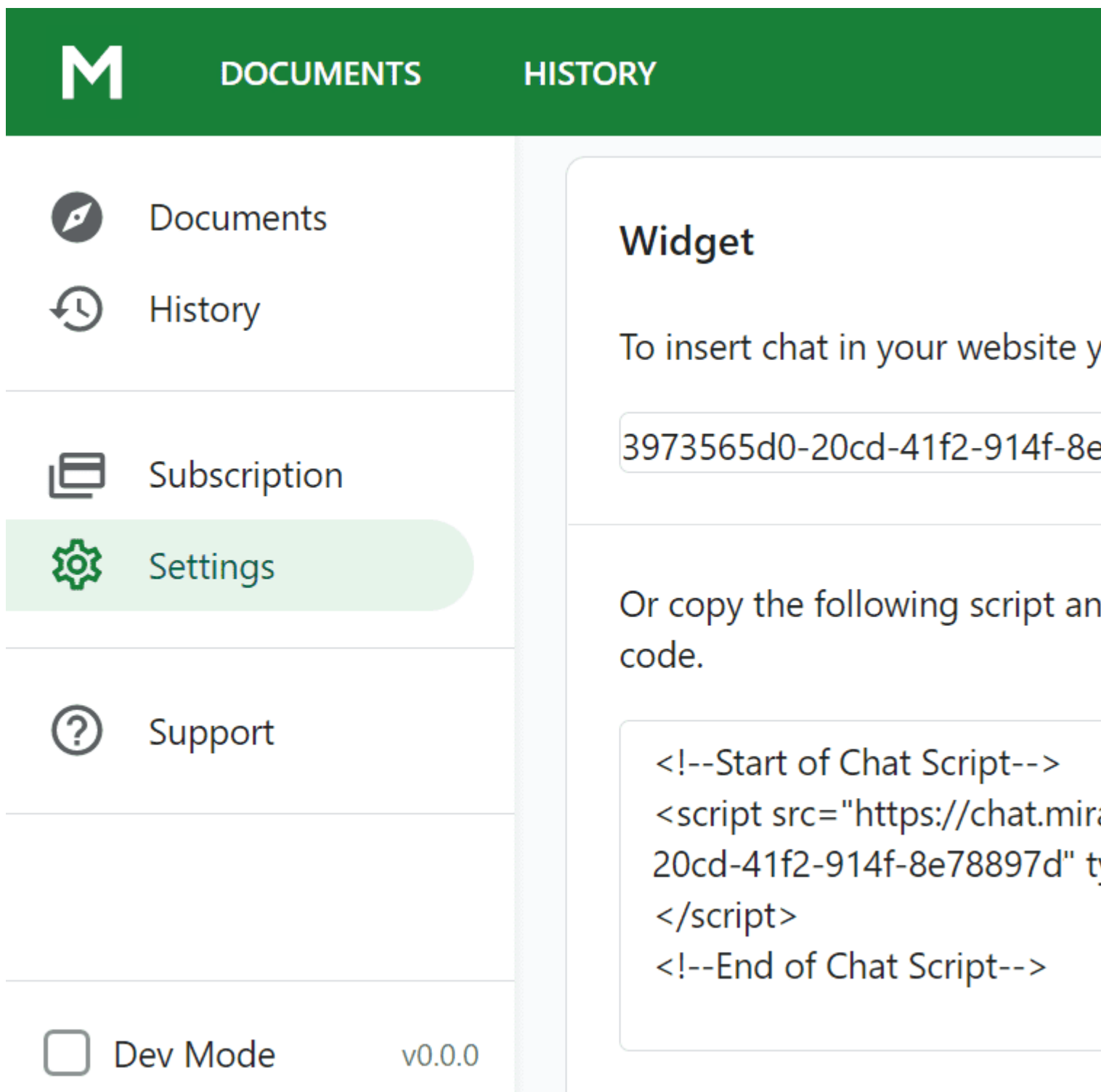
Advanced SEO Suite

Activate the GPT Chatbot by setting:

- **Enable GPT Chat** to *Yes*
- **Chatbot Key**. Paste here the key you have obtained at chat.mirasvit.com. Refer to [Get Chatbot Key page](#)

Getting the Chatbot Key

On chat.mirasvit.com navigate to **Settings > Widget**



Upload the data on your store to the Chatbot

Configure the chatbot language and welcome message

On chat.mirasvit.com navigate to **Settings** > **ChatBot**. Set the following:

- **Language.** Specify the language for the bot to use in conversations by default.
- **Company Name.** Provide the short name of your business.
- **Bot Invitaion Message.** Write down what the Chatbot should say in its first welcome message.

- **Base Prompt.** Provide a set of general guidelines for the bot to use in its work.
For example: "You are a chatbot. You assist with tasks regarding Magento Luma products and services. You are part of Magento store team. Tell "We" when you refer to the store. We sell a wide range of active wear for men and women, bags, training videos, and other products.**
- **Tags Prompt.** Specify tags for the Chatbot to better navigate through the data of your store.
Add tags one per line like following: general // all questions regarding our store, customer tickets, purchase conditions
- **Fallback Message.** Write here a message that will be used in case the bot can't answer the customer's question.

Settings

ChatBot

[Preview chat](#)

Language

English (English)

Company Name *

Magento Luma store

Short name of your business

Bot Invitation Message

Hi! I'm a bot. How can I help you?

Base Prompt

You are a chatbot. You assist with tasks regarding Our Company products and services.

It should be short. You may leave it empty and default prompt will be used.

Tags Prompt

general // all questions regarding our store, customer tickets, purchase conditions

If you have a lot of data, you may need to use tags. Add here tags with their description one per line. e.g. store, customer tickets, purchase conditions

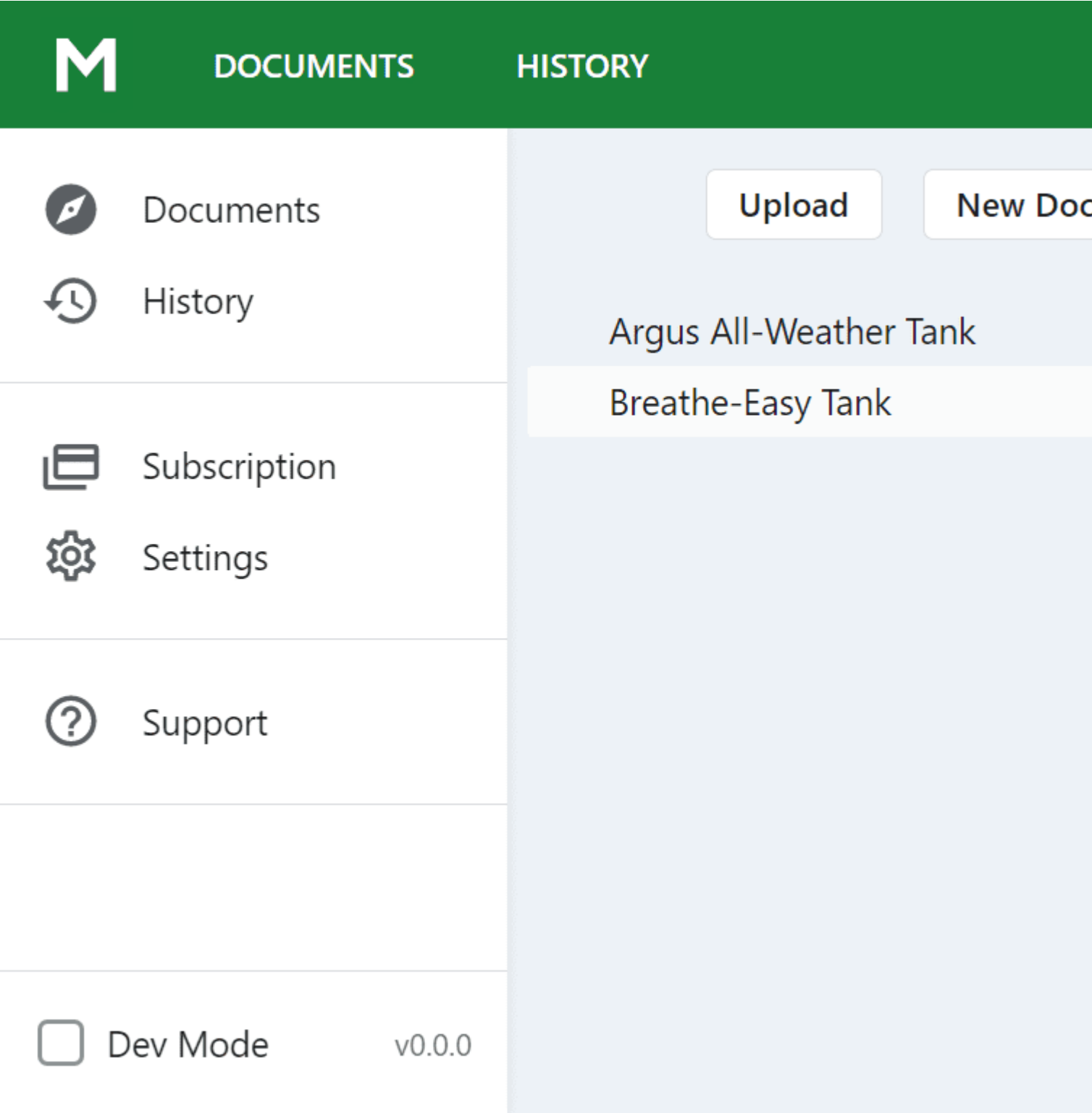
Fallback Message

Sorry, I can't help with that. You may contact our team for help.

If bot can't answer the question, it will send this message to customer.

Upload information on your store

On chat.mirasvit.com navigate to **Documents** > **New Document**. Provide here the data on your store and your products, services, customer support, etc.



Specify the following:

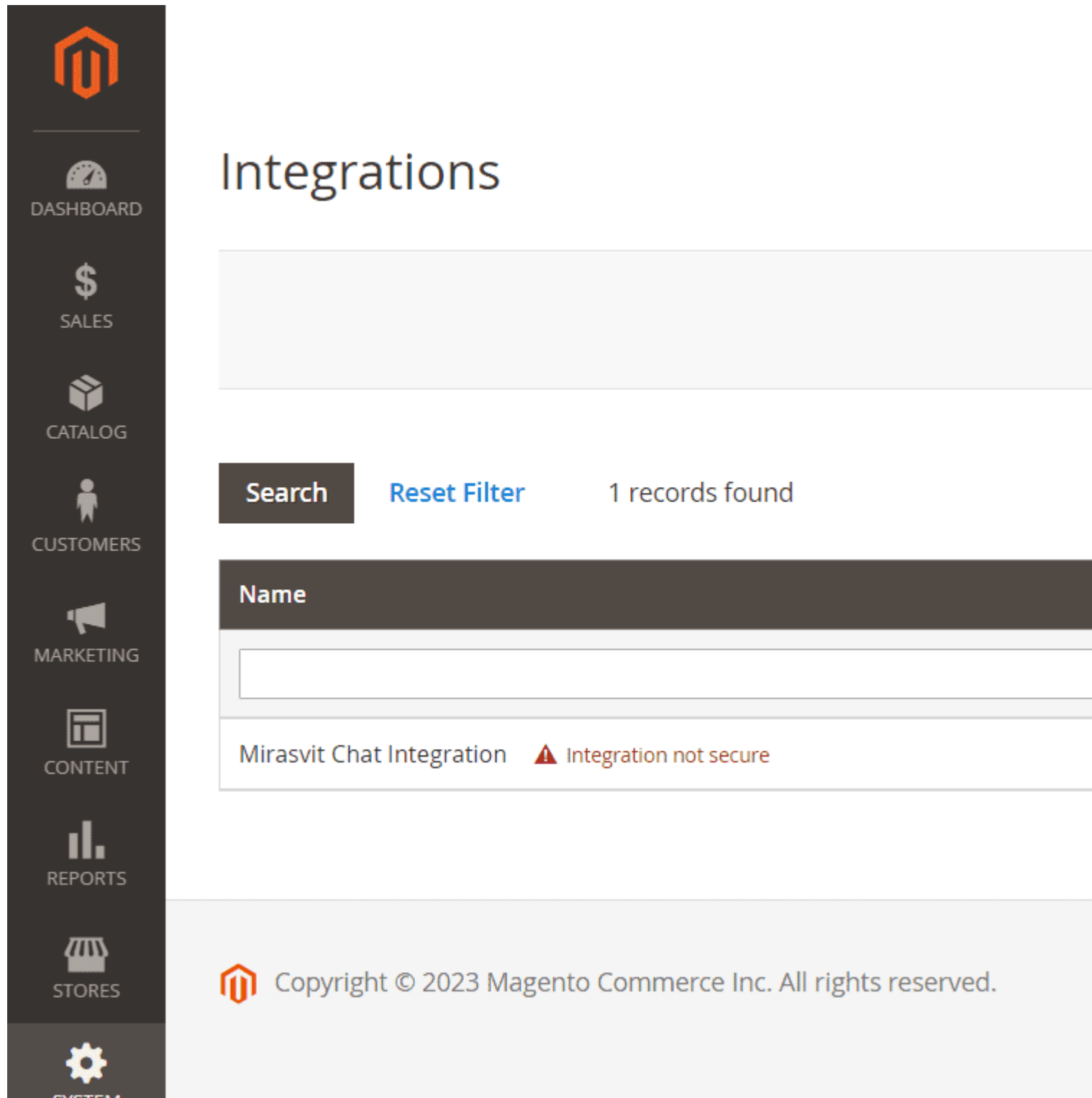
- **Title.** The title of your document. This is a mandatory option.
- **Tags.** Provide tag prompts for the chatbot. The field is optional.
- **Body.** Provide the data on your product or service. This is a mandatory option.
- **External link.** Specify an URL the bot can use to add to its reply. The field is optional.

Activation of API Integration in Magento admin

Run command `php -f bin/magento config:set oauth/consumer/enable_integration_as_bearer 1` to enable integrations (if you have not run before).

Flush the Magento cache in order to get the Integrations menu in your Magento admin.

In your Magento admin navigate to **Stores > Extensions > Integrations**.



The screenshot displays the Magento Admin interface for the 'Integrations' section. The left sidebar contains a vertical menu with icons and labels for various admin functions: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, and SYSTEM. The main content area is titled 'Integrations' and features a search bar, a 'Reset Filter' button, and a status indicating '1 records found'. Below this, a table lists the integrations. The table has a header row with the label 'Name'. The first row contains the text 'Mirasvit Chat Integration' followed by a warning icon and the text 'Integration not secure'. At the bottom of the page, a footer area contains the Magento logo and the text 'Copyright © 2023 Magento Commerce Inc. All rights reserved.'

Activate the "Mirasvit Chat Integration":

- Click the link **Activate**
- In the login form, login to your account on chat.mirasvit.com

Add the Chatbot to Magento store frontend

On chat.mirasvit.com navigate to **Settings** > **Widget** and copy the script provided.

The script looks like the following:

```
<!--Start of Chat Script-->  
<script src="https://chat.mirasvit.com/frontend/chat.js?ID=2dd11c-763a-4d78-b2a"  
<!--End of Chat Script-->
```

Paste this script into the Magento frontend theme for the chatbot to be available on your store frontend.

In your Magento admin navigate to **Content** > **Design** > **Configuration**. Locate the line with the *Default Store View* and click **Edit** to modify your current frontend theme.





DASHBOARD



SALES



CATALOG



CUSTOMERS



MARKETING



CONTENT



REPORTS



STORES



SYSTEM

Design Configuration

3 records found

Default	Website	Store
Global		
Global	Main Website	
Global	Main Website	Main Website Store

On this page locate the **Other Settings** and expand the **HTML Head** section. Place your script under the **Scripts and Style Sheets** input box. Click on the **Save Configuration** button.


CATALOG


CUSTOMERS


MARKETING


CONTENT


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STORES


SYSTEM


FIND PARTNERS
& EXTENSIONS

Other Settings

HTML Head

Scripts and Style Sheets

```
<link rel="stylesheet" t
href="{{MEDIA_URL}}st

<!--Start of Chat Script-
<script src="https://cha
ID=2dd11c-763a-4d78-
type="text/javascript" a
<!--End of Chat Script--
```

This will be included before l

Display Demo Store Notice

No

▼

Flush the Magento cache.

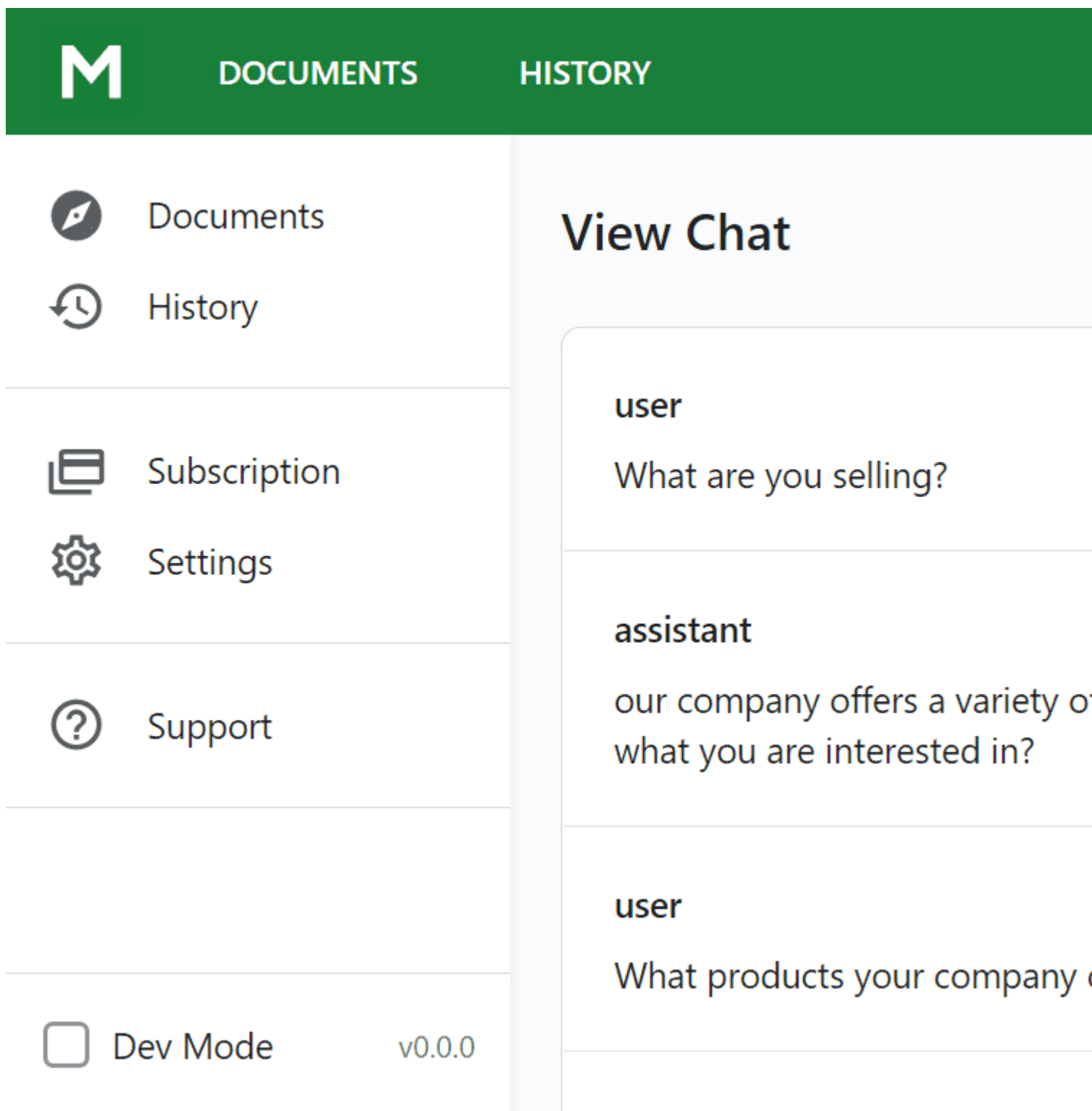
Reload your Magento store frontend page. A geen button of the chatbot should be present in the right bottom corner of the screen.



View the Chatbot's conversations

You can view the conversations the Chatbot had conducted.

On chat.mirasvit.com navigate to **Settings** > **History**. Select a session and click **View**.



How to upgrade extension

To upgrade the extension, follow these steps:

1. Backup your store's database and web directory.
2. Login to the SSH console of your server and navigate to the root directory of the Magento 2 store.
3. Run command `composer require mirasvit/module-chat:* --update-with-dependencies` to update current extension with all dependencies.

Note

In some cases, the command above is not applicable, or it's not possible to update just the current module, or you just need to upgrade all Mirasvit modules in a bundle. In this case, the command above will not affect.

Run instead `composer update mirasvit/*` command. It will update all Mirasvit modules installed in your store.

4. Run command `php -f bin/magento module:enable Mirasvit_Core Mirasvit_Chat` to re-enable extension.
5. Run command `php -f bin/magento setup:upgrade` to install the updates.
6. Run command `php -f bin/magento cache:clean` to clean the cache.

7. Deploy static view files

```
rm -rf pub/static/*; rm -rf var/view_preprocessed/*; php -f bin/magento setup:static-content:deploy
```

Disabling the Extension

Temporarily Disable

To temporarily disable the extension please follow these steps:

1. Login to the SSH console of your server and navigate to the root directory of the Magento 2 store.
2. Run command `php -f bin/magento module:disable Mirasvit_Chat` to disable the extension.
3. Log in to the Magento backend and refresh the store cache (if enabled).

Extension Removal

To uninstall the extension, please follow these steps:

1. Login to the SSH console of your server and navigate to the root directory of the Magento 2 store.
2. Run command `composer remove mirasvit/module-chat` to remove the extension.
3. Log in to the Magento backend and refresh the store cache (if enabled).

Change Log

1.0.5

(2023-06-22)

- Added product attributes indexing

1.0.3

(2023-04-26)

- Initial release