

Placing the chat window in Lightspeed eCom

You add one line of code under Web extras in your Lightspeed webshop. After that, the chat window appears on every page.

Time needed: 10 minutes

What you need: Access to your Lightspeed webshop admin, and the line of code from your Chatunda delivery e-mail

Before you start

You have received an e-mail from us saying that your digital assistant is live. It contains a line of code that looks roughly like this:

```
<script  
src="https://yourshop.chatunda.com/widget/CC-2026-XXXXXX-widget.js"></script>
```

This line is unique to your business. Always use the line from your own e-mail, not the example above.

Lightspeed has two kinds of webshop. Most Dutch webshops run on Lightspeed eCom (C-Series), formerly SEOshop. Part 1 below is for that. Is your webshop part of Lightspeed Retail (an Instant Site, E-Series or X-Series)? Then use part 2.

Part 1: Lightspeed eCom (C-Series)

- 1 Open the e-mail from Chatunda and select the whole line of code, from <script up to and including </script>.**
Right-click the selection and choose Copy, or press Ctrl and C at the same time (on a Mac: Cmd and C).
- 2 Log in to your Lightspeed webshop admin.**
- 3 In the menu on the left, click Settings.**
- 4 Under Website Settings, click Web extras.**
- 5 Find the Custom head code section and click Add code there.**
- 6 Click in the text box and paste the code: right-click and choose Paste, or press Ctrl and V at the same time (on a Mac: Cmd and V).**
- 7 Click Save.**

Tip: The code is now in the head section of every page. That is no problem: the chat window automatically waits until your page has loaded, so your webshop stays just as fast.

Part 2: Lightspeed Instant Site (E-Series or X-Series)

- 1 Copy the line of code from your e-mail, as in part 1, step 1.
- 2 Log in to your eCom admin and open your website settings (Instant Site).
- 3 Scroll to the Advanced website settings section.
- 4 Under Custom JavaScript code, click Add code.
- 5 Paste the code into the box and click Save.

Checking that it worked

- 1 Open your webshop in a new tab, the way a customer would.
- 2 Refresh the page: press F5 (on a Mac: Cmd and R).
- 3 A round button now appears at the bottom right (or bottom left, if you chose that). Click it and ask a question.

Done? Then your digital assistant is now visible to all your visitors. You don't need to do anything else.

It doesn't work

- The menu names are different. Lightspeed sometimes changes the names in the admin. Look for a section with Web extras, Custom code or Head. Can't find it? Then e-mail us.
- It still doesn't work. E-mail info@chatunda.com with the address of your webshop. Feel free to attach a screenshot. We are happy to help.

Tip: Does someone else manage your webshop? Then forward this guide to them, together with the line of code from your e-mail.

Something not right any more? Email info@chatunda.com, we are happy to help.