

Placing the chat window in Webflow

You paste one line of code into the Footer code of your site settings and publish the website again.

Time needed: 10 minutes

What you need: Access to your Webflow project, a paid Site plan, 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.

Watch out: In Webflow, custom code only works on a website with a paid Site plan.

Step by step

- 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 webflow.com. You see your dashboard with your websites.**
- 3 Hover over your website, click the three dots ... and choose Settings.**
- 4 In the menu on the left, click Custom code.**
- 5 You now see two large boxes: Head code and Footer code. Click in the Footer code box.**
Is there already text in it? Then click at the very end of that text and press Enter once, so you are on a new, empty line. Don't remove anything.
- 6 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 (below or above the box).**
- 8 Publish the website again, otherwise visitors won't see the code yet: click Publish at the top, tick your domain name and click Publish to selected domains.**

Checking that it worked

- 1** Open your website in a new tab, the way a visitor would. Use the real address, not the preview in the Designer.
- 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

- I don't see a button. Did you also click Publish after saving? Without publishing again, visitors don't see the code yet.
- It still doesn't work. E-mail info@chatunda.com with the address of your website. Feel free to attach a screenshot. We are happy to help.

Tip: Does someone else manage your website, such as a web designer? 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.