Cusbo Help Center

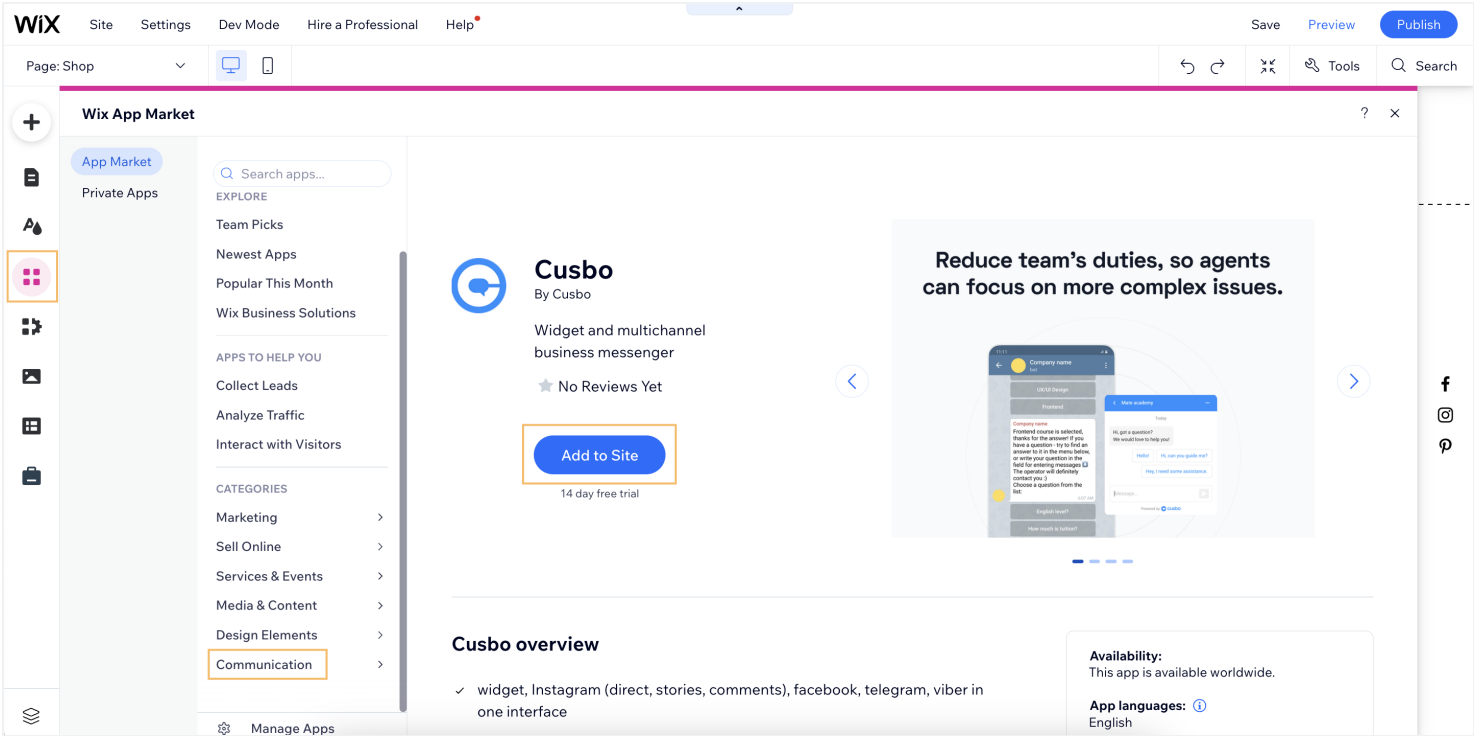
How to install Cusbo on Wix

Welcome! Here you can find three methods with a few simple steps to install our widget on your website.

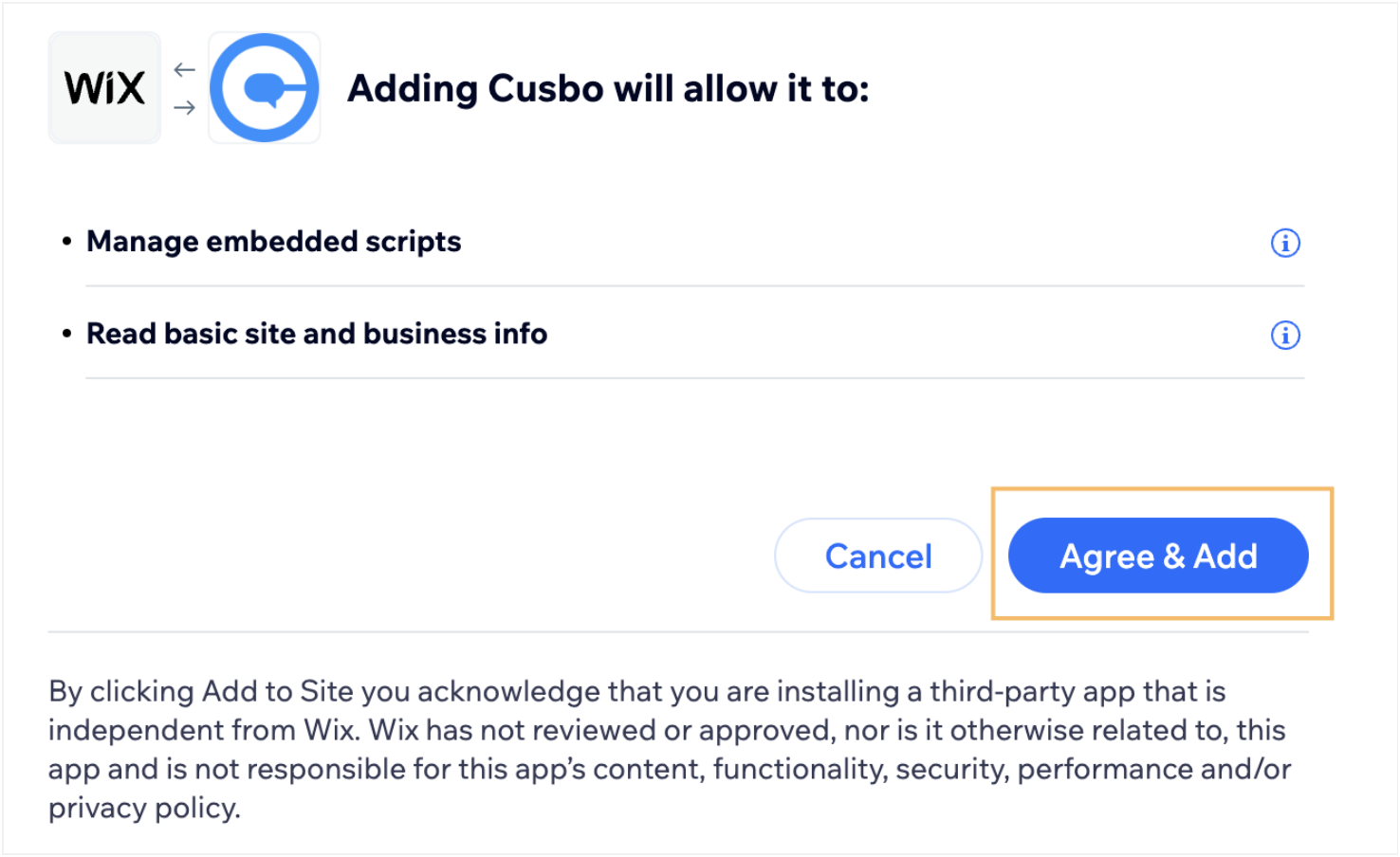
Method 1: Install via plugin from the Wix app market

This method is available for free Wix users

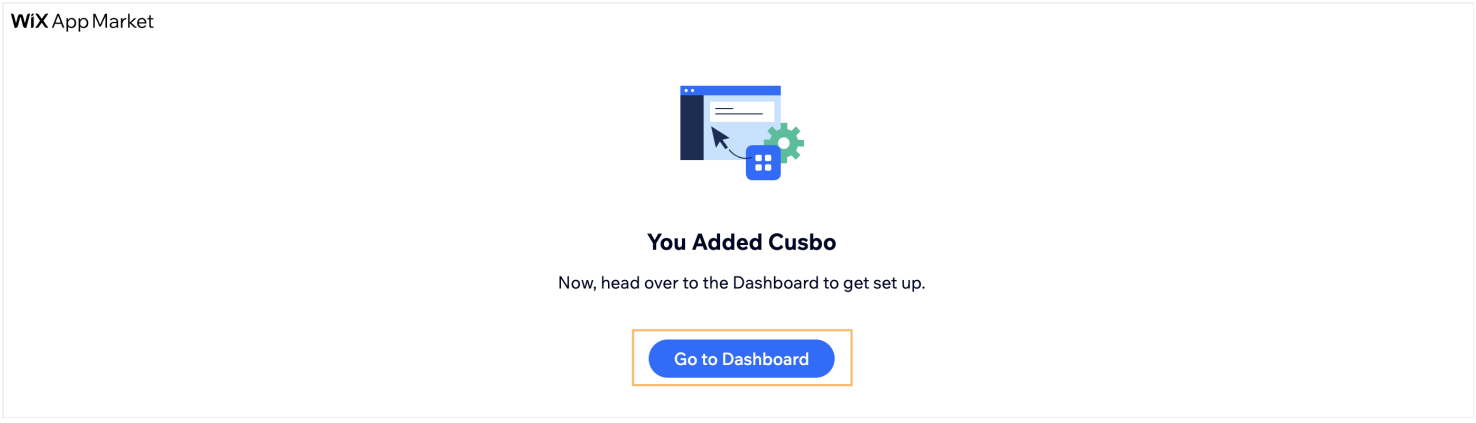
1. Access the Wix panel and go to **Edit site** section. Click on **Add Apps** button and search for “Cusbo”, or select the **Communication** category, find **Cusbo**, and click on **Add to Site**.



2. Click on **Agree & Add**.



3. The widget is installed, and now you just need to connect it your Cusbo account by clicking on **Go to Dashboard**.

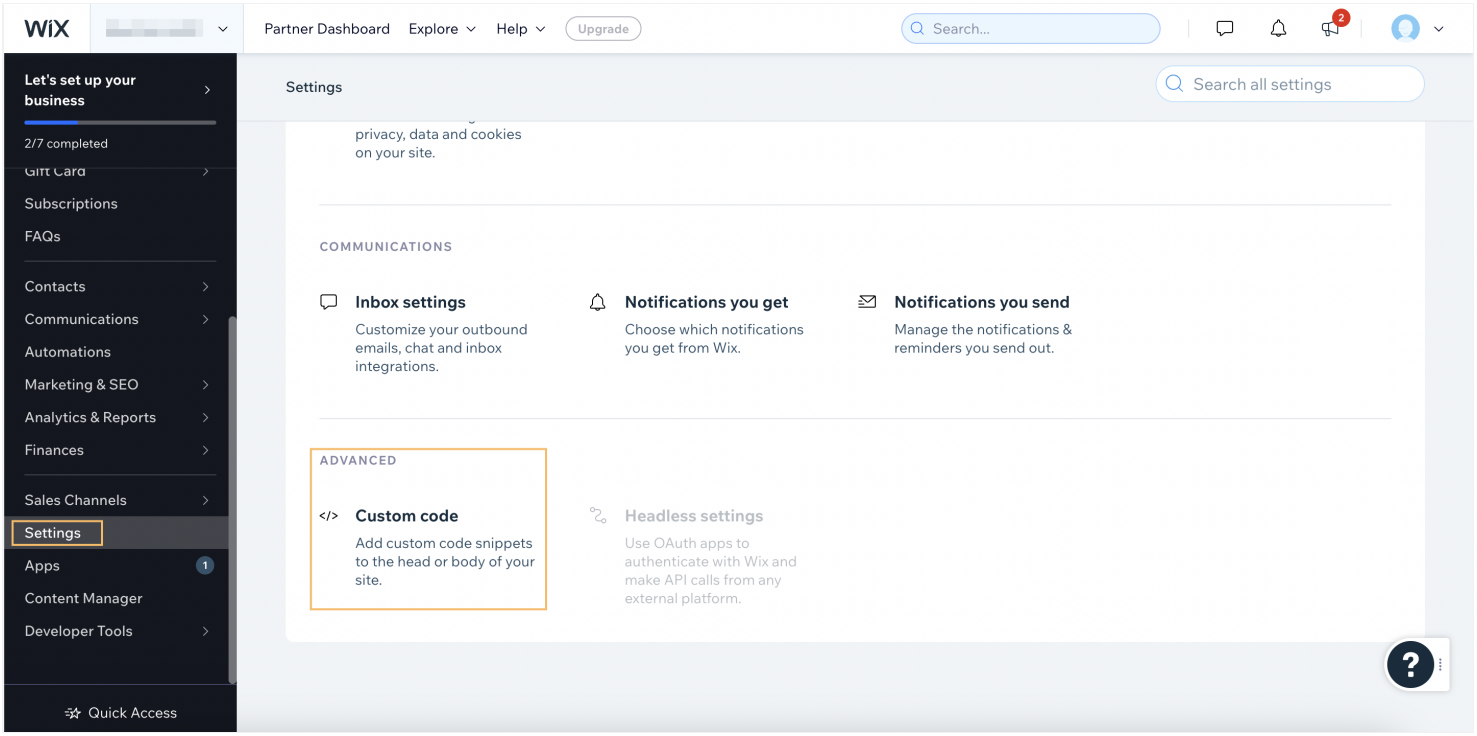


You will be redirected to the settings of the created WIX-integrated widget if you are logged in with **Cusbo**, otherwise, you must log in (or sign up first if you haven't already).

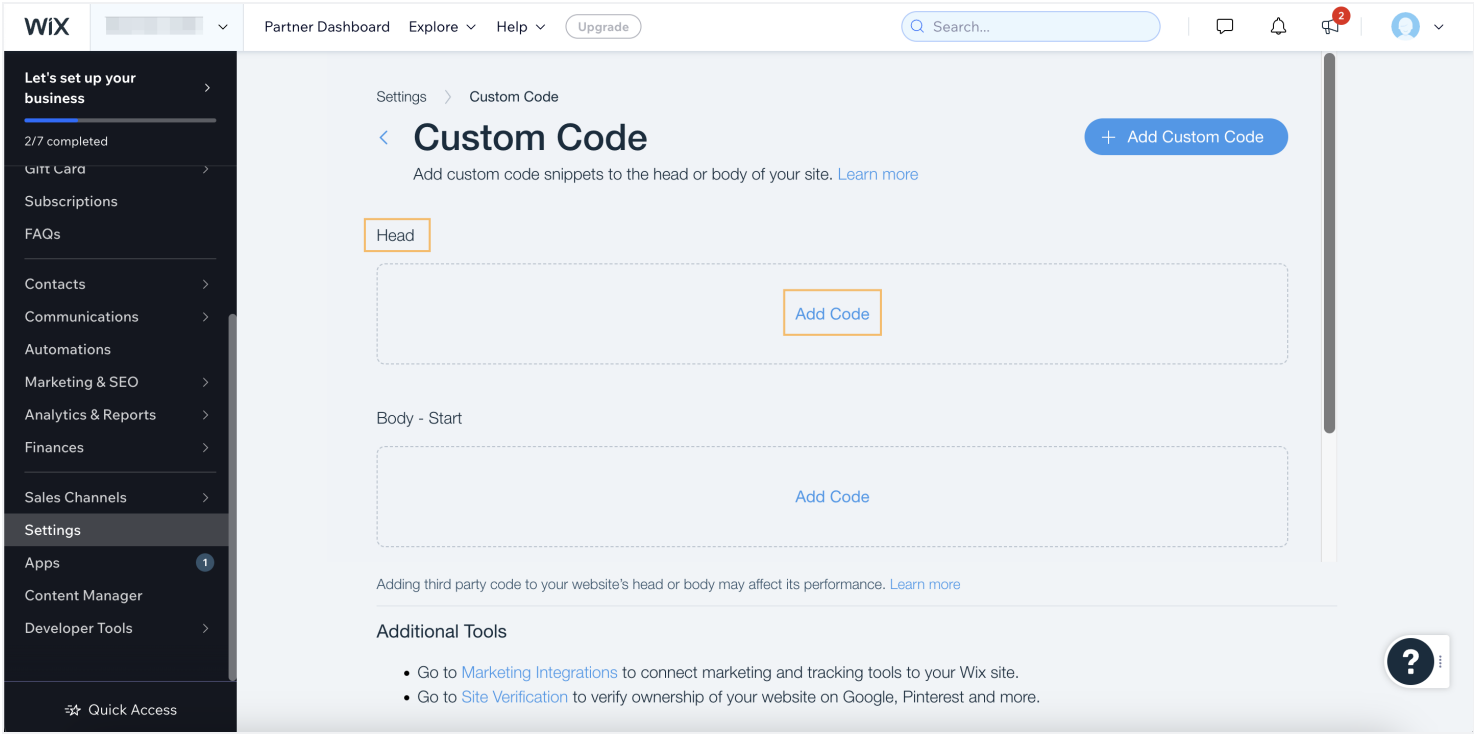
Method 2: Embed the Cusbo code on your Wix panel

Please note: This method will work for you if you have a premium subscription on Wix

1. Access the Wix panel and click on **Settings**. Scroll down to the bottom of the page until you find the **Advanced** section and then click on **Custom code**.

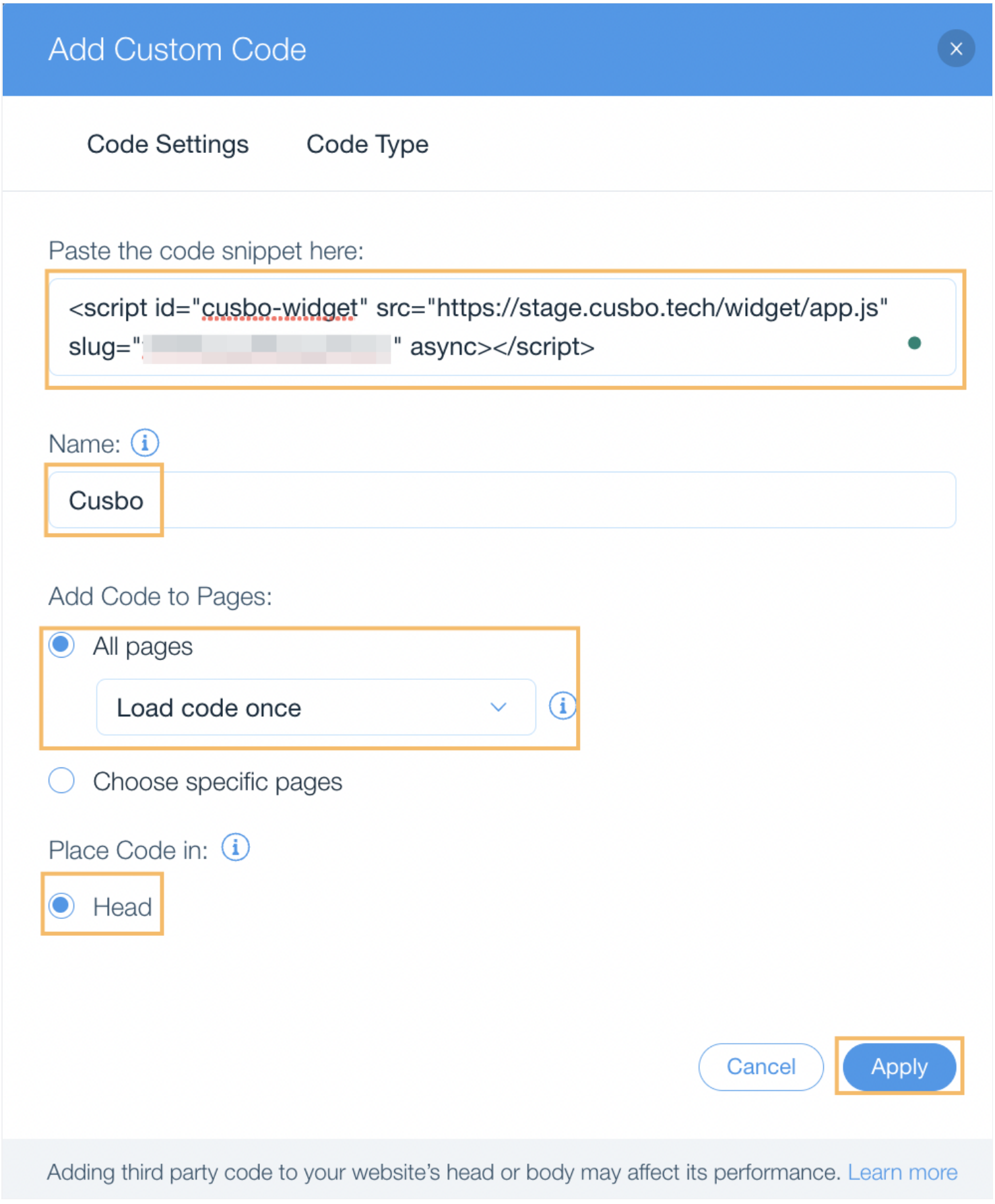


2. Click on **Add Code i**n the **Head** section.



3. Paste the Cusbo widget installation script in the field **Paste the code snippet here** and insert a **Name** for future identification of the custom code (e.g. Cusbo).

Select the **All pages** option in the **Add Code to Pages** field and select **Load code once** from the dropdown list. Also, select **Head** in the **Place Code** field. Click on **Apply** to finish the installation.

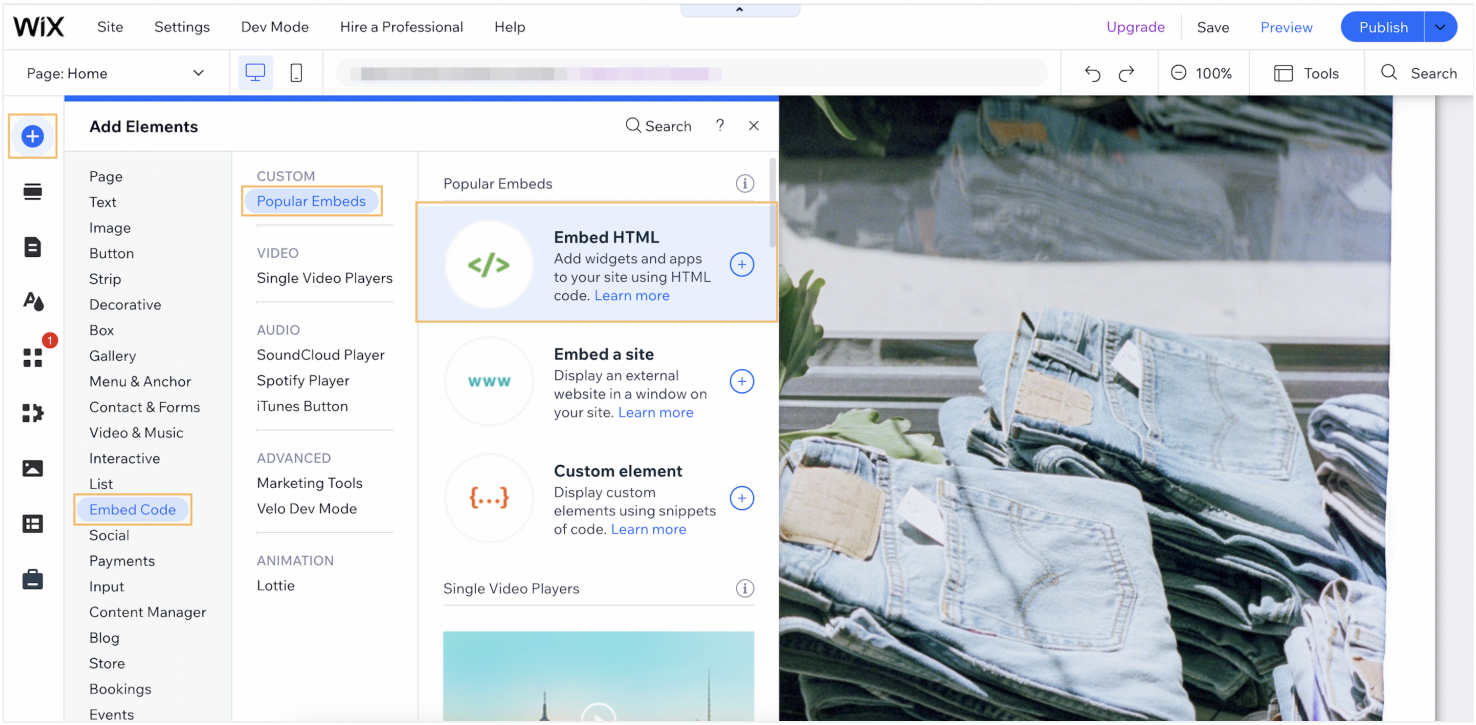


4. Click on the **Publish** button in the top-right corner of the screen to finish the installation.

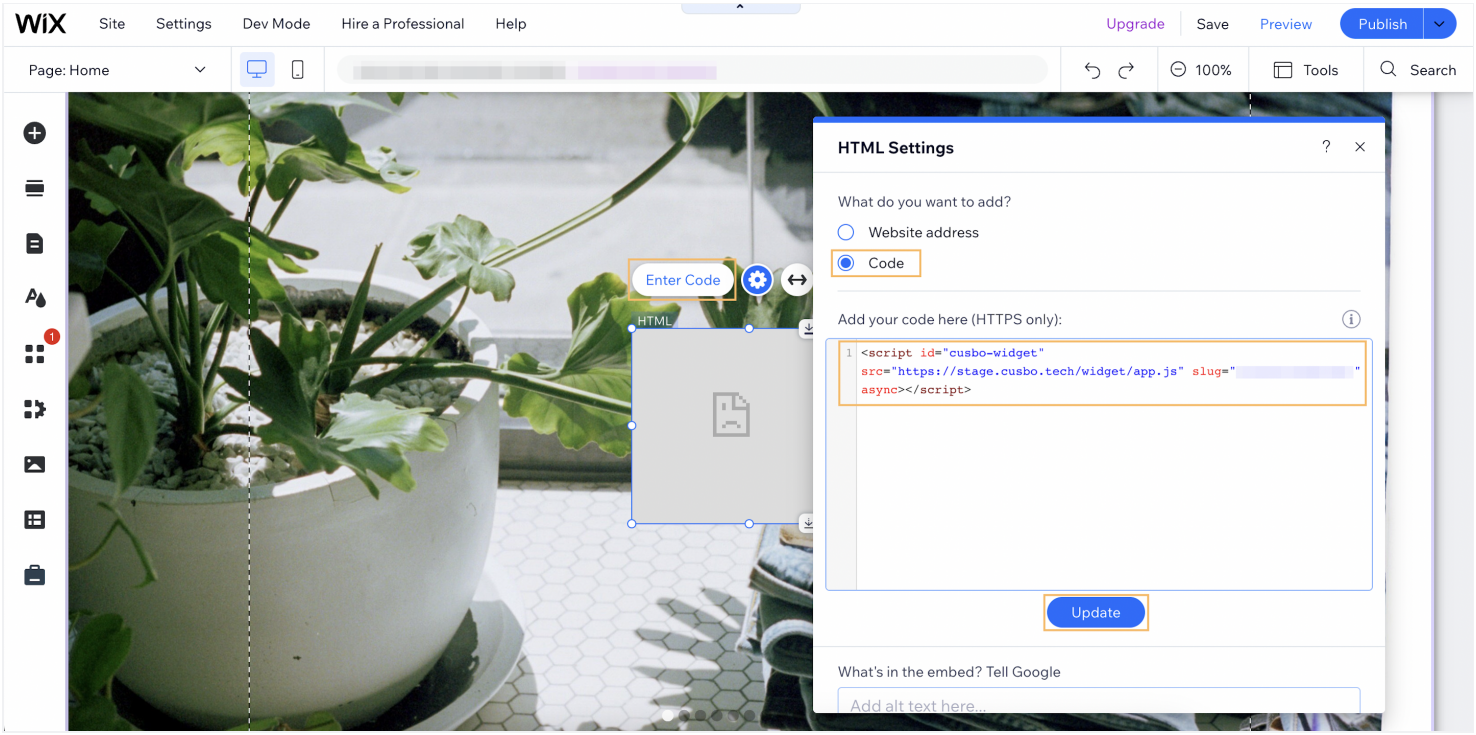
That’s it! You’re done!

Method 3: Embed Cusbo HTML code on an HTML box

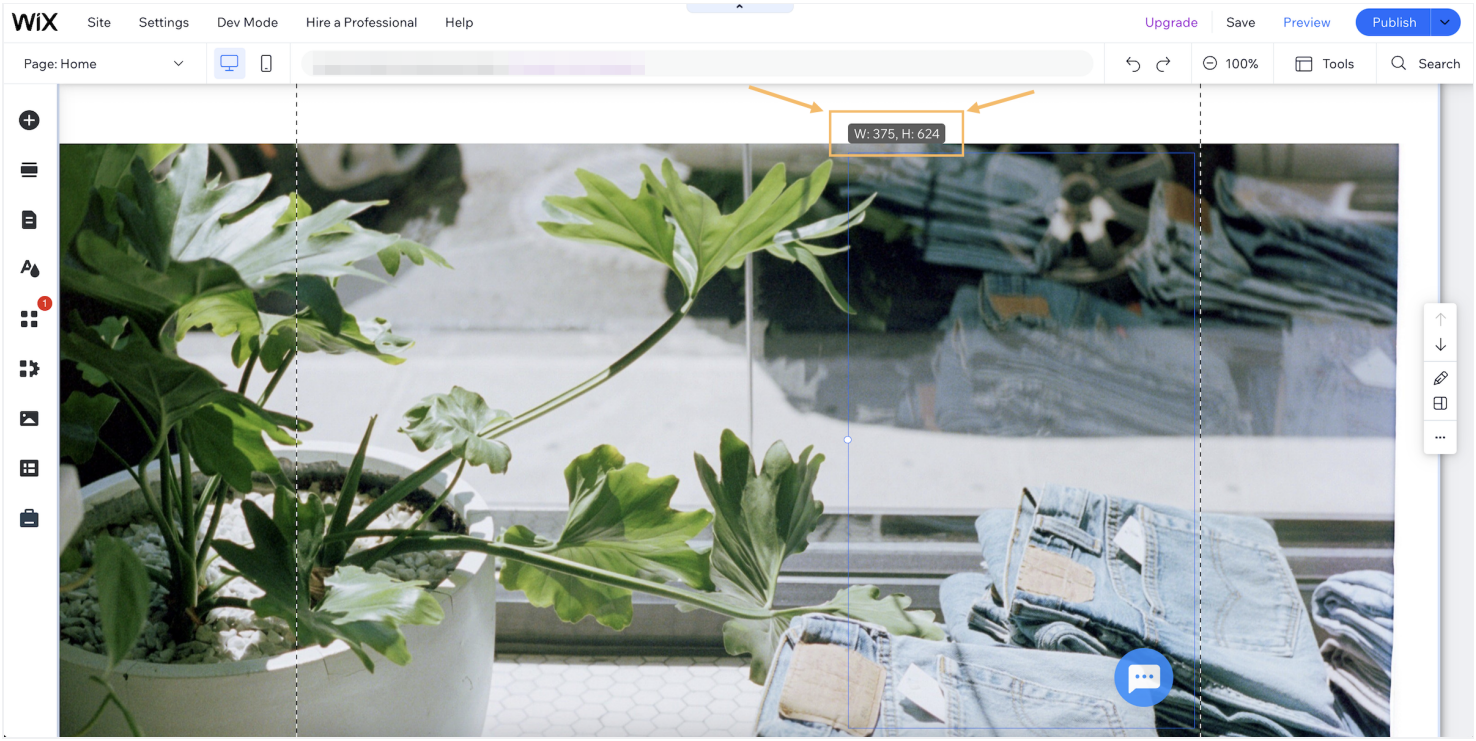
1. Access the Wix panel and go to the **Edit site** section. Click on **Add Elements** button and go to **Embed Code > Popular Embeds > Embed HTML**.



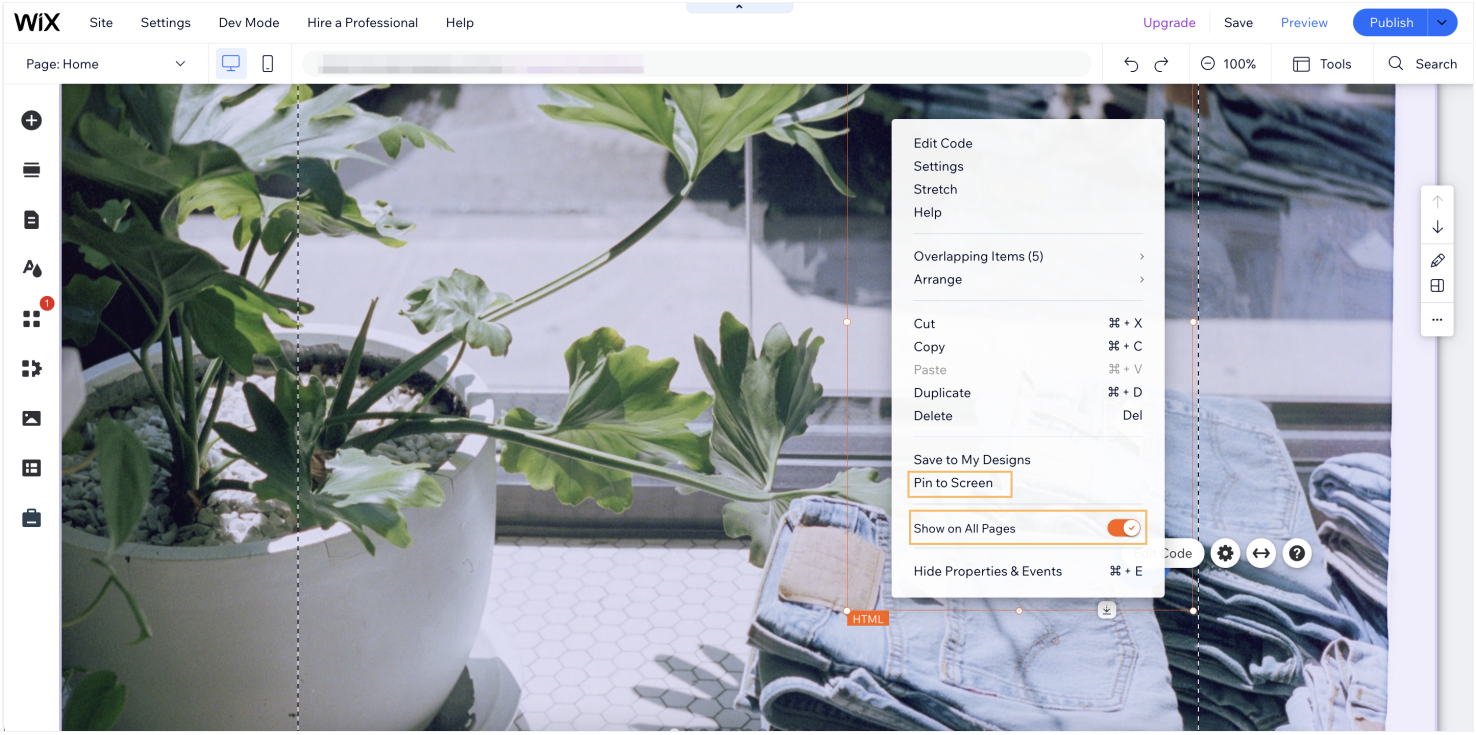
2. Click on **Enter code,** select the option **Code,** and paste the **Cusbo installation script** in the field **Add your code here (HTTPS only)**. After that, click on **Update.**



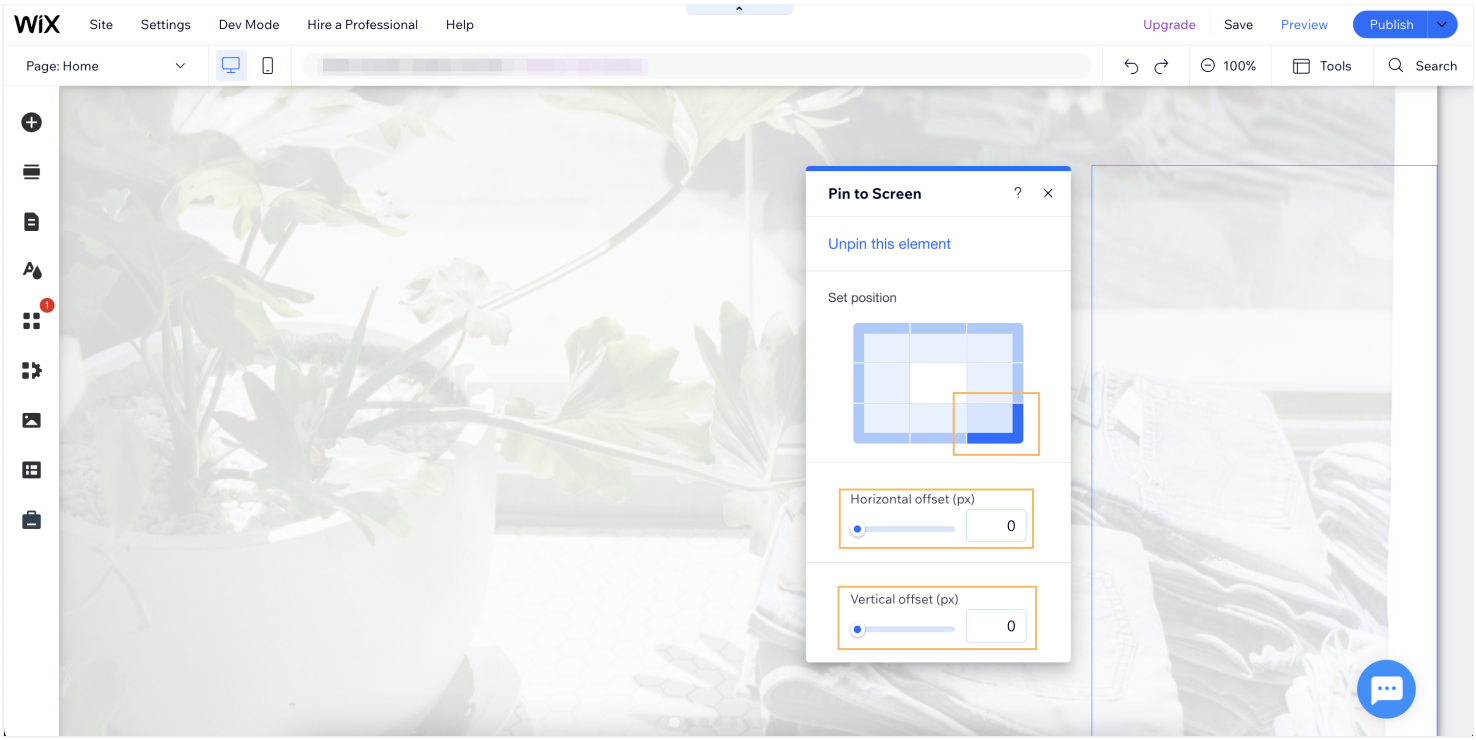
3. Next, you need to change the size of the widget. Drag the borders of the widget, you should set the size to 375×624.



4. **Right-click** on the widget to open the options menu. Enable the option **Show on all pages** and then click on **Pin to Screen.**



5. Choose the chat position and set both Horizontal offset and Vertical offset to **0**.



6. Click on the **Publish** button in the upper right corner of the page and that's it!

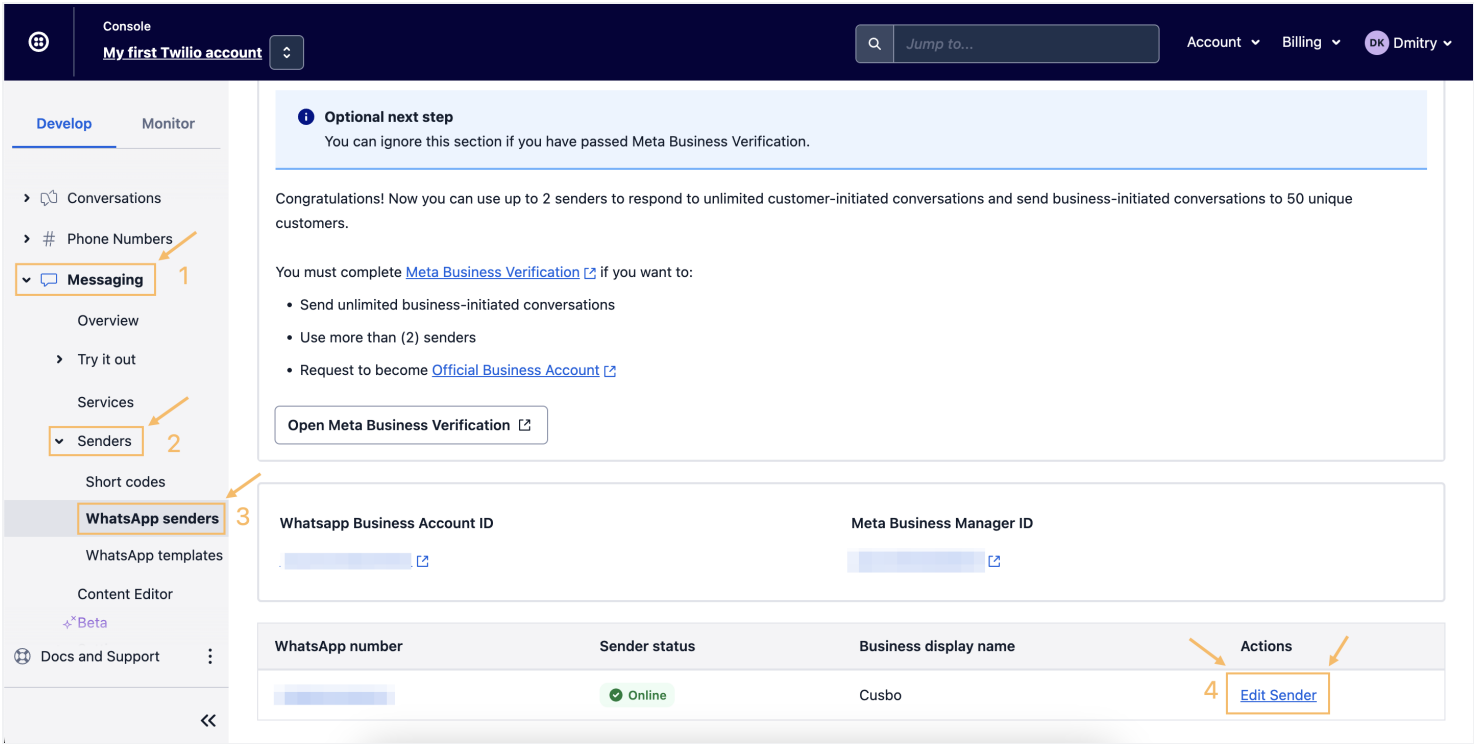
How to set up Twilio Webhook URL

Welcome! Here you can find a quick guide on how to set up a Twilio Webhook URL to complete the preparation of your WhatsApp channel for use

Please note: that you must be logged into a Twilio paid account as it is required to submit a WhatsApp Sender

Step 1: Open sender settings

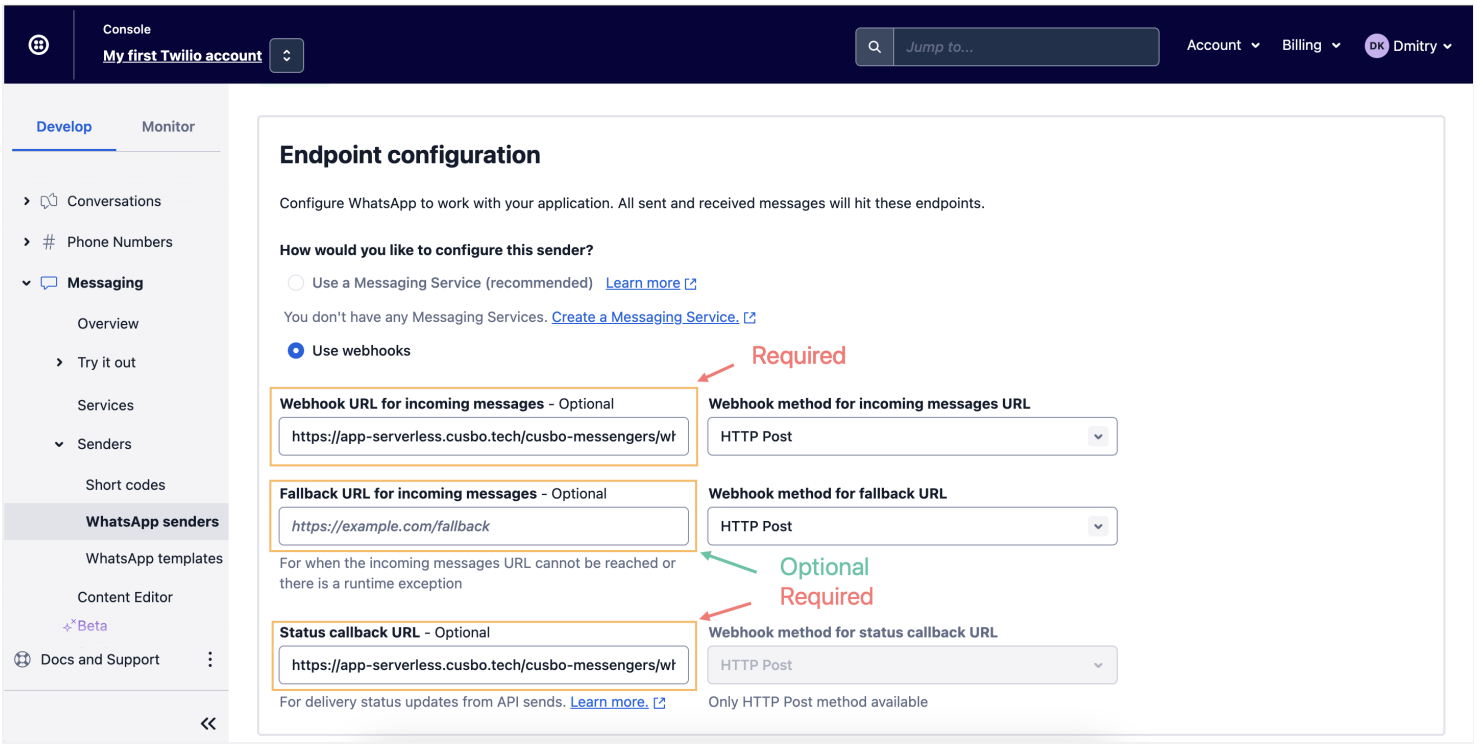
To get to the sender's webhook settings, follow this path: your Twilio account dashboard > Messaging > Senders > WhatsApp senders > [Edit Sender] button



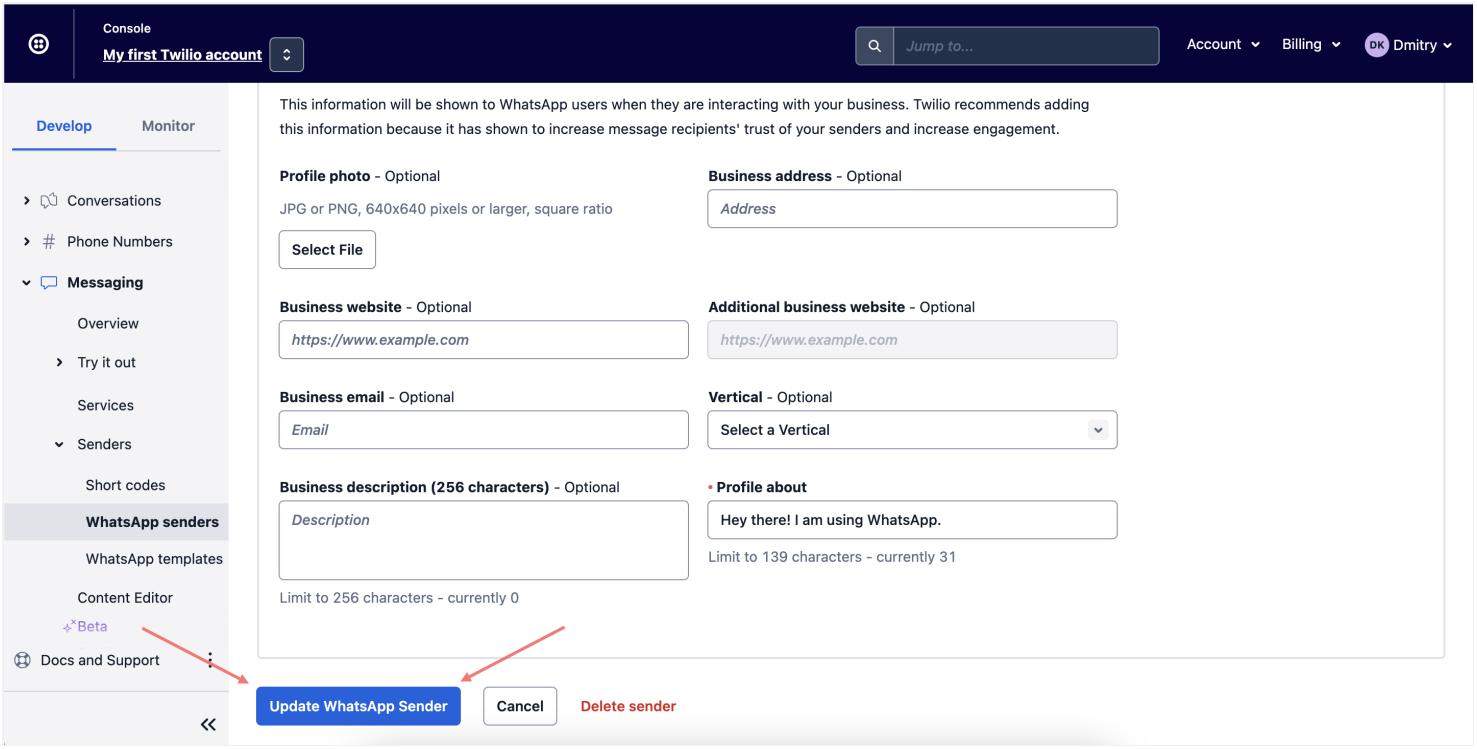
Step 2: Add Twilio Webhook URL to the sender

Add the Twilio Webhook URL to **each** of the following fields noted in the screenshot below

Note: you can leave the "Twilio Webhook URL" field blank, as it is **optional**



Don't forget to confirm the update by clicking on the **[Update WhatsApp Sender]** button at the end of the page!



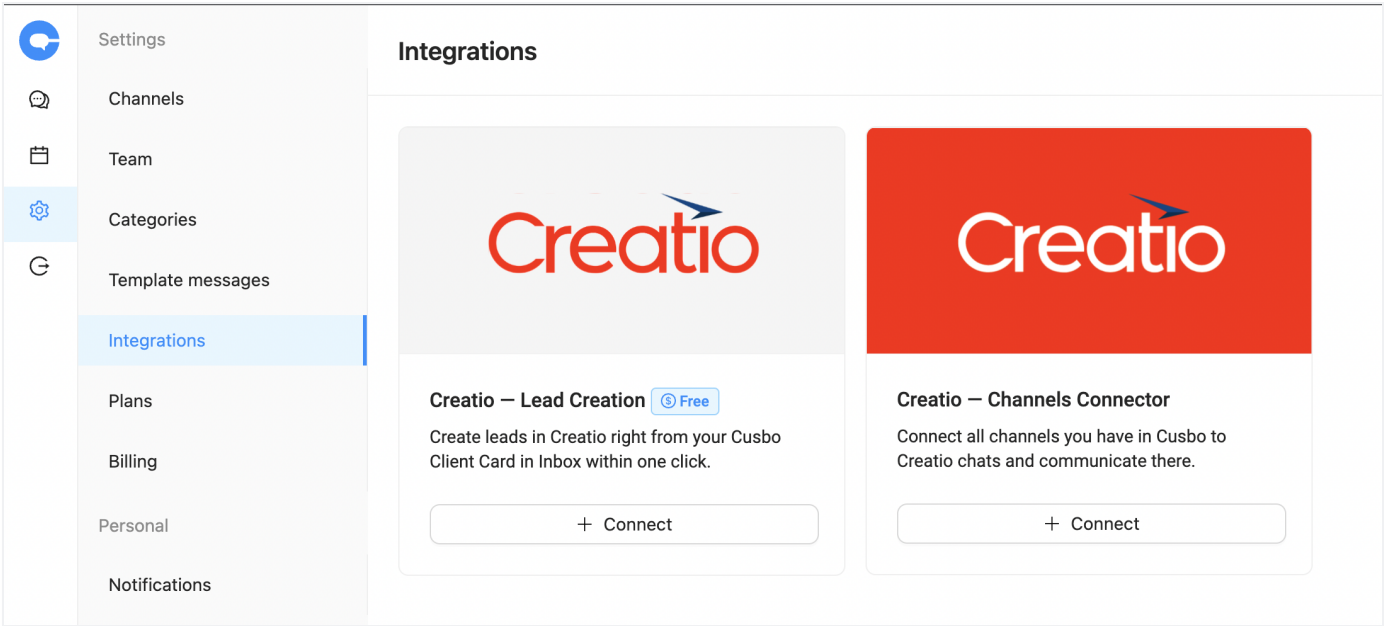
That's it! Enjoy all the benefits of WhatsApp together with ***Cusbo***!

Additional channels for Creatio chats user guide

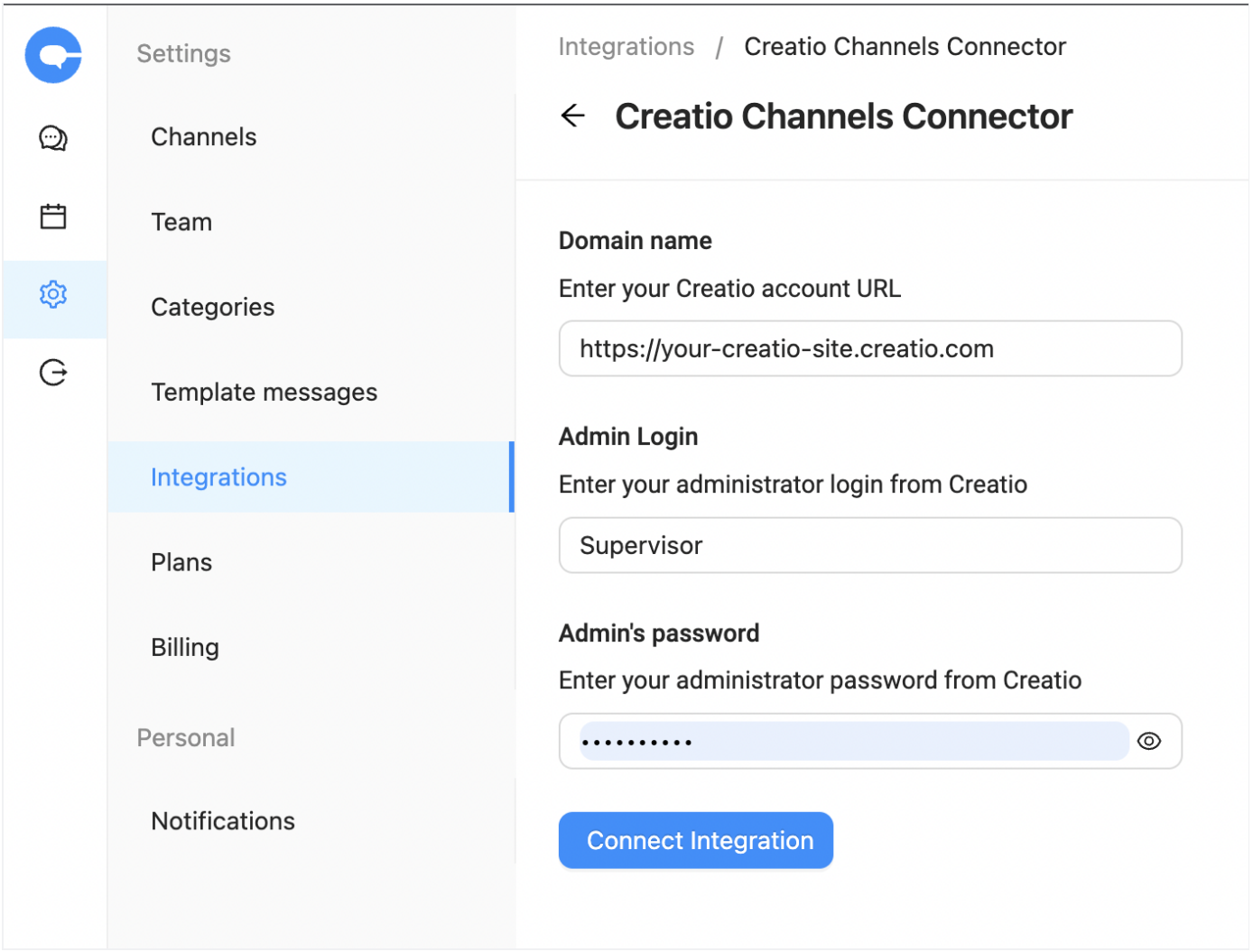
Init configuration

Before configuring Additional channels for Creatio chats, make sure you have CusboApiToken for your integration (provided by Cusbo support) and installed the Cusbo Messengers package.

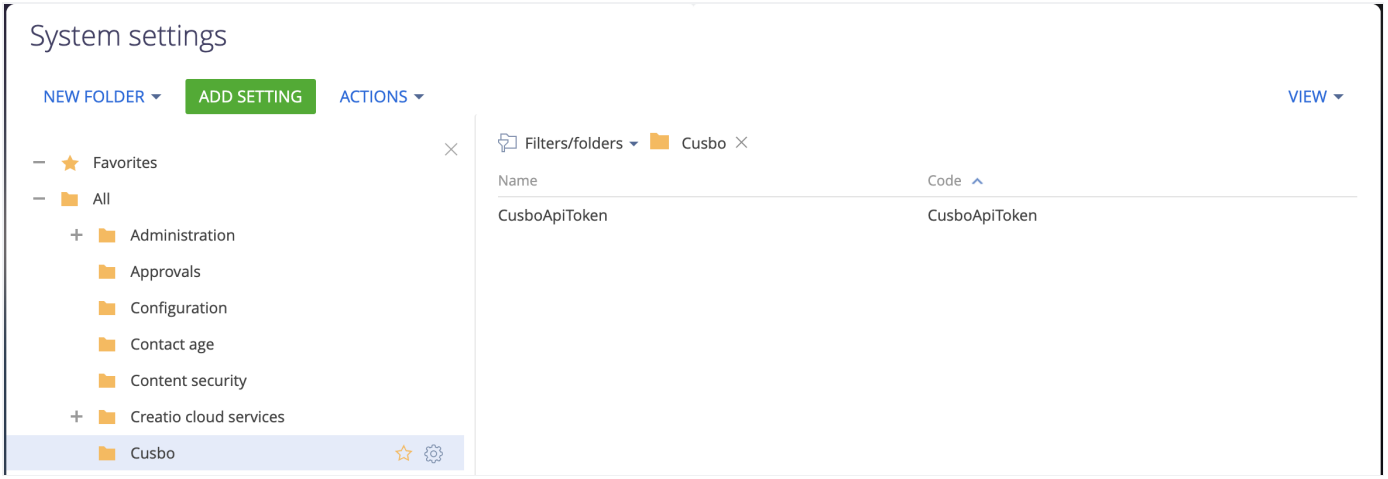
1. Create a Creatio user for the integration. To do this, in Creatio go to *Settings* → *System users* → *New* → *Company employee* → Fill required fields. Make sure this user can access Creatio and has read and write permissions for *OmniChat* and *Contact* objects (or has admin rights).
2. Login into Cusbo and navigate to *Settings* → *Integrations* → *Creatio - Channels Connector* → *Connect:*



3. Enter your Creatio domain and the credentials of the previously created user:



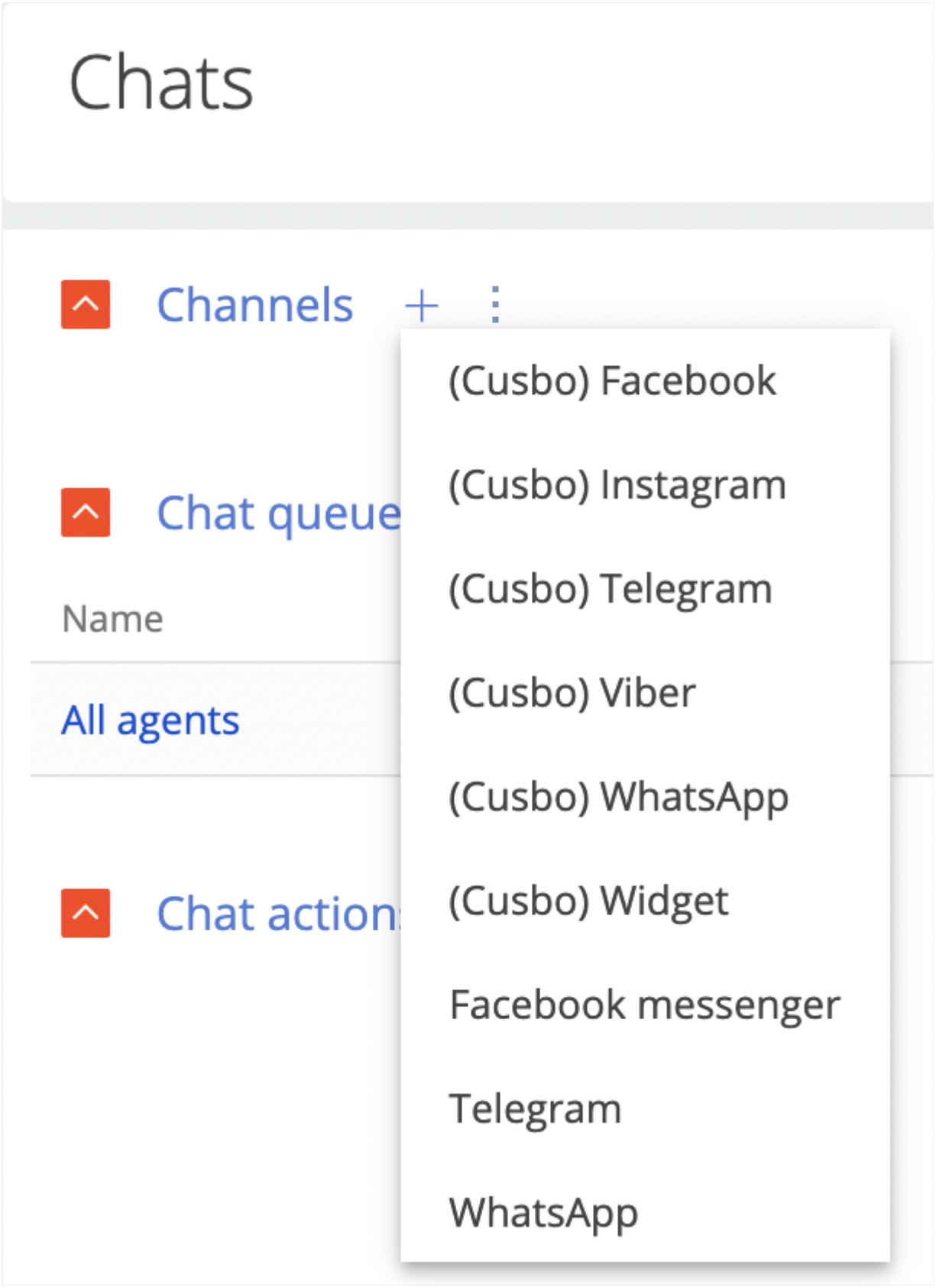
4. Press *Connect Integration.* If you haven't yet installed Cusbo Messengers to the domain you've filled in or the given credentials are not valid, you will see an error message.
5. Return to Creatio and navigate to *System Settings* → Find *CusboApiToken* (located in *Cusbo* folder) → Set your API token value:



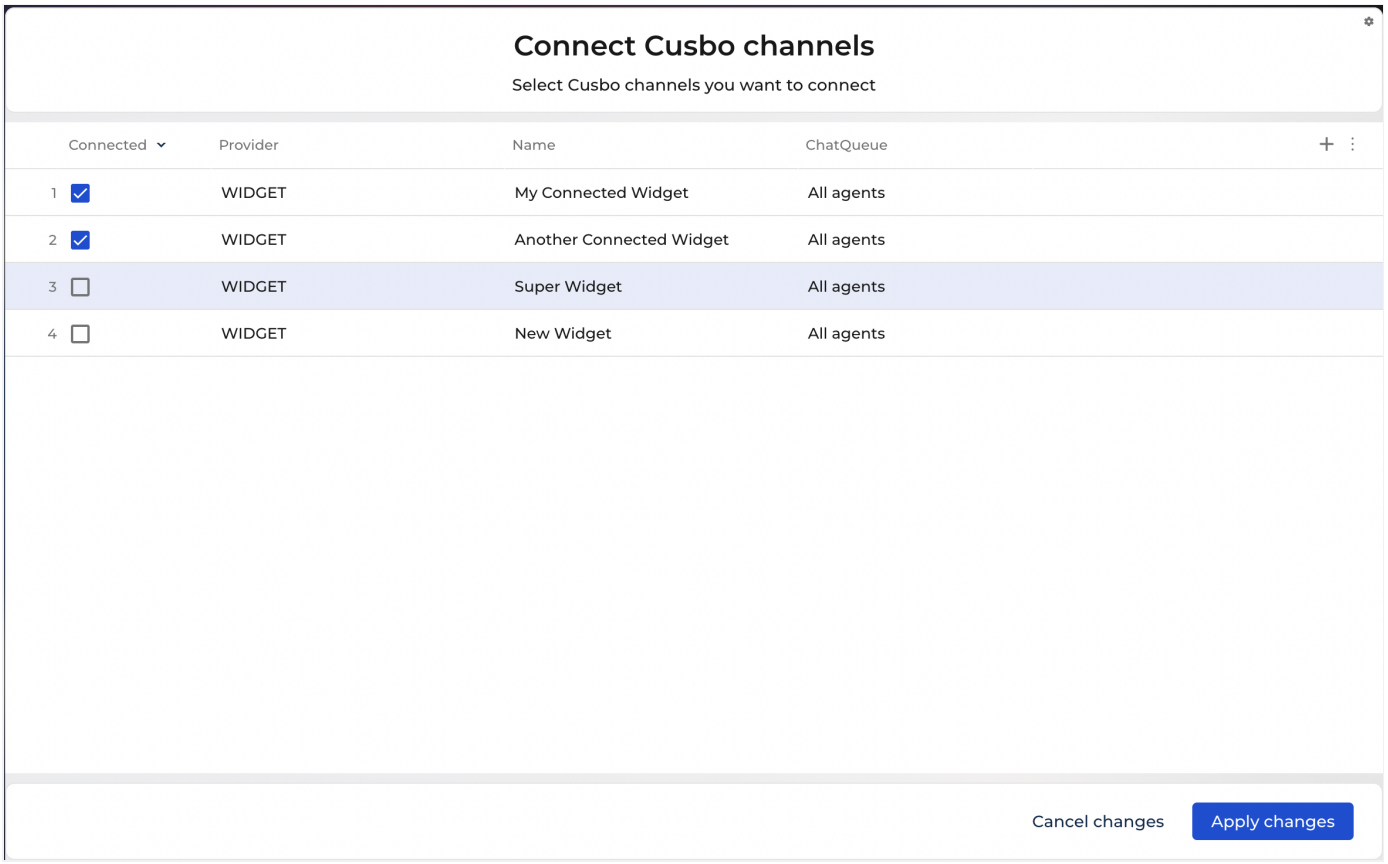
6. Now you can add your Cusbo channels to Creatio.

Adding or removing Cusbo channels

1. After the successful installation of Cusbo Messengers, in the *Chat Settings*, new channel providers can be chosen:



2. Choose one of provided Cusbo providers. You will be redirected to the page with all your channels for the chosen provider that can be added to Creatio:



If the *CusboApiToken* value is incorrect or you haven't added Creatio integration on Cusbo side, you will see a corresponding modal window with action that should be taken instead of this page. This modal has OK button that would redirect you to the page where the action should be taken.

3. Mark checkboxes for any channels that you want to add to Creatio and press *Apply changes button.* Additionally, you can change Chat Queue for any existing (or those to be added) channel.
4. If you want to remove (or make inactive) any already added channel, just uncheck the checkbox and press *Apply changes button.*
5. You will see a modal window with a success message. The OK button would redirect you to the *Chat Settings* page.
6. You should see newly added channels marked as active on this page. Channels removal would completely remove it from Creatio if it hasn't got any messages or mark the channel as inactive if there are any existing chats.
7. Now you can receive any messages to the added channels on the Creatio side. As soon as any user would write to the channel chat (or any operator would write to the existing chat on the Cusbo side), it would appear in the *Chats* section.

Notes

- Attachments are not yet supported in the Creatio interface for Cusbo channels and won't be sent or received - this feature is in progress and will be available soon;
- User profile photo won't be saved in Creatio contact when a new user sends a message to added channels - this feature is in progress and will be available soon.