

# Pop-up Support Plugin



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## Description

“Pop-up support” plugin makes it easier for your customers to deal with requests to Technical support.

When your customer asks a question he or she is waiting for a response. With “Pop-up support” plugin enabled, a customer will see in site header that he or she got a response and there is no need to go to his/her Personal account to find out if there are any.

It is a handy, easy-to-use and effective way to boost your customers loyalty. Once “Pop-up support” plugin is enabled, your customer can relax, keep browsing your website and making purchases while waiting for a reply rather than check his/her Personal account every 5 or 10 minutes.

“Pop-up support” plugin is a free add-on for your OT Box website.

## How to enable plugin?

The envelope icon isn't displayed in your site header if this plugin is disabled. One can only see menu option in such case.

Please go to “Plugins” section in admin panel to enable this plugin.

Look for **Pop-up support** in plugins list.

Please contact your manager via Skype in case this plugin is not included in the current list.

Click gear button opposite plugin name in “Actions” column once this plugin is found.

Click “**Enable**”.

Done! “Pop-up support” plugin is enabled and your customers can see messages in website header now.

## How it works

Your customer (website user) asks a question in his/her Personal account and is waiting for a reply.

You will see information on messages in “Technical support” section in website header.

Customer will see envelope icon and number of messages in website header after you reply to his request.

Hovering a cursor over envelope icon shows the first lines of unread messages body.

Message will be opened in customer's Personal account if he/she clicks on a message.