

vChat v3.1

User Manual

Version: v1.0
Date: 10/11/2025

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1 Change Control

Date	Version	Description	Author
2025/11	3.1	Support SuiteCRM 8 and other improvements. Support notifications for other modules.	jfcc
2023/12	2.1	First public release	jfcc

2 Introduction

This manual targets both the administrator and users of vChat.

The main goal of vChat is to offer a chat mechanism to visitors of a company's website so that they can easily communicate with the company itself. The intention is to lower the barrier for potential customer to make contact.

vChat runs on the CRM server, and is installable as a SuiteCRM module, however, some extension logic is also provided so that any website can be enhanced to include this facility. We provide both an easy to use Wordpress plugin, if you are running your site using Wordpress, and a "do it yourself" kit.

vChat offers also the possibility to chat between users of the CRM, for example to ask for expert back-up.

ValeDale vChat is part of the overall ValeDale initiative. "Vale Dale", Spanish expression for "OK GO" and pronounced as "BalleDalle", has the goal to create "out of the box thinking" solutions that will help people in their thought process pushing the limit from providing information to providing suggested actions and thus adding real tangible value.

3 Compatibility Matrix

SuiteCRM	ValeDale Common	DB	Comments
7.1X.Y	1.4.1	MySQL (1)	First release of vChat

Notes:

(1): MSSQL is in the planning.

4 Install and Upgrade vReports

vChat comes with two components:

1. vChat module
2. External logic to integrate with your Web-site.

4.1 vChat module installation and configuration (SuiteCRM)

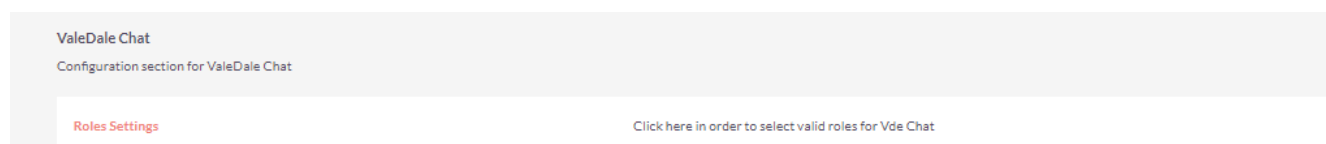
You can install vChat using the standard installation mechanism for SuiteCRM using the module loader.

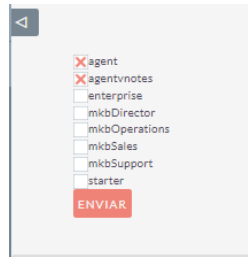
Follow the standard way to load a module in SuiteCRM:

Login as a SuiteCRM admin user

- Go to “Admin”
- Select “Module Loader”
- Select the module, and upload
- Install the module

After installation, you have to select what roles can use the vChat functionality. For this, go to Admin Section, vChat panel and select Role settings





Select the roles that can make use of vChat and Click on the send Button.

Currently, users will have to logout and login again to make use of the functionality after a new role is added.

There are a number of parameters that you can, optionally define in config_override.php: (default values are shown below).

`$sugar_config[vdeChatTimePHPExecutionLimit] = 240; //PHP execution limit set to 240s (default of PHP is 30s which is rather low for chat.`

`$sugar_config['vdeChatTimeChatSubSessionLimit'] = 220; //should be smaller than previous one. Could be further reduced for chat to be nimbler to react to e.g. pc shut down at client side.`

`$sugar_config['vdeChatSleepTime'] = 2; // time at server before checking if something new has happened and signal client.`

Let's call them config options 1 to 3, to discuss what their impact is:

1: PHP allows, normally, scripts to run for around 30s. In Unix sleep time is not counted, but under Windows it is, which for vChat it would make quite a different. vChat creates "cycles" so the server, at the start of a cycle, sends information to the client (even more information at the start of a session). During the cycle, it will check for "events", but if there is nothing to signal, it will not communicate with the browser. Once the cycle is done, the server will close the session, and expect the browser to set it up again (which will happen automatically assuming that the vChat client is running).

2: this configuration is to ensure that the cycle is closed before the number 1 runs out. If nr 2 is not set below number 1, then a "FATAL" error will show up in your logs. Not really impacting from vChat perspective, but it just looks ugly (and should not be good practice). Note that you can also make this figure considerable lower when you are in testing mode and want the cycles to be shorter...

3: you could make this figure smaller (e.g. "1") if you want to reduce the potential delay between messages, or longer if you want to reduce a bit the processing (and DB queries).

4.2 External Logic integration

There are two ways to install the enable the vChat logic in your Web-site:

1. If your website runs on WordPress. You can use our WordPress plug-in.
2. Otherwise: you have to integrate some basic logic with your website.

4.2.1 Wordpress website

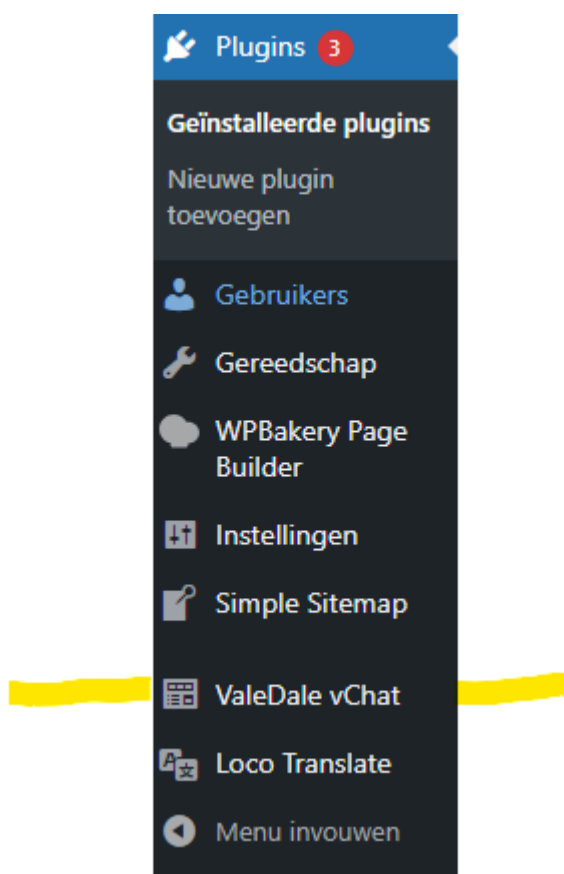
This is a very speedy process.

1. Download the corresponding zip file which will have a name similar to:

ValeDale_Chat.2.0.2 (2.0.2 is just an example of the version number)

2. Install the plugin using the Wordpress manual installer.
3. Activate the plugin (it will appear in your WP admin page under “ValeDale vChat for SuiteCRM”)

Once you activate the plugin, you will find an entry for configuration in your left most menu:



Click on this to configure:

General settings

Algemeen

CRM URL

https://test-suite-712.crm.mycompany.com/

Actief

☒

Wijzigingen opslaan

There are two configuration options:

1. CRM URL: just type here your suitecrm main URL
2. Active checkmark: must be set for things to work (you can suspend chat by just un-setting"

Click on "save changes" (Dutch example above), and you are all set.

4.2.2 Custom Web-site

In order to make your current website "vChat" enabled, you need to add some "magic" to it. Let's go through the simple steps to make it all happen.

1. **First of all, you need the file with all relevant logic.** This will have a name like ValeDale_ExternalChat.x.y.z.zip (x.y.z stands for the version.).

2. **Extract the zip** and you will see the next structure:

- /css
- /external
- /img
- /js
- index.html

3. **Configure your SuiteCRM host**

In the js folder, you will find a file called jsonDao.js. At the top of this file you will find a reference to an URL

```
function JsonDao() {
  this.url = 'https://localhost/suitecrm/index.php?entryPoint=VdeChatExtUser';
}
```


Change the first part of this URL to align with the SuiteCRM server in which you installed vChat. By doing so, when a user wants to interact with your CRM-operators, it will use this URL.

4. Configure your main Web page.

For testing purposes, you can just use the “empty”, index.html provided. Note that if all is well configured, the “chat request button” will automatically appear, so it is not “quite” empty....

Copy all files of the extracted zip to your web server and you are done. For Apache Web-server environments, you would copy this to the htdocs folder.

For a production set-up, you will have to change your main page (normally index.html).

Check out the index.html page that you have extracted before.

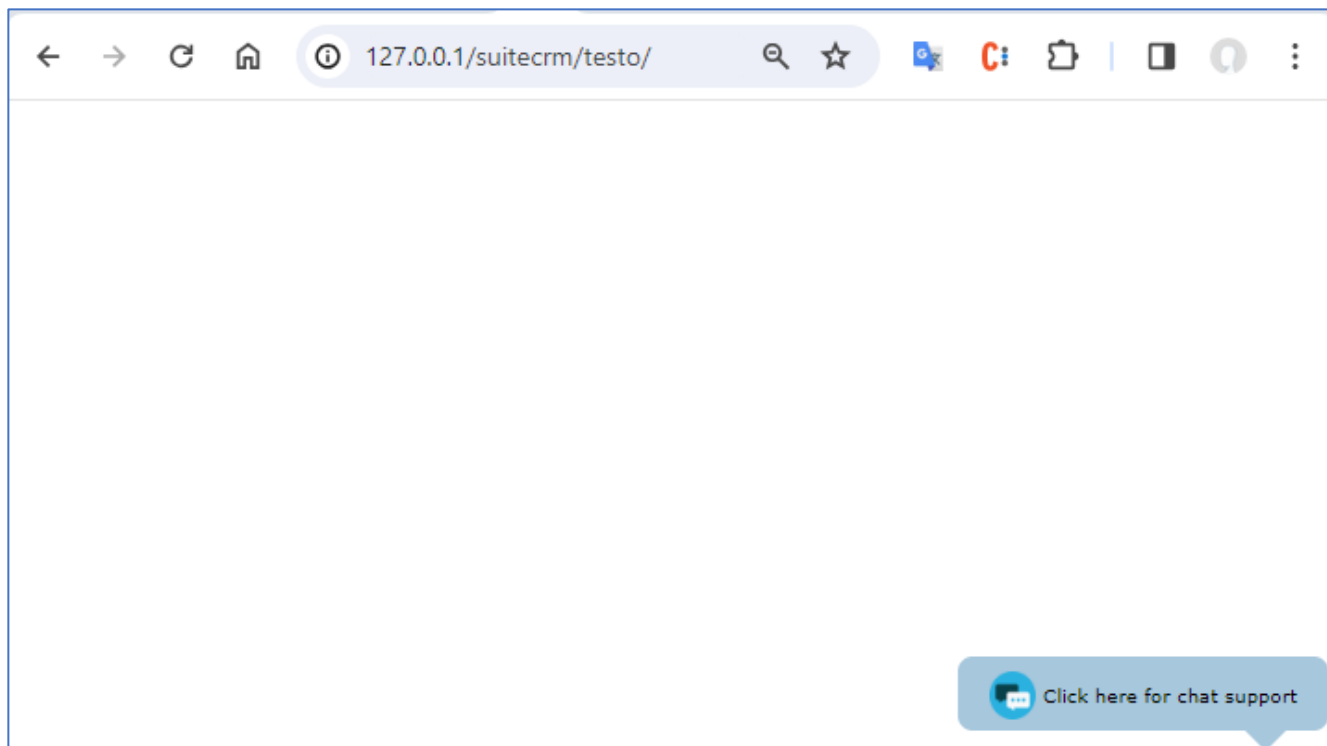
- Copy the lines links that there are in the tag <head> in your own html under the same tag (all the lines between <head> and </head>).
- Copy the content of the tag <body> inside your html.

5. Copy the rest of the files to your web-server folder (maintaining hierarchy, i.e. relation to your main Web page)

Note that for anything to show-up, you must have followed these 5 steps AND

- vChat module must have been installed properly
- Roles for chat Operators must be assigned
- At least one user with such a role must have logged-in.

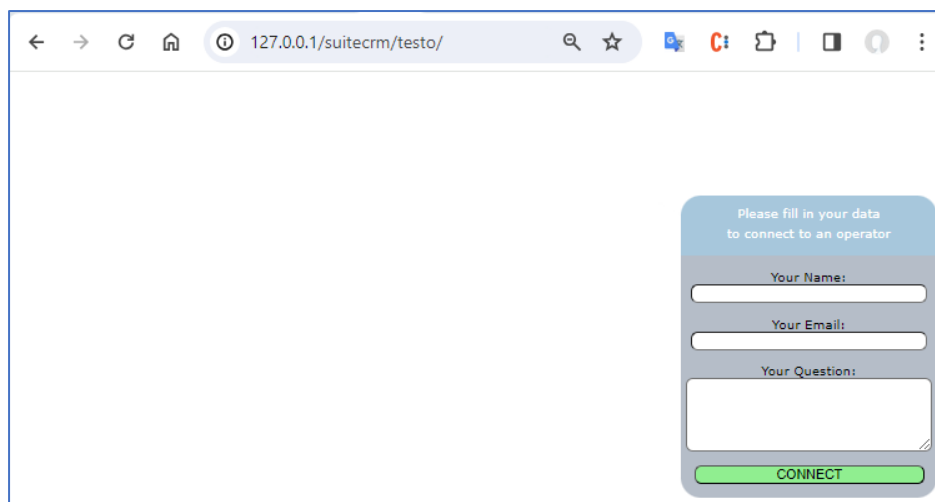
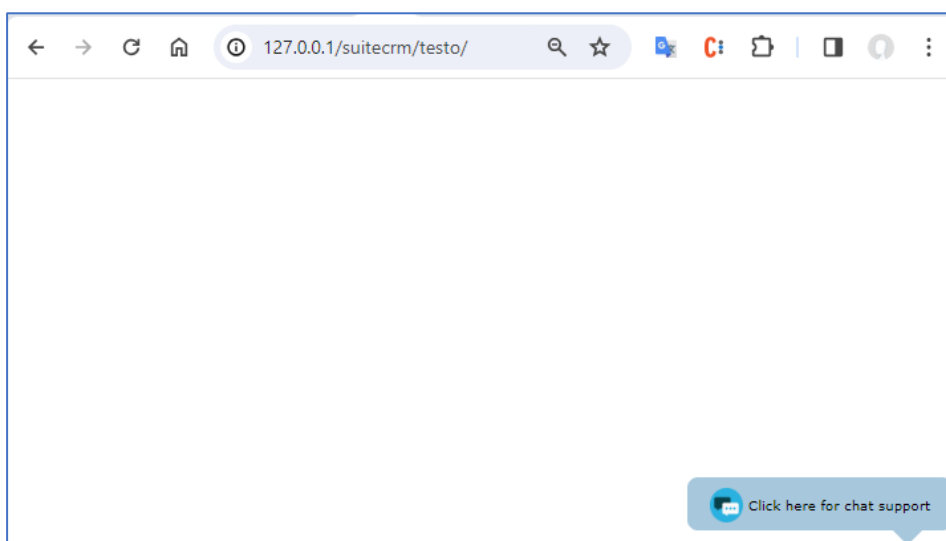
If all is well, you will see (bottom right) the support logo (don't mind the URL in the example: very basic test...)

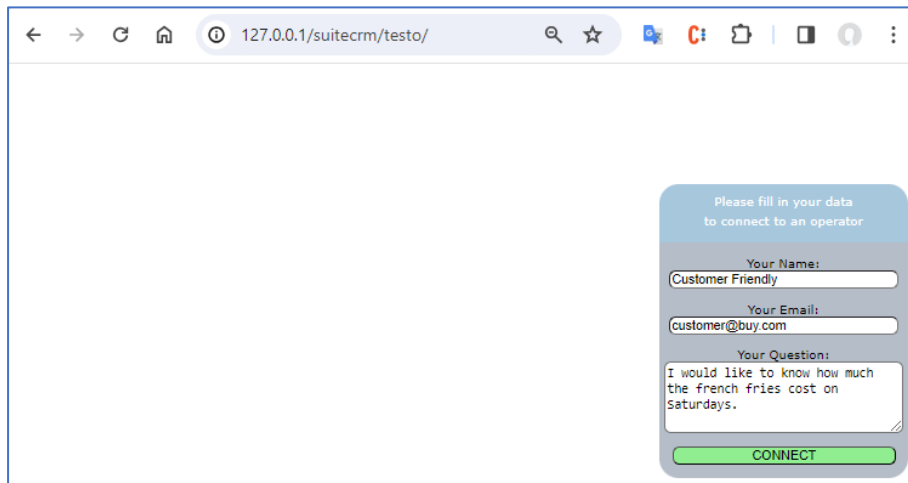


5 Using vChat

5.1 External user experience

The visitor will see the “Click for chat logo” appear on top of the company web-site (empty in the example). The following screenshots show the dialogue start.





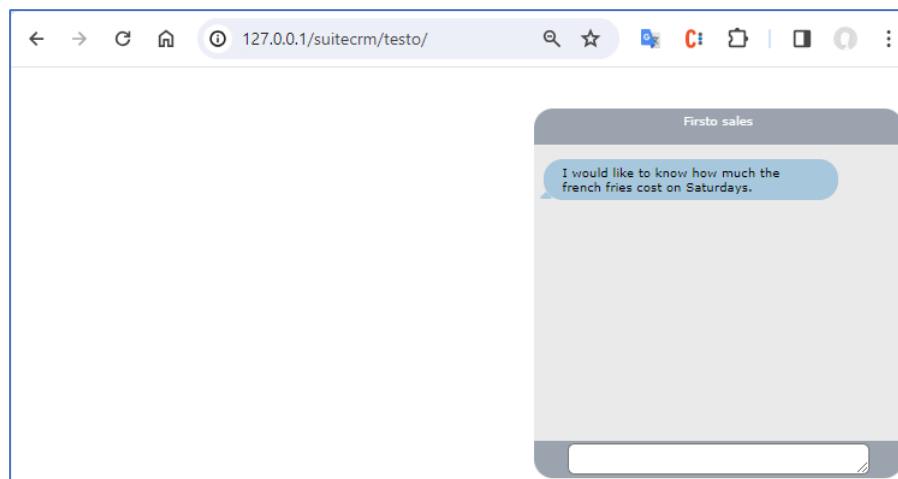
Please fill in your data to connect to an operator

Your Name:
Customer Friendly

Your Email:
customer@buy.com

Your Question:
I would like to know how much the french fries cost on Saturdays.

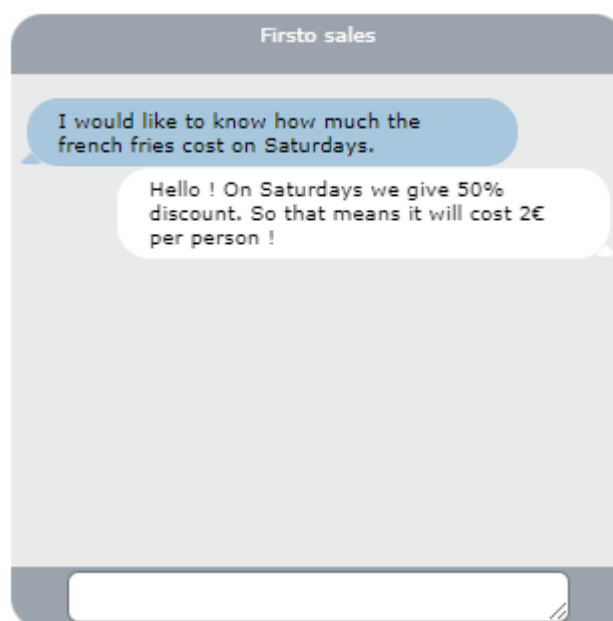
CONNECT



Firsto sales

I would like to know how much the french fries cost on Saturdays.

And so the conversation starts...



Firsto sales

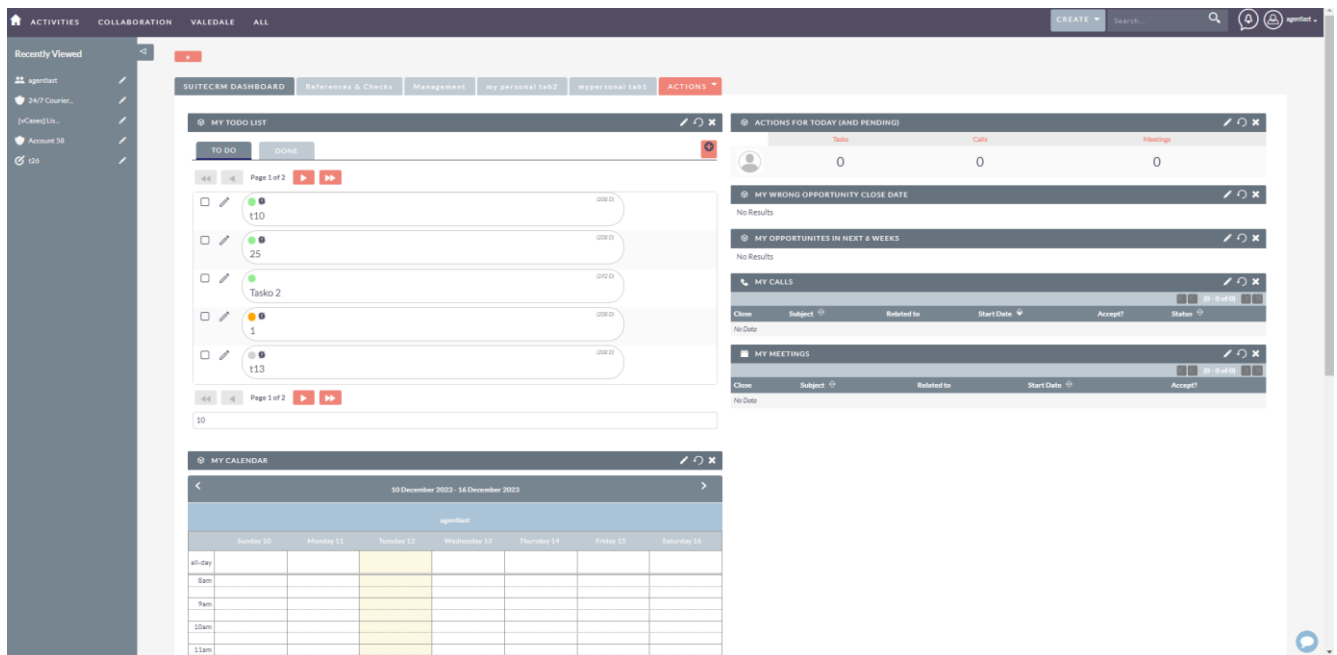
I would like to know how much the french fries cost on Saturdays.

Hello ! On Saturdays we give 50% discount. So that means it will cost 2€ per person !

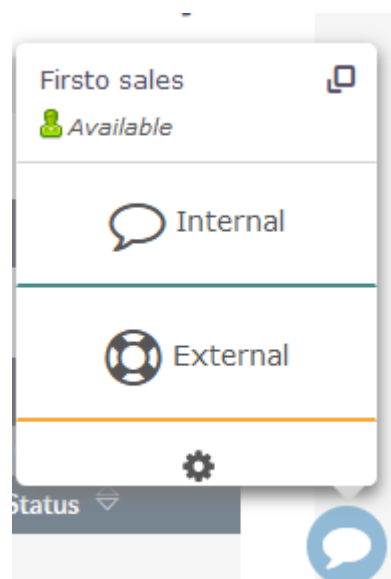
Note: if the visitor performs a refresh of the page, the “click for support” logo will appear again. The visitor will have to “login” again, and if the person uses the same email address, he will be connected to the same operator!

5.2 CRM user experience

CRM users with the right role will see the vChat logo appear at the bottom right side of the CRM:

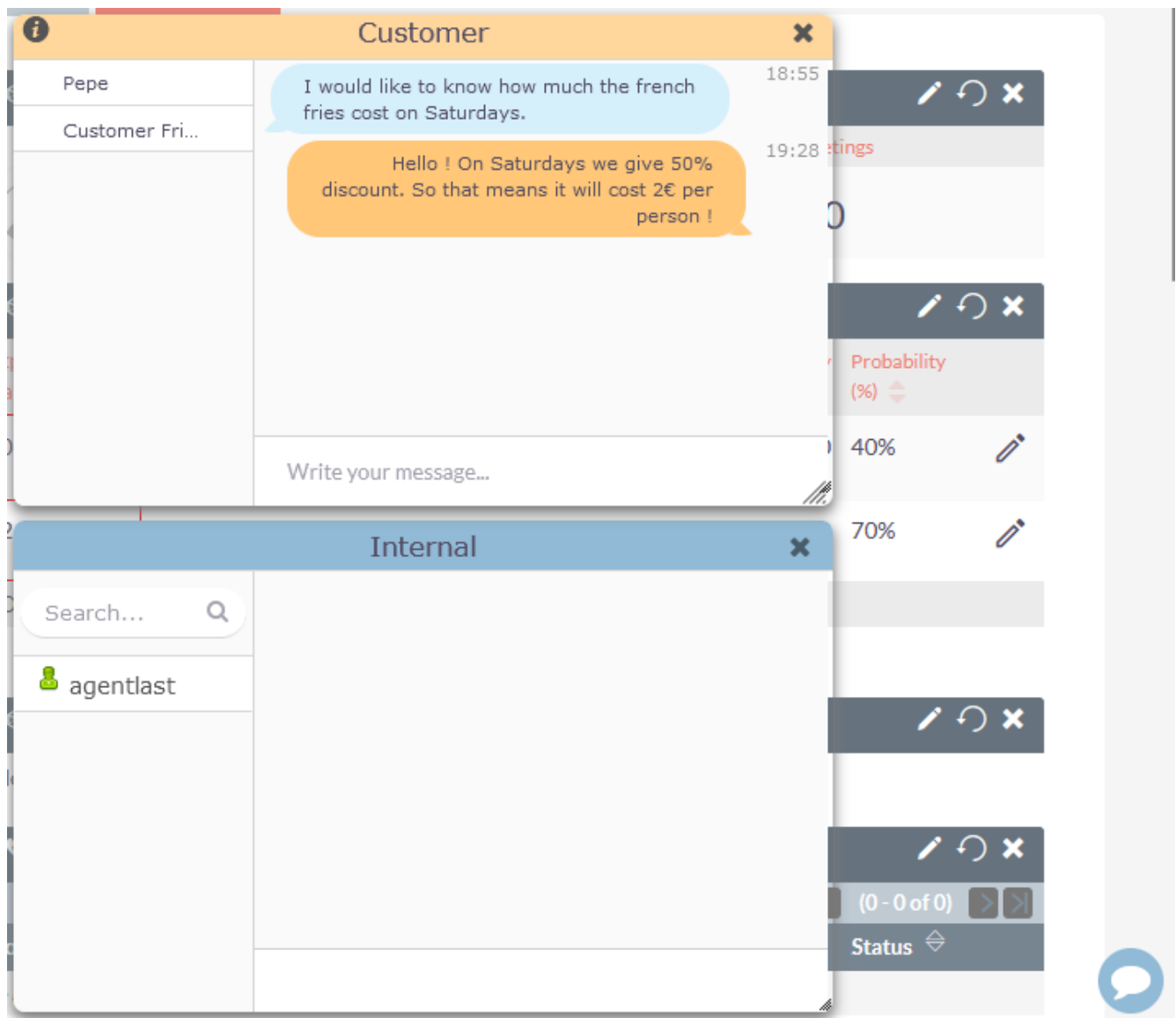


When hovering over vChat logo, a menu is opened.



The user will see its Name and status. Possibility to select Internal or external Chats, as well as configuration options (currently only to manage font-size). An option to open vChat in an external Window (top right icon) is also offered.

By clicking on the internal/external chats, the corresponding chat windows will appear. Clicking again will minimize the windows. The “Close” button in each window will have the same result.



5.2.1 vChat logo status

- Blue: user is working in window from which he/she can control vChat.
- Grey: not main-window. The logo is visible to point out that the user has vChat but should control it from a different window.

- No logo: if the user has opened vChat in an external window, the “blue”/main logo will appear in the external window
- Black: user has lost connection to vChat. By doing a refresh or moving to another CRM page, vChat will try to reconnect.
- With a “do not pass” sign: indicates that the status is not “available”, and therefore cannot provide support to external users.

If the user has multiple CRM windows opened, the system will try to keep vChat active in the one that was first opened.

6 **Good to know**

- Messages have a maximum length of 255 characters. If a user tries to send more, it will not appear in the chat.
- When connection to the vChat server is lost, system will not automatically try to reconnect. This means that vChat logo may be black, while the server/Internet may be available.
- When a user closes (the) CRM window, vChat will not automatically log out the user, so system will assume the CRM user is still available.
- If you don't see the blue logo in your main CRM windows, you probably have opened an external window.