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Overriding Messenger settings

multiple categories - تعليقات (.) - Matt Alias - 2025-05-28

You can override the admin settings for Messenger in your embed code when you place it on your own pages

This is useful if you want Messenger to use varying settings across the .pages you embed it on

You can see a full list of the widget options [in this article](#) but I will run through a couple of commonly used examples below.dsffsadf

Overriding the default department

We might want to have the chat element of Messenger setup primarily for Customer Support and make them accessible through it from our .helpcenter and various other pages on our site

As Support will be the primary contact point via chat it makes sense to set .them as the default option

Chat

Enable to communicate with customers on your website and Help Center in real-time.



Chat Settings

 1 Phrase

Default chat department

Support



However we may also want customers who land specifically on our home .page to be able to contact our sales team on chat








Support Team

In this example for our Support pages we would use the default widget code as generated in Deskpro in Admin > Channels > Chat > Messenger Setup > Add Messenger to your site > Embed code

Sales Team

For the sales page/Homepage we'll need to add some code to override the .department

First thing you'll need is grab the Sales department ID from Admin > :Channels > Chat > Departments

0 selected	⚡ Action					
<input type="checkbox"/>	Title	Queue	Brands	Agents	ID	
<input type="checkbox"/>	 Support	All Agents	 Brand A +1		3	
<input type="checkbox"/>	 Sales	All Agents	 Brand A		4	

In this example you can see my Sales department is #4

We'll then need to add the following to the options in the code

```
chat: {  
  department: 4  
}, {
```

You'll need to add it into the messenger options (below the language : (which is added by default

```
DESKPRO_WIDGET_LOADER::BEGIN-->--!>  
<script type="text/javascript">  
  window.DESKPRO_MESSENGER_OPTIONS = {  
    language: {  
      id: "1",  
      locale: "en-US"  
    },  
  },
```

```

        chat: {
    department: 4
    },
    helpdeskURL: "https://mattwraytest80horizon.deskpro.com",
  }
</script>
<script id="dp-messenger-loader"
src="https://mattwraytest80horizon.deskpro.com/dyn-assets/pub/build/m
essenger/loader.js?v=1693297171"></script>
<!--DESKPRO_WIDGET_LOADER::END

```

And we'll be passed straight through to the sales team when we start the .chat

Changing the appearance of Messenger for different sites

We may have a specific site that has a different colour palate and layout . from our other sites and want to change it to suit the styling

Again we can do this by adding in some override code. I'm using the below to update the colours and the position of the widget (so it sits in the :(bottom left rather than the bottom right

```

widget: {

    primaryColor: "#FF0000",

    backgroundColor: "    #8B0000",

    textColor: "#00FFFF",

    " position: "left

    ,{

```

:Which again we would place in the Messenger options

```

DESKPRO_WIDGET_LOADER::BEGIN-->--!>
<script type="text/javascript">
    window.DESKPRO_MESSENGER_OPTIONS = {
        language: {
            id: "1",
            locale: "en-US"

```

```
    },  
    widget: {  
  
primaryColor: "#FF0000",  
  
backgroundColor: "    #8B0000",  
  
    textColor: "#00FFFF",  
  
position: "left"  
  
    },  
    helpdeskURL: "https://mattwraytest80horizon.deskpro.com",  
    }  
</script>  
<script id="dp-messenger-loader"  
src="https://mattwraytest80horizon.deskpro.com/dyn-assets/pub/build/m  
essenger/loader.js?v=1693297171"></script>  
<--<!--DESKPRO_WIDGET_LOADER::END
```

:And it would change our default appearance from this



Get in Touch



Knowledgebase



Start a conversation

Start a chat with one of our agents

Start a new conversation

Submit a ticket

Submit an enquiry via our contact form

Submit a new ticket

Powered by



Deskpro



:To this



Get in Touch



Knowledgebase



Start a conversation

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[Start a new conversation](#)

Submit a ticket

Submit an enquiry via our contact form

[Submit a new ticket](#)

Powered by



Deskpro



:Checklist

- ☐ •

*If you're unsure of the category, use the New Category field on the Knowledgebase Status
.Board*

- ☐ •

- ☐ •

- ☐ •

- ☐ •

- ☐ •

.Once complete delete the checklist section from the article