

VoyagerNetz Engage Webmaster Guide

This guide is to assist whoever controls the website of the Engage client to help you add the necessary information and functionality to your website. VoyagerNetz Engage text and messaging enables business communication and as you know your website plays a very important role in this process.

Announce that you are now text enabled:

Once you are ready to start using incoming texting it is important to inform your community and customers about the new channel. Take this customer as an example:



Right at the top of the site they are sharing their texting channel. If you have two numbers (a call and text number) you can try something like this:

Contact Us

Main Desk Yc

 (630) 584-0076 

 Text (630) 998-7275

Instead of the Icons you can also just say "Call" and "Text".

Wherever customers can find contact information on your website you should announce that they can **Call** or **Text** you and add the relevant numbers.

Add facebook messenger to your website:

VoyagerNetz Engage integrates to your website through a standard Facebook Messenger Chat Plugin. The advantage of this approach is that it already works seamlessly on dozens of web platforms - you can learn more about the integration at the following link: [Add Chat Plugin to Your Website | Facebook Business Help Center](#) You will need the administrator of your facebook page to be able to complete the steps described in this post.

ADD A CLICK TO TEXT BUTTON TO YOUR SITE:

Adding a Click To Text button to a website is also very simple (on some platforms it might be a bit more challenging but please reach out and one of our team members can assist you.



Check out this blog post which we wrote for a detailed explanation on how to do this: [How to add a Text / SMS button to your website today - VoyagerNetz - conversational messaging and web experiences](#)

ADD A SCAN-TO-TEXT QR CODE TO YOUR SITE:

When customers are browsing your site using their mobile devices then adding a Click to text button is great and works well. When they are browsing using their desktops then a QR Code is a great way for them to initiate a text conversation. Our team offers a free service where we create a Scan-To-Text QR Code for our Engage customers - please send us a request if you need one. You can also build SMS/Texting QR Codes using online generators like: <https://www.qr-code-generator.com/>. If you are a web-expert then you can even make a QR Code which is clickable with a message like "Scan or Tap this QR Code to Message Us".

Thank you for your assistance with helping to Text and Message Enable your website! We at VoyagerNetz are always available to help in this process or in any way. Please do not hesitate to reach out.

Email us: engage@voyagernetz.com

Text us: 708.797.9681

Call us: 312-889-8614