



Contact Us

User Guide

Magento Compatibility: CE 2.1, 2.2, 2.3

Official page: [Contact Us - MageGadgets Extensions](#)

Contact Us Extension for M2 Documentation

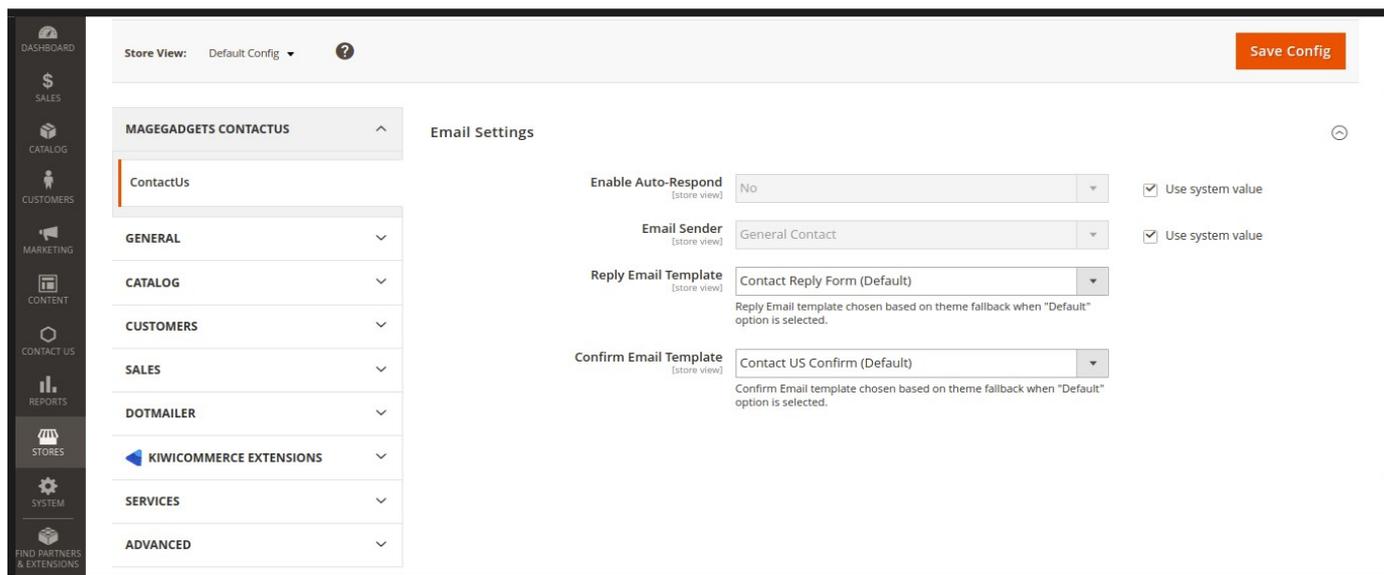
Introduction: An important aspect to make any eCommerce store successful is the process of communication between the customer and the store. The Contact us extension is the solution for providing streamline communication between you and your customers. These extension enhance the functionality of default Magento 2 contact us page by saving queries in the database and provide the additional feature of replying back to your customers.

These extension also provide feature of auto response to the customer by sending request email to them. It also provide the ability to set and configure the customize email templates for the request and replies to customer.

Key Features

- Ability to enable/disable extension from the backend.
- The queries of customer stored in database.
- Administrator can manage request of customers.
- Ability to respond from the admin.
- Provides more flexibility to configure and set the customize email template for mail.
- Provides Multi Store support.
- Administrator has rights to configure auto response mail if they needed.
- Easy to Install & use.

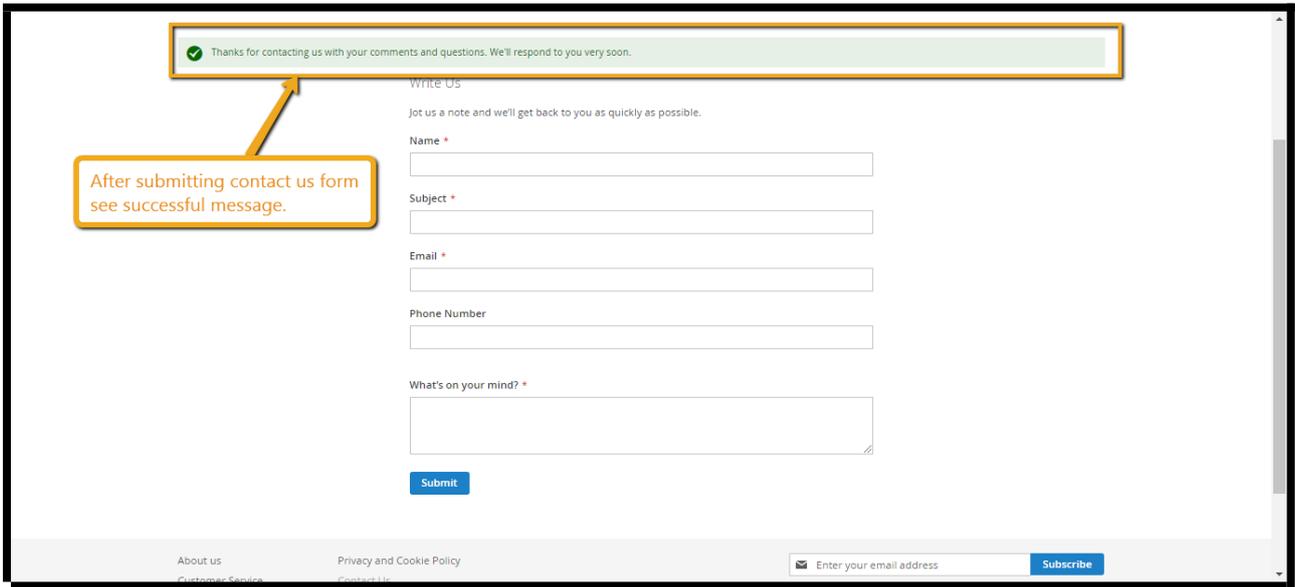
1. Configuration



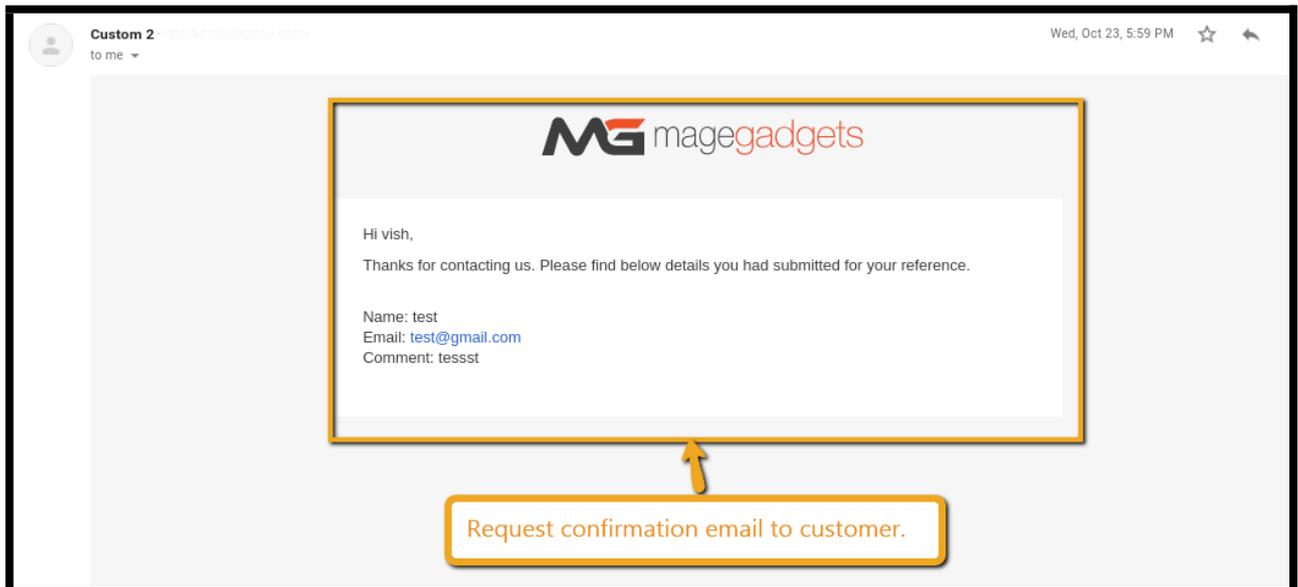
- To enable the extension please go to Store >> Configuration >> Magegadgets ContactUs >> ContactUs.
- Ability to enable/disable the extension from Backend.

2. Submit query from frontend

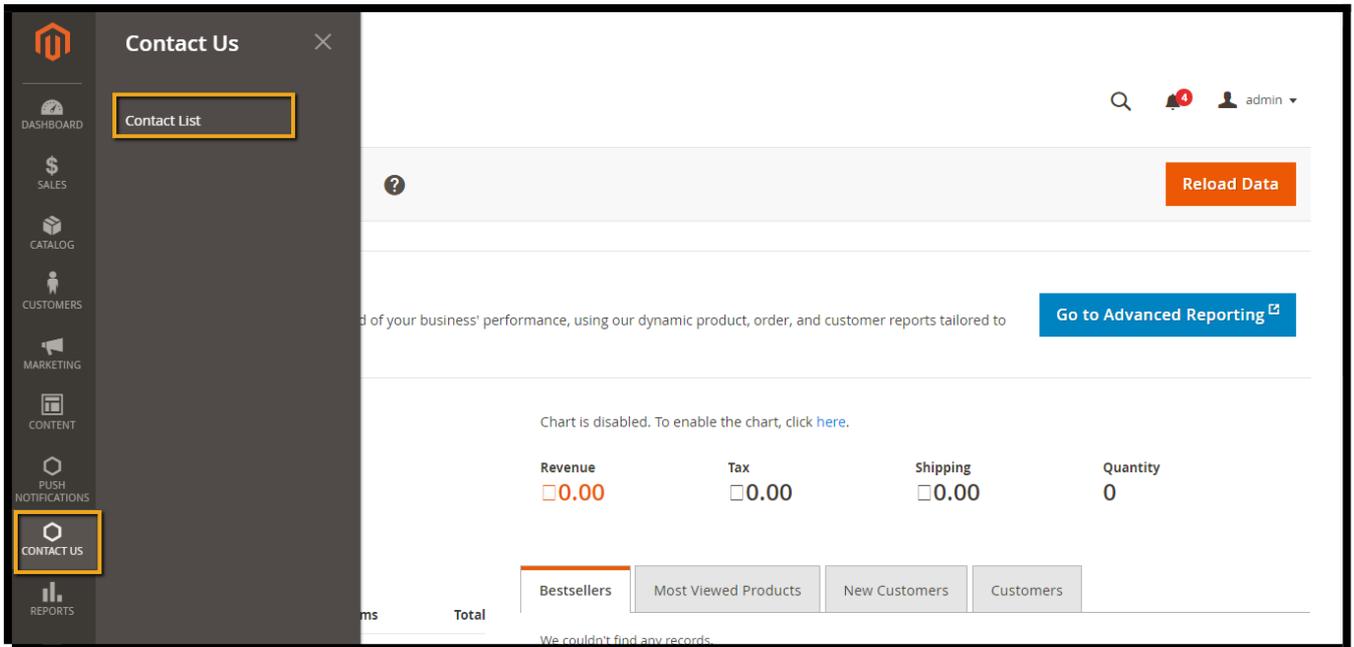
- Go to Homepage> ContactUs.
- As soon as customer provide the required information with the query, data are stored in database.



Customer gets an email from the admin in which they can see the reply given by the administrator to their query.

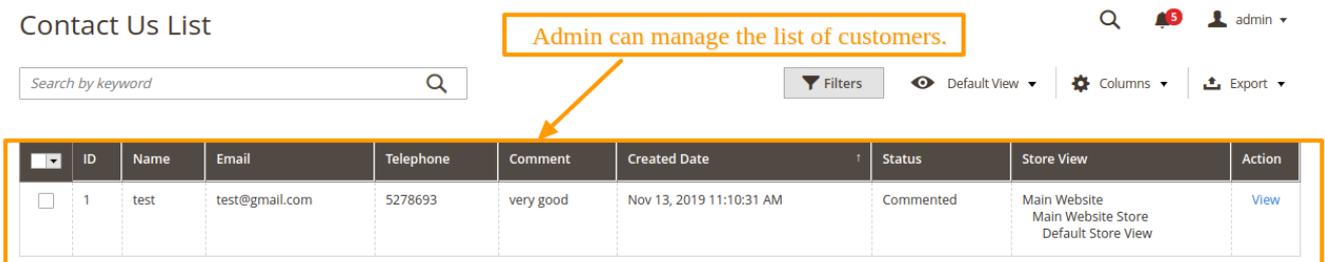


3. Listing Contact us requests in the admin

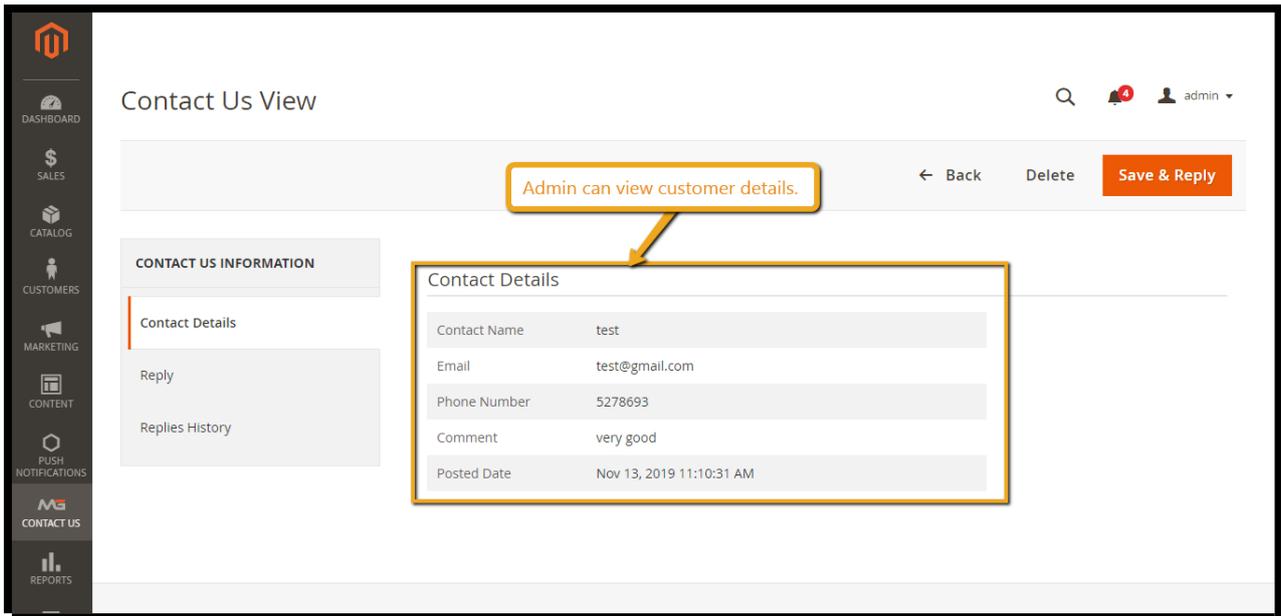


The contact us details submitted by the site visitor / Customers will be saved in the database. Submitted contact us details will be listed in the Magento backend for site administrator to track and respond to contact us requests.

- Every contact us form submission will be saved to database.
- The site admin can view the end user requests at Contact Us >> Contact List as shown in the above snippet.
- Contact Us query request submitted in the front end will appear in grid as shown in the below snippet.

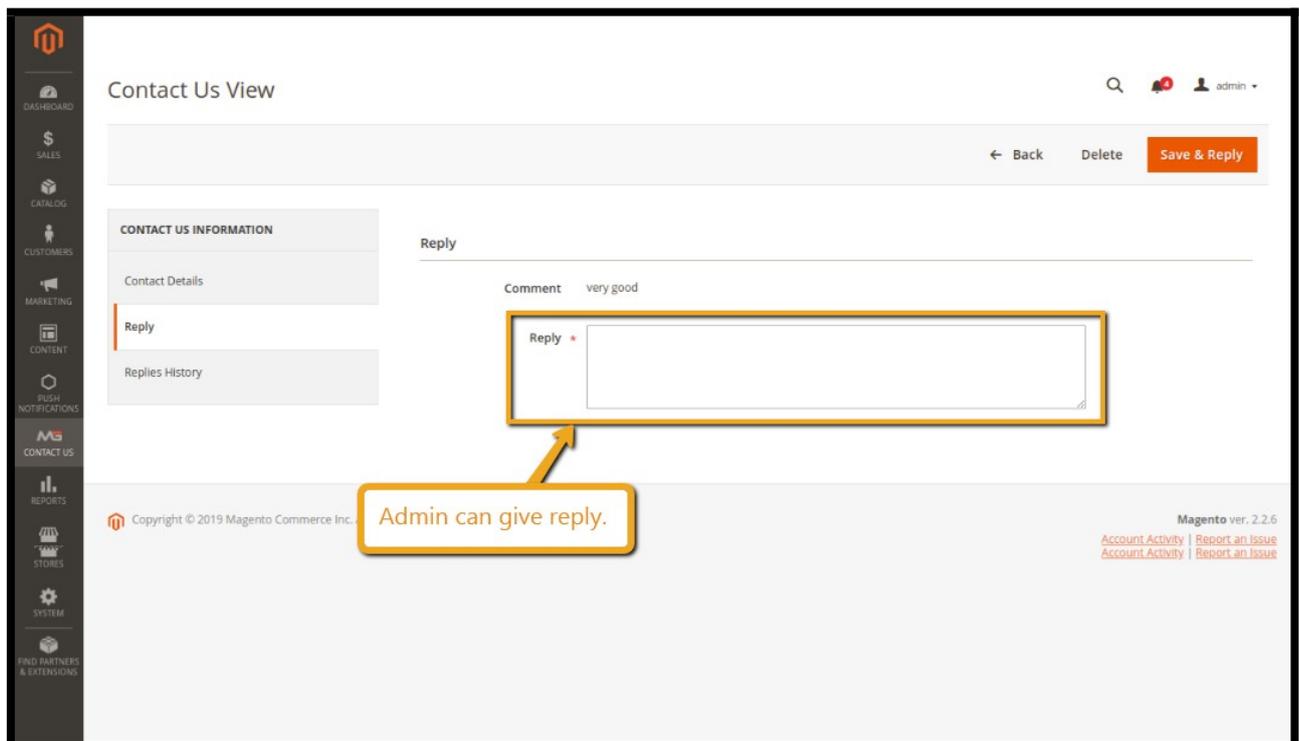


Admin can view the details of contact us requests by clicking on a record.



4. Response mail from admin

Clicking on the contact details tab will display the comments posted by user from the Contact Us form. Admin can reply to the contact us requests by clicking on the Reply tab in the left menu as shown in the below snippet.

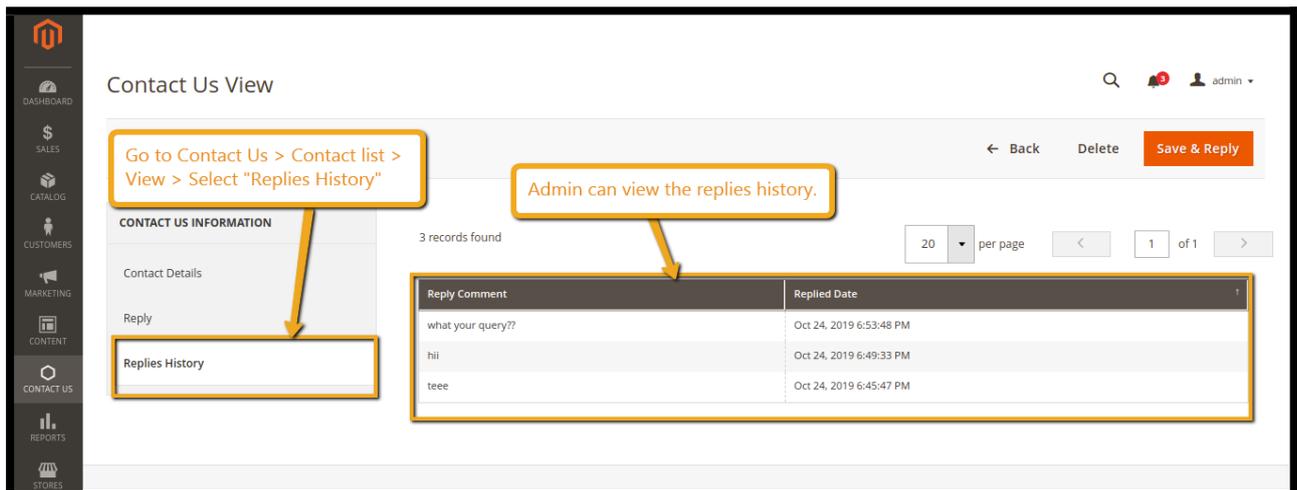


Customer get the email from the administrator in which they can see the reply given by the administrator to their query.



Replies history

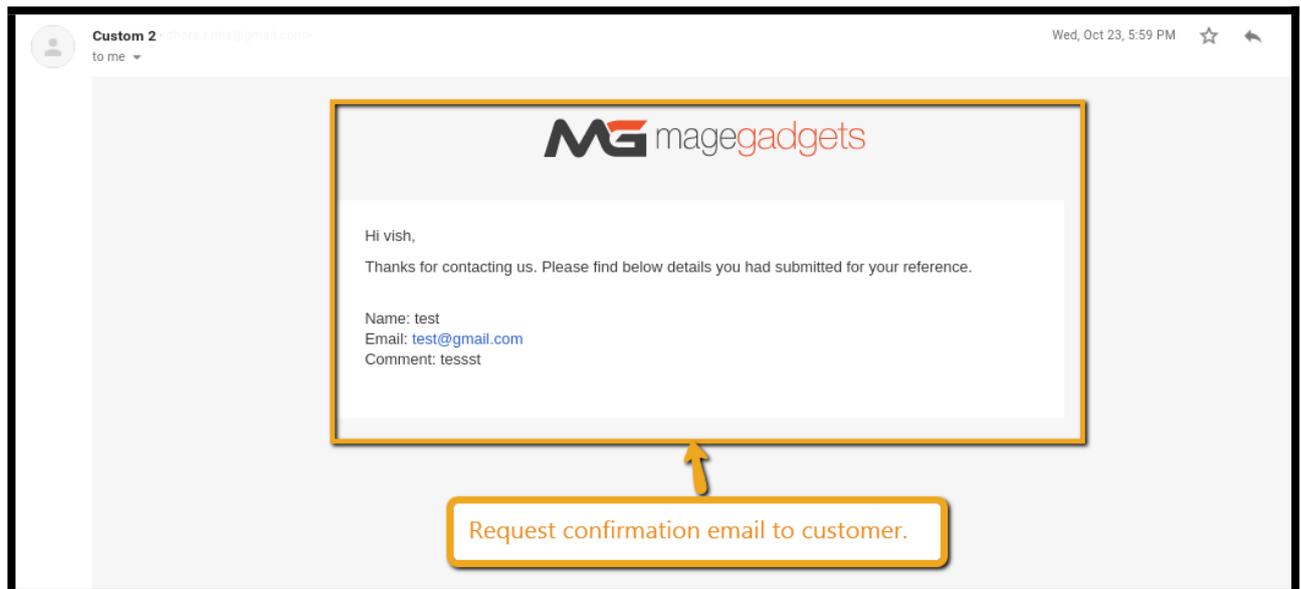
Clicking on the replies history tab will display the list of replies given by the



admin.

6. Auto Respond mail

If the administrator or site administrator has enabled the option of auto response mail, the requested confirmation email will be sent to the customer through the contact page when submitting their query as shown in below snippet.



7. SMTP support

The extension required SMTP support to send and receive the mails to customer. And the administrator can check the email log in the admin panel.

Thank you!

**Should you have any questions or feature suggestions,
Please contact us at:**

<http://www.magegadgets.com/contact-us-extension.html>

Your feedback is absolutely welcome!