

Contact Us

User Guide Magento Compatibility: CE 2.1, 2.2, 2.3 Official page: <u>Contact Us - MageGadgets Extensions</u>

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

| DASHBOARD | Store View: Default Config 👻 🔮 | | | | | Save Config |
|-------------------------------|--------------------------------|---|--|--|--------|--------------------|
| SALES | | | | | | |
| CATALOG | MAGEGADGETS CONTACTUS | ^ | Email Settings | | | \odot |
| CUSTOMERS | ContactUs | | Enable Auto-Respond [store view] | No | ¥ | ✓ Use system value |
| • 📢 Marketing | GENERAL | ~ | Email Sender [store view] | General Contact | * | ✓ Use system value |
| | CATALOG | ~ | Reply Email Template [store view] | Contact Reply Form (Default) | * | |
| | CUSTOMERS | ~ | | Reply Email template chosen based on theme fallback when "Defau option is selected. | ilt" | |
| CONTACT US | SALES | ~ | Confirm Email Template [store view] | Contact US Confirm (Default) | • | |
| REPORTS | DOTMAILER | ~ | | Confirm Email template chosen based on theme fallback when "Def option is selected. | fault" | |
| STORES | | ~ | | | | |
| SYSTEM | SERVICES | ~ | | | | |
| FIND PARTNERS & EXTENSIONS | ADVANCED | ~ | | | | |

- 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.

| Thanks for contacting us w | th your comments and questions. We'll respond to you very soon. |
|---|---|
| 7 | Write Us |
| | ju us a nuve and wen get uach to you as quickly as possible. |
| | |
| After submitting contact us for see successful message. | Subject * |
| | Email * |
| | Phone Number |
| | What's op your mind2 * |
| | |
| | Submit |
| | |
| About us | Privacy and Cookie Policy 🖬 Enter your email address Subscribe |
| Customer Service | Contact Us |

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

| • | Custom 2 - diana a manifestati come to me → | | Wed, Oct 23, 5:59 PM | ☆ | 7 |
|---|--|---|----------------------|---|---|
| | | Magegadgets | ٦ | | |
| | | Hi vish, Thanks for contacting us. Please find below details you had submitted for your reference. Name: test Email: test@gmail.com Comment: tessst | | | |
| | | Request confirmation email to customer. | | | |

3. Listing Contact us requests in the admin

| Ŵ | Contact Us | × | | | | | | | |
|-------------|--------------|---|---------------------------|-------------------|---|-------------------------|-----------|---------------|-------------|
| CASHBOARD | Contact List | | | | | | | Q 🏚 | 🧕 👤 admin 🗸 |
| \$ SALES | | | 0 | | | | | | Reload Data |
| CATALOG | | | | | | | | | |
| CUSTOMERS | | | l of your business' perfo | rmance, using our | dynamic product, order, and | customer reports tailor | ed to Go | to Advanced | d Reporting |
| MARKETING | | | | | | | | | |
| | | | | Chart is disable | ed. To enable the chart, click <mark>h</mark> | ere. | | | |
| | | | | Revenue | Tax □0.00 | Shipping |) | Quantity O | |
| CONTACT US | | | | | | | | | |
| REPORTS | | | ns Total | Bestsellers | Most Viewed Products | New Customers | Customers | | |
| | | | | We couldn't find | anv records. | | | | |

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.

| Contact Us List | | | | t | Admin o | can manage the list of | cus | tomers. | Q 📫 🚺 | admin 🔻 | |
|---------------------|---|----|------|----------------|-----------|------------------------|--------------------------|---------|----------------------------------|--|----------|
| Search by keyword Q | | | | | Q | | T Fil | ters | Default View | w 🔻 🏠 Columns 👻 📩 | Export 🔻 |
| | 1 | ID | Name | Email | Telephone | Comment | Created Date | t | Status | Store View | Action |
| | 1 | 1 | test | test@gmail.com | 5278693 | very good | Nov 13, 2019 11:10:31 AM | | Commented | Main Website Main Website Store Default Store View | View |

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

| DASHBOARD | Contact Us View | | | | ۹ | 📫 🧎 admin 🗸 |
|-----------|------------------------|-----------------|-------------------------------|--------|--------|--------------|
| SALES | | Admi | in can view customer details. | ← Back | Delete | Save & Reply |
| | CONTACT US INFORMATION | Contact Details | | | | |
| | Contact Details | Contact Name | test | | | |
| | Reply | Email | test@gmail.com | | | |
| CONTENT | | Phone Number | 5278693 | | | |
| 0 | Replies History | Comment | very good | | | |
| PUSH | | Posted Date | Nov 13, 2019 11:10:31 AM | | | |
| | | | | | l | |

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.

| DASHBOARD | Contact Us View | c | 2, 🧀 1 admin + |
|---|--|-----------------------|--|
| \$ SALES | | ← Back Delet | e Save & Reply |
| CATALOG | | | |
| CUSTOMERS | CONTACT US INFORMATION | Reply | |
| | Contact Details | Comment very good | |
| | Reply | Reply * | |
| | Replies History | | |
| CONTACT US | | 1 | |
| REPORTS | n Copyright © 2019 Magento Commerce Inc. | Admin can give reply. | Magento ver. 2.2.6 count Activity Report an Issue count Activity Report an Issue |
| SVSTEM SVSTEM FIND PARTNERS & EXTENSIONS | | | |

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

| • | Custom 2 < to me - | 11:10 / | AM (24 minutes ago) | ☆ | + | |
|---|--------------------|--|---------------------|---|---|---|
| | | MG magegadgets | 7 | | | |
| | | Name test Email test@gmail.com Phone 5278693 | | | | 5 |
| | | Message very good | | | | |
| | | Reply mail from admin. | | | | |

Replies history

 $\widehat{\mathbb{O}}$ Contact Us View Q 1 ← Back Delete Go to Contact Us > Contact list > View > Select "Replies History" Ŷ Admin can view the replies history. CONTACT US INFORMATION 3 records found 20 • per page 1 of 1 Contact Details Reply hat your query?? Oct 24, 2019 6:53:48 PM hii Oct 24, 2019 6:49:33 PM Replies History Oct 24, 2019 6:45:47 PM ‴

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 aas 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-usextension.html

Your feedback is absolutely welcome!