

Gorgias/Magento 2 plugin - User Guide

Setting up

- Install the plugin on your Magento 2 store.
- Go to your Gorgias account, or if you don't have one yet create one on <https://welcome.gorgias.io/register/create-account>
- Go to "Settings" > "Integrations" > "Magento 2" > "Create integration" (or directly on https://{your_account}.gorgias.io/app/settings/integrations/magento2/new if you can't find "Magento 2" in the list of integrations)
- Type in the URL of your store (ex: "mystore.com")
- Click on "Add integration"
- This will redirect you to a page on your store where you will have to validate the creation of the integration: click on Create integration
- This will redirect you back to your Gorgias account: in the provided input, type the URL suffix of your admin panel (ex: "admin" or "admin_ds45g")
- Click on "Update integration"

Initial import of data

- Go to "Customers"
- There, you should see the list of customers of your store (which will probably still be importing)
- Click on one of those customers: on the information bar on the right side, you should see information about this customer and its orders, orders' shipments, orders' credit memos
- There, you're able to click on cards' titles, and it will open the page about the object you clicked on in your Magento store admin

Real-time updates

- After each of those steps, refresh the page in Gorgias: data should then be up to date
 - Update the customer in your Magento store, and wait up to 1mn
 - Create a new order for this customer in your Magento store, and wait up to 1mn
 - Create a new shipment and/or credit memo for this order in your Magento store, and wait up to 1mn