

MageArray

User Guide

Message Management



Extension Version - 1.0.5
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Introduction

The Message Management extension will allow customer to send message direct to admin and admin can Reply on that message. Customer can also send attachment with message For more information about this extension please visit MageArray.com

Installation

- Backup your web directory and store database
- Download extension installation package
- Disable Magento Cache run command "**php bin/magento cache:disable**" using SSH from your magento root directory
- Upload contents of the extension installation package to your "**app/code/MageArray/MessageManagement**" directory
- Then run commands "**php bin/magento setup:upgrade**" using SSH from your magento root directory
- Enable Magento Cache run command "**php bin/magento cache:enable**" using SSH from your magento root directory

Usage

Admin

General Configuration

To configure the Message Management Extension for Magento, navigate to **Stores >> Settings >> Configuration >> MageArray Extensions >> Message Management**

The screenshot shows the 'Configuration' page in the Magento Admin interface. The page title is 'Configuration' and the user is logged in as 'admin'. The 'Store View' is set to 'Default Config'. The left sidebar contains a menu with categories: GENERAL, CATALOG, CUSTOMERS, SALES, MageArray Extensions (expanded), and SERVICES. Under 'MageArray Extensions', the 'Message Management' option is selected. The main content area is titled 'General Options' and contains the following configuration fields:

- Enabled** [store view]: Yes
- Global Status** [store view]: Pending (Default Message Status For Front Side)
- Reply Status** [store view]: Read (Reply Message Status For Front Side)
- Admin Name** [store view]: Admin
- Admin Email** [store view]: admin@gmail.com
- Allow File Type** [store view]: jpg, pdf, png (Allowed File types in Attachment: jpg,pdf)

General Setting

- **Enabled** - Enable/Disable the extension..
- **Global Status** - Default Status of message when customer send message first time.
- **Reply Status** - Default Status of message when customer reply on admin message.
- **Admin Name** - Name of admin.
- **Admin Email** - Admin Email Id for send customer messages to admin email.
- **Allow File Type** - Allow File Type is allow to customer can send attachment that type with message.

Status

Status Grid

Status can be viewed and managed through **MageArray Extensions >> Message Status** . Here admin can see List of Status.

Message Status

 admin

Add Status

Search
Reset Filter

Actions
2 records found

20
per page

1 of 1

	ID	Status	Is Active	Created At	Updated At	Action
<input type="checkbox"/>			<input type="checkbox"/>	From <input type="text"/> To <input type="text"/>	From <input type="text"/> To <input type="text"/>	
<input type="checkbox"/>	1	Pending	Enabled	Sep 1, 2017	Sep 20, 2017	Edit
<input type="checkbox"/>	2	Read	Enabled	Sep 1, 2017	Sep 20, 2017	Edit

Status Add / Edit

Message Status - You can specify status title.

Status - You can set status is Enable/Disable.

Edit Pending

Search 🔍 Notifications 🔔 User: admin ▼

← Back Delete Save and Continue Edit **Save Status**

Status Information

Message Status *

Status * ▼

Messages

Messages Grid

Message can be viewed through **MageArray Extensions >> Message Inbox**. Here admin can see List of Message Send By Customer.

Message Management

🔍 🔔 👤 admin ▾

Search
Reset Filter

Actions ▾
4 records found

20 ▾
per page
<
1
of 1
>

	ID ↑	Sender Name	Send By	Subject	Message	Status	Send At	Action
Any ▾	<input style="width: 100%;" type="text"/>		<input style="width: 100%;" type="text"/> ▾	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/> ▾	From <input style="width: 80%;" type="text"/> To <input style="width: 80%;" type="text"/>	
<input type="checkbox"/>	15	test abc	Customer	test 456	sdsadad	Pending	Sep 21, 2017	Edit
<input type="checkbox"/>	14	test abc	Customer	test 456	oneeee plus	Pending	Sep 21, 2017	Edit
<input type="checkbox"/>	5	test abc	Customer	replay just one	hello okk	Read	Sep 20, 2017	Edit
<input type="checkbox"/>	1	test abc	Customer	test 1 -09	this is okk	Pending	Sep 19, 2017	Edit

Reply to Message

Admin Reply to Customer Message through **MageArray Extensions >> Message Inbox >> Edit** . Here admin can see Message Conversion between customer and him on Particular Subject. And Reply to message.

Message Text - Message text reply to Customer.

Status: - Here Admin can select status of message .

Upload File - Admin can send Attachment with Message to Customer.

Message Box

Search, Notifications, User: admin

← Back Reply

replay just one
Added at: 2017-09-20 10:44:59
hello okk
[Attachment File](#)

Reply to Previous Message

Message Text:

Message Status:

Upload File: No file chosen

Test Abc
Re: replay just one
Replied at: 2017-09-20 10:53:22
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Admin
Re: replay just one
Replied at: 2017-09-20 10:48:43
this nice one to you
[Attachment File](#)

Frontend

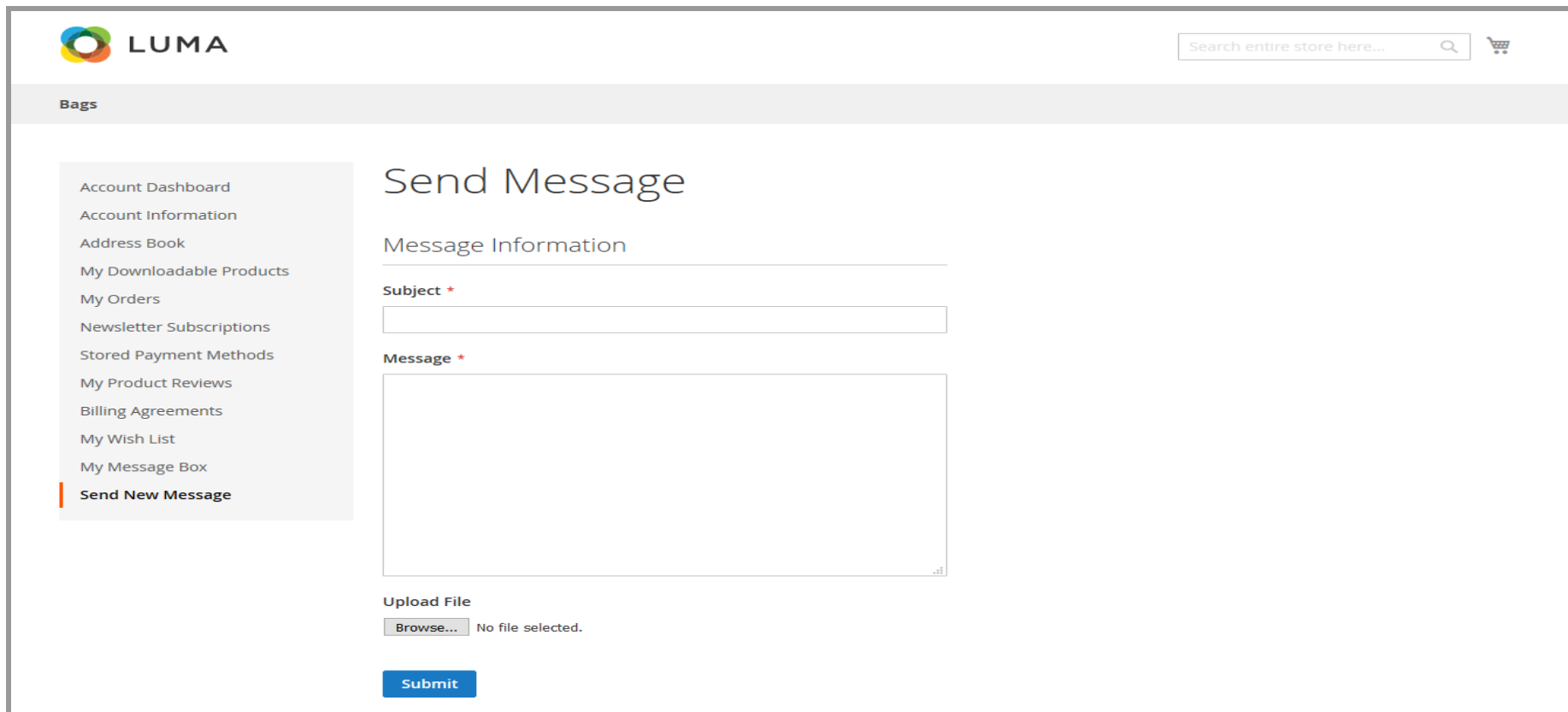
Send New Message

On Customer Myaccount Page customer can see the **Send New Message** Tab. Click on Tab and Customer Send First Message To Customer.

Subject - Subject of Message .

Message : - Message Text.


Upload File - Customer can send Attachment with Message to Admin.





The screenshot shows the 'Send Message' page in the LUMA customer account interface. At the top left is the LUMA logo. To the right is a search bar with the text 'Search entire store here...' and a magnifying glass icon. Below the search bar is a shopping cart icon. A 'Bags' section is visible below the search bar. On the left side, there is a vertical navigation menu with the following items: Account Dashboard, Account Information, Address Book, My Downloadable Products, My Orders, Newsletter Subscriptions, Stored Payment Methods, My Product Reviews, Billing Agreements, My Wish List, My Message Box, and Send New Message (which is highlighted with an orange bar). The main content area is titled 'Send Message' and contains a 'Message Information' section. This section has a 'Subject *' label above a text input field and a 'Message *' label above a larger text area. Below the message area is an 'Upload File' section with a 'Browse...' button and the text 'No file selected.'. At the bottom of the form is a blue 'Submit' button.

My Message Box

On Customer Myaccount Page customer can see the **My Message Box** Tab. Here Customer can see List of Message Send By him.



Bags

- Account Dashboard
- Account Information
- Address Book
- My Downloadable Products
- My Orders
- Newsletter Subscriptions
- Stored Payment Methods
- My Product Reviews
- Billing Agreements
- My Wish List
- My Message Box**
- Send New Message

My Message Box

Message Inbox

ID	Subject	Message	Send At	Action
15	test 456	sdsadad	Sep 21, 2017	View
14	test 456	oneeee plus	Sep 21, 2017	View
5	replay just one	hello okk	Sep 20, 2017	View
1	test 1 -09	this is okk	Sep 19, 2017	View

4 Item(s)
Show per page

Reply to Message

Customer Reply to Admin Message through **My Message Box >> View** .Here customer can see Message Conversion between admin and him on Particular Subject. And Reply to Last message.

Message Text - Message text reply to Admin.

Upload File - Customer can send Attachment with Message to Admin.

The screenshot displays the LUMA user interface for message management. At the top left is the LUMA logo, and at the top right is a search bar with the placeholder text "Search entire store here...". Below the search bar is a "Bags" section. On the left side, there is a navigation menu with the following items: Account Dashboard, Account Information, Address Book, My Downloadable Products, My Orders, Newsletter Subscriptions, Stored Payment Methods, My Product Reviews, Billing Agreements, My Wish List, My Message Box, and Send New Message. The main content area is titled "Message Detail" and contains the following elements:

- A message header: **reply just one**, Added at: 2017-09-20 10:44:59, with the text "hello okk" and a link for "Attachment File".
- A "REPLY" section with the title "Reply to Last Message".
- A "Message Text" input field.
- An "Upload File" section with a "Browse..." button and the text "No file selected.", and a "Send" button.
- A message history section with two entries:
 - Admin**: **Re: replay just one**, Replied at: 2017-09-21 13:17:47, with the text "Nice to inform You ok next one".
 - Test Abc**: **Re: replay just one**, Replied at: 2017-09-20 10:53:22, with the text "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum."

Support

We support all our customers through our website <https://www.magearray.com/support> or mail us on **support@magearray.com**.

If you have any questions on Extension or need support with its use please contact us <https://www.magearray.com/contact> - we're happy to help you.