Request a Callback extension installation guide

Request a Callback extension

The extension allows customers to request a callback with a simple form.

The extension displays a block on the frontend where customers can apply for a callback from the shop owner. The module provides a widget for inserting the block anywhere in the frontend quickly.

The administrator is also able to customize the block title, subtitle and success feedback message. The form displays the customer name and telephone as mandatory fields.

The client can choose the requested callback date, and also predefined times from a dropdown, and country list selection. In the widget's configuration panel the administrator can easily customize the predefined time intervals and the date settings.

The extension can be set to send an email notification to the shop owner if a new request arrives automatically. All submits will be saved and displayed the in administration grid, also delete or change statuses functionalities supported as well.

- The widget(s) can be placed anywhere easily on the store frontend in Magento 2.0.
- Using Ajax for fast submitting
- Module enable / disable
- Customize widget title, subtitle and success message
- Country dropdown list for easily detect timezone
- Customize date and predefined times
- Save requests and show in the administration grid, delete or change statuses as well
- Setup automatic administrator email notification
- Honeypot defense against bots
- Multistore support
- Supported languages: English

Individual module, i. e. it does not modify the standard Magento 2.0 files.

Support:
Magento Community Edition 2.2.x

Installation

Important! Always install and test the extension in your development environment, and not on your live or production server.

1. Backup Your Data
Backup your store database and web directory.

2. Clear Cache and Cookies
Delete the store cache under var/cache and all cookies for your store domain.

3. Disable Compilation
Disable Compilation, if it's enabled.

4. Upload Files

Unzip extension contents on your computer and navigates inside the extracted folder. Create folder app/code on your web server if you don't have it already. Using your FTP client upload the content of the directory to your store root/app/code folder.

Important! If the module contents don't include the Me/Cmb directory in the zip file, you must create root/app/code/Me/Cmb folder and upload the extension here.

5. Enable extension

Please use the following commands in the /bin directory of your Magento 2.0 instance:

php magento module:enable Me_Cmb

php magento setup:upgrade

One more time clear the cache under var/cache and var/page_cache login to Magento backend (admin panel).

Configuration

Please login to Magento backend (admin panel). You can find the module configuration here: Stores / Configuration, in the left menu Magevolve Extensions / Request a Callback.

Settings:

Basic

Enable Extension: Here you can enable the extension. If this value is no, all the widgets belong to this extension will not be displayed. So it's easy to turn off the displaying of the widgets in one place.

Date and Time

Show Predefined Times: Here you can enable to show predefined times as drop down.
Predefined Times: Please add predefined time intervals. For example: Between 9:00 and 11:00 am.

Messages

Success Message: The success message after the form was submitted. You can use HTML tags for formatting.
Success Message Delay: The delay time in seconds until the success message appears. For example: 5. This value range is 5-30.

Emai Options

Enable Email Notification: Please select yes to enable email notification when callback request submitted.
Send Emails To: Please enter recipient email address.
Email Sender: Please select the sender email address from the default configuration.
Email Template: Email template chosen based on theme fallback when "Default" option is selected.

<u>Spam Protection</u>
Enable Honeypot: Please select yes to enable spam protection when callback request submitted.

<u>Widget Options</u>
Display Block Title: Please select to show the block title or not.
Block Title: Please customize block title.
Display Block Subtitle: Please select to show the block subtitle or not.
Block Subtitle: The message of the Request Callback block after the title. You can use HTML tags for formatting.
Display Call Date: Please select to show the call date or not.
Disable Weekends: Please select to show the weekends or not.
Display Call Times: Please select to show the call times or not.
Display Country Drop Down: Please select to show the country drop down or not.
Template: The default Request a Callback template.
Cache Lifetime (Seconds): 86400 by default, if not set. To refresh instantly, clear the Blocks HTML Output cache.

Troubleshooting

<u>1. After the extension installation, I receive a 404 error in Stores / Configuration / Request a Callback.</u>
Flush the store cache, browser cookies, log out from backend and login back.

<u>2. My configuration changes do not appear on the store frontend.</u>
Flush the store cache, clear your browser cache and domain cookies and refresh the page.

Extension license

The module license description included in the Terms and Conditions:
http://magevolve.com/terms-and-conditions

Support

If you have any questions about the extension, please contact us:
E-mail: info@magevolve.com
Phone number: +36-30-411-9720
Monday - Friday, 9am - 5pm CET