

Url to Pushflew guide - [https://pushflew.groovehq.com/help\\_center](https://pushflew.groovehq.com/help_center)

## **How PushFlew works?**

For running pushflew to your website, you either need to install plugin or add the code given in your account to <head> section of your webpage. After that, whenever someone visit your page, they will get opt-in prompt to allow push notification send from your website. If user allow to recieve push notification, pushflew server register the request. When you send push notification from your account, all(or segment you choose) registered user will recieve notification.

## **If user is not active on browser at the time of push notification send, will he receive it later?**

Yes, once you send the push, server try to send it for 28 days. Whenever user open the browser first time aftter push, he will recive the push.

## **How cart abandonment works?**

Once you enable the cart abandonment rule, it starts tracking the time with respect to an event related to cart changes(add, delete from the cart). If time lapse after cart changes match with the time set in rule, push notification will be sent to the particular subscriber. If the user places the order before the time, the cart change(abandonment) event will be canceled and no push notification will be sent.

## **How RSS-to-Push works?**

Once you add rss-feed url and enable it, we fetch RSS data from your added urls as per settings. Whenever a new post is found, we schedule it according to time in your setting. Whenever we schedule new push notification through it, we will notify you by email, such that you can do the changes.

## **Will Push notifications work in incognito mode?**

No, push notifications do not work in incognito mode.

## **If a user subscribes on Chrome, will he get a notification if he visits the website on a Mozilla?**

No, it is based on browsers and identity is attached to it.

## **Will he receive notifications on different devices if he subscribes from one device?**

No, he won't.

## **If browser history, cookies etc are deleted, will he get push notifications?**

Yes, as long as notification subscription is allowed. But some of the features which are based on subscriber id, that may not work.

## **Can Pushflew send personalised notifications with different customer names on notifications for a particular segment of users?**

No names, but segmentations are allowed.

## **Can the push subscription notification be triggered on any other place in the site other than the home page?**

Yes.

## **Can Pushflew segment on the basis of specific devices or even mobile brand (e.g., Samsung only)?**

As per current usage brand wise segmentation are not allow, but device wise it can be done.

## **How segmentation works?**

You can create segment and then create segment rules. We process those rules in following two scenrios to put subscribers in segment.

1. If rule get added or deleted, we process rule for all subscribers.
2. If new subscribe happen, we process all existing rules.