

Manage ContactUs PENNYWISE SOLUTIONS
An Ogilvy & Mather Company

Manage Contact Us

User Guide

Extension Version: 2.0

Magento Compatibility: CE 2.0, 2.1, 2.2, 2.3

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1. Introduction

This document is a user manual for “Manage Contact Us” Magento 2 Extension. The following sections explain how to install and start using the extension in Magento 2.

2. Installation Instructions

Follow the below steps to install the extension

Note: Always test the extension by installing it on a test website / sandbox website before installing it on production website.

- ❖ Keep website in maintenance mode by running the below command
`bin/magento maintenance:enable`
- ❖ Create folder `app/code/Ogilvypennywise`
- ❖ Move the unzipped files of Manage Contact Us extension to `app/code/Ogilvypennywise`
- ❖ Run setup upgrade command by running the following command
`bin/magento setup:upgrade`
- ❖ If website is in production mode, please run below command
`bin/magento deploy:mode:set production`
- ❖ Remove the cache
`bin/magento cache:flush`

3. Upgradation Instructions

Follow the below steps to upgrade the extension

Note: Always test the extension by upgrading it on a test website / sandbox website before installing it on production website.

- ❖ Keep website in maintenance mode by running the below command
`bin/magento maintenance:enable`

- ❖ Move the unzipped files of Manage Contact Us extension to existing folder
app/code/Ogilvypennywise
- ❖ Remove the cache
bin/magento cache:flush
- ❖ Run setup upgrade command by running the following command
bin/magento setup:upgrade
- ❖ If website is in production mode, please run below command
bin/magento deploy:mode:set production

4. Extension Features

Currently Magento Community Edition out of the box has contact us form feature with the following functionalities:

- ❖ Contact us Link can be accessed from the footer section on a dedicated page URL
<http://yourdomain.com/contacts>
- ❖ A user can access the contact us form and fill in the details. Post submission of contact us form by site visitor the Recipient email ID configured in the Magento backend will receive an email with details.
- ❖ An email is not sent to the site visitor who has submitted the contact us form.
- ❖ The contact us details submitted by site visitor are not saved in the Magento database for future reference.

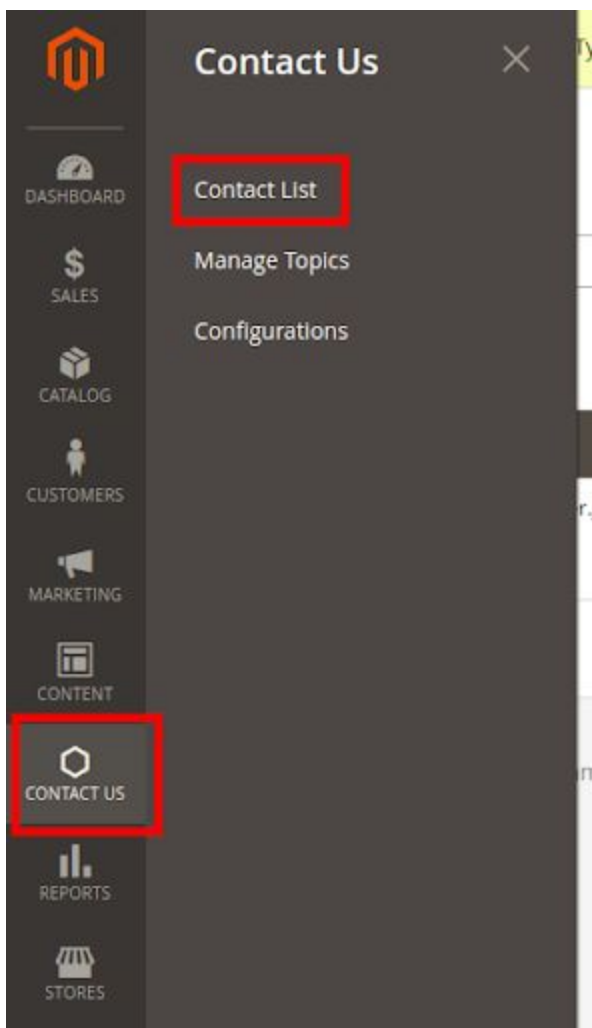
By Installing the Manage Contact Us extension will introduce the below capabilities

- ❖ Listing Contact Us requests in the admin
- ❖ Ability to respond from the admin
- ❖ Sending reply emails to the customers
- ❖ Contact Us Topics Management

4.1 Listing Contact us requests in the admin

The contact us details submitted by the site visitors / Customers will be saved in the Magento 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 below snippet



Contact Us requests submitted in the front end will appear in grid as shown in the below snippet

System Messages: 2

One or more of the Cache Types are invalidated: Configuration, Page Cache. Please go to [Cache Management](#) and refresh cache types.

Contact Us List

Search by keyword

2 records found per page of 1

<input type="checkbox"/>	ID	Name	Email	Telephone	Topic Category	Comment	Created Date	Status	Store View	Action
<input type="checkbox"/>	2	John	john.taylor@test.com	9999999999	General	Test	Jan 16, 2019 7:42:53 AM	Commented	Main Website Main Website Store Default Store View	View
<input type="checkbox"/>	1	raghuveer	raghuveer.jukanti@pennywise.org	9963630536	General	test	Jan 16, 2019 7:13:18 AM	Commented	Main Website Main Website Store Default Store View	View

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

Contact Us View

CONTACT US INFORMATION

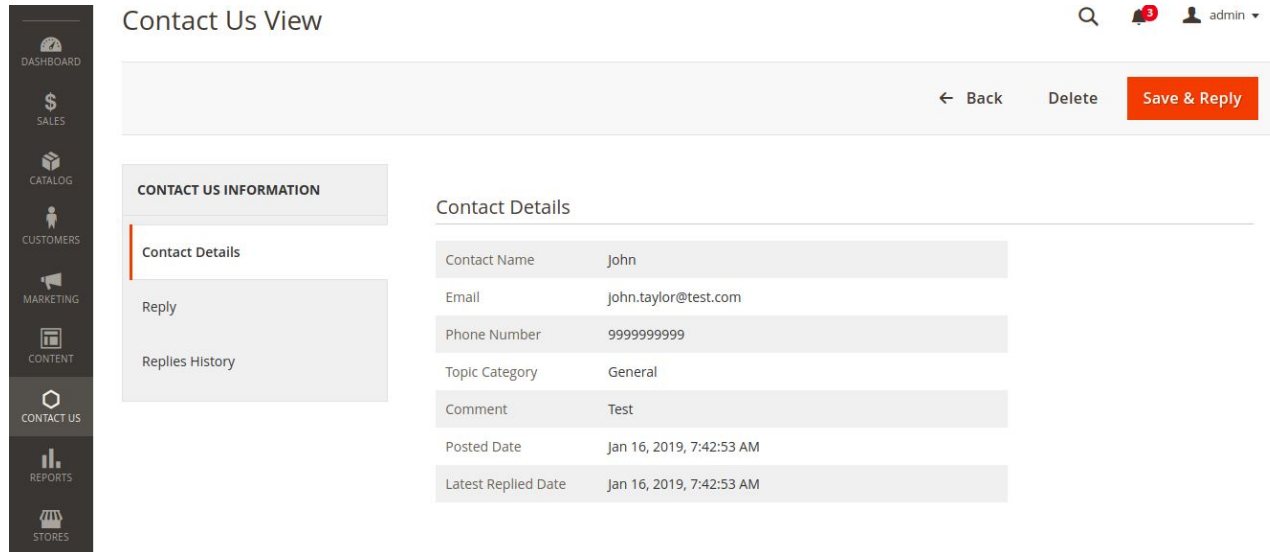
- Contact Details
- Reply
- Replies History

Contact Details

Contact Name	John
Email	john.taylor@test.com
Phone Number	9999999999
Topic Category	General
Comment	Test
Posted Date	Jan 16, 2019, 7:42:53 AM
Latest Replied Date	Jan 16, 2019, 7:42:53 AM

4.2 Ability to respond from the admin

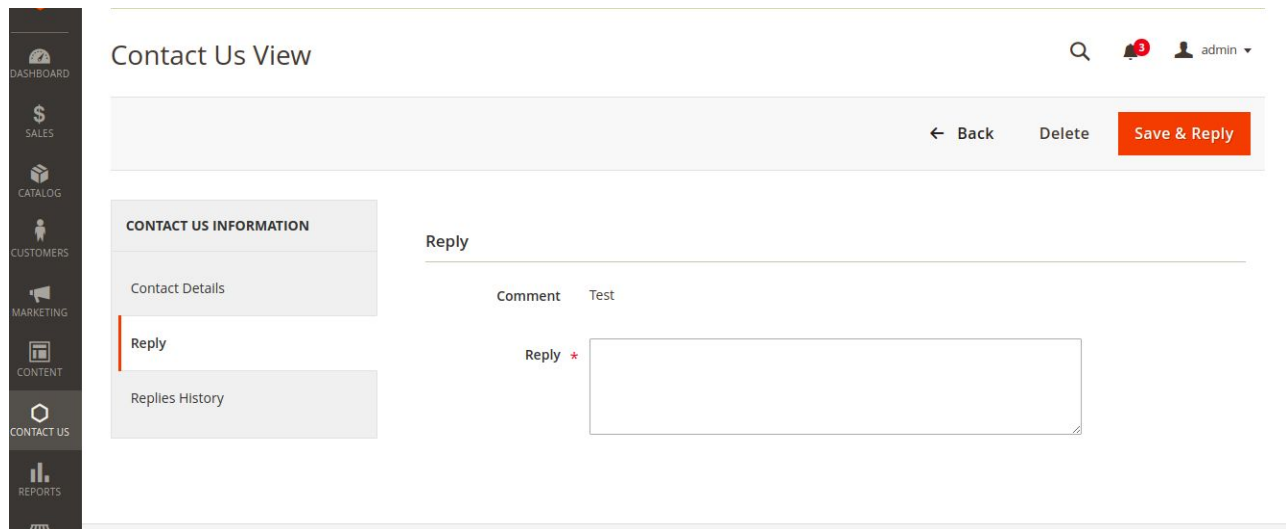
Clicking on the contact details tab in the left menu will display the comments posted by user from the Contact Us form



The screenshot shows the 'Contact Us View' page. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Contact Us (highlighted), Reports, and Stores. The main content area has a header with a search icon, a notification bell with '3', and a user profile 'admin'. Below the header is a toolbar with 'Back', 'Delete', and 'Save & Reply' buttons. A 'CONTACT US INFORMATION' sidebar on the left contains 'Contact Details' (selected), 'Reply', and 'Replies History'. The 'Contact Details' section displays the following information:

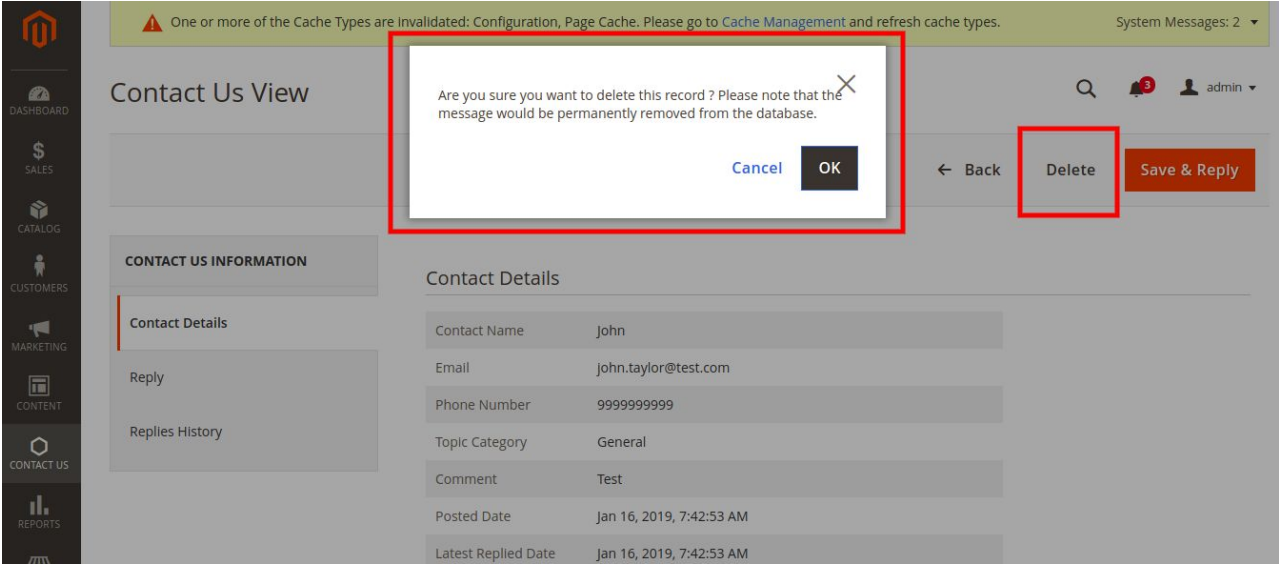
Contact Name	John
Email	john.taylor@test.com
Phone Number	9999999999
Topic Category	General
Comment	Test
Posted Date	Jan 16, 2019, 7:42:53 AM
Latest Replied Date	Jan 16, 2019, 7:42:53 AM

Admin can reply to the contact us requests by clicking on the Reply tab in the left menu as shown in the below snippet



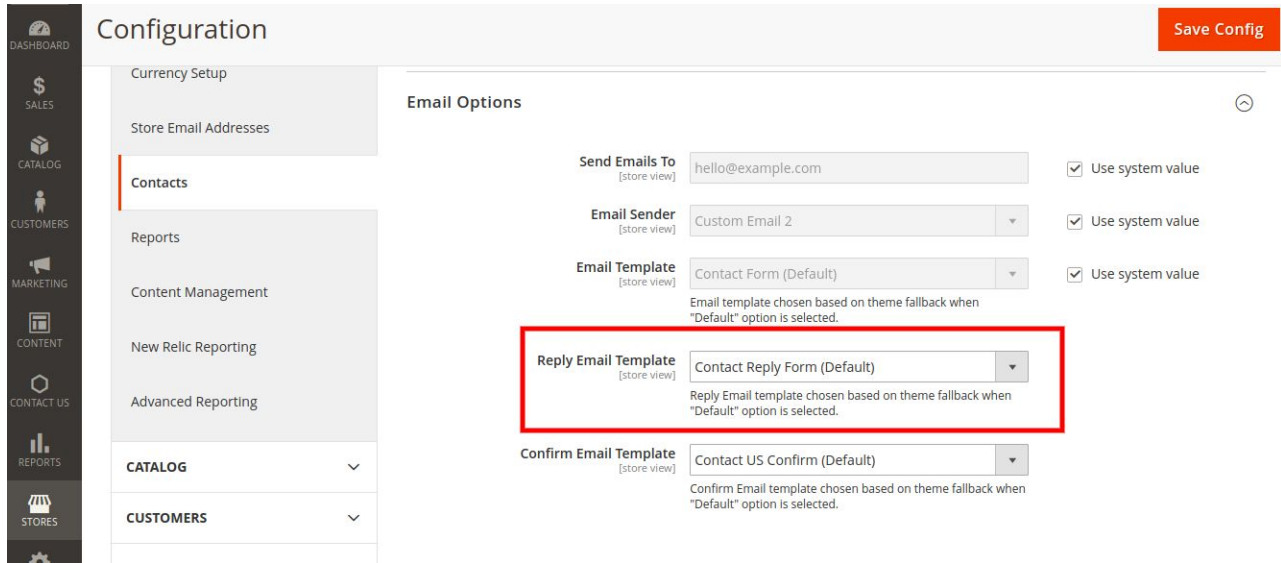
The screenshot shows the 'Contact Us View' page with the 'Reply' tab selected in the sidebar. The main content area displays the 'Reply' section with a 'Comment' field containing 'Test'. Below it is a 'Reply' form with a red asterisk indicating a required field. The sidebar navigation remains the same as in the previous screenshot.

Contact us records can also be deleted by the admin by clicking on the “Delete Contact” button as shown in the below snippet

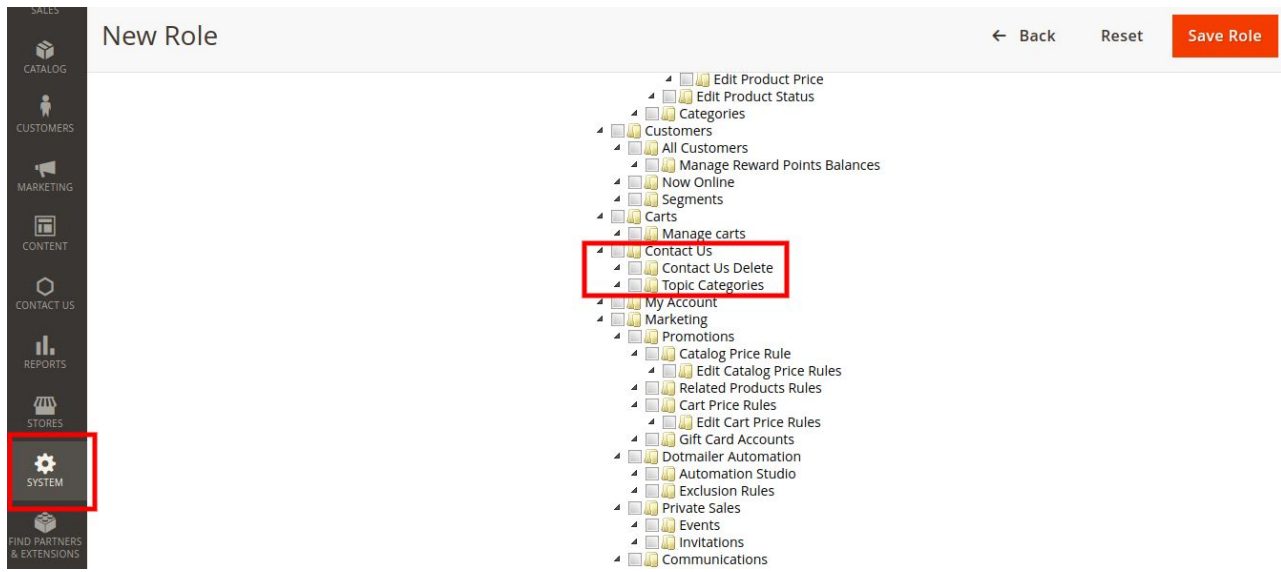


4.3 Sending reply emails to the customers

After installing the Manage Contact Us extension it can be configured to use a Reply template. The “Contact Reply Form” template will be used to send out replies when admin replies to a contact us request. Admin can change the template as per the standard Magento guidelines. Updated template can be mapped from configuration as shown in below image



User action such as Delete can be controlled by admin and will be restricted based on ACL. Please find below snippet of ACL



4.4 Contact Us Topics Management

Magento contact us form will have the capability to display the topics in the frontend. To enable this feature

Goto Store >> Settings >> Configuration >> General >> Contacts >> Manage Topics

Please find the below snippet

Configuration

Store View: Default Config

Save Config

GENERAL

- General
- Web
- Currency Setup
- Store Email Addresses
- Contacts**
- Reports

Contact Us

Topic Categories

Enable [global] Yes

Email Options

Send Emails To [store view] hello@example.com Use system value

Email Sender [store view] Custom Email 2 Use system value

To add / view the list of topics grid in the admin

Goto Contact Us -> Topic Management as shown in the below snippet

One or more of the Cache Types are invalidated: Configuration, Page Cache. Please go to [Cache Management](#) and refresh cache types. System Messages: 2

Manage Topics

Add New Topic

Search by keyword

Filters

Default View

Columns

Export

Actions

1 records found

20 per page

1 of 1

ID	Topic Name	Topic Email	Created Date	Updated Date	Status	Store View	Action
1	General	srinivask@pennywise.org	2019-01-16 07:06:40	2019-01-16 07:06:40	Enabled	All Store Views	Edit

Admin can view the details of topic requests by clicking on a record edit action.

One or more of the Cache Types are invalidated: Configuration, Page Cache. Please go to [Cache Management](#) and refresh cache types. System Messages: 2

Manage Topics

Search by keyword

Filters

Actions 20 per page 1 of 1

ID	Topic Name	Topic Email	Created Date	Updated Date	Status	Store View	Action
1	General	srinivask@pennywise.org	2019-01-16 07:06:40	2019-01-16 07:06:40	Enabled	All Store Views	Edit

Topics records can also be deleted by the admin by clicking on the “Delete” button as shown in the below snippet

One or more Indexers are invalid. Make sure your [Magento cron job](#) is running. System Messages: 1

General

Are you sure you want to do this?

Topic Name *

Topic Email

Status

Store View *

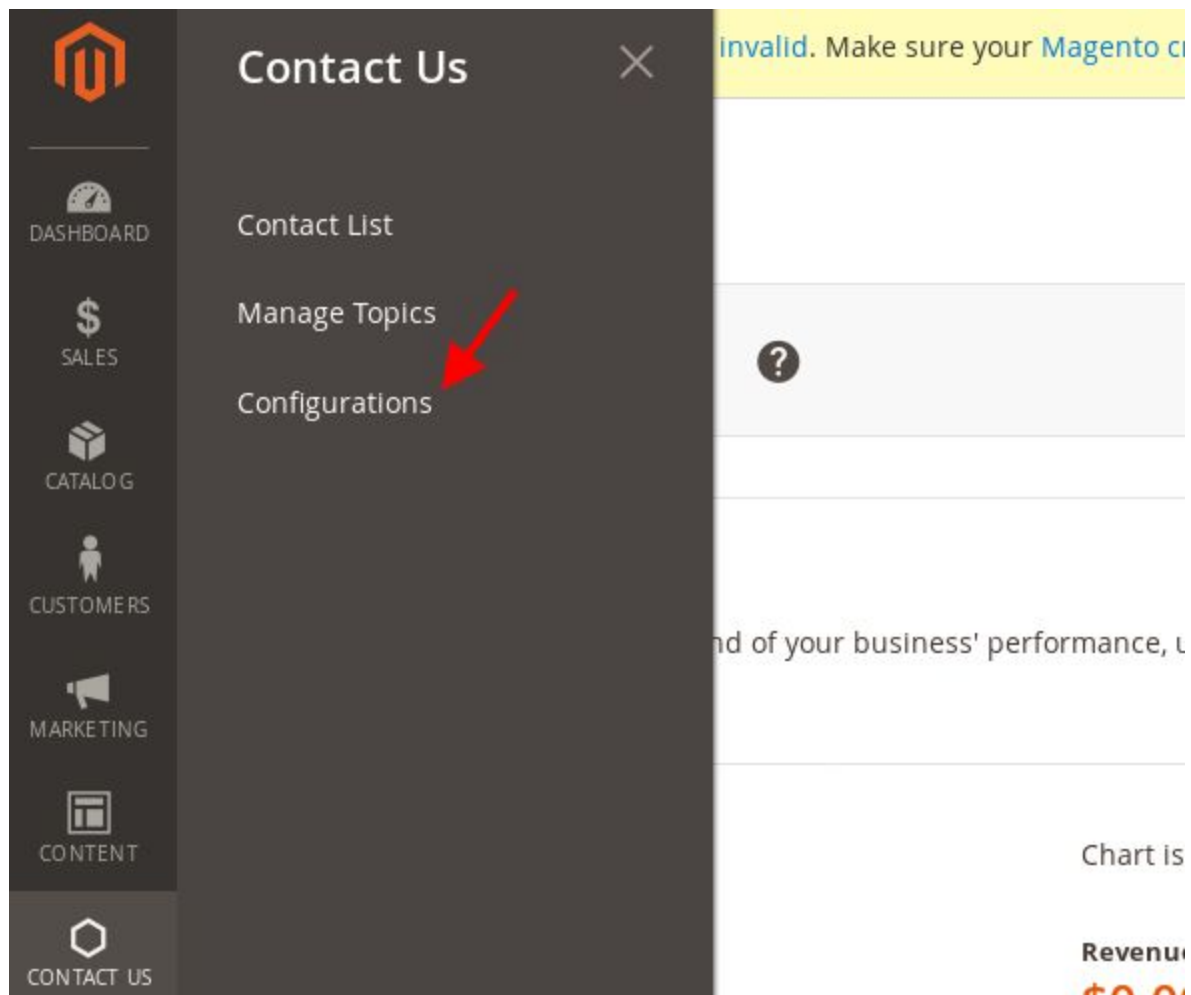
5. Configuration

This section will show you how to configure the Manage Contact Us extension.

There is a Menu item “Contact Us” in admin panel to manage the Configurations, contact listing, reply to features.

It has three menu links.

- Configure the Reply Email Template
- Configure ACL
- Topic Configurations



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5.1 Configure the Reply Email Template

Click the Email options expand icon to view the email configuration options. Then configure the Reply Email Template, Confirm Email Template of your choice.

The “Contact Reply Form” template will be used to send out replies when admin replies to a contact us request. Admin can change the template as per the standard Magento guidelines. Updated template can be mapped from configuration as shown in below image.

The screenshot shows the 'Configuration' page in Magento. On the left is a sidebar with menu items: Store Email Addresses, Contacts (highlighted), Reports, Content Management, New Relic Reporting, and Advanced Reporting. The main content area shows configuration options for email templates. A red box highlights the 'Reply Email Template' section, which is set to 'Contact Reply Form (Default)'. Below it, the 'Confirm Email Template' is set to 'Contact US Confirm (Default)'. The 'Email Sender' is set to 'Custom Email 2' and the 'Email Template' is set to 'Contact Form (Default)'. Each dropdown menu has a small '[store view]' link and a downward arrow.

5.2 Configure ACL

Configure the ACL user roles for the Manage Contact Us extension at the admin path “system -> permissions -> User Roles -> Edit listed User Roles”

User actions such as “Contact us Delete, Manage Topic Categories” can be controlled by admin and will be restricted based on ACL.

ROLE INFORMATION

Role Info

Role Resources

Roles Resources

Resource Access

- Resources
 - ▶ Dashboard
 - ▶ Analytics
 - ▶ API
 - ▶ Sales
 - ▶ Catalog
 - ▶ Customers
 - ▶ Carts
 - ▶ Contact Us
 - ▶ Contact Us Delete
 - ▶ Topic Categories
 - ▶ My Account

5.3 Topics Configuration

Topic Categories section facilitates to enable or disable the Topic categories feature in frontend contact form.

Select the Enable “Yes” to show the Topic Categories options in frontend contact form.

Configuration



Store View: Default Config

GENERAL

General

Web

Currency Setup

Contact Us

Topic Categories

Enable

Email Options