

Product Inquiry



Installation/User Guide

Installation Process:

Note: Please take a backup of your all Magento files and database before installing or updating any extension.

Extension Installation:

- Download the Product Inquiry .ZIP file from the Magento account.
- Log in to the Magento server (or switch to) as a user, who has permission to write to the Magento file system.
- Create folder structure **/app/code/Solwin/Productinquiry/** to your site root directory
- Extract the contents of the .ZIP file to the folder you just created
- Navigate to your store root folder in the SSH console of your server:
- Run upgrade command as specified : **php bin/magento setup:upgrade**
- Run deploy command as specified : **php bin/magento setup:static-content:deploy -f**
- Clear the cache either from the admin panel or command line **php bin/magento cache:clean**
- Now, you can see the Solwin menu in the admin panel. Please go to **Solwin -> Product Inquiry -> Configuration** and select **Enable** to Yes.
- Change/Set all other options as per your requirements and save settings.

Overview:

Product Inquiry Magento 2 Extension allows customers to inquire about a product directly from the product page. Most customers have any questions or doubts about many products when they go for online shopping, and many customers do not prefer to purchase if they have any doubt or question regarding the product. Once customers satisfy with getting their question's answered and clear out the doubts about the product, they won't hesitate to purchase the product.

With the help of Product Inquiry, Magento 2 Extension customers/visitors can make an inquiry for a particular product by filling an inquiry form. Display a simple inquiry form in a popup and save the inquiry. The store admin gets notified via email for a particular product inquiry and the store admin can set a custom transnational email template from the admin control panel. Registered & Unregistered both customers can send the inquiry, If the customer is not registered then its name displays the customer as a "Guest Customer" in the admin control panel.

Key Features:

The extension provides below features

- Easy to install and manage.
- Add an Inquiry Form on the product detail page. It Displays a simple inquiry form in a popup.
- The store admin can view the inquiry for a particular product.
- The store admin gets notified via mail for a particular product inquiry.
- Set a custom transnational email template from the admin control panel.
- Registered & Unregistered both customers can send the inquiry.

Admin control panel:

In the admin control panel from **Solwin >> Manage Inquiries >> Configuration** menu, the extension allows the store owners to enable or disable the module in the store and provide more configuration options for product inquiry.

General Settings:

General Settings



Enable <small>[store view]</small>	<input type="text" value="Yes"/>
Product Inquiry Post Default Status <small>[store view]</small>	<input type="text" value="Enable"/>
<small>The default status for inquiry posted by customer.</small>	
Show Inquiry Button In Product Detail Block <small>[store view]</small>	<input type="text" value="Yes"/>
<small>The inquiry button will display in product detail block</small>	
Inquiry Button Title <small>[store view]</small>	<input type="text" value="Inquire More"/>
<small>Set inquiry button title</small>	
Show Inquiry Form In Product Information Tab <small>[store view]</small>	<input type="text" value="Yes"/>
<small>Show inquiry tab in product detail page</small>	
Inquiry Tab Label <small>[store view]</small>	<input type="text" value="Inquire more"/>

- **Enable:** Yes | No.
- **Product Inquiry Post Default Status:** Enable | Disable.
- **Show Inquiry Button In Product Detail Block:** Yes | No.
- **Inquiry Button Title:** Enter button title.
- **Show Inquiry Form In Product Information Tab:** Yes | No.
- **Inquiry Tab Label:** Enter the inquiry tab label.

Inquiry Enable For Setting:

Inquiry Enable For Settings ⤴

Product Inquiry Enable In <small>[store view]</small>	<input type="text" value="All Products"/>
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All Products: Enable for all products.
Particular Product: The store owner need to enable it in product add/edit page.
Particular Category: Select the categories from below selection. And the product inquiry will enable in all products which belong to those categories.

- **Product Inquiry Enable In:** All Products | Particular Product | Particular Category.

Count Setting:

Count Settings

Show Product Inquiry Count [store view]

Inquiry Message For Already Inquired [store view]

This message will display in front side.
Ex. {count} **customer(s) had already inquired for this product.**

- **Show Product Inquiry Count:** Yes | No.
- **Inquiry Message For Already Inquired:** Enter the message for already inquired.

Email Setup Options:

Email Setup Options

Send Emails To [store view]

Email Sender [store view]

Email Template [store view]

- **Send Emails To:** Set a sender email address.
- **Email Sender:** Select email sender.
- **Email Template:** Set a custom email template.

Google reCaptcha Key:

Google reCaptcha Key ⌵

Enable Google reCaptcha [store view]

Theme [store view]

Site Key [store view]

Secret Key [store view]

Invalid Captcha Message [store view]

- **Enable Google reCaptcha:** Yes | No.
- **Theme:** Light | Dark.
- **Site Key:** Enter google recaptcha site key.
- **Secret Key:** Enter google recaptcha secret key.
- **Invalid Captcha Message:** Enter captcha message for invalid authentication.

How To Configure:

To view inquiry, go to **Solwin >> Product Inquiry >> Manage Inquiries.**

ID	Product Name	Customer Name	Customer Email Id	Inquiry Subject	Inquiry Message	Status	Created	Modified	Action
1	Push It Messenger Bag (24-W904)	david miller	miller@mail.com	supported	this is the test for supported	Enable	Jan 10, 2019 10:07:14 AM	Jan 10, 2019 10:07:14 AM	Select
6	Camber Watch (24-WG23)	mahirhan pathan	gupt@mail.com	color should be change	this is the test for add new message	Enable	Jan 10, 2019 10:26:20 AM	Jan 10, 2019 10:26:20 AM	Select
7	Camber Watch (24-WG23)	filax	miller@mail.com	this is the test	this is the test for add new message	Enable	Jan 10, 2019 10:27:02 AM	Jan 10, 2019 10:27:02 AM	Select
4	Sprite Yoga Companion Kit (24-WG08)	Tom Southes	tom@mail.com	color should be change	it is very colorful product	Enable	Jan 10, 2019 10:12:36 AM	Jan 10, 2019 10:12:36 AM	Select
5	Advanced Pilates & Yoga (Strength) (24-LV08)	Martin Gupta	gupt@mail.com	frequently product	very frequently product this the test	Enable	Jan 10, 2019 10:14:23 AM	Jan 10, 2019 10:14:23 AM	Select
3	Set of Sprite Yoga Straps (24-WG085_Group)	dell steyn	steyn@mail.com	configurable product	is it free?	Enable	Jan 10, 2019 10:11:29 AM	Jan 10, 2019 10:11:29 AM	Select
2	Famarl (Famarl)	shane watson	shane@mail.com	requested bag	this is the lightly weight bag	Enable	Jan 10, 2019 10:10:11 AM	Jan 10, 2019 10:10:11 AM	Select

Click on Edit link to view inquiry send by a customer.

Inquiry Information


Customer Name * david miller

Email Address * miller@mail.com
[\(Send Email\)](#)

Inquiry Subject * supported

Inquiry Message * There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form

Product



Name: Push It Messenger Bag
SKU: 24-WB04
[\(View Product\)](#)

Customer David Miller


Status * Enable ▾

- **Customer Name:** Customer who sent an inquiry.
- **Email Address:** Customer email id who sent an inquiry.
- **Inquiry Subject:** Inquiry subject.
- **Inquiry Message:** Description of inquiry.
- **Product:** Inquiry product.
- **Customer:** Name of the customer.
- **Status:** Enable | Disable.

Customer View:

In front side, on product view page customer can see the Product Inquiry button like

STRIPED PINTCK



Striped pintck

Be the first to review this product

\$550.00 **IN STOCK**
SKU#: Striped pintck

1

ADD TO CART

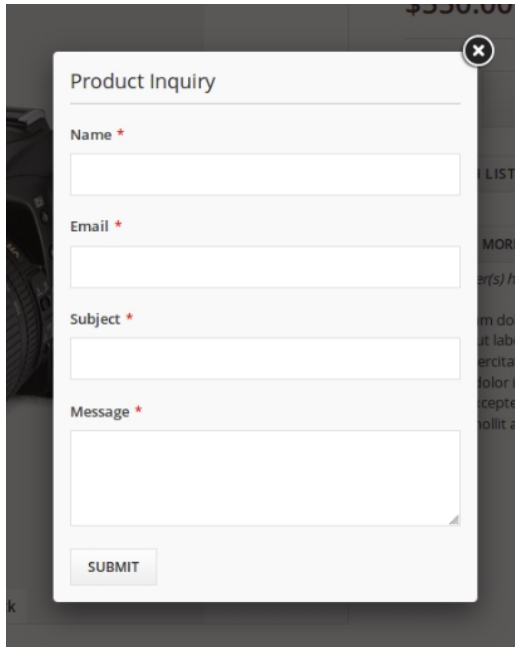
WISH LIST COMPARE EMAIL

INQUIRE MORE

18 customer(s) had already inquired for this product.
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam,

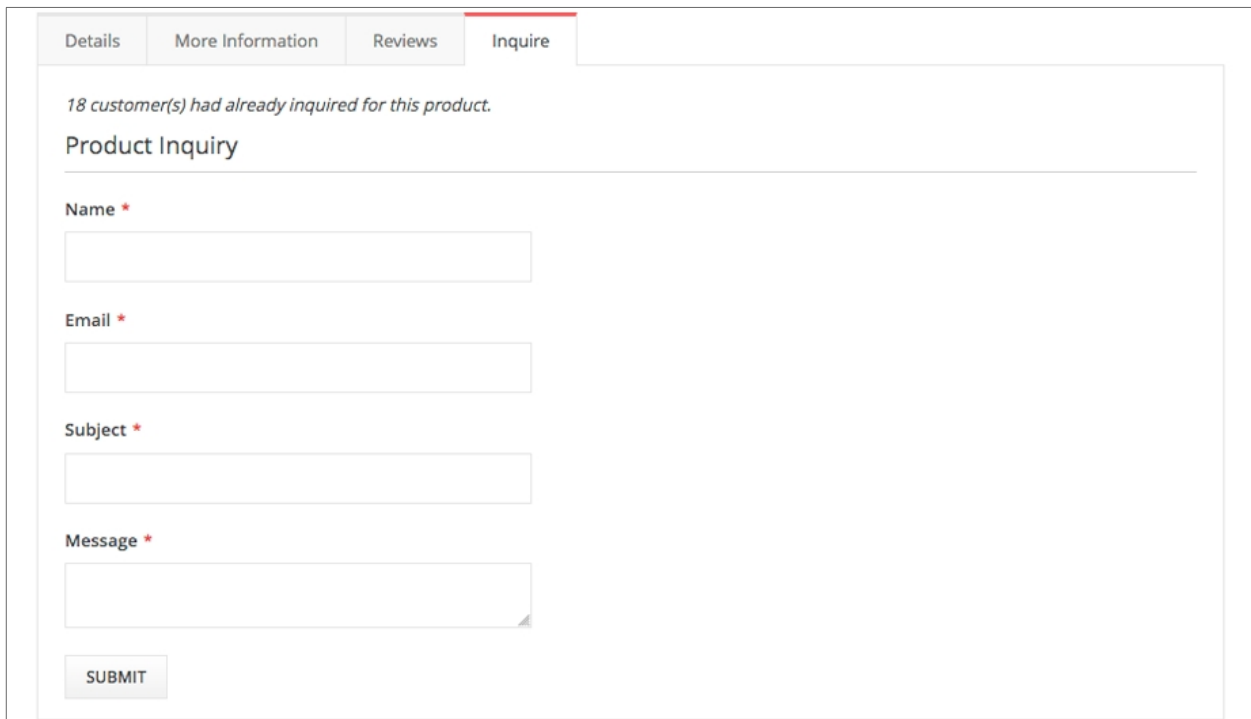
Details More Information Reviews Inquire

Click on the Product Inquiry button to inquire about a particular product. It will open a popup for inquiry and customers have to fill all the fields to inquire about a product. If admin set Google ReCaptcha to Yes, ReCaptcha will be displayed as in screen-shot.



A screenshot of a mobile application showing a 'Product Inquiry' form overlay. The form has a title bar with a close button (X) in the top right corner. Below the title, there are four input fields: 'Name *', 'Email *', 'Subject *', and 'Message *'. Each field is followed by a red asterisk indicating it is a required field. At the bottom of the form is a 'SUBMIT' button. The background shows a blurred image of a car wheel and some text fragments like 'LIST', 'MORE', 'er(s) ha', 'm dok', 'at labo', 'ercitat', 'olor if', 'repte', and 'ollit a'.


Customers also see Product Inquiry form in Tab.



A screenshot of a web application showing a product page with a tabbed interface. The tabs are 'Details', 'More Information', 'Reviews', and 'Inquire'. The 'Inquire' tab is selected and highlighted with a red underline. Below the tabs, there is a message: '18 customer(s) had already inquired for this product.' Below this message is the 'Product Inquiry' form, which is identical to the one shown in the previous image, with fields for Name, Email, Subject, and Message, and a SUBMIT button.

If an inquiry is sent by a registered customer then it will display an inquiry list of this customer in my account section.

The screenshot shows a Magento 2 account dashboard. At the top, there is a user greeting: 'Welcome, Harshit Shingala!' and a dropdown menu for the user name 'Harshit Shingala'. Below this is the 'MAGENTO 2 EXTENSION DEMO' logo, a search bar with the text 'Search entire store here...', a 'SEARCH' button, and a 'MY CART 0' button. A navigation menu includes links for HOME, COMPUTER, SMART PHONE, CAMERA, ACCESSORIES, LAPTOP, and TV. The main content area is titled 'PRODUCT INQUIRIES' and features a sidebar with account-related links: Account Dashboard, My Orders, My Downloadable Products, My Wish List, Address Book, Account Information, Stored Payment Methods, Billing Agreements, and My Product Reviews. The main table has the following structure:

	Subject	Inquiry Requested on	Product	Action
	Product brand	1/11/19	 Striped pintck (Striped pintck)	View

Click on the **View** link to view full details of a particular inquiry.


HOME COMPUTER SMART PHONE CAMERA ACCESSORIES LAPTOP TV

PRODUCT INQUIRIES

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

Subject: Product brand

Product:



Striped pintck (Striped pintck)

Inquiry Requested On: 1/11/19

Message: Can you please tell me about this camera brand....? TOP

Documentation:

[Online Documentation](#)

Support:

Do not hesitate to reach us in any case regarding this extension. Our team is ready to help you.

Visit our support portal and create a ticket.

support.solwininfotech.com