

Buyer Seller Communication Marketplace Add-On

v3.0.2

Buyer Seller Communication Marketplace Add-On is a useful add-on for Marketplace Multi-Vendor Module. It allows the buyers can communicate with the seller regarding their query about a particular product and the seller can respond to the same.

Note - This module is an add-on of Webkul's Marketplace Module. To use this module, you must have purchased and installed [Multi Vendor Marketplace](#) first.

Features

- All Asked Query list showing in seller's account.
- Enable/disable reply mail notification to admin by admin panel.
- The admin enables/disable auto-approval for the query to the seller.
- The admin can restrict or allow the guest customer to ask queries.
- Admin can delete query/Conversation history between seller and buyer.
- The seller can send a reply message regarding query to the buyer and vice versa.
- The seller can search the conversation by the Customer's email id or keyword/content.
- Each reply message is forwarded as a mail to the seller and customer.
- Seller and customer can attach images in query/conversation.
- Seller and customer can change the Query status (Pending, Resolved, or Closed).
- Customers can also ask the question to the seller using the seller profile page.
- Customers can choose the Support Type for the query (Support, Presale, Technical, and Other).
- The response rate and time of queries for any product and seller are visible to customers.
- Customers can search the conversation by Product name or keyword/content.
- The logged-in customer's name and email id will remain auto-filled in the Contact Seller form.

Module Configuration

To set email address of the admin, please go to

Stores>Configuration>Webkul>Marketplace>General Settings and enter the email ID.

The screenshot shows the 'General Settings' section of the configuration. It includes fields for 'Admin Email-id' (set to 'mail@example.com'), 'Global Commission Rate' (set to '20'), and 'Allow Seller to Manage Orders' (set to 'Yes'). The 'Admin Email-id' field is highlighted with a red border.

Hence, for configuring this add-on, the admin can go to **Stores>Configuration>Webkul>Seller Buyer Communication**.

So, here are the options available:

Admin Settings

- **Enable Message Notification to Admin** – Enable/disable email notification for messages to store owners.
- **Order status-** The default status of the order from which the communication is taking place.
- **Query Auto Approval** – Set whether to auto-approve a query and be made visible to the seller in the seller's panel.
- **Allow Guest Customer to ask Query-** However, the admin can set if the guest customer can ask queries to the seller.
- **Send Mail from Seller Email Id-** If enabled then the seller will receive query mail otherwise not.

Transactional Emails

Thus, the admin can select templates for the following email notification:-

- Ask Query Mail Notification to Customer Regarding Product
- Ask Query Mail Notification to Admin Regarding Product
- Communication Mail Notification to Admin
- Communication Mail Notification to Customer
- Ask Order Query from-
 - Mail Notification
 - Seller Mail Notification to Admin
 - Query from Customer Mail Notification to Admin
 - Query From Admin Notification to Customer

Scope: Default Config 

Save Config

WEBKUL
Admin Settings


[Marketplace](#)

[Seller Buyer Communication](#)

GENERAL

CATALOG

SECURITY

CUSTOMERS

SALES

YOTPO

ENGAGEMENT CLOUD

ADVANCED

Enable Message Notification to Admin [store view]

Order Status [store view]

Query Auto Approval [store view]

Allow Guest Customer to ask Query [store view]

Conversations will only be visible to logged in customers

Send Mail from Seller Email Id [store view]

Transactional Emails


| | |
|--|---|
| Ask Query Mail Notification to Customer Regarding Product <small>[store view]</small> | <input type="text" value="Ask Query Mail Notification to Customer Regd"/> |
| Ask Query Mail Notification to Admin Regarding Product <small>[store view]</small> | <input type="text" value="Ask Query Mail Notification to Admin Regd"/> |
| Communication Mail Notification to Admin <small>[store view]</small> | <input type="text" value="Communication Mail Notification to Admin (D)"/> |
| Communication Mail Notification to Customer <small>[store view]</small> | <input type="text" value="Communication Mail Notification to Customer"/> |
| Ask Order Query Mail Notification <small>[store view]</small> | <input type="text" value="Order Query Communication Mail Notificatio"/> |
| Ask Order Query from Seller Mail Notification to Admin <small>[store view]</small> | <input type="text" value="Order Query Communication Mail Notificatio"/> |
| Ask Order Query from Customer Mail Notification to Admin <small>[store view]</small> | <input type="text" value="Order Query Communication Mail Notificatio"/> |
| Ask Order Query From Admin Notification to Customer <small>[store view]</small> | <input type="text" value="Order Query Communication Mail Notificatio"/> |

Seller E-mail Notification Templates

For configuring seller email notification templates, the admin needs to go to **Stores>Configuration>Webkul>Marketplace>Marketplace Transactional Emails** and select the templates for the following:

- **Ask Question to Seller Regarding Product** – When a customer asks a query from a product page, this email template will be used for notifying the seller.
- **Ask Question to Seller Template** – However, when a customer asks a query from a seller profile page section, this email template will be used for notifying the seller.
- **Communication Mail Notification to Admin** - When a customer asks a query from a seller then communication mail notification will be sent to admin.

- **Communication Mail Notification to Customer-** When a customer asks a query from a seller then communication mail notification will be sent to the customer.

Configuration

Save Config

Marketplace Transactional Emails

| | |
|---|--|
| Seller Approved Template [store view] | Seller Approved Notification Mail (Default) |
| Seller Request Template [store view] | Become Seller Notification Mail (Default) |
| Seller Unsubscribe Template [store view] | Seller Disapproved Notification Mail (Default) |
| Seller Deny by Admin Template [store view] | Seller Deny Notification Mail (Default) |
| Product Deny by Admin Template [store view] | Product Deny Notification Mail to Seller (Default) |
| Product Approval Request to Admin Template [store view] | Add New Product Notification Mail to Admin (Default) |
| Product Edit Approval Request to Admin Template [store view] | Edit Product Notification Mail to Admin (Default) |
| Ask Question to Seller Regarding Product Template [store view] | Ask Query to Seller Regarding Product (Default) |
| Ask Question to Seller Template [store view] | Ask Query to Seller (Default) |
| Ask Question to Admin By Seller Template [store view] | Ask Query to Admin from Seller (Default) |
| Product approval Mail to Seller Template [store view] | Product Approved Notification Mail to Seller (Default) |

- **Seller**
 - **approved Template-**
 - **request Template-**
 - **unsubscribe Template-**
 - **deny by admin Template-**
- **Product**
 - **deny by admin Template-**
 - **approval request to admin Template-**
 - **Edit approval request to admin Template-**
- **Ask Question to**
 - **Seller Regarding Product Template-**
 - **seller Template-**
 - **admin by seller Template-**
- **Product approval mail to seller Template-**

How To Use- Buyer-Seller Communication

After Installing Buyer Seller Communication Marketplace Add-On , customers will find a contact us link at the product page.

Hence here customers can ask queries to the seller and can also see the response rate and response time of queries for that particular product of that seller. (Refer the snapshot).



Women Blue T-shirt

Be the first to review this product

\$100.00

IN STOCK

SKU#: Blue T-shirt

Qty

1

Add to Cart

ADD TO WISH LIST ADD TO COMPARE EMAIL

SOLD BY
Webkul
0 / 5

Contact Seller

14.29% response rate, 75-mins response time

Customer can contact Seller from here.

Customer can see the Response Rate & Time of the seller for the particular product.

Once the buyer clicks on “Contact Seller” then a pop-up will open with contact seller form.

Hence, the customer has to fill in all the details such as

- Support Type,
- name,
- email id,
- the subject for the query,
- query description which customer can write in the WYSIWYG editor and
- can attach multiple images related to the query.

Contact Seller

Support Type: *
Presale

Your Name: *
John Lee

Your Email: *
johnlee@example.com

Subject: *
Bag purchase

Your Query: *

Need to purchase the bag.

Add Image/File:
Choose File 1.png Remove
Choose File 2.png Remove
Choose File 3.png Remove
Add More

POWERED BY TINY

Reset Submit

The sporty joust Duffle Bag can't be beat - not in the gym, not on the luggage carousel, not anywhere. Big enough to haul a basketball or soccer ball and some sneakers with plenty of room to spare, it's ideal for athletes with places to go.

Note- However, here the name and mail id of the logged-in customer will remain auto-filled.

When a customer asks a query, an e-mail notification will be sent to the customer’s email address.

[Reply](#) [Forward](#) [Archive](#) [Junk](#) [Delete](#) [More ▾](#)

From: Mark Doe <mark.doe@gmail.com> 
Subject: Customer Query Notification : Bulk Order 19:25
To: Me <me@lumashop.com> 

 **LUMA**

John Doe,

Thank you for the query. We will reply you shortly.

Product Name
Kenobi Trail Jacket

Question
In need this item in bulk quantity of 500 units. What will be best offer?

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Seller Email Notification View:

 **LUMA**

Mark Doe,

I would like to ask a question regarding the product.

Product Name
Dark Black Shoe

Question
I need this item in bulk quantity of 500 units, what will be the best offer?

Hence, the buyer can also ask the question to the seller using the seller profile page.

They can also see the response rate and response time of that seller for responding to the queries, as shown in the below screenshot.

The screenshot shows the LUMA Magento Multi Vendor Marketplace homepage. At the top, there is a navigation bar with links: Test, What's New, Nick, Women, Admin, Men, Gear, Training, Sale. To the right of the navigation is a search bar with placeholder text "Search entire store here..." and a magnifying glass icon. A shopping cart icon shows 1 item. Below the navigation is a large orange header banner with the text "MAGENTO MULTI VENDOR MARKETPLACE". On the left side of the header, there is a user profile icon with the letters "MD" next to it. To the right of the profile icon are links for About, Contact (with a red box around it), Shipping, and Return. Below these are statistics: 7 Products, 0 Rating, and 0 Orders. In the center, there is a callout box with the text "60% response rate, 321.33-mins response time". Below the header, there is a section titled "RECENTLY ADDED PRODUCTS" featuring two men's jackets and two digital products: "SOLO POWER CIRCUIT" and "YOGA Adventure".

The buyer can also contact to the seller or the admin regarding any particular order. For this customer has to navigate to “My Orders” and then click on “view order” for the particular order for which he wants to contact Admin/seller.

The screenshot shows the "My Orders" page. On the left, there is a sidebar with links: Marketplace Dashboard, Seller Profile, Create Attribute, New Products, My Products List, My Transaction List, Earnings, Manage Print PDF Header Info, My Communication History, My Order History, Customers, Review, My Account, **My Orders** (which is selected and highlighted in orange), and My Downloadable Products. The main content area shows an order detail for "Order # 000000003" with a status of "PENDING". The order date is "January 2, 2019". There are buttons for "Reorder", "Print Order", and "Contact" (with a red box around it). The "Items Ordered" section shows a table with columns: Product Name, SKU, Price, Qty, and Subtotal. One item listed is "Montana Wind Jacket" with SKU MJ03-S-Green, Price \$49.00, Qty 1, and Subtotal \$49.00. Below the table, there are sections for "Size" (S) and "Color" (Green). At the bottom, there are buttons for "Subtotal" (\$49.00), "Shipping & Handling" (\$5.00), and "Contact" (with a red box around it).

NOTE: The admin can decide when to display the contact option in the order section of the customers based on the order status as shown in the image below –

Scope: Default Config

| | |
|----------------------------|--|
| WEBKUL ^ | Admin Settings |
| Marketplace | Enable Message Notification to Admin [store view] Yes |
| Seller Buyer Communication | Order Status [store view] Pending (highlighted) |
| Demo Management | Query Auto Approval [store view] Yes |
| GENERAL ▾ | Allow Guest Customer to ask Query [store view] Yes Conversations will only be visible to logged in customers |
| CATALOG ▾ | Send Mail from Seller Email Id [store view] Yes |
| SECURITY ▾ | |

Seller Communication History

From the Marketplace account, the seller can see queries that are asked by customers regarding their products. However, the seller can also search the conversation using the customer's email id and content/keyword.

Note:

If the admin has set the setting "**Query Approval**" as "**Yes**", now only after the admin approves the query, the query gets displayed under the Seller's "**My Communication History**".

Otherwise, if the admin has selected the **Query Approval** as "**No**", the queries will not require any approval and will automatically display in the communication grid.

Default welcome msg! ▾ English ▾

LUMA

Search entire store here...  

Women Men Electronics Decors Automobile Furniture

My Communication History

Seller can search the list using customer's email id or any content (keyword).

| Email Id | Filter By | Search by product name | Submit | | | | |
|---------------|------------------|------------------------|-------------------|--------------|--------------|------------|----------------------|
| | --Select-- | | | | | | |
| | -Select- | | | | | | |
| | Email Id | | | | | | |
| | Content | | | | | | |
| Customer Name | Email Id | Product Name | Subject | Query Status | Support Type | Created At | Action |
| Alice | alice@webkul.com | Women Blue T-shirt | Colour | Pending | Presale | 11/3/16 | View |
| John | john@webkul.com | Black T-Shirt | Cloth Material | Resolved | Support | 11/2/16 | View |
| Tom | tom@webkul.com | Shirt | Size | Closed | Presale | 10/19/16 | View |
| Ted | ted@webkul.com | Women Blue T-shirt | Price Negotiation | Resolved | Presale | 10/9/16 | View |
| Anna | anna@webkul.com | Mobile Cover | Customization | Resolved | Other | 9/28/16 | View |

Items 1 to 5 of 25 total 1 2 >

My Communication History Seller Communication History List

- Marketplace Dashboard
- Seller Profile
- Create Attribute
- New Products
- My Products List
- My Transaction List
- Manage Print PDF Header Info
- My Communication History** Seller Communication History List
- My Order History
- Account Dashboard
- Account Information
- Address Book
- My Downloadable Products
- My Orders
- Newsletter Subscriptions
- My Credit Cards
- My Product Reviews
- Billing Agreements
- My Wish List
- Seller Communication History

The seller can see conversation history for a particular query placed by the customer from his marketplace account. Thus, from here seller can reply to the buyer's query and can change the query status.

Marketplace Dashboard

Seller Profile

Create Attribute

New Products

My Products List

My Transaction List

Manage Print PDF Header Info

My Communication History

My Order History

Seller's Communication History.

Account Dashboard

Account Information

Address Book

My Downloadable Products

My Orders

Newsletter Subscriptions

My Credit Cards

My Product Reviews

Billing Agreements

My Wish List

Seller Communication History

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

Privacy and Cookie Policy

Search Terms

Contact Us

Advanced Search

Marketplace

Seller Locator

My Communication History

Subject : Price Negotiation

Query Regarding Product : Women Blue T-shirt

Support Type : Presale

Seller's Reply

10/10/16

Me

\$2000

10/9/16

Customer: Ted

I want to buy this product in bulk. Please provide the prices for 25 t-shirts.



2 item(s)

Customer's Message

Enter Message *

Send Message

Resolved

Customer can change/set the query status.

Choose File | No file chosen

Add More image

[« Back](#)

Customer can attach images in reply.

Click to send Message.

Enter your email address

Subscribe

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Seller Reply to Customer – Email Notification View:

From: Mark Doe < >☆

Subject: Re:Customer Query Notification : Bulk Order 19:40

To: Me < >☆

 LUMA

John Doe,

A Reply mail has come from Seller regarding query.

Message

Sure, I can provide that quantity. When do you need this item?
Also, please share the delivery location.

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The customer can see their query list under **My Account >Seller Communication History**. So, the customer can also search the conversation using the Product name or any content/keyword.

Note:

If the admin has set the setting “**Query Approval**” as “**Yes**”, now only after the admin approves the query, the query gets displayed under the buyer’s “**My Seller Communication History**“.

However, if the admin has selected the **Query Approval** as “**No**”, the queries will not require any approval and will automatically display in the communication grid.



Search entire store here...

Women Men Electronics Décors Automobile Furniture

Marketplace Dashboard

Seller Profile

Create Attribute

New Products

My Products List

My Transaction List

Manage Print PDF Header Info

My Communication History

My Order History

Account Dashboard

Account Information

Address Book

My Downloadable Products

My Orders

Newsletter Subscriptions

My Credit Cards

My Product Reviews

Billing Agreements

My Wish List

Seller Communication History

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

Privacy and Cookie Policy

Search Terms

Contact Us

Advanced Search

Marketplace

Seller Locator

Enter your email address

Subscribe

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After clicking on “View”, the customer can see conversation history from their account. Henceforth, from here customers can reply to the seller and can change the status of the query.

Admin Customer Communication

The admin can even communicate with the customer about an order. Thus, the admin can navigate to the **Sale>Orders>Select a Particular Order>Contact Tab**.

#00

Contact Customer

Support Type :

Customer Name :

Customer Email :

Subject :

Your Query :

This is to inform you that there is little delay in the delivery procedure.

Add Image/File :

Choose File No file chosen

Add More

Reset Submit

The screenshot shows a modal window titled "Contact Customer" with the identifier "#00". It contains fields for Support Type (set to "Support"), Customer Name ("John Lee"), Customer Email ("johnlee@example.com"), Subject ("Bag Order"), and a message body. The message body contains the text: "This is to inform you that there is little delay in the delivery procedure." Below the message body is a WYSIWYG editor toolbar. At the bottom, there are "Reset" and "Submit" buttons. To the right of the modal, a sidebar shows a user profile for "demo" with the name "John Lee" and email "johnlee@example.com" under the "General" tab.

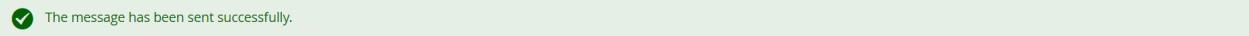
Here the customer name and email are auto-filled. However, the admin can select the message type and in the WYSIWYG editor enter the address. Additionally, the admin can even add an attachment if required.

Customer Response

The customer can view the message shared by the admin in the Seller Communication History section.

0

Hence the customer can click on View to revert the admin.



Become Seller

My Account

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

My Product Reviews

Newsletter Subscriptions

Seller Communication History

My Seller Communication History

Subject : Bag Order
Query Regarding Order : 4
Support Type : Support

05/12/20 2:48 PM Me
Kindly confirm the approx time.

05/12/20 2:26 PM Administrator
This is to inform you that there is little delay in the delivery procedure.

2 Item(s) Show 10 per page

Compare Products

You have no items to compare.

Recently Ordered

Pending

Choose File No file chosen
Add More image

Allowed Files: jpeg,jpg,png,gif,zip,doc,pdf,rar,xls,xlsx,csv

Add to Cart View All Send Message

My Wish List

« Back

You have no items in your wish list.

Admin Management of Buyer Seller Communication

Admin can find a query grid under **Marketplace Management > Seller Buyer Communication Query List**.

The screenshot shows the Magento Marketplace Management sidebar with various options like Dashboard, Marketplace Management, Catalog, Customers, Demo Management, Marketing, Content, and Reports. The 'Seller Buyer Communication' option is highlighted with a red box. The main area displays a grid titled 'Seller Buyer Communication Query List' with columns for Select, Issue Type, Product Name, Customer Name, Status, Query Status, Support Type, Created, and Action. There are two rows of data: one for a technical issue with Simple T product and demo test customer, and another for a simple reason issue with Simple R product and demo test customer. The grid includes filters, default view, column settings, and export options at the top, and pagination at the bottom.

| Select | Issue Type | Product Name | Customer Name | Status | Query Status | Support Type | Created | Action |
|--------------------------|---------------------|--------------|---------------|----------|--------------|--------------|------------------------|----------------------|
| <input type="checkbox"/> | Technical Issue | Simple T | demo test | Approved | Pending | Support | Jul 3, 2020 3:14:12 PM | View |
| <input type="checkbox"/> | Simple Reason Issue | Simple R | demo test | Approved | Pending | Technical | Jul 3, 2020 3:15:09 PM | View |

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So, here admin can **view/delete** and **approve/disapprove** the customer's query along with the admin can see the information of seller and customer name, query subject and status, type of query and can check the query creation time on the same page.

Seller Buyer Communication Query List

| ID | Subject | Product Name | Customer Name | Status | Query Status | Support Type | Created | Action |
|----|-------------|--------------|---------------|----------|--------------|--------------|------------------------|----------------------|
| 1 | Price Issue | Simple T | demo test | Approved | Pending | Support | Jul 3, 2020 3:14:12 PM | View |
| 2 | Size Issue | Simple R | demo test | Approved | Pending | Technical | Jul 3, 2020 3:15:09 PM | View |

When the query is Approved, the seller can see the query in the seller's panel.

Tapping on the view button will show all conversations for a particular query such as sender name, message, and created time to the admin. However, admin can delete conversation history as shown below:

Seller Buyer Communication Query View

| ID | Message | Sender Name | Send By | Created |
|----|--------------|--------------------|----------|------------------------|
| 1 | Tshirt Price | Michael C Williams | Customer | Jul 3, 2020 3:14:12 PM |

Customer Query to Seller – Admin Email Notification View:

From John Doe <[REDACTED]>☆

Reply

Subject Customer Query Notification : More details about clothing material

To Me <[REDACTED]>☆



LUMA

Admin,

A customer asked a query to seller.

Customer Name

John Doe

Customer Email

[REDACTED]

Product Name

Kenobi Trail Jacket

Question

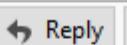
Can you send us sample of clothing material for this product?

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Seller Reply to Customer – Admin Email Notification View:

Filter these messages <Ctrl+Shift+K> 

From: Mark Doe < >
Subject: Re:Customer Query Notification : More details about clothing material 20:07
To: Me < >

 LUMA

Admin,

A Reply mail has come from Seller regarding query.

Message

Sure, we can ship you to product sample. Please share your location.

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Customer Reply to Seller – Admin Email Notification View:

[Reply](#) [Forward](#) [Archive](#) [Junk](#) [Delete](#) [More](#)

From John Doe > [\[REDACTED\]](#) > [\[REDACTED\]](#) [\[REDACTED\]](#) > [\[REDACTED\]](#)

Subject Re:Customer Query Notification : White Colored T-shirts 20:46

To Me < [\[REDACTED\]](#) > [\[REDACTED\]](#) [\[REDACTED\]](#) > [\[REDACTED\]](#)

 **LUMA**

Admin,

A Reply mail has come from Customer regarding query.

Message

Thanks, what will be the price per t-shirt and the shipping cost?

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That's all for the **Buyer Seller Communication Marketplace Add-On**. Still have any issue feel free to add a ticket and let us know your views to make the module better at webkul.uvdesk.com