

Connect or disconnect zenloop for Magento

Enable NPS surveys on your shop on Magento

zenloop Integration for Magento is an app that lets you:

1. trigger NPS surveys on the order-success-page of your shop or
2. add your customers to your Net Promoter Score (NPS) surveys via zenloop emails.

Use Magento data to schedule NPS surveys and to track and segment survey responses. In this article, you'll learn how to connect and disconnect zenloop app for Magento.

Before You Start

Here are some things to know before you begin this process.

- This integration requires you to have a zenloop account created (free 15 days trial)
- This integration requires you to have one survey via [zenloop Email](#) or [Website Overlay](#) or [Website Embedded](#) activated

Task Roadmap

You'll need to do a few things to connect your Magento store to zenloop:

1. Open zenloop account

1. Navigate to the zenloop [Register Page](#)
2. Enter your company credentials
3. Click "Create account"

2. Create the surveys

Create a survey to collect feedback on your online shop (checkout):

1. Create a survey via our "Integrate Website Overlay" channel.
2. Use the survey question "How likely are you to recommend our online shop to a friend or colleague?"
3. Customize language, design and your messages on the thank-you page
4. Enter the domain where the survey should appear in the dedicated input field

5. Setup the time delay and throttling details on the page
6. Press “Save & Exit” on the final implementation step

Create a survey to collect feedback on your shipping performance:

1. Create a survey via “our email” channel.
2. Use the survey question “How likely are you to recommend our shipping to a friend or colleague?”
3. Customize language, design and your messages on the thank-you page
4. Customize the email template, especially “From” email / name and email subject
5. Add recipients by choosing “zenloop API”
6. Click “Launch” survey
7. Your survey is now active and can receive recipients

3. Download the App

To download the app, follow these steps:

1. Navigate to the zenloop for Magento app page on Marketplace
2. Click the 'Add App' button
3. Review the permissions, check out and install the app

After you add the app, you'll be redirected to the app page, where you will connect and configure your zenloop for Magento app.

1. Paste the 'on-site' code into the "Additional Scripts" textfields in Magento Checkout Settings
2. Select one of your created surveys via the dropdown
3. Save all changes

All set!

Description of the individual fields / functions in Settings:

API Key	<input type="text" value="....."/>	[STORE VIEW]
	▲ No zenloop.com account yet? Register here!	
Order Data	<div><div>Order ID</div><div>Total</div><div>Total Discount</div><div>Currency</div><div>Payment Method</div><div>Billing Firstname</div><div>Billing Lastname</div><div>Billing Country</div><div>Billing City</div><div>Shipping Country</div></div>	[STORE VIEW]
	▲ Select additional order data to be send to Zenloop. Optional.	

Order Data:

- The customer can choose which optional order data will be sent to zenloop. By default, the customer email ID is sent, as it is required.

E-Mail Survey:

- Select which survey should be sent to the customers who have purchased on the Magento shop. Only surveys with channel_type “email” are shown as options in the select box.
- As soon as the data is sent to zenloop, the e-mail with the survey will be sent to the customers.

E-Mail Survey	<input type="text" value="None"/>	[STORE VIEW]
Order Status	<input type="text" value="Complete"/>	[STORE VIEW]
	▲ Select the order status that the order is completed.	
Sending Time	<input type="text" value="08"/> : <input type="text" value="50"/> : <input type="text" value="00"/>	[STORE VIEW]
Number of Hours	<input type="text"/>	[STORE VIEW]
	▲ Send orders older than x hours to Zenloop.	
Force Process	<input type="button" value="Import"/>	
Import running	No	
Import last run	Not executed yet.	

Order Status:

- The customer can choose which step of order completion he would like to set as the order status, this order status will be sent to zenloop.

Number of Hours:

- All orders that have the status selected as in “Order Status” and are older than x hours are sent to zenloop.

Sending time:

Select a time (only hours and minutes are taken into consideration, not seconds) when the following actions will be triggered:

- Check if there are any orders older than x days that have the status selected above.
- These orders will be sent to zenloop at that time via cron.

Force process button:

Execute the E-Mail survey logic manually (same logic as if the sending time criteria is fulfilled):

- Send all orders to zenloop immediately.
- zenloop will then send the email survey.

Import running:

- Is the e-mail survey import currently running? Yes / No

Import last run:

- The time of the latest E-Mail survey import run.

On-Site Survey	Website Embed	[STORE VIEW]
On-Site (Embedded) Position	Above page content	[STORE VIEW]

On-site survey:

- Select the on-site survey which will be displayed in the Checkout Success page. Only surveys with channel_type “website_embed” and “website_overlay” are shown as options in the the select box.

On site (Embedded) position:

- Select the position of the On-site embedded survey within the Checkout Success page.
- The two options available are:
 1. Above the content of the page.
 2. Below the content of the page.

After the sync is complete, you'll have access to all features (according to your plan) of zenloop's powerful NPS platform. For example, you can:

- excite and engage your organization with feedback livestreams
- identify immediate insights and trends with Smart Labels (text analytics)
- delight promoters and critics with personalized replies to reduce churn
- empower improvements - route feedback alerts to colleagues
- enrich your CRM data for better customer intelligence
- trigger workflows to close the feedback loop e.g. via Zapier

Check out all [benefits](#) and read more in our [support center](#).

Solutions to common questions:

Q – I need to talk to support.

A – If you have trouble with connecting your shop to the zenloop app for Magento, contact [zenloop support](#). IMPORTANT: Please include the screenshots of your zenloop for Magento settings tab.