

Product Inquiry & Support

We appreciate your interest! In this guide, you will receive specific information that will help you get off to a good and productive start.

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WHY you need this extension?

Product Inquiry & Support extension will boost your engagement with customers. Customers may have some queries about the product before they purchase online. This extension allows customers to send inquiries for any product by filling a predefined form.

Normally, a customer comes to your website and finds an inquiry button on the product and category page. So if the customer has any query they need to fill a predefined form. And once the form is submitted the inquiry directly sends to the admin to follow up. The customer can continue to follow up the inquiry by email and my account dashboard.

This extension captures each inquiry and saves it into the database. So, you can check all inquiries from your admin dashboard and submit answers. This way you have more control over your inquiries.

HOW it works?

Configuration

After logging into the Magento Admin panel, navigate to the following path to access configuration.

Stores → Configuration → Magediary → Product Inquiry & Support

General

General



Enabled
[store view]

Yes



Enabled activates the extension, which displays the inquiry form on the front-end product, category and list of submitted inquiries on customer's my account page.

Form

This section helps you to set up multiple parameters for the inquiry form.

Type

- **Tab:** shows the inquiry form as a tab on the product page.
- **Pop-up:** instead of tab, shows the form in the pop-up by clicking on the inquiry button.

Allow File Extension comma separated values of allowed extension for the attachment field file upload.

Allow Guests to Submit Inquiries lets you decide whether a guest user can submit an inquiry or not. If set to **No**, then it is required to login or create an account for guest users. So only registered customers can submit an inquiry.

Form



Type [store view]	Tab	
Allow File Extension [store view]	pdf, csv, xls, doc, docx, txt, jpg, jpeg, png, gif	<input checked="" type="checkbox"/> Use system value
Allow Guests to Submit Inquiries [store view]	Yes	
Show Nickname Field [store view]	Yes	
Required Nickname [store view]	Yes	
Show Email Field [store view]	Yes	
Required Email [store view]	Yes	
Thank You Message [store view]	Product Inquiry has been successfully submit	

Show Nickname Field it adds the nickname field in all inquiry forms by default. It prefills if the customer is logged in.

Required Nickname provides an option to indicate whether the nickname field required or not in the inquiry form. If set to **No**, then the customer can submit a form without entering a nickname.

Show Email Field it adds the email field in all inquiry forms by default. It prefills if the customer is logged in.

Required Email provides an option to indicate whether the email field is required or not in the form. If set to **No**, then the customer can submit a form without entering an email.

Thank You Message the success message that shows on submitting the form..

Customer Email Notification

This section lets you configure multiple parameters. This configuration is used when the admin submits a reply to the inquiry.

Customer Email Notification⌵

Enabled
[store view]

Yes

▼

Email Sender
[store view]

Custom Email 2

▼

☒ Use system value

Email Template
[store view]

Admin Reply Customer Email Template ([

▼

☒ Use system value

Enabled provides an option to send an email to the customer on submit a reply of the inquiry from the admin.

Email Sender provides an option to set default email sender.

Email Template helps you to set a custom email template if you want to modify the default email template. This email template is used when the admin submits a new reply.

Answer Email Notification

This section lets you configure multiple parameters. This configuration is used when the customer submit a new inquiry or submit a reply.

Enabled provides an option to send an email to the admin on submit a new inquiry by the customer.

Send Emails To the admin gets an email notification to this email address.

Email Sender provides an option to set default email sender.

Admin Email Notification



Enabled [store view]	Yes	
Send Emails To [store view]	hello@example.com	<input checked="" type="checkbox"/> Use system value
Email Sender [store view]	Custom Email 2	<input checked="" type="checkbox"/> Use system value
Email Template [store view]	New Inquiry Admin Email Template (Defa	<input checked="" type="checkbox"/> Use system value
Customer Reply Template [store view]	Customer Reply Admin Email Template (I	<input checked="" type="checkbox"/> Use system value

Email Template helps you to set the custom email template if you want to modify the default email template. This email template is used when a user submits a new inquiry.

Customer Reply Template helps you to set the custom email template. This email template is used when the customer submits a new reply from the inquiry view page on the frontend.

Captcha

The captcha functionality is coming soon in the next release.

Frontend

Inquiry tab on the product view page

If the **Type** is set to **Tab** in the configuration (Stores → Configuration → Magediary → Product Inquiry & Support → Form → Type) then product inquiry tab will be displayed on the product page if found.

Details	More Information	Reviews (2)	Product Inquiry
---------	------------------	-------------	-----------------

Post your inquiry: **Didi Sport Watch**

Nickname *

Email *

Address

Message

Area

☐ Urban

☐ Rural

Address Type

☐ Residential

☐ Commercial

Priority

-- Please Select --

Type of Outlet

Online
Offline


Attachment

Choose File

No file chosen

☐

I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

Submit

Inquiry button on the product view page

If the **Type** is set to **Pop-up** in the configuration (Stores → Configuration → Magediary → Product Inquiry & Support → Form → Type) then the button will be displayed on the product page if found the form. On clicking the button, it shows the form in the pop-up.

[Home](#) > [Didi Sport Watch](#)



Didi Sport Watch



2 Reviews

[Add Your Review](#)

IN STOCK

SKU#: 24-WG02

[Product Inquiry](#)

♥ ADD TO WISH LIST

▮ ADD TO COMPARE

Inquiry button on the category page

On the category page, it always shows the button if found the form. On clicking the button, it shows the form in the pop-up.

Watches



9 Items

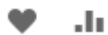
SALE ▾ NEW ▾ PRICE ▾ CATEGORY ▾ GENDER ▾ MATERIAL ▾



Didi Sport Watch

★★★★★ 2 Reviews

In stock



Product Inquiry



Lumber Watch

★★★★★ 3 Reviews



Bolo Sport Watch

★★★★★ 3 Reviews



Submit an inquiry

On submitting the form, the **admin** will get an email notification.

The email includes the Inquiry view link from which the admin can directly access the backend inquiry view page and add a reply.



LUMA

Inquiry	http://127.0.0.1/mgndemo/admin/magediary_productinquiry/inquiry/view/inquiry_id/4/
SKU	24-WG02
Product Name	Didi Sport Watch
Customer Nickname	Veronica Costello
Customer Email	roni_cost@example.com
Rule Id	2
Form	Form A
Address	6146 Honey Bluff Parkway
Message	when will item be back in stock?
Area	Urban
Address Type	Commercial
Priority	High
Type Of Outlet	Offline
Attachment	http://127.0.0.1/mgndemo/pub/media/inquiry/image.png

My Account

My Account

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

My Product Reviews

Newsletter Subscriptions

My Product Inquiries

My Product Inquiries

Inquiry #	Created	Product	Action
4	7/17/21	Didi Sport Watch	View Inquiry

1 Item

Show

10 ▾

 per page

The logged in users can access all submitted inquiries from the **My Account** → **My Product Inquiries** section.

The grid lists out the following columns.

Inquiry # specifies the id of the inquiry.

Created specifies the date of the submission.

Product specifies the name of the product for which the inquiry is submitted.

Action view the detail page that displays all information and the customer can post a reply.

View inquiry

The customer can view submitted inquiry from two access points

1. My Account
 - a. For logged in users
2. Email
 - a. Guest user can view inquiry from the link included in the email

The customer can click on the **View inquiry** link that shows details and all posted replies of the inquiry.

My Account
My Orders
My Downloadable Products
My Wish List

Address Book
Account Information
Stored Payment Methods

My Product Reviews
Newsletter Subscriptions
My Product Inquiries

Inquiry #4

Address	6146 Honey Bluff Parkway
Message	when will item be back in stock?
Area	Urban
Address Type	Commercial
Priority	High
Type Of Outlet	Offline
Attachment	http://127.0.0.1/demoext/pub/media/inquiry/image.png

About Your Inquiry

Hello, it will be back in stock by tomorrow.

Jul 17, 2021 by Admin

Would you please let me know on the priority basis?

Jul 17, 2021 by Customer

Post a Reply

Put us a note and we'll get back to you as quickly as possible.

What's on your mind? *

Submit

Compare Products

You have no items to compare.

Recently Ordered

☐ Joust Duffle Bag

Add to Cart
View All

My Wish List

You have no items in your wish list.

Post a Reply

From the inquiry view page, the user can submit a reply.

On submitting a reply, the **admin** will get an email notification.



LUMA

SKU	24-WG02
Product Name	Didi Sport Watch
Address	6146 Honey Bluff Parkway
Message	when will item be back in stock?
Area	Urban
Address Type	Commercial
Priority	High
Type Of Outlet	Offline
Attachment	http://127.0.0.1/mgndemo/pub/media/inquiry/image.png

New Message

Would you please let me know on the priority basis?

Backend

Forms

To add and manage inquiry forms, log into the Magento Admin panel and go to **Marketing** → **Product Inquiry & Support by Magediary** → **Forms**.

Product Inquiry Forms

🔍   admin ▾

Add New

Filters

👁 Default View ▾

⚙ Columns ▾

Actions ▾

1 records found

20 ▾

per page

<

1

of 1

>

<input type="checkbox"/>	ID ▴	Name	Start	End	Status	Hide Price	Hide Add to Cart	Priority	Created At	Updated At	Action
<input type="checkbox"/>	2	Inquiry			Enabled	Yes	Yes	0	Jul 17, 2021 3:15:19 AM	Jul 17, 2021 3:19:12 AM	Select ▾

ID specifies the unique id of the history.

Name specifies the name of the form for internal use.

Start specifies the start date of the form from when it is visible on the frontend.

End specifies the end date of the form, till date the form will be visible on the frontend.

Status either the form is active or not.

Hide Price whether the price shows or not when the form is active.

Hide Add to Cart whether the add to cart button shows or not when the form is active.

Created At specifies the date and time of creation of the form.

Updated At specifies the date and time of action of the form updated.

Action admin can Edit or Delete the form from this dropdown.

Inquiries

Add New Form

Clicking on the **Add New** button from the grid page, it will create a new entry.

General Information

General Information

Enable ☒ Yes

Name *

Label Text *

Product Inquiry

Custom CSS for Label Text



Custom CSS



Store View *

Main Website

Main Website Store

Default Store View

Customer Groups *

NOT LOGGED IN

General

Wholesale

Retailer

From



To



Priority

Here we can set some information about the form.

Enable - set 'Yes' to enable the form for the frontend.

Name - specify the name for internal purpose.

Label Text - specify the title of the button or tab.

Custom CSS for Label Text we can add custom CSS that will only apply to the text div block like (color:red; font-size: 16px;).

Custom CSS you can specify custom CSS that will only apply to this label container like (padding: 4px;).

Store View - select stores for which the form will be enabled.

Customer Groups - select customer groups for which you want to enable this form.

From and **To** - select the time period in between the form will be displayed on the frontend or leave it blank to display all the time.

Priority - set the form priority. At a time, one form will be displayed on the frontend for a product. The value 1 is low and 10 is high.

Permissions

Enable for Product View specifies either show this form on the product page or not.

Enable for List View specifies either show this form on the category page or not.

Hide Price specifies either show the price or not while the form is enabled. The price will not show on the frontend for the product.

Hide Add to Cart specifies either allow add to cart or not while the form is enabled. The customer can not add the product to cart.

Permissions

Enable for Product View ☒ Yes

Enable for List View ☒ Yes

Hide Price ☐ No

Hide Add to Cart ☐ No

Conditions

Conditions (don't add conditions if label is applied to all products)

If **ALL** of these conditions are **TRUE** :

Category is 6 



You can specify product conditions.

















The form will only be displayed and enabled for products if the conditions are met.

Leave blank to display and enable the form to all products.

Form Fields

The admin can manage form fields dynamically from this section.

Form Fields

Type *	Label *	Default Value	Is Required	Actions
 Hidden ▼	Form	Form A	<input type="checkbox"/> No	
 Text ▼	Address		<input type="checkbox"/> No	
 Textarea ▼	Message		<input type="checkbox"/> No	
 Radio ▼	Area	Urban;Rural	<input type="checkbox"/> No	
 Checkbox ▼	Address Type	Residential;Commercial	<input type="checkbox"/> No	
 Dropdown ▼	Priority	Low;Medium;High	<input type="checkbox"/> No	
 Multiselect ▼	Type of Outlet	Online;Offline	<input type="checkbox"/> No	
 Attachment ▼	Attachment		<input type="checkbox"/> No	
<button>Add Field</button>				

Type - Specify the input type. Possible options are:

1. Hidden
 - i. This field will be hidden on the frontend but will be included in the email.
2. Text
3. Textarea
4. Radio
 - i. We can add multiple option values by ‘,’ separated. Like (Urban;Rural) that will be displayed on the frontend like

Area

- ☐ Urban
☐ Rural

5. Checkbox

- i. We can add multiple option values by ‘;’ separated. Like (Residential;Commercial) that will be displayed on the frontend like

Address Type

- ☐ Residential
☐ Commercial

6. Dropdown

- i. We can add multiple option values by ‘;’ separated. Like (Low;Medium;High) that will be displayed on the frontend like

Priority

-- Please Select --
-- Please Select --
Low
Medium
High
Online

7. Multiselect

- i. We can add multiple option values by ‘;’ separated. Like (Online;Offline) that will be displayed on the frontend like

Type of Outlet

Online
Offline

8. Attachment

9. Customer - First Name

10. Customer - Last Name

11. Customer - Email

Label - Specify the label for the field.

Default Value - Specify the default value that will be prefilled.

For the following inputs, the admin can add option values by (;) separated

1. Radio
2. Checkbox
3. Dropdown
4. Multiselect

Is Required - Specify either the field is required or not.

Actions - Delete the field.

Add Field - Allows to add a new field option.

Drag - It allows moving the position of the options.

Admin Email Notification

Admin Email Notification

Send Emails To

Leave blank to use the default value

Email Template

Use Default

▼

Send Emails To - Specify the email address on which the email will be sent on submit a new inquiry for this form. Leave it blank to use the default value that is set under the store configuration.

Email Template - Set the custom email template that will be used to send the email to the admin. By default, it will use the default template that is set under the store configuration.

View Inquiry

To view all inquiries, log into the Magento Admin panel and go to **Marketing** → **Product Inquiry & Support by Magediary** → **Inquiries**.

Inquiry

1 records found

20 per page 1 of 1

Actions

	ID	Email	SKU	Product Name	Created At	Action
<input type="checkbox"/>	4	roni_cost@example.com	24-WG02	Didi Sport Watch	Jul 17, 2021 3:43:49 AM	View

ID specifies the unique id of the inquiry.

Email specifies the email of the customer who submitted the inquiry.

SKU specifies the SKU of the product for which the inquiry is submitted.

Product Name specifies the name of the product for which the inquiry is submitted.

Created At specifies the date and time of the inquiry submission.

Action the admin can View the inquiry.

On click the View link, admin can view details of the inquiry that contains four sections

- Basic Information
 - It contains information like the user's name, email, product sku, name and date.
- Additional Information
 - List of custom form fields values that added by the customer
- Comment History
 - List of replies added by customer and the admin
- Add a Comment
 - Add a reply to the inquiry

Inquiry #4

← Back

Delete

Submit Comment

Inquiry Information

Basic Information

Email	ronl_cost@example.com
Nickname	Veronica Costello
Product Name	Didi Sport Watch
SKU	24-WG02
Inquiry Date	Jul 17, 2021, 3:43:49 AM

Additional Information

Rule Id	2
Form	Form A
Address	6146 Honey Bluff Parkway
Message	when will item be back in stock?
Area	Urban
Address Type	Commercial
Priority	High
Type Of Outlet	Offline
Attachment	http://127.0.0.1/mgndemo/pub/media/inquiry/image.p

Comments History

Would you please let me know on the priority basis?

Jul 17, 2021 3:54:12 AM | by Customer

Add a Comment

Comment

Hello, it will be back in stock by tomorrow.

Submit Comment

Add a Comment

On Submit Comment from the inquiry view page by the admin, the customer gets an email notification



SKU	24-WG02
Product Name	Didi Sport Watch
Address	6146 Honey Bluff Parkway
Message	when will item be back in stock?
Area	Urban
Address Type	Commercial
Priority	High
Type Of Outlet	Offline
Attachment	http://127.0.0.1/mgndemo/pub/media/inquiry/image.png
Message	
Hello, it will be back in stock by tomorrow.	
View Inquiry	

Here, the guest user can also view the inquiry by clicking the **View Inquiry** link and the guest user can also add a reply from their end.

ACL

Admin can manage access control for the following

- Forms
- View Inquiry
- Delete Inquiry
- Add Comment
- Store Configuration

YouTube demo

How it works - Demo

- <https://www.youtube.com/watch?v=2U7wuRQIXLM>

WHAT are the benefits?

- Create unlimited inquiry forms and set priorities for forms to display
- Set the custom inquiry label text and manage form fields dynamically
- Enable the inquiry form specific to the customer groups, stores
- Set the time interval to enable the form
- Add custom CSS to the inquiry button and label
- Set the custom admin receiver email and template at the inquiry level
- The customers can manage inquiries from my account tab
- The admin can manage all submitted inquiries from the backend
- Easy to customize email templates

We are Magento certified experienced developers. Our code is just well organized and developed according to the Magento rules and guidelines. We are sure that our extensions work perfectly and smoothly.

We offer uncoded source code with complete flexibility to adapt it to your needs within the terms of the license.

If you have any further query regarding this extension, Please kindly [contact us](#). We will be happy to help!