

Product Inquiry for Magento 2.X



Magento 2.x

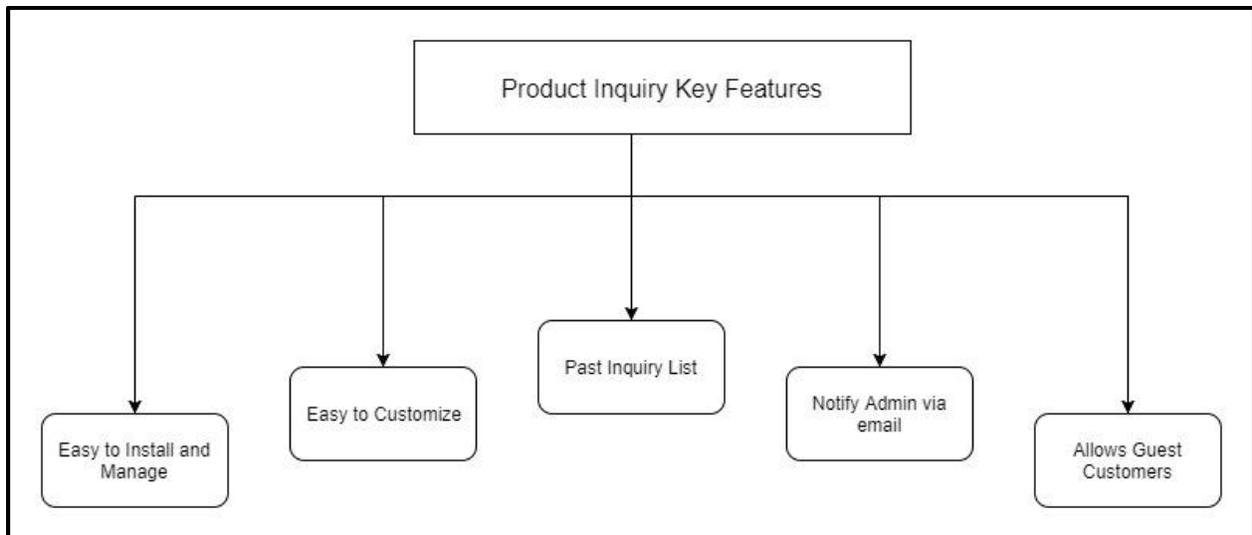
Extension User Guide

Official extension page: [Product Inquiry for Magento 2](#)

Introduction: Real time customer can only purchase the item if they are clear about what they are going to receive. Product inquiry module will help store owner to increase more sales by clearing customer's product related doubts and questions quickly. Product inquiry will help customers to send their inquiries related to specific product to website owner. Admin will be notify by an email whenever new inquiry has been posted on store.

Product Inquiry extension for Magento 2 allows customers to make an inquiry about a product directly from the product page. Once customers satisfy from getting their questions' answer and clear out the doubts about the product, they won't hesitate to purchase the product. Using this Product Inquiry Magento 2 Extension customers/visitors can make inquiry for a particular product by filling an inquiry form. Display a simple inquiry form in popup and save inquiry using ajax. Registered & Unregistered both customers can send the inquiry.

Features:



Product Inquiry Key Features

Key features:

- **Easy to Install and Manage:** Provides fully customizable interface of the extension, beginner can easily setup.
- **Easy to Customize:** Easy to customize the look and design of inquiry form for end-user.
- **Past Inquiry List:** Store Owner can see their past inquiry list in backend after login.
- **Notify Admin via email:** For new product inquiry it will notify to Admin via email.
- **Allows Guest Customers:** Registered & Unregistered both customers can send the inquiry.

➤ Backend Functionality

1. General Options:

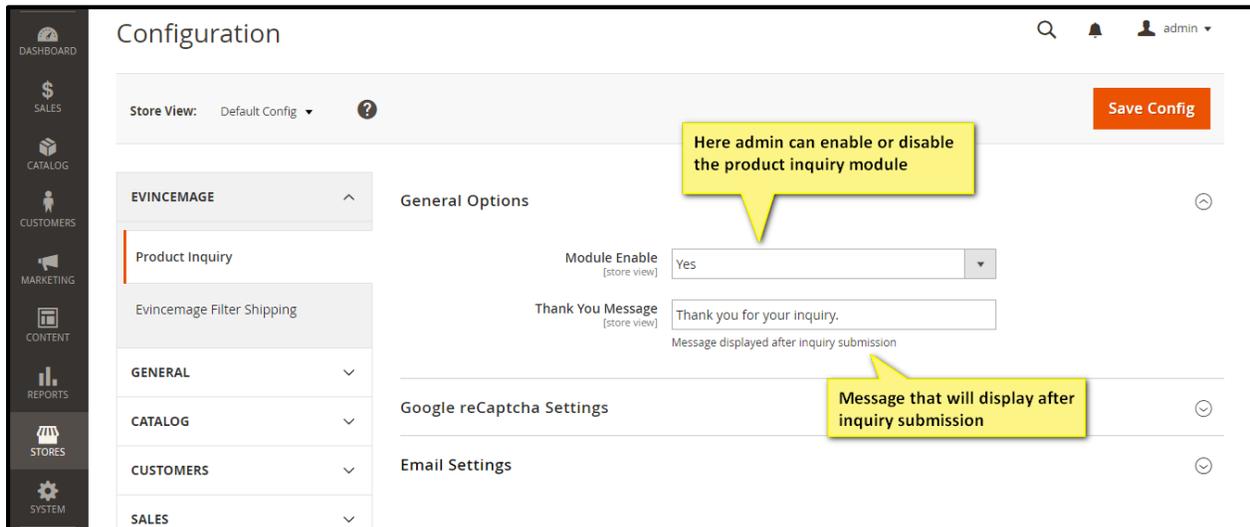


Figure 1 – General Options

- Go to Store >> Configuration >> Product Inquiry.
- Admin can select the options for enable and disable the **Product Inquiry Extension**.
- The default message **‘Thank you for inquiry’** will display after the submission.

1.1 Google reCaptcha Settings:

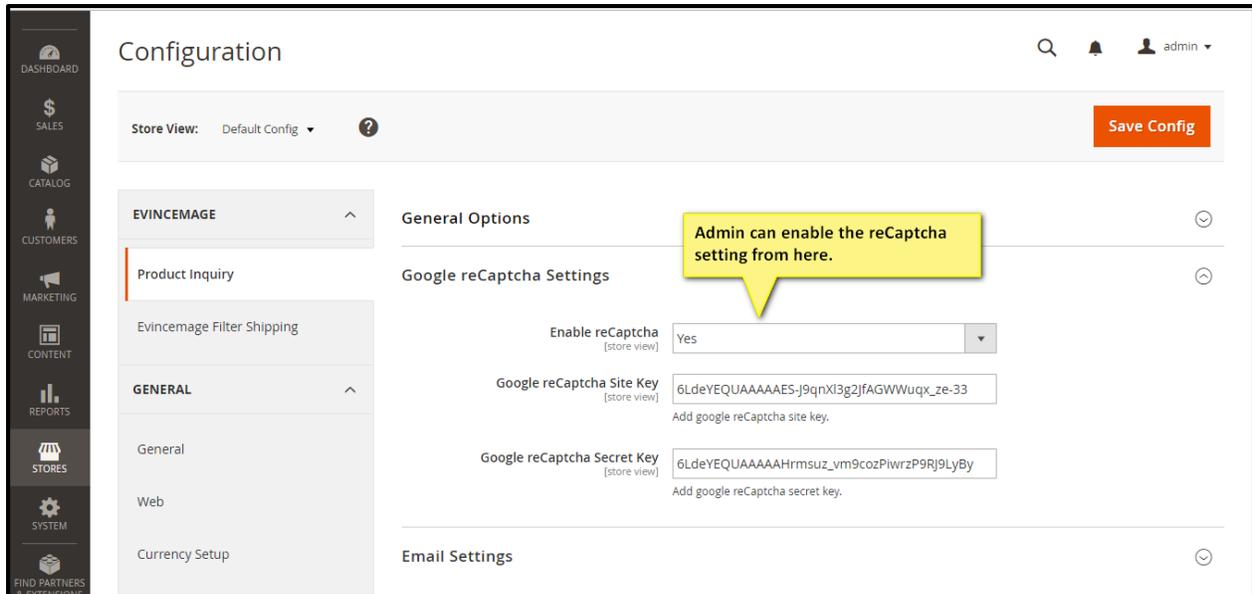


Figure 1.1 - Google reCaptcha Settings

- Customer need to verify the captcha while submitting the inquiry form which is enabled by the admin.

1.2 Email Settings:

The screenshot shows the 'Configuration' page in Magento 2. The left sidebar contains navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and System. The main content area is titled 'Configuration' and has a 'Save Config' button in the top right corner. The 'Product Inquiry' section is expanded, showing 'Email Settings'. A yellow callout box points to the 'Send Inquiry Email To' field, containing the text: 'Here admin can add the email address for receiving the inquiry emails.' The 'Send Inquiry Email To' field is filled with 'testtesting058@gmail.com'. Below it is the 'Receiver Name' field, filled with 'Tester'. The 'Inquiry Email Template' dropdown is set to 'Inquiry Email Template (Default)'. The 'General Options', 'Google reCaptcha Settings', and 'Email Settings' sections are collapsed.

Figure 1.2 – Email Settings

- Admin can add the email address for receiving the inquiry emails.
- After filling all the details please click on **'Save Configuration'**.

2. Product List:

The screenshot displays the 'Products' management interface. At the top right, there is an 'Add Product' button. Below it, a table lists several products. The table has the following columns: ID, Thumbnail, Name, Type, Attribute Set, SKU, Price, Quantity, Visibility, Status, Websites, and Action. The first five rows of the table are visible, showing products like 'Joust Duffle Bag', 'Strive Shoulder Pack', 'Crown Summit Backpack', 'Wayfarer Messenger Bag', and 'Rival Field Messenger'. Each row has an 'Edit' link in the Action column. A sidebar on the left contains navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and System.

ID	Thumbnail	Name	Type	Attribute Set	SKU	Price	Quantity	Visibility	Status	Websites	Action
1		Joust Duffle Bag	Simple Product	Bag	24-MB01	₹34.00	100.0000	Catalog, Search	Enabled	Main Website	Edit
2		Strive Shoulder Pack	Simple Product	Bag	24-MB04	₹32.00	100.0000	Catalog, Search	Enabled	Main Website	Edit
3		Crown Summit Backpack	Simple Product	Bag	24-MB03	₹38.00	100.0000	Catalog, Search	Enabled	Main Website	Edit
4		Wayfarer Messenger Bag	Simple Product	Bag	24-MB05	₹45.00	100.0000	Catalog, Search	Enabled	Main Website	Edit
5		Rival Field Messenger	Simple Product	Bag	24-MB06	₹45.00	100.0000	Catalog, Search	Enabled	Main Website	Edit

Figure 2 – Product List page

- **Go to Catalog >> Product**, it will open the product list page where admin can see the added products and add the new products also.
- Admin can also Edit the details of particular product. **Click on edit**, it will open the product detail page.

2.1 Product Detail:

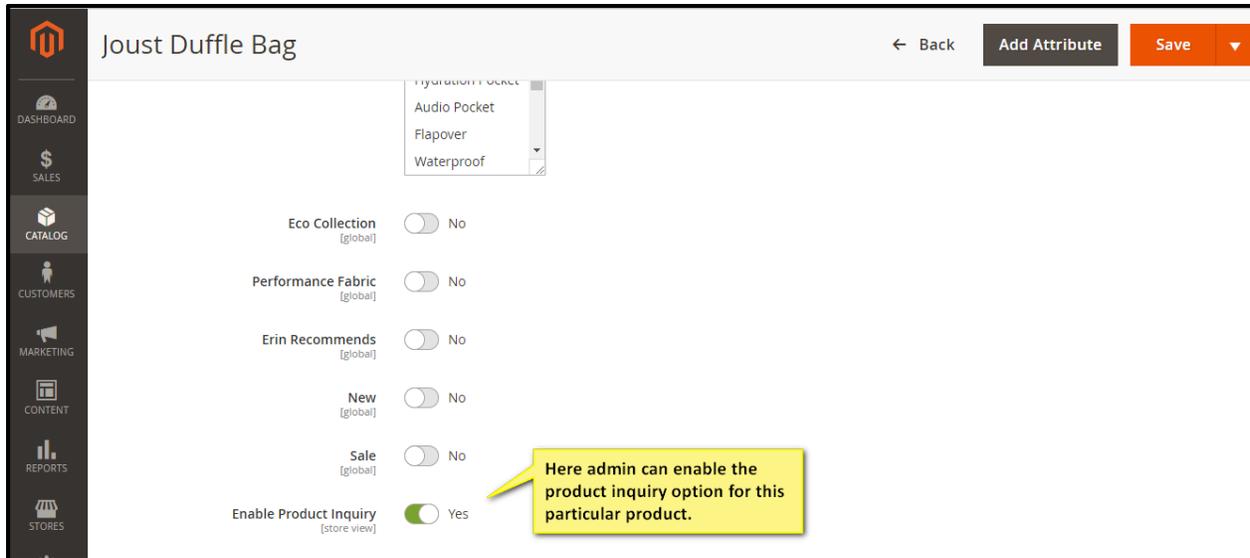


Figure 3 – Product Detail Page

- This is the Product Detail page, where admin can perform the changes.
- If admin will **enable** the Product inquiry option here, only then it will display on **frontend side** for this particular product.
- Please click on **Save**, when changes are done.

3. Product inquiries:

Inquiries

Go to Catalog >> product inquiry

Here admin can see the list of past inquiries

Filters | Default View | Columns

20 per page | 1 of 1

ID	Product SKU	Product Name	Name	Email Address	Subject	Inquiry Message	Published Date	Action
1	24-MB01	Joust Duffle Bag	Tester Test	test1@gmail.com	Test Enquiry	Test	Feb 15, 2018 4:30:21 PM	Select View Delete
2	24-MB01	Joust Duffle Bag	Tester1 Test	test2@gmail.com	Test Enquiry	Tesr	Feb 15, 2018 5:34:32 PM	Select
3	24-MB01	Joust Duffle Bag	Tester Test	test3@gmail.com	Test	Test	Feb 16, 2018 11:54:32 AM	Select
4	24-MB01	Joust Duffle Bag	Tester	test4@gmail.com	Test	Te		Select
6	24-MB01	Joust Duffle Bag	Tester	testtesting058@gmail.com	Test	Te		Select
7	24-MB01	Joust Duffle Bag	goldy	goldy@evincedev.com	Test	is it robust	Feb 20, 2018 3:06:33 PM	Select
8	24-MB01	Joust Duffle Bag	Tester	rahul@evincedev.com	Test	Test Inquiry	Feb 20, 2018 3:46:17 PM	Select

Admin will also be able to 'view' and 'delete' the inquiry

Figure 3 – Product inquiries

- **Go to Catalog >> Product Inquiry.**
- Store Owner can see their **past inquiry** list in backend after login.
- He/She can also **view or delete** the list.

3.1 View Inquiry:

View Inquiry ← Back Delete Inquiry

PRODUCT INQUIRY

General Information

General Information

Product SKU * 24-MB01

Product Name * Joust Duffle Bag

Name * Tester Test

Email Address * test1@gmail.com

Subject Test Enquiry

Inquiry Message * Test

This is the inquiry form with Customer's details with particular product SKU code.

Here admin can see the doubts of customer regarding the product.

Figure 3.1 – View Inquiry

- This is the inquiry form filled by customer regarding their doubts.
- Admin can easily Analyze the **customer's demand and doubts** regarding particular product.

➤ Frontend Functionality

1. Inquiry Now:

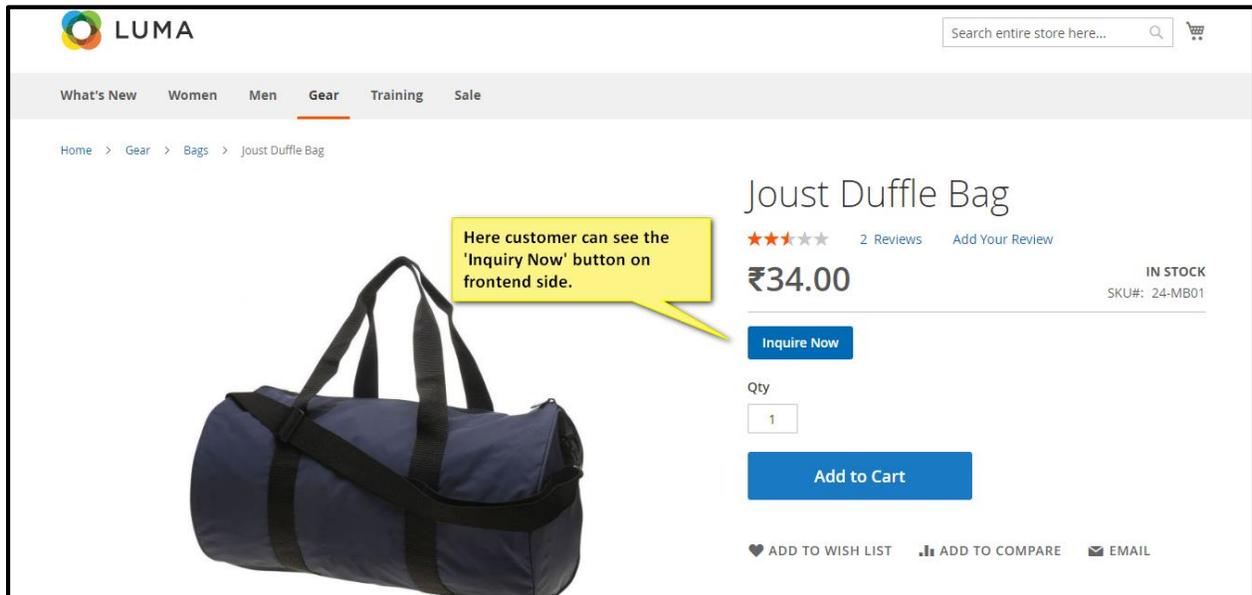


Figure 1 – Inquiry Now

- This is the frontend side, where customer can see the **'Inquiry Now'** button for particular product.

1.1 Inquiry Form:

The screenshot shows a product inquiry form with the following fields and elements:

- Name:** A text input field.
- E-mail:** A text input field.
- Subject:** A text input field.
- Message:** A large text area for the inquiry.
- reCAPTCHA:** A widget with the text "I'm not a robot" and a "Submit" button.
- Submit:** A blue button at the bottom of the form.

Two callout boxes provide additional information:

- A yellow callout box next to the Subject field states: "customer can easily ask any doubts regarding their product."
- A yellow callout box next to the Submit button states: "After verifying the captcha user can click on submit."

Figure 1.1 – Inquiry Form

- By Clicking on **Inquiry Now** button, Customer will see the inquiry form.
- He/She have to fill the given details.
- They can easily ask any **doubts** regarding any product.
- At the end, customer can click on Submit after verifying the Captcha.

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Thank You