

2. Call To Order User Guide

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, do not hesitate to leave us an email via our email address below.

Created: 05/03/2017 | By: Magenest | Support Portal: <http://servicedesk.izysync.com/servicedesk/customer/portal/119>

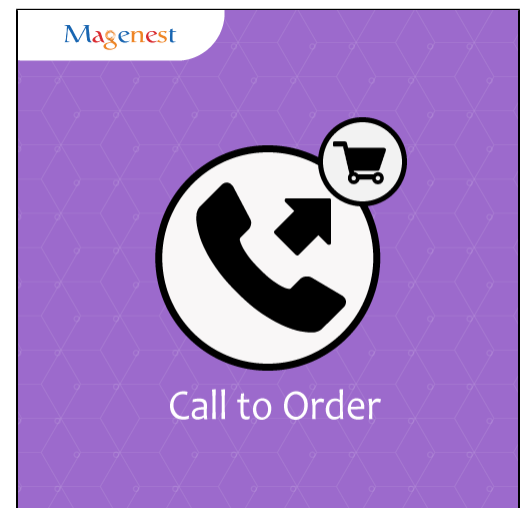
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Introduction

In ecommerce industry, the saving information of merchant to each product is very important. Therefore, Magenest creates Call To Order to provide customer to get the option to enable the call to order button for each product and merchant can send notification email to customer anytime. With Call To Order of Magenest, contacting between merchant and loyal customer becomes extremely easy. You should install it now to use the best features like.

Highlight Features

- Change the callback feature in the backend to show the callback button in the frontend, which allows customers to register their information and receive the notifiable email from the site admin.
- Follow the backend callback information based on when merchant communicated to a particular customer or not.
- Change the setting to display the preferred Time To Call option for customers.
- View the number of customers that interested in the product.
- Create email template to send to customers



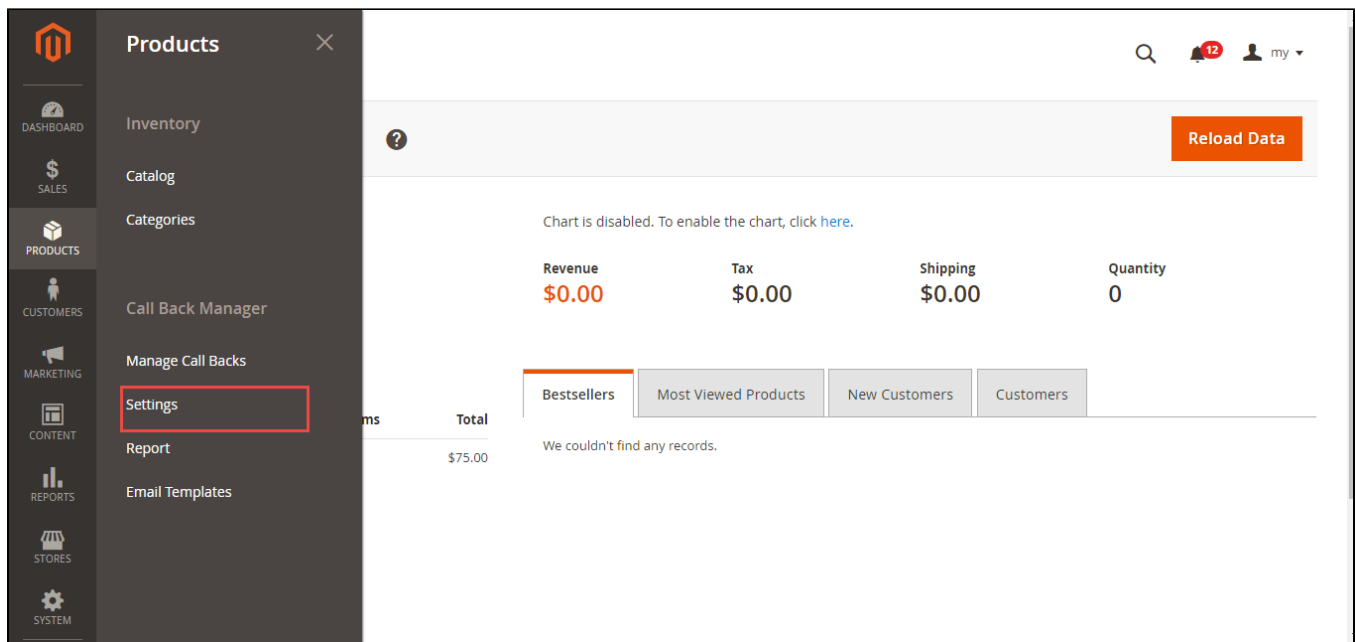
System Requirements

Your store should be running on Magento 2 Community Edition version 2.1.x.

Configuration

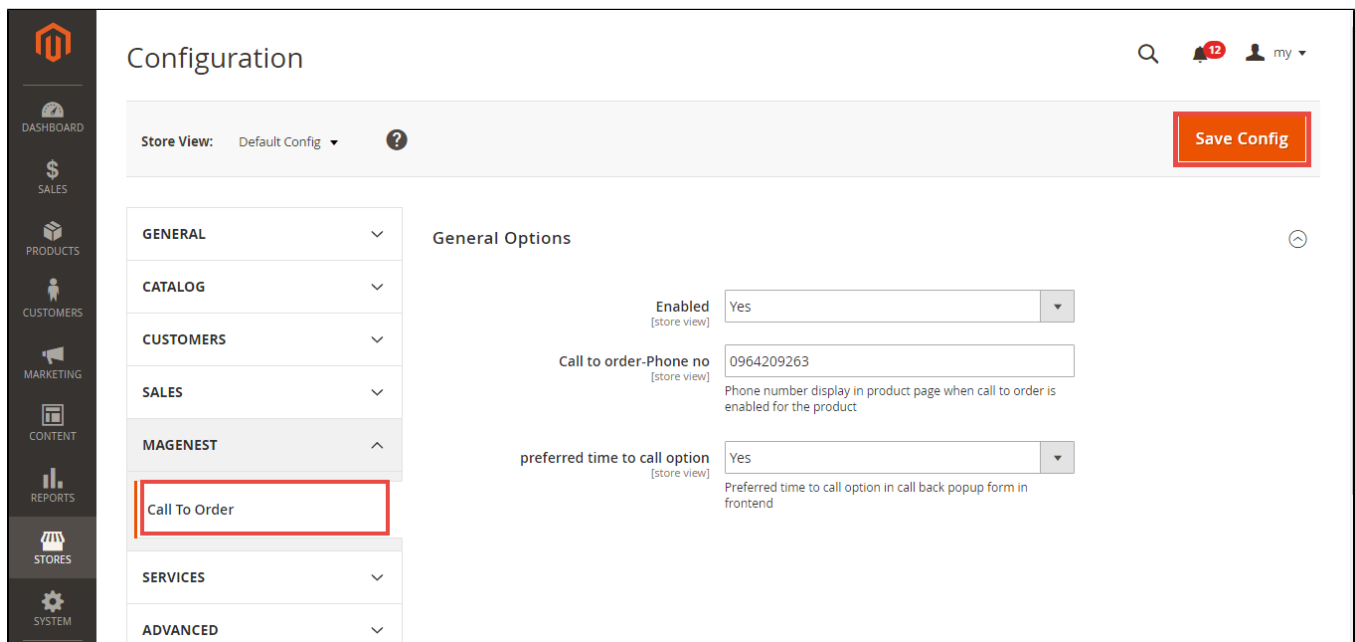
How to install Magenest product question on Magento 2

Navigate to your **Backend of Magento 2 -> Products->Settings**



Install general options such as below picture:

Call to order Phone no: it is the telephone number that customers use to order



Click on **Save Config** button. Configuration is activated

Main Functions

- **Save Customer's information**

In frontend of extension, you will choose the product that needs buying. Next, click **Call back** button.

This is demo store. No orders will be fulfilled.



[BACK TO ADMIN](#)

Magenest

[GO TO STORE](#)

Welcome, Susan! [Susan Smith](#) ▾



Search entire store here...  

[Sale](#) [Training](#) [Women](#)

[Home](#) > [Iphone 7-Plus-Red](#)

Iphone 7-Plus-Red

[Be the first to review this product](#)

\$400.00

IN STOCK

SKU#: Iphone 7-Plus-Red



Qty

1

[Add to Cart](#)

 [ADD TO WISH LIST](#)

 [ADD TO COMPARE](#)

 [EMAIL](#)



0964209263

[Call back](#)

Reviews

You're reviewing:
Iphone 7-Plus-Red

Nickname *

Susan

Summary *

Review *


[Submit Review](#)

[Privacy and Cookie Policy](#)

[Search Terms](#)

[Contact Us](#)

[Advanced Search](#)

 Enter your email address

[Subscribe](#)

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Home page will redirect to new page. **Call Back Information** site allows to enter information: **name, email, phone, preferred time to call** and **note**.

In Preferred time to call, the call will be counted since customers set time properly.

Call Back Information

Name

:

Susan Smith

Email

:

susansmith2602@gmail.com

Phone

:

01234567889

Preferred time to call

:

3

0

Note

:

Call me immediately

Save

- Create Email Templates

At the back end, clicking **Products** and choose **Email Templates**:

Dashboard

Sales

Products

Customers

Marketing

Content

Reports

Stores

System

Products

Inventory

Catalog

Categories

Call Back Manager

Manage Call Backs

Settings

Report

Email Templates

Reload Data

Chart is disabled. To enable the chart, click [here](#).

Revenue

\$0.00

Tax

\$0.00

Shipping

\$0.00

Quantity

0

Bestsellers

Most Viewed Products

New Customers

Customers

Total

\$75.00

We couldn't find any records.

Appearing **Email Templates** form, click **Add New Rule** to create new email template

DASHBOARD

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

Email Template

Filters

Default View

Columns

Export

Actions

3 records found

20 per page

1 of 1

	ID	Template	Created	Subject	Action
<input type="checkbox"/>	1	Template 2	2017-04-27 10:15:09	Thank you for purchasing	Preview
<input type="checkbox"/>	2	Template 1	2017-04-27 10:15:51	Thank you for purchasing	Preview
<input type="checkbox"/>	3	Template 3	2017-05-01 08:22:53	Read carefully before using	Preview

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[Report Bugs](#)

Add New Rule

Entering Template and Content then press **Save Staff** button. New Email Template is saved successfully.

DASHBOARD

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

Information

Back

Reset

Save Staff

Add new template

Template *

Content *

Thank you for contacting us

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- Send notification via email**

In Manage Call Backs catalogue, user can edit personal information and send notification to email.

Products

Inventory

Catalog

Categories

Call Back Manager

Manage Call Backs

Settings

Report

Email Templates

?

Reload Data

Chart is disabled. To enable the chart, click [here](#).

Revenue

\$0.00

Tax

\$0.00

Shipping

\$0.00

Quantity

0

Bestsellers

Most Viewed Products

New Customers

Customers

ms

Total

\$75.00

We couldn't find any records.

Edit information and set email template:

Call Back Manager

Search by keyword

Filters

Default View

Columns

Export

Actions

4 records found

20 per page

1 of 1

	ID ↓	Name Use	Phone	Email	Template	Name Product	Note	Prefer time to call	Store	Status	Action
<input type="checkbox"/>	1	pham lam	1689944295	gialam.pham1993@gmail.com	1	Riona Full Zip Jacket	I need	from 10h to 12h	1	Enable	Select
<input type="checkbox"/>	2	duy	123213	duysvbkh@gmail.com	1	Riona Full Zip Jacket	Test	from 4h to 8h	1	Enable	Select
<input type="checkbox"/>	3	Huyen My	964209263	susansmith2602@gmail.com	1	Yoga Adventure	Sample product	from 5h to 15h	1	Enable	Select
<input type="checkbox"/>	4	My	964209263	susansmith2602@gmail.com	1	Iphone 7-Plus-Red	sdfsfsfs		1	Enable	Select

Edit

Send Email

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[Report Bugs](#)

- DASHBOARD
- SALES
- PRODUCTS
- CUSTOMERS
- MARKETING
- CONTENT
- REPORTS
- STORES
- SYSTEM
- FIND PARTNERS & EXTENSIONS

Information

← Back

Save and Continue Edit

Save

General Information

Name User *

My

Email *

susansmith2602@gmail.com

Phone *

964209263

Product Name *

Iphone 7-Plus-Red

Template *

Template 4

Note *

Read carefully before using

Status *

Enable

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Send email to customer

- DASHBOARD
- SALES
- PRODUCTS
- CUSTOMERS
- MARKETING
- CONTENT
- REPORTS
- STORES
- SYSTEM

Call Back Manager

Search by keyword

Filters

Default View

Columns

Export

Actions

4 records found

20 per page

1 of 1

	ID ↓	Name Use	Phone	Email	Template	Name Product	Note	Prefer time to call	Store	Status	Action
<input type="checkbox"/>	1	pham lam	1689944295	gialam.pham1993@gmail.com	1	Riona Full Zip Jacket	I need	from 10h to 12h	1	Enable	Select
<input type="checkbox"/>	2	duy	123213	duysvbkh@gmail.com	1	Riona Full Zip Jacket	Test	from 4h to 8h	1	Enable	Select
<input type="checkbox"/>	3	Huyen My	964209263	susansmith2602@gmail.com	1	Yoga Adventure	Sample product	from 5h to 15h	1	Enable	Select
<input type="checkbox"/>	4	My	964209263	susansmith2602@gmail.com	1	Iphone 7-Plus-Red	sfdsfsfs		1	Enable	Select

Edit

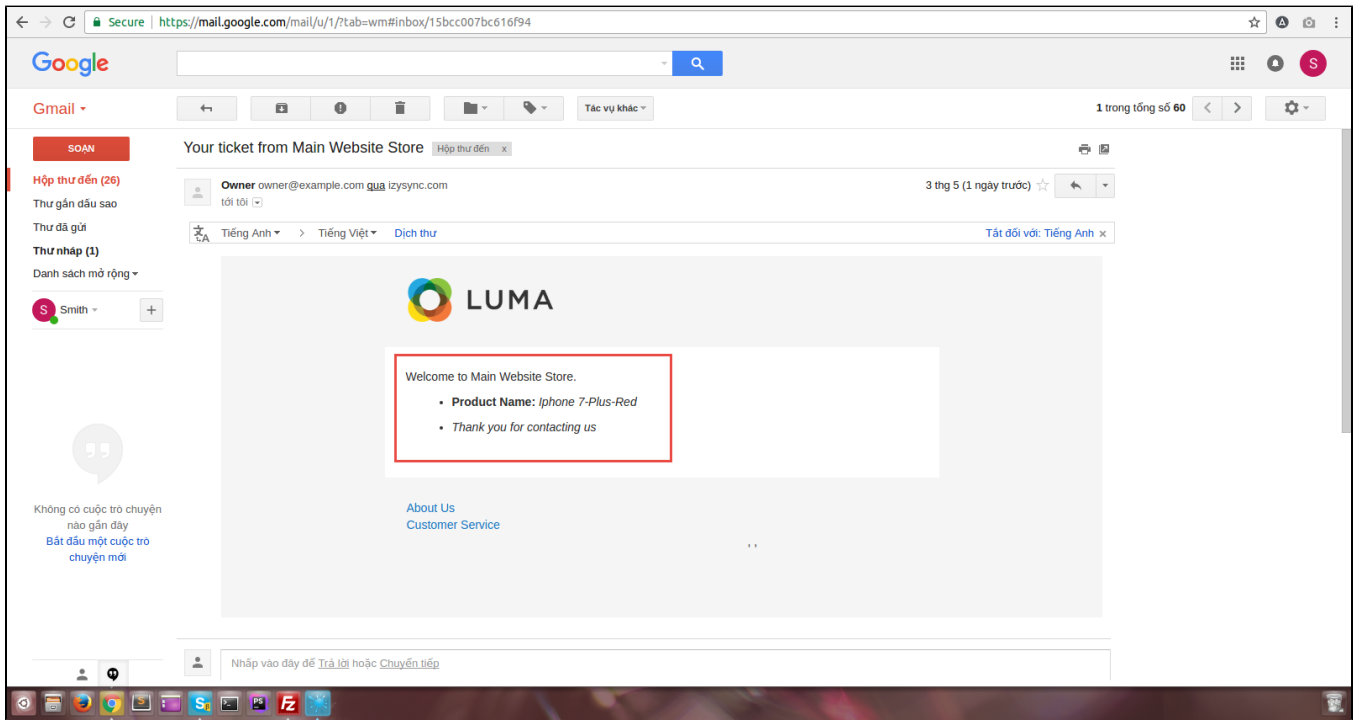
Send Email

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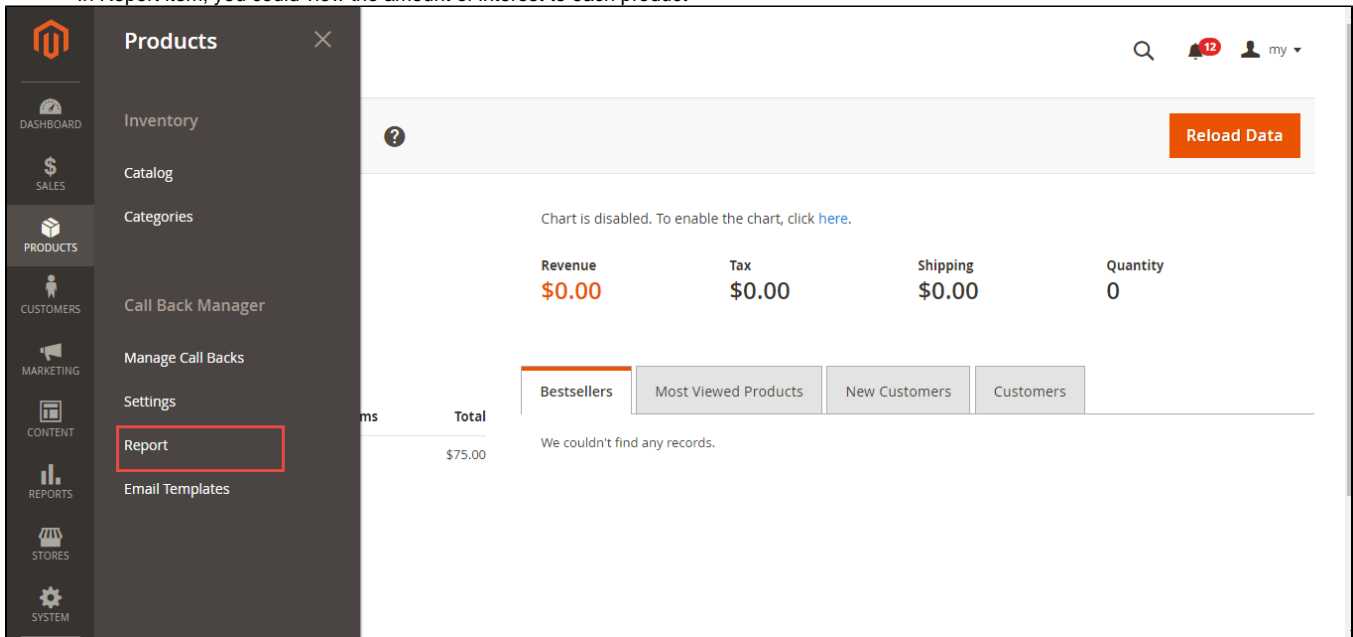
[Report Bugs](#)

Intermediately, customer have received email from Main Website Store:



• Report Call To Order

In Report item, you could view the amount of interest to each product



DASHBOARD

SALES

PRODUCTS

CUSTOMERS

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

FIND

Report Call To Order

my

ID	Product Name	Amount of Interest	View Product
1	Iphone 7-Plus-Red	1	View product
2	Samsung Note 8	1	View product
3	Samsung Note 8	1	View product
4	Riona Full Zip Jacket	2	View product

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Update

- When a new update is available, we will provide you with a new package containing our updated extension.
- You will have to delete the module directory and repeat the installing steps above.
- Flush the config cache. Your store and newly installed module should be working as expected.

Support

- We will reply to support requests after **2 business days**.
- We will offer **lifetime free update and 6 months free support for all of our paid products**. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well in your site exactly like our demo.
- Support **DOES NOT** include other series such as customizing our products, installation and uninstallation service.

Once again, thank you for purchasing our extension. If you have any questions relating to this extension, please do not hesitate to contact us for support.