

# Notification Box - 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.

By: Magenest | Support Portal: <https://servicedesk.izysync.com/servicedesk/customer/portal/161>

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## Introduction

Notification box for Magento 2 is a useful tool that informs your customers about important news such as order status updates, new products, available promotions & discounts, etc. in real-time in a quick and effective manner.

## Features

### Features for admin



- Push unlimited notifications for customers
- Create a notification box in the header section
- Set up 2 notification modes: Send immediately or schedule time
- Set up conditions to send notifications based on customer behaviors/customer attributes
- Create various types of notifications including 3 default types: Abandoned cart reminders, Order status update, Review reminders
- Customize content, images, and URLs for each notification
- Design notification box
- Support notifications for guests
- Report performance of notifications
- Display subscription popup for unsubscribed customer

## Features for customers

- Receive 2 types of notification: Magento Popup Noti and Web Push.
- View all new important notifications in the notification box.
- View notifications on My Notification page.
- Mark important notifications, delete notifications, filter notifications by type.

## System Requirements

Your store should be running on **Magento CE EE 2.3.x, 2.4**

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## Configuration

**+** On the admin sidebar, go to **Stores > Configuration > Magenest > Notification Box**

## General Settings

## + General:

- **Enable module:** Choose Yes to enable the Notification box extension.

⚠ Note: Your site has to have SSL to enable the Notification box extension.

- **Maximum notifications in My Notifications on My Account Page:** Set the maximum numbers of notification could be displayed in **My Account > My Notification tab**
- **Server key** and **Sender ID:** You need the server key and sender ID to enable the sending notification box features via Firebase. Click “How to get Server Key and Sender ID” to see the detailed guideline.

Configuration

Scope: Default Config

Save Config

GENERAL

CATALOG

SECURITY

MAGENEST

Notification Box

CUSTOMERS

SALES

YOTPO

DOTDIGITAL

SERVICES

ADVANCED

General

Enable module (store view) Yes

Note: Web push notifications are available only on HTTPS sites.

Maximum notifications in My Notifications on My Account Page (global) 20

Server key (store view) AAAAF9-b\_2wAPA91bG3XGd6j2Gj8sa2Q\_livVPjJF\_Ikrlw5jvn6EE5OkFrDNPeBxn0IV

For detailed instructions, please read our [User Guide](#)

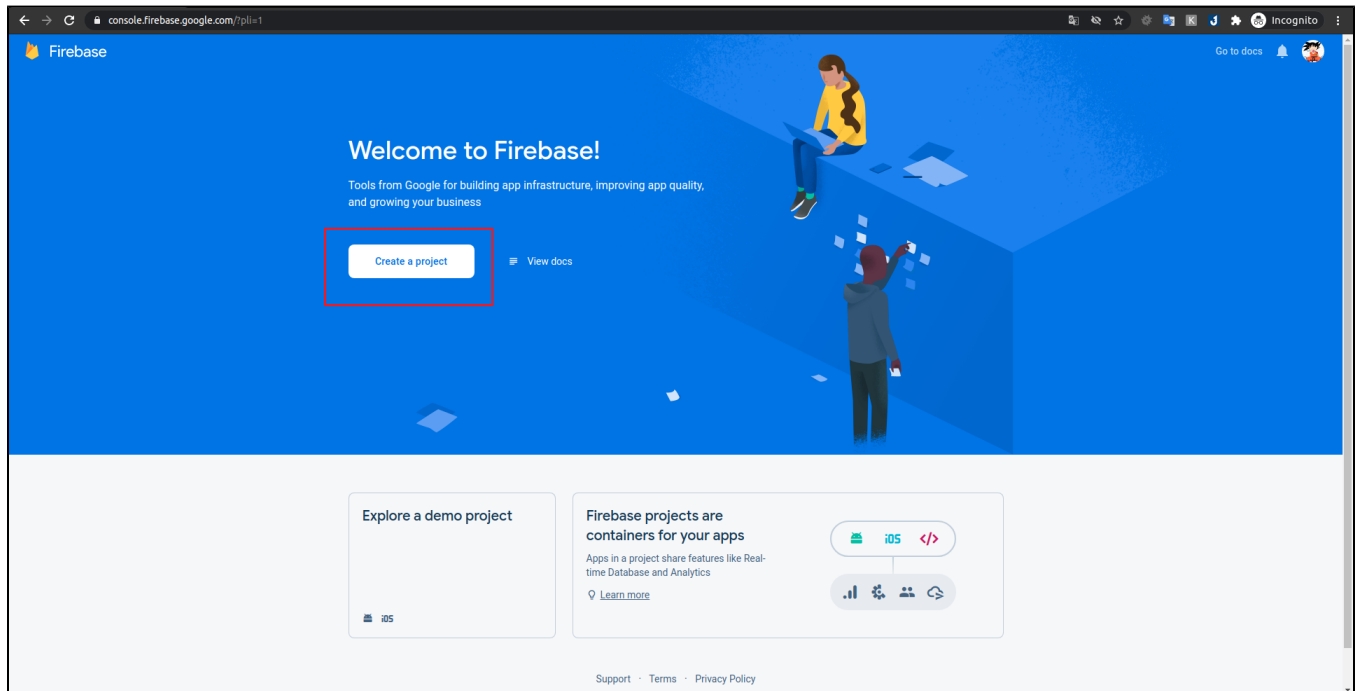
Sender ID (store view) 102535790444

Subscriptions Popup

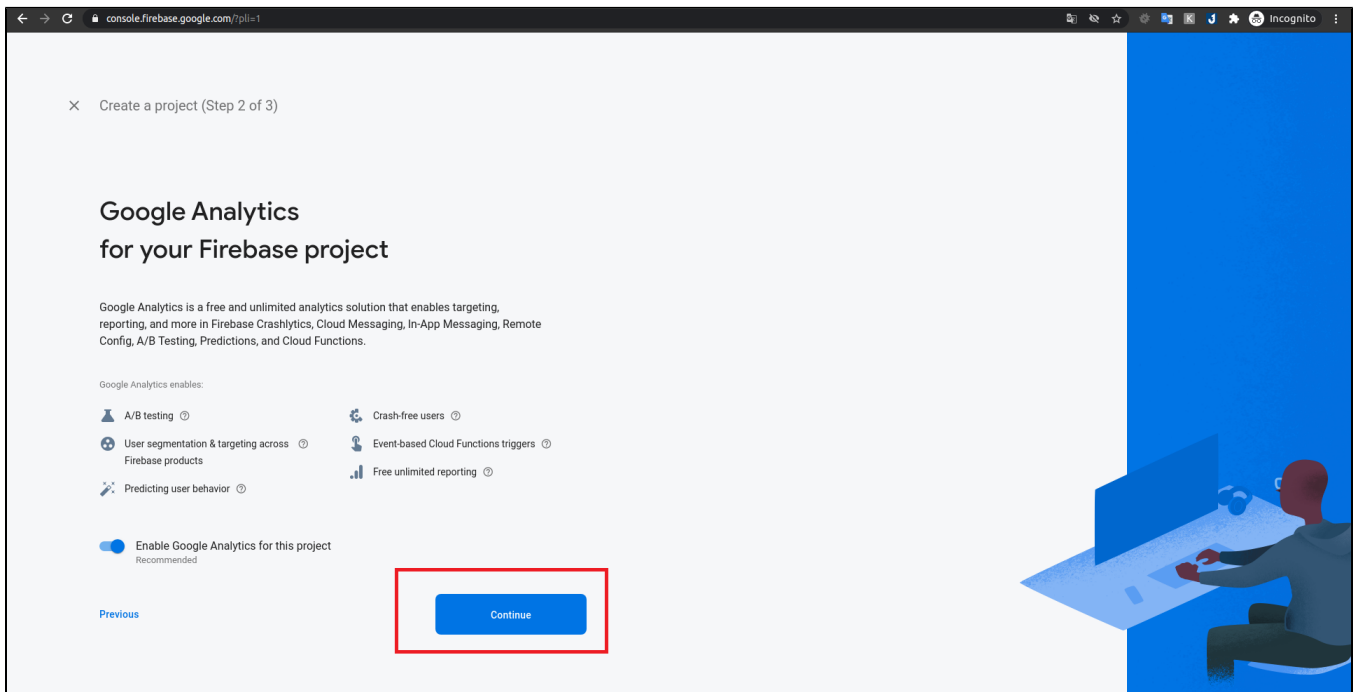
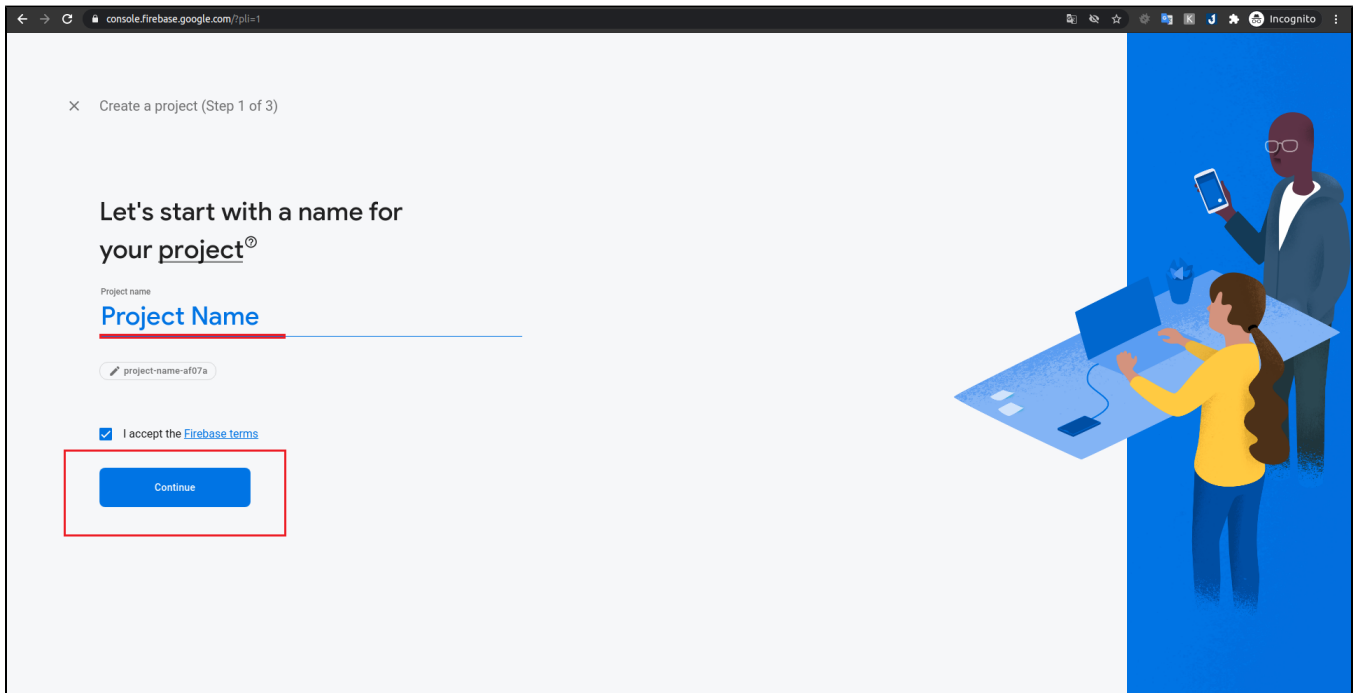
Web Push Notifications

Notification Box

- Create a new Project <https://console.firebase.google.com/u/0/>



- Fill in your project name




- Choose **Default Account for Firebase**, then click **Create project**

× Create a project (Step 3 of 3)

## Configure Google Analytics

Choose or create a Google Analytics account ⓘ

 Default Account for Firebase

Automatically create a new property in this account ✎

Upon project creation, a new Google Analytics property will be created in your chosen Google Analytics account and linked to your Firebase project. This link will enable data flow between the products. Data exported from your Google Analytics property into Firebase is subject to the Firebase terms of service, while Firebase data imported into Google Analytics is subject to the Google Analytics terms of service. [Learn more](#)

[Previous](#)

Create project

× Create a project (Step 3 of 3)

## Configure Google Analytics

Analytics location ⓘ

United States

Data sharing settings and Google Analytics terms

☒ Use the default settings for sharing Google Analytics data. [Learn more](#)

- ✓ Share your Analytics data with Google to improve Google Products and Services
- ✓ Share your Analytics data with Google to enable Benchmarking
- ✓ Share your Analytics data with Google to enable Technical Support
- ✓ Share your Analytics data with Google Account Specialists

☒ I accept the [Measurement Controller-Controller Data Protection terms](#) and acknowledge I am subject to the [EU End User Consent Policy](#). This is required when sharing Google Analytics data to improve Google Products and Services. [Learn more](#)

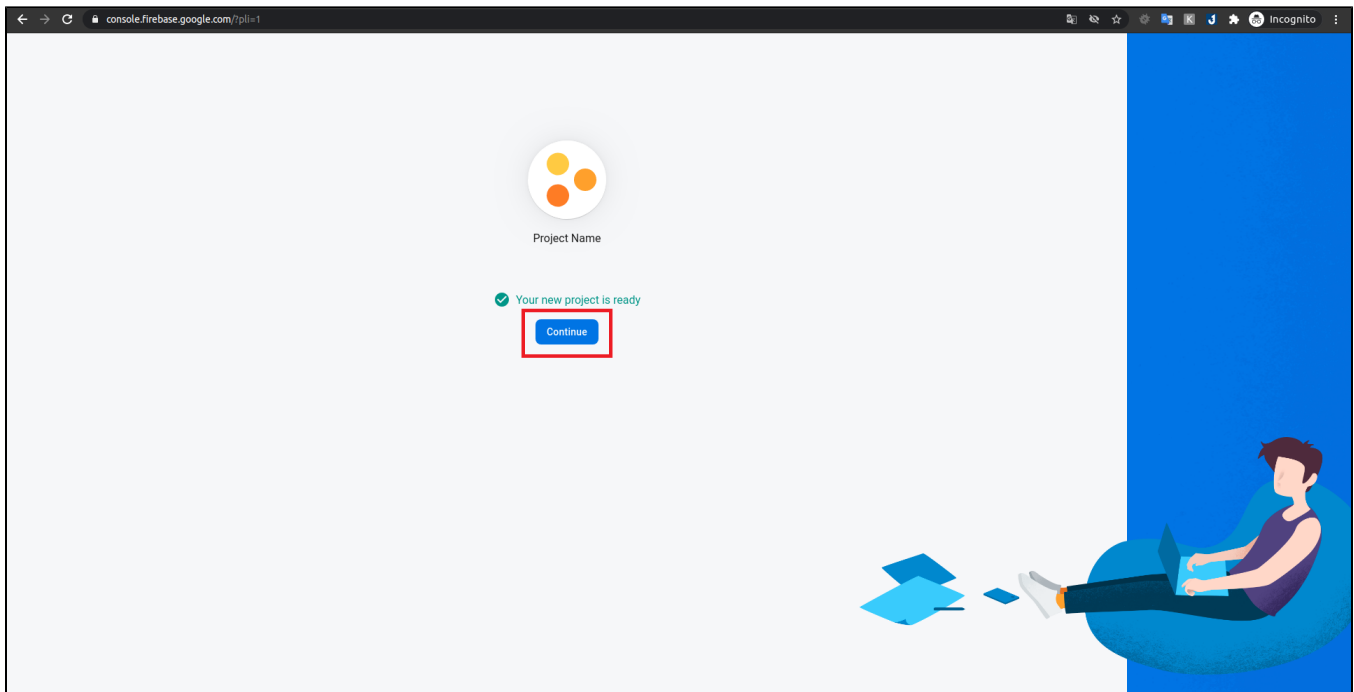
☒ I accept the [Google Analytics terms](#)

Upon project creation, a new Google Analytics property will be created and linked to your Firebase project. This link will enable data flow between the products. Data exported from your Google Analytics property into Firebase is subject to the Firebase terms of service, while Firebase data imported into Google Analytics is subject to the Google Analytics terms of service. [Learn more](#)

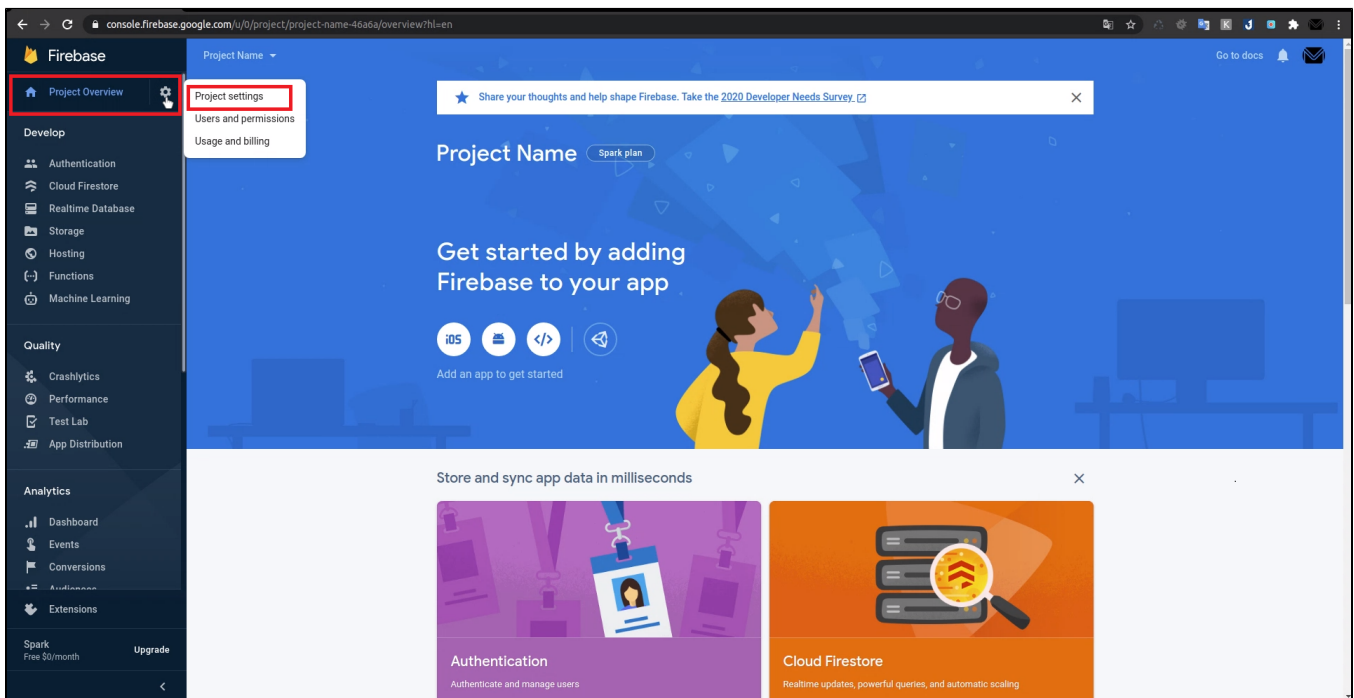
[Previous](#)

Create project

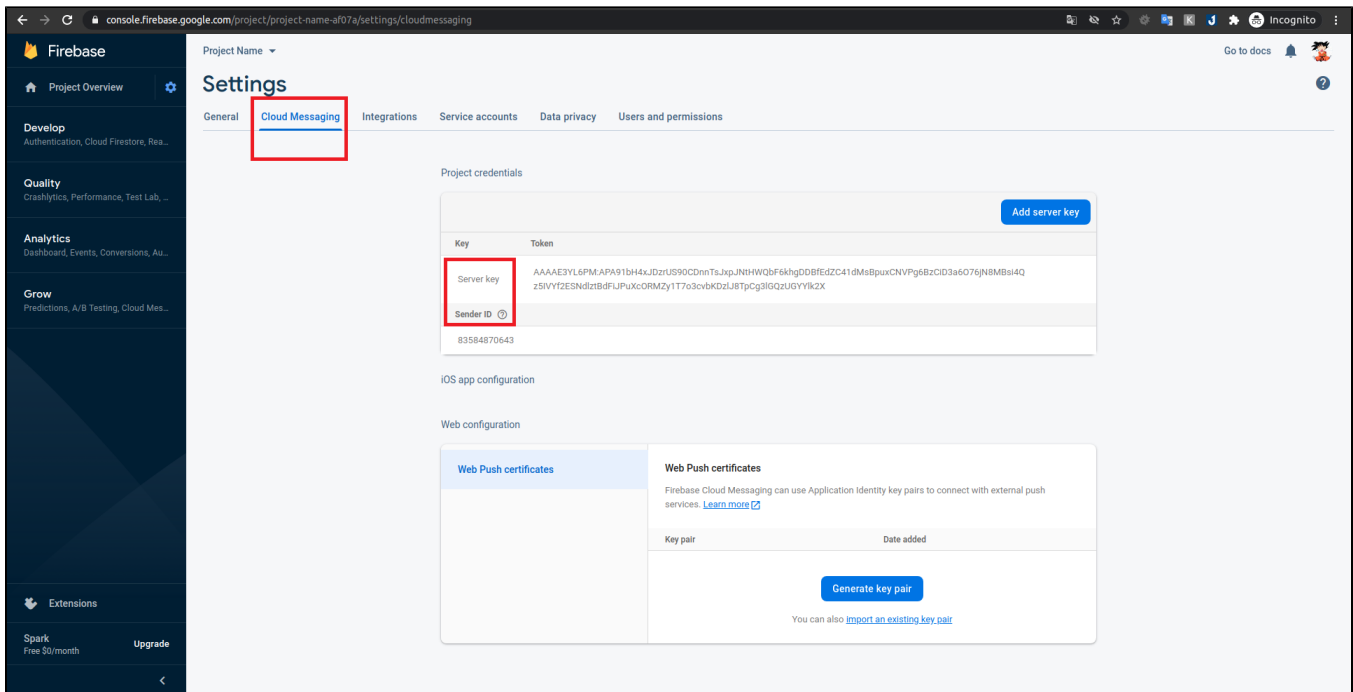




- Choose **Project Overview** and **Project setting**



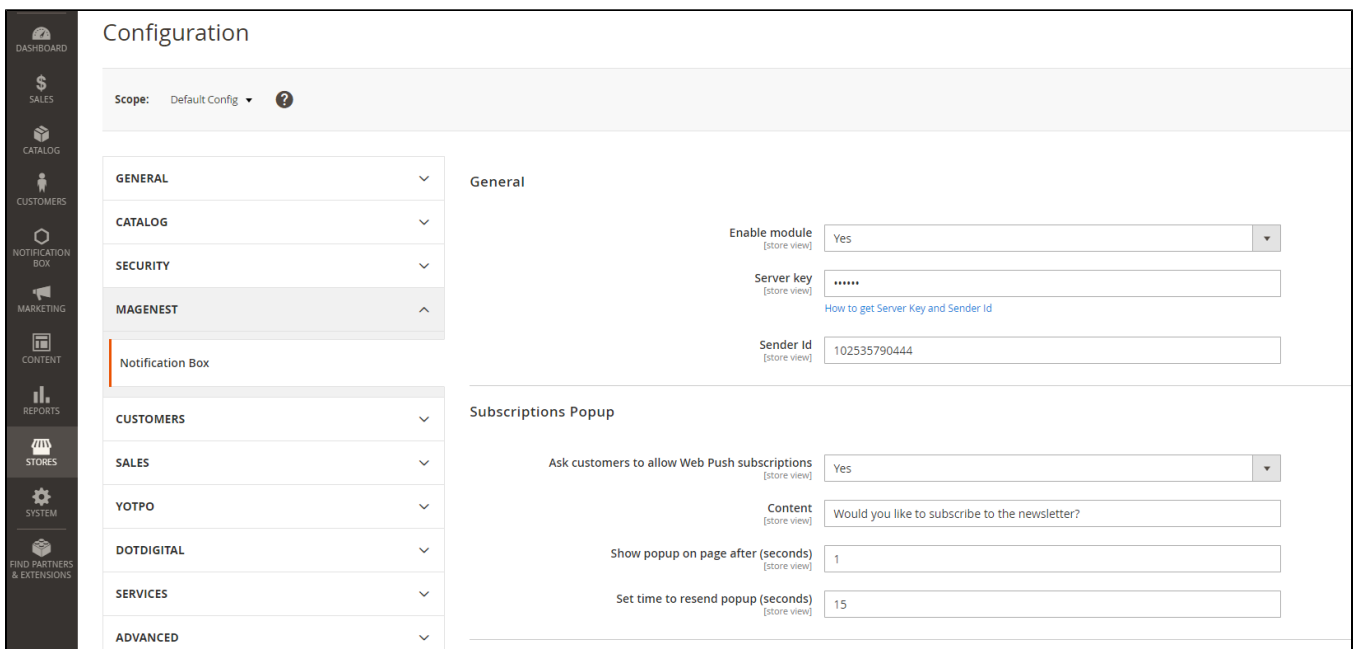
- Choose **Cloud Messaging** and copy the **Server Key** and **Sender ID**



## + Subscriptions Popup:

Apart from the default permission popup from the browser, the admin could also encourage customers to sign up for the newsletter via browser web push through Subscription Popup

- **Ask customers to allow Web Push subscriptions:** Enable this feature to display a popup asking to subscribe notification.
- **Content:** Content of the popup
- **Show popup on page after (seconds):** Period of time (by seconds) that popup will be displayed after customer visit the website
- **Set time to resend popup (seconds):** Period of time (by seconds) that popup will be redisplayed if the customer click "Remind me later"



## + Web push notifications:

- **Maximum numbers of web push for customer per day:** Set the maximum numbers of web push for a customer per day so customers will not be bothered.

## + Notification Box:

- DASHBOARD

SALES

CATALOG

CUSTOMERS

NOTIFICATION BOX

MARKETING

CONTENT

REPORTS

STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

## Configuration

Notification Box

CUSTOMERS

SALES

YOTPO

DOTDIGITAL

SERVICES

ADVANCED

Server key  
[store view]

AAAAF9-b\_2w:APA91bG3XGd6j2Gj8sa2Q\_livVPjJf\_IkrlwSjvn6EE6OKF0NPeBxn0lV

For detailed instructions, please read our [User Guide](#)

Sender Id  
[store view]

102535790444

Subscriptions Popup

Web Push Notifications

Notification Box

Number of notifications on box  
[global]

10

Box Position  
[global]

Center

Box Width  
[global]

500

Maximum character number of description on box  
[global]

150

Theme color  
[global]

#fff:ff

Unread notification color  
[global]

#dae0f0

Save Config

All generated types of notification will be saved here

On the admin sidebar, go to **Notification Box > Notification Types**

**+ Add new notification type**

- **Name:** notification type's name
- **Description:** Description of notification type
- **Can be filtered?:** This notification type could be filtered on My Notification page or not.
- **Image:** notification type's image



- DASHBOARD
- SALES
- CATALOG
- CUSTOMERS
- NOTIFICATION BOX
- MARKETING
- CONTENT
- REPORTS
- STORES
- SYSTEM
- FIND PARTNERS & EXTENSIONS

## Notification Type

← Back

Save and Continue Edit

Save Notification Type

Name \*

Description

Can be filtered? ☐ No

Image \* 

Upload

Allowed file types:jpg, jpeg, png. Recommended ratio 1:1

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Magento ver. 2.4.0

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### + Three default notification types

- **Abandoned cart reminds:** Select this to set abandoned cart time (hours). When the customer has not finished their payment, after a period of time their cart will be considered as abandoned.

Notification Type \* Abandoned cart reminds

Set abandoned cart time (hours) \*

Send Time

Send after the trigger condition

Send immediately

Schedule time

Send after the trigger condition

Send after \*

Unite Minutes

- **Review Reminder:** Remind customers to write reviews with specific order status

Notification Type \* Review reminders

Set order status for review reminders \*

Complete

Pending

Processing

Send Time

Send after the trigger condition

Send after \* 1

Unite Minutes

- **Order Status Update:** Customer will receive notification after one of 12 order status

Notification Type \*

Order status update

Send notification when the order status obtain \*

Canceled

Closed

Complete

Suspected Fraud

On Hold

Payment Review

Send Time

Send after the trigger condition

Send after \*

1

Unite

Minutes

## Notification Information

+ On the Admin sidebar, go to **Notification Box > Notification**

+ Admin can add new notifications or edit available notifications.

⚠ Note: Guest will not receive the default notification type.

- **Enable:** Enable to send notification
- **Name:** Notification's name
- **Description:** Notification's content
- **Store View:** Only registered customers of this store view could receive notifications.
- **Customer Group:** Customer groups receive notifications.
- **Redirect Url:** Redirect link when the customer clicks on the notification
- **Notification Type:** check the notification type
- **Send Time:** Schedule time to send notification

+ **Edit notifications**



Send Time

Send immediately

▼


- **Schedule Time:** Schedule specific time to send notification (will not be set for default notification type)

Send Time

Schedule time

▼

Schedule to \*



<

Oct

▼

2020

▼

>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Time
16:24

Hour

Minute

Go Today

Close

- **Send after the trigger condition:** Notification will be sent after this period of time.

Send Time

Send after the trigger condition ▼

Send after \*

1

Unite

Minutes ▼

Minutes

Hours

Days

Weeks

## Report

View report in a **specific time**, about number of **Total Subscribers**, **Total Unsubscribers** and customers' actions.

On the admin sidebar, go to **Notification Box > Report**

### + Subscribers:

- The line chart shows the number of people who subscribe to notifications by day.
- The table displays details of customers who register to receive notifications.

+ **Web Push:** Statistics of types of notifications, the number of notification was sent through Firebase, the total number of clicks on Firebase notifications.

Dashboard

Sales

Catalog

Customers

Notification Box

Marketing

Content

Reports

Stores

System

Find Partners & Extensions

Failed to synchronize data to the Magento Business Intelligence service. [Retry Synchronization](#)

System Messages: 1

## Report

### Subscribers

From: 2020-10-01 To: 2020-10-27 [Submit](#) [Reset](#)

Line chart show how many subscribers on your site

Total Subscribers: 4 | Total Unsubscribers: 0

Filters | Default View | Columns

20 per page | 1 of 1

ID	Customer Name	Subscribed From	Status	Registration time	Action
10	Guest	Default Store View	Subscribed	2020-10-27	Select
11	David David	Default Store View	Subscribed	2020-10-27	Select
12	Guest	Default Store View	Subscribed	2020-10-27	Select
13	David David	Default Store View	Subscribed	2020-10-27	Select

### Web Push

5 records found

Filters | Default View | Columns

20 per page | 1 of 1

ID	Title	Total Sent	Total Click	Notification Type
2	order success	2	1	Order status update
3	Promotion	4	0	Promotion
4	Abandoned Cart	1	0	Abandoned cart reminds
5	Review Reminder	1	0	Review reminders
6	My Notification	2	0	Custom notification

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## APIs for the Notification Box module

### + Register token API

#### Get token for Guest

- **Method:** POST
- **API:** /rest/V1/notificationbox/guest/register
- **Body:** {

"Token": "your token get from firebase",

"deviceId": "device id"

}

#### Get token for Customer

- **Method:** POST
- **API:** /rest/V1/notificationbox/guest/register
- **Body:** {

"Token": "your token get from firebase",

"deviceId": "device id"

}

- **Authentication:**

+Type: Bearer token

+Token: customer token

## + Get customer notification

- **Method:** GET
- **API:** /rest/V1/notificationbox/getCustomerNotification/:customerId/list
- **Authentication:**

Type: Bearer token

Token: customer token

## + Mark notification as important/unimportant

- **Method:** POST
- **API:** /rest/V1/notificationbox/mark-important
- **Body:** {

"customerId": "customer id",

"notificationId": "notification id",

"status": 1

}

- **Authentication:**

Type: Bearer token

Token: customer token

**⚠ Note:** To mark notification as important please set the status in body with 1, and mark notification as unimportant please set status with 0

## + Delete Notifications

- **Method:** POST
- **API:** /V1/notificationbox/delete
- **Body:** {

"customerId": "customer id",

"notificationId": "NOTIFICATION-ID"

}

- **Authentication:**

Type: Bearer token

Token: customer token

**⚠ Note:** For the NOTIFICATION-ID in the body

To delete one or multiple notifications, pass a string of notification ids separated by commas.

To delete all notification please set NOTIFICATION-ID with "all"

### Example:

#### Delete all notification:

Body: {

"customerId": "16",

"notificationId": "all"

}

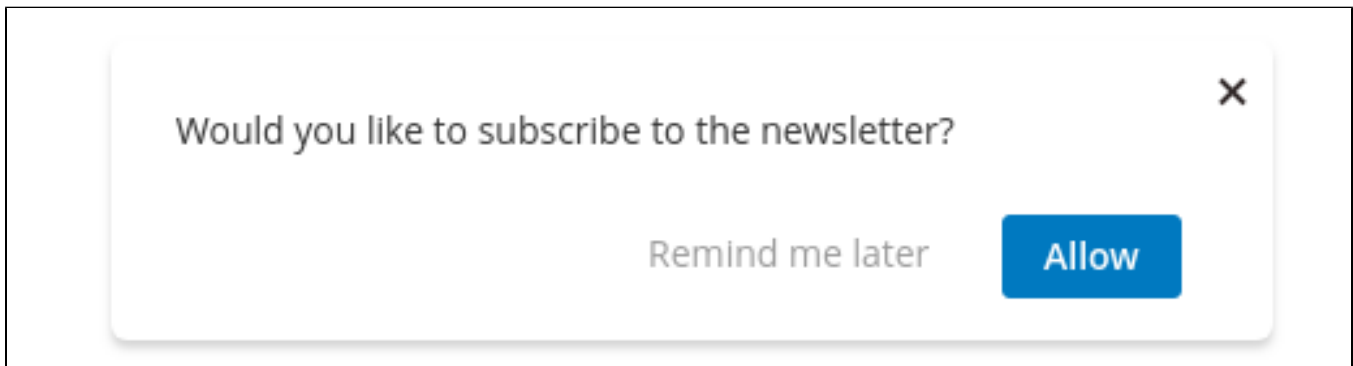


### Delete multiple notification:

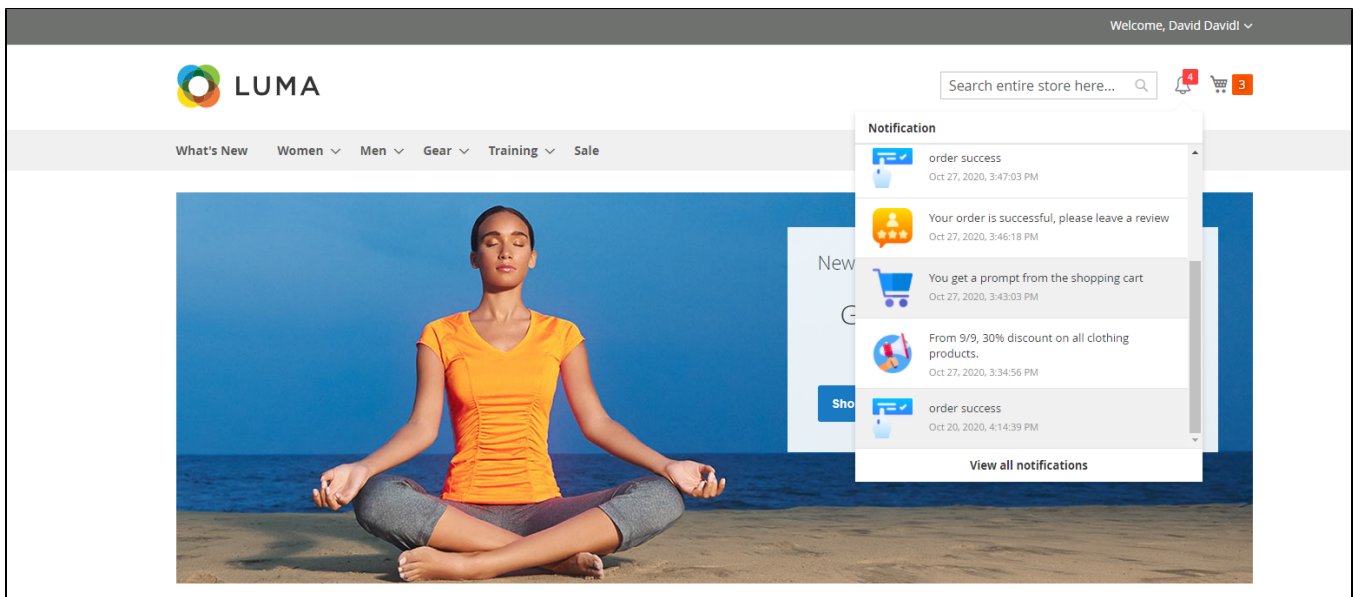
```
Body:{  
  "customerId":"16",  
  "notificationId":"1,2,3,10,22,37"  
}
```

## Storefront

+ See popup when visiting the website.




+ View the notification box.



+ View customer's Notification Page

- Customers can view their full notifications on this page
- Customers can mark (star) important notifications, delete notifications, filter notifications by type

Welcome, David David!



Search entire store here...

4

3

What's New

Women

Men

Gear

Training

Sale

My Account

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Stored Payment Methods

My Product Reviews

Newsletter Subscriptions

**My Notification**

Compare Products

You have no items to compare.

Recently Ordered

☐ Push It Messenger Bag

☐ Fusion Backpack

Add to Cart

View All

My Wish List

You have no items in your wish list.

My Notification

None

Mask as read








Abandoned cart reminds

Review reminders

Order status update

Promotion

All 0 notification on this page are selected.

<input type="checkbox"/>		<b>Promotion</b>	From 9/9, 30% discount on all clothing products.	2020-10-27
<input type="checkbox"/>		<b>Custom notification</b>	Notice: from 11/10, the website will be maintained for 2 days, hope you sympathize, the orders placed before will still be delivered.	2020-10-27
<input type="checkbox"/>		<b>Order status update</b>	order success	2020-10-27
<input type="checkbox"/>		<b>Review reminders</b>	Your order is successful, please leave a review	2020-10-27
<input type="checkbox"/>		<b>Abandoned cart reminds</b>	You get a prompt from the shopping cart	2020-10-27
<input type="checkbox"/>		<b>Promotion</b>	From 9/9, 30% discount on all clothing products.	2020-10-27
<input type="checkbox"/>		<b>Order status update</b>	order success	2020-10-20

7 item(s)

About us

Customer Service

Search Terms

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Advanced Search

Contact Us

Enter your email address

Subscribe

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## Update

- When a bug fix or new feature is released, we will provide you with the module's new package.
- All you need to do is repeating the above installing steps and uploading the package onto your store. The code will automatically override.
- Flush the configure cache. Your store and newly installed module should be working as expected.

## Support

- We will reply to support requests within **2 business days**.
- We offer **lifetime free updates and 6 months of 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 services such as customizing our products, installation, and uninstallation service.