

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**

Configuration

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

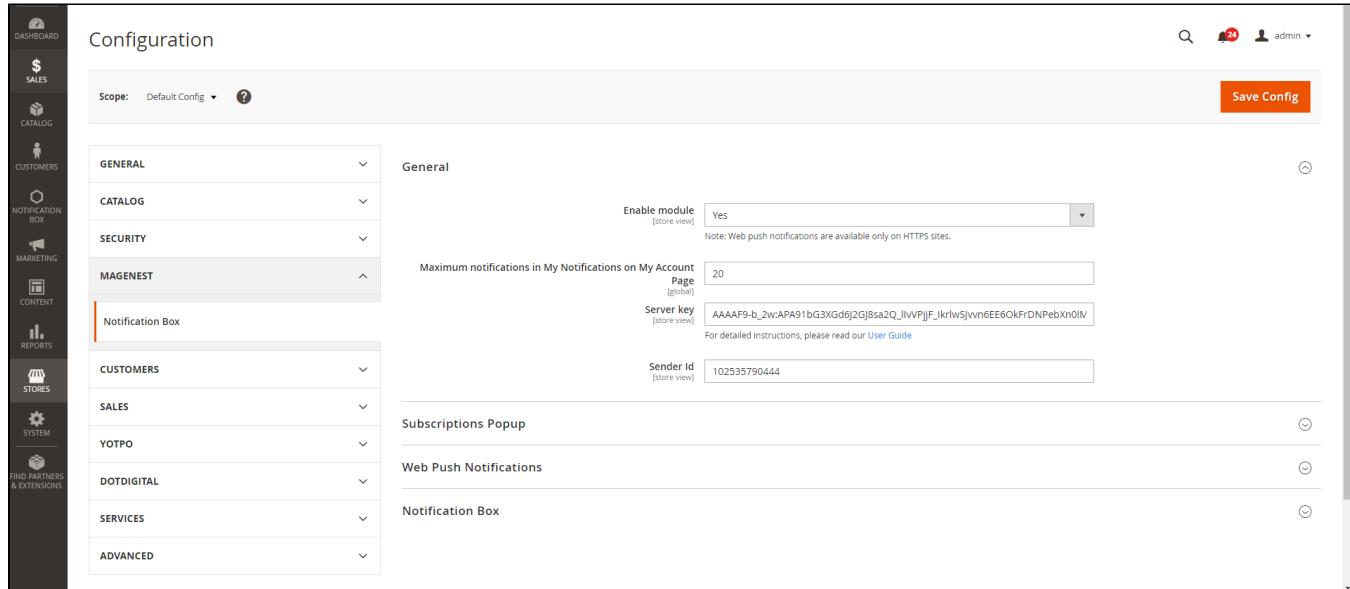
General Settings

General:

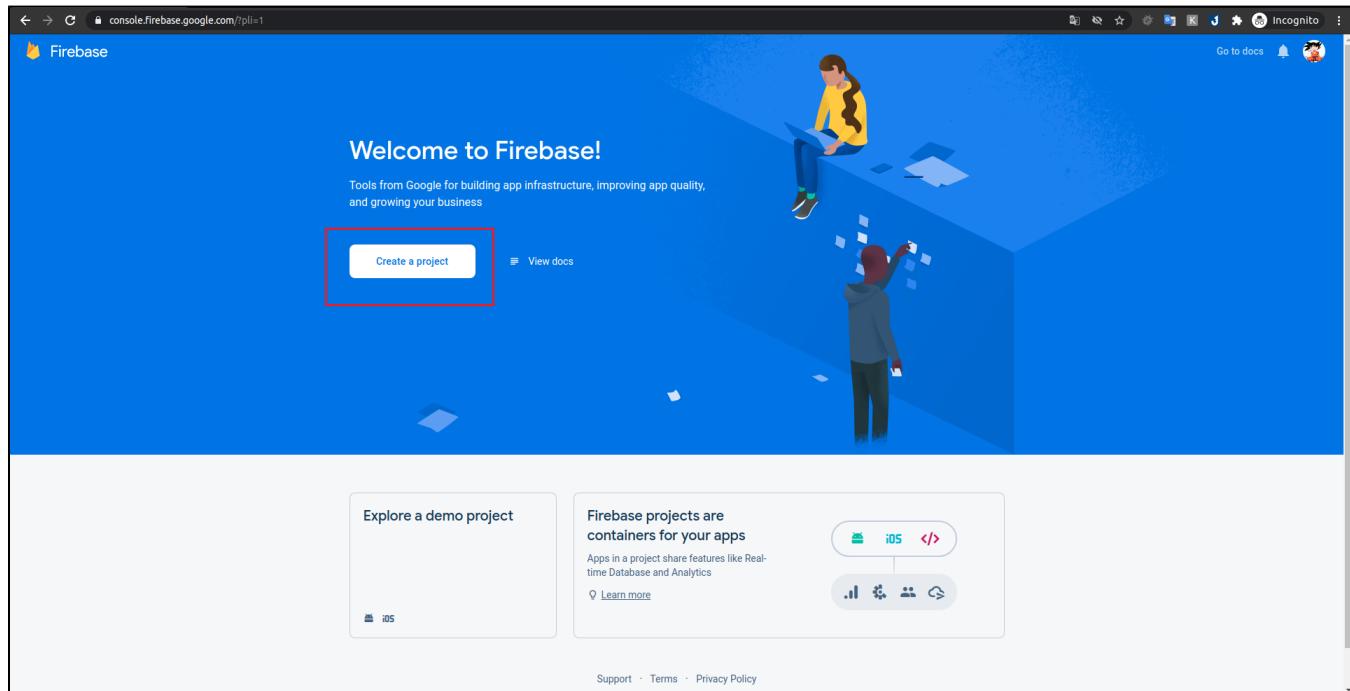
- **Enable module:** Choose Yes to enable the Notification box extension.

 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.



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



- Fill in your project name

>Create a project (Step 1 of 3)

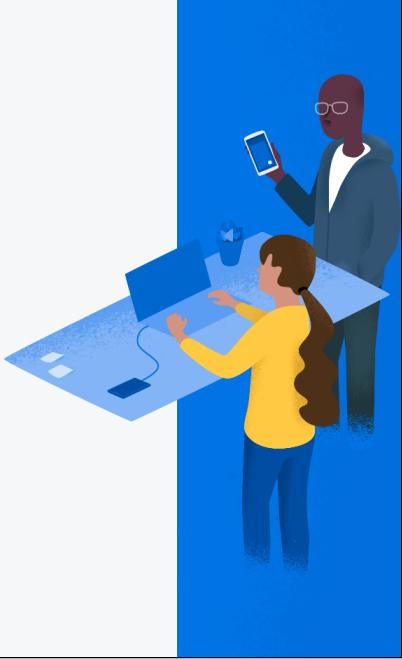
Let's start with a name for your project[®]

Project name
Project Name

(project-name-af07a)

I accept the [Firebase terms](#)

Continue



Create a project (Step 2 of 3)

Google Analytics for your Firebase project

Google Analytics is a free and unlimited analytics solution that enables targeting, reporting, and more in Firebase Crashlytics, Cloud Messaging, In-App Messaging, Remote Config, A/B Testing, Predictions, and Cloud Functions.

Google Analytics enables:

- A/B testing ⓘ
- Crash-free users ⓘ
- User segmentation & targeting across Firebase products ⓘ
- Event-based Cloud Functions triggers ⓘ
- Predicting user behavior ⓘ
- Free unlimited reporting ⓘ

Enable Google Analytics for this project
Recommended

Previous

Continue



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

X 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](#)

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← → C console.firebaseio.google.com/?pli=1 

X 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](#)

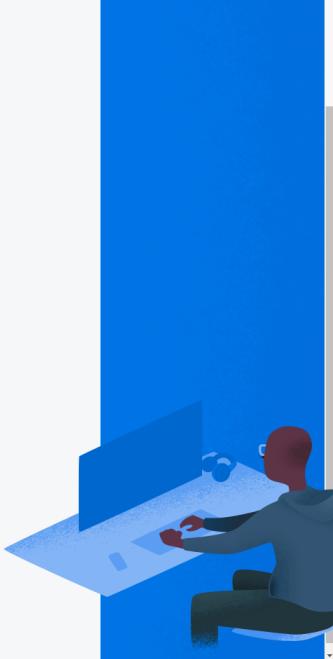
- Share your Analytics data with Google to improve Google Products and Services
- Share your Analytics data with Google to enable Benchmarking
- Share your Analytics data with Google to enable Technical Support
- Share your Analytics data with Google Account Specialists

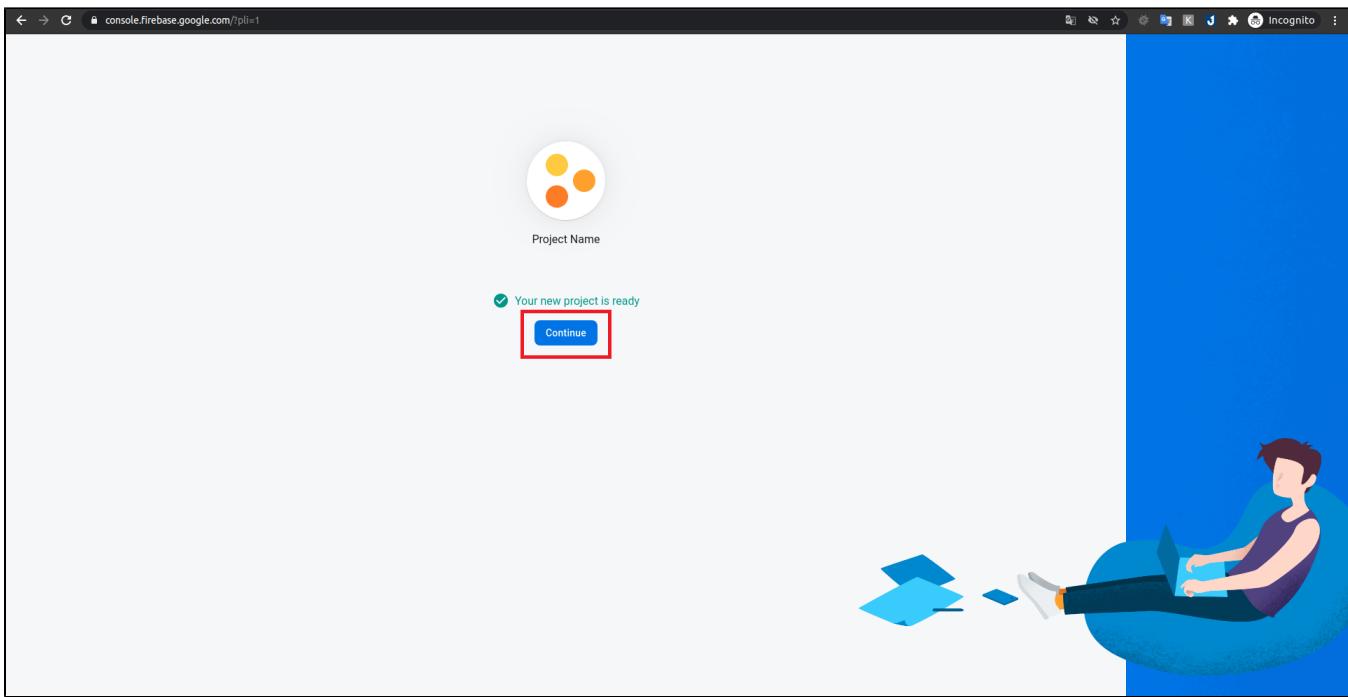
I accept the [Measurement Controller-Controller Data Protection terms](#) and acknowledge I am subject to the [EU End User Consent Policy](#). This is required when sharing Google Analytics data to improve Google Products and Services. [Learn more](#)

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**

A screenshot of the Firebase Project Overview page. On the left, a sidebar lists various services: Project Overview (highlighted with a red box), Project settings, Authentication, Cloud Firestore, Realtime Database, Storage, Hosting, Functions, and Machine Learning. Under Quality, it lists Crashlytics, Performance, Test Lab, and App Distribution. Under Analytics, it lists Dashboard, Events, Conversions, Audience, and Extensions. A "Spark plan" badge is visible. The main content area features a blue banner with the text "Get started by adding Firebase to your app" and icons for iOS, Android, and web. Below this is a section titled "Store and sync app data in milliseconds" with two cards: "Authentication" (purple background) and "Cloud Firestore" (orange background).

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

The screenshot shows the Firebase Cloud Messaging settings page. The 'Cloud Messaging' tab is active. In the 'Project credentials' section, there are two fields highlighted with a red box: 'Server key' and 'Sender ID'. The 'Server key' field contains a long string of characters, and the 'Sender ID' field contains '83584870643'.

+ 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"

The screenshot shows the Magenest configuration interface under the 'GENERAL' section. On the left sidebar, 'MAGENEST' is selected. Under 'GENERAL', 'Notification Box' is selected. In the main area, the 'Subscriptions Popup' section is shown. It includes fields for enabling the module ('Enable module [store view] Yes'), providing a server key ('Server key [store view]'), and specifying a sender ID ('Sender Id [store view] 102535790444'). Below this, there are fields for the subscription popup: 'Ask customers to allow Web Push subscriptions [store view] Yes', 'Content [store view] Would you like to subscribe to the newsletter?', 'Show popup on page after (seconds) [store view] 1', and 'Set time to resend popup (seconds) [store view] 15'.

+ 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:

- **Number of notifications on box:** Set the maximum number of notifications that could be displayed in the notification box.
- **Box Position:** Position of the notification box
- **Box Width:** Notification box's width
- **Maximum character number of description on box:** Set the maximum number of characters in the notification's description
- **Theme color:** The theme color of the notification box
- **Unread notification color:** Theme color of the unread notification box

Configuration

Save Config

Notification Box

CUSTOMERS SALES YOTPO DOTDIGITAL SERVICES ADVANCED

Server key [store view] AAAAF9-b_2w:APA91bG3XGd6j2Qj8sa2Q_JlVPjjF_jkrIwSjvn6EE6okFrDNPebxN0IV
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] #ffccff

Unread notification color [global] #daef0f

Notification Types

All generated types of notification will be saved here

Admin can add new notifications type or edit available notification types.

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

Notification Type

Add New Notification Type

Actions

4 records found

Actions	ID	Name	Icon	Filterable	Date Create	Action
<input type="checkbox"/>	1	Abandoned cart reminds		Yes	Oct 20, 2020, 3:17:08 PM	Edit
<input type="checkbox"/>	2	Order status update		Yes	Oct 20, 2020, 3:17:08 PM	Edit
<input type="checkbox"/>	3	Review reminders		Yes	Oct 20, 2020, 3:17:08 PM	Edit
<input type="checkbox"/>	4	test		Yes	Oct 20, 2020, 3:21:02 PM	Edit

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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

The screenshot shows the 'Notification Type' configuration page in the Magento Admin Panel. On the left is a sidebar with various menu items: DASHBOARD, SALES, CATALOG, CUSTOMERS, NOTIFICATION BOX (selected), MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area has a header with 'Notification Type', a search icon, user status, and 'admin'. Below the header are buttons for 'Back', 'Save and Continue Edit', and a prominent orange 'Save Notification Type' button. The form fields include 'Name *' (input field), 'Description' (input field), 'Can be filtered?' (radio button set to 'No'), 'Image *' (input field with 'Upload' button and file type restrictions), and a copyright notice at the bottom.

+ 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.

This screenshot shows the configuration for the 'Abandoned cart reminds' notification type. It includes fields for 'Set abandoned cart time (hours)' (input field), 'Send Time' (dropdown menu with options: 'Send after the trigger condition', 'Send immediately', 'Schedule time', and 'Send after' which is currently selected), and 'Unite' (dropdown menu with 'Minutes' option).

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

This screenshot shows the configuration for the 'Review reminders' notification type. It includes a dropdown for 'Set order status for review reminders' containing 'Complete', 'Pending', and 'Processing'. Other configuration fields include 'Send Time' (dropdown menu with 'Send after the trigger condition' selected), 'Send after' (input field with value '1'), and 'Unite' (dropdown menu with 'Minutes' option).

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

Notification Type * Order status update

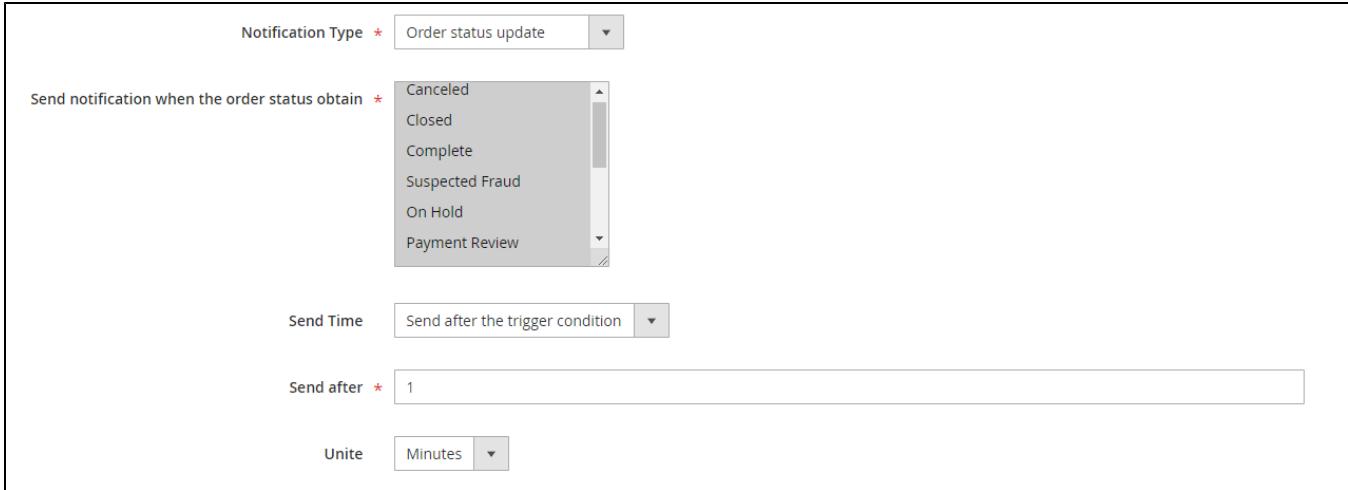
Send notification when the order status obtain *

Canceled
Closed
Complete
Suspected Fraud
On Hold
Payment Review

Send Time Send after the trigger condition

Send after * 1

Unit 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**

Notification Information

System Messages: 1

Enabled: Yes

Name: new notification

Description: new notification

Store View: All Store Views
Main Website
Main Website Store
Default Store View

Customer Group: NOT LOGGED IN
General
Wholesale
Retailer

Redirect Url:

Notification Type: -- select --

Send Time: Send immediately

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+ Add new notifications

Notification Information

Enabled: No

Name:

Description:

Store View: All Store Views
Main Website
Main Website Store
Default Store View

Customer Group: NOT LOGGED IN
General
Wholesale
Retailer

Redirect Url:

Notification Type: -- select --

Send Time: Send immediately

+ Set a time to send notifications

- **Send immediately:** Once the conditions are met, the notification will be sent immediately

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 *	<input type="text"/> 	

< 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

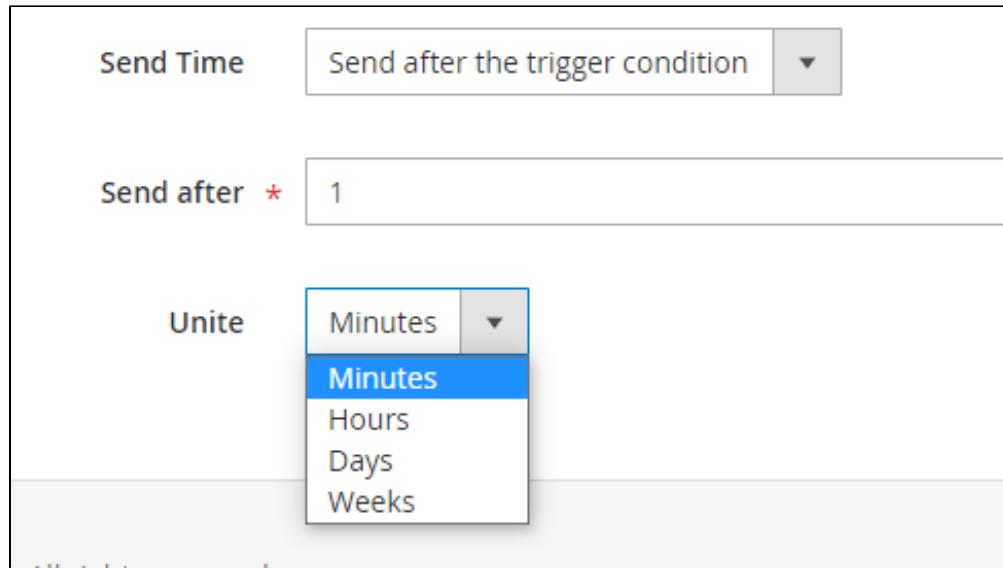
Time 16:24

Hour

Minute

Send Go Today Close

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



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.

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

Actions [Select](#) 4 records found

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"
```

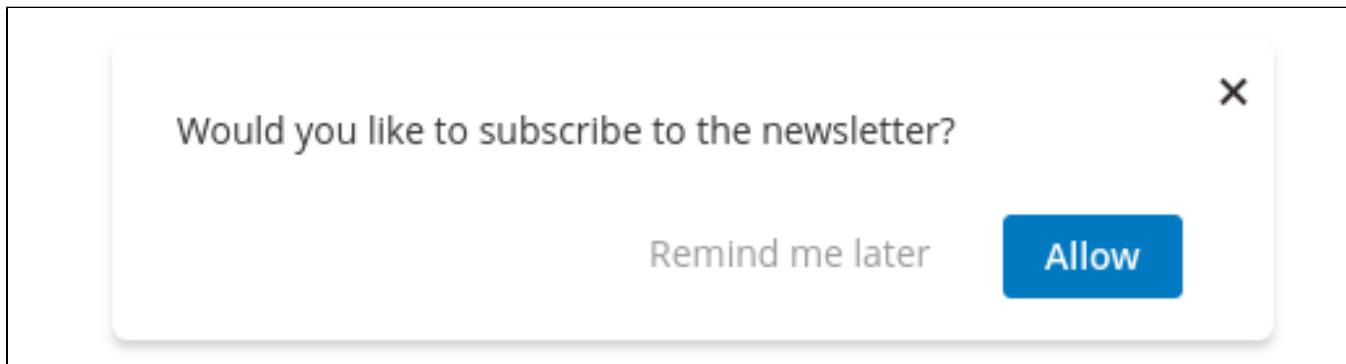
```
}
```

Delete multiple notification:

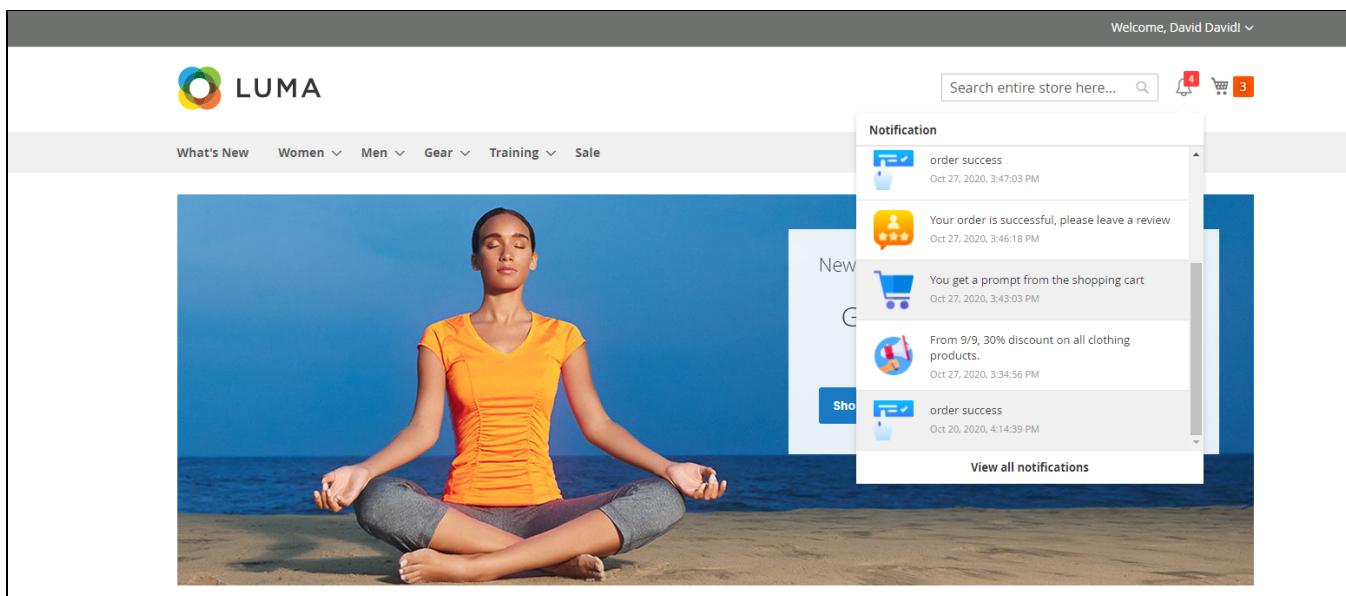
```
Body:{  
  "customerId": "16",  
  "notificationId": "1,2,3,10,22,37"  
}
```

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

The screenshot shows the LUMA Magento storefront. At the top, there's a navigation bar with links for 'What's New', 'Women', 'Men', 'Gear', 'Training', and 'Sale'. On the right side of the header, there's a search bar with placeholder text 'Search entire store here...', a magnifying glass icon, and a shopping cart icon showing '4' items.

The main content area has a left sidebar with links for 'My Account', 'My Orders', 'My Downloadable Products', 'My Wish List', 'Address Book', 'Account Information', 'Stored Payment Methods', 'My Product Reviews', 'Newsletter Subscriptions', and 'My Notification' (which is currently selected). Below this sidebar, there are sections for 'Compare Products' (empty), 'Recently Ordered' (listing 'Push It Messenger Bag' and 'Fusion Backpack'), and a 'View All' link. There's also a 'Add to Cart' button.

The main content area is titled 'My Notification' and displays a list of notifications. The notifications are organized into categories: 'Abandoned cart reminds', 'Review reminders', 'Order status update', and 'Promotion'. Each notification includes a checkbox, an icon, a title, a description, and a timestamp. For example, there's a 'Promotion' notification from 9/9 about a 30% discount on clothing products, and a 'Custom notification' about website maintenance.

At the bottom of the page, there are footer links for 'About us', 'Customer Service', 'Search Terms', 'Privacy and Cookie Policy', 'Advanced Search', and 'Contact Us'. There's also a form for entering an email address to subscribe, with a 'Subscribe' button.

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.