

# Product Inquiry for Magento 2

## **User Guide**



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# 1. Product Inquiry Configuration

Once you are finished with installing the extension it is time to proceed to your Magento 2 backend to finalize the Product Inquiry setup.

Before start using the extension we suggest running through the Product Inquiry extension settings and other options available to adjust the settings. This will help in better understanding of how the extension functions and what can you expect your product inquiry to look and feel like.


# 1.1. Accessing the Extension Main Settings

The screenshot shows the Ulmod admin interface. On the left is a dark navigation sidebar with icons and labels for various sections: Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The 'Stores' section is expanded, showing sub-items: Settings, All Stores, Configuration, Terms and Conditions, Order Status, Taxes, Tax Rules, Tax Zones and Rates, Currency, Currency Rates, and Currency Symbols. The 'Configuration' item is highlighted. The main content area shows a 'Reload Data' button and a table with columns for Tax, Shipping, and Quantity. A callout box with a white border and black background contains the text: 'To access the configuration settings for this extension, go to Stores > Configuration > Ulmod Extensions > Product Inquiry'.

Tax	Shipping	Quantity
\$0.00	\$0.00	0
Track Tote	\$32.00	4
Messenger Bag	\$45.00	4
Shoulder Tote	\$24.00	2
Fitness IV	\$14.00	1
Weather Tank-L-Gray	\$22.00	1

## 1.2. General

### General



**Product inquiry**  
Help store owner to quickly.. RWD ready  
If you have any questions

**Enable Product Inquiry Extension – Set 'Yes' to enable product inquiry in frontend or to 'No' to disable**

Enabled [store view] Yes

If Yes, the extension will be enable in storefront

Enable "Product Inquiry" for all products [store view] No

If Yes, Product inquiry link become visible in all products. If No, please enable product inquiry per product via the 'Enable Inquiry for this product?' field in Product details (CATALOG -> Catalog -> Products -> select the product, then edit product page )

Enable the "Product Inquiry" for Selected Categories [store view]

- Default Category
- Gear
- Gear -> Bags
- Gear -> Fitness Equipment
- Gear -> Watches
- Collections -> New Luma Yoga Collection
- Training
- Training -> Video Download
- Men
- Men -> Tons

Choose the categories to enable "Product Inquiry"

Product inquiry link text [store view] Inquiry

Text to appear on the inquiry link

**Enable "Product Inquiry" for All Products – Set "Yes" to enable the "Call For Price" functionality to all product or "No" to enable this per a particular product.**

The "Product Inquiry" functionality can be enabled per product on "Enable Inquiry for this product" field under the product edit page settings (CATALOG -> Catalog -> Products)

**Enable "Product Inquiry" For Selected Categories – Select the categories to enable "Product Inquiry" functionality.**

**Product Inquiry link text – Enter the text to display in the "Product Inquiry" link.**

# 1.3. Form

## Inquiry Form

### Type

**Form Type** [store view]

'New page' to display inquiry form in new page. 'Pop up' to display inquiry form in pop up

**Form Title** [store view]

**Message to display after inquiry is successfully submitted** [store view]

### Fields

**Enable Telephone Field in Form?** [store view]

**Enable Attachment Field in Form?** [store view]

**Enable Subject Field in Form?** [store view]

### Additional Fields

### Google reCAPTCHA

#### Choose Form type :

- 'New page' to display form in new page
- 'Pop up' to display form in pop up

**Form title** – define the form title in popup or new page

**Inquiry form layout page** - choose among 4 layout type to set the layout of product inquiry form page(Valid only for form type : New page)

**Message shown after inquiry is successfully submitted** - Specify the message which will display to customer after successfully submitted the inquiries

**Fields section** – enable or disable attachment, telephone and subject fields in form

# 1.4. Additional Fields and reCAPTCHA

## Additional Fields

Show Extra field 1 <small>[store view]</small>	Yes	▼
Extra field 1 Type <small>[store view]</small>	Text	▼
Extra field 1 Label <small>[store view]</small>	Extra field 1	
Show Extra field 2 <small>[store view]</small>	Yes	▼
Extra field 2 Type <small>[store view]</small>	Text	▼
Extra field 2 Label <small>[store view]</small>	Extra field 2	
Show Extra field 3 <small>[store view]</small>	Yes	▼
Extra field 3 Type <small>[store view]</small>	Checkbox	▼
Extra field 3 Label <small>[store view]</small>	Extra field 3	
Show Extra field 4 <small>[store view]</small>	No	▼

Set "Yes" to enable each extra field in the form, up to 4 additional fields available.

Choose from 3 fields type: text, checkbox, and textarea, define the label of each field to display in the storefront form and in the view/edit inquiry (admin side)

**Enable Google reCaptcha –** Set 'Yes' to enable google reCAPTCHA in product inquiry form to protect from spam and abuse or set to 'No' to disable this functionality .

Please specify the reCAPTCHA secret and site key provided by Google reCAPTCHA

## Google reCAPTCHA

Enable Google reCAPTCHA <small>[store view]</small>	Yes	▼
Google reCAPTCHA Secret Key <small>[store view]</small>	..... <small>Secret Key provided by Google reCAPTCHA</small>	
Google reCAPTCHA Site Key <small>[store view]</small>	.....	

## 1.5. Notifications

General

Inquiry Form

Email Notifications

Set **Email notification for admin on new inquiry** option to **'Yes'** to enable product inquiry notification or to **'No'** to disable this functionality .

Choose the **Inquiry Email Template** for notification.

Specify the **Admin Email ID** to which email will be delivered

Specify the **Bcc Email ID**, more than one email id allowed(separated by comma)

Define the **Sender Name**, **Sender Email** and **Email Subject** of the notification.

Email notification for admin on new inquiry

[\[store view\]](#)

Yes



Inquiry Email Template

[\[store view\]](#)

Ulmod Product Inquiry Notifications (Default)



Admin Email ID

[\[store view\]](#)

ulmoders@gmail.com

Bcc Email ID (Associated Admins or Users)

[\[store view\]](#)

sales@demo-m2.ulmodersdev.com

Please enter associated admins or any email id separated by comma, eg : hello1@gmail.com, hello2@gmail.com

Sender Name

[\[store view\]](#)

Ulmod Demo

Sender Email

[\[store view\]](#)

sales@demo-m2.ulmodersdev.com

Email subject

[\[store view\]](#)

New product inquiry submitted



## 1.6. Notifications

**Product Inquiry Link Text** – Specify the text to display on link in product view page

**Product Inquiry link background color** – Choose the background color of the inquiry link

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### Design

Product inquiry link text color  
[store view]

FFFFFF



Please, select your product inquiry link color. eg : FFFF

Product inquiry link background color  
[store view]

269E27



Please, select your product inquiry link background color. eg : FFFF

## 2. Product Inquiry Management

### Inquiries

The extensions allows you to manage all the product inquiries in admin panel, on a clear and flexible interface.

To view, edit or create new product inquiry, please go to “**Marketing → Product Inquiry by Ulmod → Product Inquires**” A convenient grid displays all your inquiries. Discover mass actions to manage your inquiries faster. To create new inquiry, please click the '**Add New Inquiry**' button in the upper right corner of the page.

## 2.1. Managing Product Inquiries

To create a new inquiry, hit the **Add New Inquiry** button.

### Productinquiry

Add New Inquiry

Search by keyword



Filters

Default View

Columns

Actions

2 records found

20 per page



1 of 1



Delete  
New  
Processing  
Completed

Name	Subject	Email	Telephone	Message	Store View	Created Date	Status	Action
Elena	Price for 300 LifeLong Fitness IV	el@example.com	082 76 236 587	What would be the price for 300 LifeLong Fitness IV? Do you have the one in attachment?	Main Website Main Website Store Default Store View	2016-12-02 00:00:00	Completed	Select
Joe	Price for More items	joe@domain.com	09276 2365 87	Hi There, What would be the price of 180 Endurance Watch ? Do you have the one in attachment?	Main Website German Store	2017-01-05 08:11:58	New	Select

On this convenient grid , you can manage all your inquiries :

- 'Add New Inquiry '
- 'Edit the existing ones or delete the inquiries you no longer need.'
- ' Mass delete/new/processing/completed the selected inquiries'

## 2.1.1. Edit Inquiry : Information

← Back

Delete Inquiry

Reset

Save and Continue Edit

Save Inquiry

### PRODUCT INQUIRY INFO

General

#### General Info

Name \*

jason

Email \*

jasondd@gmail.com

Telephone

4444444455555555

Attachment



Choose File

No file chosen

Delete Image

Product name

Endurance Watch

Product sku

24-MG01

Subject

Subject test

Message \*

message test

On the inquiry edit page, you can change the customer name, email, telephone, attachment, product name, product sku, subject and message

## 2.1.2. Edit Inquiry : Additional Information


### Additional Info

Page Source Url	<input type="text" value="http://demo-m2.ulmodersdev.com/endurance-watch.html"/>
Product Color	<input type="text" value="blue, red"/>
Product size	<input type="text" value="400x300, 500x600"/>
Call me back?	<input type="text" value="Yes"/>
Comment	<input type="text" value="is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s when an"/>

On the inquiry edit page, you can view or change page source URL, and all extra fields data. Eg. Product color, Product size, Call me back and comment.


The label of each extra field will be the one you defined earlier in "Additional fields" section, from **Stores > Configuration > Ulmod Extensions > Product Inquiry**, then Inquiry Form -> Additional Fields section

### Store View & Status

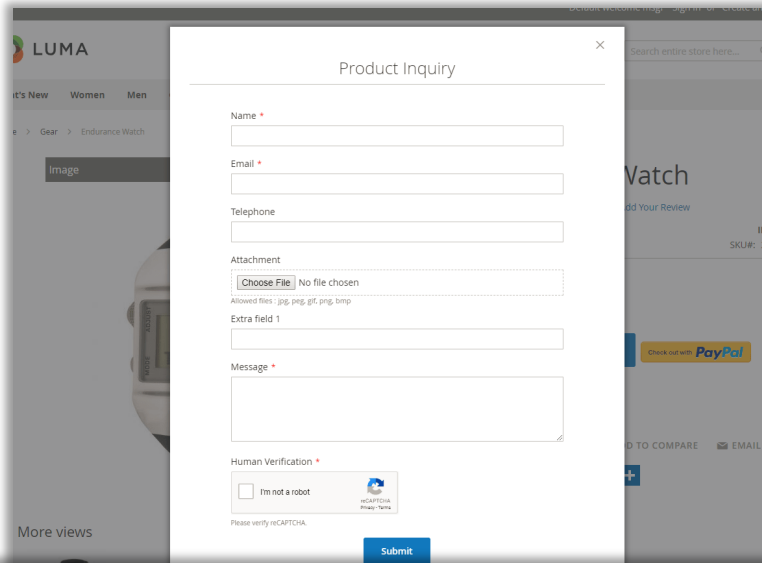
Store View \* 

- All Store Views
- Main Website**
- French Store**
  - French Store View
- German Store**
  - German Store View
- Main Website Store**
  - Default Store View**

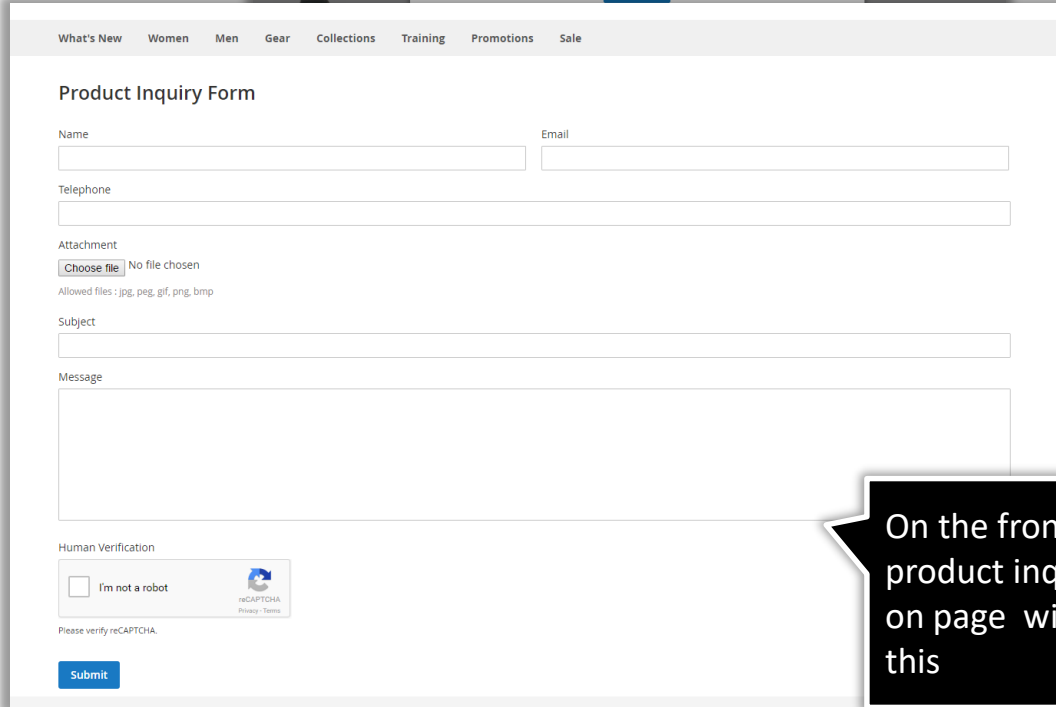
You can view and changes the store view, submitted date and the status of the inquiry

Created date  

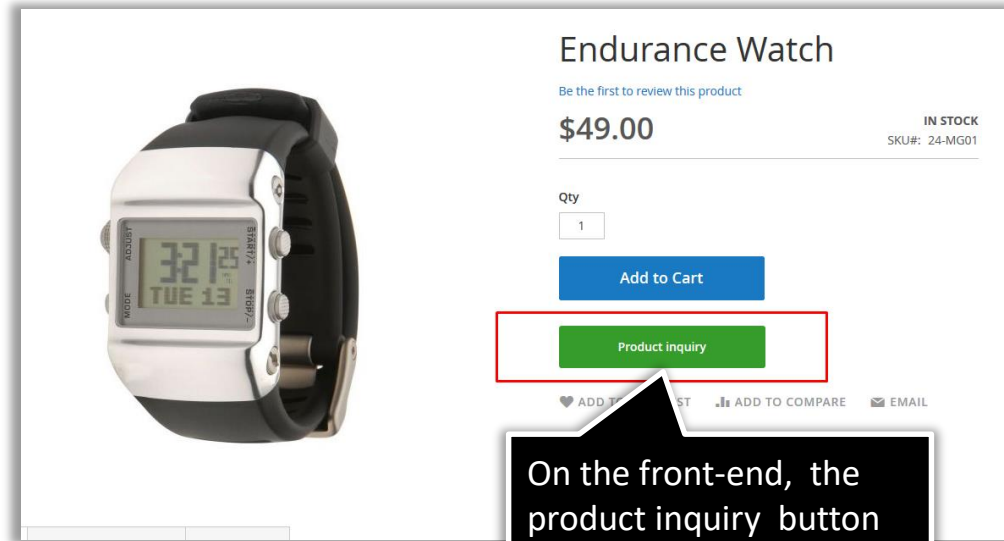
### 3. Front-End View



On the front-end, the product inquiry form on popup will look like this



On the front-end, the product inquiry form on page will look like this



On the front-end, the product inquiry button on product page will look like this

## 4. Support

### Need Help?

Ulmod Support team is always ready to assist you, no matter which part of the world you are in. If something does happen and you think you might be experiencing an issue or bug, please contact us via [support@ulmod.com](mailto:support@ulmod.com) and we will help you out.

### Got Questions ?

Should you have any questions or feature suggestions, please contact us at: <http://ulmod.com/contact/>  
Your feedback is absolutely welcome!