

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-menus for Settings, All Stores, Configuration, Terms and Conditions, Order Status, Taxes, Currency, and Currency Symbols. The 'Settings' sub-menu is further expanded to show 'Attributes', 'Product', 'Attribute Set', and 'Rating'. The main content area displays a 'Product Inquiry' table with columns for 'Tax', 'Shipping', and 'Quantity'. A 'Reload Data' button is visible in the top right of the main content area. A callout box with a white border and black background contains the following text:

To access the configuration settings for this extension, go to **Stores > Configuration > Ulmod Extensions > Product Inquiry**

| | Tax | Shipping | Quantity |
|---------------------|--------|----------|----------|
| Track Tote | \$0.00 | \$0.00 | 4 |
| Messenger Bag | | | 4 |
| Shoulder Tote | | | 2 |
| Fitness IV | | | 1 |
| Weather Tank-L-Gray | | | 1 |

1.2. General

Enabled – set to 'Yes' to enable the extension in frontend or 'No' to disable

General

Enabled [store view]

If Yes, the extension will be enable in storefront

Enable The "Product Inquiry" For All Products [store view]

If "Yes", the "Product Inquiry" will be enable at the frontend for all products. If "No", please enable the "Product Inquiry" per product under **CATALOG -> Catalog -> Products -> Edit Product -> Product Inquiry (by Ulmod)** tab, set the **Enable Inquiry Button For This Product** field to "Yes" and specify the **Inquiry Button Text**.

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 -> Tops

Choose the categories to enable "Product Inquiry"

Inquiry Button Text [store view]

Enter the text to appear at the inquiry button. Eg. Inquiry.

Enable "Product Inquiry" for All Products – if set to "Yes", the "Product Inquiry" will be enable at the frontend for all products. If "No", please enable the "Product Inquiry" per product under **CATALOG -> Catalog -> Products -> Edit Product -> Product Inquiry (by Ulmod)** tab, set the **Enable Inquiry Button For This Product** field to "Yes" and specify the **Inquiry Button Text**.

For more details on how to enable the product inquiry per product, please check the **1.6. Enable Inquiry Per Specific Product** section of the extension user guide.

Inquiry Button Text – Enter the text to appear at the inquiry button. Eg. Inquiry.

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]

Show Product Image on Form? [store view]

Show Product Name on Form? [store view]

Show Product Sku on Form? [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]

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 pop up or new page.

Choose to show or hide **product image, SKU and name** on the form

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 Privacy Policy (GDPR)

| | |
|--|-----------|
| 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> | field1 |
| Show Extra field 2 <small>[store view]</small> | Yes |
| Extra field 2 Type <small>[store view]</small> | Checkbox |
| Extra field 2 Label <small>[store view]</small> | field2 |
| Show Extra field 3 <small>[store view]</small> | Yes |
| Extra field 3 Type <small>[store view]</small> | Text Area |
| Extra field 3 Label <small>[store view]</small> | field3 |
| 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)

Privacy Policy Field (GDPR)

| | |
|--|--------------------|
| Show Privacy Policy Agreement (GDPR) <small>[store view]</small> | Yes |
| Privacy Policy Agreement Message <small>[store view]</small> | Show / Hide Editor |
| <p>Paragraph B <i>I</i> <u>U</u> [List Icons] [List Icons]</p> <p>[Link Icon] [Table Icon] [Omega Icon] [Image Icon] [Globe Icon] (x)</p> <p>Yes, I agree to Privacy Policy</p> | |

Set **Show Privacy Policy Agreement (GDPR)** field to Yes to show to the privacy policy checkbox field in the inquiry form. Define the policy agreement message to appear in the inquiry form. WYSIWYG editor supported.

1.4.1. CAPTCHA, reCAPTCHA, Honeypot

⊖ Spam Blocker (CAPTCHA - reCAPTCHA - Honeypot)

Enable
[store view]

| | |
|--|---|
| Yes, CAPTCHA by Magento | ▼ |
| No | |
| Yes, reCAPTCHA v2 ("I am not a robot") by Google | |
| Yes, CAPTCHA by Magento | |
| Yes, Honeypot | |

Choose the type of spam block to enable in the inquiry form.

If "No" is selected, the spam blocker function will be disabled in the inquiry form.

If **"Yes, CAPTCHA by Magento"** is selected: make sure that `Magento_Captcha` module is enabled and select *"Product Inquiry Form by Ulmod"* under *"Admin -> Stores -> Configuration -> Customer -> Customer Configuration -> CAPTCHA -> Forms"* field.

If **"Yes, reCAPTCHA v2 ("I am not a robot") by Google"** is selected the reCAPTCHA v2 checkbox will be enabled in the inquiry form. Please specify the reCAPTCHA secret and site key provided by Google reCAPTCHA.

If **"Yes, Honeypot"** is selected, an hidden honeypot input will be added to the inquiry form. The customers/visitors won't see the hidden honeypot input, but spambot will see it. The inquiry form will fail to submit if spambots try to fill the hidden honeypot input.

1.5. Notifications

Email Notifications

| | | |
|--|---|---|
| Email notification for admin on new inquiry <small>[store view]</small> | Yes | ▼ |
| Inquiry Email Template <small>[store view]</small> | Ulmod Product Inquiry Notifications (Default) | ▼ |
| Admin Email ID <small>[store view]</small> | support@company.com | |
| Bcc Email ID (Associated Admins or Users) <small>[store view]</small> | sales@company.com, team@company.com | |
| | <small>Please enter asociated admins or any email id separated by comma, eg : sales@company.com, team@company.com</small> | |
| Email Sender <small>[store view]</small> | General Contact | ▼ |
| Enable Auto Response? <small>[store view]</small> | Yes | ▼ |
| | <small>Set "Yes", to automatically answer the submitted inquiry via e-mail. It delivers an autoresponder e-mail to an address given in the form</small> | |
| Auto Reply Email Template <small>[store view]</small> | Ulmod Product Inquiry Auto Reply (Default) | ▼ |
| Auto Reply Email Sender <small>[store view]</small> | Sales Representative | ▼ |

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) . eg :
sales@company.com,team@company.com

Define the email **Sender** of the admin notification.

Enable the **Auto Response** functionality to automatically notify customer by email when an inquiry is submitted. Specify the auto response **template, and sender**.

1.6. Enable Inquiry Per Specific Product

Push It Messenger Bag

← Back

Add Attribute

Save



Product in Websites



Product Salable Quantity



Design




Schedule Design Update



Gift Options



Product Inquiry (by Ulmod) 

Enable Inquiry Button For This Product
[website]



Yes

If Yes, the inquiry button will shown for this product.

Inquiry Button Text
[store view]

Inquiry

Enter the text to appear at the inquiry button. Eg. Inquiry

Downloadable Information

If the Enable "Product Inquiry" for All Products – field under *Stores > Configuration > Ulmod Extensions > Product Inquiry -> General* is set to "No", please go to **CATALOG -> Catalog -> Products -> Edit Product -> Product Inquiry (by Ulmod) tab**, then set the **Enable Inquiry Button For This Product** field to "Yes" and specify the **Inquiry Button Text**.

1.7. Email Template

Adjust Email Notifications Templates:

To adjust the default admin and autoreply email templates:

- In the backend, go to: **MARKETING -> Communications -> Email Templates**, click "**Add New Template**'
- under **Load default template -> Template**, select the template you would like to adjust/edit "*Ulmod Product Inquiry Notifications*" or "*Ulmod Product Inquiry Auto Reply*"
- then click load template, and edit per your needs.

Email template variables:

Name: {{var user_name}}

Email: {{var user_email}}

Message : {{var message}}

Telephone: {{var telephone}}

Subject: {{var subject}}

Page Source: {{var current_page_url}}

Product SKU: {{var product_sku}}

Product Name: {{var product_name}}

Status : {{var status}}

Has Image: {{var image}}

Store view : {{var store_view}}

Extra Field One: {{var extra_field_one}}

Extra Field Two: {{var extra_field_two}}

Extra Field Three: {{var extra_field_three}}

Extra Field Four: {{var extra_field_four}}

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

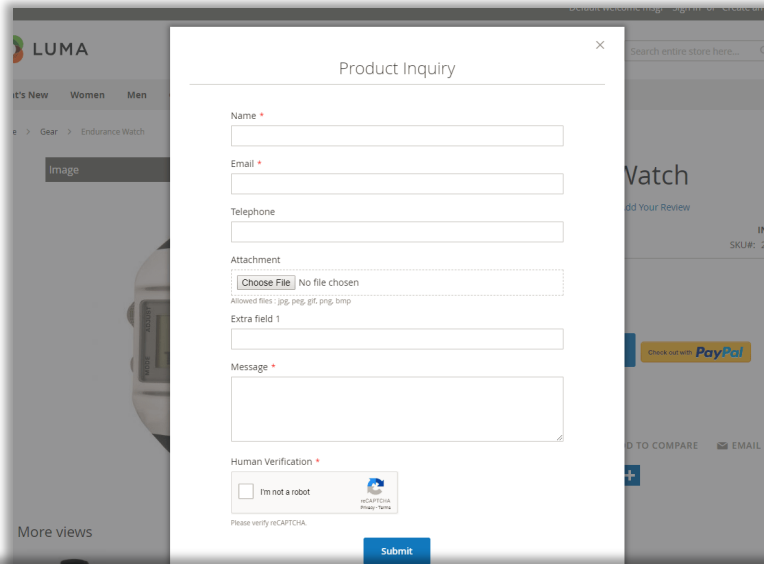
Store View * 

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

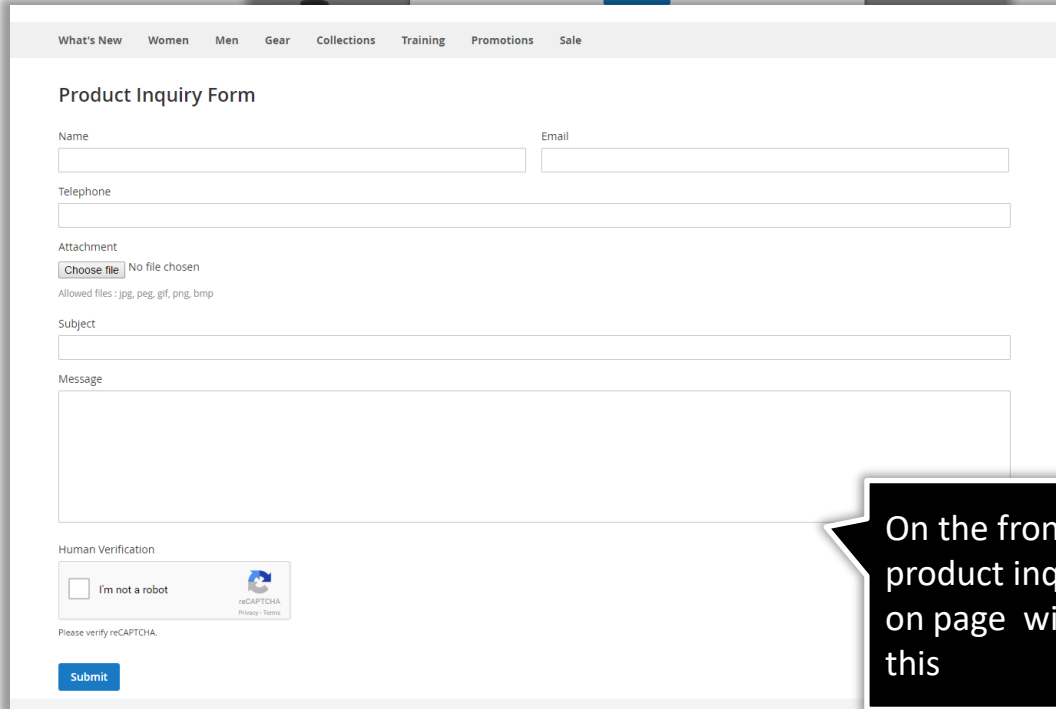
You can view and changes the store view, submitted date and the status of the inquiry

Created date 

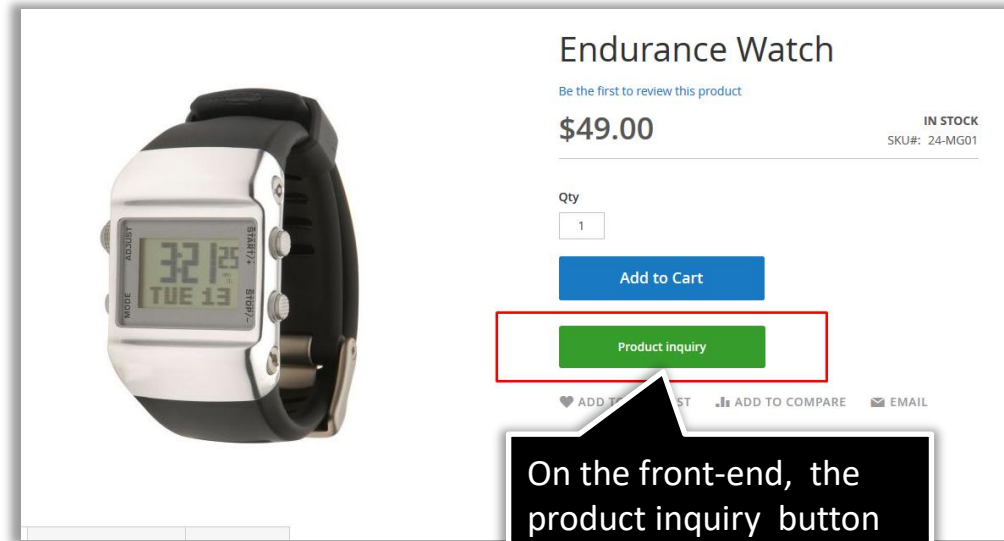
3. Front-End View



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 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!