ContactBox PrestaShop module Documentation
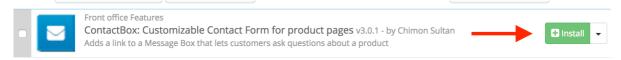
Summary

1. Installation

1. Download the module from your PrestaShop Addons account at https://addons.prestashop.com/en/customer-products.php

2. In your shop back-office, go to the modules page and click on the « Add a new module » button on the top right of the page.

Add a new module

3. Select the module file and click « upload this module »
4. Click on « Install »

Front office Features
ContactBox: Customizable Contact Form for product pages v3.0.1 - by Chimon Sultan
Adds a link to a Message Box that lets customers ask questions about a product

Install

5. The module will be installed and you will be redirected to its configuration page.

2. Configuration

2.1. Configuration Fields

2.1.1. Send confirmation email

If you choose yes, your customer will receive a thank you email.

2.1.2. Display only if product not available

If you choose yes, the contact button will be displayed only if the product is out of stock or is not available for sell

2.1.3. Customer Service Email

This your email address to receive the message from the customer. It can be different from the store email address.

You can add several email addresses, separated by a comma (,)

2.1.4. Enable reCAPTCHA protection

In case you are getting spam from the message form, you cane nable re-Captcha protection.

reCAPTCHA helps to protect your form against spammers and bots. To use reCAPTCHA, you need to *sign up for an API key pair* for your site. The key pair consists of a site key and secret. Please visit https://www.google.com/recaptcha/admin

2.1.4.1. reCAPTCHA secret key

Enter here the secret key you got from reCaptcha website

2.1.4.2. reCAPTCHA site key

Enter here the site key you got from reCaptcha website

2.1.5. Active categories

You can choose to enable ContactBox for all your products or for some categories only.

- To enable it on all the product, click on « Expand all » then on « Check all ».
- To enable it on some categories only, you need to manually tick the categories you want to enable.

After any modification, do not forget to save the form.

2.2. Custom fields settings

The module comes with some predefined custom fields. Feel free to edit them or to delete them and set up your own.

2.2.1. Fields

2.2.1.1. Label

This is the name of the field.

2.2.1.2. Description

Will be displayed just below the field in the form

2.2.1.3. Type

Type of the field. You can choose one of below types :

- Text
- Textarea
- Password
- Dropdown list
- Radio buttons
- Checkbox(es)

2.2.1.4. Validation

You can choose a validation criterion for each field :

- None
- Name
- Generic name
- E-mail

- Phone number
- Message
- Address
- Post code
- City name
- Password

2.2.1.5. Width

Choose the width of the field in the form

2.2.1.6. Required

Required fields have an asterisk (*) beside the label, and will ensure the field is filled

2.2.1.7. Bind to customer name

Enable this if this field should be considered as the customer name. Useful to customize the response to the client

2.2.1.8. Bind to customer e-mail address

Enable this if this field should be considered as the customer e-mail address. If there is no e-mail address in the form, the customer will not recieve any confirmation and you will not be able to reach him back.

2.2.1.9. Enabled

Enable or disable fields during set up

3. Troubleshooting

1. **The "Contact us" button is not displayed on the product page**

Make sure you have enabled the button on the appropriate category

Make sure your theme implement the hook HOOK_PRODUCT_ACTIONS in product.tpl file. You can manually add this code `{if $HOOK_PRODUCT_ACTIONS}{$HOOK_PRODUCT_ACTIONS}{/if}` to your product.tpl file if it is missing.

2. **I am getting the following error *The requested content cannot be loaded. Please try again later.* when clicking on the "Contact us" button**

Your theme is missing the hook HOOK_PRODUCT_FOOTER in product.tpl file. You can manually add this code `{if $HOOK_PRODUCT_FOOTER}{$HOOK_PRODUCT_FOOTER}{/if}` at the bottom of your product.tpl file.

4. Getting support

Need help? Please [Contact the support](#)

Like this module? Please [Leave a comment](#)