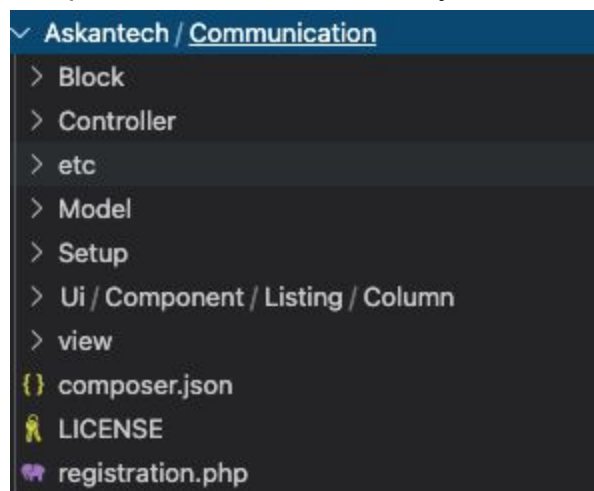# Askantech_Communication

About:

It is a module developed to develop a communication between seller and buyer. Where buyers can raise their questions or queries regarding the products. Also can get info regarding the particular products from the sellers itself.

Main motto of the module is to make the **buyers** and the **sellers** understand more about each person in the transaction wants or needs, and the primary form provided in each product page in which they wish to **communicate**.

After raising a question from the product page. Magento admin and customer still communicate with the UI provided in both of their dashboards.

Installation guide:

Create the folder Askantech/Communication inside the app/code. Now unzip the zip file and paste it inside this directory. This is how the directory look:

And run the below commands.

bin/magento setup:upgrade

bin/magento setup:di:compile

bin/magento setup:static-content:deploy

Finally clear cache

bin/magento cache:clean

User guide:

Admin Panel:
Log into magento admin dashboard and choose ASKANTECH -> Manage Chat
You can see the list of conversations, action to view and delete the conversation.Can also update the status(i.e pending and completed).
When the delete action is triggered from the admin side. The chat history will be cleared on the customer panel.

Customer guide:

When the customer is logged into the store. There will be a tab named "Contact Us" available on the product page with a form. Where customers will submit their queries.

When the queries are raised in the product page. Each will be recorded and shown in the customer panel within the communication tab. Where customers can view and communicate with sellers (i.e admin).

Release notes:
Initial version with all required ability to show 360 image in product page.

Magento version compatibility:
Supports Magenta 2.3.x,2.4

Extension version number:
1.0.0

License:

1. Plugin License
    - Applying the Askantech Communication plugin to more than a site is strictly prohibited. You must agree to the T&C before buying this plugin.
2. Automatic updates
    -Askan Technologies, may from time to time in its sole discretion develop and provide updates, which may include upgrades, bug fixes, patches, and/or other error corrections.
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