

Askantech_Communication

About:

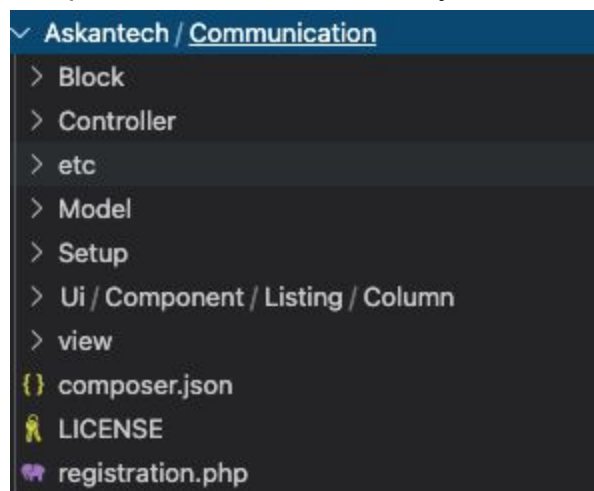
It is a module developed to develop a communication between seller and buyer. Where buyers can raise their questions or queries regarding the products. Also can get info regarding the particular products from the sellers itself.

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.

The screenshot shows the 'Conversations' page in the Magento Admin Panel. The left sidebar contains navigation links: DASHBOARD, VENDOR THEME EXTENSIONS, VENDOR THEME, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, ASKANTECH, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area has a search bar with the text 'Search by keyword'. Below the search bar, it says '1 records found'. There are controls for 'Filters', 'Default View', 'Columns', and 'Export'. A table lists the conversation details:

ID	Name	Subject	Product Name	Status	Created	Action	Action
1	sadhish Sachu	Offer code request	CLAY KITCHEN SET 11 PCS MINIATURE FOR KIDS MEDIUM SIZE EARTHENWARE PLAYSET	Completed	Feb 3, 2021 10:03:48 AM	View	Delete

At the bottom, there is a footer with 'Copyright © 2021 Magento Commerce Inc. All rights reserved.' and 'Magento ver. 2.3.3' with links for 'Privacy Policy' and 'Report an Issue'.

The screenshot shows the 'Chat conversation' window. It has a close button (X) in the top right corner. The window displays the following information:

- Subject:** Offer code request
- Query raised customer id:** 7
- Query regarding product:** CLAY KITCHEN SET 11 PCS MINIATURE FOR KIDS | MEDIUM SIZE EARTHENWARE PLAYSET

The conversation history shows three messages:

- From customer sadhish Sachu:** Can you provide me any offer code? (Feb 3 2021 10:03 AM)
- From admin:** Use OFFER50 (Feb 3 2021 10:27 AM)
- From admin:** Happy buying our products (Feb 3 2021 10:32 AM)

At the bottom, there is a text input field with the placeholder 'Write your comment..', a dropdown menu set to 'Pending', and a 'Submit' button.

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.

Details More Information Reviews **Contact Us**

Name *
sadhish Sachu

Email *
sadhish.askan@gmail.com

Subject
Offer code request

Your Message *
Can you provide me offer code?

Submit

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).

My Account	Product Name	Subject	Status	Created at	Action
My Orders	CLAY KITCHEN SET 11 PCS MINIATURE FOR KIDS MEDIUM SIZE EARTHENWARE PLAYSET	Offer code request	Completed	Feb 3 2021 10:03 AM	View
My Downloadable Products					
My Wish List					
Address Book					
Account Information					
My Product Reviews					
Newsletter Subscriptions					
Communications					

Compare Products

You have no items to compare.

My Wish List

You have no items in your wish list.

Subject: Offer code request
Query regarding product: CLAY KITCHEN SET 11 PCS MINIATURE FOR KIDS | MEDIUM SIZE EARTHENWARE PLAYSET

Status: Completed

You

Can you provide me any offer code?

Feb 3 2021 10:03 AM

Support

Use OFFER50

Feb 3 2021 10:27 AM

Support

Happy buying our products

Feb 3 2021 10:32 AM

Write your comment..

Send

You have no items in your wish list.

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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5. Data Protection

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who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using WebSpeedMaster's websites, with the drawback that certain features of WebSpeedMaster's websites may not function properly without the aid of cookies.

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