Procedures Custom Web

- E-shop
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- Twitter Feed
- Multi-language - We can not provide this product at the moment.
- Domain name and website
- Email Design

E-shop

Before getting all the needed info we can't give the final price for this product!

Products we have now:

- **Basic eshop functionality - deferred payment** - This feature adds an online store functionality to your website. Your visitors will be able to choose and purchase items right off your website. The price includes adding up to 50 products. **- $75**
- **Basic online store functionality with SSL certificate** - This feature adds an online store functionality to your website. Your visitors will be able to choose and purchase items right off your website. SSL certificate is also included in this package. It is required for e-shops with merchant accounts**. $500.00**
- **50 additional products in eshop** - Adding 50$ more products for e-commerce shop - **$50**
- **100 additional products in eshop** - Adding 100$ more products for e-commerce shop - **$100**

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Step 1: What info Sales agent must ask the customer?

- Does the customer have own website? If yes, we need to obtain the domain.
- Does the customer have a payment gateway (PayPal, Stripe etc)? If yes, we may need access to it according to the service/gateway the customer is using.
- How many products does the customer want to be listed on the website?

- The Sales agent informs the customer that he will have to fill a table with the info for the products he wants to sell. (The customer MUST fill these fields in the table SKU, Product Name, Picture name, Price).
    - The customer will have to send us pictures of the products (their filenames must be the same as the ones in the table).
- The Sales agent informs the customer that he must provide mail on which he will receive notifications for the orders.
- Does the customer have a Privacy policy, Return policy, Terms and conditions? If yes, he must send their content to us.
- In what geographic region the customer sells products? (Worldwide, State, US only)

Step 2: The Sales agent submits TT to Custom Web with all the gathered information.

Step 3: Custom Web calculates price for the eshop our customer wants and returns the info in the same TT.

Step 4: The Sales agent talks with the customer and if there is an agreement and payment, the customer must send the need information from step1:

- If the customer must provide the domain name of his website (if he has one).
- The customer must send us information about the payment gateway he is using (the information Custom Web needs may be different depending on the payment gateway the customer has).
- The customer must fill a copy of this table with the info for the products he wants to sell. (The customer MUST fill these fields in the table SKU, Product Name, Picture name, Price).
    - The customer must send us pictures of the products (their filenames must be the same as the ones in the table).
- The customer must provide mail on which he will receive notifications for the orders.
- The customer sends us content for Privacy policy, Return policy, Terms and conditions pages for this website.

Step 5: When the Sales agent has all the information needed and sends it to Custom Web so they can start working on the request for the eshop.

Step 6: Custom Web submits TT to Email department with link and information for the Eshop created for the customer.

Step 7: The Email department sends all this information to the customer.

Chat Function

What is it? How does it work?
The chat functionality we offer, gives our customers the ability to communicate in real time with their clients. There is a widget called Tidio we are adding on the website, which is used for this chat.
With the login details we are sending our customers, they can interact with their clients in real time from different devices,e.g. PC, Apple phones and Android phones and more.
When our customer is signed into his Tidio account, he will see the following: screen

In case our customers aren't online and there are new messages, the messages will be forwarded to the mail our customer has provided.

Step 1: The Sales agent must ask for customer's mail on which our customer will receive notifications from the chat when he isn't online.

Step2: When there is a payment from the customer, a TT to Custom web must be submitted with a request to create chat functionality. The mail on which our customer will receive notifications when he isn't online, must be sent too.

Step 3: Custom web creates the chat functionality.

Step 4: We send TT to the Email department. There is the following info which must be send to the customer:

Tidio Live Chat Information
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https://www.tidio.com/panel/login
user: *(this is the user our customer can use to log into the Tidio Live chat)*
pass: *(this is the pass our customer can use to log into the Tidio Live chat)*
Notification email: *(the mail on which our customer will receive notifications if he isn't online in the chat)*
Chat page: *(the platform creates personalized chat page for direct messaging)* *Example*

iOS App - https://apps.apple.com/us/app/tidio/id916822567
Android App - https://play.google.com/store/apps/details?id=com.tidiochat.app&hl=ent
(these are apps which can be installed on our customer's mobile device and with the logins we send, to be used for direct messaging).

Job Application

Before getting all the needed info we can't give the final price for this product!

Step 1: The Sales agent must ask the customer what fields he wants. Also we need customer's mail where he wants to receive the applications.

Step 2: The Sales agent submits TT/mail to Custom web with our customer's requirements.

Step 3: Based on the provided information, Custom Web calculates the cost and the timeframe.

Step 4: When there is a payment from the customer, a TT to Custom web must be submitted with a request to create a job application form (with all the information for the required fields). The mail on which our customer will receive applications must be sent too.

Step 5: Custom web starts working on the request. When ready, the TT is closed.

Standard job application form
Fields:

- **Name**
- **Mail**
- **Phone**
- **Message/Notes**
- **Upload CV**

Twitter feed

Custom web adds a twitter feed on the website our customer has with us.

Step 1: The Sales agent must ask the customer for his Twitter account link.
Step 2: When there is a payment from the customer, a TT to Custom web must be submitted with this link.
Step 3: Custom web adds a twitter feed on the website.

Multi-language

We can not provide this product at the moment.

Website Files and Domain Name

Website files & Domain Name
Domain name ownership and web files should be sold on Cancelled accounts only and in case there is no change to bring them back, as this is significantly impacting our ability to keep customers on the first page.
Retention can also use it, if in case this is a deal-breaker for the customer to stay with us.

For Website files we need an email address to share them with the customer.

For Domain names there is already an established process, please refer to this document.

Email Design

We can not provide this product at the moment.