



To allow your customers and visitors to send Tickets to you on products.

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1. DESCRIPTION OF UNIT



You wish to be informed by your customers and visitors by ticket on situations of your products and products already ordered. This module allows it to you. It allows not only your customers, but also with your visitors to send tickets.

Concerning the visitors, they have the possibility of sending tickets thanks to the bond to you which is in the product page of a product. The ticket sent for this purpose relates to the product exactly thus the detail is visited. Also the customers can make similar in this heading.

For the customers, they have the possibility of sending them to several levels. Besides the product page, when this last is connected, a bond for sends tickets appear in NavBar, the accountFooter and also in its account. These bonds return a form which they will subject to the service of management tickets. This form makes it possible to these customers to send files unite with the ticket.

The service of management of ticket is one of the contacts of your shop. We will return there in the configuration part of the module.

The management system of these tickets in BackOffice is identical to that of management of the customer services (since it is there that you will see all these tickets as an Administrator).

The module allows also the sending of these tickets by e-mail to the person in charge of management and the notifications to the customer/to visitor.

The customer has the possibility of seeing these tickets, for that it is necessary that it is connected and goes in his account to see there the bond bringing back it to the listing these tickets.

2. INSTALLATION OF UNIT

For the installation, after having die zip up the file of the unit in the file "modules" of your shop, in the party administration of your shop, go to the page modules. Look for unit is in the bar of quick research is in the list of the unit of your shop and installed it.

3. ADDITION OF A NEW LANGUAGE.



Le module est fourni avec une traduction anglaise et française. Si vous souhaitez l'utiliser avec une autre langue, il vous suffit de le traduire en cette langue dans la partie administration de votre boutique.

4. CONFIGURATION OF UNIT

In the page modulates part of administration of your shop, required the module and clicked on the bond configuration. Click on small the parameters which is among the list of the menus on the left.

Before passing to the configuration, you must accesses create a contact which will be the manager of the service of tickets. To do it go to "clients->SAV" and to create in new.

Now that it is done, you go in the mitre parameters of the module and there there are two fields to parameterize. The first is select, it enables you to choose the customer service which will manage the service of ticket. The second is a field text, it allows you to enter the number of ticket to post by page at the time of the listing of the tickets of a customer.

5. UPDATE OF THE MODULE

If a new version of the module is found that you want to update your module, you will have to safeguard your data related to this module before updating then to restore these data. This to prevent that the update can erase your data.

6. SITE OF DEMONSTRATION

The site of demonstration for this module is:

- Site : <http://www.demo.cleanpresta.fr/>
- Admin : <http://www.demo.cleanpresta.fr/cpadmin>
- Login (front & admin) : demo@demo.fr
- Passe (front & admin) : [demodemo](#)



7. CONTACT

In the event of problem with suggestion, you can contact us:

- By e-mail contact@cleanpresta.fr
- By skype (id): [cleanpresta](#)