# **Module sendings of tickets relating to the products**

**Name**: Sendings of tickets relating to the products by your customers and visitor

**Meta title (69)**: Module prestashop allowing your customers and visitor to send tickets to you on products.

**Meta description (158)**: This module prestashop enables you to give the possibility to customers and to visitors to send tickets to you on products.

**Key words**: modulate sendings of tickets, sendings of tickets, tickets on products, modules prestashop, module prestashop face-office,

**URL (90)**: Send-of-ticket-by-your-customer-and-visitors

**Description (160 characters)**

This module enables you to give the possibility to your customers and to visitors to send to you tickets relative to your products.

**Functionalities/Description**

**Side front office**:

This module at the same time enables you to give the possibility to your customers and to your visitors to send tickets relative to your products.

* For the visitors, there is a bond in the page produced which allows them to send the ticket;
* For the customers, there are bonds a little everywhere: on NavBar, the accountFooter, in the clients' account. They have the possibility of seeing all the messages which they sent and with a wire for the messages dependant and also with the answers to their messages;

**Side back office** :

The use of this module is simple, it is enough for you to select the contact (customer service) which you want that it receives the messages (in the configuration part of the module). And there you can see and treat the messages exactly as in the customer services existing.

**The "+" for you**

Since it is necessary to fulfill the requirements customers, this module enables you to receive their criticism, their improvements, their additions, their modifications, etc… on a product. You have of which the possibility of communicating primarily compared to the product with the customer.

**The "+" for your customers**

The customers and or visitors directly bring their observations to you on the products they have the possibility of seeing the wire of messages compared to their observations.

**Installation**

This module settles natively. No file is overloaded. But it is initially necessary to create a contact which will manage the messages.

**Recommendations**

It is advised to empty all the mask and to regenerate the indices of the module “block layered” for its good performance on the level of navigation with facet.