Predefined Admin Order Comments Extension for Magento2 by Mavenbird

Predefined Admin Order Comments Extension User Guide

Content

Introduction

- The PredefinedAdminOrderComments module is a powerful tool designed to streamline and enhance order management within your administrative workflows. By providing a set of predefined comments, this module enables administrators to communicate quickly and consistently with customers or team members regarding order statuses, updates, and special instructions.
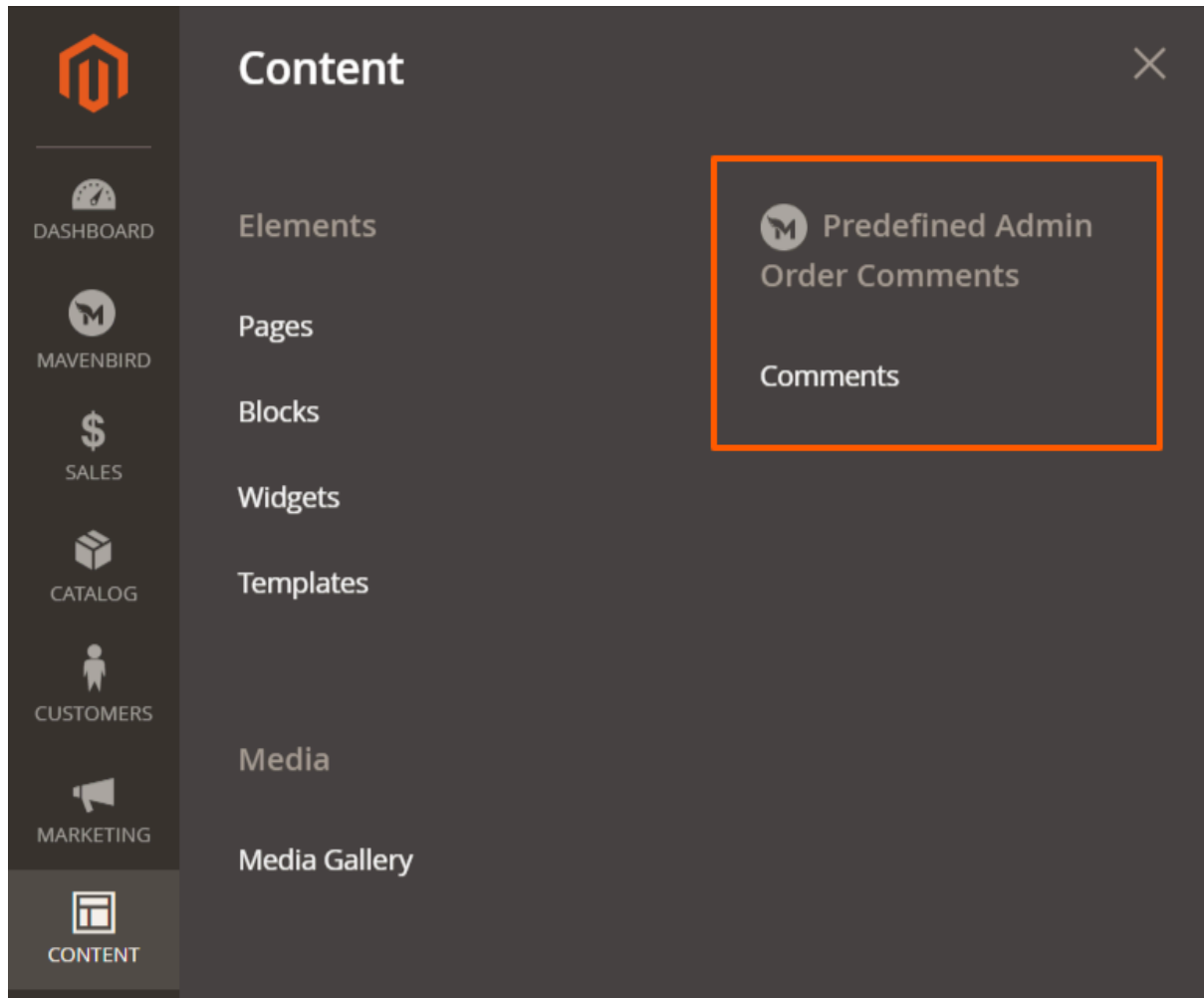
Configuration

General

Enable [global]	Yes ▾

- **Navigate to Configuration:**
  Go to your store's backend and select **Stores** from the main menu, then choose `Configuration` from the dropdown.

- **Locate the Module Settings:** I
  In the configuration menu, find and click on the `PredefinedAdminOrderComments` section to access the module's settings.

- **Enable the Module:** Check the box or toggle the switch to enable the `PredefinedAdminOrderComments` module.

- **Save Configuration:** Click the `Save Config` button to apply your changes and activate the module.

Module Comment Path

- **Go to Content Section:**
  In the main menu, select `Content` to expand the available options.

- **Select Comments:**
  Click on `Comments` to open the Comment module where you can manage and view comments.

For Managing Order Comments use this module .

Add New Comment

	Back	Delete	Reset	Save and Continue Edit	Save

Comment Information

Enabled ⬤ No

Title * Nice!!

Content * Nice!!

Store View *
- All Store Views
- **Main Website**
  - **Main Website Store**
    - Default Store View

Order Statuses *
- Suspected Fraud
- On Hold
- Payment Review
- PayPal Canceled Reversal
- PayPal Reversed
- Pending

Click Add New Comment:

- Click on the `Add Comment` button to start creating a new comment.

Fill Out Comment Details:

- **Title:** Enter a descriptive title for the comment in the `Title` field.
- **Content:** Provide the full text of the comment in the `Content` field.
- **Store View:** Select the relevant store view(s) where this comment should be applicable.
- **Order Statuses:** Choose the order statuses to which this comment will apply.
- **Enabled/Disabled:** Set the comment to `Enabled` if you want it to be active immediately or `Disabled` if you want to save it for future use.

Review Your Inputs:

- Double-check all the details you've entered to ensure accuracy and completeness.

Save the Comment:

- Click the `Save Comment` button to add the new comment to the system.

Manage Comments

- **Comment List:**

  The Comment module displays a list of all existing comments, allowing you to select and edit specific comments from the list.

- **Click Select Button:**

  Click the `Select` button next to the comment you want to edit.

- **Edit Comment Details:**

  Update the `Title, Content, Store View, Order Statuses,` and `Enabled/Disabled` status as needed.

- **Save Changes:**

  Click the `Save Comment` button to apply your edits.

Comment Order Notes

Choose Sales->Order:

- Navigate to `Sales` and select `Orders` from the main menu to view the list of orders.

Click on View:

- Locate the order you want to work with and click the `View` button to open the order details.

Comment Order Notes:

- Scroll to the `Order Notes` section where you can see the status dropdown (e.g., Pending, Closed, Complete) and existing comments.

Custom Comment:

- Choose the appropriate status from the dropdown.
- As per Dropdown that loads Related Comment Contents .

Submit the Comment:

- Click the `Submit Comment` button to add the comment to the order and save your changes.

Order Comment History

Review Submitted Comments:

- The `Comment History` section will list all comments associated with the order, including the newly submitted one.

Check Comment Details:

- Review the details in the **`Comment`** such as the content, status, and date of each comment , Time also that all Details are Shown.

Thank you!

Do you need Extension Support?
Do you have any suggestions? Please contact us,
https://www.mavenbird.com/contact