FME Extension

Enquiries Management - Magento Extension

Install Guide - Version 1.2

http://www.fmeextensions.com

support@fmeextensions.com

Intended Audience

The content of this document is designed to facilitate the users -managers, supervisors and others of FME Enquiries Managment Magento Extension. A step by step instruction has been added to this document to help users to install the extension on Magento.

This extension will only work on Magento version 1.4 to 1.9.2.2. As a safe practice always backup your files and database before installing any extension on Magento. If you are looking for someone to install the extension we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Go to: **http://www.fmeextensions.com/magento-extension-installation.html**

Once you have installed please see the User Guide to help you understand on how to use the extension to its full capacity. If you still have questions feel free to contact us on our website.

If you have any custom requirements feel free to touch base with us. Just email support@fmeextensions.com with the description of the requirements and they will get back to you with estimates.

For further help or support, feel free to reach us @ **http://support.fmeextensions.com**.

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Getting Started!

Overview

Enquiry management Magento feedback extension provides centralized clients' enquiry management module. Monitor, track and reply to enquiries from Magento instead of emails, phone calls or any separate domain.

Enquiries Management

Features

- ✓ Enquires Manager makes tracking and replying to each query centralized and easy
- ✓ You can easily search, delete, add, select and view records and also export them to CSV or XML from the back-end
- ✓ Replies to comments or queries are sent via email from the backend to the email address given by customers

Global Features

- ✓ Open Source
- ✓ Multi store support
- ✓ Easy Installation
- ✓ Responsive

Installation Instructions

I.   Compatible - Magento 1.4 - 1.9.2.2

1. Unzip FME_Enquiries_Ext_x.x.x.zip to a local folder.

2. Copy the full folder/app/code/local/FME/Enquires to /app/code/ local/

3. Copy file/app/etc/modules/UnitedSol_Enquires.xml to /app/etc/ modules

4. Copy file/app/design/frontend/default/default/layout/ enquires.xml to /app/design/frontend/default/ YOUR_THEME_FOLDER/layout/

5. Copy the full folder/app/design/frontend/default/default/ template/enquires to /app/design/frontend/default/ YOUR_THEME_FOLDER /template/

6. Copy file/app/design/adminhtml/default/default/layout/ enquires.xml to /app/design/adminhtml/default/default/layout/

7.   Copy the full folder/js/enquires to /js

8.   Copy the full folder/skin/frontend/rwd/default/css/enquires to / skin/frontend/default/YOUR_THEME_FOLDER /css/

9. Copy the full folder /skin/frontend/rwd/default/images/ enquires to /skin/frontend/default/YOUR_THEME_FOLDER/images/

10. Logout from your admin panel and again login you will see FME Extensions Menu in Left Menu of your admin panel

Disclaimer

It is highly recommended to backup your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.

Support

You can also find Step by Step guide on this extension by visiting FME Enquiries Management product page on our website. If you need more information or have any questions or problems, please refer to our support helpdesk:

http://support.fmeextensions.com

You can log a ticket and a support technician can assist you further.

If you are still struggling with your extension, submit a request via **support@fmeextensions.com**

Customization

If you have requirements that are not covered by our extension and you need to have our extension customized, feel free to email us with detailed requirements at support@fmeextensions.com

You can also fill out a Request for Quote form here and we can get back to you with a quote: **http://www.fmeextensions.com/quickrfq**

Need a New Custom Extension?

We can build a new extension based on your custom requirements if needed. Feel free to email us at **info@fmeextensions.com**