

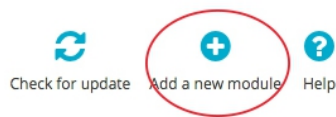


Advanced Customer FEEDBACK Collect Vital Information Product documentation

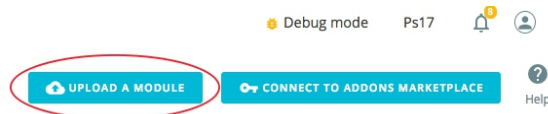
Installation:

1. Upload module through PrestaShop Dashboard:

- Log into PrestaShop dashboard and go to Modules → click:
 - PrestaShop 1.6.x: Add a new module



- PrestaShop 1.7.x: Upload a module



- Select the .zip file and upload the module.

2. Upload all module files in /modules/ folder using a FTP client

3. Install module:

Log into PrestaShop dashboard and go to Modules → Front Office Features and install “Advanced Customer FEEDBACK - Collect Vital Information” module.


Configuration:







How to configure Advanced Customer FEEDBACK - Collect Vital Information module:








I. Button Configuration tab:

1. Easily change the text, color and icon of the Feedback Button. You can even change its position as follow: right top, right center, right bottom, left top, left center, left bottom, bottom right, bottom left.

* Button text en ▼

Button background color 

Button icon N/A      

Button position ▼

2. You can set for how long time in minutes the Feedback Button disappear after a feedback is submitted. Default value is 15 minutes. Also you can set if the Feedback Button should have an animation effect on hover.

* Cookie time

Button hover animation YES NO

Add opacity animation when the button is hovered

3. If you wish, you can add a bubble with text next to button to attract more customers. You can choose its text and its moment of display as follow: appear on button hover, appear after 1 or 3 or 5 seconds from page load.

Display bubble ☒ YES ☐ NO

Add a bubble with text next to button when hovered or after x seconds from page load

Moment of display

Bubble text

II. Form Configuration tab:

1. Customize your Feedback form by adding your shop logo, a title and a background color.

Shop logo ☒ YES ☐ NO

Shop logo appear on Frontend Pop-up header

Recommended resolution is 330x200.

Pop-up title






Pop-up background color






2. Let your customer have the possibility to rate a specific part of your Shop.

Specific feedback ☒ YES ☐ NO

If enabled, the customer have the possibility to rate a specific part of your Shop

3. Fully customize your Feedback Form by changing the icon set, by adding subject fields and by enabling the email and recommendation fields.

Rating icons ☒     

☐     

☐

Add subject field ☒ YES ☐ NO

* Pop-up subjects

✕ I have an idea

✕ I have a question

✕ I like something

✕ Something is not working

✕ Other

en ▼

Add email field ☒ YES ☐ NO

Display an email field inside Feedback Pop-up

Add recommendations field ☒ YES ☐ NO

Display recommendations field at the bottom of the Pop-up

* Recommendations text

en ▼

4. You can change the thank you message that will appear after a Feedback is submitted.

Thank you message

Your feedback is highly valued and will be used to improve our website and services.

en ▾

III. Feedback tab:

1. This tab allows you to see all information about customer Feedbacks. You can delete or mark as seen each of them.


FEEDBACK

All (1)

General (1)

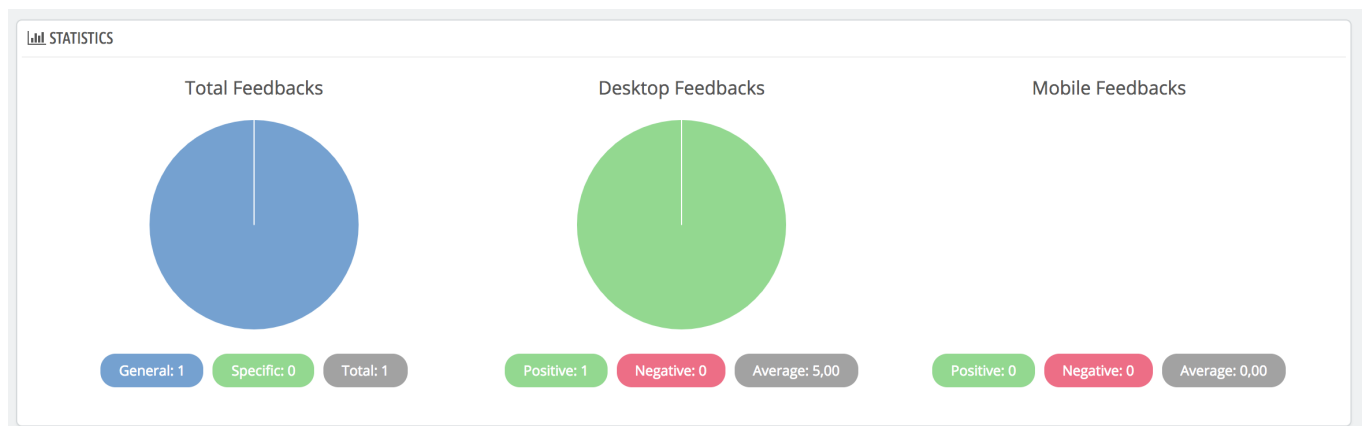
Specific (0)

Seen (0)

	SUBJECT	MESSAGE	DATE	CATEGORY	
New	 I like something	Love it	Today 10:55 AM	General	⋮

IV. Statistics tab:

1. This tab allows you to see statistics about customer Feedbacks.



V. Email Notification tab:

1. This tab allows you to setup if you want to notify the admin when a customer submit a new feedback. For multiple admin emails you can separated them by comma (,).

Email notification ☒ YES ☐ NO

Notify the admin when a user submit a new Feedback

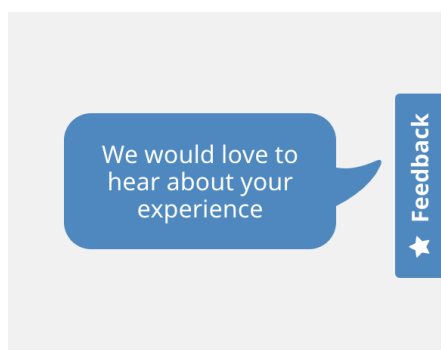
* Admin email

Email address separated by comma (,).

Front end:

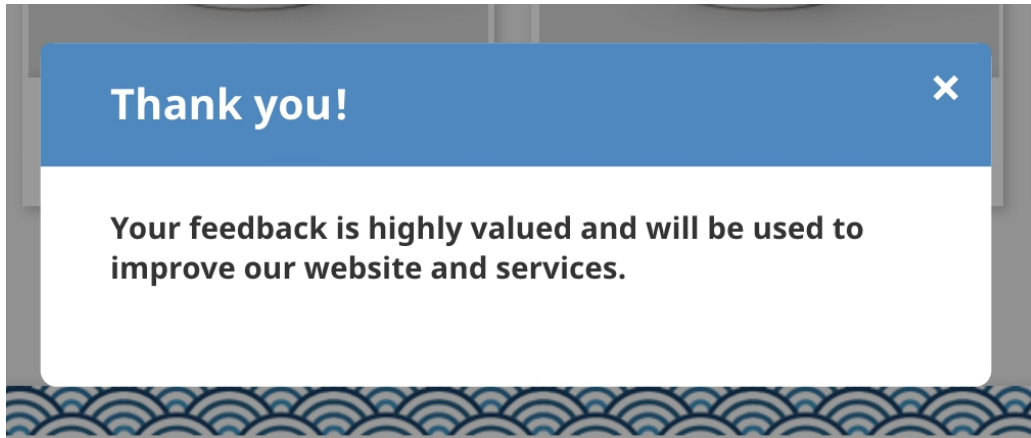
I. Feedback Button and Form:

1. When the page loads the Feedback Button will appear. You can click it to open the Feedback Form where you can complete fields to express your opinion.

A feedback form modal with a blue header containing the word "feedback" and a close button (X). The header text reads: "Feedback allows you to report problems that relate to our website. We also encourage you to submit general comments and ideas." The form body has a section titled "What is your opinion of this page" with five emoji options: angry, sad, neutral, happy, and love. Below this is a section titled "Please select a subject" with a dropdown menu showing "I like something". The next section is titled "What is your suggestion?" with a large text input area. At the bottom is a blue "Submit" button.

II. Thank you page:

1. Custom thank you page after a Feedback is submitted.



Disclaimer

This module was build and tested on PrestaShop default theme.
We are not to be held responsible for any incompatibility between our module and your theme.

Please keep in mind that you should backup your store every time you install a new modules in order to avoid any errors / malfunctions.