Advanced Contact Form For Magento 2 User Guide
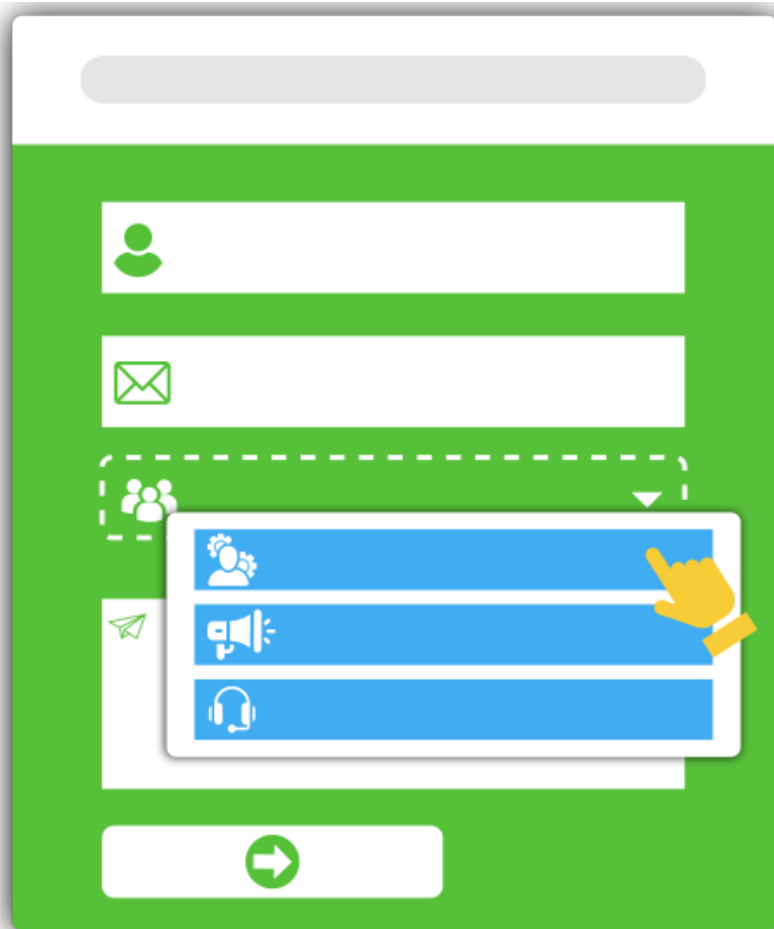
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Overview

It is always nice to stay connected with your customers. Every website needs a form to establish a connection with their prospects and customers. Generally, those who are interested in the site's offerings fill up request-a-quote and contact us forms. But such forms are limited in functionality, as they do not establish direct contact with the intended recipient.

For Eg: If a customer needs to send a query to a certain department in an organization, sending a query to the customer service department does not guarantee a response. Businesses need a seamless connection between customers and their organization so that queries are answered without delay. Advanced Contact Form helps you add department field at the contact form with their respective email address, so if the customer has an inquiry related to the product he needs to select the sales department and the inquiry will be sent to sales that department email. This way the store owner can never miss out on an inquiry from the customers.

Zestard's Advanced Contact Form extension is relevant for sites that house a separate retail department, customer support team, logistics team, webmaster support, multiple branch-wise support, and head office support.

The extension gives you the ability to set single or multiple email addresses from the backend. Also, it allows you to enter the single or multiple departments running internally. When the form is displayed at the front side the customer can see the department dropdown and on-submit the query goes to the respective department's email address.

Establish an ideal customer relationship connect by using this extension. The customers can use this form to send their queries to the particular department and the store owner by using their e-mail addresses department wise can divide the queries to send the appropriate responses to their customers.

Main Features

- Quick and easy enable/ disable the feature of extension from the backend.

- Garner relevant user information in each field.

- Help customers to select the departments to which they want to send their queries.

- Add multiple contact- inquiry email recipients based on departments.

- Users can fill in the contact us form with the required details and select a particular Department from the dropdown list to send the inquiry.

- Receive the details of the inquiry in the email address set from backend

- The Email copy of the inquiry will be received by all the added Email IDs.

- It helps store owners to solve the problem of the absence of communication between their internal teams and the customers.

Reasons to choose Zestard's Advanced Contact Form?

Easy to configure & use	Add multiple departments with their email address	Ability to set Email Sender
Receive department wise inquiry	Easily add department at contact us form	Send appropriate response based on inquiry
Flexible settings	Receive inquiry details Email template	Never miss out an inquiry

Installation Guide

Once you have purchased & downloaded our extension follow the below steps to install the extension. The easiest way to install a Magento 2 extension is by using SFTP or FTP. To do this, first, download our Advanced Contact Form module and follow the below steps.

In short, for Professionals or Techie Person

1. Unzip the extension.

2. Login to your root directory via FTP or SFTP.

3. Go to your remote directory app/code/

4. Create directory Zestardtech and under that create subdirectory **AdvancedContactForm**.

5. Now upload all the unzipped code into the **AdvancedContactForm** directory.

6. Then open your SSH or Terminal.

7. Go to your root directory and RUN below 5 commands step by step:

   - php -f bin/magento module:enable Zestardtech_AdvancedContactForm --clear-static-content

   - php bin/magento setup:upgrade

   - php bin/magento setup:di:compile

   - php bin/magento setup:static-content:deploy -f

   - php bin/magento cache:clean

8. If you didn't get any error during the commands execution process then our extension is successfully installed in your store.

Detailed Installation Instructions

Step 1: Connect to FTP and upload the unzip directory.

- Connect to your site using FTP or SFTP. Go to your remote directory app/code/

- Create directory Zestardtech and under that create subdirectory AdvancedContactForm. Now upload all the unzipped code into this directory.

Step 2: Run Commands

- Open your SSH or Terminal.

- Go to your root directory and RUN below 5 commands step by step:

  - php -f bin/magento module:enable Zestardtech_AdvancedContactForm --clear-static-content

  - php bin/magento setup:upgrade

  - php bin/magento setup:di:compile

  - php bin/magento setup:static-content:deploy -f

  - php bin/magento cache:clean

- If you didn't get any error during the commands execution process then our extension is successfully installed in your store.

Step 3: To confirm Installation and activation.

- To complete the installation you need to log out of your Magento Admin and login back.

- Open your SSH or Terminal and run this command **php bin/magento module:status Zestardtech_AdvancedContactForm** and if you get Output as **Module is enabled** then our extension is installed properly in your store.

To Note: If you face any error during this process then please either share the screenshots or share credentials of your store at our email id **support@zestard.com** and will help you install the extension properly.

User Guide

How to Configure Advanced Contact Form Extension?

After installing the extension just follow the below steps to set up the theme in your store.

1. General Configuration for setting up the Advanced Contact Form extension.

    - **Enable Module:** Select "Yes" to enable the extension.

    - **Email Sender:** Select the Email Sender from the drop-down this will be the name that will appear in the email.

    - **Emails**: Add the emails to whom the query of the user must be sent. Use a comma to separate each email.

    - **Departments:** Add the departments according to the business and process with comma separate to each department.

General Configuration for setting up Advanced Contact Form extension.

Configuration

ZESTARD TECHNOLOGIES	^
Advanced Contact Form	

GENERAL	∨
CATALOG	∨
SECURITY	∨
CUSTOMERS	∨
SALES	∨

Enable Module
[store view]

Yes ▾

Email Sender
[store view]

General Contact ▾

Emails
[store view]

dobe@mailinator.com,teme@mailinator

Must be in the format eg: email address1,email address2

Departments
[store view]

Logistic,Finance,Sales,Marketing

Must be in the format eg:
Logistics,Finance,Sales,Marketing

2. To access the advanced contact form in the frontend use route "advancedcontactform" e.g if the website has address domain.com than the advanced contact form can be accessed at the URL domain.com/advancedcontactform.

Frontend view of Advanced Contact Form

Advanced Contact Form

Name: *

John Doe

Email: *

johdoe@example.com

Contact No:

98

Comment: *

Query regarding my latest purchase from your store

Departments: *

Sales

Submit

3. Inquiry details are received in the respective department's Email ids.

Get Support From Our Team

We are here to help you out if you are facing any issues after installing the extension. Drop us an email at **support@zestard.com** and will get back to you.