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SUPPORT@CEDCOMMERCE.COM

[Vendor Messaging Addon]

CedCommerce Vendor Messaging Addon Magento® allows the Vendor-Admin and Customers-Vendor communication to let them clear their doubts if any with each other and maintain transparency.



Vendor Messaging Addon

User Manual

Version - 1.9



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Overview

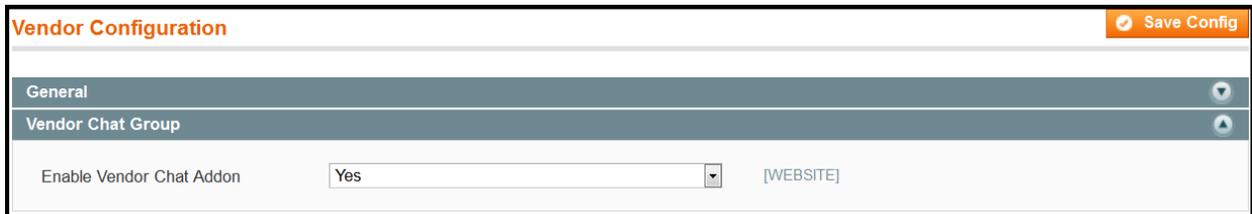
Vendor Messaging Addon for CedCommerce Multi-Vendor Marketplace gives a platform to the vendors to discuss their queries with the administrator from their own vendor panel and get a reply in their inbox section in the same panel. This addon also allows the customers to talk to the respective vendor of their choice about his products or anything else they want to know. This module is basically divided into two sections: -

- 1.) Vendor-Admin Chat or vice versa.
- 2.) Vendor -Customer Chat or vice versa

Since this is an addon, therefore CedCommerce Multi-Vendor Marketplace has to be installed before installing Vendor Messaging Addon.

Enable/Disable Vendor Messaging

To enable the Vendor Messaging Addon go to **Marketplace > Vendor Configuration**, just select “Yes” in the “**Enable Vendor Chat Addon**” dropdown under “**Vendor Chat**” group and click on the “**Save Config**” button to save the configuration settings. Selecting “No” will disable the Vendor Messaging Addon and its features won’t show up on frontend.



The screenshot shows the 'Vendor Configuration' interface. At the top right, there is a 'Save Config' button with a checkmark icon. Below the title bar, there are two expandable sections: 'General' and 'Vendor Chat Group'. The 'Vendor Chat Group' section is expanded, showing a configuration option 'Enable Vendor Chat Addon' with a dropdown menu set to 'Yes' and a '[WEBSITE]' label to its right.

Messaging Sections

Vendor Messaging Addon comprises of mainly two sections: one for communication between vendor & admin and the other for communication between customer & vendor.

Vendor Chat Group		
Enable Vendor Chat Addon	<input type="text" value="Yes"/>	[WEBSITE]
Enable Email Setting to Receive Vendor Message in Email	<input type="text" value="No"/>	[WEBSITE]
Give Email Setting Authority to Vendor	<input type="text" value="Yes"/>	[WEBSITE]
Allow Vendors to Receive Customer Emails	<input type="text" value="No"/>	[WEBSITE]

i. **Vendor-Admin Chat**

This section is designed for the conversation between the vendors and the administrator of the store.

i. **Vendor Chat Panel**

Here the Vendor has the ability to talk to the admin from his own panel. There exists a separate section to send messages to the admin. He can also keep a track of his sent messages. The Vendor also gets the reply of his messages in the vendor panel, inbox section.

Vendor will always get notifications about the new messages in the left navigation bar. This plugin allows the vendor to keep a track of the number of new unreadable messages.

Vendor Panel

VENDOR ADMIN CONVERSATION AREA

FOLDERS

- Inbox
- Sent

COMPOSE NEW MESSAGE

owner@example.com

Subject:

A Normal text **Bold** *Italic* Underline [List Icons]

[Refresh] [Image]

[Send]

Compose message for admin

Vendor Panel

VENDOR ADMIN CONVERSATION AREA

FOLDERS

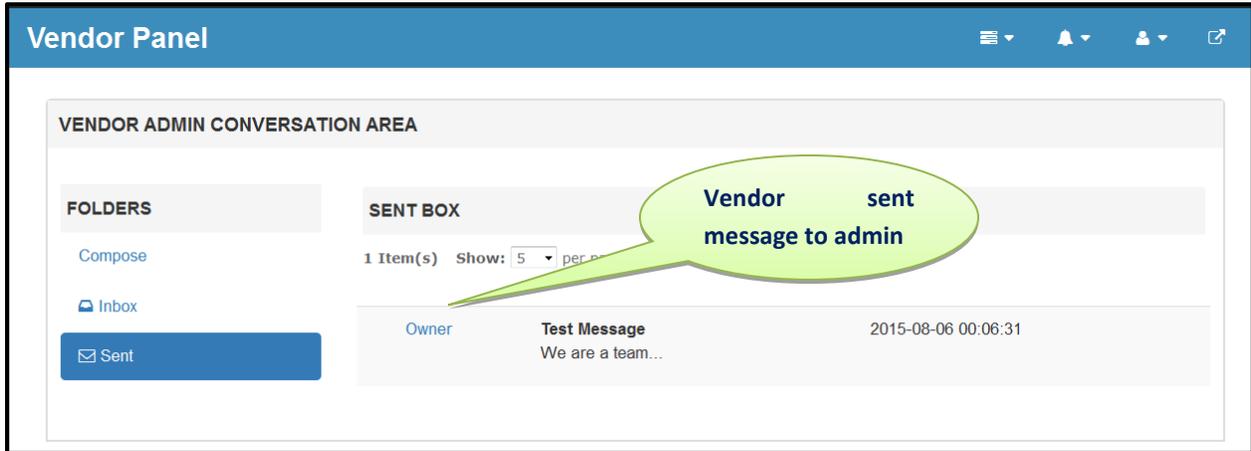
- Compose
- Inbox**
- Sent

INBOX

1 Item(s) Show: 5 per page

owner@example.com	admin_messageYes True.... :)	2015-08-06 00:08:00
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Inbox message of vendor by admin

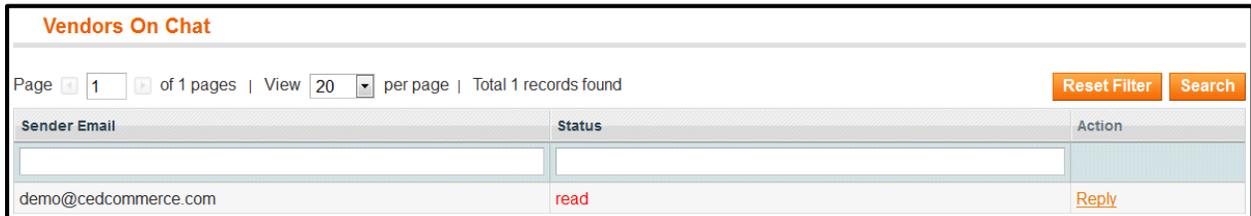


On clicking the **Send** button if admin has enabled the “**Enable Email Setting to Receive Vendor Message in Email**”, then the admin will also receive those messages.

ii. Admin Chat Panel

Admin Chat panel has the following two areas: -

- a) In the first area when you check “**Vendor On Chat**” in the menu, then you will find a grid that is containing vendors email-ids who have initiated a chat with the admin, along with their status which shows that the message is read or unread and the third is the area in which the admin can use the option of replying to the queries/messages. The status “**new**” reveals that the admin has got a new message which is not opened yet. As soon as the message is read or replied, it shows “**read**”.



- b) As the admin clicks on the **Reply** link, the section appears “**Admin-Vendor Conversation Area**” from where the admin can see the new as well as the old messages sent by that particular vendor and can reply to those messages from that panel.

Admin-Vendor Chat Area

**Demo**

We are a team of expert developers with personal experience and are very much familiar with the challenges that are faced by E-Commerce stores. We build tools to meet those challenges. We believe in treating our customers with respect and faith. We grow through creativity, invention and innovation. We integrate honesty, integrity and business ethics into all aspects of our business functioning.

Our Vision is to provide quality services that exceed the expectations of our esteemed customers. Our Mission is to build long term relationships with our customers and clients and provide exceptional customer services by pursuing business through innovation.

1000 + custom ecommerce online store Experience
Research Team
After Sales service

Owner 

Yes True :)

Type your message here...

Send

- c) If the admin wants to send a particular message through email to a vendor, then also he will check the checkbox in parallel to the send button and the message will also be sent to the vendor in his email.

Email this message to vendor Send

ii. Vendor-Customer Chat

This is a second section which is designed for the conversation between vendor and the customer.

i. Customer Chat Panel

This plugin gives the query link for each vendor on his shop page. If any customer has any query related to that vendor, then he can click on that link from the left navigation bar and will be redirected to the Customer Messaging section.

In that section, a message gets automatically generated for that vendor from whose page you are redirected to the “Customer Messaging” section and from here you can write your message directly to the vendor or about his products and send it.

From this section customer can also check the reply of vendor messages in the inbox, if the vendor has replied. Customer can also track previous messages that have been sent in the sent section.

If the customer wants to send a message from his account panel, then also this plugin gives the feasibility on the account navigation as “**Customers Messaging**” to send the Message to different vendors of choice by

selecting them from the dropdown. This section also keeps the customers updated if they have new messages by keeping a count in the inbox folder.

MY ACCOUNT

- Account Dashboard
- Account Information
- Address Book
- My Orders
- Billing Agreements
- Recurring Profiles
- My Product Reviews
- My Tags
- My Wishlist
- My Applications
- Newsletter Subscriptions
- My Downloadable Products
- Customers Messaging**
- Google SocialLogin
- Facebook SocialLogin
- Twitter SocialLogin
- LinkedIn SocialLogin

CUSTOMER VENDOR CONVERSATION AREA

Folders 

[Inbox](#)

[Sent](#) 

Compose New Message

Select the Vendor ▼

Subject:

SEND

Customer messaging panel

CUSTOMER VENDOR CONVERSATION AREA

Folders 

[Compose](#) 

[Inbox](#)

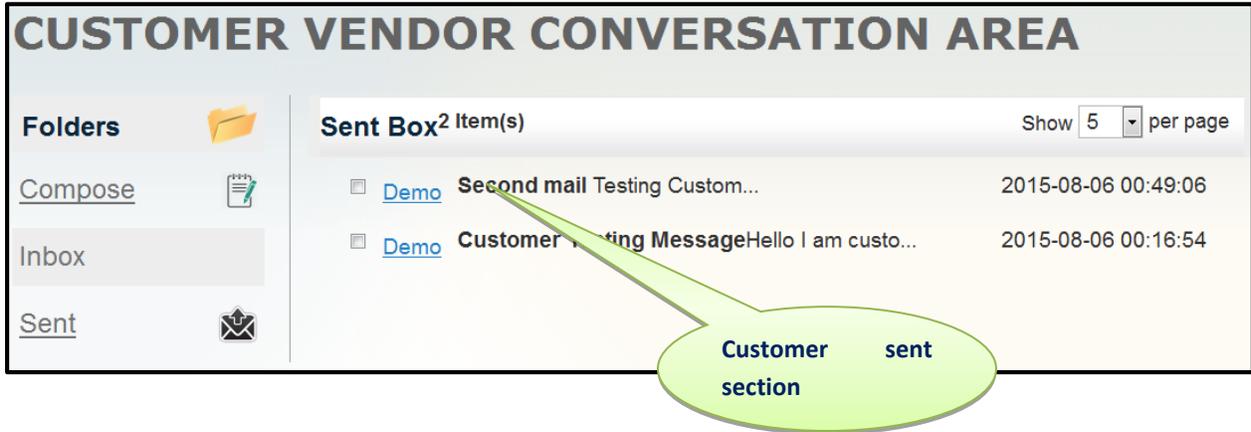
[Sent](#) 

Inbox 1 Item(s) Show per page

demo@cedcommerce.com	Testing Sent Mail to Customer Ofcourse we...	Yeah 2015-08-06 00:20:33
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Customer inbox section

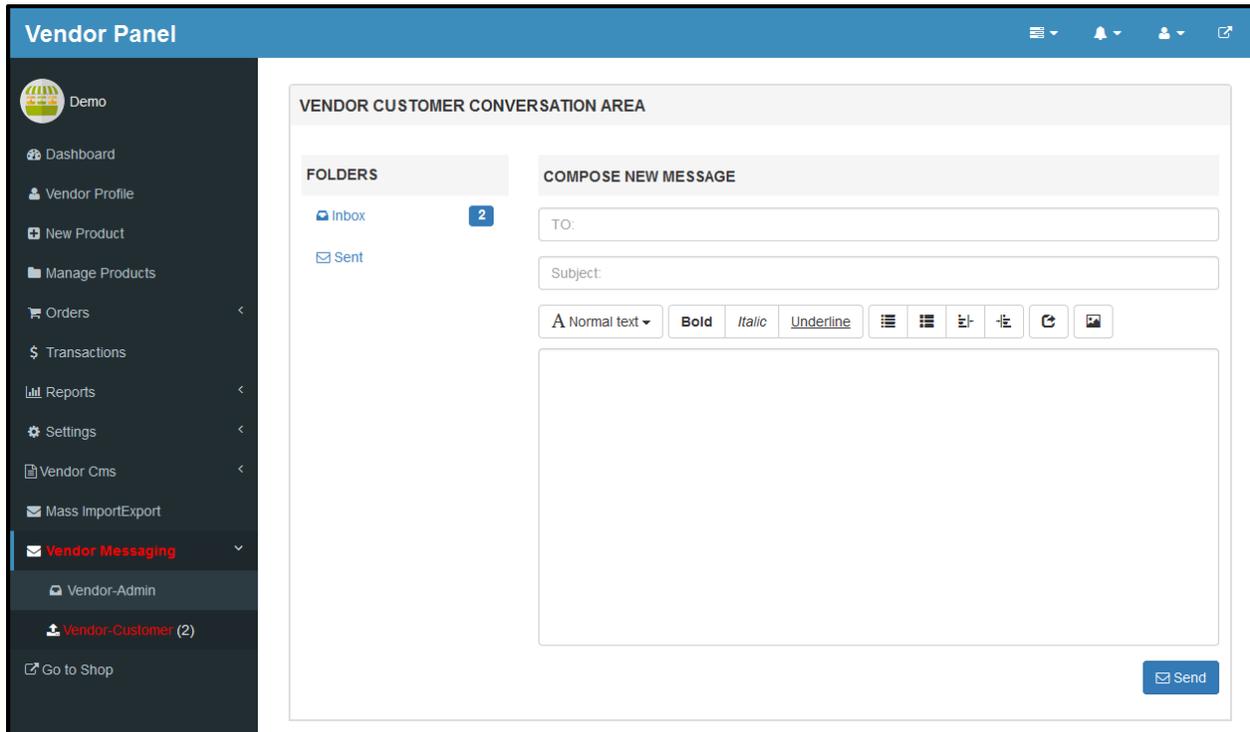
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Similarly, if the admin wants that the vendor receives the customer messages via mail, then he has to enable the setting **“Allow Vendors to Receive Customer Emails”** in **Vendor Configuration** Settings.

ii. Vendor Chat Panel

This panel looks same as the Vendor-Admin Conversation in the vendor panel but works differently. This plugin helps the vendor to reply the customers about their queries or the text they think that needs a reply. The vendor can also keep all the record of sent and inbox messages in this separate panel.

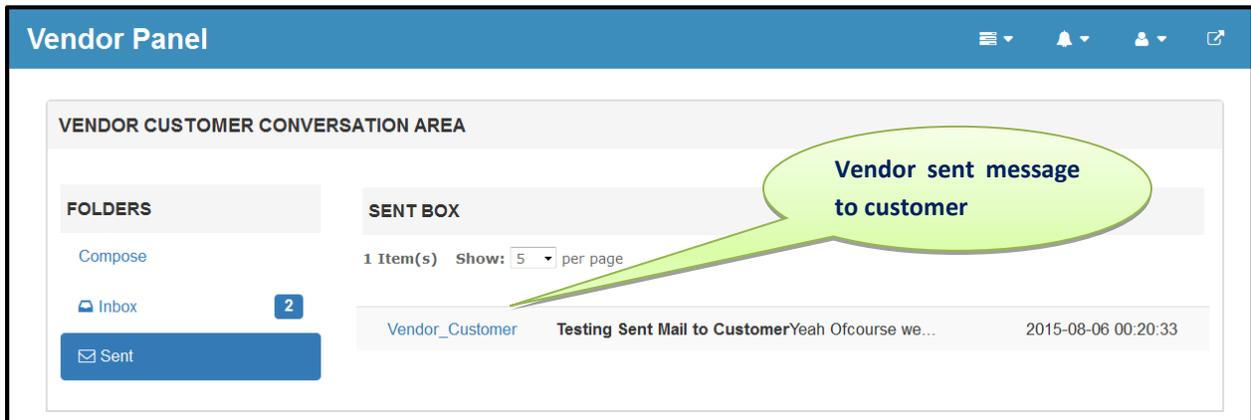
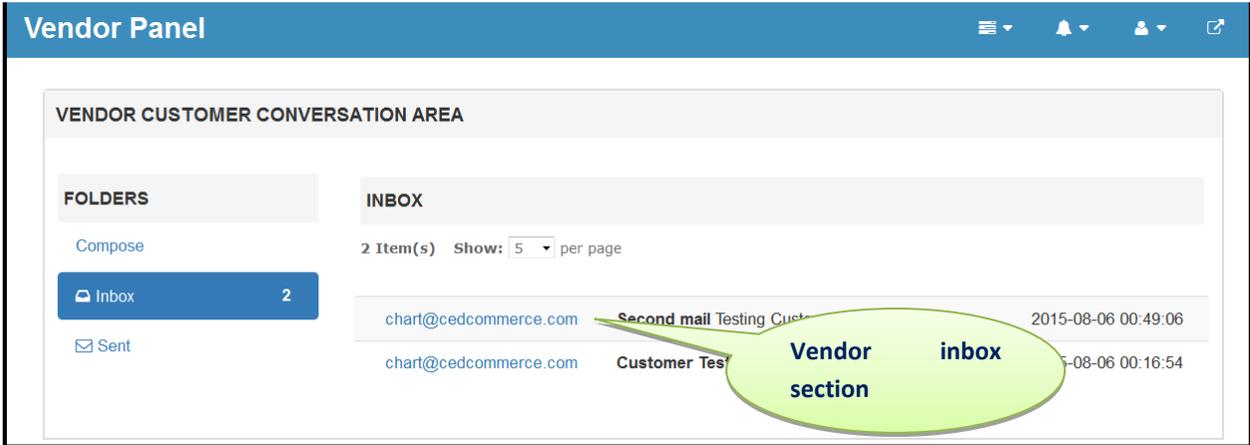


If the vendor wants to inform the Customer about the message in the mail, then two settings must be true: -

- a) Give the Email Setting Authority to the Vendor: This setting if Enabled, then the vendor is able to see the Functionality of sending mail to the customer.



- b) If the vendor wants to send a particular message to the customer, then the above checkbox must be checked.



Support

If you need support or have questions directly related to Vendor Messaging Addon, please use our Online Message Form to contact our support team or send us an email at: support@cedcommerce.com

Best Regards,
CedCommerce Team