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**Advance Message Box**

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**Advance Message Box**

**Extension User Guide**

Module version: 2.1.1

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# Advanced Message Box

**Overview**

Advanced Message Box Extension provides a unique feature of communication between the customers and the Administrator. This extension adds a message box to customer’s dashboard, using which customers can send message to Admin and receive messages from Admin. The extension also allows Administrator to receive and send messages to a selected group of registered users. Admin can provide links and attachments with the messages. Advanced Message Box extension provides a medium of interaction between the customer and the Administrator and hence facilitates customers to easily contact the site owner if they have any concern in regards to the site.

**Features**

**For Store Owners**

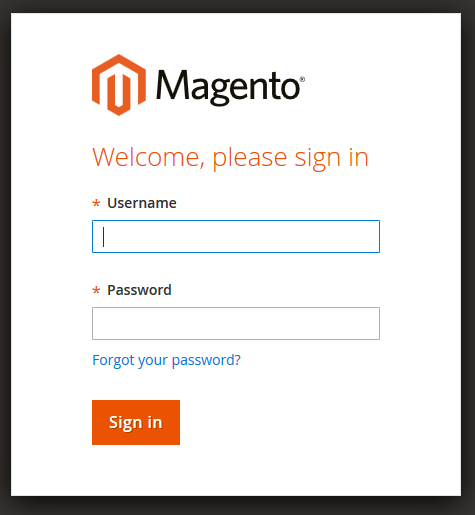
* Admin can send messages to selected registered customers or group of customers
* Admin can preview the messages before sending
* Admin can provide links and attachments with the messages
* Admin can create message templates which will be used while sending messages to customers
* Admin can preview the message templates
* Admin can view the sent messages in the Message log
* Inbox show messages send to admin by the customer(s)
* Admin can export the customer’s messages to CSV or XML file

**For Customers**

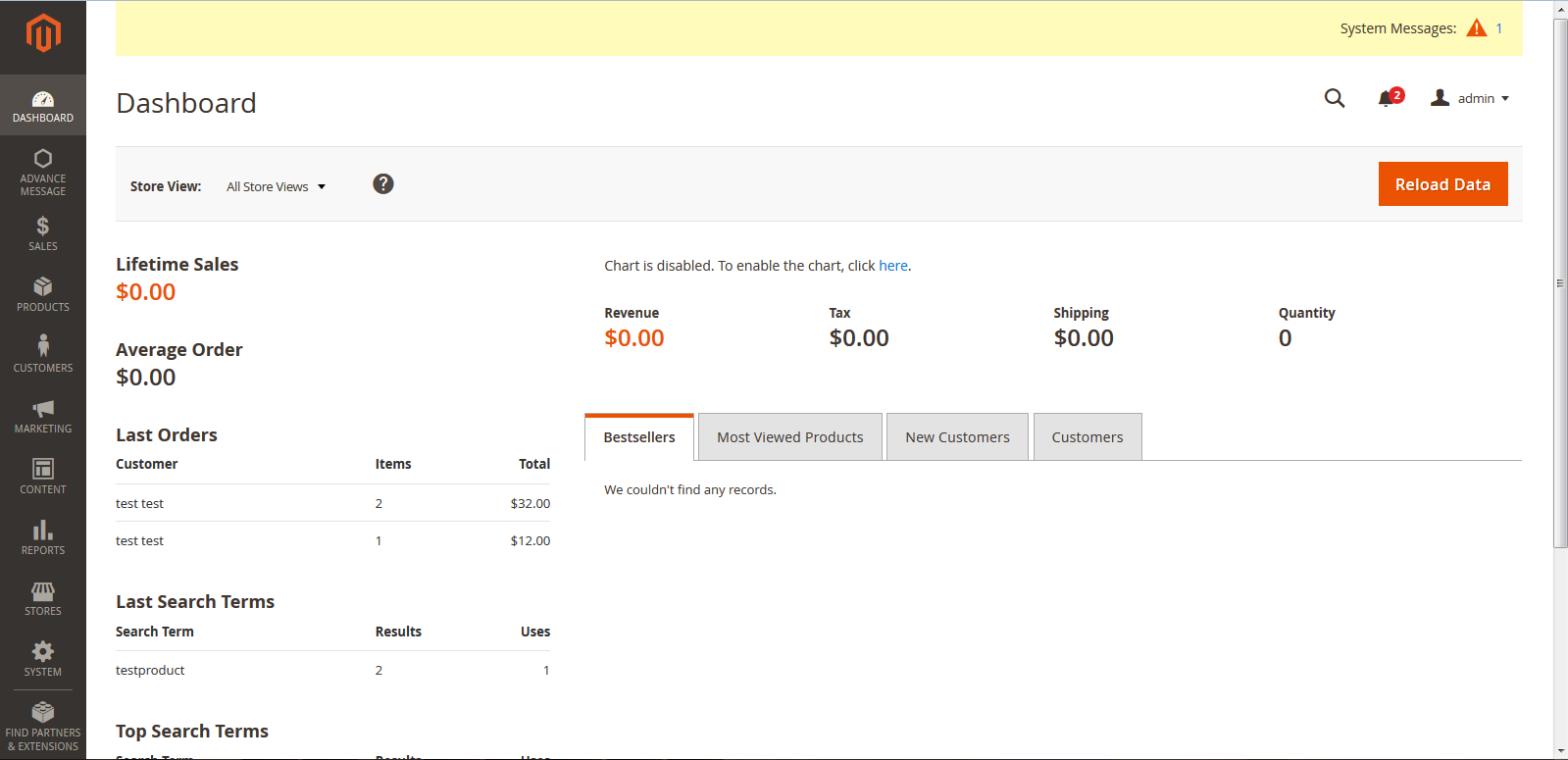
* At frontend, the registered customers can view the messages sent to them by admin in “My Message Box” tab in the “My Account” section
* At frontend, the registered customers can view the message sent by them to admin in "Send Messages" tab in the "My Account" section
* Customers can also send messages to admin from “Send Messages” tab in “My Account” section

# 1. Configuration

**To access the Magento backend administration environment**



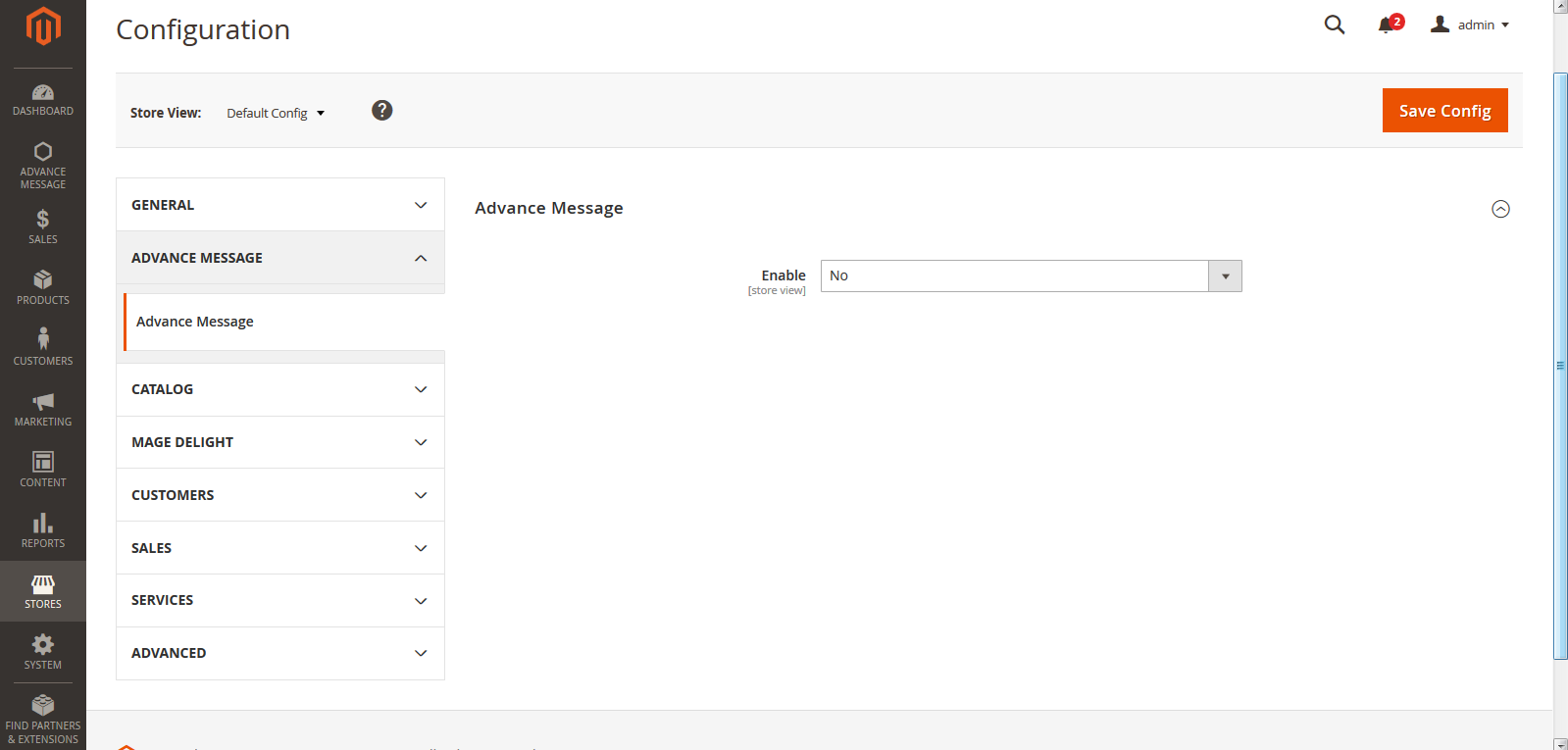
1. Log in using the username and password
2. Click the Login button to display the administration panel



## 1.1 Advanced Message configuration

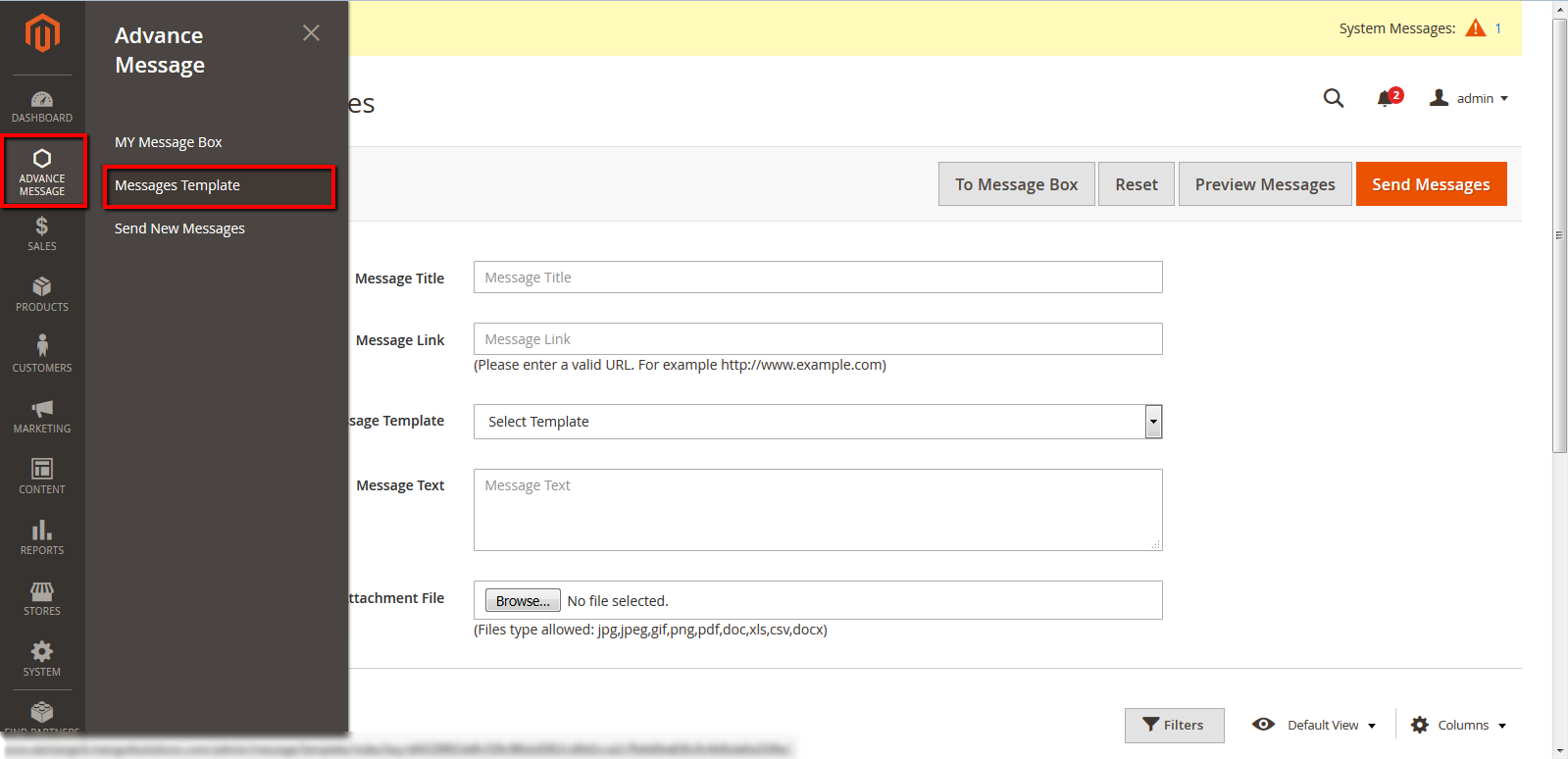
Select **System> Configuration > Advance message** from admin panel

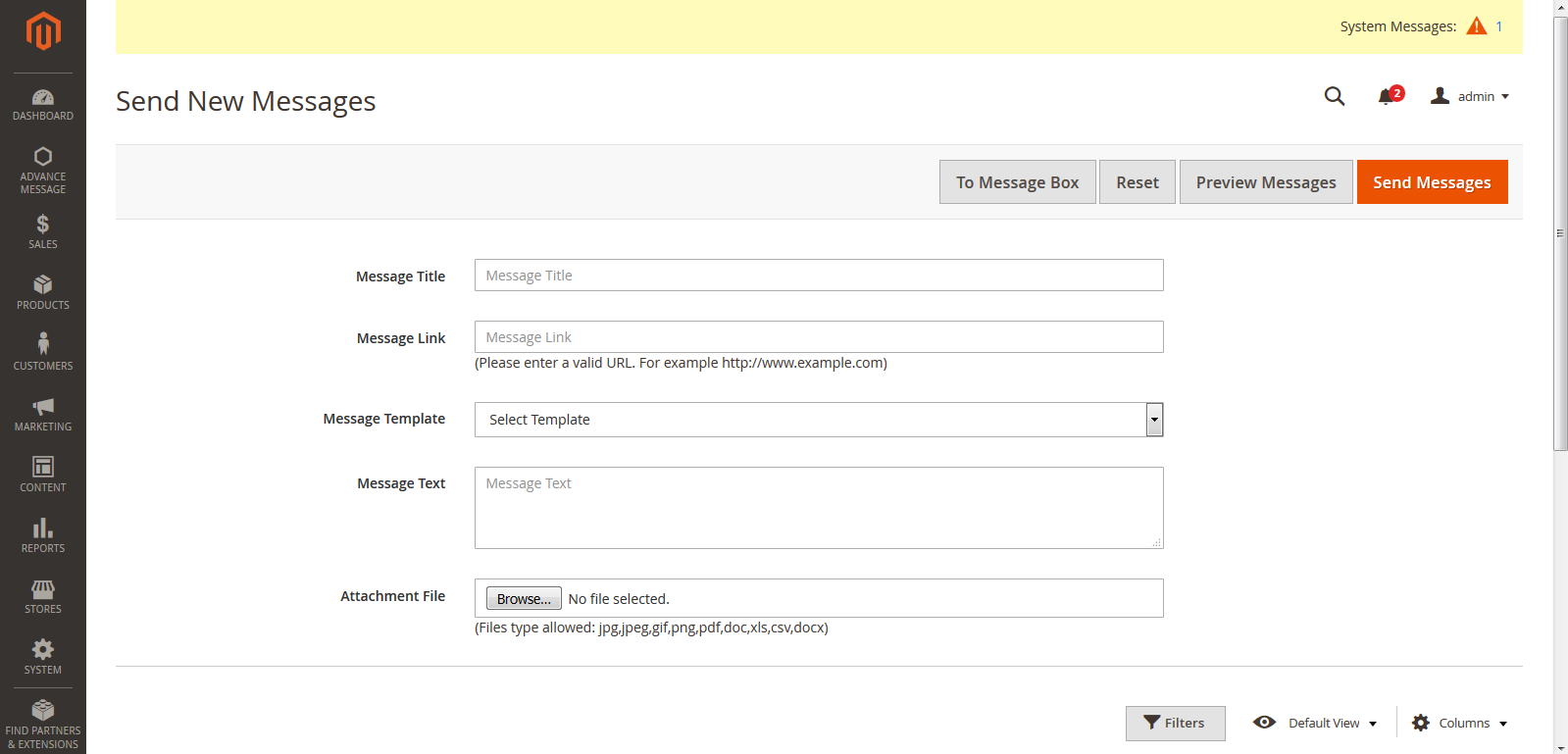
Enable or disable Configuration catalog Extension



## 1.2 Send message to customer from admin panel

Select **Advanced messages > send new messages** from admin panel



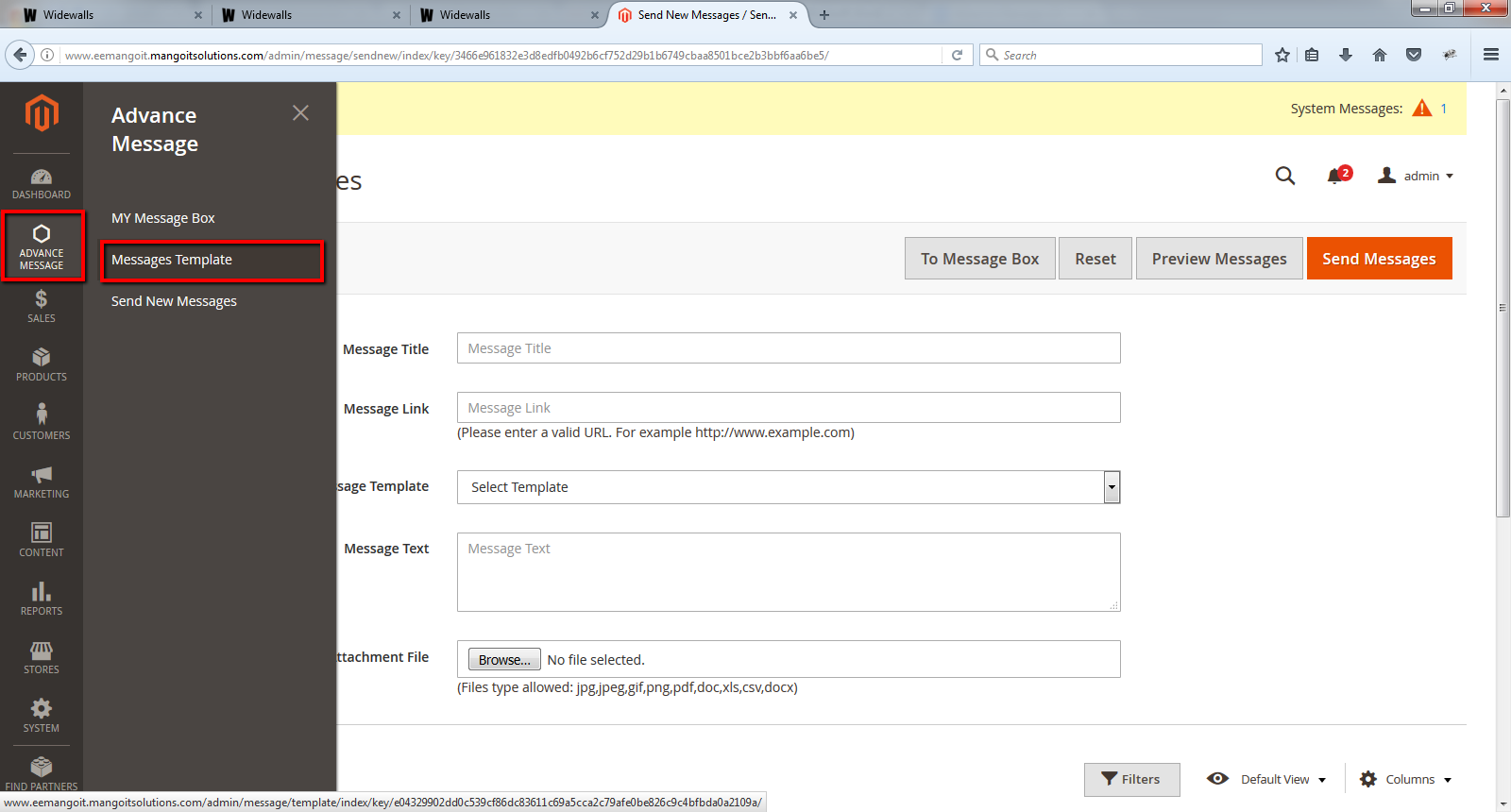


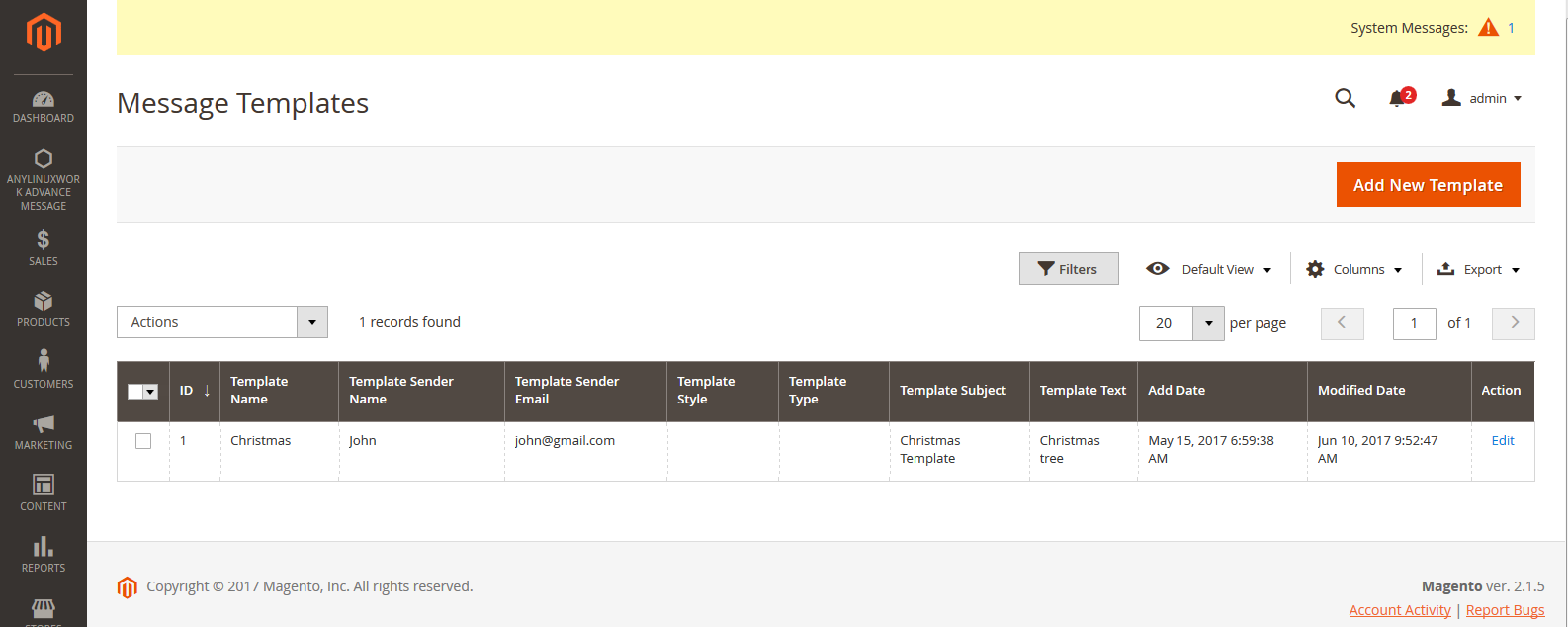
**General tabs in send message section**

* **Message Title:** Defines the message title which to be send
* **Message link:** To add a link along with message which is accessible
* **Message template:** Select the available template from dropdown
* **Message Text:** Defines the content of message to be send
* **Attachment file:** To attach file with the message
* **Choose customer:** Select customers from the list, to send messages
* **Preview message:** Admin can preview his typed message through this tab
* **Reset:** It will reset the filled entries

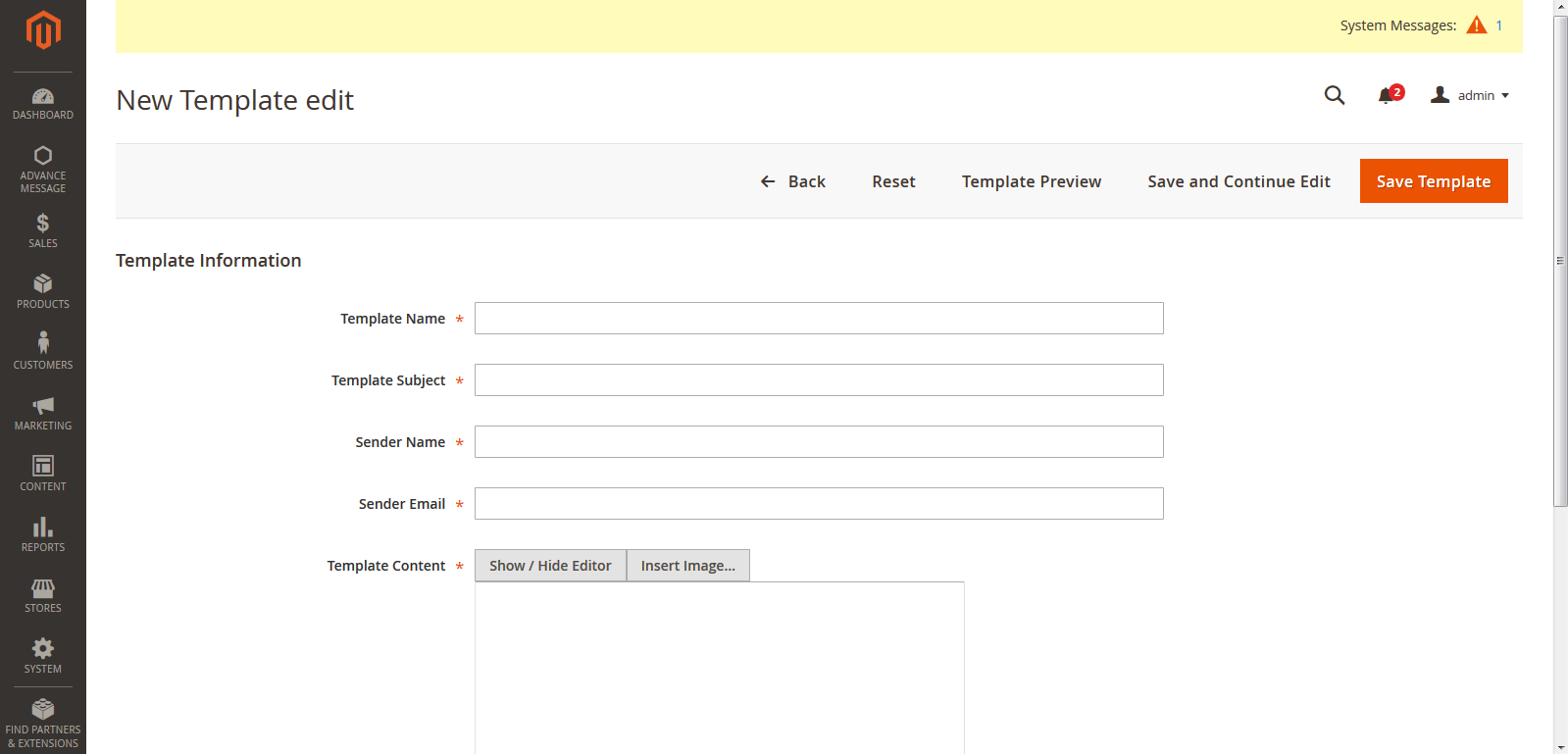
## 1.3 Create Message Template

Select **Advanced Message > Message template** from admin panel

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1. A list of created template will be displayed here
2. Click Add new template tab, to add a new template to the list
3. The Add new template page will be displayed as shown below

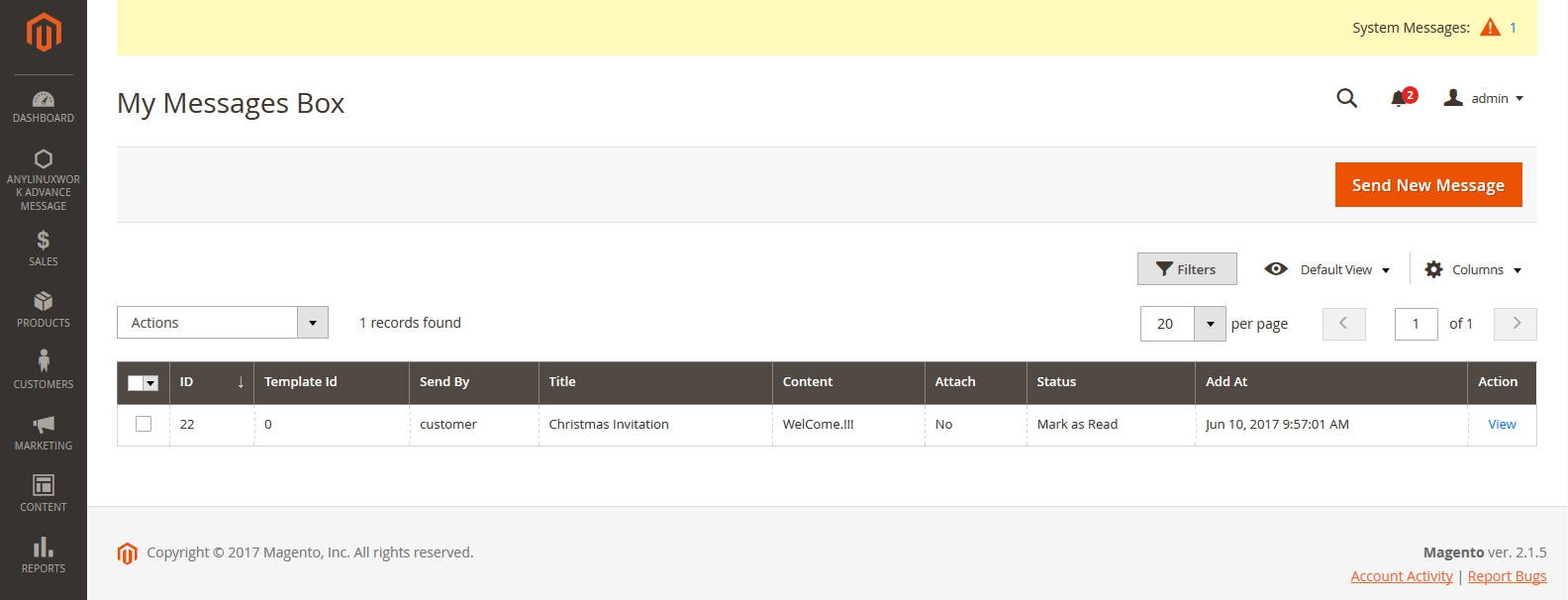


**General Tabs**

* **Template Name**: Name of template which will display
* **Template subject**: It defines the Subject of the template
* **Sender name:** It will display the name of sender along with message
* **Sender Email**: Sender’s email address will be display along with the message
* **Template content:** It displays the body of the template
* **Template Styles:** It will hide the HTML editor
* **Preview Template :** Admin can preview the created template through this
* **Save template:** It will save the created template

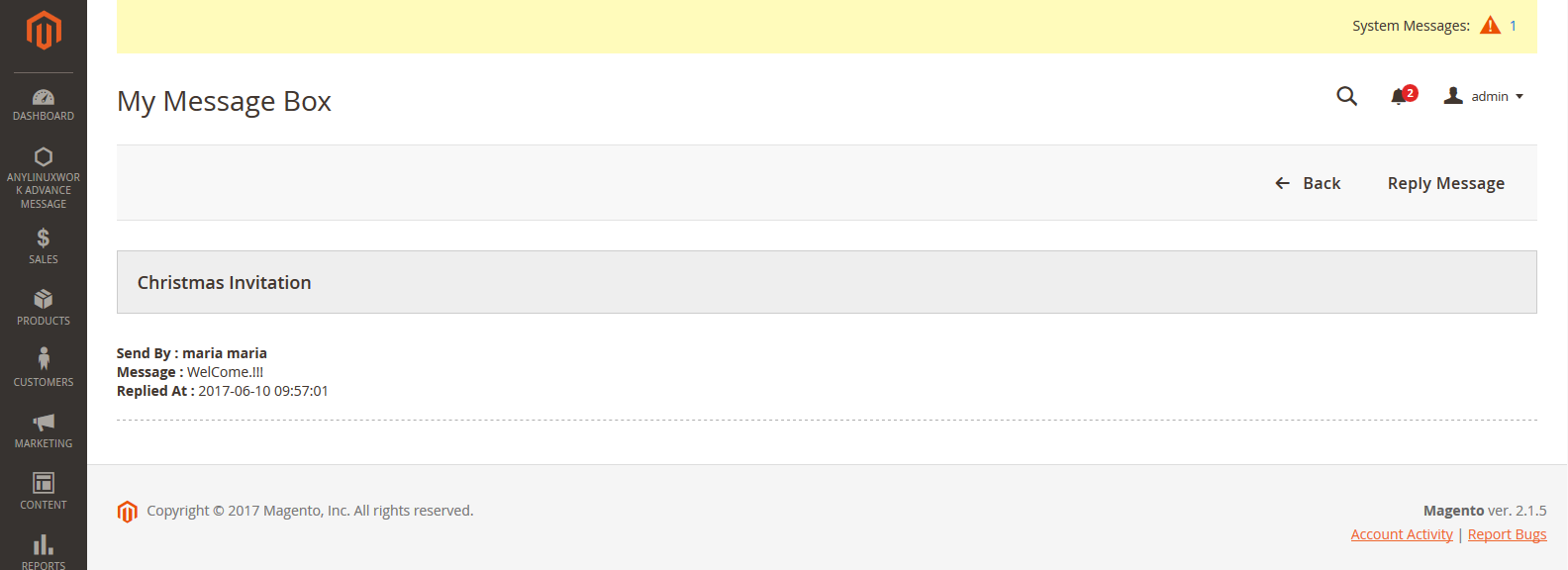
## 1.4 My Message Box Section

Select **Advanced Message > My Message box section** from admin panel



**General Tabs**

* **View:** Admin can view the messages both send and received
* **Send new messages:** This tab will take to the send new messages window
* **Actions:** Admin can perform the actions on send and receive messages
* **Submit:** It will submit the actions performed

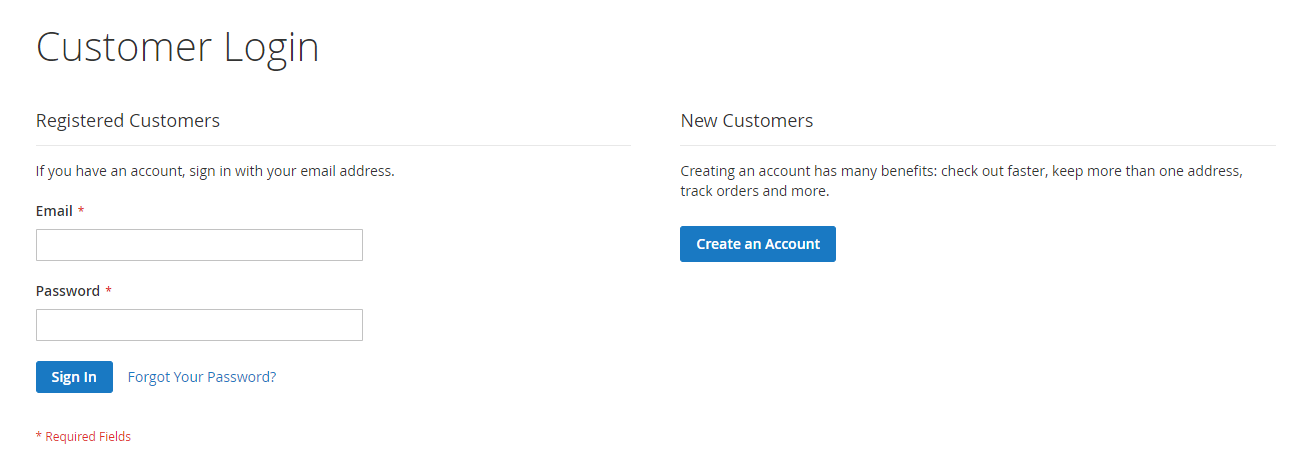


**General Tabs**

* The thread contains both send and receives messages with their respective names
* **Reply:** Admin can reply to the same thread
* **Back:** It will take back to the “my message” box section

# 2. Frontend

**To access the Magento Frontend for Advance Messages**



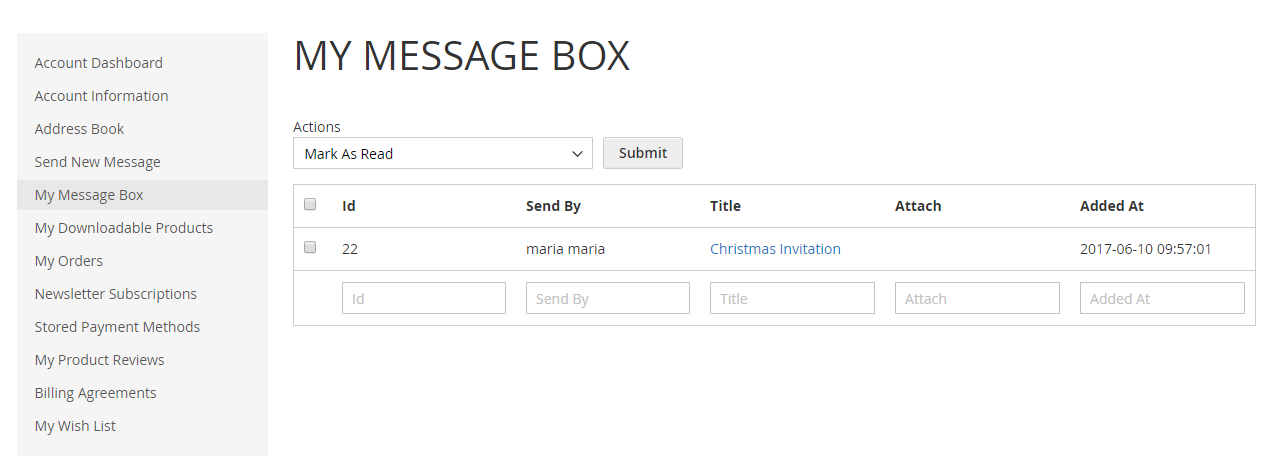
1. Enter the User login credentials to login to the registered account
2. The user will be redirected to the Home page

## 2.1 My Message Box

Login into account and it will redirect to 'My Account' page

Select **Account > My Account > My Message Box** in the frontend

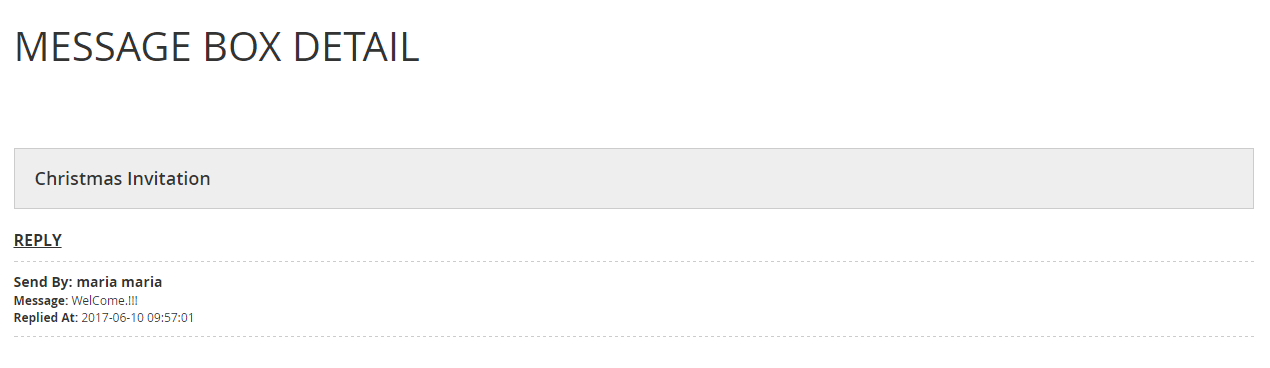
* My message box will be displayed as shown below



* My message box section will contain both send and receive messages by user
* User will be able to view all messages

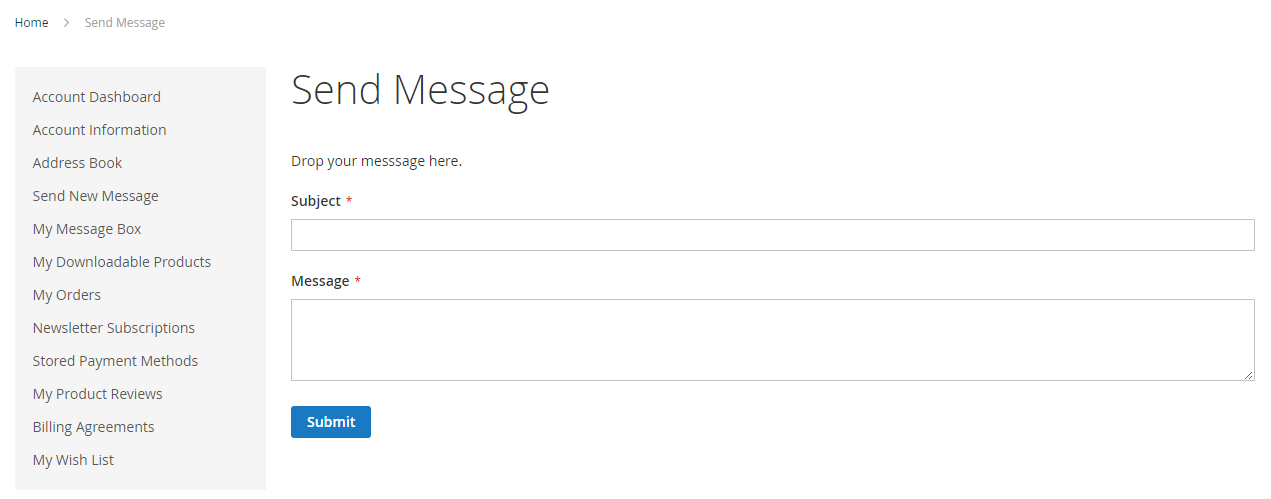
**General tabs for My Message box section**

* **Actions:** User will be able to perform actions on the messages like mark as read, mark as unread or remove the message
* **Search:** User will be able to apply a filter on messages through Message-id, Attach or not, title, Message sent by, Date wise
* **Reset filter:** This will reset the applied filter on messages
* **Select all:** To select all the messages in grid
* **Unselect all:** To unselect all the messages in the grid
* The thread will contain both sent and received messages along with their names
* **Attachment File:** User can view the attached file
* **Additional link:** User can view the additional link with the message
* **Reply:** User will be able to reply to the same thread



## 2.2 User Send New Message section

* Select **Account > My Account > Send New Message** from the frontend
* Send new messages section will be displayed
* In this section, user will be able to send new messages to admin



**General Tabs**

* **Subject:** Enter the message subject for this field
* **Message:** Enter the message body for this field
* **Submit:** This will send the message to the admin when clicked