[Vendor Messaging Addon]

CedCommerce Vendor Messaging Addon 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 - **2.0**

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Overview

Vendor Messaging Addon is an addon for CedCommerce Multi-Vendor Marketplace for Magento 2. It 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.
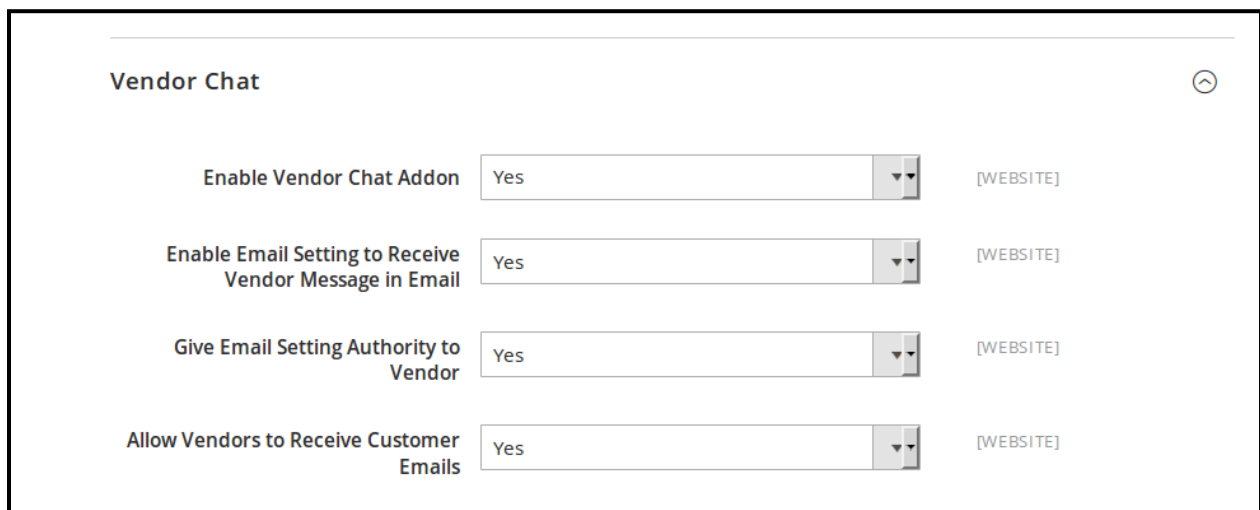
This addon also allows the customers to talk to the respective vendor of their choice about his products or anything else they want to know. This module is basically divided into two sections:-

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 it features won't show up on frontend.
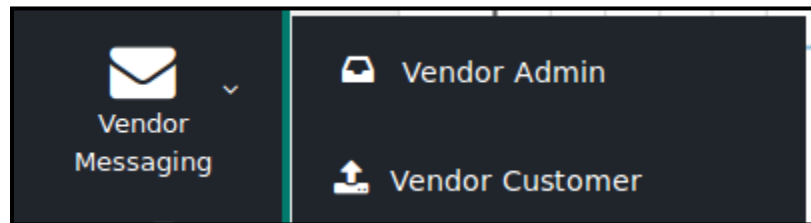
Messaging Sections

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

i.   Vendor-Admin Chat

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

i.   Vendor Chat Panel

Here the Vendor has the ability that he can talk to the admin from his own panel. It has 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 notification 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 Admin Conversation Area

Folders

📥 Inbox

✉ Sent

Compose New Message

owner@example.com

Subject:

> **Compose message for admin**

📧 Send

Vendor Admin Conversation Area

Folders

Compose

📥 Inbox   1

✉ Sent

Inbox

☐   owner@example.com   **admin_message**Hello…   19-March-2016 06:03:05

> **Inbox message of vendor by admin**

Vendor Admin Conversation Area

Folders

Compose

📥 Inbox   1

✉ Sent

Sent Box

☐   Owner   **Regarding Approval Of Vendor** Hello Admin C…   19-March-2016 06:03:08
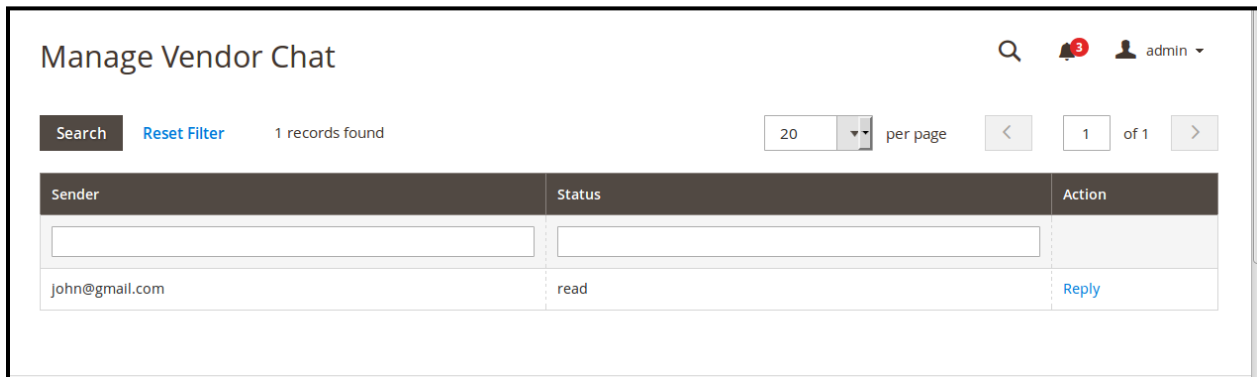
> **Vendor sent message to admin**

When you click on **Send** button and if admin has enabled the "Enable Email Setting to Receive Vendor Message in Email" setting then the admin will receive those messages in the mails also.

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**".
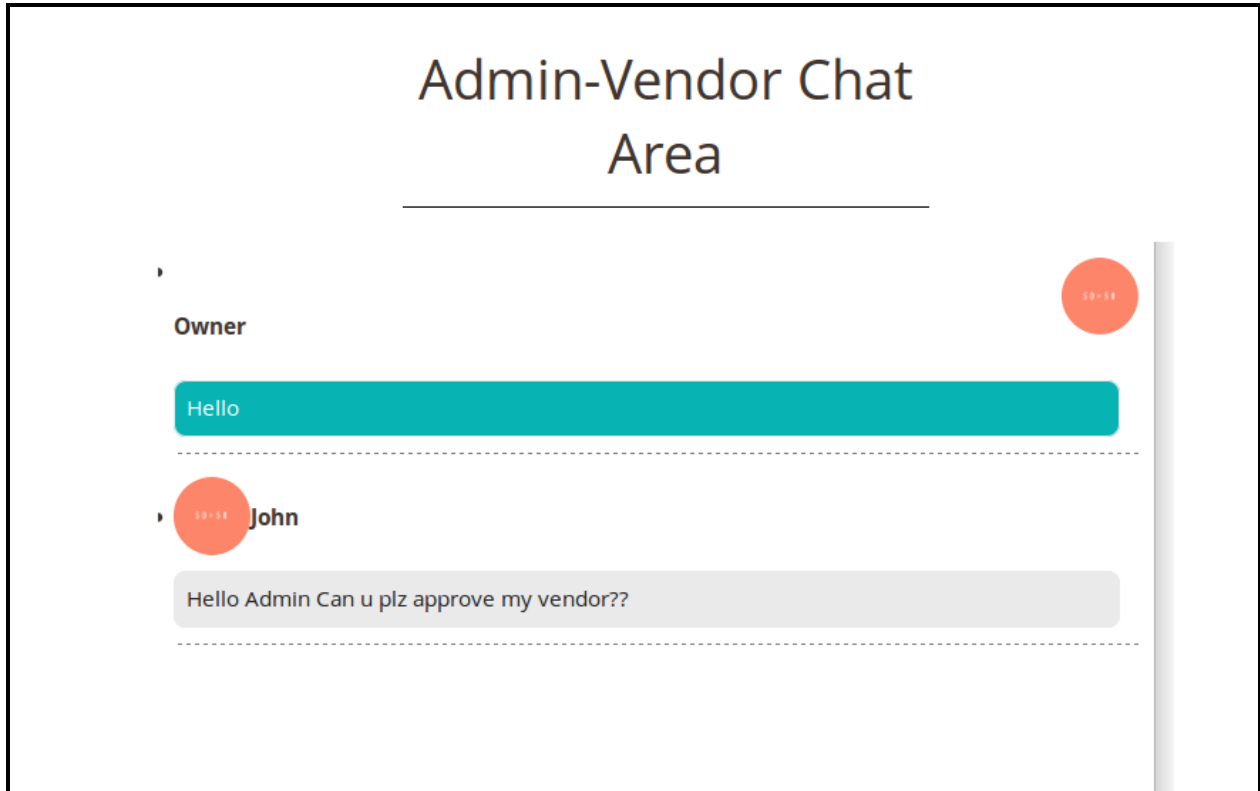

b) As the admin clicks on the **Reply** link, the section appears "**Admin-Vendor Conversation Area**" from where the admin can see the new as well as the old messages sent by that particular vendor and can reply to those messages from that panel.

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 be sent to the vendor in his email also.

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 clicks on that link from the left navigation bar, it redirects them to the Customer Messaging section.

On that section, a message gets automatically generated for that vendor from whose page you are redirected to the "Customer Messaging" section and from here the customer can write his 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.
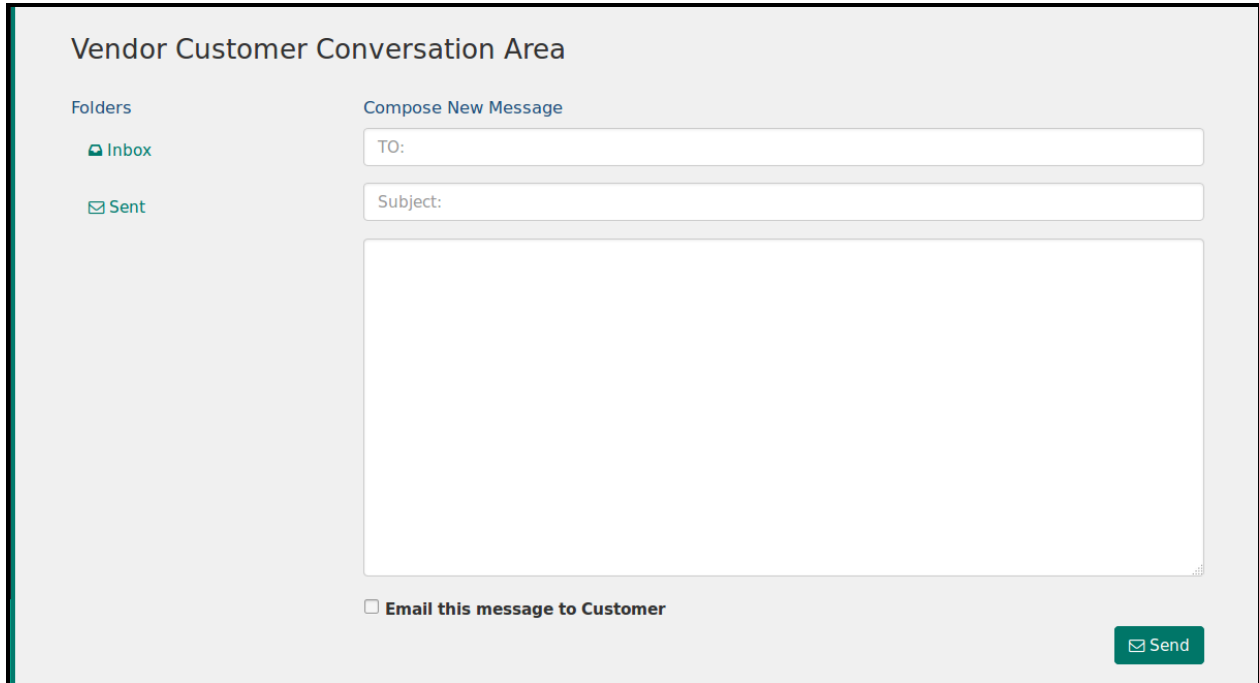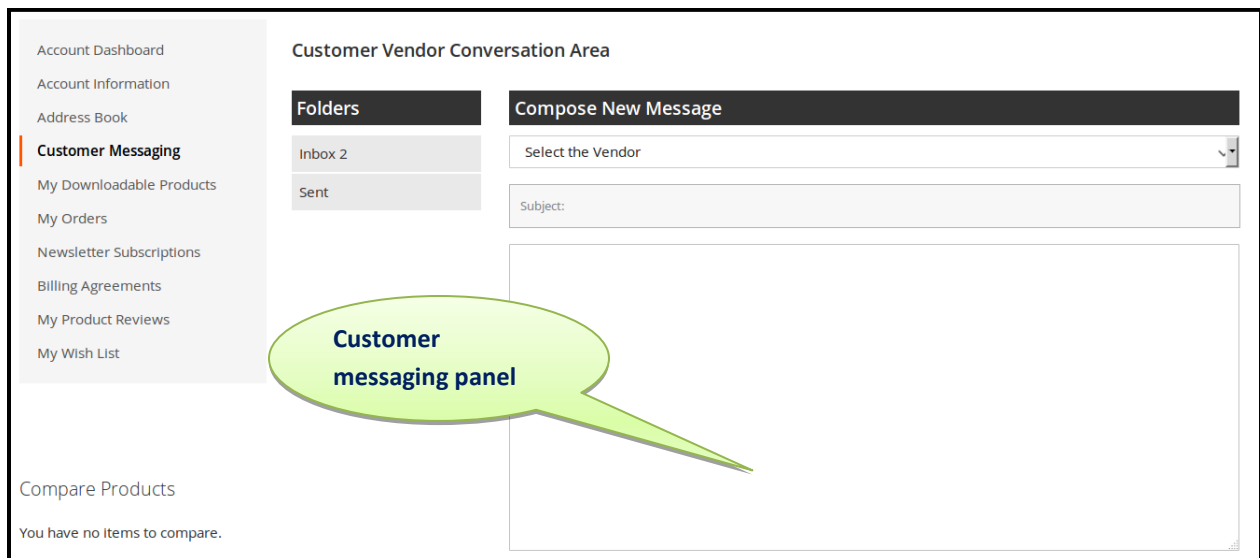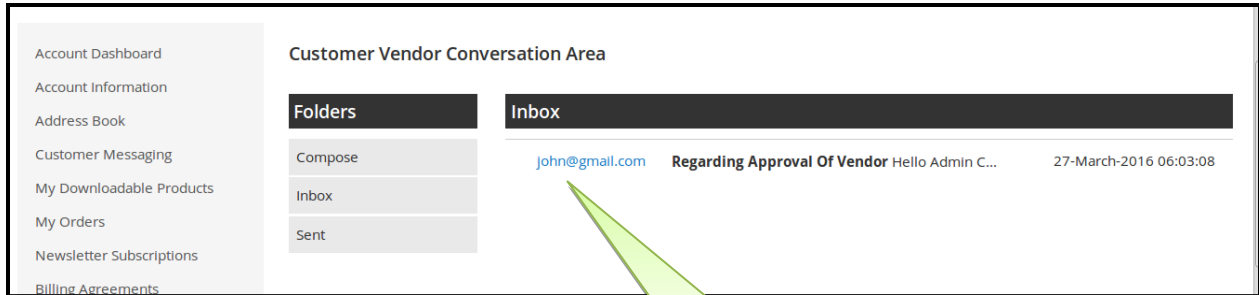
Customer inbox section
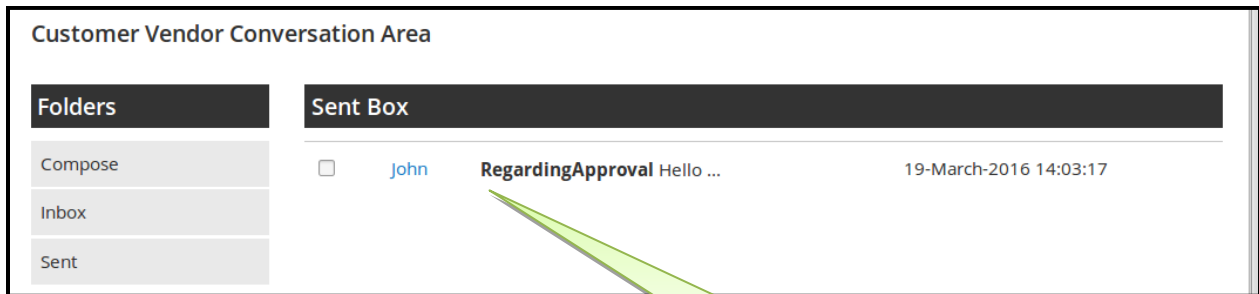
Customer sent section

Similarly if the admin wants that the customer messages will be received by vendor in mail also 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 to the customers about their queries or the text they think that needs a reply. Also the vendor can keep all the record of sent and inbox messages on this separate panel from the Admin Chat Panel.

Vendor Customer Conversation Area

Folders
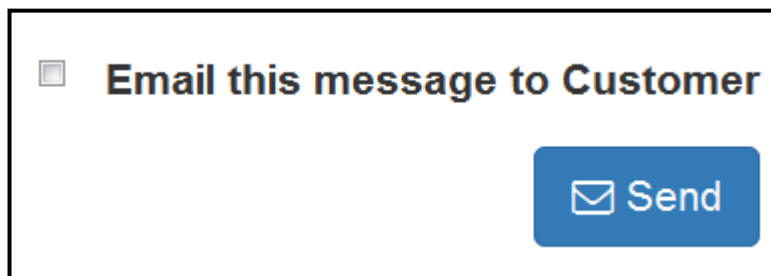
🖿 Inbox

✉ Sent

Compose New Message

TO:

Subject:

☐ **Email this message to Customer**

✉ Send

If the vendor wants to inform the Customer about the message in the mail also then two settings must be true:-
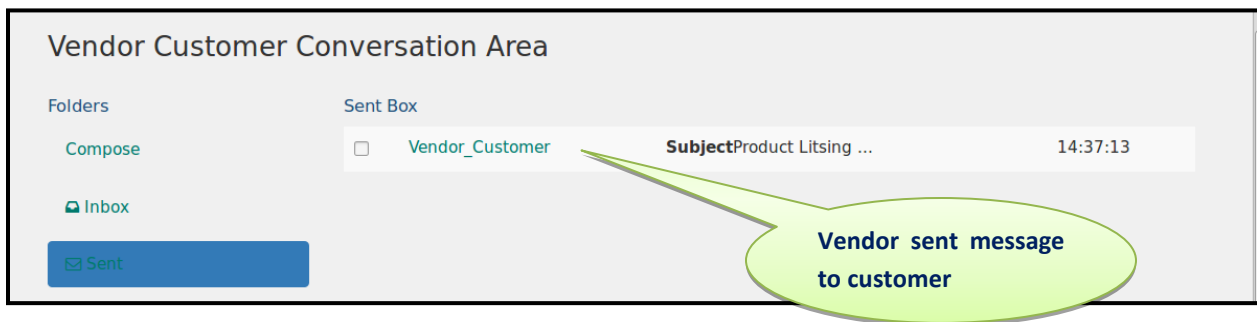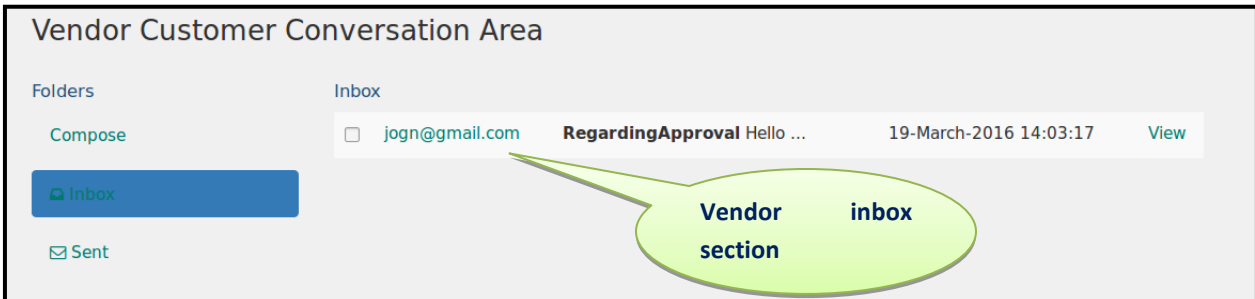
a) Give Email Setting Authority to the Vendor: This setting if Enabled then the vendor is able to see the Functionality of sending mail to the customer.

☐ **Email this message to Customer**

✉ Send

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