

User Guide

Compatibility: Prestashop v1.7.x – v9.x.x

For Module Version: 1.0.0



Intended Audience

The content of this document is designed to facilitate the users -managers, supervisors and others of **AI Abandoned Cart Reminder Module**. A step-by-step instruction has been added to this document to help users to install the module on PrestaShop.

As a safe practice always, backup your files and database before installing any module on PrestaShop. If you are looking for someone to install the module, we can do it for you as well. Just go to the support section share the order id to expedite the installation process.

Once you have installed, please see the User Guide to help you understand on how to use the module to its full capacity. If you still have questions feel free to contact us on the support platform where you bought this module.

If you have any custom requirements feel free to touch base with us.



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Getting Started!

Overview

The **AI Abandoned Carts Reminder** Module helps you automatically recover lost sales by sending personalized Email, SMS, and WhatsApp reminders powered by advanced AI models. With smart tracking, dynamic discounts, and detailed analytics, it ensures higher conversion rates with minimal effort.



Installation Instructions

1. Go to Modules → Modules Manager → Click Upload a Module → Browse for Downloaded Module ZIP file and click Upload this module.
2. Click Proceed with Installation.
3. Make sure Cache is disabled in Advance Parameters → Performance.
4. Go to Modules → Modules Manager → AI Abandoned Cart Reminder to Configure the module



User Guide

Module Configuration:

After installing the module go to Module > Module Manager > AI Abandoned Cart Reminder. Here you will see all the configuration for your module.

How to configure AI for content generation:

Before you can use AI to generate reminder you need to configure AI API settings. Go to Configuration > AI & Personalization.

Enable AI Personalization: Enable to enable AI content generation

Enable Dynamic Discount: Enable to enable dynamic discounts. This option will give user dynamic discount. If you have entered a discount amount in Discount tab, then that will be used.

AI Service: Pick your preferred AI platform — OpenAI, Google Gemini— and enter your API key.

Note: You need paid APIs.

ChatGPT: Click [here](#)

Gemini: Click [here](#)

Claude: Click [here](#)

Note: We can also integrate any other AI model of your choice subject to additional setup charges.



How to Generate and Send AI Abandoned Cart Reminder Emails:

Step 1: After you have configured the AI API settings you can now use it to generate emails. In module configuration at the top you have the option to give prompt and generate emails using dynamic variables. After the email has been generated you need can copy it to your clipborad.

Automated Content Generator for Abandoned Cart Reminders

Select AI Engine

ChatGPT (OpenAI)

Choose the AI engine to generate your message. ChatGPT is great for creative content, while Gemini and Claude excel in structured and formal communication.

Enter your prompt

Write a professional abandoned cart email using {firstname}, {cart_total}, {discount_code}, {recover_link}.

You can use dynamic variables like {firstname}, {cart_total}, {discount_code}, and {recover_link} to personalize your message. These variables can be used to customize email templates, SMS, or WhatsApp messages. For example, {firstname} will be replaced with the customer's name.

⚡GENERATE

Step 2: Now that you have copied the AI generate email. Go to Configuration > Email Reminders. Here you will paste the copied content in the boxes below. Make You have entered **First Email Reminder Delay**. This will be the time in hours after which the carts will be marked as abandoned.

AI Abandoned Cart Settings

GENERAL
ABANDON RULES
EMAIL REMINDERS
SMS GATEWAY
WHATSAPP GATEWAY
AI & PERSONALIZATION
DISCOUNTS

Enable Email Reminders Enabled

First Email Reminder Delay hours

Send the first email reminder after this many hours once the cart is marked as abandoned.

Default Email Subject Template

Use placeholders like {firstname}, {cart_total}, {discount_code}, {recover_link}.

Default Email Template

Hi {firstname},

We noticed that you left some items in your cart, and we wanted to remind you before they're gone. Your total comes to {cart_total}, and we know that those items are just perfect for you!

As a special incentive to complete your purchase, we're offering you a discount! Use the code {discount_code} at checkout to enjoy your savings.

To recover your cart and complete your order, simply click the link below:

[Recover Your Cart]({recover_link})

If you have any questions or need assistance, feel free to reach out. We're here to help!

Thank you for shopping with us!

Best regards,

FME Modules

Use placeholders like {firstname}, {cart_total}, {discount_code}, {recover_link}.

Save Settings



FME Modules

Step3: After generating and inserting emails you need to run the cron jobs to send the emails. There are two cronjob links in the top. You need to run each link one after another. You can use these cron links to automate the whole process. You can setup to run at specific time and reminder emails will be sent automatically.

Automation & Cron Jobs

Set up the following cron URLs to keep your recovery system working automatically:

- 1 **Mark Abandoned Carts**

Marks inactive carts as abandoned and prepares reminder tasks.

<https://aiabandonedcarts.bestprestashopmodules.net/module/fmmaiabandonedcarts/markabandoned?token=fc578e614c3116e3>

- 2 **Send Reminders**

Executes pending reminders — sends emails, SMS, or WhatsApp messages according to the queue.

<https://aiabandonedcarts.bestprestashopmodules.net/module/fmmaiabandonedcarts/sendreminers?token=fc578e614c3116e3>

The first link will get the abandoned carts.

```
{
  "success": true,
  "abandoned_marked": 3,
  "email_scheduled": 3,
  "sms_scheduled": 0,
  "wa_scheduled": 0,
  "executed_at": "2025-12-03 02:55:04",
  "threshold": "2025-12-03 01:55:04"
}
```

The next link will send the emails.

```
{
  "success": true,
  "processed": 1,
  "sent": 1,
  "failed": 0,
  "channels": {
    "email": 1,
    "sms": 0,
    "whatsapp": 0
  },
  "executed_at": "2025-12-03 02:57:45"
}
```



How to Generate and Send AI Abandoned Cart Reminder SMS or Whatsapp:

Step 1: After you have configured the AI API settings you can now use it to generate sms and whatsapp. In module configuration at the top you have the option to give prompt and generate sms using dynamic variables. After the sms has been generated you need can copy it to your clipboard. You can use prompt like, “Write a professional abandoned cart sms using {firstname}, {cart_total}, {discount_code}, {recover_link}.”

Step 2: Now that you have copied the AI generate sms. Go to Configuration > SMS Gateway. Here you will paste the copied content in the boxes below. Make You have entered **First SMS Reminder Delay**. This will be the time in hours after which the carts will be marked as abandoned.

Note: You need to have third party sms and whatsapp gateway access in order to send sms and whatsapp like, Twilio. That account will provide you with the credentials for this page.

Note2: Sms and whatsapp will only be sent to the customers who have entered their contact number in their account information.

Step3: After generating and inserting sms you need to run the cron jobs to send the sms and whatsapp messages. There are two cronjob links in the top. You need to run each link one after another. You can use these cron links to automate the whole process. You can setup to run at specific time and reminder emails will be sent automatically. Similarly, you can configure whastapp gateway and send information.

Automation & Cron Jobs

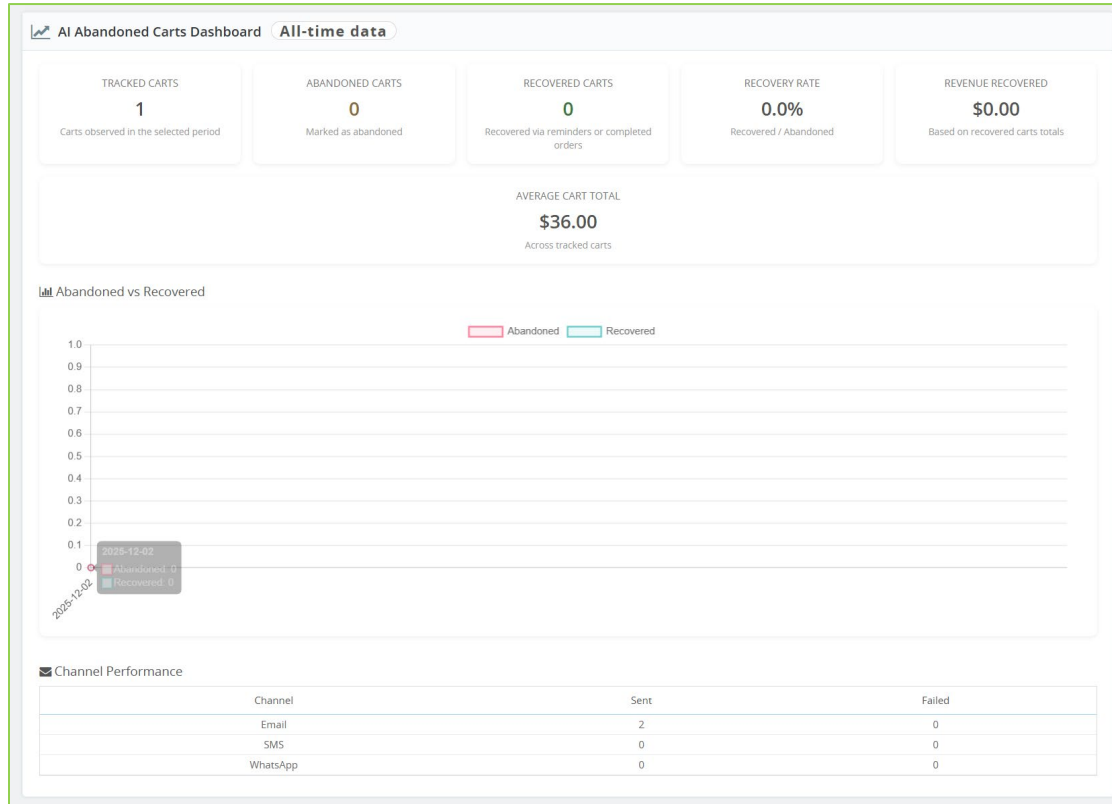
Set up the following cron URLs to keep your recovery system working automatically:

- 1 Mark Abandoned Carts**
 Marks inactive carts as abandoned and prepares reminder tasks.
<https://aiabandonedcarts.bestprestashopmodules.net/module/fmmaiabandonedcarts/markabandoned?token=fc578e614c3116e3>
- 2 Send Reminders**
 Executes pending reminders — sends emails, SMS, or WhatsApp messages according to the queue.
<https://aiabandonedcarts.bestprestashopmodules.net/module/fmmaiabandonedcarts/sendreminers?token=fc578e614c3116e3>



Dashboard Tab:

In dashboard tab you will be able to see all the analytics for your abandoned cart, recovery rate etc.



Abandoned Cart Tab:

This tab contains data for all your abandoned carts.

Abandoned Carts Help

Abandoned Carts

ID	Cart ID	ID Customer	Cart Total	Currency	Lang	Device	Status	Last Activity	Abandoned At	Recovered At	
1	8	ID: 3 - Stephen Jackson (stev.jackson0@gmail.com)	\$36.00	USD	en	desktop	pending	12/03/2025 02:57:44	12/02/2025 06:19:10	--	View

Reminders Log Tab:

Here you will see logs for your reminders that have been sent or pending.

Reminder Logs Help

Reminder Logs

ID	Abandoned Cart ID	Channel	Send Status	Attempt	Planned Send	Send At	Discount Code	Error Message	
2	1	email	sent	1	12/02/2025 07:19:10	12/03/2025 02:57:44			View
1	1	email	sent	1	12/02/2025 05:35:16	12/02/2025 06:19:22			View



Disclaimer

It is highly recommended to backup your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.

Support

If you need more information or have any questions or problems, please refer to our support helpdesk:

You can log a ticket and a support technician can assist you further.

Customization

If you have requirements that are not covered by our module and you need to have our module customized, feel free to contact us through support helpdesk.