



FME MODULES



PRESTASHOP MODULE

USER GUIDE



INTENDED AUDIENCE

The content of this document is designed to facilitate the users -managers, supervisors, and others of the **Call Back** PrestaShop 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 following link and let support know the order id to expedite the installation process.

Once you have installed please see the User Guide to help you understand 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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INSTALLATION INSTRUCTIONS

1. Log in to [PrestaShop](#) administration panel, go to [Modules](#) → Click [Add new module](#)
2. Select [callback.zip](#) which you downloaded and click upload this Module
3. Scroll down and find [Call Back](#) and click [Install](#)
4. [Clear Cache](#) in [Advance Parameters](#) → [Performance](#)

USE CASES

Use Case 1: Customer Assistance for High-Value Products

Scenario: A PrestaShop store selling high-value electronics such as laptops and home theater systems.

Details: Potential customers often have specific questions or need more detailed information before making a purchase. By using the Call Back Form Module, these customers can easily request a call from the store's sales team to discuss product features, compare models, or inquire about financing options. This personalized service enhances trust and encourages conversion, boosting sales for high-ticket items.

Use Case 2: Support for Customized Orders

Scenario: A PrestaShop store specializing in custom furniture where customers need to discuss dimensions, materials, and customizations.

Details: Customers interested in ordering customized products often need to speak with a representative to confirm their specifications and receive guidance on customization options. The Call Back Form Module allows them to request a callback at their convenience. This interaction helps reduce order errors and improves customer satisfaction by ensuring their exact requirements are met before completing the purchase.

Use Case 3: Follow-Up on Abandoned Carts

Scenario: A PrestaShop store experiencing a high rate of cart abandonment, especially for complex or high-value products.

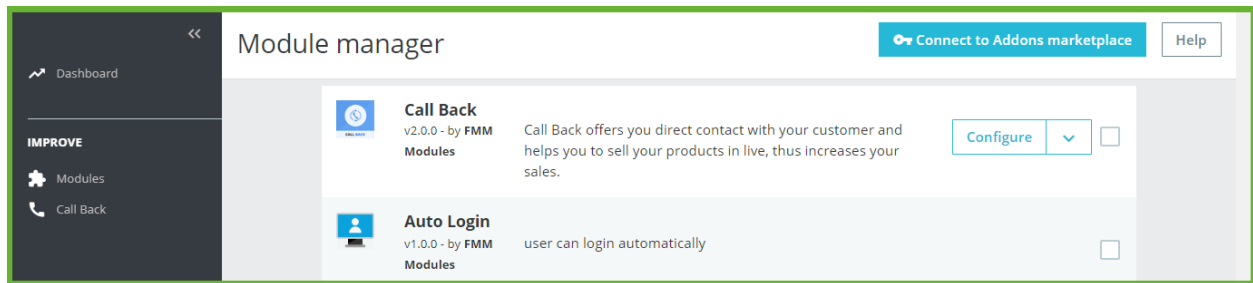
Details: The Call Back Form Module can be strategically offered to users who abandon their carts during checkout. Customers can request a call to discuss their concerns or questions that prevented them from completing their purchase. The sales team can follow up with personalized assistance, addressing potential issues or offering incentives to encourage the customer to finalize their order. This strategy can significantly improve cart recovery rates and increase revenue.



USER GUIDE

HOW TO CONFIGURE THE MODULE

At the back office, go to **Modules > Module & Services**. Scroll down to find **Call Back** and click on **Configure** to continue.



GENERAL SETTINGS

GENERAL SETTINGS
CALLBACK BUTTON
FORM CUSTOMIZATION

* Email :

notification will be sent to this email.

Status : YES NO

Enable/Disable module.

Enable for Registered users only : YES NO

Display on: ☐ All Pages
☐ CMS Pages
☐ Category Pages
☐ Product Pages

Products with Price

Products with Quantity

Send email notification : YES NO

- **Email:** Notification will be sent to this email.
- **Status:** Enable/Disable module.
- **Enable for Registered Users only:** Option to enable for only registered users.
- **Display on:** Option to display call back option on the specific pages i.e CMS, Category or Product pages



- **Products with Price:** Option to display call back when price becomes equal to the amount added.
- **Products with Quantity:** Option to display call back when quantity becomes equal to the digit added.
- **Send Email Notification:** Option to enable call back alerts and enter an email address, where these alerts will be emailed.

CALL BACK BUTTON

- **Caption for Call Back:** Option to add custom caption for call back button on frontend using WYSIWYG.
- **Upload Icon Image:** Upload the image for call back box



Enable image :

Position : 

Select position to display module.

Icon block Background: 

Icon block Background on Hover: 

Button Radius

Icon Size

Font Size

- **Enable Image:** Enable to enable the icon image
- **Position:** Float Bottom, Left, Right
- **Icon Block Background:** Select the color for background
- **Icon Block Background on Hover:** Select the color for hover
- **Button Radius:** Size for the bottom radius
- **Icon Size :**
- **Font Size:** Font size for the icon



FORM CUSTOMIZATION

GENERAL SETTINGS
CALLBACK BUTTON
FORM CUSTOMIZATION

Front Note :
en ▼

Post Submission Message
en ▼

Captcha Site Key

Register here to get site key [Google reCAPTCHA](#)

Enable Time delay field
☒ YES ☐ NO

Enable Email field
☒ YES ☐ NO

Enable Heading field
☒ YES ☐ NO

Enable Message field
☒ YES ☐ NO

Enable Captcha
☒ YES ☐ NO

Enable Suitable Time Field
☒ YES ☐ NO

- **Front Note:** Option to display a note on the frontend of the form.
- **Post Submission Message:** Option to display a message after form submission.
- **Captcha Site Key:** Enter the google captcha key here
- **Enable Time Delay Field:** This will ask user for a delay in call
- **Enable Email Field:** Enable to show email field on the form
- **Enable Heading Field:** Enable to show the heading on the form
- **Enable Message Field:** Enable to show the message field on the form
- **Enable Captcha:** Enable to show the captcha
- **Enable Suitable Time Field:** This will allow user to include a time of call as per his convenience



HOW TO MANAGE CALL BACKS

At the back office, go to **CALL BACK > Configure**. Here you can see all your callback requests.

ID	Customer ID	Name	Email	Number	Contact By	Requested Date	Delay	State	Note	Available From	Available To	Remarks	Actions
4	0	ABC Suppliers	janedoe@test.com	0913456789	email	2020/02/06 06:25:40	0	Waiting	Urgent Reply Can you please discuss about the cost of p	07/02/2020 01:00	15/02/2020 14:30	REMARK	
2	0	Mike Hussey		09876542311		2019/10/23 02:09:54	4	Waiting	Call back Please, I am Waiting.			REMARK	
1	0	John Doe		012345678909		2019/10/23 02:09:42	22	Processed	Call back Please, I am Waiting.			REMARK	

Admin can view the details filled by the users while form submission, i.e. name, ID, number, contact method, Status, notes, dates, etc.

Admin can set remarks against each request, also admin can change the status of the request and after saving it the color of the request will get changed.

Add/Edit Remark
✕

Remark:

Tried Contacting. But Customer didn't Respond.

Close
SAVE REMARK



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.