

Advanced Contact Form

Product Specification

The Advanced Contact Form Extension is a comprehensive solution designed to elevate your Magento store's communication capabilities and user experience. It empowers you to create highly customizable contact forms that seamlessly integrate into your e-commerce platform. This extension enhances customer engagement, streamlines inquiries, and offers advanced features for a more robust contact form solution.

Features:

- Enhanced Contact Form: Replace the default Magento Contact Form with a feature-rich, customizable Advanced Contact Form. This form allows you to gather specific information tailored to your business needs.
- WhatsApp Integration: Enable WhatsApp communication by specifying a WhatsApp Number in the backend. This feature provides customers with a convenient way to inquire about products or services.
- **Dynamic Fields**: Easily add and customize fields to the contact form. Use the "Add" button to create various data input types such as text, email, and text area. This flexibility allows you to collect specific information from customers.
- File Attachment: Enable or disable the option for customers to attach files when submitting inquiries. You can also set an attachment title and description for clarity.
- File Type and Size Restrictions: Specify accepted file types and maximum file upload size to ensure the security and efficiency of file submissions. Only allowed file types and sizes will be accepted.
- **Terms and Conditions**: Add and edit terms and conditions using a rich text editor. Display these terms on the contact form and require customers to accept them before submission.
- Google and Magento Captcha Integration: The Advanced Contact Form Extension provides robust security measures to safeguard your contact form from spam and automated submissions. You can choose between Google Captcha and Magento Captcha integration, each offering effective protection. Users are required to successfully complete the captcha challenge before they can submit the form.
- **Customer Product Selection**: For logged-in customers, display a list of previously purchased products alongside the contact form. This allows customers to specify the product they are inquiring about, streamlining the communication process.
- Admin Grid for Customer Details and Queries: Access a user-friendly admin grid to manage customer contact details and inquiries. Filter entries by Entry IDs, created date, and customer information. Perform mass deletion of data directly from the grid.
- Email Notifications: Automatically send email notifications to recipients upon form submission. Configure recipient and CC email addresses. Emails include customer details, attached file information with download links, and details of purchased products if relevant.
- **Multilingual Support**: The extension supports multiple languages, including English, German, and French, ensuring a global reach for your e-commerce store.

PREREQUISITES



• Magento 2.4.5 to 2.4.6 p4

INSTALLATION STEPS

To install the Advanced Contact Form extension, follow the steps below: Step 1: Download the package.

Step 2: Access your web server directories and unzip and upload the content of the app folder to the path rootFolder/app/

Step 3: Access your web server directories and unzip and upload the content of the lib file to lib/internal/ directory.

Step 4: Run below commands on terminal

- php bin/magento setup:upgrade
- php bin/magento setup:di:compile
- php bin/magento setup:static-content:deploy

ADMIN CONFIGURATION



Login to the Admin and choose Advanced Contact Form \rightarrow Configuration \rightarrow Pits Advanced Contact Form. Please see the screenshot below **Figure 1**.



Figure 1

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Pits Advanced Contact Form				
Enable Pits Advanced Contact For [store vie	m Yes		•	
Show Previously Purchased Produc [store vie	Yes Display previously purchased pro	ducts if a customer is logged	• In.	
Order Stat				
[websi	tte] Please Select			Use system value
	Processing			
	Suspected Fraud			
	Complete			
	Closed			
	On Hold			
	Select the order status options to displayed. If no option is seleted, Frontend.	control which products shou all ordered products will be o	// lld be lisplayed in	
[store vie	test @gmail.com			
-2010 C 11	CC email addresses separated by	comma		
Email Header Content	Have a Good Day			
[store view]	Enter the email header content			
WhatsApp Number	+1100000000000000			
[store view]	WhatsApp no to send queries			
Fields				
[store view]	Field Name Type	Field Class	Action	
	déjà vu. text	▼ optic ▼	-	
	test label text	• optic •		
	zsbxbzx emai	• optic •		
	Add			
Attachment T	ext			
[store vi	Drag and drop			
	Enter the text for the attack	nment field here.		
Allowed File Typ	lew] .txt			
	.doc			
	.docx			
	.pdf			
	.jpg			
	.png			
	Choose the allowed file tur	or that upor cap upload	If no options	10
	chosen, all file types will be	accepted.	If no options	are
Maximum File Upload S	ize 1 MB			*
	Choose the maximum file s	size that users can upload	I.	
Enable Terms and Conditions Checkt	Yes			•
Terms and Condition	Show / Hide Editor	Insert Widget	Insert In	nage
Įstore v	Insert Variable			



Figure 2 Represents the settings of the extension. The field in the settings helps to control the frontend display of the contact form.

Enable Extension - Option to enable the extension.

Show Previously Purchased Products - Option to enable/disable the feature that shows previously purchased products.

Order Status – The option to show previously purchased products in the frontend, depends on the order status selected. If no option is selected, all products will be displayed. To see various order status options, refer **Figure 2**.

CC (Carbon Copy) Email Addresses - Input field for adding carbon copy email addresses.

Sender Email Address - Input field for the sender's email address.

Sender Name - Input field for the sender's name in the email.

WhatsApp Number - Contact number for sending customer queries via WhatsApp.

Dynamic Fields - Customizable fields for the customer contact form.

Enable File Attachment - Option to enable/disable the feature for attaching files along with the form.

Attachment Title - Title for the file attachment field.

Attachment Text - Text description for the file attachment field.

Allowed File Types - Option to select the accepted file types for upload refer Figure 2.

Maximum File Upload Size - Option to select the maximum allowed file size for upload, with a maximum limit of 4MB refer Figure 2

Enable Terms and Conditions Checkbox - Option to enable/disable the feature that displays a checkbox for accepting terms and conditions.

Terms and Conditions - Rich text editor for creating content for the terms and conditions.

Enable Google Captcha on Custom Contact Form – Option to enable google captcha on Advanced contact form



To enable google captcha on Magento2 follow the below steps

- Go to Stores->Configuration->Security->Google reCAPTCHA Storefront.
- Provide the Google Api Website key and Google Api Secret Key.
- The "Enable for Advanced Contact Form" option in the Storefront can be adjusted to accommodate various requirements, offering choices such as reCAPTCHA v2 ("I am not a robot"), reCAPTCHA v2 Invisible, or reCAPTCHA v3 Invisible, based on specific needs, refer **Figure 3**.

Enable for Advanced Contact [website]	reCAPTCHA v2 ("I am not a robot")	•
	No	
	reCAPTCHA v2 ("I am not a robot")	
	reCAPTCHA v2 Invisible	
	reCAPTCHA v3 Invisible	

Figure 3

To enable Magento captcha, follow the below steps

- Go to Stores->Configuration->Customers->Customer Configuration.
- Inside that take CAPTCHA and "Enable CAPTCHA on Storefront" option to Yes, and in the Forms make 'Advanced Contact Us' active.



I. Enabling the extension will replace the default Magento Contact Form with the Advanced Contact Form fields.

Choose a product for which query has to be sent
○ Fusion Backpack ○ Argus All-Weather Tank
We are happy to advise you in real time via WhatsApp
S Write a WhatsApp message now!
Name
Test Label
Email
Attach file
Drag and drop Choose file No file chosen
I agree to the terms and conditions link
Please type the letters and numbers below
9xWWK Reload captcha
Privacy - Terms
Submit

Figure 4

Entering the WhatsApp number in the backend will display the WhatsApp link for inquiries, as depicted in **Figure 4**.

II. Dynamic fields can be added from the backend, as illustrated in **Figure 5**. Utilize the "Add" button to generate fields for data types such as text, email, and text-area. Additionally, it's worth noting that **Umlauts** will be fully supported for the Field Label.



Fields [store view]	Field Name	Туре	Field Class	Action
	déjà vu.	text 💌	optic 💌	-
	test label	text 💌	requ 💌	-
	zsbxbzx	emai 💌	optic 💌	-
	Add			

Figure 5

On the frontend, these fields will appear similarly to when added from the backend as shown in **Figure 6**.

We are happy to advise you in real time via WhatsApp
Write a WhatsApp message now!
Name
Attach file
Drag and drop
Choose file No file chosen

Figure 6

Figures 7,8 below illustrate the procedure of adding multiple fields to populate the form. The "required" field class can be applied to designate mandatory fields, as demonstrated in **Figure 8**.



Fields [store view]	Field Name	Туре	Field Class	Action
	déjà vu.	text 💌	optic 💌	*
	test label	text 💌	optic 💌	*
	zsbxbzx	emai 💌	required optic 🔻	
	Add			



Name		
Email *		
Message		
Attach file		
	Drag and drop	
	Choose File No file chosen	
igure 8		

III. As an added functionality for logged-in customers, the purchased products list can be displayed alongside the form. This enables customers to select the specific purchased product for which they want to provide a query, suggestion, or feedback, as illustrated in **Figure 9**. This feature can be enabled/disabled from backend.



hoose a product for which query has to be sent	
noose a product for which query has to be sen	
Fusion Backpack 🛛 🔿 Breathe-Easy Tank	
We are happy to advise you in real time via What	sApp
Write a WhatsApp message now!	
ame	

IV. The file attachment option can be toggled on or off. Additionally, users have the option to provide an attachment title and attachment text when enabling this feature, as shown in **Figure 10**.

Enable File Attachment [store view]	Yes	•
Attachment Title [store view]	Attach file	
	Enter the text for the attachment title.	
Attachment Text [store view]	Drag and drop	
	Enter the text for the attachment field here.	

Figure 10

In the frontend, the title for the attachment and the attachment text indicating the field for drag and drop functionality are displayed, as depicted in **Figure 11**. Files can be dragged and dropped anywhere within the designated area to attach them.



Message		
		Message
Attach file		
	Drag and drop	
	Choose File No file chosen	
Figure 11		

Attachment files can be limited based on their file type, as shown in **Figure 12**. If no file types are chosen, all file types will be permitted. However, if specific file types are selected, only those chosen will be accepted for attachment and uploading.

Attachment Text [store view]	Drag and drop
	Enter the text for the attachment field here.
Allowed File Types [store view]	.txt doc
	.docx
	.pdf .jpg
	.png
	4
	Choose the allowed file types that users can upload.

Figure 12



On the frontend, when specific file types are selected from the backend and a user attempt to upload a file type that is not on the allowed list, an alert will prevent the file from being uploaded as in **Figure 13**.

D Wr	ite a WhatsApp message now!
déjà vu	Error
test lai	Invalid file extension. Please select a valid file type.
zsbxbz	
Attach file	9

Figure 13

Attachment files can be restricted based on their file size, as shown in **Figure 14**. The backend offers a dropdown menu with options for file sizes: 1 MB, 2 MB, and 3 MB, with a maximum limit of 4 MB.

Maximum File Upload Size [store view]	4 MB 🔹
	1 MB
	2 MB
s and Conditions Checkbox	3 MB
[store view]	4 MB
Terms and Conditions	Show / Hide Editor
Figure 14	

Figure 14

On the frontend, the upload behavior is determined by the restrictions set in the backend. For instance, if a file size limit of 1 MB is established, the system will only permit files up to 1 MB in size to be uploaded. This functionality aligns with the behavior exemplified in **Figure 15**.



test la	Error
	File size exceeds the maximum limit. Please select a smaller file.
ZSDXDZ	
Attach	
	Choose file No file cho
	- to the tensor and an distance limb

V. The file attachment option can be enabled or disabled as needed. Furthermore, the terms and conditions field can be both added and edited from the backend using a rich text editor, refer **Figure 16**.

Terms and Conditions [store view]	Show / H	ide Editor						
	↔ 	Paragra	oh	~	14px		~	\$≣∽
	<u>A</u> ~ <u>A</u>	<u> </u>	Ι	Ū	Ŧ	Ξ :	≣	
	i≡ ~ ∷	= ~ <i>S</i>	\$		Ω	۲	(x)	
	l agree to	the terms	and co	nditio	ons <u>link</u>	<u>(</u>		
	P » SPAN						POWER	ED BY TINY 🏑
	Enter the Ter	ms and Con	ditions o	onten	t here.			





On the frontend, the styling elements such as font size, formatting, etc., applied within the text field editor will be accurately reflected, resembling the appearance depicted in the **Figure 17**.

			Message
Attach file			
	ſ	Drag and drop	
	Choose File	No file chosen	
□ <u>I agree to the te</u>	erms and condi	<u>tions link</u>	

Figure 17

VI. The Magento captcha can be activated/deactivated through the default option available in the Customer Configuration settings. On the frontend, it will appear as depicted in **Figure 18**.

Please type the letters and nu	imbers below	
III	Reload captcha	

Figure 18

Entering an incorrect captcha will result in a redirection to an error page, as illustrated in **Figure 19**.





VII. The Google Captcha can be activated/deactivated through Stores->Configuration->Security->Google reCAPTCHA Storefront.

In the Storefront option, Enable for Contact Us should be changed to the available options present in the dropdown, Ref **Figure 3**. On the frontend, it will appear as in **Figure 20**.



Figure 20

If the customer tries to submit the form without authorizing the Google ReCAPTCHA, it will result in a redirection to an error page.

Admin Grid: Customer Details and Queries

Login to the Admin and choose Advanced Contact Form \rightarrow Customer Contact Details \rightarrow Customer Contact Forms. Please see the screenshot below Figure 21.

Î	1	ask "Rule proc	essing: 2": 1 item(s) have been scheduled for update.		View Details Sy	vstem Messages: 1 🔻
CAA DASHBOARD	Cust	tomer (Q	📫 上 admin 🗸		
\$ SALES					Filters Oefault View	Columns 👻
CATALOG	Action	าร	6 records found		200 🔹 per page <	1 of 1 >
0		ID	Customer Information	Created	Attachment	View Delete
PITS ADVANCED CONTACT FORM		351	Name: Test 2 Email: test2@gmail.com Message: testtest	Aug 31, 2023 11:37:25 AM	View Attachment	View Delete
		352	Name: Test 3 Email: test3@gmail.com Message: testetst	Aug 31, 2023 11:39:16 AM	View Attachment	View Delete
CONTENT		355	Name: Test RS Email: testrs@gmail.com Message: Testtest	Aug 31, 2023 11:41:43 AM	View Attachment	View Delete
REPORTS		354	Name: Test S Email: testa@gmail.com	Aug 31, 2023 11:40:56 AM	View Attachment	View Delete

Figure 21

The details shown are Customer Information from the dynamic fields, there is a text limit of 200 characters. For entries that exceed the limit of characters a read more link (Figure 22) will appear which will redirect to the view page where all details can be seen like in Figure 23.



350	Name: Test Email: test@gmail.com Message: Test
358	Name: Test23 Email: test236@gmail.com Message: Test Test Test Test Test Test Test Test
353	Name: test4 Email: test4@gmail.com Message: testtestets

Figure 22

i Task "Rule pro	Task "Rule processing: 2": 1 item(s) have been scheduled for update. View Details System			
'iew Form		Q	40	上 admin 🗸
Name	Test23			
Email	test236@gmail.com			
Message	Test Test Test Test Test Test Test Test	est Test Test Test Te Test Test	st Test Tes	t Test Test st
Attachment:	Click to view attachment			

The time and date of entry of customer query can also be got from table

The "View Attachment" link (Figure 24) will direct users to the picture uploaded by the customer, if available.

ID	Customer Information	Created	Attachment	View	Delete
351	Name: Test 2 Email: test2@gmail.com Message: testtest	Aug 31, 2023 11:37:25 AM	View Attachment	View	Delete
352	Name: Test 3 Email: test3@gmail.com Message: testetst	Aug 31, 2023 11:39:16 AM	View Attachment	View	Delete
355	Name: Test RS Email: testrs@gmail.com Message: Testtest	Aug 31, 2023 11:41:43 AM	View Attachment	View	Delete
354	Name: Test S Email: testa@gmail.com Message: testtesttest	Aug 31, 2023 11:40:56 AM	View Attachment	View	Delete

Figure 24

By selecting the "View" option, users can access all the details pertaining to a single entry refer **Figure 25**. The expanded view will open in a new window as in **Figure 23**.



V	ID	Customer Information	Created	Attachment	View	Delete
	351	Name: Test 2 Email: test2@gmail.com Message: testtest	Aug 31, 2023 11:37:25 AM	View Attachment	View	Delete
	352	Name: Test 3 Email: test3@gmail.com Message: testetst	Aug 31, 2023 11:39:16 AM	View Attachment	View	Delete
	355	Name: Test RS Email: testrs@gmail.com Message: Testtest	Aug 31, 2023 11:41:43 AM	View Attachment	View	Delete
	354	Name: Test S Email: testa@gmail.com Message: testtesttest	Aug 31, 2023 11:40:56 AM	View Attachment	View	Delete

Figure 25

Furthermore, within the grid, there is a delete option (**Figure 26**) provided for each product, making it convenient to remove entries. In addition, when an entry is deleted, both the corresponding database entry and any associated attachment are removed. If an attachment was present, it will also be deleted from the media folder.

ID	Customer Information	Created	Attachment	View	Delete
351	Name: Test 2 Email: test2@gmail.com Message: testtest	Aug 31, 2023 11:37:25 AM	View Attachment	View	Delete
352	Name: Test 3 Email: test3@gmail.com Message: testetst	Aug 31, 2023 11:39:16 AM	View Attachment	View	Delete
355	Name: Test RS Email: testrs@gmail.com Message: Testtest	Aug 31, 2023 11:41:43 AM	View Attachment	View	Delete
354	Name: Test S Email: testa@gmail.com Message: testtesttest	Aug 31, 2023 11:40:56 AM	View Attachment	View	Delete

Figure 26

In this custom admin grid, filter options are provided for Entry IDs, created date, and Customer Information, like what is illustrated in **Figure 27**. These filter options allow users to search for specific keywords within the data.

ID from to		Created from to		Customer Information R의			
					Car	ncel Ap	oply Filters
Actions		 			200 💌 per page <	1 0	of 1 >
	ID	Customer Information	Created		Attachment	View	Delete
	355	Name: Test RS Email: testrs@gmail.com Message: Testtest	Aug 31, 2023 11:41:4	i3 AM	View Attachment	View	Delete

Figure 27



Additionally, there is an option to perform mass deletion of data directly from the grid interface, as depicted in **Figure 28**.

Actions 🔺		▲ 6 records found (6 selected)	6 records found (6 selected)			
Delet	te	custoiner Information	Created			
>	351	Name: Test 2 Email: test2@gmail.com Message: testtest	Aug 31, 2023 11:37:25 AM			
~	352	Name: Test 3 Email: test3@gmail.com Message: testetst	Aug 31, 2023 11:39:16 AM			
~	355	Name: Test RS Email: testrs@gmail.com Message: Testtest	Aug 31, 2023 11:41:43 AM			
~	354	Name: Test S Email: testa@gmail.com Message: testtesttest	Aug 31, 2023 11:40:56 AM			
	250	Name: Test	Aug 21, 2022 11/22/15 AM			

Figure 28

Email Functionality

When the form is submitted, a mail will be sent to the email recipient and a CC will be sent to email addresses separated by comma. The fields to enter the email recipient address and CC email address are shown in **Figure 29**.



Email Options		
Send Emails To [store view]	customercontact@gmail.com	Use
Email Sender [store view]	Custom Email 2	🗸 Use
Email Template [store view]	Contact Form (Default)	✓ Use
	Email template chosen based on theme fallback when "Default" option is selected.	
Pits Advanced Contact Form Enable Pits Advanced Contact Form [store view]	Yes	
Show Previously Purchased Products [store view]	Yes	
	Display previously purchased products if a customer is logged in.	
CC [store view]	customercotactcc@gmail.com	
	CC email addresses separated by comma	J
Sender email Address [store view]	customerrelations@gmail.com	
	Sender email Addresses separated by comma	

The email contains (Figure 30) the customer details, the details of the attached file along with the link that opens the attachment in a new tab, and the details of the purchased product, if any, when the customer sends the request for that product.



Technical Requirements / Compatible with:

Magento Community 2.4.5 - 2.4.6 -p4

Supported Languages

English, German, French

Change Log / Release Notes

Version: 1.0.0: March, 2024 • Initial version

Support

If you have questions, use our contact form at webshopextension.com or email at support@webshopextension.com