

“We Miss You” Alerts for Magento

User Guide

version 1.0

created by “IToris”

IToris

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1. Introduction

1.1. Purpose

This document is a **User Guide** for “We Miss You” Alerts module for Magento. It describes how work with the extension.

This module sends email notifications when a customer has not logged in, has had a wishlist or has had a shopping cart for the set period. Email notifications may include a reminder text, coupon codes can be added to the emails as well.

2. Installation and License

2.1. System Requirements

The extension works under Magento from 1.4.x and higher.
The extension works with Apache 1.3.x and higher, PHP 5, Linux or IIS.

The extension’s correct work is guaranteed with the following browsers:

- IE7, IE8, IE9
- FireFox 4.x, 5.x
- Google Chrome 15.x
- Safari 5.x

The correct work with other Magento versions, other browsers and Apache/PHP versions is not guaranteed.

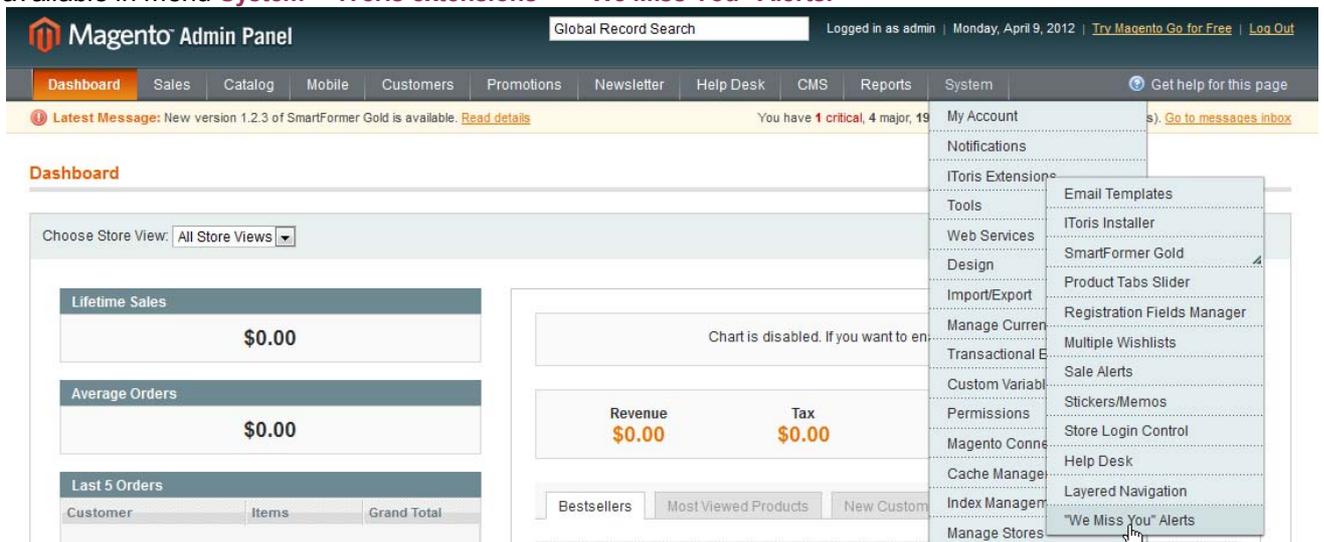
2.2. Installation

All our Magento extensions and templates are installed via **IToris Installer**.

Download **IToris Installer** from here <http://www.itoris.com/itoris-magento-installer.html> and un-pack to the root of your website. It will then appear in menu **System ->IToris extensions -> IToris Installer**.

Open it and you will see all our Magento Extensions and Templates, both installed and available. You can install, update and un-install them with one click now.

Find “We Miss You” Alerts in the list of extensions and press **Install** button. It will ask for the license key that you will receive after the purchase. Enter the key and submit. The extension will be installed. It will be available in menu **System ->IToris extensions -> “We Miss You” Alerts**.



2.3. License

“We Miss You” Alerts extension is website-dependent. By ‘website’ here we understand the website in Magento terms. Under one Magento installation one license key of the extension can activate all stores/storeviews. within one website.

If your configuration has several Magento websites - a separate license will be required for each.

You can switch the license from one website to another – login to <http://www.itoris.com> using the credentials you will receive after the purchase. Go to **My Downloads** area, find your key there and reset it from the current website. Then use it again to activate another website.

The license also includes free life-time updates for the extension.

3. How to Use

3.1. List of Alerts

Install “We Miss You” Alerts and open it in admin area (**System →IToris extensions → “We Miss You” Alerts**). You will see the list of all existing alerts.

The screenshot shows the Magento Admin Panel interface. At the top, there is a navigation menu with options like Dashboard, Sales, Catalog, Mobile, Customers, Promotions, Newsletter, Help Desk, CMS, Reports, and System. Below the menu, there is a 'Latest Message' section and a notification about unread messages. The main content area is titled '"We Miss You" Alerts' and features a 'Create New Alert' button. Below this, there are pagination controls (Page 1 of 1 pages, View 20 per page, Total 4 records found) and a 'Reset Filter' button. A table lists the alerts with the following columns: Alert Title, Rule, Start Date, End Date, Status, Notifications, and Actions. The table contains four rows of alert rules.

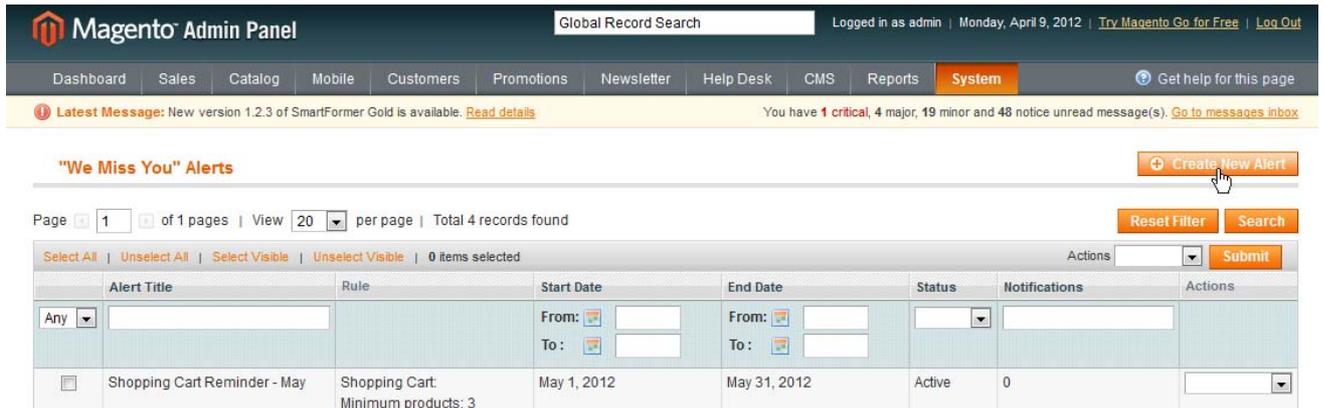
Alert Title	Rule	Start Date	End Date	Status	Notifications	Actions
Shopping Cart Reminder - May	Shopping Cart Minimum products: 3 Minimum amount: \$100.00	May 1, 2012	May 31, 2012	Active	0	[Dropdown]
Shopping Cart Reminder - June	Shopping Cart Minimum products: 1 Minimum amount: \$50.00	Jun 1, 2012	Jun 30, 2012	Active	0	[Dropdown]
Discount for WishLists	Wishlist Minimum products: 3 Minimum amount: \$150.00			Active	0	[Dropdown]
Login Reminder	Last Login			Active	0	[Dropdown]

Each alert will have a short description:

- **Title**
- **Rule** - in which case it should be sent (last login, wishlist, shopping cart)
- **Dates** - the period during which it is valid. This is convenient when you want to include coupons in the emails, and your coupons have a term
If the dates are left empty, there will be no end date for the alert
- **Status** - only active alerts will be sent.
- **Notifications** - how many email alerts have been sent already
- **Actions** - you can apply actions in bulk for several selected alert rules - activate, deactivate, delete

3.2. Create New Alert

To create a new alert select **System →IToris extensions → “We Miss You” Alerts** and press **Create New Alert** button.



You will get a page to create a new alert. There are 3 types of alerts:

- Last Login
- WishList
- Shopping Cart

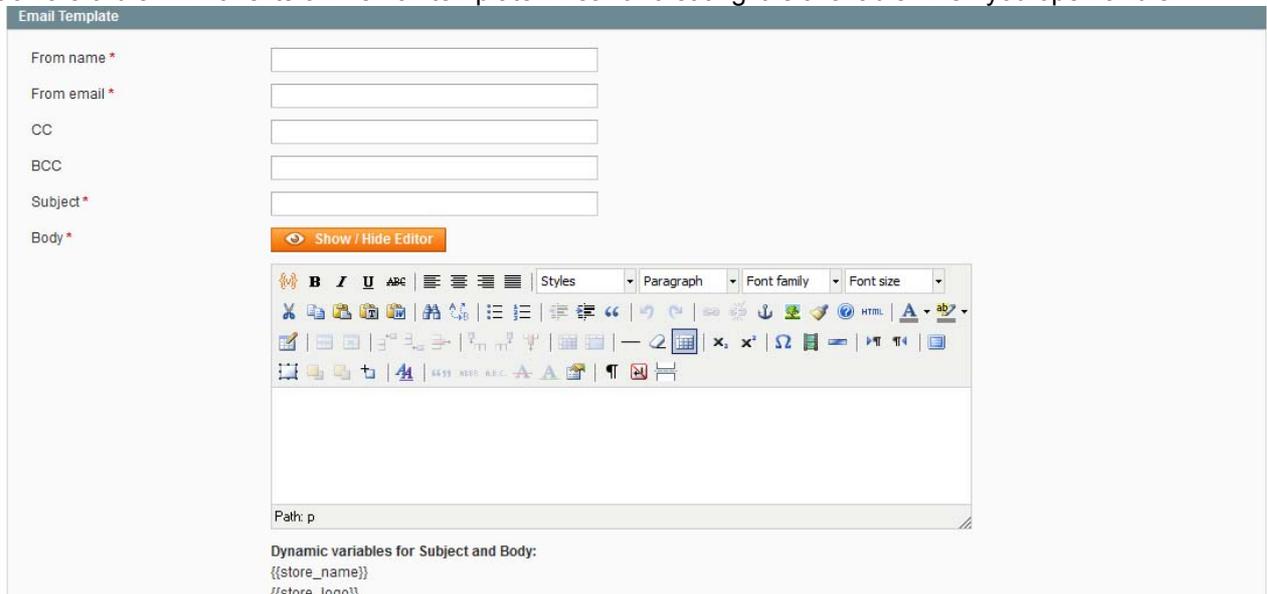
The page contains two areas - **General Configuration** and **Email Template**.

General configuration area is where you can set the options and preferences for the alert as well as select its type.

Email template area - create the email here which the customers will receive when the set event happens.

3.2.1. Email Templates

Each alert rule will have its own email template. Area for creating it is available when you open a rule.



In this area you can create the email that the customers will receive. The email should have the name, from which they will be sent (**From Name**), the email address from which they will be sent (**From Email**), the **subject** and the **body**.

Any texts, images, links, etc. can be added to the body of the email. The following variables are available as well:

```

{{store_name}}
{{store_logo}}
    
```

```
{{customer_first_name}}  
{{customer_last_name}}  
{{wishlist}}  
{{products_in_shopping_cart}}  
{{last_login_date}}
```

You can add a coupon code to the email if you wish.

3.2.2.Last Login

This type of alert sends email when a customer has not logged in for a set period of time.

The following settings are available:

General Configuration:

- **Alert Title**

The title will be used for inner purposes only

- **Status**

Only active alerts will send emails

- **Start Date**

The day starting from which the reminders will be sent.

- **End Date**

The date till which the reminders will be sent

If you do not want to limit the reminder, leave the dates empty

- **Rule**

Select Last Login from the drop down

- **Send Alert after X days**

How many days the customers should be not logged in to receive the reminder

- **Mail at**

The time the email will be sent

- **Do not send the alert twice to the same customer**

Check this checkbox if you do not want the customer to receive the reminders anew if the set number of days have passed and there has been no login.

Email Template:

Please see [Email Templates](#) chapter.

- **Rule**

Select Wishlist from the drop down

- **Minimal # of products**

The minimal quantity of the products in the wishlist for the alert to be sent. The default value - 1 - can be left.

- **Minimal total amount**

The minimal total cost of the products in the wishlist for the alert to be sent. Leave 0 if you do not want this parameter to be applied.

- **Send Alert after X days**

How many days the customers should have the wishlist to receive the reminder

- **Mail at**

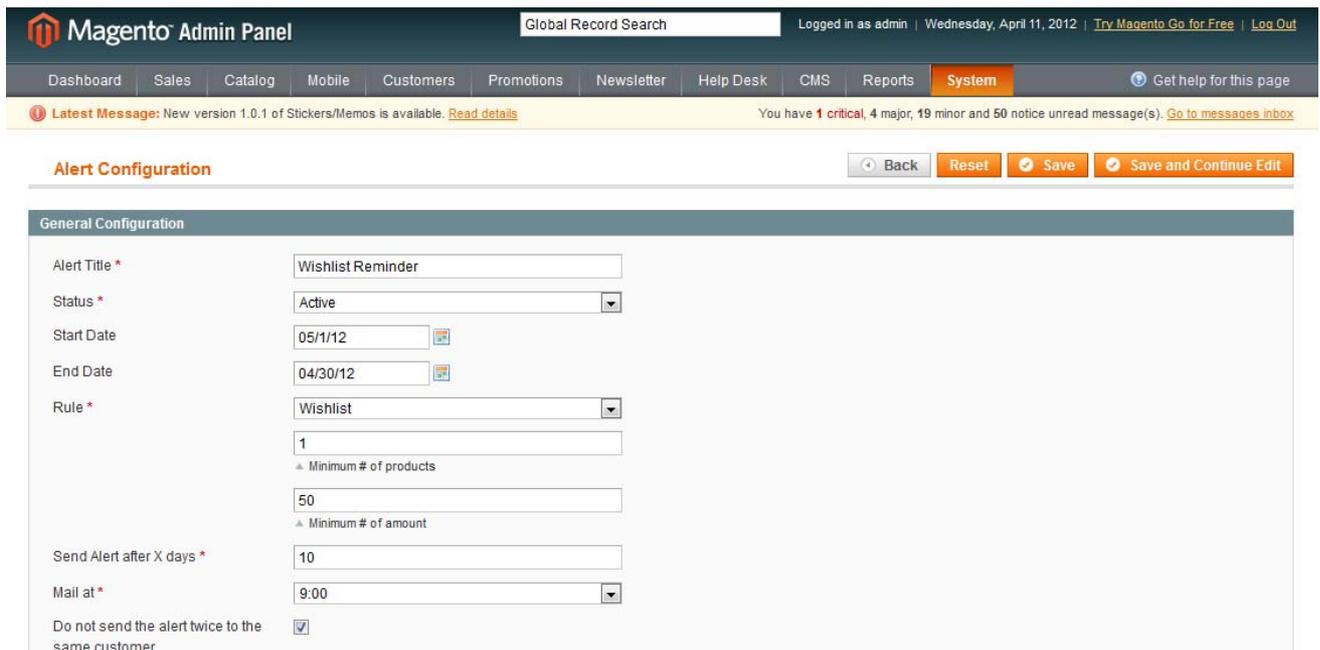
The time the email will be sent

- **Do not send the alert twice to the same customer**

Check this checkbox if you do not want the customer to receive the reminders anew if the set number of days have passed and the wishlist has not been changed.

Email Template:

Please see [Email Templates](#) chapter.



3.2.4. Shopping Cart

This type of alert sends email when a customer has a shopping cart with products not ordered for a set period of time.

The following settings are available:

General Configuration:

- **Alert Title**

The title will be used for inner purposes only

- Status

Only active alerts will send emails

- Start Date

The day starting from which the reminders will be sent.

- End Date

The date till which the reminders will be sent

If you do not want to limit the reminder, leave the dates empty

- Rule

Select Shopping Cart from the drop down

- Minimal # of products

The minimal quantity of the products in the shopping cart for the alert to be sent. The default value - 1 - can be left.

- Minimal total amount

The minimal total cost of the products in the shopping cart for the alert to be sent. Leave 0 if you do not want this parameter to be applied.

- Send Alert after X days

How many days the customers should have the shopping cart to receive the reminder

- Mail at

The time the email will be sent

- Do not send the alert twice to the same customer

Check this checkbox if you do not want the customer to receive the reminders anew if the set number of days have passed and the shopping cart has not been ordered.

The screenshot shows the Magento Admin Panel interface. At the top, there is a navigation menu with options like Dashboard, Sales, Catalog, Mobile, Customers, Promotions, Newsletter, Help Desk, CMS, Reports, and System. Below the menu is a status bar with a message: "Latest Message: New version 1.0.1 of Stickers/Memos is available. Read details" and "You have 1 critical, 4 major, 19 minor and 50 notice unread message(s). Go to messages inbox". The main content area is titled "Alert Configuration" and contains a "General Configuration" form. The form fields are: Alert Title (Wishlist Reminder), Status (Active), Start Date (05/1/12), End Date (04/30/12), Rule (Shopping Cart), Minimum # of products (1), Minimum # of amount (200), Send Alert after X days (7), Mail at (5:00), and Do not send the alert twice to the same customer (checked).

Email Template:

Please see [Email Templates](#) chapter.

3.2.5.Cron and Trigger

To activate “we miss you” email notifications’ sending, you will need cron to be set and activated on your website.

There is ability to manage the time when the emails will be sent. Please select the preferred time in the settings:

Alert Configuration

Global Record Search | Logged in as admin | Wednesday, April 11, 2012 | [Try Magento Go for Free](#) | [Log Out](#)

Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | Help Desk | CMS | Reports | **System** | [Get help for this page](#)

Latest Message: New version 1.0.1 of Stickers/Memos is available. [Read details](#) | You have **1 critical**, 4 major, 19 minor and 50 notice unread message(s). [Go to messages inbox](#)

[Back](#) [Reset](#) [Save](#) [Save and Continue Edit](#)

General Configuration

Alert Title *
Status *
Start Date
End Date
Rule *

Send Alert after X days *
Mail at *
Do not send the alert twice to the same customer

0:00
1:00
2:00
3:00
4:00
5:00
6:00
7:00
8:00
9:00
10:00
11:00
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