Store Support

Store Components · https://multivendorx.com/docs/knowledgebase/store-support/

Brief Introduction

A robust **Store Support** feature plays a vital role in the success and sustainability of a multivendor marketplace. It enables seamless communication between store owners and customers, helping to address queries, resolve issues, and provide timely assistance. By streamlining interactions, it builds trust, enhances the overall shopping experience, and empowers store owners to manage their stores more efficiently.

Requirements

- MultiVendorX Pro

Configuration From the admin end

Once all the required plugins are installed and activated, you can proceed with configuring the module from the admin dashboard.

- Navigate to **Admin Dashboard → MultiVendorX**. From the submenu, click on **Modules**.
- On the Modules page, locate the **Customer Experience** section and enable the **Store Support** module.

Flow from the Customer End

Once the admin enables the module from the dashboard, customers can easily raise a support query for a store by following these steps:

- Visit the store’s shopfront from whom support is required and click on the **Get Support** button.

- A popup form will appear, allowing the customer to enter a **Subject**, select an **Order ID**, and add their **Message**.
- After filling out the details, the customer can simply click **Submit** to send the request.

Flow from the Store Dashboard

On the vendor’s side, the process is equally seamless:

- As soon as a support ticket is submitted, the Store Owner receives an email notification with a link to view the request in their dashboard.
- Clicking the link redirects the Store Owner to the **Store Support** page on their dashboard.
- From this page, the Store Owner can select the **support topic number**, which opens the detailed ticket view.
- Here, the Store Owner can reply to the customer’s query and close the ticket once resolved.