



[Followup email - magento 2](#)

[USER MANUAL](#)

Supported Version: 2.0, 2.1, 2.2, 2.3

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Preface:

Abandoned Cart

- A best way to increase sales is reminding to customer that you have left something in your cart and you can still do checkout . you can offer special discounts oncart to attract customer for completing order.

Order Status Changed

- in communication with customer even after placing an order . Followup withcustomer based on their order status like remind them for failed payment , or their orderhas been shipped and ask customer for review the product after using the product couple of weeks.

Customer Registration

- Don't make you customer ideal by registering them in your store , inspire them to buy something using different offers and suggestion , ask them any help required to order.

New Subscription

- Followup unsubscribe customer and inspire them to subscribe by giving promotional offers and attractive contents.

Last Customer Activity

- Follow up your customer having not placed order for long time , remind them its been long since you haven't visited the store , here is new promotional products and collection you might like , offer them discounts and attract them.

Customer Birthday

- Its nice if some one takes cares , care about your customer and good things will come back to you , send greeting emails for their birthday and they will remember the store your products

Installation:

There are two ways of installing extension in magento2.

- 1) Using COMMAND LINE.
- 2) Manually install extension.

Option 1: Magento 2 install extension using COMMAND LINE (Recommended).

Follow below steps to install extension from the command line.

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory.
If code directory does not exists then create.

Step 3: Disable the cache under System → Cache Management.

Step 4: Enter the following at the command line:
php bin/magento setup:upgrade
php bin/magento setup:static-content:deploy

Step 5: Once you complete above steps log out and log in back to the admin panel and switch to Stores → Configuration → Mageants → Follow up email. The module will be displayed in the admin panel.

Option 2: Magento 2 install extension manually.

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory.
If code directory does not exists then create.

Step 3: Disable the cache under System → Cache Management Edit
app/etc/config.php file and add one line code: 'Mageants_Followupemail'
→ 1

Step 4: Disable the cache under System → Cache Management

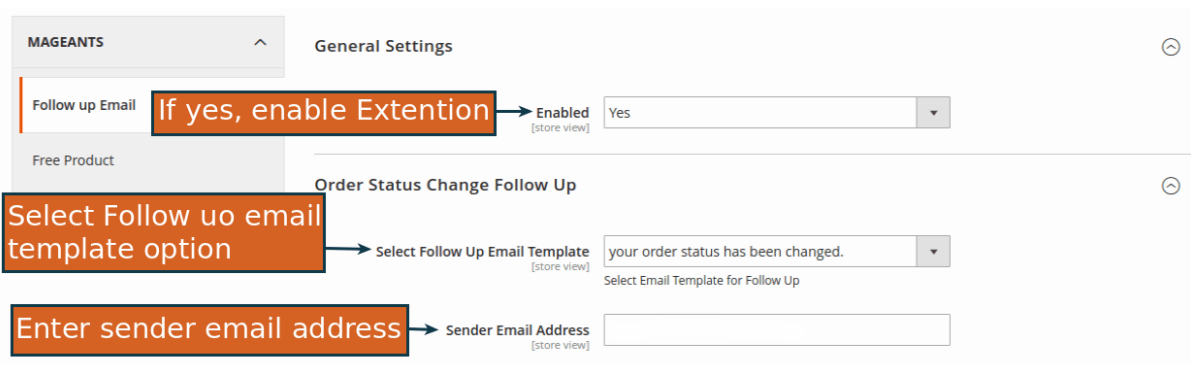
Step 5: Once you complete above steps log out and log in back to the
admin panel and switch to Stores → Configuration → Mageants →
Followupemail, the module will be displayed in the admin panel.

Backend Example:

After Installation of Extension login to magento admin panel to set configuration of the extension.

Extension Configuration:

Store → Configuration → Mageants → Follow Up Email



MAGEANTS General Settings

Follow up Email **If yes, enable Extension** → Enabled

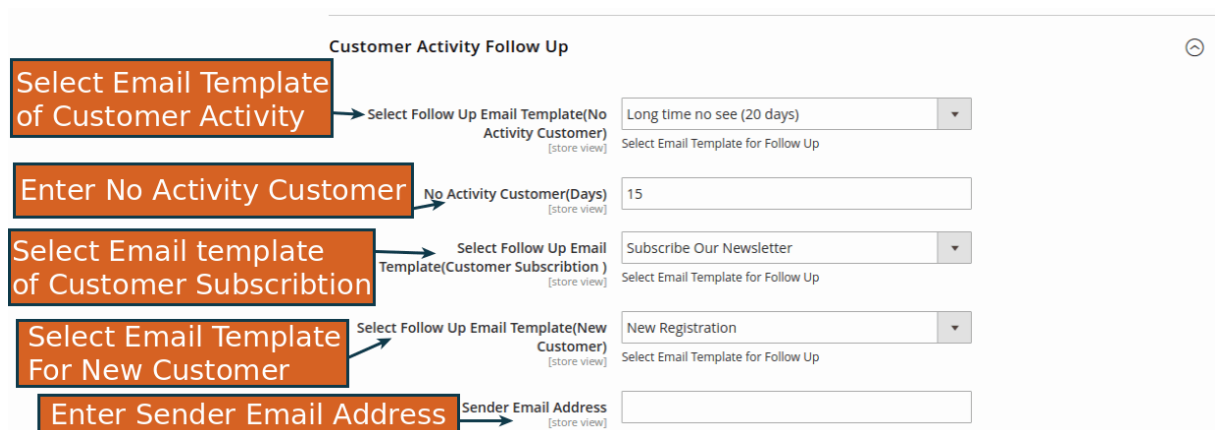
Free Product

Select Follow up email template option → Order Status Change Follow Up

Select Follow Up Email Template [store view]

Select Email Template for Follow Up

Enter sender email address → Sender Email Address



Customer Activity Follow Up

Select Email Template of Customer Activity → Select Follow Up Email Template(No Activity Customer) [store view]

Select Email Template for Follow Up

Enter No Activity Customer → No Activity Customer(Days) [store view]

Select Email template of Customer Subscription → Select Follow Up Email Template(Customer Subscription) [store view]

Select Email Template for Follow Up

Select Email Template For New Customer → Select Follow Up Email Template(New Customer) [store view]

Select Email Template for Follow Up

Enter Sender Email Address → Sender Email Address

Abandoned Carts

Select Email template For Abandoned Carts

Select Follow Up Email Template (Abandoned Carts) [store view]

you have forgot something

Select Email Template for Follow Up

Enter Sender Email address

Sender Email Address [store view]

Customer Birthday Follow Up

Select Email Template For customer Birthday

Select Follow Up Email Template [store view]

Customer Birthday

Select Email Template for Follow Up


Enter Sender email Address

Sender Email Address [store view]

Marketing → Follow Up Email → Email Follow

There you can manage all follow up emails. You can create ,edit or delete Follow up email from here,

Menu :



Marketing

MARKETING

STORES

Email Follow Up

Email Follow

Log

Beverly Hills	1-2 Days
New York	1-2 Days
New York	1-2 Days
cape town	1-2 Days
New Zealand	1-2 Days
Japan	1-2 Days

Follow Up Email Cron Note :



ZIPCODE COD

MARKETING

STORES

Follow Up Email

30

followupemail_ad...

Cron Schedule instruction

Add New Email Follow Up

Note:


Change Cron Schedule from "app/code/Mageants/EmailFollowUp/etc/crontab.xml".

set up cron:

```
# * * * * *
# |
# | day of week (0 - 6) (0 to 6 are Sunday to Saturday, or use names; 7 is Sunday, the same as 0)
# | month (1 - 12)
# | day of month (1 - 31)
# | hour (0 - 23)
# | min (0 - 59)
#
```

Example: */10 * * * * => Every 10 Minutes.

Follow Up Email Listing :





MARKETING


STORES

Abandoned Checkout

Abandoned Cart Email Template List

A best way to increase sales is reminding to customer that you have left something in your cart and you can still do checkout . you can offer special discounts on cart to attract customer for completing order.

Title	Subject	When	Action
you have forgot something	you have forgotten something	0 Day	 








STORES

Order Status Changed

Order Status change notification to customer

Stay in communication with customer even after placing an order . Followup with customer based on their order status like remind them for failed payment , or their order has been shipped and ask customer for review the product after using the product couple of weeks.

Title	Subject	When	Action
Order Status change notification	Did you enjoyed last order at {{var store.name}}?	On Event	 
your order status has been changed.	{{var customer}}	On Event	 





STORES

Customer Birthday

Customer birthday greetings

Its nice if some one takes cares , care about your customer and good things will come back to you , send greeting emails for their birthday and they will remember the store and your products.



Title	Subject	When	Action
Customer Birthday	Happy Birthday	On Event	 

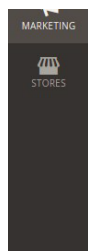


New Subscription

Follow up unsubscribed customer

Followup unsubscribed customer and inspire them to subscribe by giving promotional offers and attractive contents.

Title	Subject	When	Action
Subscribe Our Newsletter	Subscribe and Get New Offers	15 Day	 



Last Customer Activity

Last Customer Activity

Follow up your customer having not placed order for long time , remind them its been long since you haven't visited the store , here is new promotional products and collection you might like , offer them discounts and attract them.


Title	Subject	When	Action
Long time no see (20 days)	Invitation from Mageants	20 Day	 



Customer Registration

Customer registration notification

Don't make you customer Ideal by registering them in your store , inspire them to buy something using different offers and suggestion , ask them any help required to order.

Title	Subject	When	Action
New Registration	Welcome to our Store {{var customer}}	On Event	 

Condition Tab :

EMAILFOLLOW INFORMATION

General Information

Email Details

Conditions

Conditions

Order Status *

Canceled

Closed

Complete

Suspected Fraud

On Hold

Payment Review

PayPal Canceled Reversal

PayPal Reversed

Pending

Pending Payment

customer groups

NOT LOGGED IN

General

Wholesale

Retailer

Select order Status

Select Customer Groups



Thank you!

you have any questions or feature suggestions, please contact us at:
<https://www.mageants.com/contact-us.html>

Your feedback is absolutely welcome!