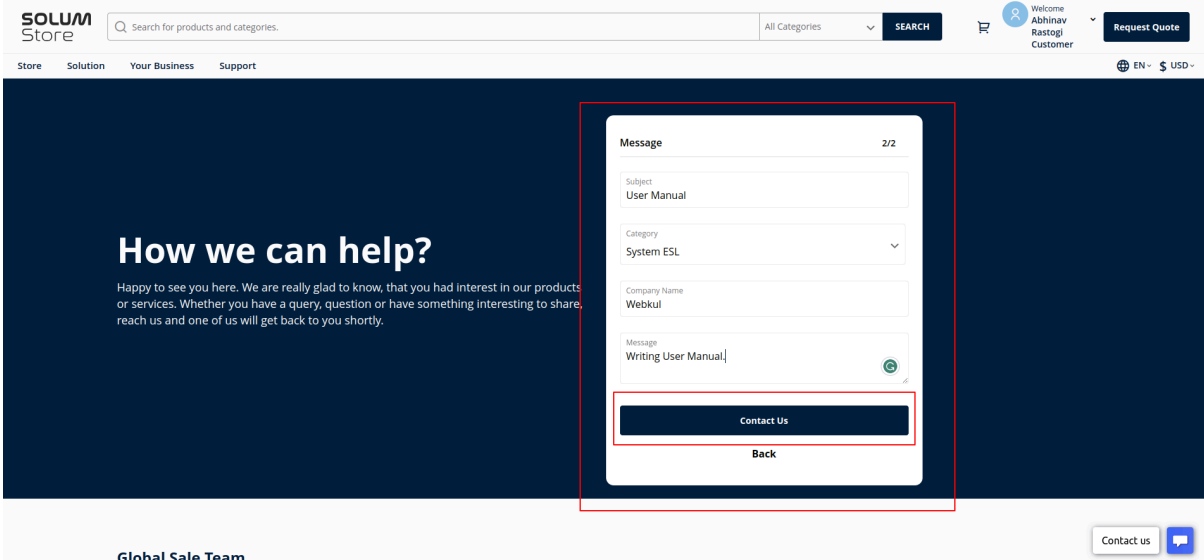# Inquiry Feature || Solum Store

- This feature helps customers generate inquiries for Solum Store Sellers.
- Also, we are sending these inquiries into Solum CRM, through APIs for CRM agents.
- To know about CRM workflow please follow the guide: https://docs.google.com/document/d/1_A7xfoJnqYl6Mem71klVrnESNTs9HdgRyZPEXElVY8M/edit?usp=sharing

Inquiry Workflow

Customer End

- Customers will generate inquiries by filling out the Contact Us form,
- Customers will add basic details such as name, email, phone number, etc., and click on the **Contact Us** button.

- Once the inquiry is submitted, customers can see the details under their profile (**My Profile >> My Inquiry).**
- Now, the customer's inquiry will get assigned to sellers based on the country the customer selects.

- Customers can view the respective inquiries and communicate with the sellers through chats.