

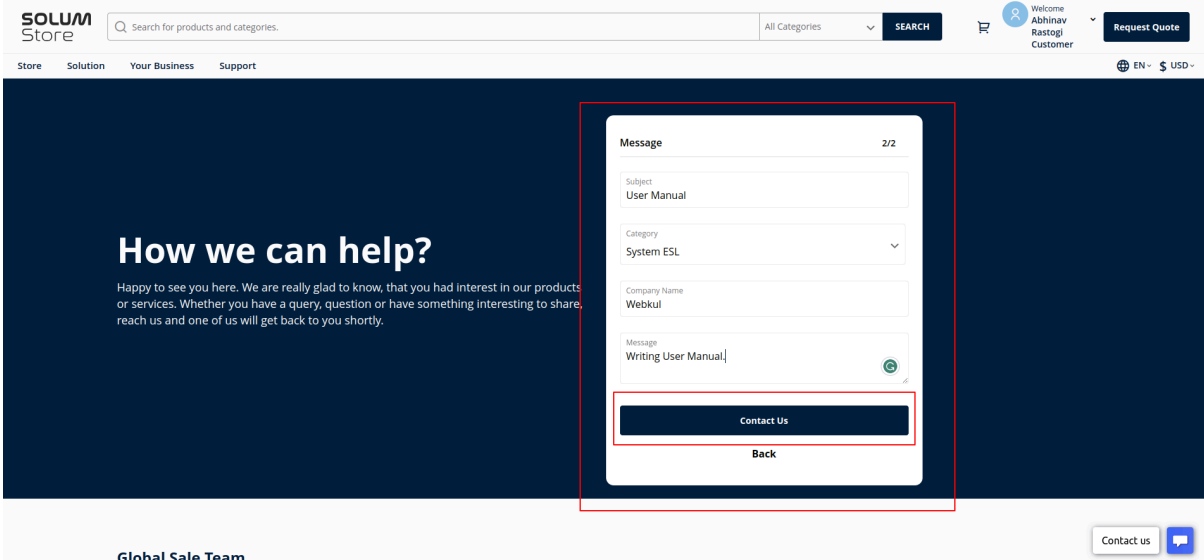
Inquiry Feature || Solum Store

- 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_A7xfoJnqYI6Mem71kIVrnESNTs9HdgRyZPEXEIVY8M/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.



The screenshot shows the Solum Store website interface. The main heading is "How we can help?" with a subtext: "Happy to see you here. We are really glad to know, that you had interest in our products or services. Whether you have a query, question or have something interesting to share, reach us and one of us will get back to you shortly." A white form overlay is positioned in the center, containing the following fields: "Subject" (filled with "User Manual"), "Category" (dropdown menu showing "System ESL"), "Company Name" (filled with "Webkul"), and "Message" (filled with "Writing User Manual"). Below the form are two buttons: "Contact Us" and "Back". The top navigation bar includes the Solum Store logo, a search bar, "All Categories" dropdown, "SEARCH" button, a shopping cart icon, a user profile icon with "Welcome Abhinav Rastogi Customer" and a "Request Quote" button. The footer shows "Global Sale Team" and a "Contact us" button with a chat icon.

- 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.

SOLUM Store Search for products and categories. All Categories SEARCH Welcome Abhinav Rastogi Customer Request Quote

Store Solution Your Business Support EN USD

Dashboard
My Orders
My Product
My Wishlist
My Quotation List
My Inquiry
RMA
Address Book
Account Information
Sub Accounts
Stored Payment Methods
Data Request
Support Tickets
My Subscription

My Inquiry

Search By Keyword

13 records found 20 per page 1 of 1

| Id | Subject | Category | Message Date | Seller Name | Action |
|-----|-----------------|------------|--------------|--------------------|----------------------|
| 498 | User Manual | System ESL | 06/30/2023 | anmol webkul | View |
| 497 | User Manual | System ESL | 06/30/2023 | Abhinav Rastogi | View |
| 496 | User Manual | System ESL | 06/30/2023 | test solu-m_Seller | View |
| 489 | test | Lifestyle | 06/22/2023 | | View |
| 485 | test | Mobile ESL | 06/20/2023 | | View |
| 484 | test | Mobile ESL | 06/20/2023 | Abhinav Rastogi | View |
| 483 | test | Mobile ESL | 06/20/2023 | test solu-m_Seller | View |
| 474 | Inquiry Subject | System ESL | 06/19/2023 | | View |
| 473 | Inquiry Subject | System ESL | 06/19/2023 | Abhinav Rastogi | View |
| 472 | Inquiry Subject | System ESL | 06/19/2023 | test solu-m_Seller | View |
| 469 | test | System ESL | 06/15/2023 | | View |
| 468 | test | System ESL | 06/15/2023 | Abhinav Rastogi | View |
| 467 | test | System ESL | 06/15/2023 | test solu-m_Seller | View |

Contact us

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

SOLUM Store Search for products and categories. All Categories SEARCH Welcome Abhinav Rastogi Customer Request Quote

Store Solution Your Business Support EN USD

Dashboard
My Orders
My Product
My Wishlist
My Quotation List
My Inquiry
RMA
Address Book
Account Information
Sub Accounts
Stored Payment Methods
Data Request
Support Tickets
My Subscription

My Inquiry

Subject : User Manual **Seller Name** : Abhinav Rastogi
User Name : Abhinav Rastogi **Category** : System ESL
User Email : abhinav.webkul@gmail.com **Company Name** : Webkul
Contact Number : 858585858 **Message** : Writing User Manual.
Country : India **Newsletter** : Not Subscribed
Message on : 06/30/23 16:07 PM

Inquiry Message

Abhinav Rastogi Customer 06/30/2023 16:17:37
Hello, I need to know more about your product!

Enter Your Message

Allowed File types jpeg,png,pdf,doc,docx,jpg,xls,xlsx

Contact us