

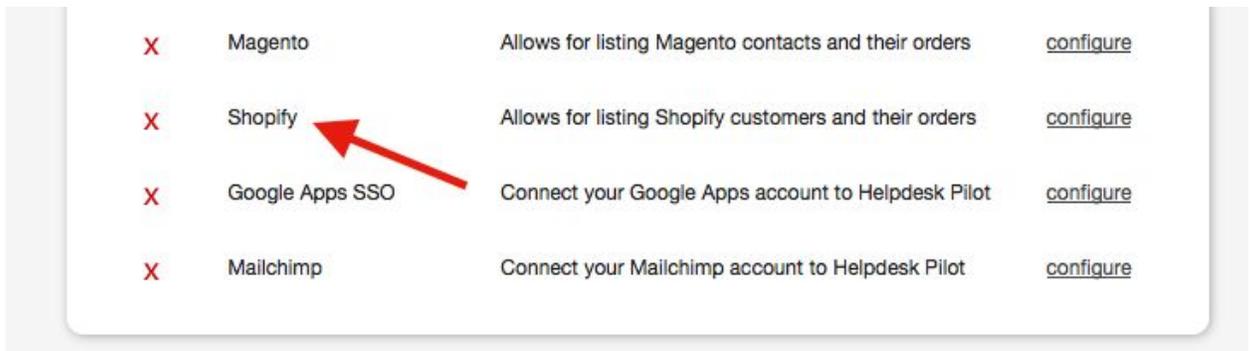
Enable integration with Shopify

HappyFox integration with Shopify will facilitate the staff to view the Customer's order details, Shipping details, Contact information in their Happyfox ticket details page, to choose the right set of actions. It also suggests contacts from Shopify, whenever a customer name is looked up in the 'Lookup existing contact' textbox.

This integration is only available on Mighty, Fantastic and Enterprise subscription plans in HappyFox.

How to setup the Integration:

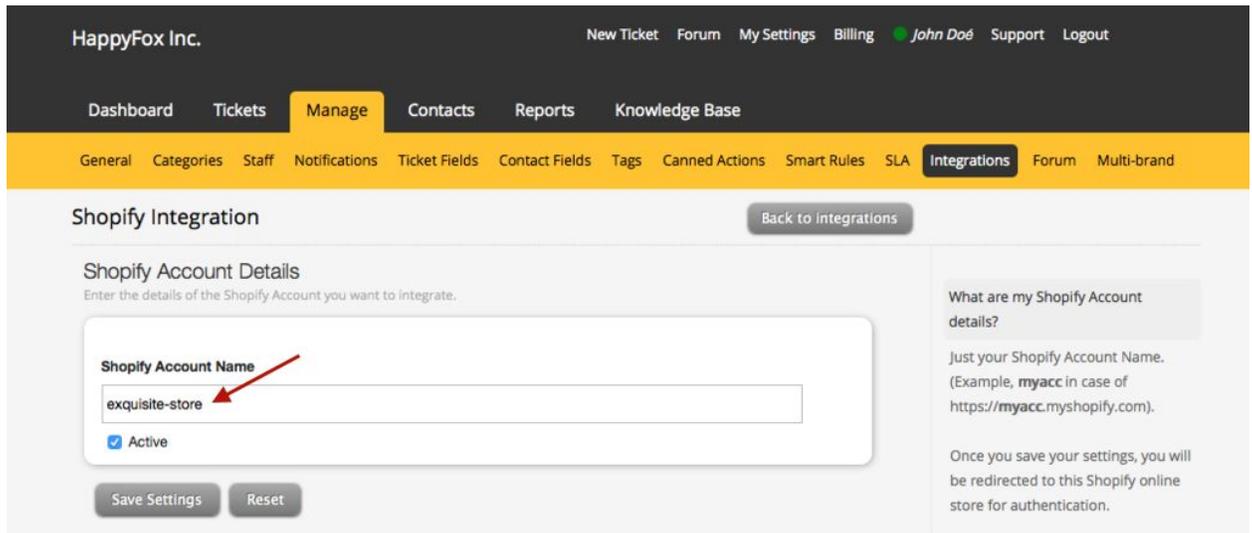
1. Go to Manage >> Integrations from the staff page.
2. Click 'Configure' next to 'Shopify' from the list of External integrations



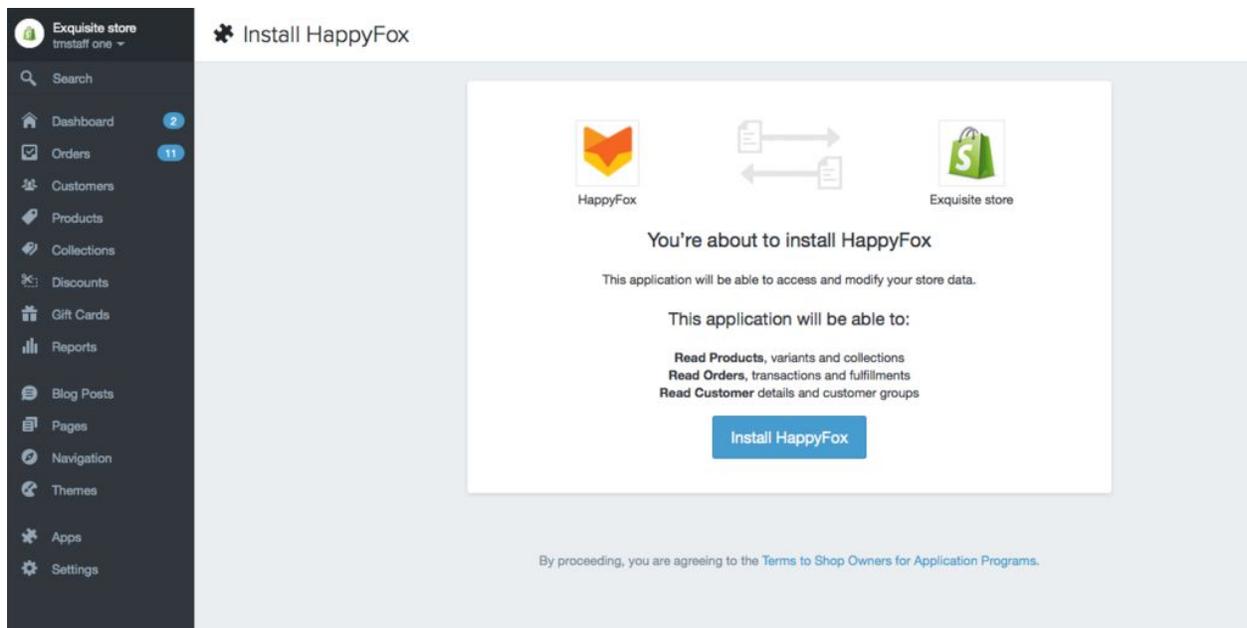
3. Enter the store name in the 'Shopify Account name' box; Your store name is the first part of your domain name. (Eg: exquisite-store in the case of

<https://exquisite-store.myshopify.com>).

4. Check the Active check box (if not already checked) and click 'Save Settings'.



5. On Clicking 'Save settings', the page redirects to the Shopify app page, to 'Install HappyFox'. (Initial setup in Shopify is a prerequisite to get to this step).
6. After configuration, You can see the green check mark against Shopify in the integration list page.



Result of the Integration:

a) Ticket Detail Page:

- 2 new panels are added to the ticket details page.
- '*Customer Details from Shopify*'- Provides information on First name, Last name, Customer Email, Address, Contact number & Customer since.
- '*Recent Orders from Shopify*'- Provides information on Order ref, Order, Date, Status, Total Amount, Currency, Discount Amount.

#CO0002502 **I havent got my orders delivered yet** (1) last updated 7 minutes ago

ON HOLD I havent got my orders delivered yet

assigned to jennifer raised by John Smith priority Normal category Customer Support due date: Not Set

Contact Information
No custom fields

Additional Information
No custom fields for this ticket's category.

Customer Details from Shopify View in Shopify

First Name	Last Name	Customer Email	Address	Contact Number	Customer Since
Sam	Jones	welcome@happyfox.com	xxx xxx China		13-Jan-2015

Recent Orders from Shopify

Order Ref	Order	Date	Status	Total amount	Currency	Discount Amount
#386724321	#1014	2015-03-02	paid	2520.00	INR	0.00
#373840045	#1012	2015-01-19	pending	5020.00	INR	0.00

- On clicking the '*Order Ref*', a face box opens, which provides more information on the order details. More detailed and granular information on the order can be found here, like Order Totals, Payment and Shipping,

Confirmation Mail status.

Shopify Order Information

Description of Shopify order

Order # 386724321 (the order confirmation email was sent) [View in Shopify](#)

Order	#1014
Order Date	02-Mar-2015
Order Status	paid
Fulfillment Status	fulfilled

Payment Information **Shipping and Handling Information**

Manual Order was placed using INR	International Shipping INR 20.00
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Items Ordered

Product	Price	Qty	Tax Amount	Tax Percent	Row Total
Bloom Box - REd	2500	1	0.00	0	2500.00

Order Totals

Subtotal	2500.00
Shipping and Handling	20.00
Tax	0.00
Discounts	0.00
Grand Total	2520.00

- Additionally, 'View in Shopify' is a link that directs the staff to the order information page on Shopify site.

b) New Ticket page:

- When a customer is looked up in the new ticket page with Name or Email or Phone number, a new panel 'Results from Shopify' appears, which pulls the most relevant contacts from Shopify and displays here. On clicking on this contact, the ticket fields get auto populated with the contact details extracted

from Shopify.

New Ticket

Look Up Existing Contact

Name or Email or Phone

-Or-

Contact Field

Address

Results from Shopify

- [Sam Jones \(welcome@happyfox.com\)](#)
- [James Brown \(one@one.com\)](#)

Create New Ticket

Contact details

Full Name *

Email Address *

Phone Number

Address

Company

