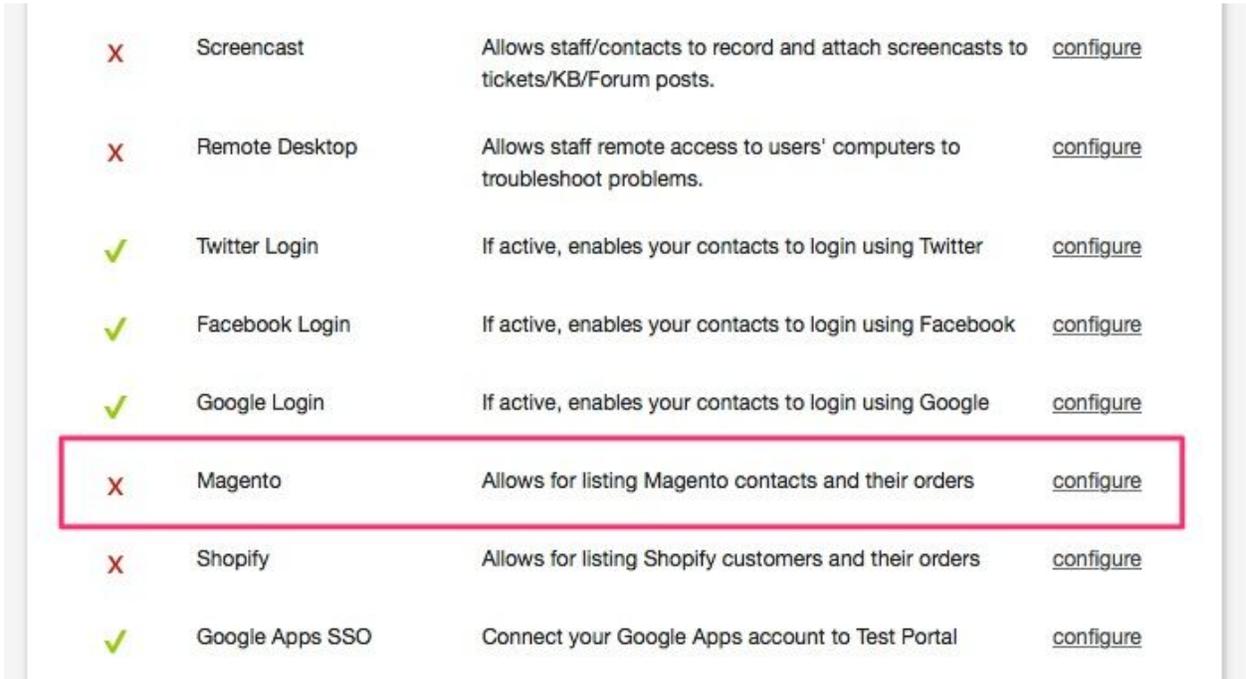


# Enable integration with Magento

To enable integration with Magento do the following:

1. Login to the HappyFox staff panel and go to "Manage >> Integrations". Click on the "Configure" link against Magento, listed under 'External Integrations'.



X	Screencast	Allows staff/contacts to record and attach screencasts to tickets/KB/Forum posts.	<a href="#">configure</a>
X	Remote Desktop	Allows staff remote access to users' computers to troubleshoot problems.	<a href="#">configure</a>
✓	Twitter Login	If active, enables your contacts to login using Twitter	<a href="#">configure</a>
✓	Facebook Login	If active, enables your contacts to login using Facebook	<a href="#">configure</a>
✓	Google Login	If active, enables your contacts to login using Google	<a href="#">configure</a>
X	Magento	Allows for listing Magento contacts and their orders	<a href="#">configure</a>
X	Shopify	Allows for listing Shopify customers and their orders	<a href="#">configure</a>
✓	Google Apps SSO	Connect your Google Apps account to Test Portal	<a href="#">configure</a>

2. Enter Magento account details including account "URL", "Username" and "API key" and click the checkbox to activate the integration.

## Magento Integration

[Back to Integrations](#)

### Magento Account Details

Enter the details of the Magento account you want to integrate

#### Magento Server URL

#### Username

#### API Key

Active

3. Click on "Save settings" to save the details you entered on the form.
4. In the ticket details page you will start to see the customer and order information stored in your Magento account.

#DC00000004 **Unable to place an order for the iPhone (1)** last updated  
1 second ago

**NEW** Unable to place an order for the iPhone

← 🗑️ ☆ assigned to ~ raised by John Smith priority Normal category Default Category due date: Not Set

**Contact Information** edit change contact

Business Segment Desc ~ Country ~ Manager Name ~ Job Name ~ GIN Number ~

**Customer Details from Magento** [View in Magento](#)

First Name <b>John</b>	Last Name <b>Smith</b>	Customer Email <b>johnsmith@exampl e.com</b>	Billing Address <b>1543, Meddows St San Jose California US 97678 T: 4084084080</b>	Shipping Address <b>1543, Meddows St San Jose California US 97678 T: 4084084080</b>	Customer Since <b>22-May-2015</b>
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**Recent Orders from Magento**

Order Ref:	Date	Status	Total amount paid	Discount Amount
<a href="#">#100000004</a>	22-May-2015 11:40AM	holded	0.00	0.00
<a href="#">#100000003</a>	22-May-2015 11:38AM	processing	0.00	0.00
<a href="#">#100000002</a>	22-May-2015 11:38AM	pending	0.00	0.00
<a href="#">#100000001</a>	22-May-2015 11:37AM	complete	555.00	0.00

The default list of information you would see under section "Customer Details from Magento" in a ticket include:

- a) First name
- b) Last name
- c) Customer Email
- d) Billing Address
- e) Shipping address

f) Customer since

The section "Recent orders from Magento" include:

a) Order Ref

b) Date

c) Status

d) Total amount paid

e) Discount amount

5. You can also click on the order Ref number to view the detailed order information including the purchase history. Here you will also have an option to view the details in Magento.

**Magento Order Information**  
Detailed description of an order - Magento

Order # 100000004 (the order confirmation email was sent) [View in Magento](#)

**Order Date** 22-May-2015 11:40AM  
**Order Status** holded

**Payment Information** Check / Money order  
Order was placed using USD

**Shipping & Handling Information** Flat Rate - Fixed  
USD 5.00

**Items Ordered**

Product	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
iPad Mini 3	550.00	550.00	1	550.00	0.00	0.00	0.00	550.00

**Order Totals**

Subtotal	550.00
Shipping & Handling	5.00
Tax	0.00
<b>Grand Total</b>	<b>555.00</b>
<b>Total Paid</b>	<b>0.00</b>
<b>Total Refunded</b>	<b>0.00</b>
<b>Total Due</b>	<b>555.00</b>

**Smart Rule** Sent email, by the smartrule survey monkey just a moment ago

6. Further, when a support agent raises a ticket on behalf of a customer, he can use the "Look Up Existing Contact" feature and retrieve the contact's details using the email ID. If the respective contact's email is associated with any magento account, the email ID is pulled and displayed in the section below; "Results from Magento", as shown in the image below:

Tenmiles New Ticket Forum My Settings Billing ● John Doe 📞 Support Logout

Dashboard Tickets Manage Contacts Reports Knowledge Base

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### New Ticket

#### Look Up Existing Contact

**Name or Email or Phone**  
  
John Smith <johnsmith@example.com>

**Contact Field**

**Results from Magento**

[John Smith \(johnsmith@example.com\)](#)

#### Create New Ticket

Contact details [Clear](#) | [Clear All](#)

**Full Name \***

**Email Address**

**Phone Number \***

**JOB NAME**

**GMCODE**

Will my Magento version support this integration?

HappyFox utilizes the XML-RPC v1 API of Magento. This is available in all versions of Magento, including Enterprise, Go, and Community. To check if your site is setup correctly for XML-RPC v1, visit <http://your-website.com/api/xmlrpc/> (replacing your-website with your actual domain). If you get back XML data, then you should be ready to connect to HappyFox.