



Big Fish eCommerce

BF Contact Us.doc

Last Updated: 26-Aug-2013

TABLE OF CONTENTS

- [1](#) [Modification History](#)3
- [2](#) [Contact Us](#)4
 - [2.1](#) [Input Form](#).....4
 - [2.2](#) [Processing Rules](#)5
 - [2.3](#) [Form Validations](#).....5
 - [2.4](#) [Thank you Message](#).....5
 - [2.5](#) [Email](#)6
- [3](#) [Technical Notes](#).....7

1 Modification History

Date	Who	Comments
11-Jul-11	Solveda	Split Contact Us functionality into a new document (originally defined in General Concepts)
21-Dec-11	Solveda	Modified as follows: <ul style="list-style-type: none">- Changed the Contact-Us-Reasons to be displayed from the ENUMERATION entity where ENUM_TYPE_ID = "CONTACT_US_REASON"- Enhanced to store the details of the request in the CUST_REQUEST entity
18-Jan-12	Solveda	Changes to reflect a 255 character limit on the comment entry field.
2-Aug-12	Solveda	Hide contact-us reasons if the sequence is zero
26-Aug-13	Solveda	Note added, the attributes of this form are controlled as part of the DIV Sequencing strategy

2 Contact Us

2.1 Input Form

Contact Us

Page Content Spot:

Content Menu: "PAGE_TOP_SPOT" (MENU_CONTAINER)

Content ID: "PTS_CONTACT_US"

[client specific message]

Please enter your contact details and comments below:

* Reason for Contact:

* First Name:

* Last Name:

* Email Address:

Contact Phone:

Order#:

* Comment:

255 characters left

SUBMIT

2.2 Processing Rules

- If the user is logged into the website then pre-populate as indicated. [data entry] fields can be free form, including telephone number.
- All entry fields should be restricted to 255 entry
- The comment field has a "character countdown" indicating how many more characters the customer may type. For an implementation approach see:
 - <http://www.codingforums.com/showthread.php?t=52340>
- This represents the known superset of fields to be captured on the Contact Us form. See client specific configurations for variances
- For the BF baseline implementation the [client specific message] can be configured as follows:

For more immediate attention you may call us at [tel-number] during our normal business hours of [hours of operation]. For all online inquiries, we will do everything we can to respond within [2 business days].

- This form should use the DIV Sequencing strategy
 - See spec "*BF Admin Module DIV Sequencer.doc*" for more details

2.3 Form Validations

- Validations are performed for mandatory fields. Error messages:
 - Please select a Reason for Contact. This allows us to better serve you.
 - Please enter your First Name.
 - Please enter your Last Name.
 - Please enter your Email Address. This allows us to respond quickly and ensure that we can contact you to better serve you.
 - Please enter a Comment.

2.4 Thank you Message

- Upon success a contact-us email is sent
- Control is then passed to the generic "Confirm" page
 - Passed UI-Caption property keys are:
 - ConfirmH1ContactUs
 - ConfirmH2ContactUs
 - ConfirmTextContactUs

2.5 Email

- See “*BF Email*” for details.

3 Technical Notes

■ Contact Us Reasons

- The reasons should be retrieved from the ENUMERATION entity
- The ENUM_TYPE_ID is "CONTACT_US_REASON"
- Entries with a SEQUENCE_ID = 0 should be ignored and NOT displayed in the drop-down

■ COMMUNICATION_EVENT

- Two entries will be made in the COMMUNICATION_EVENT entity
- One to reflect that the customer completed the Contact Us Form
- One to reflect an email sent to the client from the customer

■ CUST_REQUEST

- CUST_REQUEST_TYPE_ID = "RF_CONTACT_US"
- STATUS_ID = "CRQ_DRAFT"
- With appropriate ATTR_NAME and ATTR_VALUE entries in the CUST_REQUEST_ATTRIBUTE entity
- ATTR_NAME settings as follows:

REASON_FOR_CONTACT
FIRST_NAME
LAST_NAME
EMAIL_ADDRESS
CONTACT_PHONE
ORDER_NUMBER
COMMENT
IS_DOWNLOADED (set to value "N")
DATETIME_DOWNLOADED (set to value "")