WooCommerce Integration

Integrations · https://fluentsupport.com/docs/woocommerce-integration/

WooCommerce is a customizable, open-source eCommerce platform for **WordPress** that allows support agents to view the **purchase history** of any WooCommerce product user and allows customers to open tickets through Fluent Support for issues related to specific WooCommerce products or orders.

This article will guide you through integrating **WooCommerce** with **Fluent Support**.

WooCommerce Integration With FluentSupport

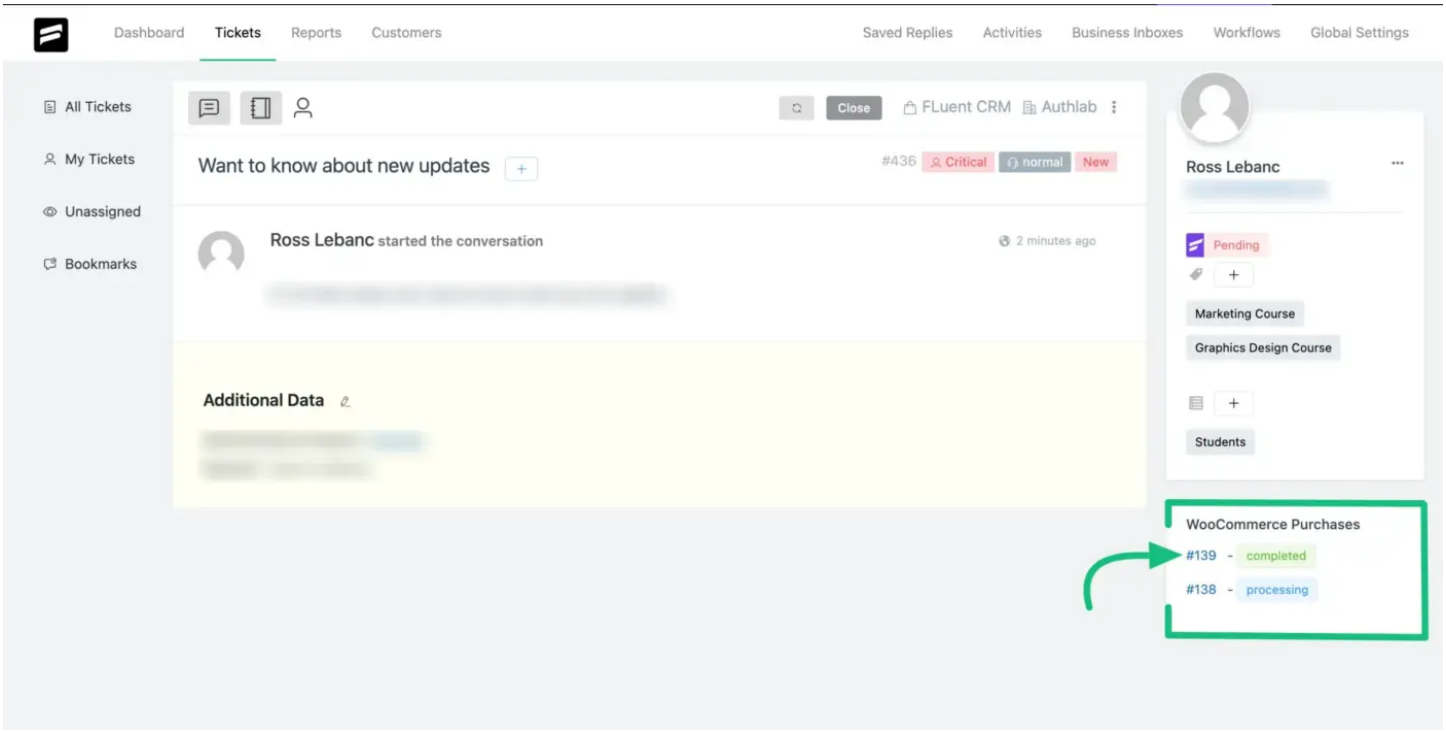
To integrate WooCommerce into Fluent Support, follow the steps with screenshots below —

You don't need to perform any integration yourself. It will happen automatically if the **WooCommerce** plugin is already installed on your site.

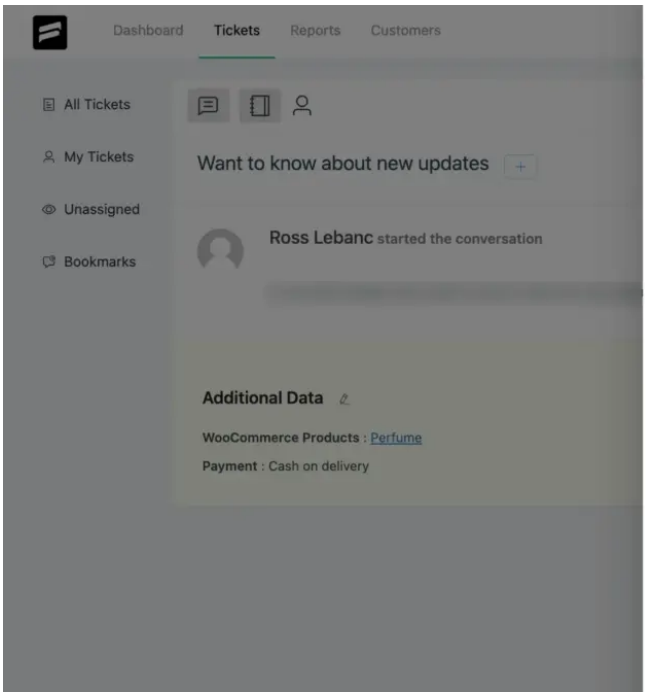
WooCommerce Product Information in your Ticket

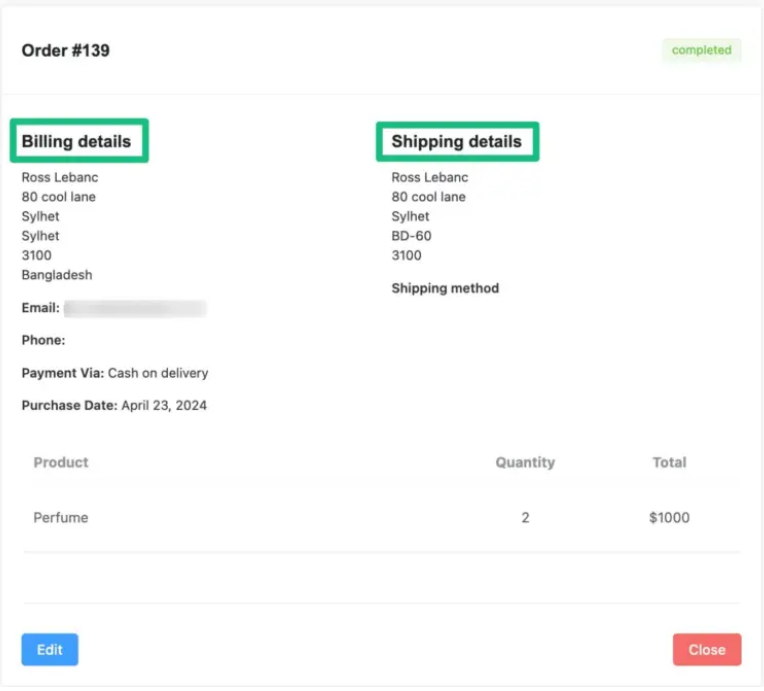
If you click on the **Product ID** under a specific ticket, a pop-up will appear that includes all the information about the product purchase.

To get the product information in your tickets as shown in the screenshot below, you must **Create Custom Fields** in your **Fluent Support** site for **WooCommerce**.



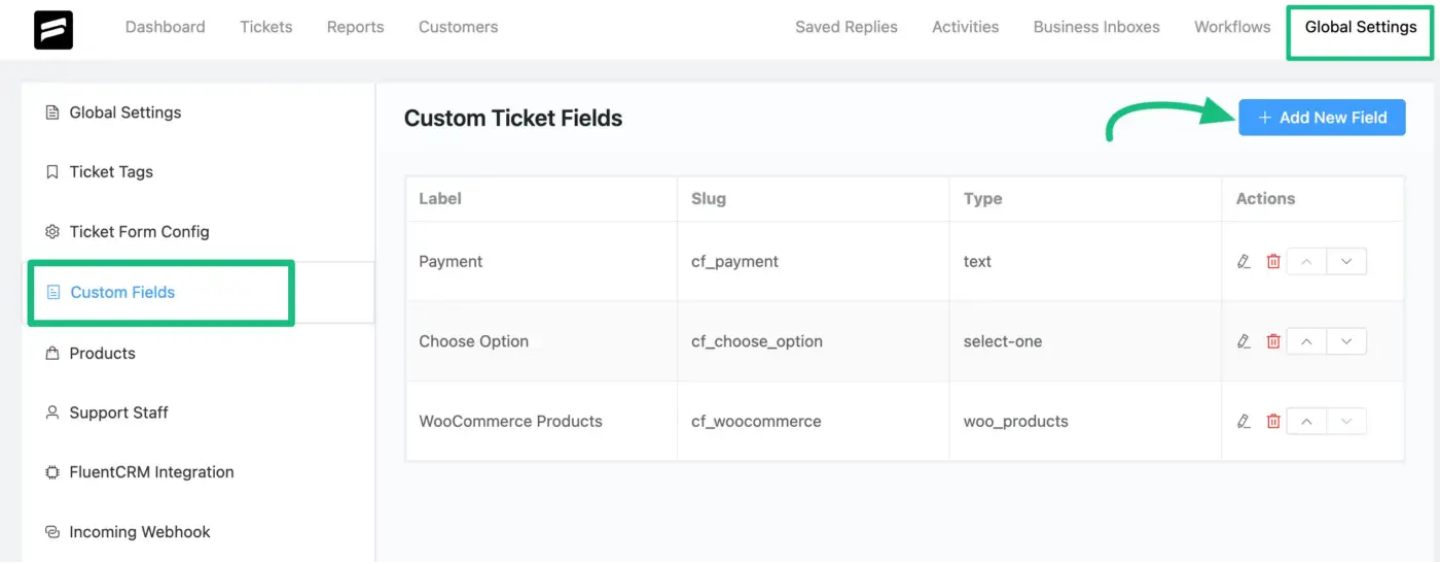
You will find Billing details, Shipping details, Product details, and Price in this pop-up here.





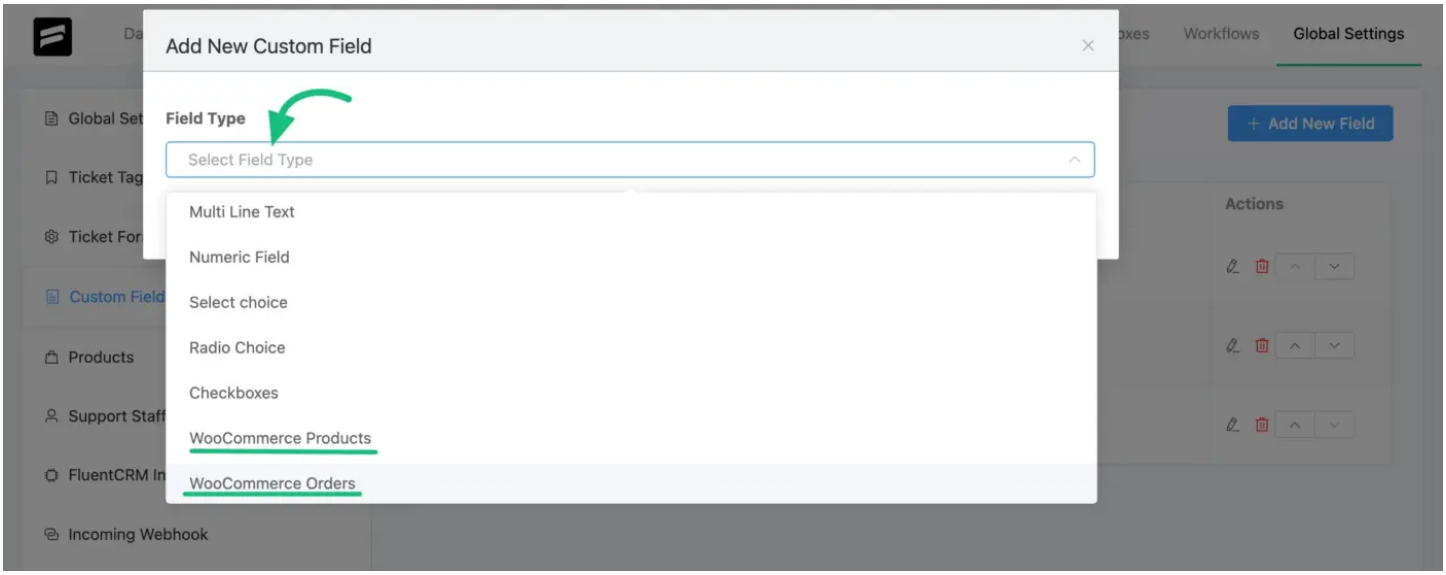
Create Custom Fields for WooCommerce

From the **Fluent Support Dashboard, g**o to **Global Settings**, select **Custom Fields**, and click the **+ Add New Field** button.

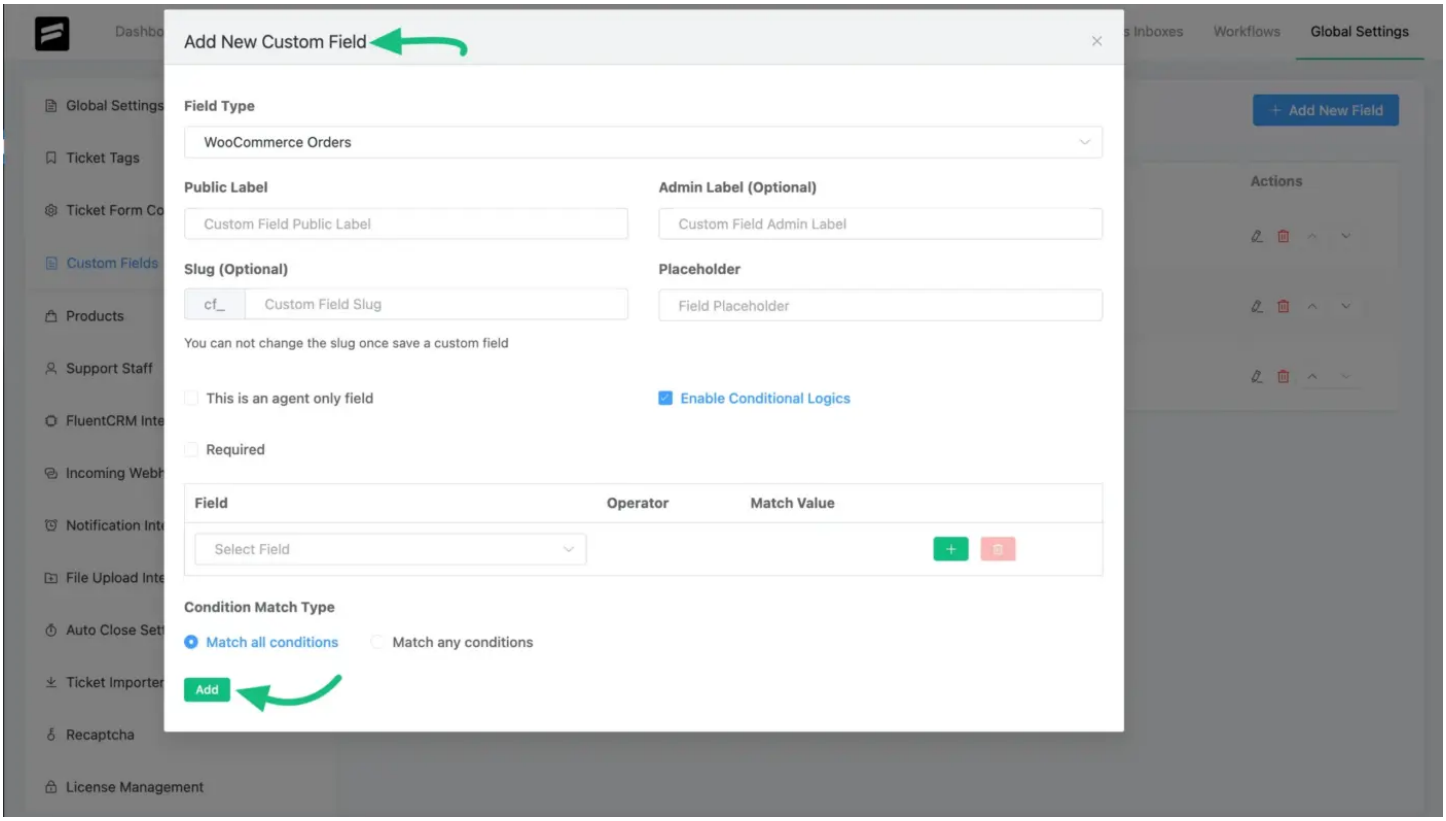


Choose the **Field Type** from the dropdown menu that suits your needs (**WooCommerce Products** or **WooCommerce Orders)** and click the **Add** button.

Make sure your WordPress site has WooCommerce installed and activated to proceed.



Give your **Field Type** a name and configure additional fields as necessary. Also, you can enable the **Conditional logic** if required. To save all the settings, click the **Add** button.



Your **WooCommerce custom field** will now be visible on your support portal, as shown below.

Support Tickets

Submit a Support Ticket

View All

Subject

What's this support ticket about?

Ticket Details

Please provide details about your problem

Click to upload

Supported Types: Photos, CSV, PDF/Docs, Zip, JSON and max file size: 2.0MB

Related Product/Service

Select related Product/Service

Priority

Normal

Payment

Choose Option

Select

WooCommerce Products

Select



Create Ticket

This is how th**e** integration of **WooCommerce** with **Fluent Support** works!

If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.