

Mautic Integration For PrestaShop

by CedCommerce Products Documentation

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1. Overview

Mautic Integration for PrestaShop is a seamless communication channel to transfer the customer-centric data to Mautic from your PrestaShop Store.

The integration works by storing the critical information fields of customers and segmenting different customers as per their past purchase behavior as purchase behavior is the most powerful way to segment your customers by historic value. Some of the crucial benefits of Customer Segmentation are:

- Identify groups of customers
- Target them for campaigns
- Promote repeat purchase and loyalty
- Defend against attrition/defection
- Acquire customers who resemble the best ones

Features:

Personalized RFM parameters:

All customers and businesses are unique on their own. However, to identify the distinct pool of customers with similar behavior, segmenting them is quintessential. Mautic Integration for PrestaShop enables you to segment different customers on the scale ranging from (1-5) where 1 corresponds to poor and 5 corresponds to best. Also, sellers are free to set what works best for them.

Fields Mapping:

This enables sellers to map different data sets of their PrestaShop store and their Mautic account. Once the desired fields are mapped, the seamless transfer of data sets between two accounts starts.

Create Customer Segmentation:

There are multiple user roles are created in the Integration plugin such as Cart Abandoners, Best Customers, Big Spenders, Lost Cheap Customers, Lost Customers, Low Spenders,

Loyal Customers and others. Sellers can create these user roles on Mautic software for targeting these customer segments with targeted campaigns.

Create Contact Properties:

The plugin has 60+ contact property fields such as Customer Group/ User role, Accepts Marketing, Shopping Cart Customer ID, Billing City, Last Order Status and, Products Bought. These contact properties are crucial for analyzing customer purchase behavior.

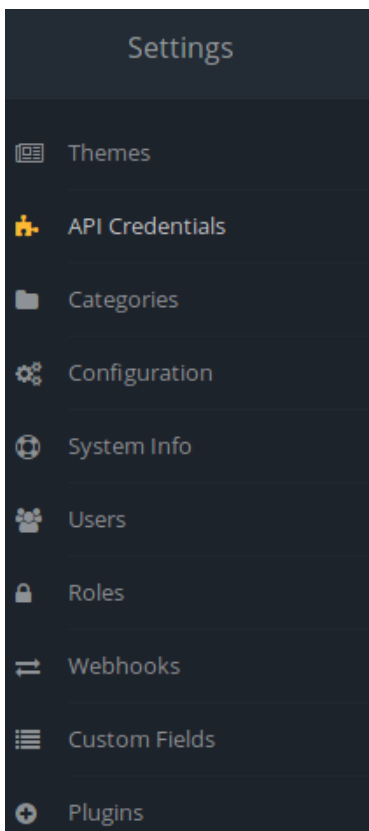
The sellers can choose the fields, as per their business requirements, to create them on the Mautic. This helps in capturing the most relevant variables so as to increase the efficiency of a targeted campaign.

2. How to obtain Client ID & client Secret ID?



It is necessary to know the client ID and client secret ID beforehand before starting the configuration process as these identities are used in the OAuth Authentication type configuration. These IDs can be obtained from the Mautic panel.

To obtain these IDs follow the procedure:

1. Login to Mautic account.
2. Once login, click on setting icon on the upper right-hand corner and Click API credentials tab.



3. Once you click on the API credential tab, a page containing client ID appears (as shown in the figure)

API Credentials (Applications)			
Filter...		Q	OAuth 2
	Name 	Public Key	Secret Key
<input type="checkbox"/>		2	
<input type="checkbox"/>		3	1
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

4. Copy the Public Key and Secret Key from here, it's these IDs which are required.

5. Also, you can create new IDs if required, to do so, Click on New Button, once clicked following page appears:

Here Choose **OAuth 2** in Authorization Protocol

Enter the **Name** in the name field

Enter the **Redirected URL** in the redirected URL field.

6. Once done click on **Apply** to obtain new keys.

3. Configuration

You need to first configure the extension on your PrestaShop store to achieve the true marketing automation. There are 3 aspects to achieve full configuration.

1. Establishing a communication channel between Mautic and PrestaShop.
2. Defining the parameters used to segment different customers.
3. Mapping the relevant fields between PrestaShop and Mautic to capture customer data.

1) Establishing a communication channel between Mautic and PrestaShop-

To do this, first, click **Mautic>Configuration** on the top Menubar. As you follow this instruction, you're redirected to the configuration page.

There are two types of authentication type provided. You can choose any of them. Depending on the two types of Authentication, there are 2 different sets of configuration sets which are as follows-

a) Configuration with Oauth2 Authentication

b) Configuration with Basic Authentication

2) Configuration with Oauth2 Authentication-

To begin the configuration:

- a) Select **Enable** to Enable Mautic Integration field
- b) Choose **Oauth2** Authentication Type Oauth2
- c) Now enter **Client ID**
- d) Enter **Client Secret**
- e) Enter **Mautic URL**
- f) Enter **Redirect URL**

MAUTIC CONFIGURATION

* Enable Mautic Integration

* Authentication Type

* Client ID

* Client Secret

* Mautic URL

* Redirect URI

Authorize

Once you're done, entering the above fields, click **Authenticate** to establish a seamless channel.

Also, you can enter the No of minutes of inactivity in a cart to qualify it as an abandoned cart.

3) Configuration with Basic Authentication-

To begin the configuration:

- Select **Enable** to Enable Mautic Integration field
- Choose **Basic** Authentication Type

- Now Enter **User Name**
- Enter **Password**
- Enter **Mautic URL**

Once you're done, entering the above fields, click Install to establish a seamless channel.

MAUTIC CONFIGURATION

* Enable Mautic Integration

* Authentication Type

* Username

* Password

* Mautic URL

Mautic URL of your app should be <https://mauticurl.com>.

Install

Note:

After filling all the correct details , if there are showing 404 not found message during connection. then just Flush the Mautic Cache and retry the connection.

4) Setting Up And Managing Property Groups Of Mautic

a) Customer Groups: If you enable customer group, the customer id, email address, first name, last name and the group of a customer (defined as a customer is a retailer or a user) will be directed to mautic.

b) Shipping and Billing Address: By enabling this, mautic will get the shipping address where the order is being shipped and also the billing address, if different.

c) Abandoned Cart: If you enable the abandoned cart, you will get another setting regarding abandoned cart explained below.

d) Order Item Feedback: By enabling order item feedback, mautic will be able to track last shipped order id and also the HTML of the completed order.

e) Select status: Can select the status of the order whether it is delivered, shipped, payment accepted or at any other stage of the completed order.

MANAGE PROPERTY GROUPS

* Customer group

* Shipping and Billing Address

* Abandoned Cart

* Order Item Feedback

Enable customer properties you want to export.

* Select status for completed order

5) Setting Up Abandoned Cart

a) Abandoned Cart Cron Time: It let you set abandoned cart cron time whether mautic get the information-once in a day, twice a day, four times or every hour.

b) Abandoned Cart: This lets you manage after how much time the cart will get considered or treated as abandoned.

ABANDONED CART

* Abandoned Cart Cron Time

* Abandoned Cart Time(in minutes)

After how many minute of inactive cart we should treat it as abandoned.

6) Customer Export Setting

a) Export type: It consists of two options first i.e., immediately where mautic gets the data when the transaction takes place and the second cron. If you set cron you will get another dropdown explained below.

CUSTOMER EXPORT SETTINGS

* Export Type

b) Cron Time: Through this, you can decide the cron time whether mautic get the customer details-once in a day, twice a day, four times a day or every hour.

CUSTOMER EXPORT SETTINGS

* Export Type

* Cron Time

7) Defining the parameters used to segment different customers-

This is one of the most crucial operations of this entire exercise. This section requires you to enter data sets to provide a real scale for different ratings. For example ?

In the recency column, all the customers who purchased within a month will be considered as best one (rating 5) and those having made the purchase with the quarter will be considered as your second best customers.

In the Frequency column, the customers who have purchased more than 20 times are defined as rating 5 customers whereas those with lower than 2 purchases are the worst performers.

In the monetary column, those who spent more than \$1000 are considered as top customers and those with spending less than \$250 are considered as low-priced customers.

RFM SETTINGS

Rating	Recency (days since last order)	Frequency (total orders placed)	Monetary (total money spent)
5	Less Than: <input type="text" value="30"/>	More Than: <input type="text" value="20"/>	More Than: <input type="text" value="1000"/>
4	From: <input type="text" value="31"/>	From: <input type="text" value="10"/>	From: <input type="text" value="750"/>
	To: <input type="text" value="90"/>	To: <input type="text" value="20"/>	To: <input type="text" value="1000"/>
	From: <input type="text" value="91"/>	From: <input type="text" value="5"/>	From: <input type="text" value="500"/>

Note:

Since businesses are unique and their products distinct in some way or another from others, the sellers can enter the value as per their business needs.

8) Mapping the relevant fields between PrestaShop and Mautic to capture customer data.

This is the last, but definitely not the least, the step towards completion of your Mautic Integration for PrestaShop your configuration.

Here you can map relevant **Mautic Contact Fields** with **PrestaShop Customer Fields** so the relevant data sets

from your PrestaShop store can be fetched to your Mautic account. You can **Add** and **Delete** the different fields.

FIELDS MAPPING

Mautic Contact Fields
PrestaShop Customer Fields
Action

City

id_shop

Del

ADD

Mautic authentication is required to get the data of Mautic contact fields.

Once you complete this step the configuration of Mautic Integration stands completed.

9) Cron Index: This helps section helps you in making your cron URL unique. You just need to fill the field given in this section and a unique URL is generated for you.

CRON INFO

* Cron Secure Key

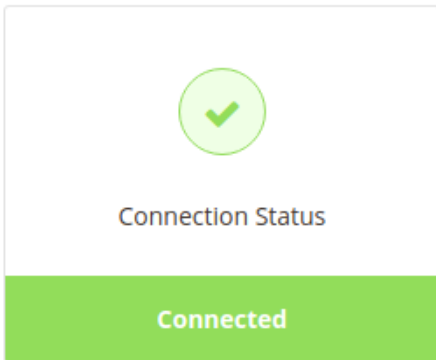
abcde

Cron Name	Cron URL	Recommend Time
Abandoned Carts Data Export	http://demo.cedcommerce.com/integration/prestashop1.7/modules/cedmauticintegration/mauticintegration-abandoned-cart-cron.php?secure_key=abcde	Once in a day
Customer Data Export	http://demo.cedcommerce.com/integration/prestashop1.7/modules/cedmauticintegration/mauticintegration-export-customer-cron.php?secure_key=abcde	Disabled

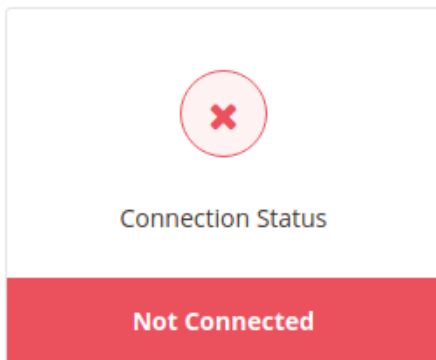
4. Mautic Integration settings

This process here corresponds to creating different contact fields and segments – embedded in the integration plugin – on Mautic as per your unique business needs.

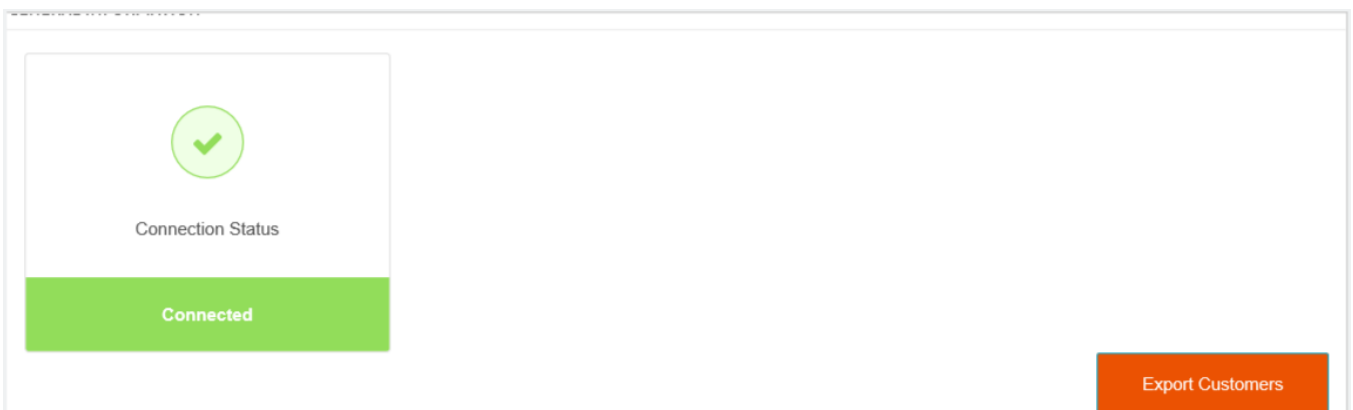
- To do this, first, click **Mautic>Settings** on the top Menu bar. Once you click on this option you're redirected to the page where the desired fields are embedded. There are 3 important tabs, here is how they appear:
- **General Information Tab:** It shows the connection status. Whether its established or not. Here is how it looks if the connection is established:



And this how it looks when there is communication channel is broken.



There is one more important field you can see on this tab ? Export Customers (see in the image below):



- **If facing an issue with error #404:** It looks like an error (error # 404). If it happens again, report it to the system administrator! else, Whenever such error comes, clear the cache of mautic and try to connect again.

Responses

Total 1470 Batch (s) Found.
✖ 5 Customer Export Failed.

Sl. No.	E-mail	errors
5	[Redacted]	0 : It looks like an error (error # 404). If it happens again, report it to the system administrator!
8	[Redacted]	0 : It looks like an error (error # 404). If it happens again, report it to the system administrator!
9	[Redacted]	0 : It looks like an error (error # 404). If it happens again, report it to the system administrator!
10	[Redacted]	0 : It looks like an error (error # 404). If it happens again, report it to the system administrator!
11	[Redacted]	0 : It looks like an error (error # 404). If it happens again, report it to the system administrator!

- **Contact Properties Tab:** These are the fields which capture a unique dimension of a customer's information. There are 60+ contact properties embedded in the plugin as shown in the following image:

Contacts ⚡ Quick Add + New ▾

Filter... ⚡ 🔒

<input type="checkbox"/>	Name	Email	Location	Stage	Points	Last active	ID
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]		0		281
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]		0		282
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]		0		283
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]		0		284
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]		0		285
<input type="checkbox"/>	customer@fly...	customer01@gmail.com	[Redacted]		0		286

You can create the desired Contact Property on the Mautic account,

To create the property, simply click **Create** against the property name.

- **Segments:** This section contains several user role types. These are used to target customers target with dedicated campaigns as per the user-profiles they belong to. These are embedded in the plugin and can be created at Mautic.

To create the segment, simply click **Create** against the segment name.

Segments Name	Action
Abandoned Cart	✓
Best Customers	✓
Big Spenders	✓
Lost Cheap Customers	✓
Lost Customers	✓
Low Spenders	✓
Loyal Customers	✓
Mid Spenders	✓
New Customers	✓
Newsletter Subscriber	✓
One Time Purchase Customers	✓
Three Time Purchase Customers	✓

5. Mautic User Tracking

5.1. User Tracking Configuration Settings

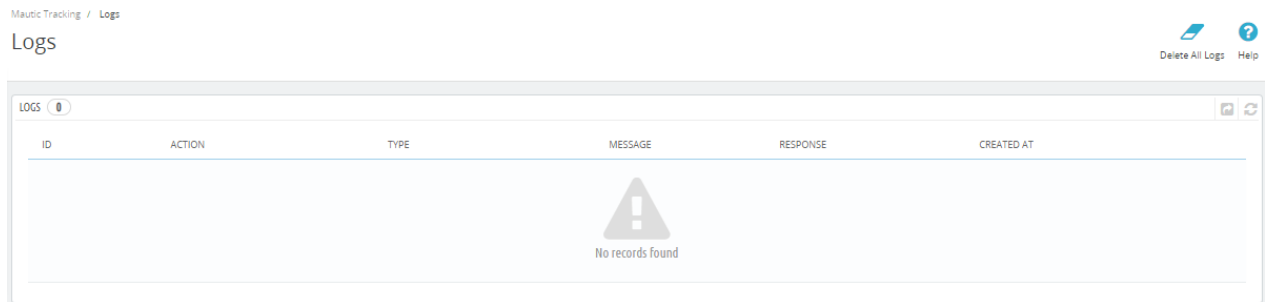
To configure User Tracking Configuration

- Go to Prestashop Admin
- In the left menu, you can see **Mautic Tracking Module**.
- Click on **Configuration**.
The tab appears as shown in the figure:
- In the **General settings**, do the following steps:
 - In the **Module Status**, select '**Yes**' to enable the module.
 - In the **Debug**, select '**Yes**' to enable the debug mode and check errors in the log.
 - In the **Tracking URL**, you can get this mautic tracking URL, It should be like this `https://xyz/mautic/3.1.2/mtc.js` (`https://xyz/mautic/3.1.2/mtc.js`)
 - Once done please click on '**Save Button**' to save the settings.

5.2. Logs

To manage Logs.

- Click on **Logs**.
The tab appears as shown in the figure:



- Here you can manage all logs and check if the module has any issues or exception.