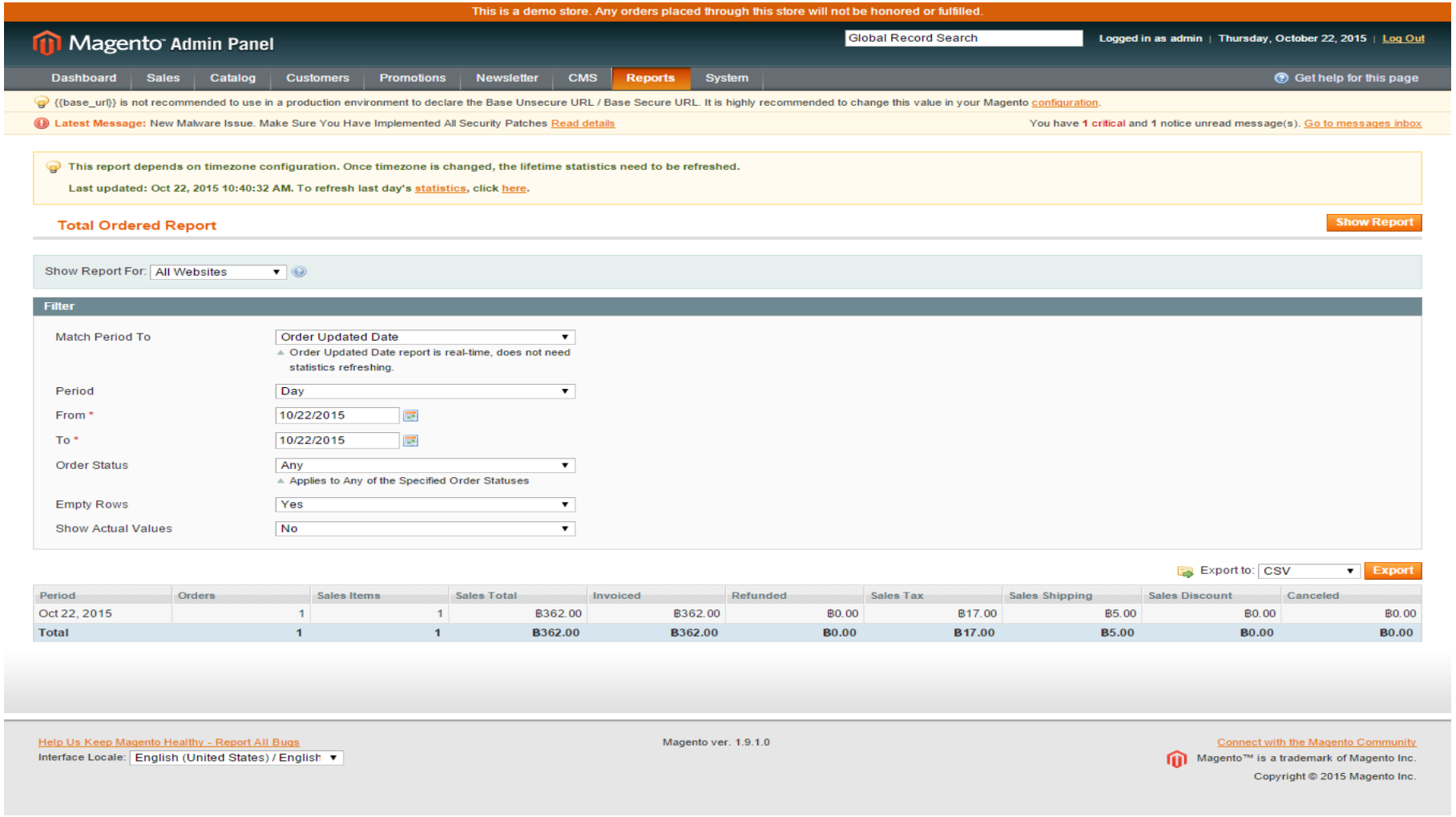
Course: Report & Live Chat

REPORT

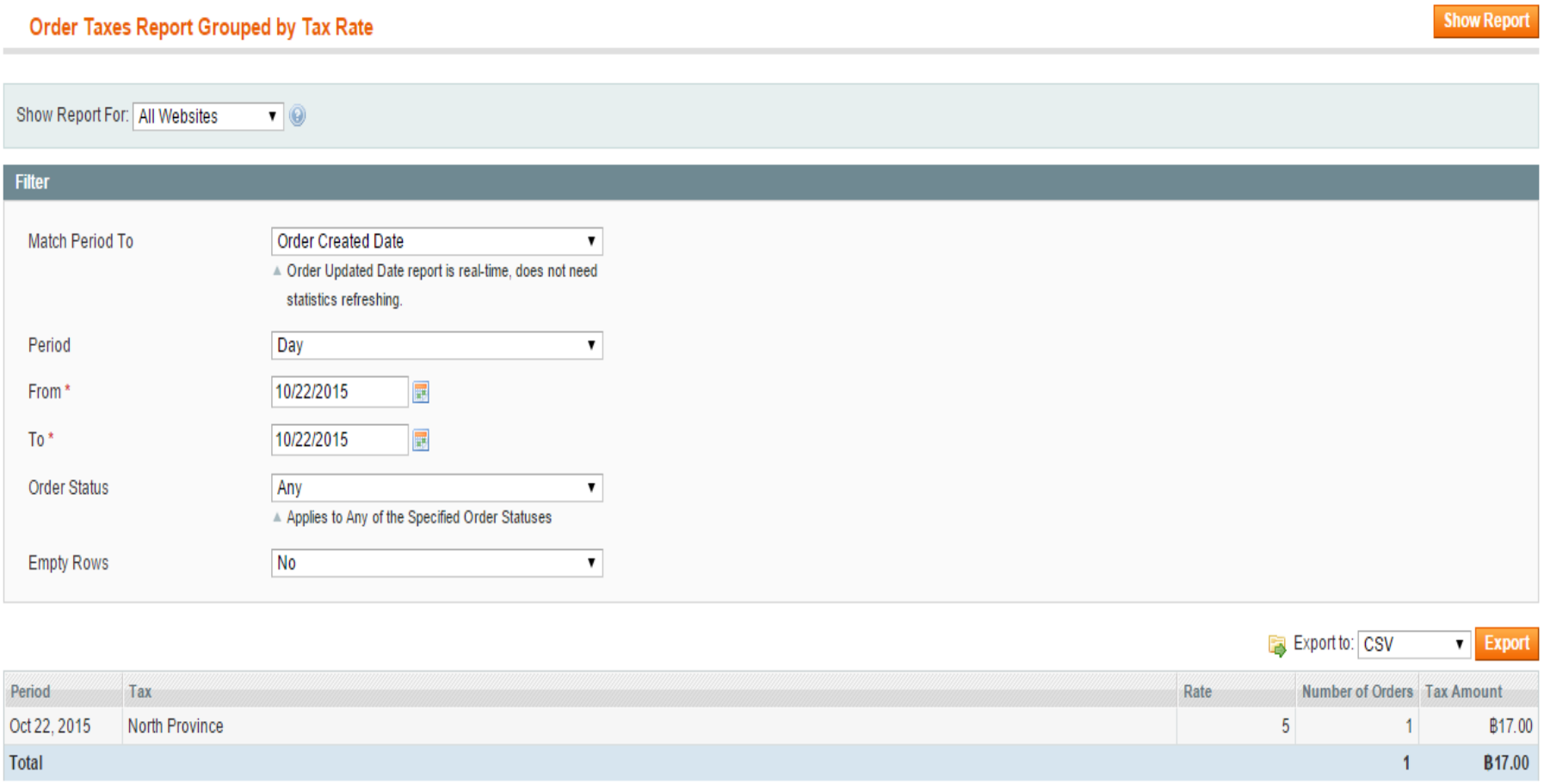
Outline

- **Report**
  - **Sale**
  - Orders
  - Tax
  - Invoiced
  - Shipping
  - Refunds
  - Coupons
  - **Shopping Cart**
  - Products in Carts
  - Abandoned Carts
  - **Tags**
  - Customers
  - Products
  - Popular
  - **Search Terms**
  - **Refresh Statistics**

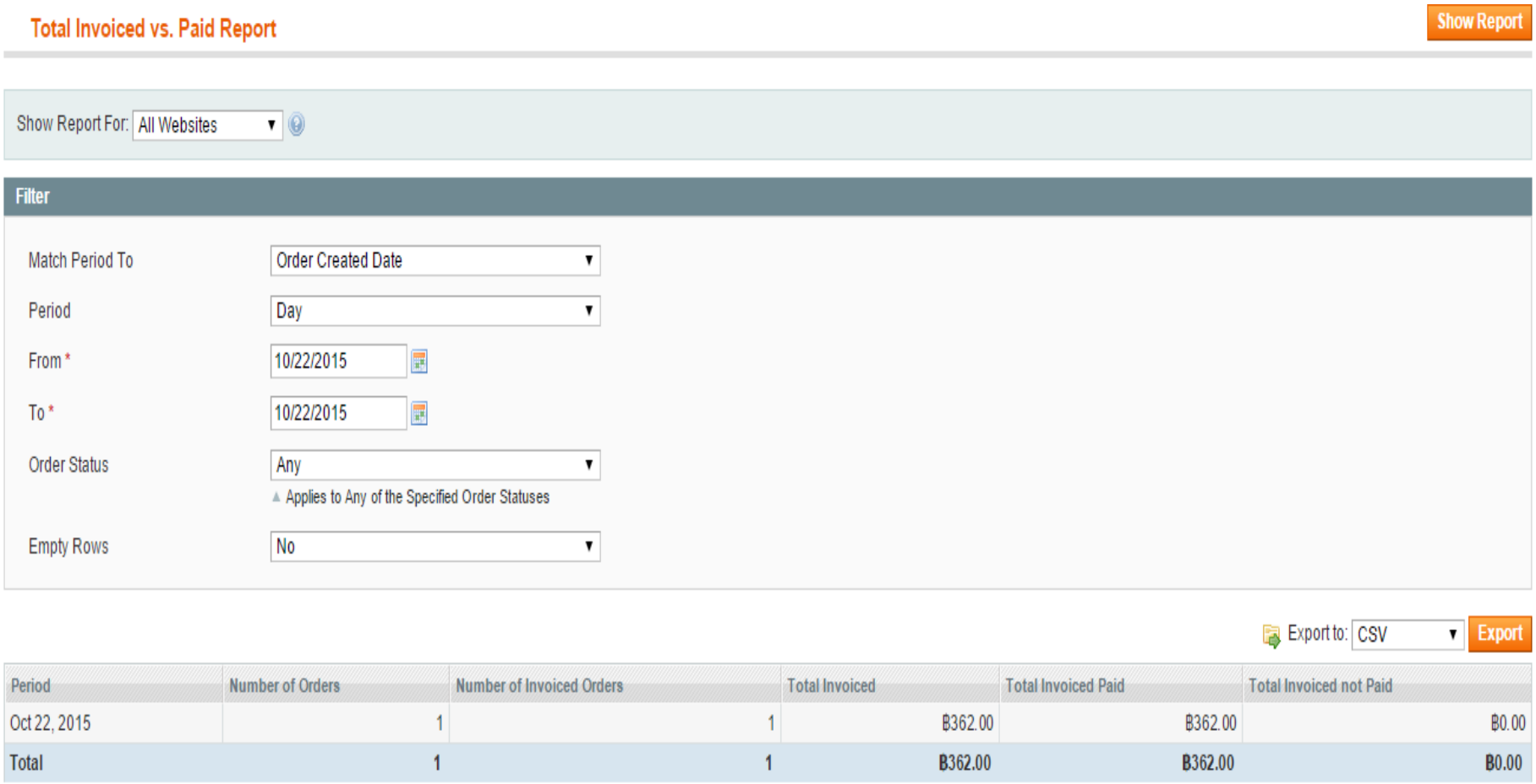
Report
Sale-Orders



Report
Sale-Tax

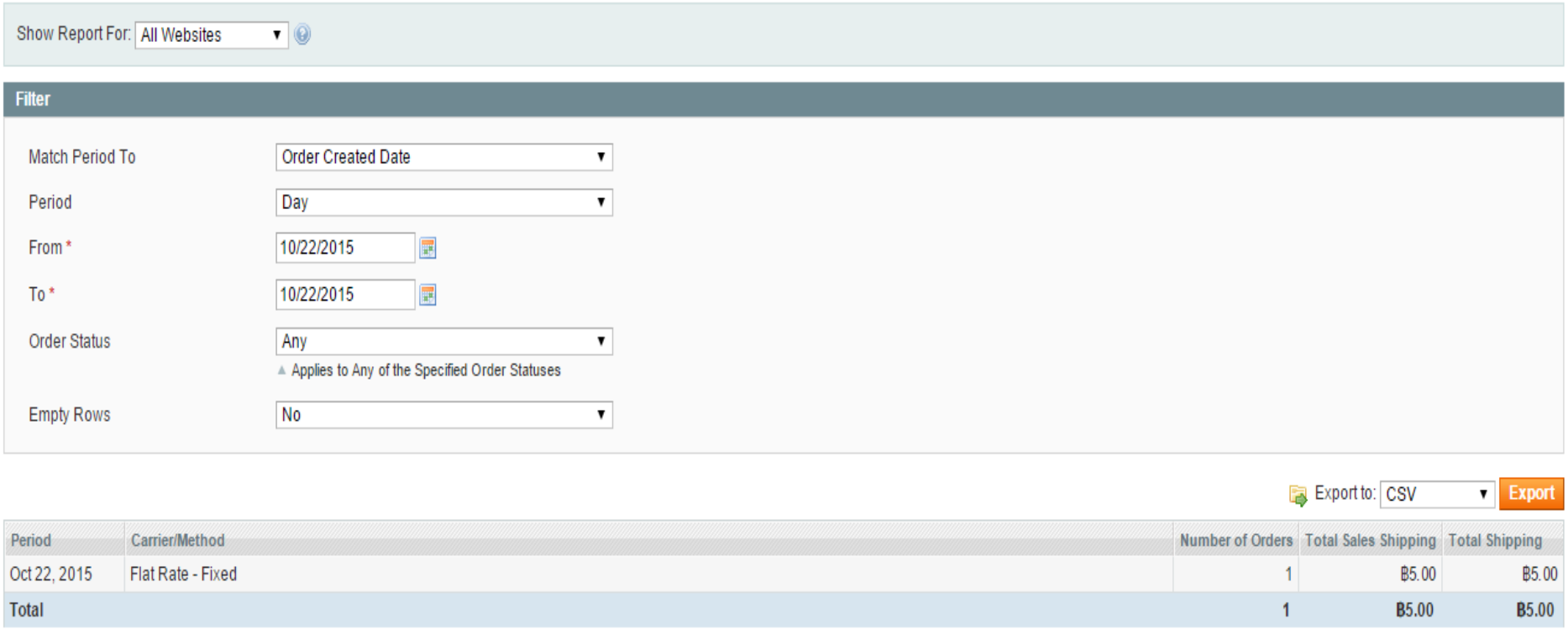


Report
Sale-Invoiced



Period	Number of Orders	Number of Invoiced Orders	Total Invoiced	Total Invoiced Paid	Total Invoiced not Paid
Oct 22, 2015	1	1	฿362.00	฿362.00	฿0.00
Total	**1**	**1**	**฿362.00**	**฿362.00**	**฿0.00**

Report
Sale-Shipping



Period	Carrier/Method	Number of Orders	Total Sales Shipping	Total Shipping
Oct 22, 2015	Flat Rate - Fixed	1	฿5.00	฿5.00
Total		**1**	**฿5.00**	**฿5.00**

Report
Refund

This report depends on timezone configuration. Once timezone is changed, the lifetime statistics need to be refreshed.

Last updated: Jul 15, 2016 3:24:38 PM. To refresh last day's statistics, click here.

Total Refunded Report

Show Report

Show Report For: All Websites

Filter

Match Period To	Order Created Date
Period	Day
From *	7/15/2015
To *	7/15/2016
Order Status	Any
	Applies to Any of the Specified Order Statuses
Empty Rows	No

Export to: CSV Export

Period	Number of Refunded Orders	Total Refunded	Online Refunded	Offline Refunded
Jun 3, 2016	1	฿1.35		฿1.35
Jul 15, 2016	1	฿2,498.00		฿2,498.00
Total	**2**	**฿2,499.35**		**฿2,499.35**

Report
Coupon

Coupons Usage Report

Show Report

Show Report For: All Websites

Filter

Match Period To: Order Created Date
▲ Order Updated Date report is real-time, does not need statistics refreshing.

Period: Day

From *: 10/1/2014

To *: 10/22/2015

Order Status: Any
▲ Applies to Any of the Specified Order Statuses

- Assigning
- Canceled
- Cancelled Ogone
- Closed
- Complete
- Declined Ogone
- Suspected Fraud
- On Hold
- Paid
- Payment Review

Empty Rows: No

Shopping Cart Price Rule: Any

Export to: CSV Export

Period	Coupon Code	Shopping Cart Price Rule	Number of Uses	Sales Subtotal Amount	Sales Discount Amount	Sales Total Amount	Subtotal Amount	Discount Amount	Total Amount
Jun 24, 2015	td123299	Coupon for Quick Primer Shop Cart	1	฿5,588.00	฿558.80	฿5,029.20	฿5,588.00	-฿558.80	฿6,146.80
Total			**1**	**฿5,588.00**	**฿558.80**	**฿5,029.20**	**฿5,588.00**	**-฿558.80**	**฿6,146.80**

Report
Shopping Cart – Product in Carts

Products in carts

Page 1 of 13 pages | View 20 per page | Total 241 records found

Export to: CSV Export

ID	Product Name	Price	Carts	Orders
231	French Cuff Cotton Twill Oxford	฿190.00	10	1
232	French Cuff Cotton Twill Oxford	฿190.00	1	1
233	French Cuff Cotton Twill Oxford	฿190.00	2	
235	Slim fit Dobby Oxford Shirt	฿175.00	1	
236	Slim fit Dobby Oxford Shirt	฿175.00	2	2
237	Plaid Cotton Shirt	฿160.00	1	
238	Plaid Cotton Shirt	฿160.00	3	1
240	Sullivan Sport Coat	฿510.00	1	2
241	Sullivan Sport Coat	฿510.00	1	
242	Sullivan Sport Coat	฿510.00	1	
243	Linen Blazer	฿455.00	6	10
244	Linen Blazer	฿455.00	7	2
245	Linen Blazer	฿455.00	2	1
249	Chelsea Tee	฿75.00	2	1
251	TOA QUICK PRIMER	฿75.00	11	24
253	Chelsea Tee	฿75.00	68	59
254	Chelsea Tee	฿75.00	2	
256	Merino V-neck Pullover Sweater	฿210.00	1	
259	Lexington Cardigan Sweater	฿240.00	1	
260	Lexington Cardigan Sweater	฿240.00	1	

Report
Shopping Cart – Abandoned Cart

Abandoned carts

Show Report For: All Websites

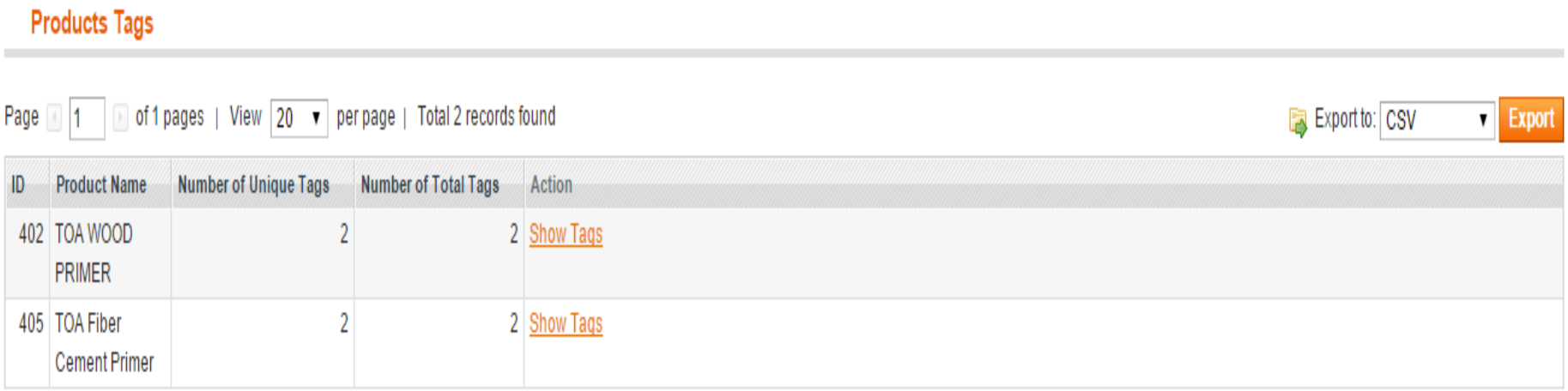
Page 1 of 1 pages | View 20 per page | Total 14 records found

Export to: CSV Export Reset Filter Search

Customer Name	Email	Number of Items	Quantity of Items	Subtotal	Applied Coupon	Created At	Updated At	IP Address
		From: To:	From: To:	From: To:		From: To:	From: To:	
Kittiphat Dumrongprat	dreamix00@hotmail.com	1	1	฿340.00		Oct 22, 2015 10:50:48 AM	Oct 22, 2015 10:50:49 AM	172.17.42.1
faifaifai faifaifaifai	fai@gmail.com	1	2	฿2,160.00		Aug 31, 2015 4:45:30 PM	Aug 14, 2015 11:25:16 AM	172.17.42.1
prawit saraphan	prawit.saraphan@stream.co.th	3	3	฿2,721.60		Aug 11, 2015 2:54:54 PM	Aug 11, 2015 3:35:22 PM	172.17.42.1
jobjab jobjab	kittiphat.job@watchara.me	1	1	฿455.00		Jul 27, 2015 5:54:32 PM	Jul 17, 2015 1:04:09 PM	172.17.42.1
Jane Doe	janedoe@example.com	1	1	฿427.50		Jul 2, 2015 5:19:14 PM	Jun 29, 2015 10:10:20 AM	172.17.42.1
John Doe	johndoe@example.com	1	3	฿1,023.75	25OFF	Jun 23, 2015 8:46:06 PM	Jun 19, 2013 10:48:16 AM	96.240.100.82
testRegister testRegs	xxxx@wathc.co	2	2	฿390.00		May 17, 2013 7:24:57 AM	May 17, 2013 8:16:48 AM	8.31.244.68
Faith Jaitely	faith@example.com	2	5	฿1,040.00		Apr 24, 2013 5:51:57 PM	May 16, 2013 5:43:25 PM	24.186.110.187
Faith Jaitely	faith@example.com	2	5	฿1,040.00		Apr 24, 2013 5:45:00 PM	May 16, 2013 5:43:24 PM	24.186.110.187
Faith Jaitely	faith@example.com	2	5	฿1,040.00		Apr 24, 2013 5:47:41 PM	May 16, 2013 5:43:24 PM	24.186.110.187
Linda Wood	linda@example.com	1	1	฿150.00		May 16, 2013 12:53:19 PM	May 16, 2013 12:54:20 PM	24.186.110.187
Gogi Cooper	gogi@example.com	2	3	฿590.00		May 15, 2013 9:18:06 AM	May 16, 2013 12:50:19 PM	24.186.110.187
Dong Berg	dong@example.com	1	10	฿1,330.00		May 7, 2013 4:34:59 AM	May 7, 2013 9:49:44 AM	8.31.244.68
Mickey Watz	mickey@example.com	1	1	฿185.00		Apr 23, 2013 7:20:33 AM	Apr 24, 2013 6:20:28 PM	24.186.110.187

Report
Tag– Customers Tag

Report
Tag– Products Tag



Report
Tag– Popular Tag

Popular Tags

Show Report For: All Websites

Page 1 of 1 pages | View 20 per page | Total 20 records found

Export to: CSV Export

Tag Name	Popularity	Action
Perfect	0	Show Details
Good	0	Show Details
One	0	Show Details
Awesomeee	0	Show Details
cxcxcxc	0	Show Details
test	0	Show Details
red	0	Show Details
bag	0	Show Details
two	0	Show Details
three	0	Show Details
Really	0	Show Details
Comfortable	0	Show Details
superb	0	Show Details
check2	0	Show Details
soya	0	Show Details
suberb	0	Show Details
white	1	Show Details
shirt	1	Show Details
grey	1	Show Details
suit	1	Show Details

Report
Search Terms

Search Terms

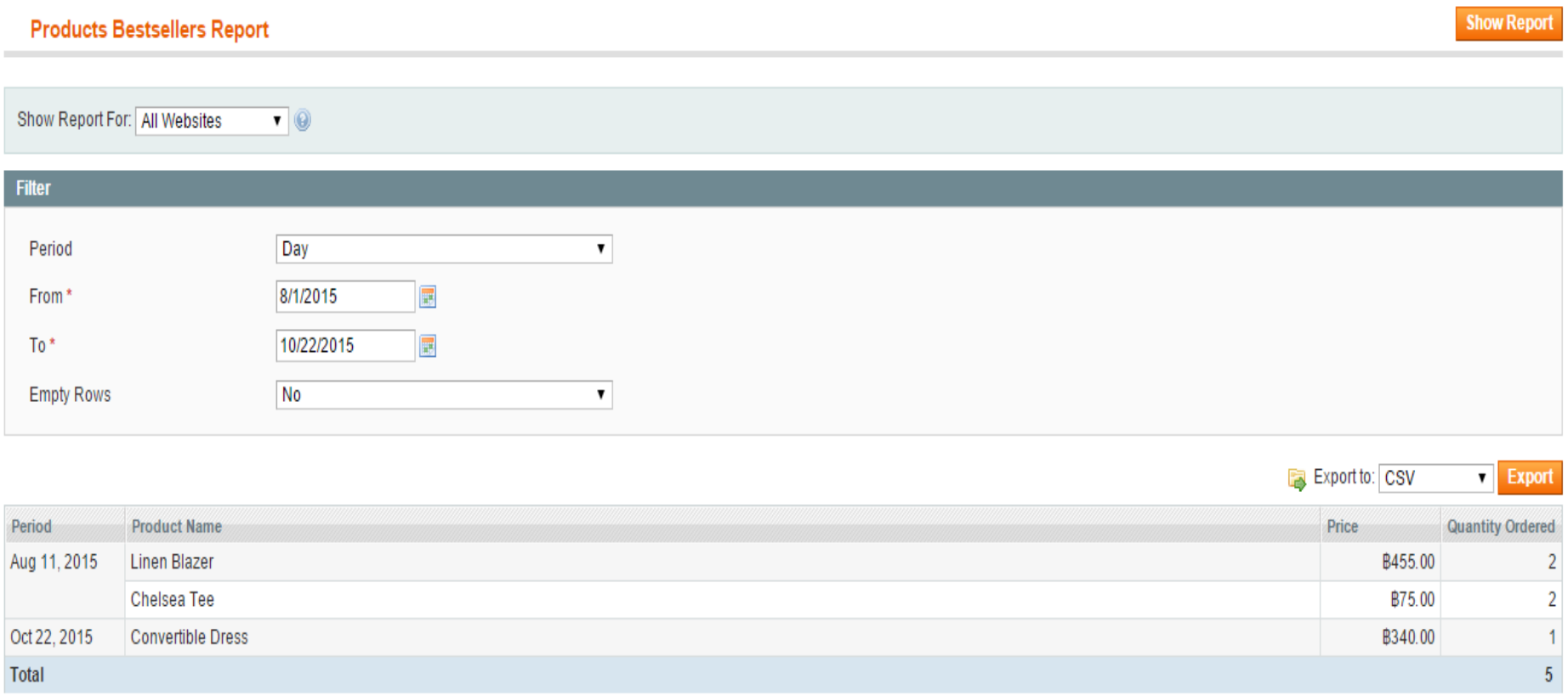
Page 1 of 4 pages | View 20 per page | Total 79 records found

Export to: CSV Export Reset Filter Search

ID	Search Query	Store	Results	Hits
			From: To:	From: To:
296	f01002	Main Website TOA-Branch2 en	12	3
295	TOA QUICK	Main Website TOA-Branch2 en	281	1
294	f01002	Main Website TOA Ecommerce ไทย	12	1
293	f	Main Website TOA Ecommerce ไทย	87	1

Report
Refresh Statics

Report
Product – Best Sellers Report



Report
Product – Ordered

Products Ordered

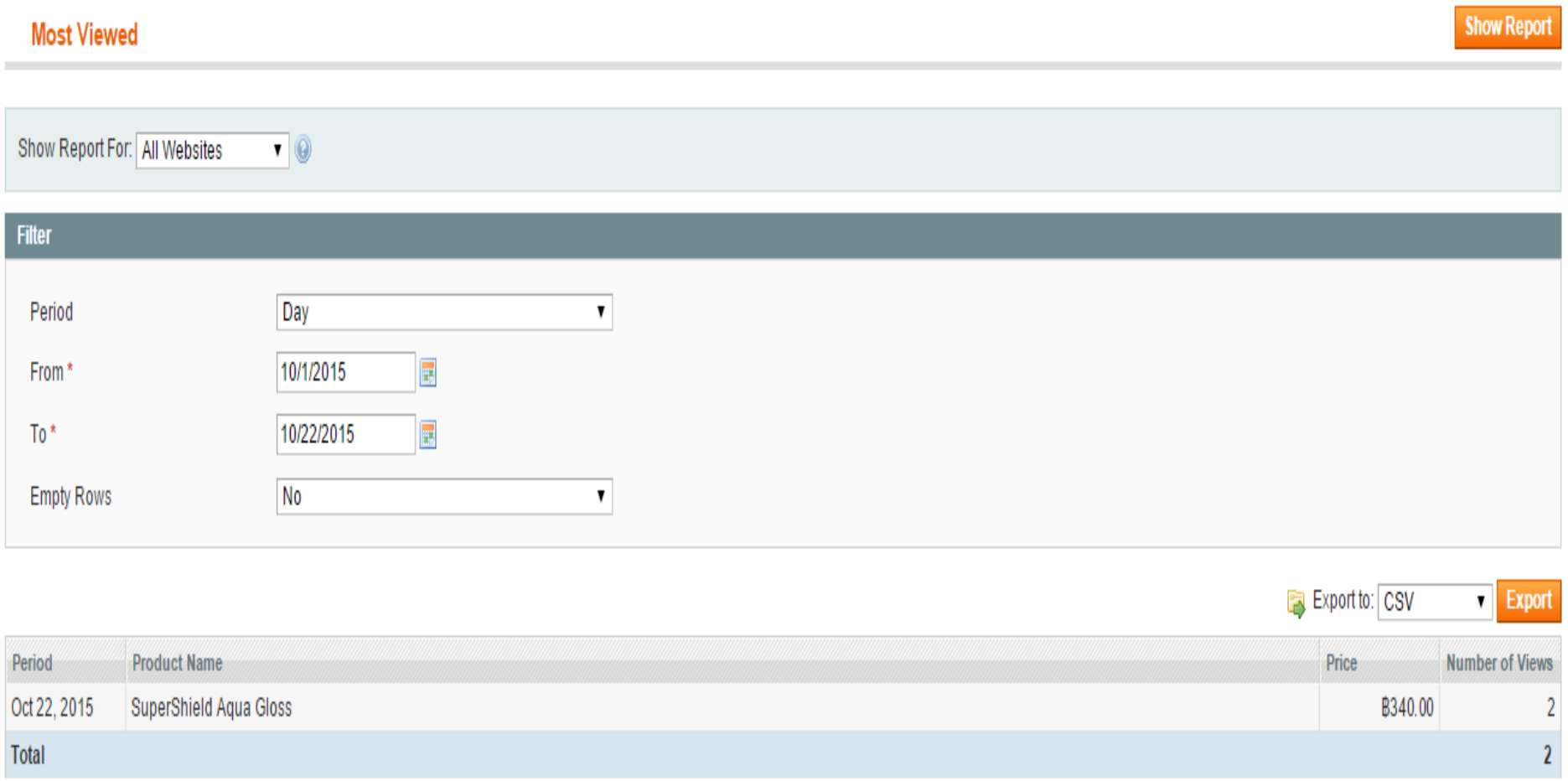
Show Report For: All Websites

From: 08/1/2015 To: 10/22/2015 Show By: Day Refresh

Export to: CSV Export

Period	Product Name	Quantity Ordered
Aug 1, 2015	No records found for this period.	
Aug 2, 2015	No records found for this period.	
Aug 3, 2015	TOA QUICK PRIMER	1
Aug 4, 2015	No records found for this period.	
Aug 5, 2015	No records found for this period.	
Aug 6, 2015	SuperShield Aqua Gloss	1
	ทีโอเอ อีลาสติกชิลด์	1
	TOA Fiber Cement Primer	1
Aug 7, 2015	TOA QUICK PRIMER	3

Report
Product – Most Viewed



Report
Customer – New Account

New Accounts

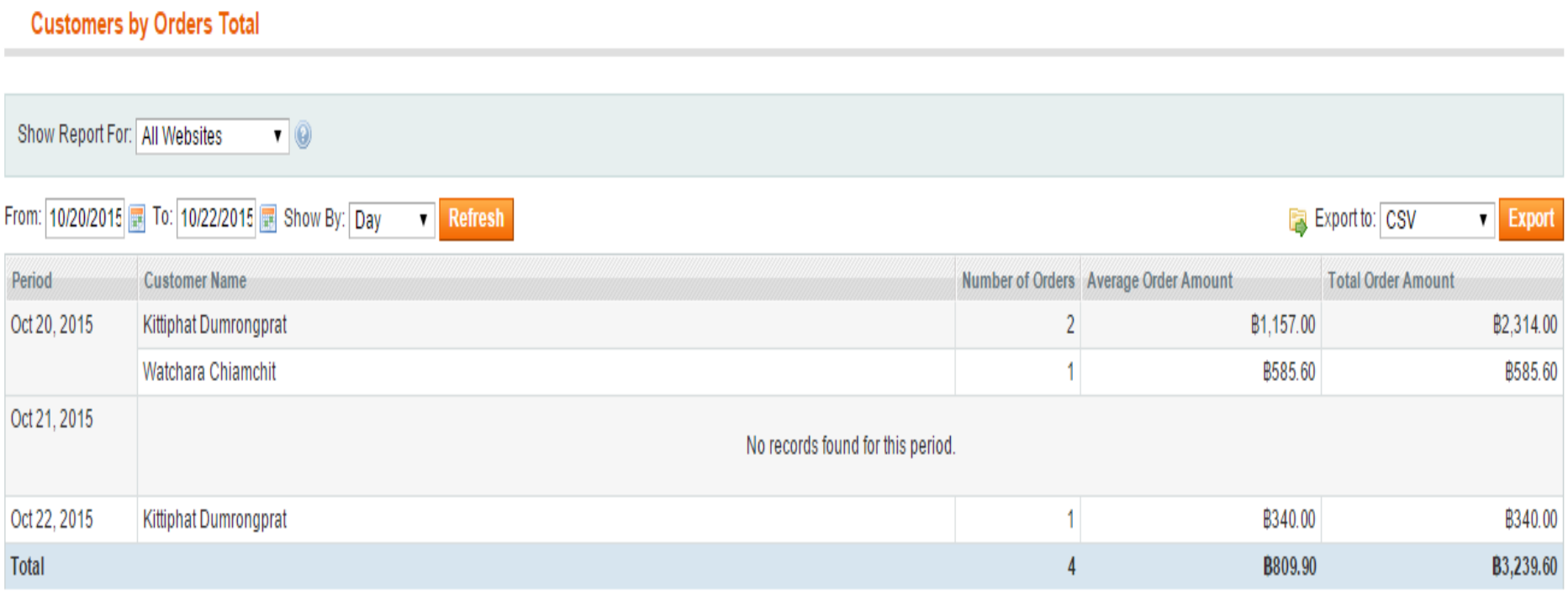
Show Report For: All Websites

From: 08/10/2015 To: 08/17/2015 Show By: Day Refresh

Export to: CSV Export

Period	Number of New Accounts
Aug 10, 2015	No records found for this period.
Aug 11, 2015	2
Aug 12, 2015	No records found for this period.
Aug 13, 2015	No records found for this period.
Aug 14, 2015	2
Aug 15, 2015	No records found for this period.
Aug 16, 2015	No records found for this period.
Aug 17, 2015	1
Total	5

Report
Customer – Customers By Orders Total



Customers by Orders Total

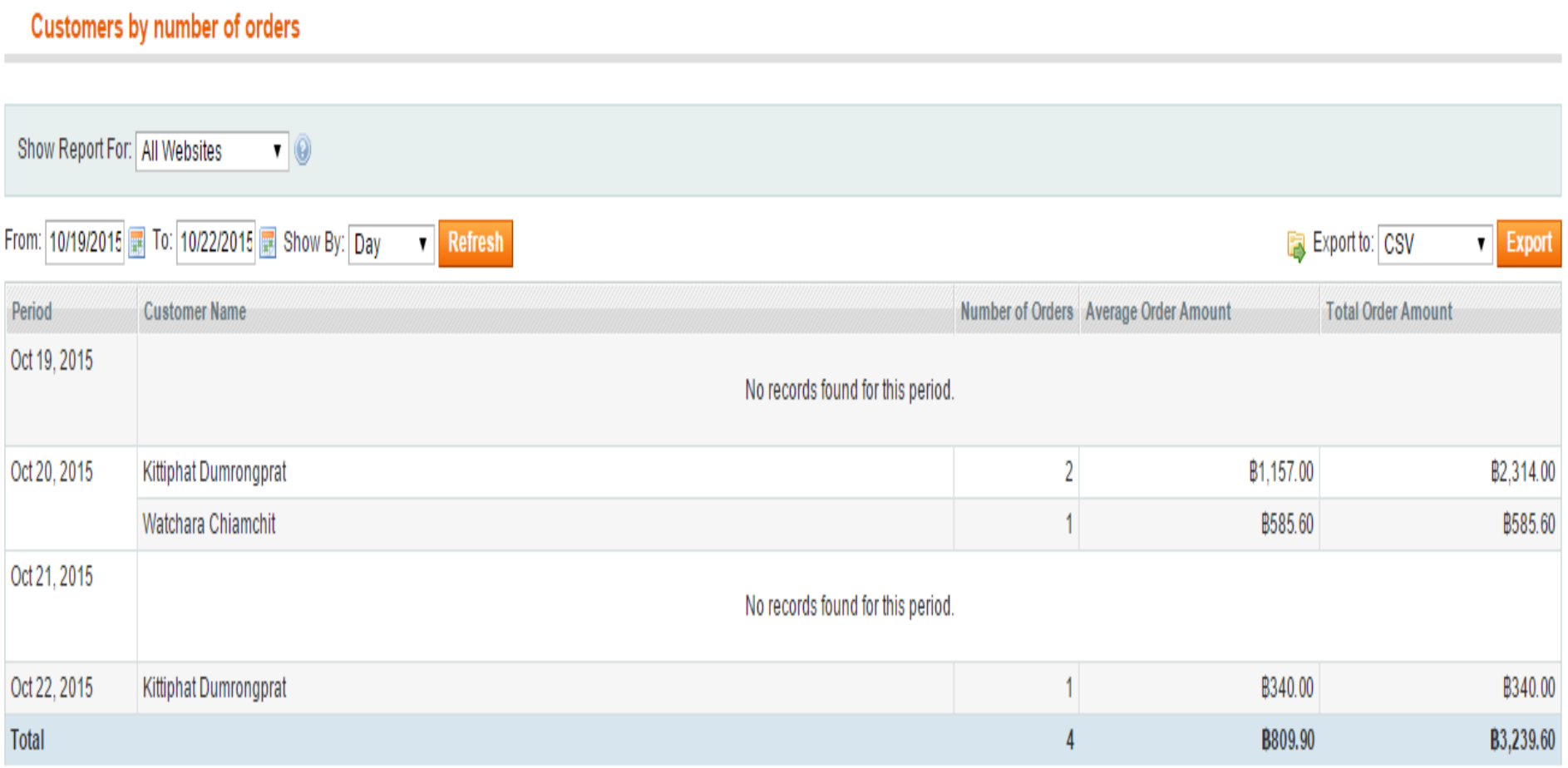
Show Report For: All Websites

From: 10/20/2015 To: 10/22/2015 Show By: Day Refresh

Export to: CSV Export

Period	Customer Name	Number of Orders	Average Order Amount	Total Order Amount
Oct 20, 2015	Kittiphat Dumrongprat	2	฿1,157.00	฿2,314.00
	Watchara Chiamchit	1	฿585.60	฿585.60
Oct 21, 2015	No records found for this period.			
Oct 22, 2015	Kittiphat Dumrongprat	1	฿340.00	฿340.00
Total		**4**	**฿809.90**	**฿3,239.60**

Report
Customer – Customers By Number of order



Customers by number of orders

Show Report For: All Websites

From: 10/19/2015 To: 10/22/2015 Show By: Day Refresh

Export to: CSV Export

Period	Customer Name	Number of Orders	Average Order Amount	Total Order Amount
Oct 19, 2015	No records found for this period.			
Oct 20, 2015	Kittiphat Dumrongprat	2	฿1,157.00	฿2,314.00
	Watchara Chiamchit	1	฿585.60	฿585.60
Oct 21, 2015	No records found for this period.			
Oct 22, 2015	Kittiphat Dumrongprat	1	฿340.00	฿340.00
Total		4	฿809.90	฿3,239.60

Report
Review – Customers Review

Report
Review – Products Review

Products Reviews

Page 1 of 1 pages | View 20 per page | Total 20 records found

Export to: CSV Export

ID	Product Name	Number of Reviews	Avg. Rating	Avg. Approved Rating	Last Review	Action
373	TOA Decking Stain	8	91.0000	91.0000	May 29, 2013 2:11:30 AM	Show Reviews
423	Racer Back Maxi Dress	5	84.0000	84.0000	May 29, 2013 1:54:20 AM	Show Reviews
370	RUSTTECH	4	90.0000	90.0000	May 29, 2013 2:07:29 AM	Show Reviews
374	TOA Wood Preservative	3	77.6667	77.6667	May 29, 2013 2:12:14 AM	Show Reviews
446	MP3 Player with Audio	3	87.0000	87.0000	May 29, 2013 2:19:44 AM	Show Reviews
392	Madison LX2200	3	82.3333	82.3333	May 29, 2013 2:18:08 AM	Show Reviews
425	SuperShield Aqua Gloss	2	100.0000	100.0000	May 29, 2013 1:50:38 AM	Show Reviews
424	4 SEASON 5IN1 ALKALI RESIST PRIMER	2	90.0000	90.0000	May 29, 2013 1:55:44 AM	Show Reviews
554	Swiss Movement Sports Watch	2	80.0000	80.0000	May 29, 2013 2:16:15 AM	Show Reviews
338	Jackie O Round Sunglasses	2	100.0000	100.0000	May 29, 2013 2:00:27 AM	Show Reviews
546	TOA Rust Shield	2	83.3333	83.3333	May 16, 2013 7:03:40 PM	Show Reviews
410	TOA QUICK PRIMER	2	93.3333	93.3333	Jun 23, 2015 7:09:15 PM	Show Reviews
398	Madison Overear Headphones	2	80.0000	80.0000	May 29, 2013 2:03:22 AM	Show Reviews
413	TOA WoodStain Semi Gloss	1	100.0000	100.0000	May 16, 2013 6:51:42 PM	Show Reviews
1085	TOA 302 Acrylic Sealant	1	80.0000	80.0000	Jun 23, 2015 6:57:13 PM	Show Reviews
400	Compact mp3 Player	1	100.0000	100.0000	Mar 15, 2013 7:25:39 AM	Show Reviews
391	Geometric Candle Holders	1	60.0000	60.0000	Jun 19, 2013 6:40:05 AM	Show Reviews
560	Can't Stop It by Shearer	1	80.0000	80.0000	May 16, 2013 6:57:35 PM	Show Reviews
409	SHARK WOODSTAIN SEMI GLOSS	1	80.0000	80.0000	May 16, 2013 6:44:43 PM	Show Reviews
406	TOA ExtraWET Primer	1	100.0000	100.0000	May 30, 2013 12:59:07 PM	Show Reviews

LIVE CHAT

It is super easy to get started

1 Minute Setup

Copy a simple line of Javascript in to the html of your website and the chat widget starts working instantly.

Start Chatting

Login to the dashboard to invite members of your team, create shortcuts and to start chatting with your visitors.

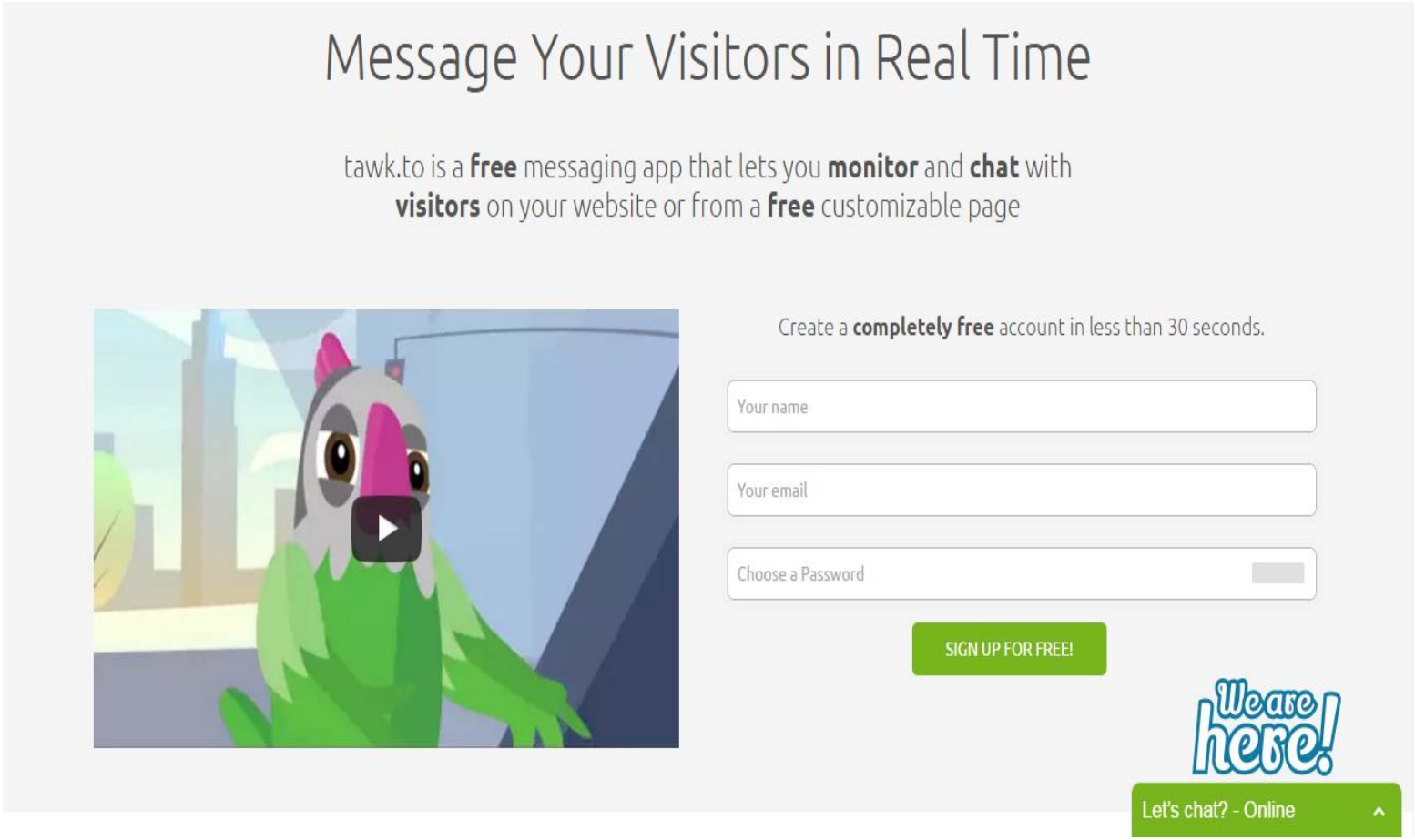
Track Progress

Monitor and track you and your teams progress over time, review chat history, and check performance in analytics.

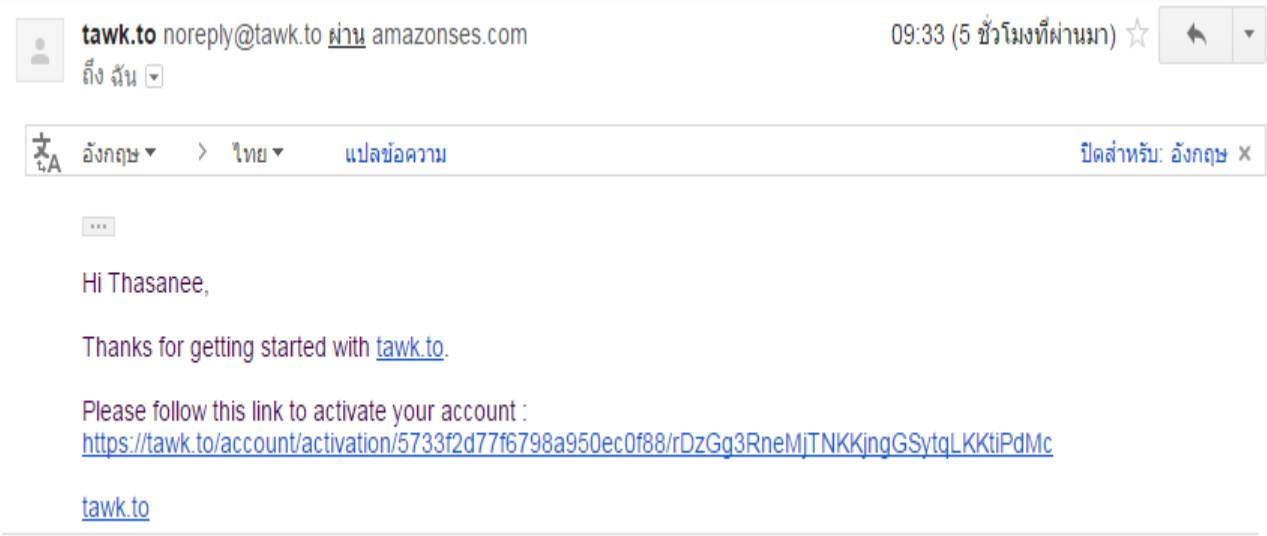
TAWK LIVE CHAT

Sign up

URL : https://www.tawk.to/



Verify email



tawk.to noreply@tawk.to ผ่าน amazonses.com
09:33 (5 ชั่วโมงที่ผ่านมา)
ถึง ฉัน

อังกฤษ › ไทย แปลข้อความ ปิดสำหรับ: อังกฤษ ×

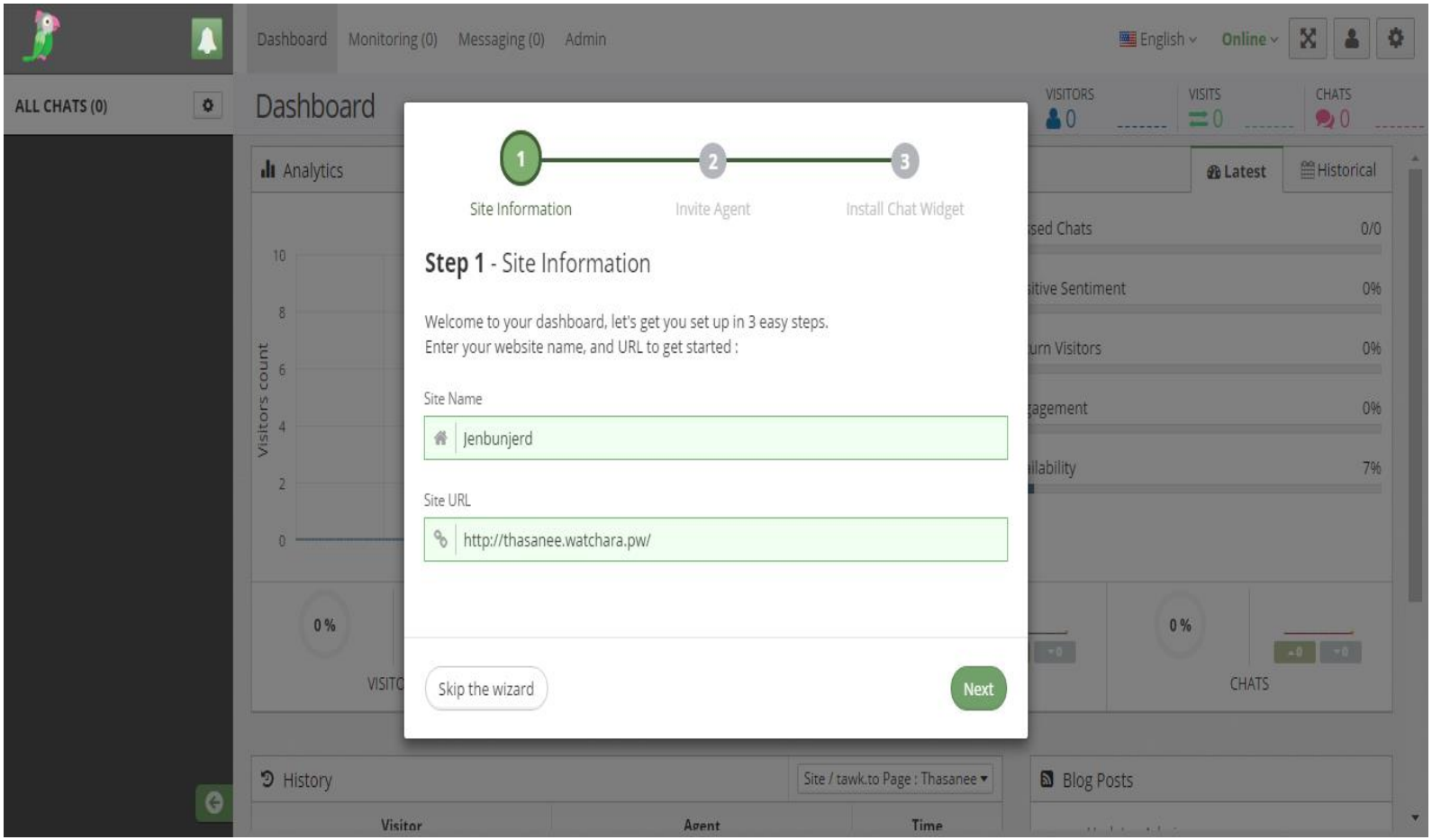
Hi Thasanee,

Thanks for getting started with tawk.to.

Please follow this link to activate your account :
https://tawk.to/account/activation/5733f2d77f6798a950ec0f88/rDzGg3RneMjTNKKjngGSytqLKKtiPdMc

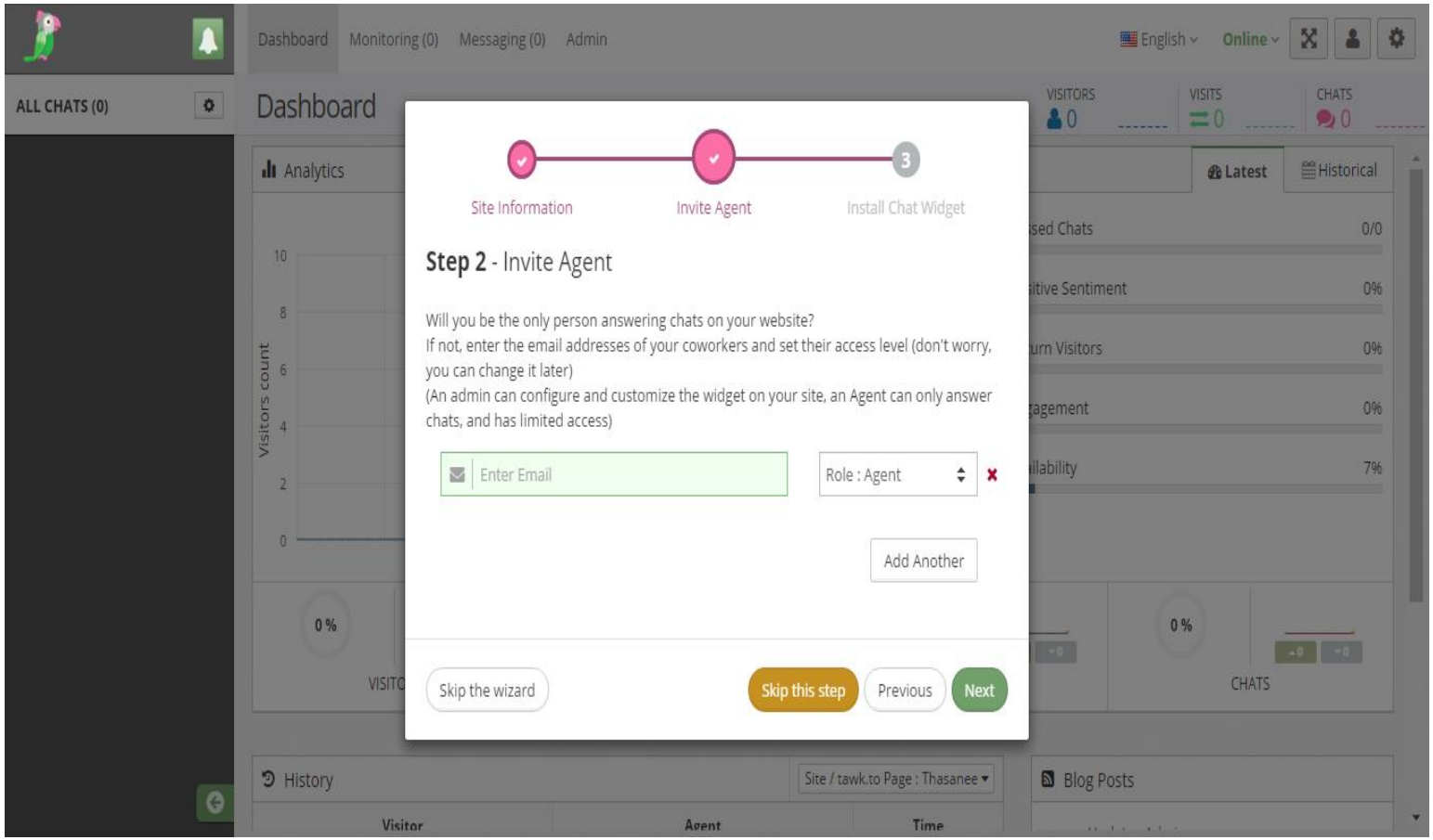
tawk.to

Site information



WORKSHOP

Site information



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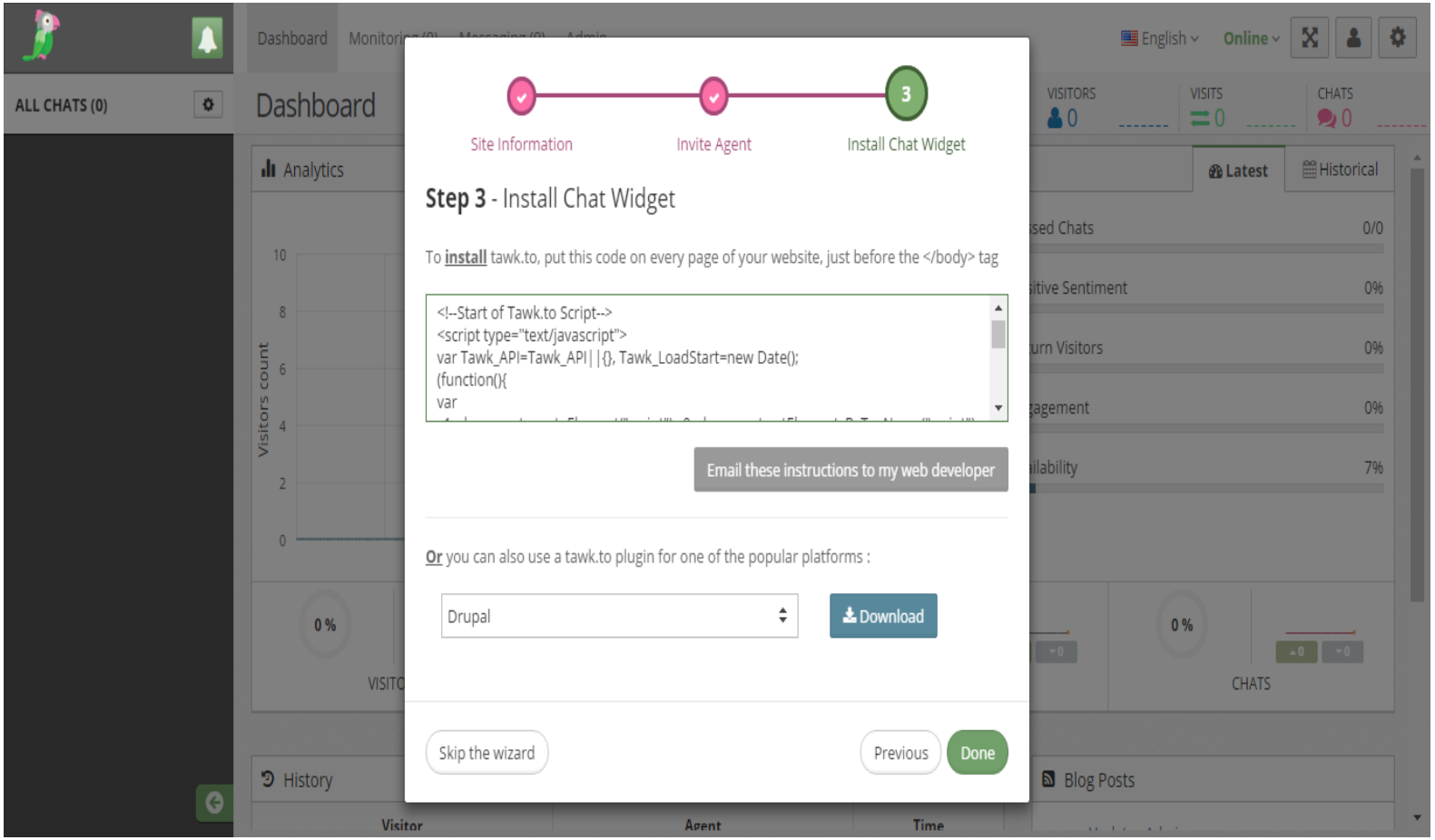
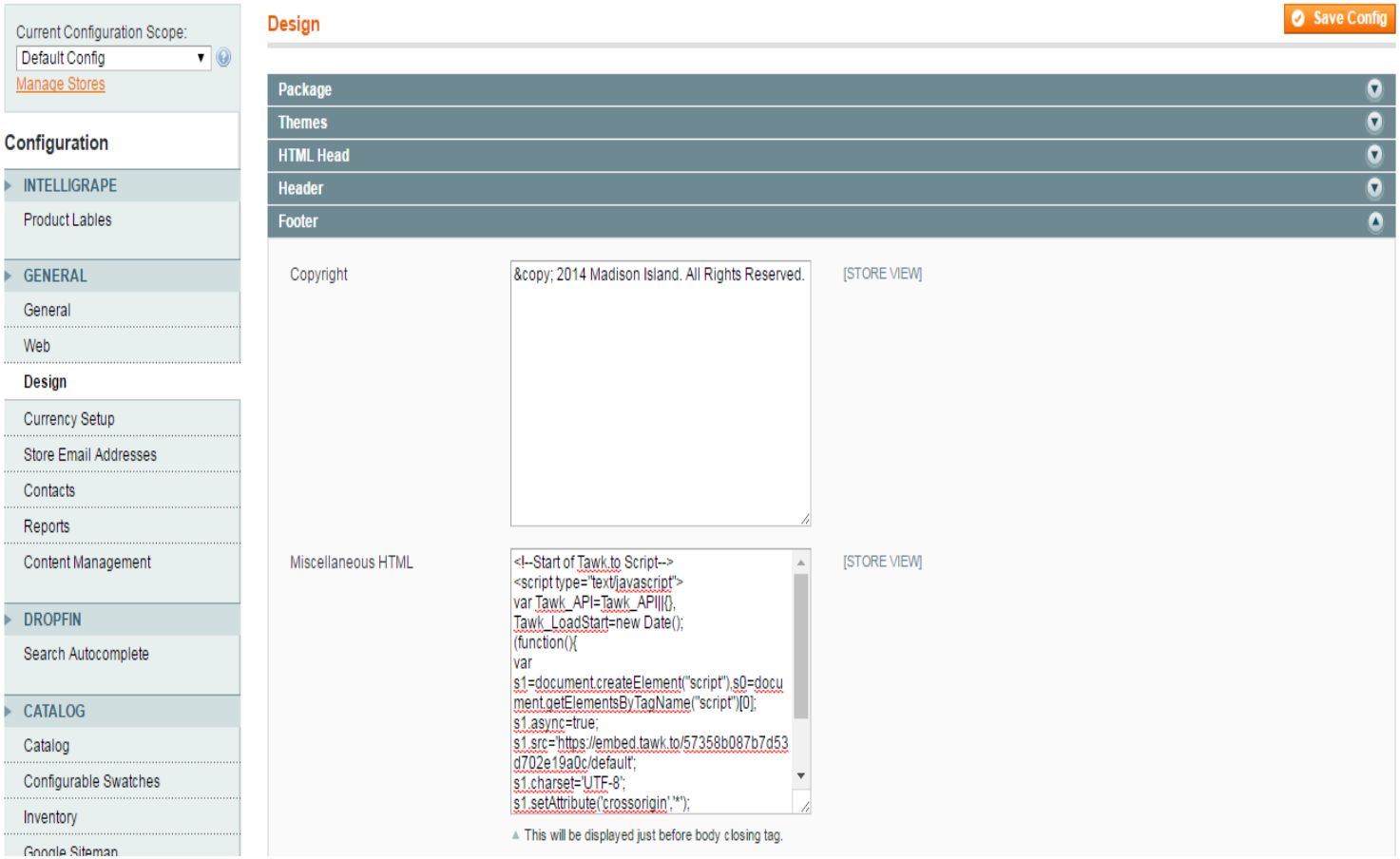
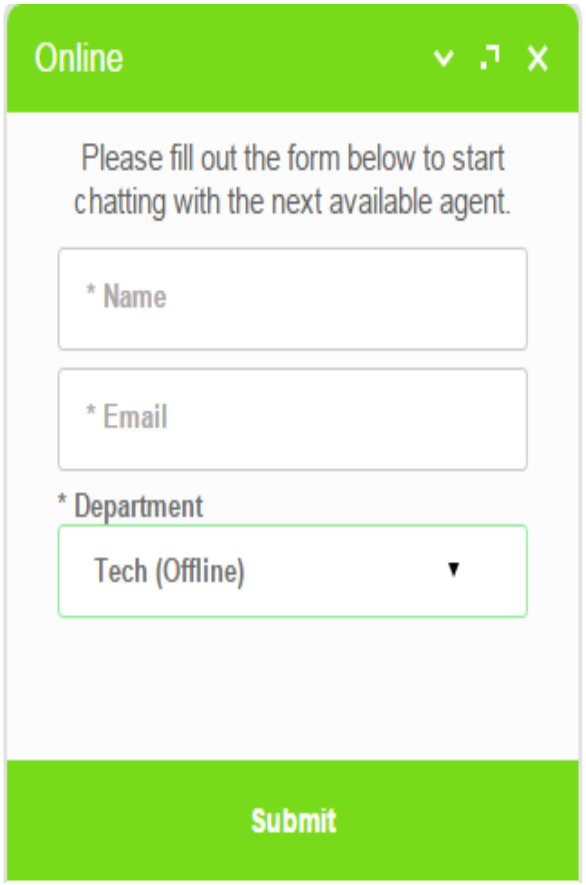
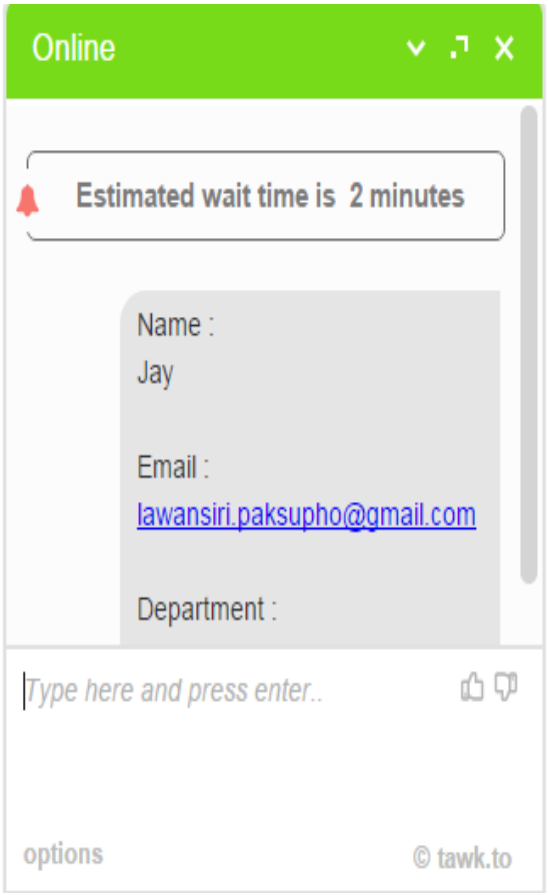


Configuration on magento

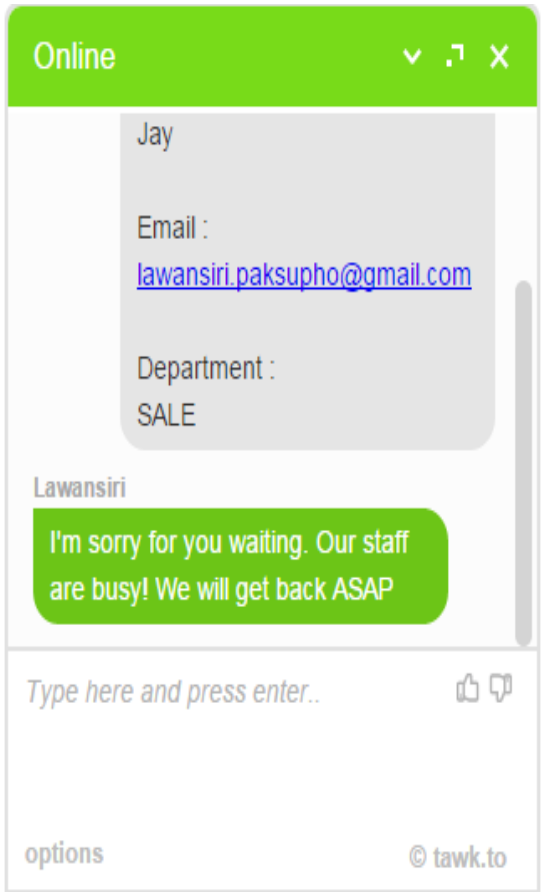


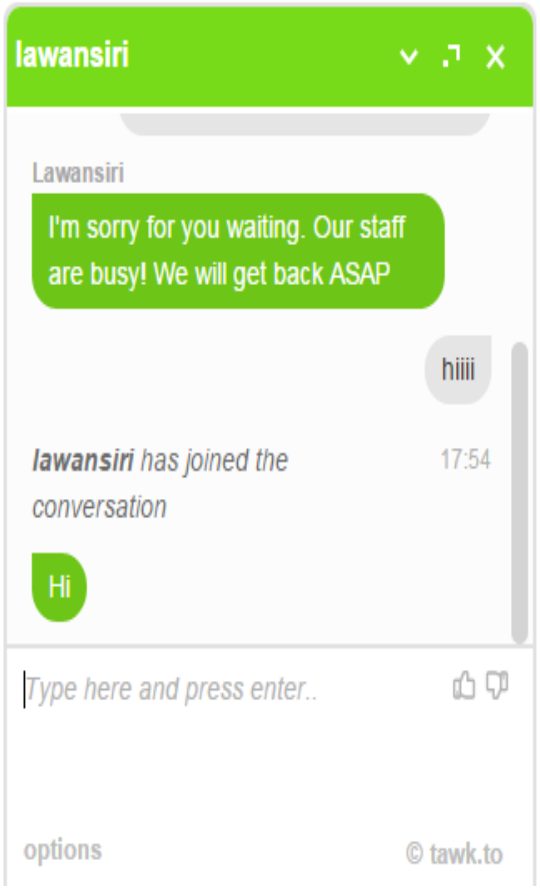
USER CHAT BOX



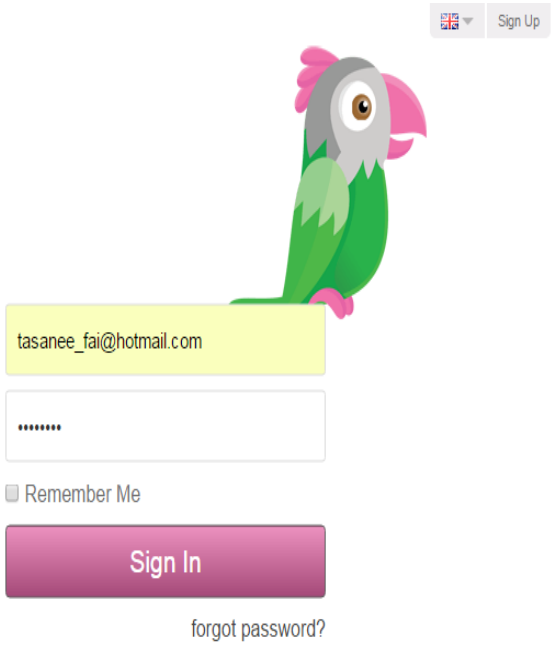


USER CHAT BOX

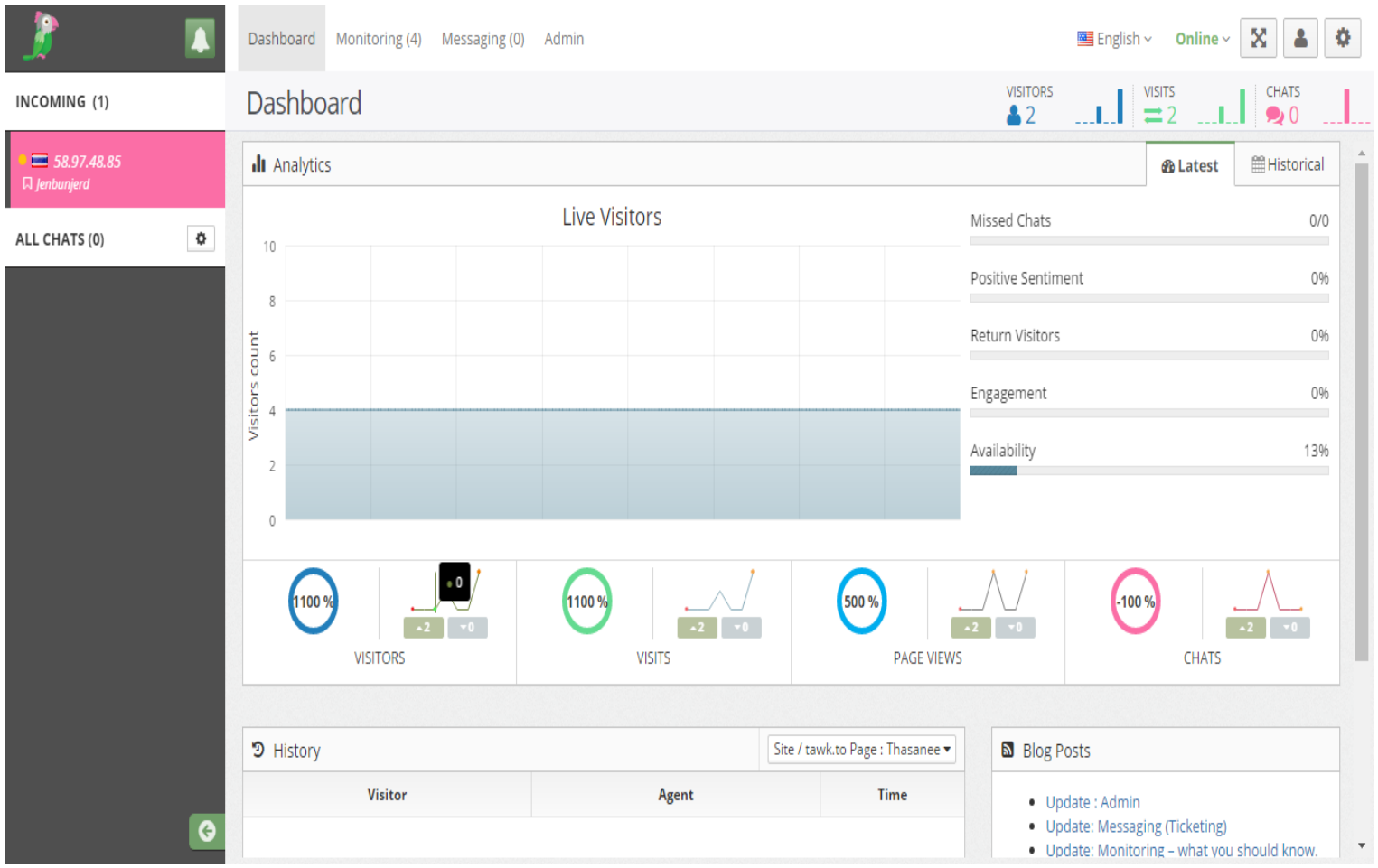




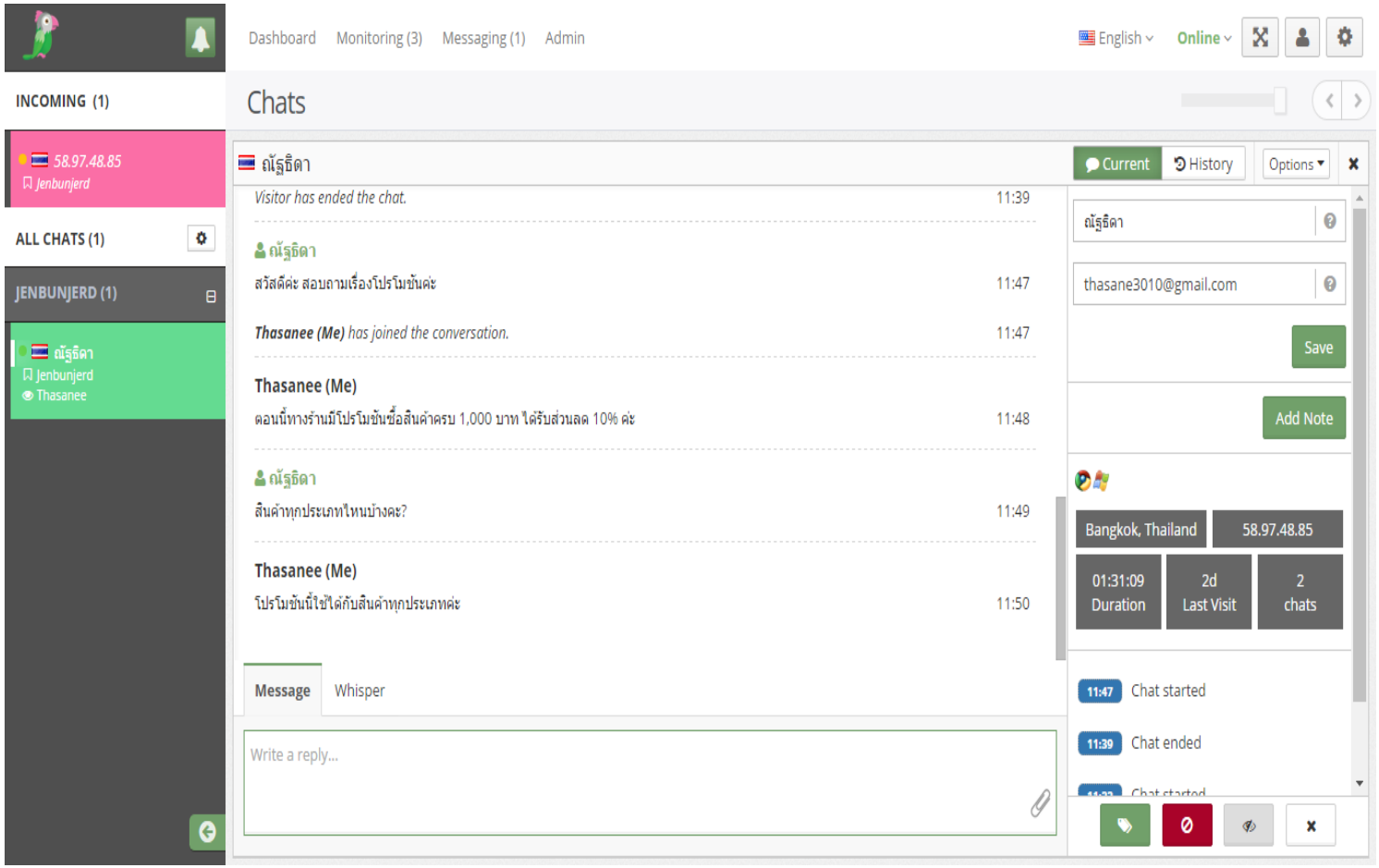
ADMIN DASHBOARD



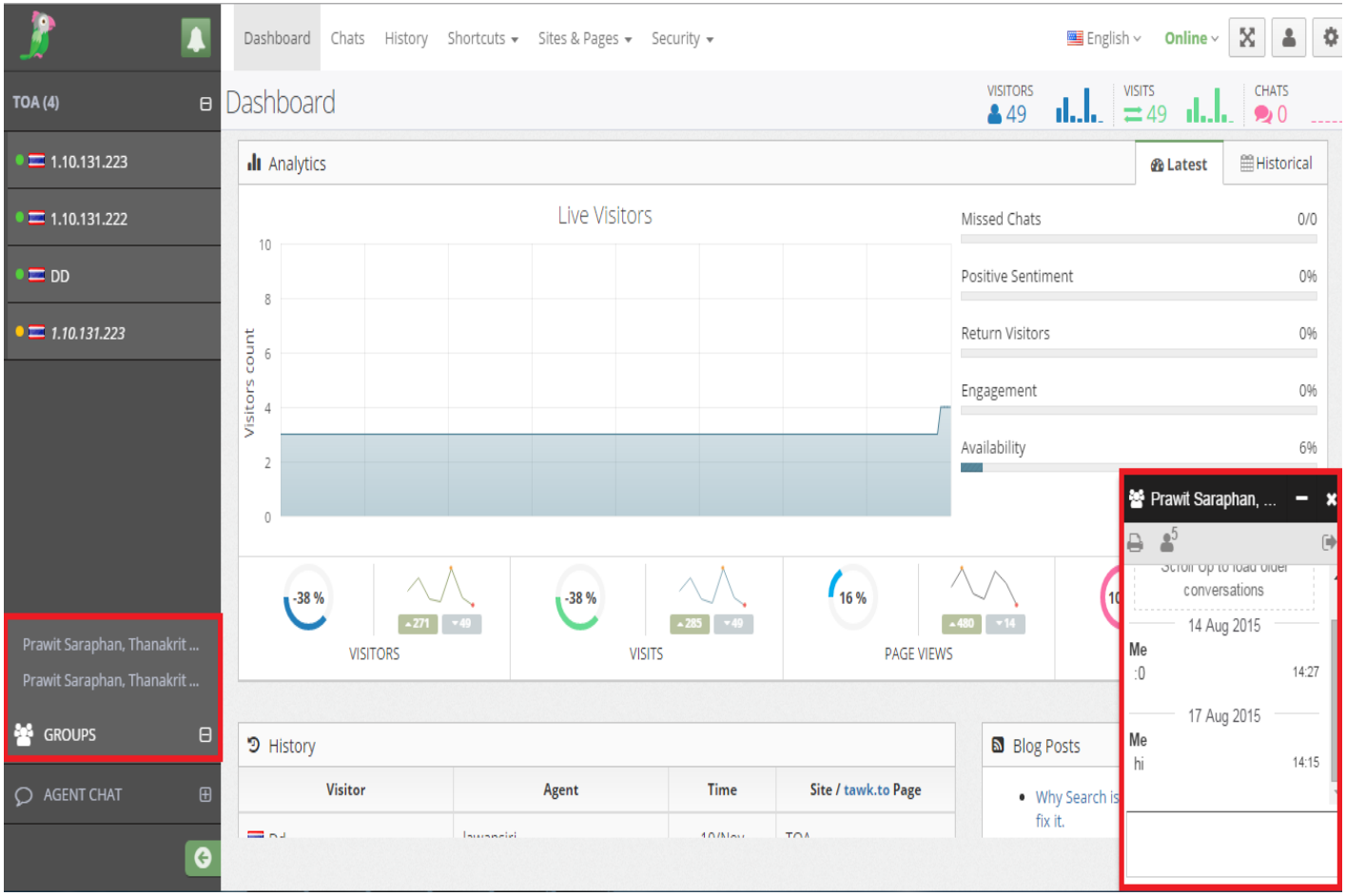
ADMIN DASHBOARD



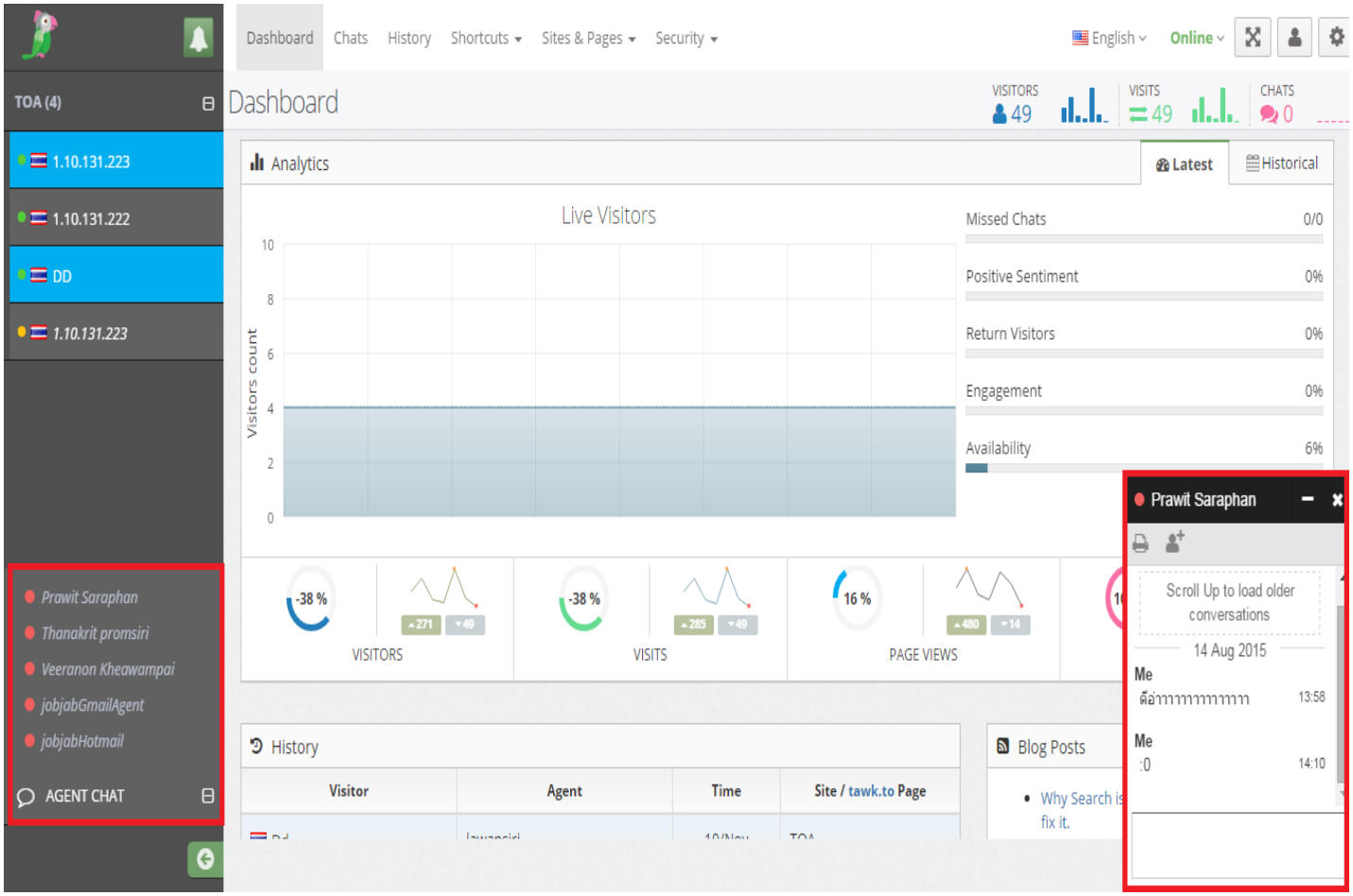
CHATS


Dashboard
Monitoring (3)
Messaging (1)
Admin
English
Online
INCOMING (1)
58.97.48.85
Jenbunjerd
ALL CHATS (1)
JENBUNJERD (1)
ณัฐธิดา
Jenbunjerd
Thasanee
Chats
ณัฐธิดา
Current
History
Options
Visitor has ended the chat. 11:39
ณัฐธิดา
สวัสดีค่ะ สอบถามเรื่องโปรโมชั่นค่ะ 11:47
Thasanee (Me) has joined the conversation. 11:47
Thasanee (Me)
ตอนนี้ทางร้านมีโปรโมชั่นซื้อสินค้าครบ 1,000 บาท ได้รับส่วนลด 10% ค่ะ 11:48
ณัฐธิดา
สินค้าทุกประเภทไหนบ้างคะ? 11:49
Thasanee (Me)
โปรโมชั่นนี้ใช้ได้กับสินค้าทุกประเภทค่ะ 11:50
Message
Whisper
Write a reply...
ณัฐธิดา
thasane3010@gmail.com
Save
Add Note
Bangkok, Thailand
58.97.48.85
01:31:09 Duration
2d Last Visit
2 chats
11:47 Chat started
11:39 Chat ended

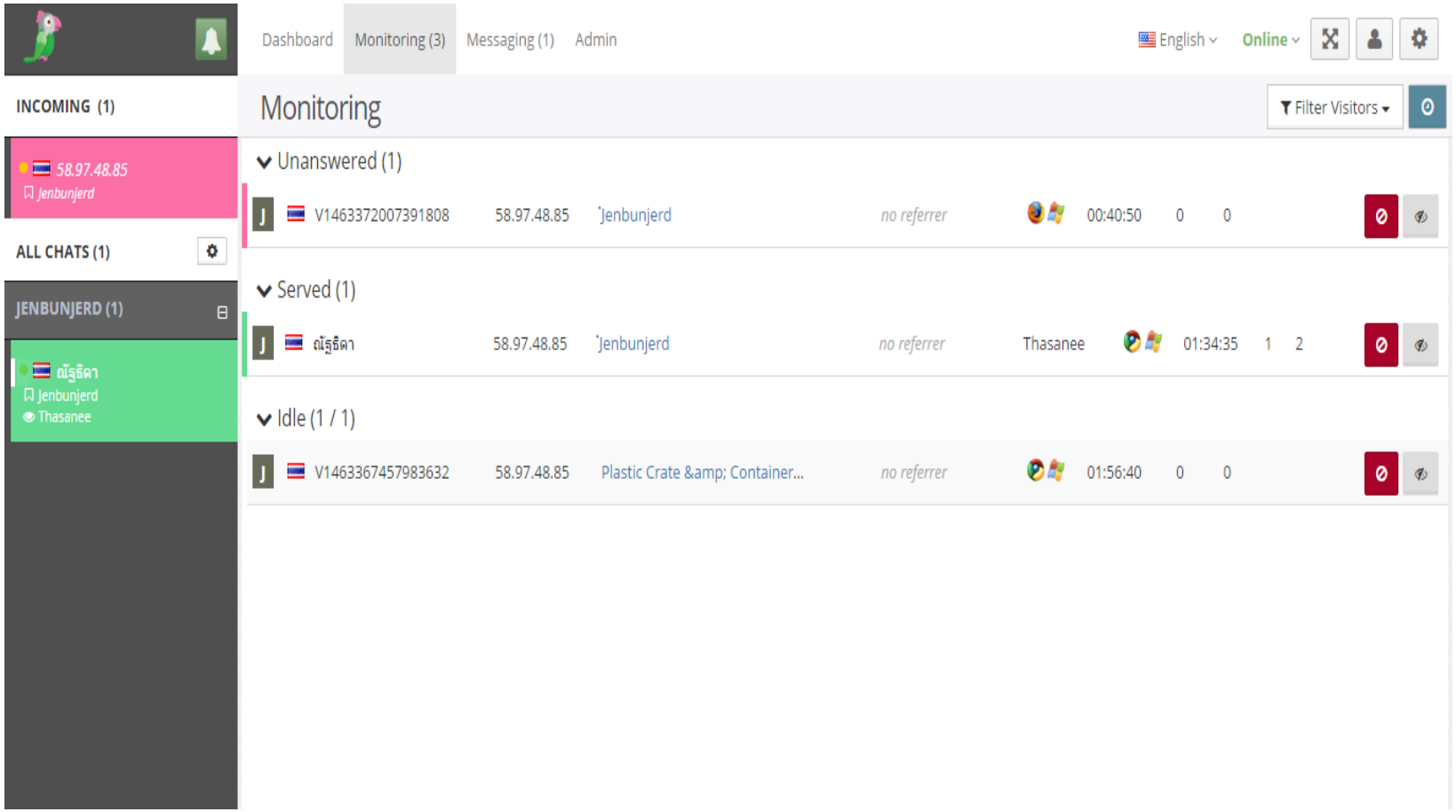
CHATS


Dashboard
Chats
History
Shortcuts
Sites & Pages
Security
English
Online
TOA (4)
1.10.131.223
1.10.131.222
DD
1.10.131.223
Prawit Saraphan, Thanakrit ...
Prawit Saraphan, Thanakrit ...
GROUPS
AGENT CHAT
Dashboard
VISITORS 49
VISITS 49
CHATS 0
Analytics
Latest
Historical
Live Visitors
Visitors count
Missed Chats 0/0
Positive Sentiment 0%
Return Visitors 0%
Engagement 0%
Availability 6%
-38 %
VISITORS
-38 %
VISITS
16 %
PAGE VIEWS
History
Visitor
Agent
Time
Site / tawk.to Page
Blog Posts
Why Search is
fix it.
Prawit Saraphan, ...
conversations
14 Aug 2015
Me
:0
14:27
17 Aug 2015
Me
hi
14:15

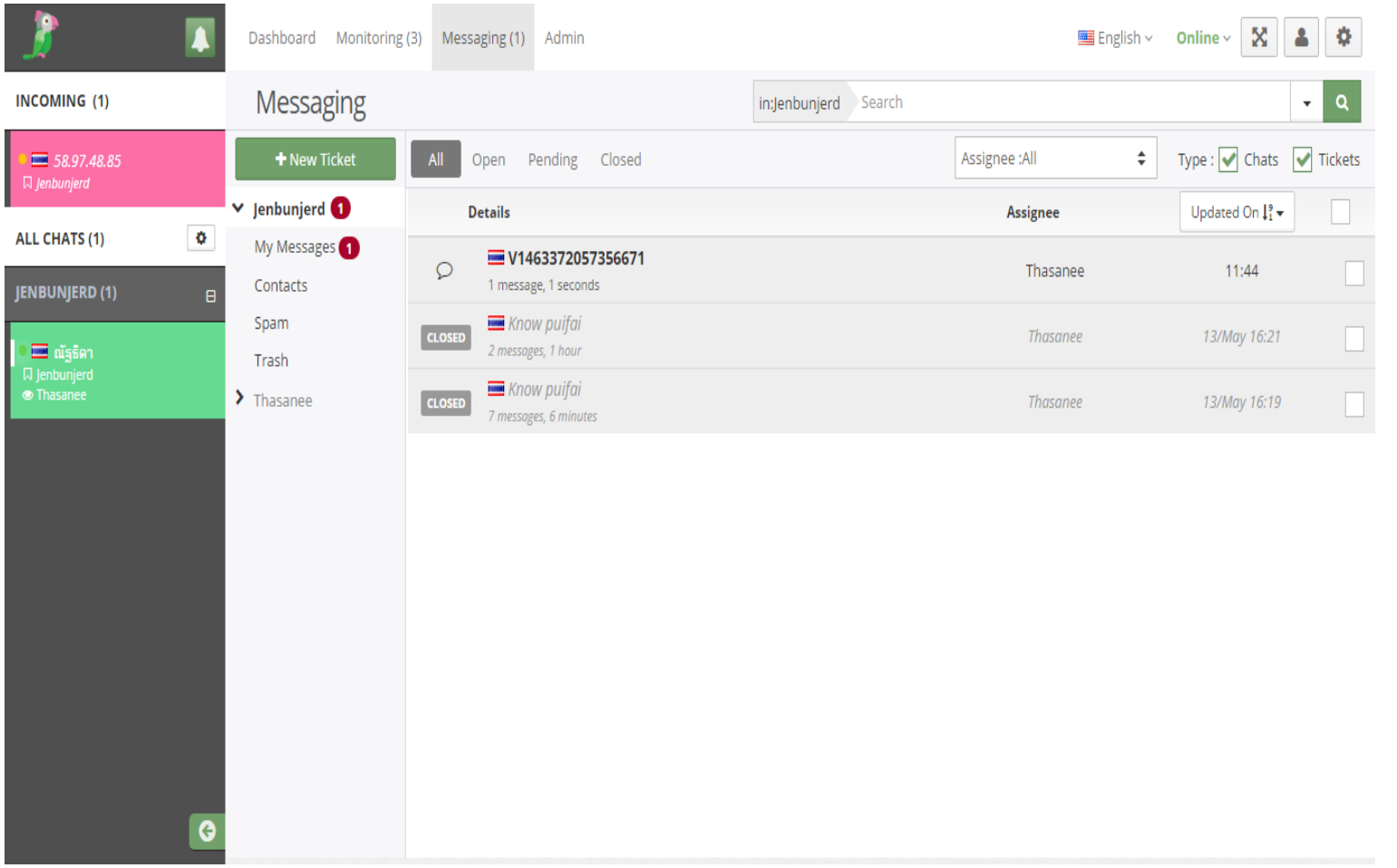
CHATS


Dashboard
Chats
History
Shortcuts
Sites & Pages
Security
English
Online
TOA (4)
1.10.131.223
1.10.131.222
DD
1.10.131.223
Prawit Saraphan
Thanakrit promsiri
Veeranon Kheawampai
jobjabGmailAgent
jobjabHotmail
AGENT CHAT
Dashboard
VISITORS 49
VISITS 49
CHATS 0
Analytics
Latest
Historical
Live Visitors
Visitors count
Missed Chats 0/0
Positive Sentiment 0%
Return Visitors 0%
Engagement 0%
Availability 6%
-38 %
VISITORS
-38 %
VISITS
16 %
PAGE VIEWS
History
Visitor
Agent
Time
Site / tawk.to Page
Blog Posts
Why Search is
fix it.
Prawit Saraphan
Scroll Up to load older conversations
14 Aug 2015
Me
คือาาาาาาาาาาา 13:58
Me
:0 14:10

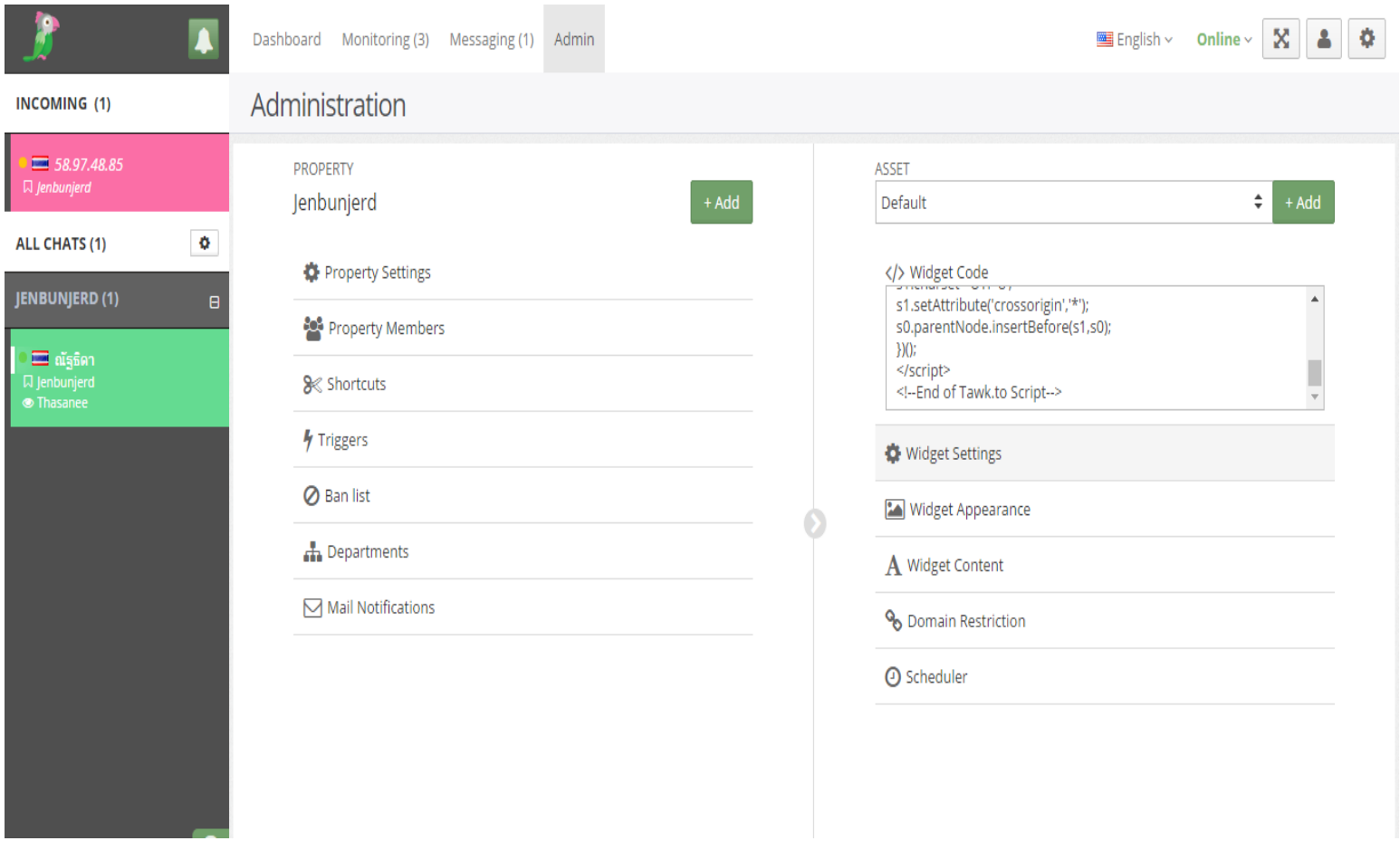
MONITORING


Dashboard
Monitoring (3)
Messaging (1)
Admin
English
Online
INCOMING (1)
58.97.48.85
Jenbunjerd
ALL CHATS (1)
JENBUNJERD (1)
ณัฐธิดา
Jenbunjerd
Thasanee
Monitoring
Filter Visitors
Unanswered (1)
V1463372007391808 58.97.48.85 Jenbunjerd no referrer 00:40:50 0 0
Served (1)
ณัฐธิดา 58.97.48.85 Jenbunjerd no referrer Thasanee 01:34:35 1 2
Idle (1 / 1)
V1463367457983632 58.97.48.85 Plastic Crate & Container... no referrer 01:56:40 0 0

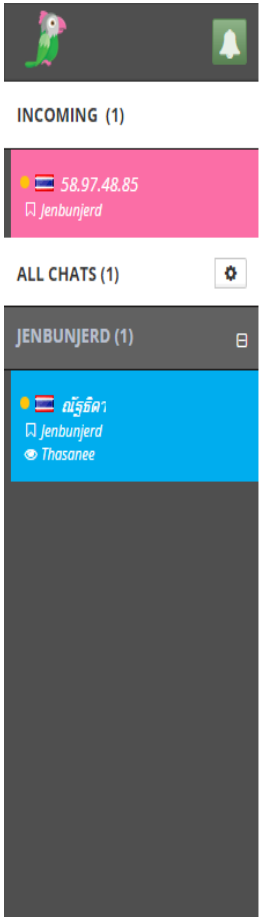
MESSAGING

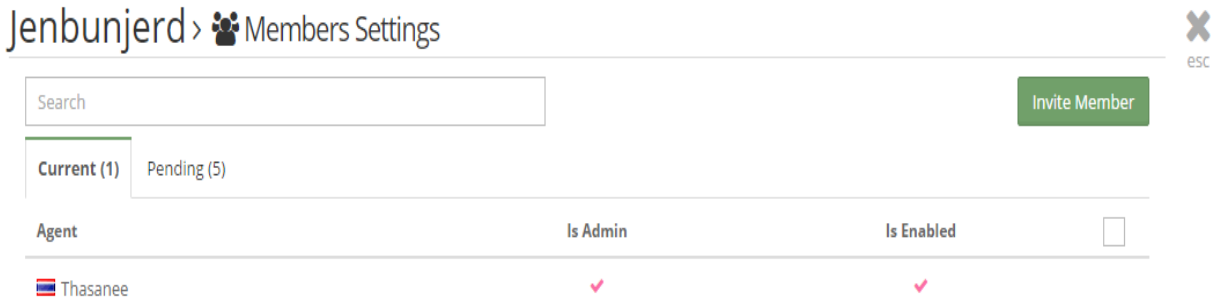

Dashboard
Monitoring (3)
Messaging (1)
Admin
English
Online
INCOMING (1)
58.97.48.85
Jenbunjerd
ALL CHATS (1)
JENBUNJERD (1)
ณัฐธิดา
Jenbunjerd
Thasanee
Messaging
in:Jenbunjerd
Search
+ New Ticket
All
Open
Pending
Closed
Assignee :All
Type :
Chats
Tickets
Jenbunjerd 1
My Messages 1
Contacts
Spam
Trash
Thasanee
Details
Assignee
Updated On
V1463372057356671
1 message, 1 seconds
Thasanee
11:44
CLOSED
Know puifai
2 messages, 1 hour
Thasanee
13/May 16:21
CLOSED
Know puifai
7 messages, 6 minutes
Thasanee
13/May 16:19

ADMINISTRATION

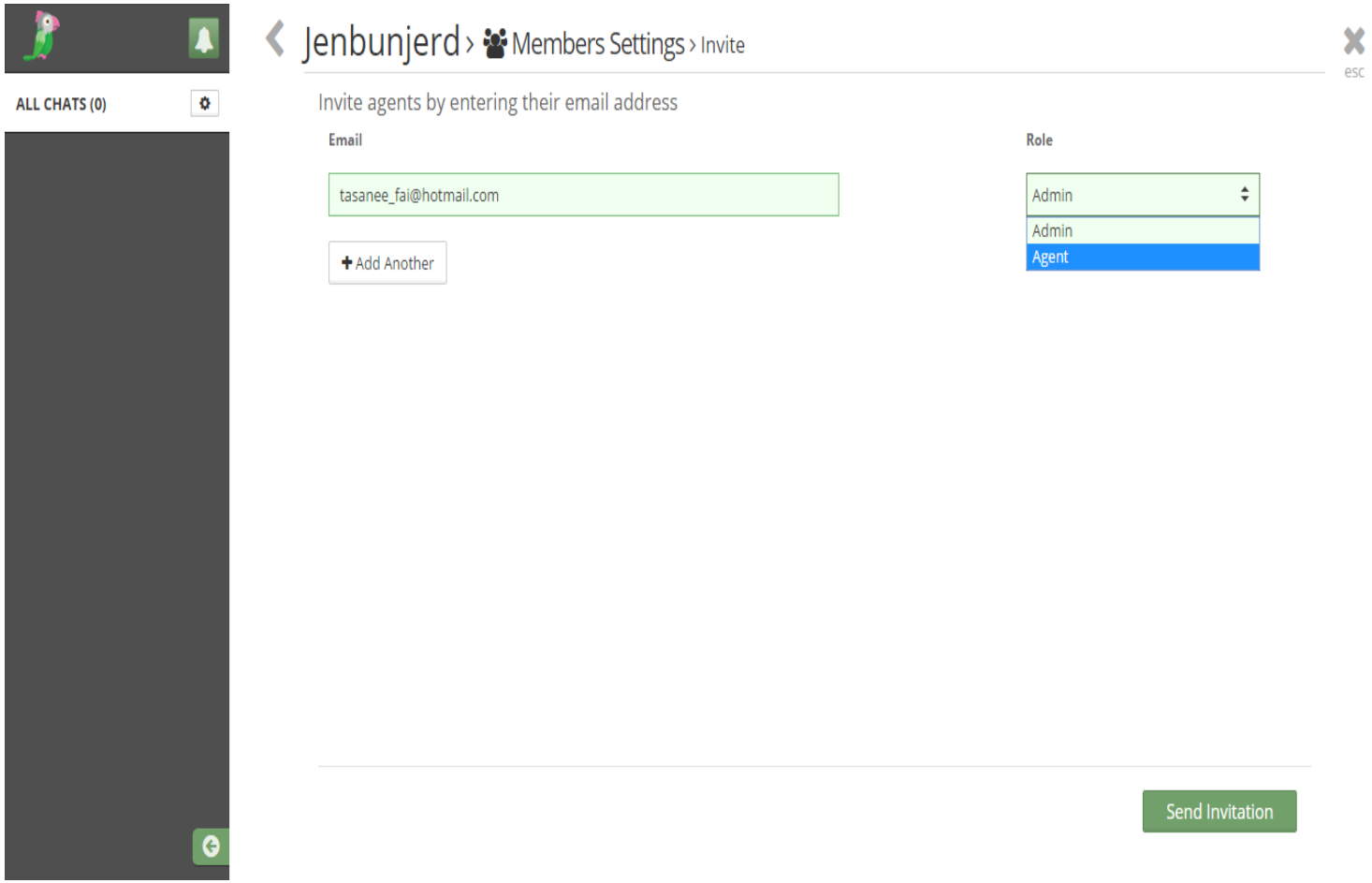


ADMINISTRATION

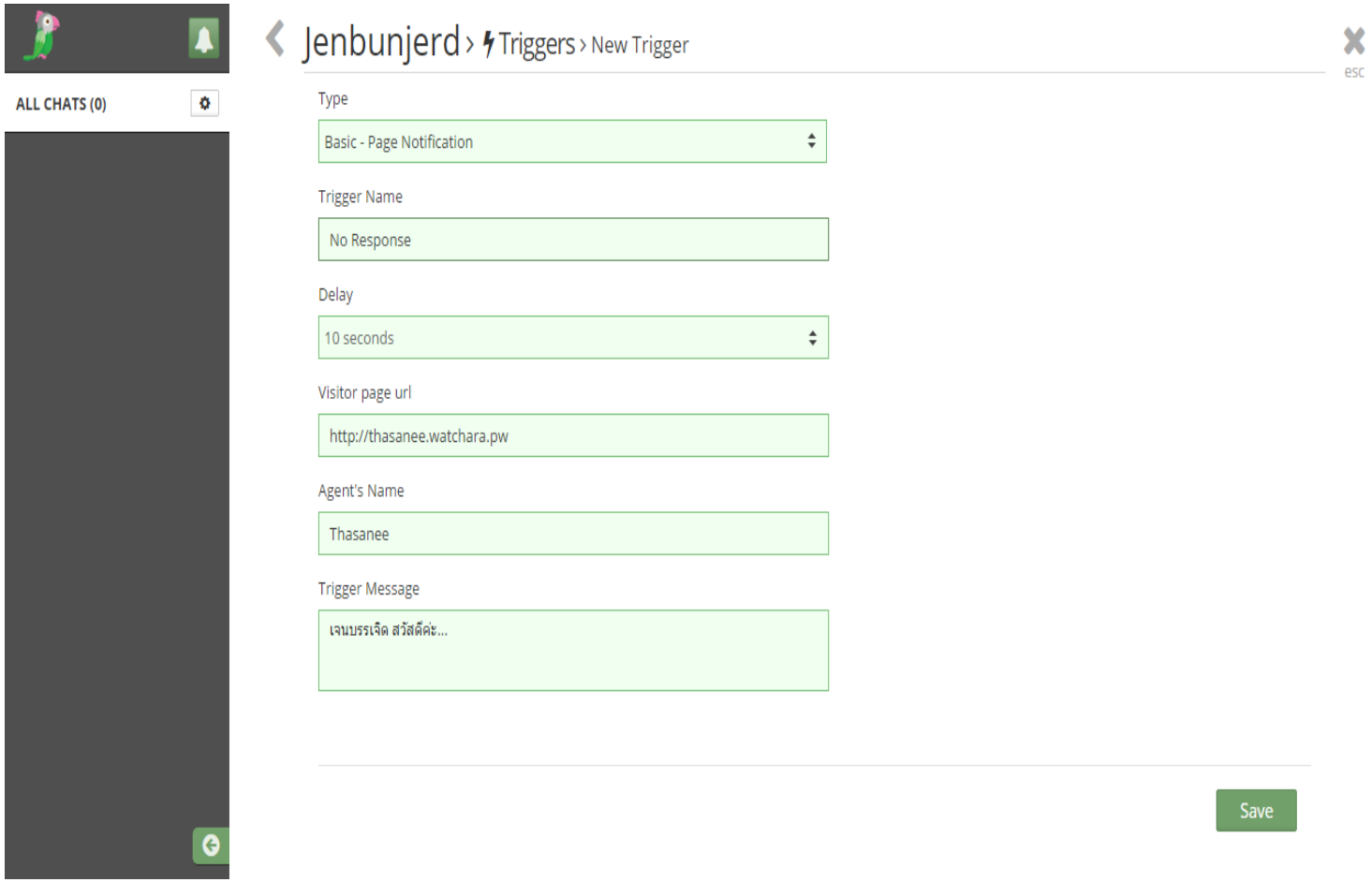




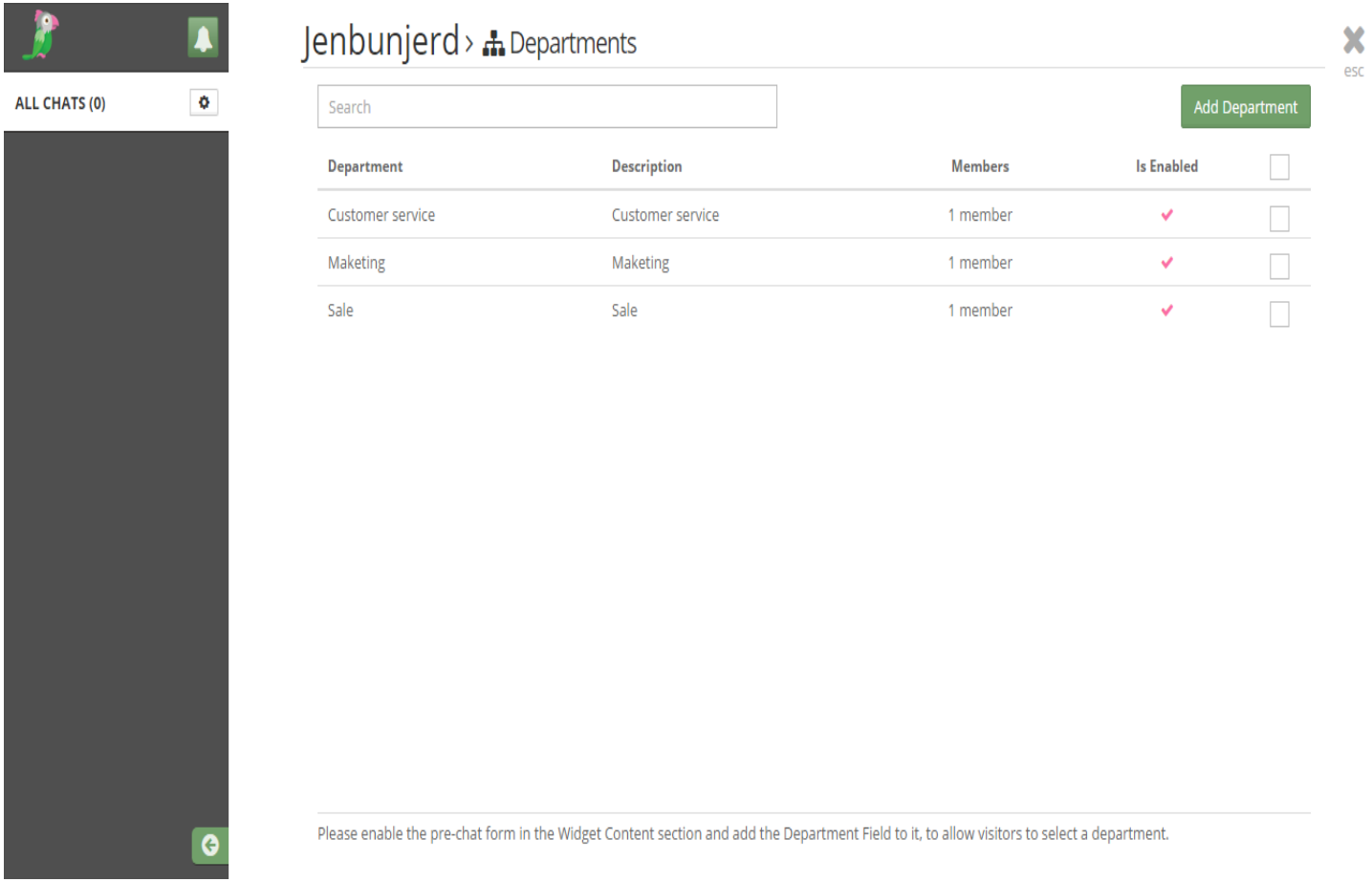
ADMINISTRATION



ADMINISTRATION



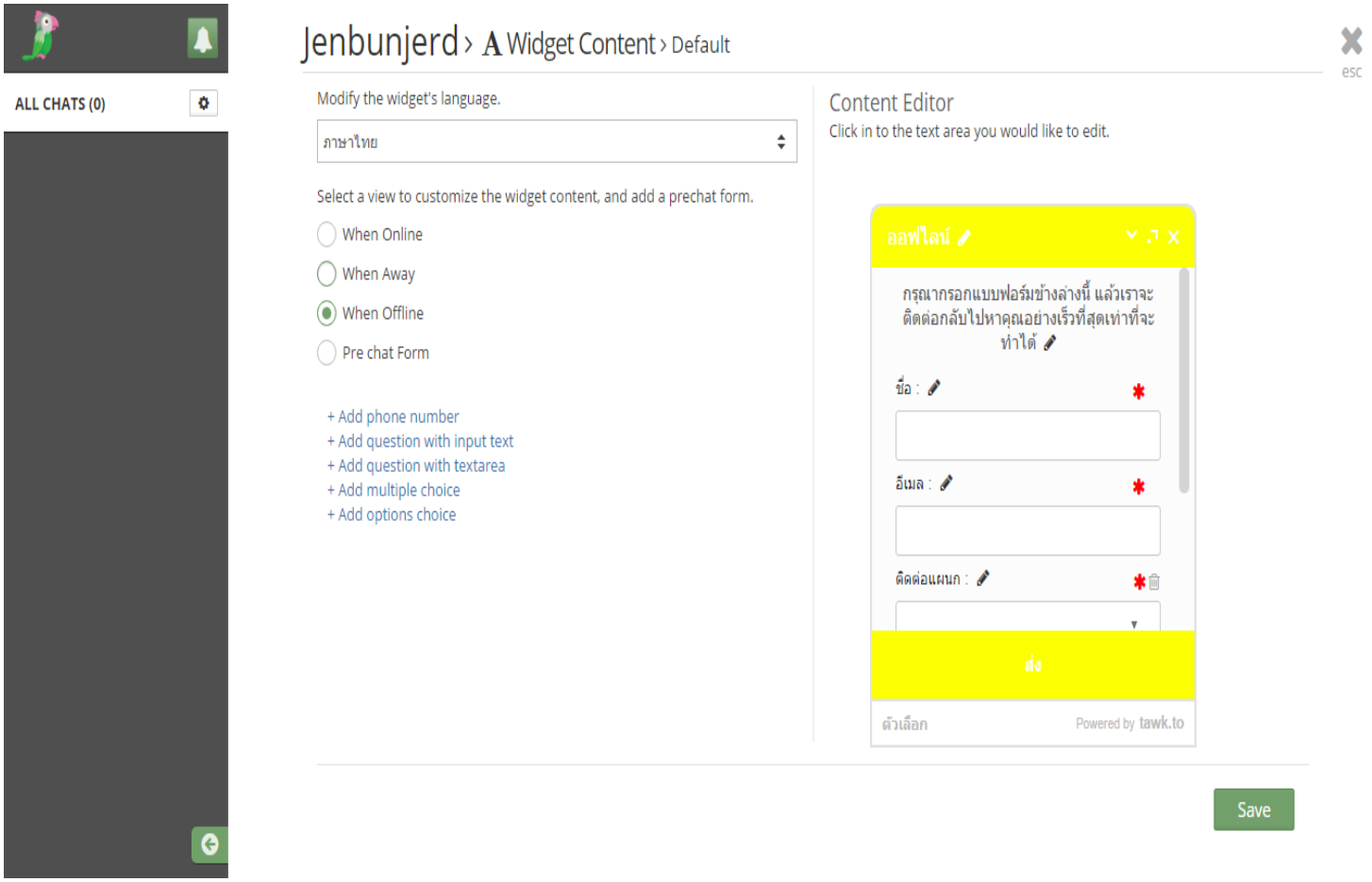
ADMINISTRATION



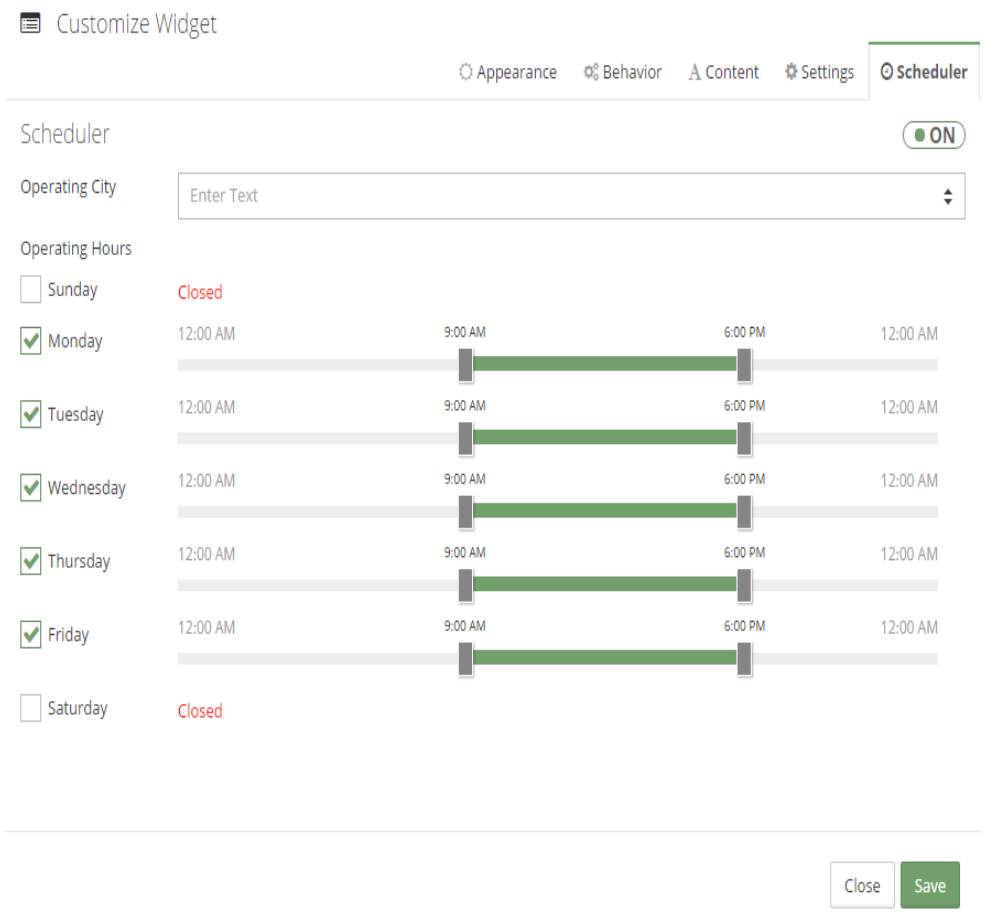
ADMINISTRATION

ADMINISTRATION

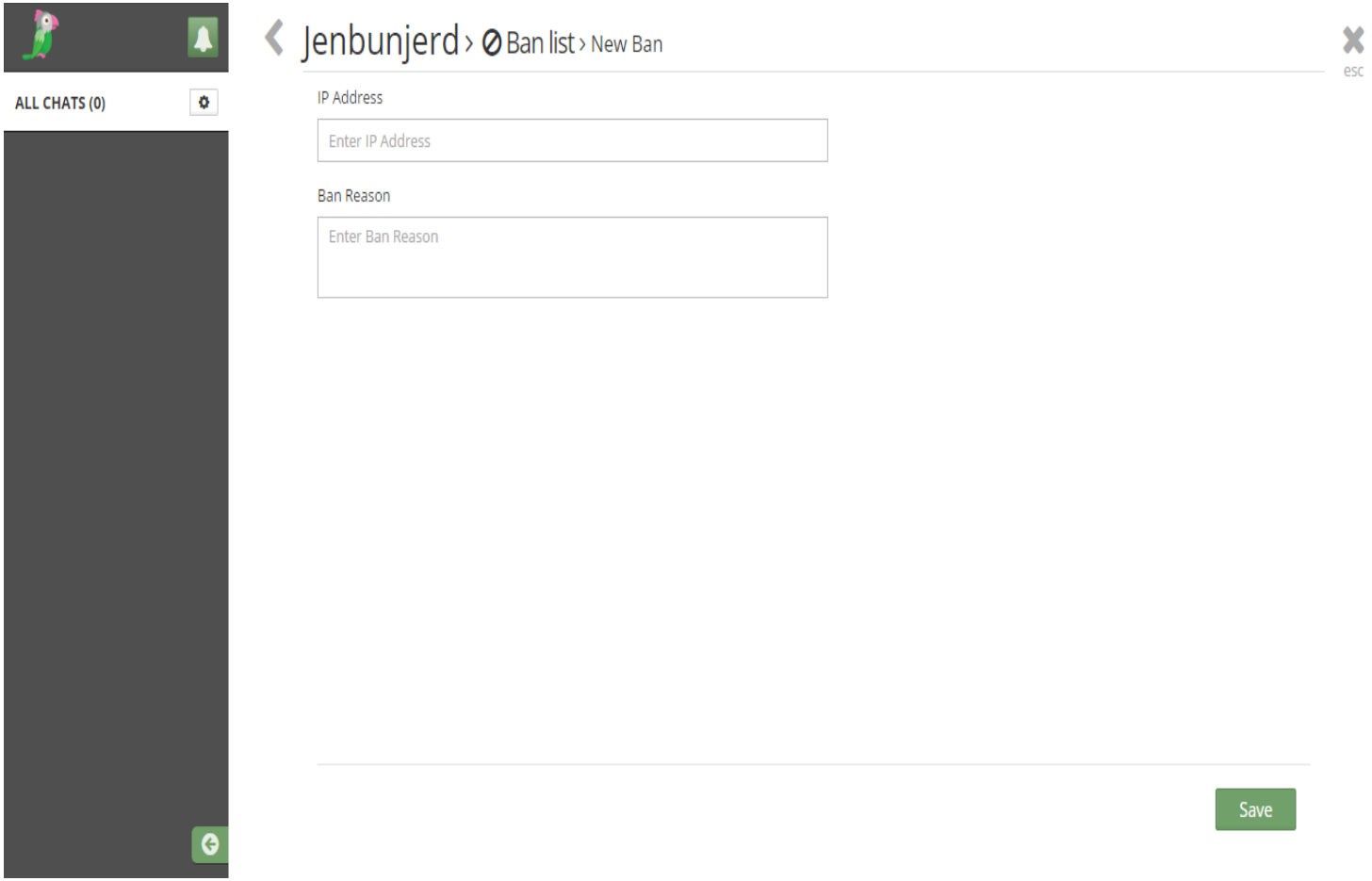
ADMINISTRATION



ADMINISTRATION



SECURITY


ALL CHATS (0)
Jenbunjerd › Ban list › New Ban
esc
IP Address
Enter IP Address
Ban Reason
Enter Ban Reason
Save

It is super easy to get started

1 Minute Setup

Copy a simple line of Javascript in to the html of your website and the chat widget starts working instantly.

Start Chatting

Login to the dashboard to invite members of your team, create shortcuts and to start chatting with your visitors.

Track Progress

Monitor and track you and your teams progress over time, review chat history, and check performance in analytics.

Q&A

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THANK YOU

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eCommerce Platform for Growth
Designer's Guide to Magento

Q&A