



WooCommerce Customer History

PLUGIN DOCUMENTATION

By [iThemelandCo](#)

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1- System Requirements

For Woocommerce Customer History Plugin you should install the last version of [Wordpress](#) and [WooCommerce](#).

2- Features

- Powerful dashboard for display quick reports
- Display full order report of all customer / users contain order count, pending order, refund order, total and average amount of the purchase made by each user in your shop.
- Display how your customers browse your store and which pages they visit before purchase a product.
- Track the total customer lifetime value for each customer.
- View insights about your customer's browsing habits on your website, to see which screens work best for targeted conversions
- Save and track users (logged in and not): visited pages, completed orders, search terms, shop category and shop brand view.
- Dedicated statistics for page visit count.
- Dedicated statistics for count of search key has been typed on the site.
- Dedicated statistics for shop category page visit count.
- Dedicated statistics for shop brand page visit count (using [Proword Woo Brand](#) plugin).
- Dedicated statistics to customer's purchase total amount .
- Single user history report contain:
 - Customer order report.
 - Customer session history report.
 - Customer category view.
 - Customer brand view(using [Proword Woo Brand](#) plugin).
 - Customer search term history.
- Track the visits generated by the BOTs.
- Export/import sessions, statistics, searches.

3- Installation

For install this plugin you must have a working version of Wordpress already installed. Upon downloading the **iThemeland Woocommerce Customer History** plugin archive, extract the archive and inside extract folder you will find full contents of your purchase.

iThemeland-Woocommerce-Customer-History.zip archive contains the installable plugin files.

Please Note: You can install the plugin in two ways: inside Wordpress, or via FTP. If you have trouble installing the theme inside Wordpress, please proceed with installing it via FTP and you will be able to get around the issue.

Installing from Wordpress:

Follow the steps below to install inside Wordpress

- Navigate to **Plugins -> Installed Plugins**
- Click **Add New** and then **Upload Plugin**
- Navigate to **iThemeland-Woocommerce-Customer-History.zip** on your computer and click **Install Now**
- To activate the newly installed plugin navigate to **Plugins -> Installed Plugins** select the **iThemeland Woocommerce Customer History** and press **Activate**

Installing via FTP Server:

Follow the steps below to install via FTP

- Unzip **iThemeland-Woocommerce-Customer-History.zip** to a desired location on your HDD. These extracted files will be uploaded later via FTP
- Connect to your server via FTP
- Navigate to **/wp-content/plugins/** on server
- Navigate to location of unzipped **iThemeland-Woocommerce-Customer-History.zip**
- Upload local folder **/ iThemeland-Woocommerce-Customer-History /** to remote **/wp-content/plugins/**
- To activate the newly installed plugin navigate to **Plugins -> Installed Plugins** select the **iThemeland Woocommerce Customer History** and press **Activate**

4- Overview

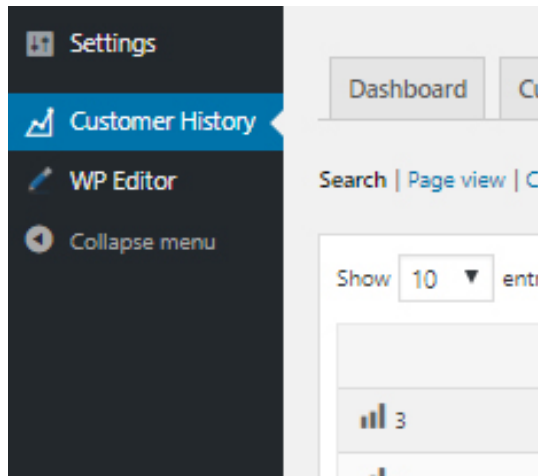
Customer History for WooCommerce observes how customers browse your WooCommerce store:

- Track all users (logged in and not) session contain add to cart, complete order, page view, search term, shop category and brand view and etc.
- Monitor users average purchase value and the latest purchases they made.
- Keeping a full purchase history log.
- Calculating the total customer lifetime value.
- And ...

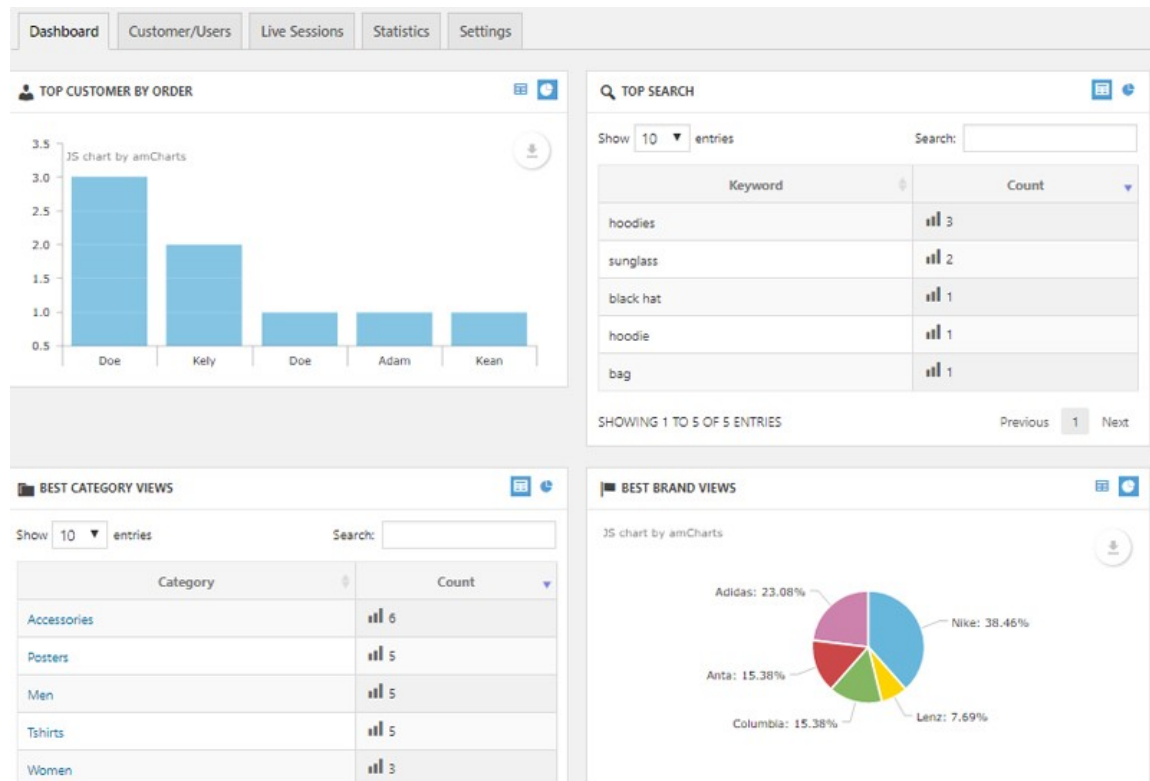
Note: It cannot retroactively retrieve info on customer visits that occurred previous to install.

5-How To Use

For view plugin navigate to Dashboard > Customer History.




5-1- Dashboard



On this page you can see some important customer reports in one place.

These reports contain:

- **Top customer orders:** Display 5 best customer by order count.
- **Top search:** Display 5 top search term keys that typed by the users.
- **Best category views:** Display 5 top best shop category page by view count.
- **Best brand views:** Display 5 top best shop brand page by view count.
- **Last searches:** display 5 last search term keys that typed by the users.
- **Last orders:** display 10 last orders on your shop. You can click on the order id to access the details of order on your shop.

Note: some reports have chart view that you can access it by click on  icon on report header.

5-2- Customer / User

Dashboard

Customer/Users

Live Sessions

Statistics


Settings

Show

10

entries

Search:

| User | Orders | Pending Orders | Refund Orders | Orders Average | Total Spent | Actions |
|---|--------|----------------|---------------|----------------|-------------|---------|
|  admin | 8 | 0 | 0 | £111.13 | £889.00 | |

SHOWING 1 TO 1 OF 1 ENTRIES

Previous

1

Next

This page display full order report of all customer / users contain:


- total orders
- number of orders with a “pending” status
- number of orders with a “refunded” status
- total amount of the registered orders
- order average amount

Note: You can sort report table by all columns and using ajax search to find your considered order fast and easy.

Note: Click on the user to access the details of his/her activities on your shop.

5-3- Single Customer Report Page

Dashboard
Customer/Users
Live Sessions
Statistics
Settings



User ID : 1
Name : admin
Username: admin
Email: admin@ithemelandco.com
Website:

Total Orders: 8
Pending Orders : 0
Refunded Orders : 0
Orders average : £111.13
Total Spent: £889.00

LATEST ORDERS

Show 10 entries
Search:

| Order ID | Date | Status | Items | Refunded Items | Refunded | Total | Actions |
|----------|---------------------------|---------|---|----------------|----------|---------|----------------------|
| #69 | August 1, 2017 1:19 pm | On-hold | 1 x Beanie 1 x Hoodie with Logo | 0 | £0.00 | £63.00 | View |
| #68 | August 1, 2017 1:18 pm | On-hold | 1 x Belt 1 x Hoodie 1 x Tshirt | 0 | £0.00 | £115.00 | View |
| #67 | August 1, 2017 1:16 pm | On-hold | 1 x Cap 1 x Beanie 1 x Sunglasses | 0 | £0.00 | £124.00 | View |

SHOWING 1 TO 8 OF 8 ENTRIES
Previous 1 Next

SESSIONS HISTORY

Show 10 entries
Search:

| Date | Page |
|---------------------|---|
| 2017-08-01 13:19:40 | http://ithemelandco.com/checkplugin/checkout/order-received/69 |
| 2017-08-01 13:19:34 | http://ithemelandco.com/checkplugin/checkout/order-received/69 |
| 2017-08-01 13:19:20 | http://ithemelandco.com/checkplugin/checkout |
| 2017-08-01 13:19:16 | http://ithemelandco.com/checkplugin/cart |
| 2017-08-01 13:19:11 | 1 x products #30 |
| 2017-08-01 13:19:09 | 1 x products #26 |

With click on user name on each page, you can access single customer history page. This page is contains some report about customer:

- **Customer orders:** Display a full report about all orders of a customer.
- **Session history:** Display all customer session on your site contain: page view, searched keywords, add to cart and complete order sorted by date and time.
- **Search history:** Display all searched keywords by customer sorted by date and time.
- **Session category view:** Display all shop category page that viewed by customer.
- **Session brand view:** Display all shop brand page that viewed by customer.

Note: You can sort all report tables by all columns and using ajax search to find your considered term fast and easy.

5-4- Live Sessions

5-4-1- Live sessions

Dashboard

Customer/Users

Live Sessions

Statistics

Settings

Live Sessions | Search Sessions

Show 10 entries

Search:

| User | URL | Date |
|-------|---|---------------------|
| admin | http://ithemelandco.com/checkplugin/checkout/order-received/69 | 2017-08-01 13:19:40 |
| admin | ✓ New Order # 69 | 2017-08-01 13:19:34 |
| admin | http://ithemelandco.com/checkplugin/checkout | 2017-08-01 13:19:20 |
| admin | http://ithemelandco.com/checkplugin/cart | 2017-08-01 13:19:16 |
| admin | 1 x products #30 | 2017-08-01 13:19:11 |
| admin | 1 x products #26 | 2017-08-01 13:19:09 |
| admin | http://ithemelandco.com/checkplugin/shop | 2017-08-01 13:18:56 |
| admin | http://ithemelandco.com/checkplugin/checkout/order-received/68 | 2017-08-01 13:18:42 |
| admin | ✓ New Order # 68 | 2017-08-01 13:18:39 |
| admin | http://ithemelandco.com/checkplugin/checkout | 2017-08-01 13:18:16 |

SHOWING 1 TO 10 OF 93 ENTRIES

Previous12345...10Next

On this page you can see all the actions made on the site by logged on guest users. These sessions contain:

- A page of the site has been visited.
- A product has been added to the cart.
- The order has been completed.
- One or more words for the search have been inserted in one of the site search forms.

Note: You can sort all report tables by all columns and using ajax search to find your considered term fast and easy.

5-4-2- Search sessions

| | | | | |
|-----------|----------------|---------------|------------|----------|
| Dashboard | Customer/Users | Live Sessions | Statistics | Settings |
|-----------|----------------|---------------|------------|----------|

Live Sessions | Search Sessions

Show 10 entries
Search:

| User | Keyword | Date |
|-------|-----------|---------------------|
| admin | hoodies | 2017-07-27 11:44:49 |
| admin | hoodies | 2017-07-27 11:44:43 |
| admin | black hat | 2017-07-27 11:44:25 |
| admin | hoodies | 2017-07-27 11:44:00 |
| admin | hoodie | 2017-07-27 11:43:56 |
| admin | bag | 2017-07-27 11:43:21 |
| admin | belt | 2017-07-27 11:43:15 |
| admin | sunglass | 2017-07-27 11:43:10 |
| admin | sunglass | 2017-07-27 10:54:52 |

SHOWING 1 TO 9 OF 9 ENTRIES
Previous 1 Next

Also you can view search session report (search keys typed by the users, logged or not, within the search forms available on your site) separately by click on search session sub menu.

On this page you can see searched term report by each user on different date and times.

Note: You can sort all report tables by all columns and using ajax search to find your considered term fast and easy.

6-Statistics

On this section you can view dedicated statistics of all sessions on your site contain:

6-1- Page View

Dashboard

Customer/Users

Live Sessions

Statistics

Settings

Search | **Page view** | Category view | Brand view

Show 10 ▼ entries

Search:

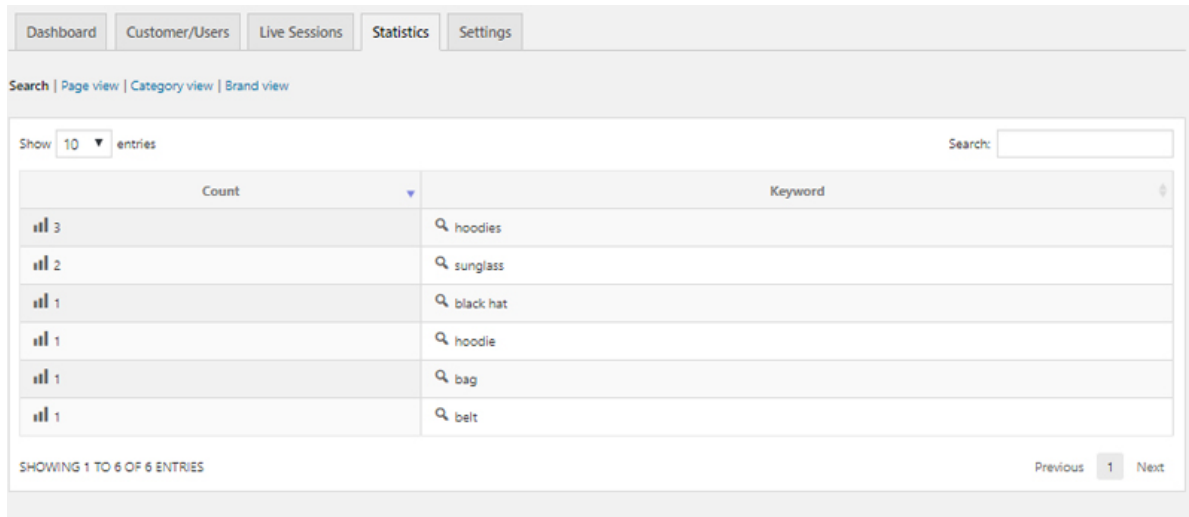
| Sessions ▼ | Page |
|------------|---|
| 7 | http://ithemelandco.com/checkplugin/shop |
| 6 | http://ithemelandco.com/checkplugin/product-category/accessories |
| 5 | http://ithemelandco.com/checkplugin/brand/nike |
| 5 | http://ithemelandco.com/checkplugin/product-category/posters |
| 5 | http://ithemelandco.com/checkplugin/product-category/men |
| 5 | http://ithemelandco.com/checkplugin/product-category/tshirts |
| 5 | http://ithemelandco.com/checkplugin/checkout |
| 5 | http://ithemelandco.com/checkplugin/cart |
| 3 | http://ithemelandco.com/checkplugin/brand/adidas |
| 3 | http://ithemelandco.com/checkplugin/product-category/women |

SHOWING 1 TO 10 OF 23 ENTRIES

Previous 1 2 3 Next

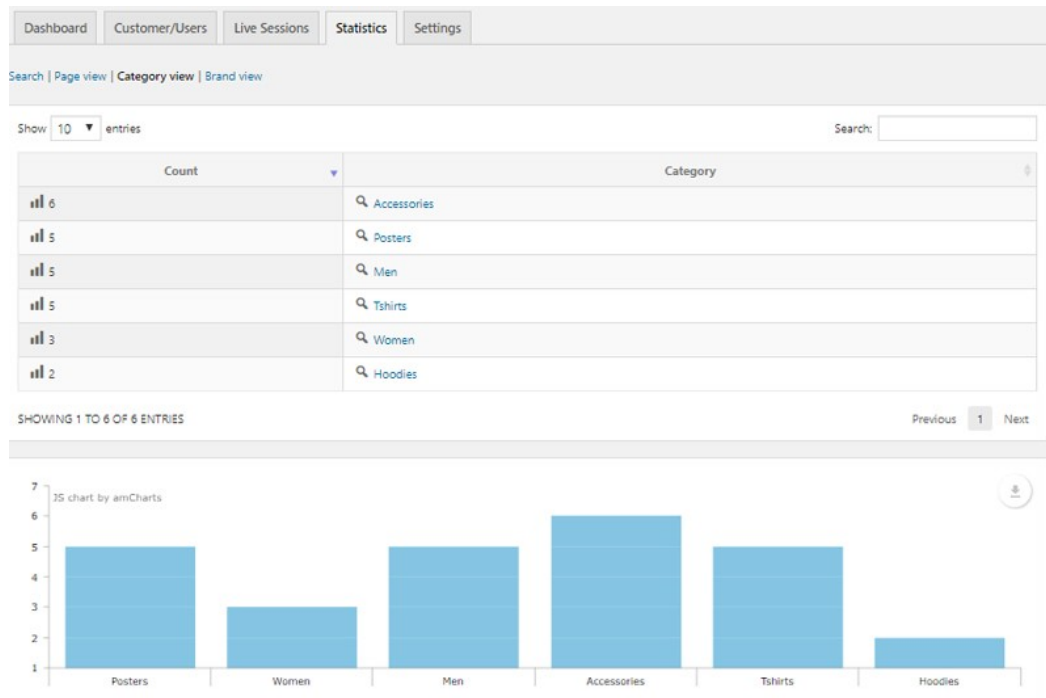
On this page you can view how many times the pages has been visited.

6-2- Search



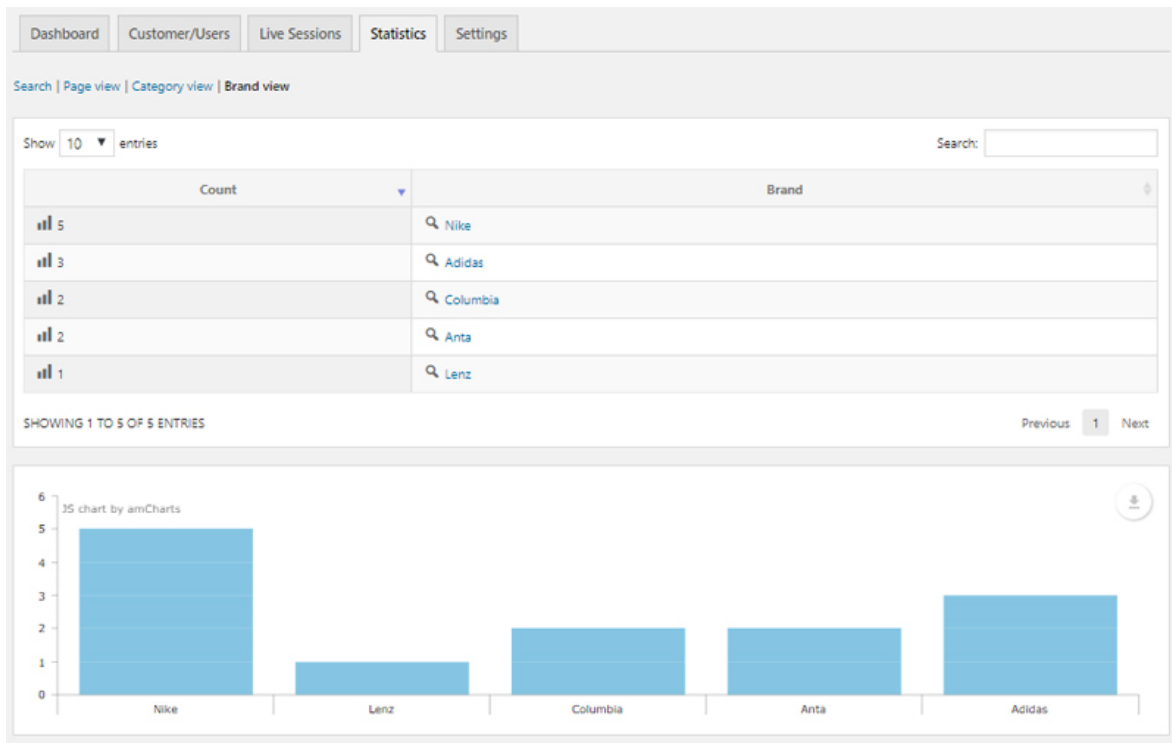
On this page you can view how many times the search key has been typed on the site.

6-3- Category View



On this page you can view dedicated statistics for shop category page visit count.

6-4- Band View



On this page you can view dedicated statistics for shop brand page visit count.

6- Setting

The screenshot shows the 'Settings' tab of the iThemelandCo Woocommerce Customer History plugin. At the top, there are navigation tabs: Dashboard, Customer/Users, Live Sessions, Statistics, and Settings (which is active). Below the tabs, there are three settings with dropdown menus, all currently set to 'Yes': 'Show BOT sessions?', 'Save "admin" sessions?', and 'Hide users with no orders?'. A 'Save Changes' button is located below these settings. At the bottom, there are three panels: 'EXPORT DATA' with a 'Download Data' button, 'IMPORT DATA' with a 'Choose File' button (showing 'No file chosen') and an 'Import' button, and 'EMPTY TABLES' with a 'Clear All Sessions?' label and a 'Clear All Sessions & Searches' button.

Show BOT sessions: If you want to show the sessions generated by the BOT (such as the Google ones) on live session, set "Show BOT sessions" to "yes".

Save "admin" sessions: By default, the administrator sessions aren't saved. If you want them to be saved, set the value of the "Save "admin" sessions" to "yes".

Hide users with no orders : if you want to hide users with no order on "customer / user " section, set this field to "yes".

Export data: For take export from plugin data, you can click on the Download button. The export generates a "xml" file.

Import data: If you need to recover a backup previously exported, click on the "Import" button and select the exported "XML" file.

Empty tables: If you want delete permanently All tracked Sessions you can click on "Clear All Session & Searches"

Note: once deleted, data can't be recovered in any way. We recommend making a backup before applying this action.

7- Getting Support

For support on **iThemeland WooCommerce Customer History** and all other **iThemelandCo** plugins and themes, please send your email to ithemeland.sup724@gmail.com