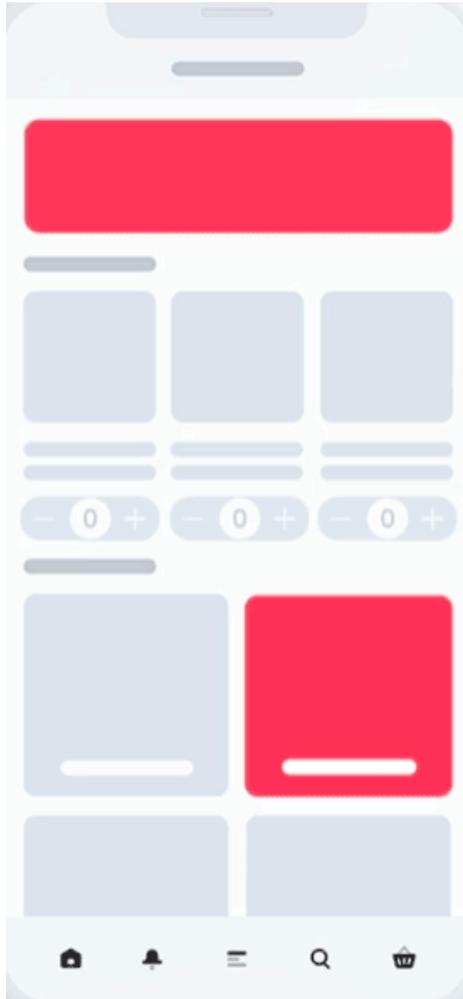


# b2b.store

## October 2021.10 Release Notes



Hello b2b.store customers,

We couldn't wait to release a couple of features until Q1 2022, so we thought we'd bring them to you now! Take a look...

**NEW** - Order By Weight / Partial Units

**Plus** - *Enhancements & Fixes*

**NEW** - LiveChat Integration

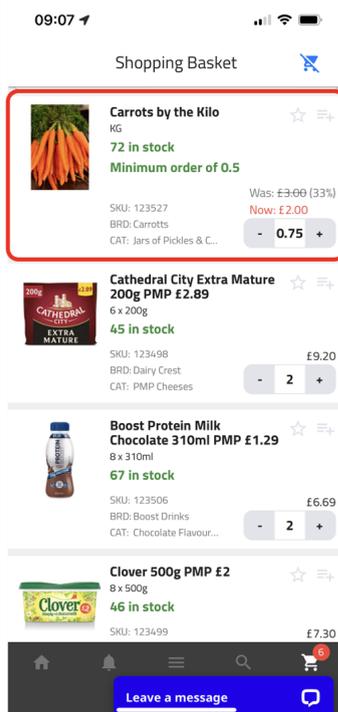
# b2b.store New Features

Version: 2021.10



## New Feature: Order By Weight / Partial Units

Allow your customers to purchase products by weight or length, or any other part of a decimal unit.

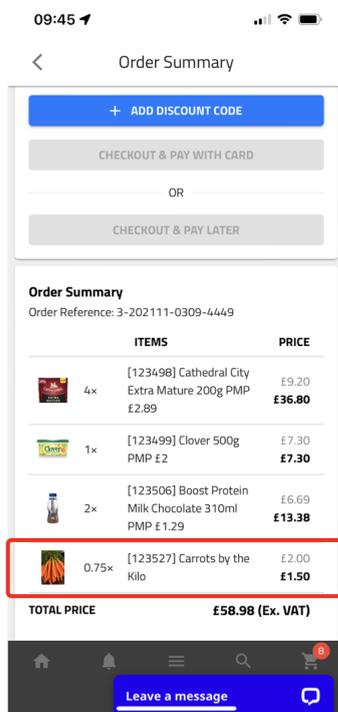


In this example, Carrots are sold by the kilogram (KG).

However, customers can purchase parts of a kilogram, in 0.25 increments.

There are 72 kilograms in stock and customers must order a minimum of 0.5KG.

The price is £2.00 per KG, but the customer is only adding 0.75KG to their basket, so...



...on the **Order Summary** screen, b2b.store will calculate that 0.75KG of carrots are going to cost £1.50.

This example applies to food, but can equally apply to any other product types, such as cable lengths, liquids, split packs (number of items in a bag/container) or any other unit type.

### How can I use Partial Units in my b2b.store?

1. Simply add a *new* column called **UNIT\_SCALE** to your **Products CSV** file.
2. Then, for each product required, add the decimal units in the smallest amount you want customers to increment quantities by (e.g. 0.01).
3. Ensure the **UNITS** column contains the correct unit letters or symbols that the product is sold in (e.g. KG, or M, Litres or whatever unit required).
4. Ensure the **PRICE** is correct for a single unit, so b2b.store can calculate what a partial unit price would be.
5. Import your **Products CSV** file into your b2b.store.
6. That's it! The next time customers view those products, they'll be able to increment quantities by the **UNIT\_SCALE** you've specified, and b2b.store will calculate the correct price.

#### NOTES:

- b2b.store will always round up and never down to avoid customers not getting enough of the product if they didn't spot the rounding happening.
- **UNIT\_SCALE** can be set up to two decimal places (e.g. 0.01).



## \* New Feature: LiveChat

Without customers, you don't have a business.

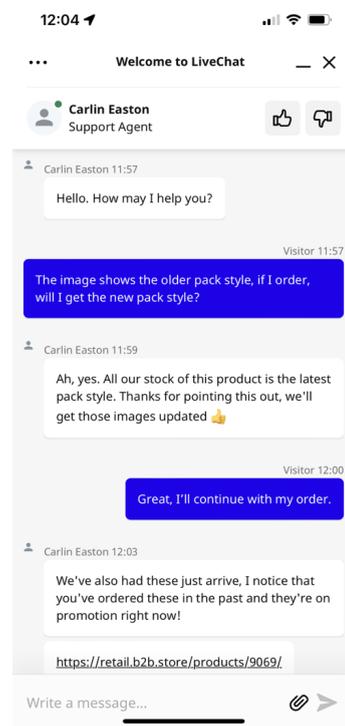
If you don't know what your customers want, *at the moment they want it*, you could be losing sales.

Let them reach out to you, *right in that moment when they have a question*, they could be seconds away from making a purchase...*help them make it!*

b2b.store's latest integration with **LiveChat** allows you to do just that.



Let customers start that conversation with you...



...so you can *answer* their question(s) along their purchasing journey, right *within* your b2b.store...and maybe *cross/upsell* a product or two!

With the **LiveChat** integration, you can:

- Let customers start a **LiveChat** from your b2b.store, *on any screen*.
- See *exactly* what screen they're on or what product they're looking at.
- *Target* messages to certain customers (e.g. returning customers, customers who visit a specific screen/product).
- Create *canned* responses for quick answers.
- Create *pre-chat* and *post-chat* surveys.
- Create *agents* (other staff in your business), so more than one staff member can answer **LiveChats**.
- Set working hours when **LiveChat** is available.
- See all *previous LiveChats* (customers get email copies of their **LiveChat**).
- *Customise* how the **LiveChat** looks:
  - Choose *colours*.
  - Decide where on a mobile device *or* large screen your **LiveChat** icon appears.
  - *Personalise* the **LiveChat** experience by choosing a photo(s) to represent the friendly face(s) of your business.
- ...and, so, so much more...

### How can I get LiveChat in my b2b.store?

#### \* **NOTES:**

- b2b.store is a *LiveChat Partner*, so we can set up a free trial in minutes.
- Just email [adam.brown@b2b.store](mailto:adam.brown@b2b.store) for further details.

## Enhancements & Fixes

Various enhancements and fixes, too small to mention, but big enough to matter.

## Future Deprecated Feature Announcement

\* Please note that the use of the curl command to upload CSV files **directly** will be deprecated (completely removed) from the first quarterly release of 2022.

This is not to be confused with using curl to FTP CSV files, for those customers who use that method of importing CSV files to b2b.store's FTPS.

## Feedback

We hope you enjoy getting familiar with these new features and enhancements but if you have any feedback or questions at all, or you would like to request a feature, please email: [carlin.easton@b2b.store](mailto:carlin.easton@b2b.store)

