

Hints & Tips



eStore Help Guides - Simplifying Support with Zendesk

We've updated our help guides, designed to assist you with common issues and answer any questions you may have about our product.

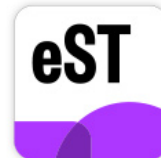
We have two sections:

eStore Module in EQ Software

This section provides all the guides you need to make the most of the eStore module in EQ. It covers essential tasks such as adding suppliers catalogues, creating promotion codes, and setting up delivery options, ensuring a seamless and user-friendly experience.

Online Content Management System

This section includes guides for the CMS, covering how to create pages, sliders, change text, upload images, view orders, and access KBB components such as the showcase module, blocks module, price estimator, and much more.



Content Management System

Monitoring your site's performance

Are you making use of the free available Google resources?

Google Analytics: Gain insights into website traffic, user behaviour, and performance.

Google Search Console: Monitor and improve your website's presence in Google search results.

Google My Business: Manage your business listing and improve local visibility.

Google PageSpeed Insights: Analyse and improve the loading speed of your website for better user experience and SEO.

Google Reviews: Collect and manage customer reviews to build trust and improve your online reputation.

SEO & Marketing Services

For Search Engine Optimisation (SEO) or marketing questions, we offer best practice advice and share valuable resources through eStore newsletters. Our sites are built using best practices to rank well on search engines. However, we recommend contacting a SEO company for the best services tailored to your needs, and we are happy to collaborate and work together. We can also arrange a meeting with you to offer our best advice for KKB.

eStore Module

Using the Software Efficiently

Important: Please Remember to Back Up Your eStore Product Data

Backing up eStore product data is crucial because it protects against loss, ensures smooth operations, maintains data integrity, and provides peace of mind. Here is a link to a helpful article on EQ: [View Backup Related Article >](#)

Catalogue Data

Our data team works with the suppliers to populate and update product images, specifications, and technical details. If any information is missing, you can add your own details or contact our data team to assist you further.

EQ Flex

Each month, our EQ Flex provides new updates and tips focusing on features you might not be using, helping you get the most out of EQ Flex and become more efficient.

This is also beneficial for your eStore, as the direct integration between your EQ software and eStore modules ensures all client information is managed efficiently, streamlining reporting, workflows, and trade/retail account processes for a seamless experience. [Click here to learn more >](#)