Quote Messaging

B2B Quote Documentation

Guide for Magento administrators, technical project owners, and implementation teams.

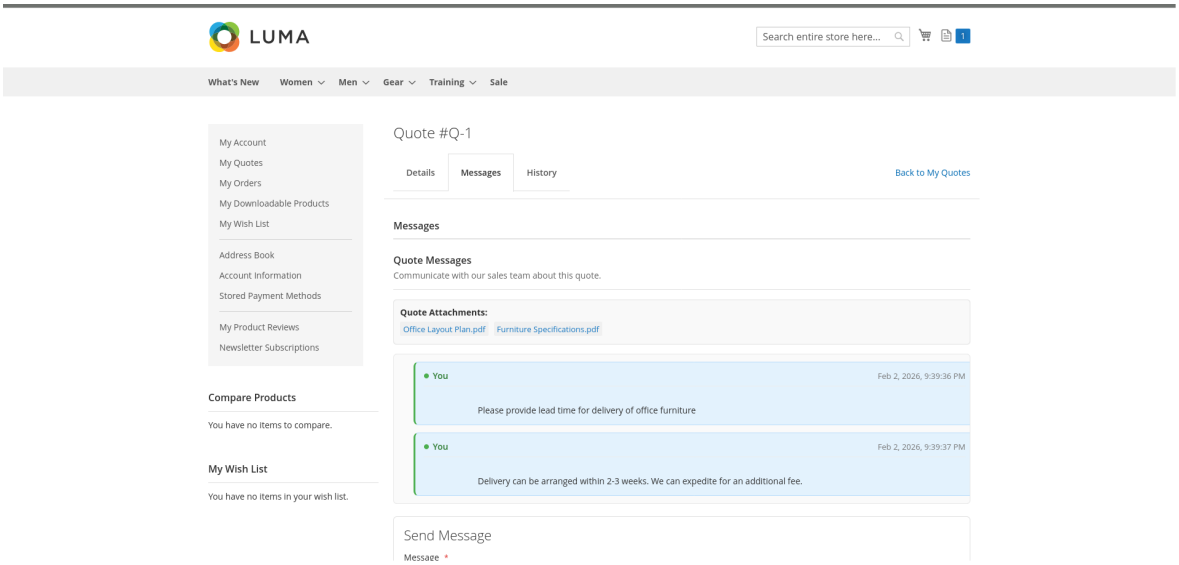
LAST UPDATED
2026-09-26

SOURCE
Open this article online

EXTENSION
Magento 2 Extension B2B Quote

Quote Messaging

Each quote has its own conversation thread so product questions, delivery requirements, counter-offer context, and next steps stay attached to the commercial record.



Typical workflow

1. A customer submits a request and explains an unusual quantity or delivery need.
2. A sales administrator reviews the quote and replies in the thread.
3. Both parties can refer to the same history while prices and statuses change.
4. Message email notifications bring the recipient back to the quote rather than creating a separate negotiation record.

Configuration

Under **Stores → Configuration → MageB2B → B2B Quote → Messaging**:

- **Maximum Message Length** sets the character limit for each message; `0` means unlimited and the default is 5,000.
- **Disable Messaging for Statuses** prevents new messages in selected statuses. Leave it empty to allow messaging throughout the workflow.

Email templates and administrator recipients are configured in the extension's **Email Notifications** section. Customer and administrator message notifications use separate templates.

Good practice

- Keep decisions and quote-specific context in the thread, not only in private email.
- Use status guidance for the next action and messages for the conversation; do not use either as a substitute for the other.
- Disable messaging in final states if the quote must remain a closed record.
- Set a finite message length on public-facing forms.
- Test both customer and administrator notification templates after changing email configuration.

If messages save but email does not arrive, verify Magento email delivery and the message templates independently. If the input is unavailable, check the current status against **Disable Messaging for Statuses**.

See also Email Notifications and Quote Statuses.