



FAQ

Sales Staff Documentation

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

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EXTENSION
[Magento 2 Extension Sales Staff](#)

FAQ

Is a Staff account a Magento Admin user?

No. Staff has a separate storefront sign-in and does not receive Magento Admin access. Magento Admin roles control the backend Staff management and report pages.

Can one customer have several representatives?

Yes, when **Can customer have multiple staff** is enabled. Decide which relation is primary because customer-facing details and permanent order attribution may use it.

Does removing an assignment delete the customer?

No. It removes the Staff-customer relationship only. The Magento customer remains.

Can Staff access customers on another website?

Not through the supported customer-context checks. An assigned customer or all-customer Staff account is still restricted to its configured website unless the Staff website ID is deliberately global.

Can a representative place an order without the customer's password?

Yes. An authorized representative can enter an assigned customer's context from the Staff workspace. They should leave customer context through the Staff action after completing the work.

Can Staff edit an existing order?

Yes, when the Staff account has **Can Edit Orders** enabled, owns the order and the order's state is allowed in configuration. Only New is allowed by default.

Are reports a separate add-on?

No. Order and product reports are part of the current Staff base extension.

How is commission calculated?

Choose base subtotal excluding tax, base subtotal including tax, or product-level discount. The representative's percentage is applied and the resulting amount is stored on the order. Canceled orders have zero Staff commission.

Does changing a representative update old orders?

No. Historical orders retain the Staff ID, group and commission stored with them. Explicit Admin reassignment is a separate action and should be controlled.

Can Staff create customers?

Yes, when both the global customer-creation setting and the Staff account's **Can Create Customer** permission are enabled.

Should Staff set customer passwords?

Prefer the customer password-setup email. The configuration can allow Staff to enter a password, but sharing customer credentials creates unnecessary risk. Plain-password email is disabled by default and should stay disabled.

Is Staff GraphQL available for the documented version?

Yes. The `mageb2b/staff-graphql` package requires the Staff base extension and provides staff queries plus token, password-reset and impersonation mutations. See the [GraphQL article](#).

Is there a Staff two-factor-authentication add-on?

Yes. Staff TFA adds a six-digit authenticator-code step and single-use recovery codes to the password-based Staff login. It cannot be installed together with Staff SAML. See [Two-Factor Authentication](#).

Are sample-data packages safe in production?

No. They create and reset normal Magento customers, products, orders, Staff records and quotes. Use them only in disposable development or demo environments.