Abandoned Carts

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Purpose and when to use this record

Review a shopper cart that was not completed, its customer/contact context, totals, recovery state, and any later order.

At a glance

- **Identify it by: Discount Code**, **First Name**, **Last Name**, and **Status**.
- **Check its business context: Store**, **Customer Link**, **Order**, and **Discount Code**.
- **Why care:** Store, publication, consent, payment, and fulfillment states affect what customers see and what staff must act on; check the correct store before saving.
- **Why care:** Status communicates workflow progress to other staff. Change it only when the underlying work, approval, payment, or handoff has actually occurred.

Before you begin

You need the Brisk permission for the action you are taking on abandoned carts. If a Create, Edit, or Delete control is absent, do not work around it with another user’s account; ask an administrator to review your role.

Have valid **Store** records ready first. Those selections determine where this Abandoned Cart belongs and which later screens can find it.

Review Abandoned Cart details

Use the detail page as the shared record of what this Abandoned Cart currently means. Verify **Subtotal**, **Tax Total**, **Discount Total**, **Total**, and **Status** before relying on it for a decision.

Follow **Store**, **Customer Link**, **Order**, and **Discount Code** to determine whether the issue is on this Abandoned Cart or on one of those linked records.

Next check: If recovery is appropriate, use the recorded contact and cart context; if the shopper later checks out, verify the resulting order link rather than treating both records as separate demand.

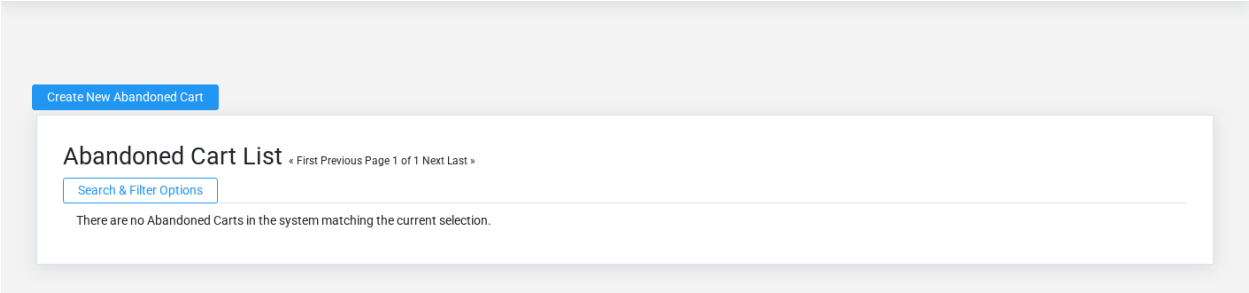
Edit an existing Abandoned Cart

Edit this Abandoned Cart to keep the same real-world party, item, location, or resource accurate. Do not repurpose it for a different entity after activity is attached.

1. Open the detail page. Compare **Store**, **Customer Link**, **Order**, and **Discount Code** with the supporting document or approved request.
2. Recheck **Customer Link**, **Subtotal**, **Tax Total**, **Discount Total**, **Total**, and **Status**. These values are most likely to change storefront visibility, customer communication, payment, or fulfillment.
3. Save the change, return to the list, and confirm that the Abandoned Cart now appears under the expected **Status**.

After the change: If recovery is appropriate, use the recorded contact and cart context; if the shopper later checks out, verify the resulting order link rather than treating both records as separate demand.

Find and review abandoned carts



The Abandoned Carts list screen in the Brisk documentation demo.

Use the Abandoned Carts list to find the correct record before opening or changing it. Compare **Discount Code**, **First Name**, **Last Name**, and **Status**. Records with similar names or numbers can still belong to different **Store**, **Customer Link**, **Order**, and **Discount Code**.

- Keyword search checks **Email**, **Session Key**, and **Recovery Token**.
- Narrow the list with **Store**, **Customer Link**, **Order**, and **Discount Code** filters.
- The date filter uses **Last Activity At**; choose a range that matches the business event you are reconciling.
- The initial order emphasizes **Last Activity At**. Select a column heading when you need a different comparison.

Open the Abandoned Cart whose **Discount Code**, **First Name**, **Last Name**, and **Status** match the task. If it is missing, clear the list filters and recheck **Store**, **Customer Link**, **Order**, **Discount Code**, **Last Activity At**, and **Status** rather than creating a replacement immediately.

Fields and business rules

Brisk stores 23 user-relevant fields for this Abandoned Cart, including 4 linked-record selections and 1 controlled-choice field. Create and edit screens may hide calculated or workflow-managed values from this full reference.

Field	Required	What it controls
Store	Yes	The store associated with this abandoned cart.
Customer Link	No	The customer link associated with this abandoned cart.
Order	No	The order associated with this abandoned cart.
Discount Code	No	The discount code associated with this abandoned cart.
Session Key	No	The session key recorded for this abandoned cart.
Auth User Id	No	The auth user ID value recorded for this abandoned cart.
Email	No	Email address recorded as email for this abandoned cart.
First Name	No	The first name recorded for this abandoned cart.
Last Name	No	The last name recorded for this abandoned cart.
Recovery Token	No	The recovery token recorded for this abandoned cart.
Cart Snapshot	No	Structured cart snapshot data stored for this abandoned cart.
Subtotal	No	The subtotal value recorded for this abandoned cart.
Tax Total	No	The tax total value recorded for this abandoned cart.
Discount Total	No	The discount total value recorded for this abandoned cart.

Field	Required	What it controls
Total	No	The total value recorded for this abandoned cart.
Item Count	No	The item count value recorded for this abandoned cart.
Status	No	Current status of this abandoned cart. Available values: Open, Recovered, Expired.
Last Activity At	No	Date and time recorded for last activity at on this abandoned cart.
Abandoned At	No	Date and time recorded for abandoned at on this abandoned cart.
Reminder Count	No	The reminder count value recorded for this abandoned cart.
Reminder Sent At	No	Date and time recorded for reminder sent at on this abandoned cart.
Recovered At	No	Date and time recorded for recovered at on this abandoned cart.
Last Recovery Clicked At	No	Date and time recorded for last recovery clicked at on this abandoned cart.

What happens next

If recovery is appropriate, use the recorded contact and cart context; if the shopper later checks out, verify the resulting order link rather than treating both records as separate demand.

Common mistakes and troubleshooting

- **The record will not save:** Recheck **Store** and any message beside the field. A required related record may also be inactive or unavailable to your role.
- **The record saved but is not available where expected:** Recheck **Status**, then clear the filters on the destination list. A saved record can still be inactive, unpublished, locked, unapproved, or in the wrong workflow state.
- **The values look right but the result is wrong:** Open **Store**, **Customer Link**, **Order**, and **Discount Code** from the detail page. Correct the specific relationship that is wrong instead of forcing a total or status to compensate for it.

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