

# Contact Submissions

## Contact Submissions

### Purpose and when to use this record

Review and respond to a storefront contact request while retaining its store, sender, subject, and original message.

### At a glance

- **Identify it by:** **Name**, and **Order Number**.
- **Check its business context:** **Store**.
- **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.

### Before you begin

You need the Brisk permission for the action you are taking on contact submissions. 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.

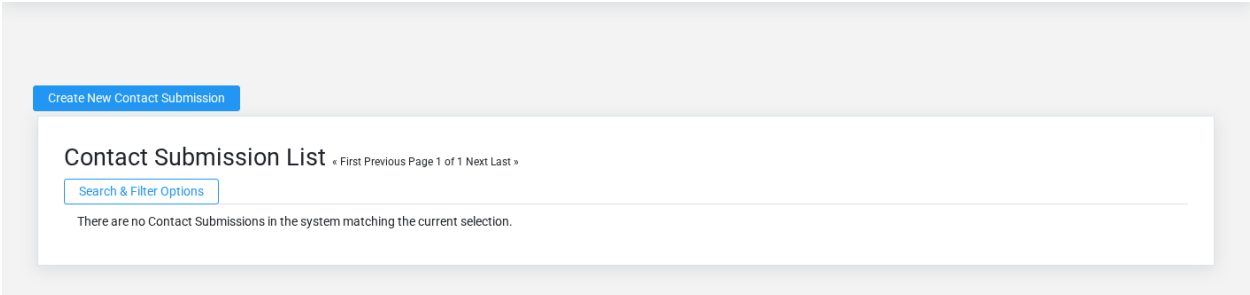
## Review Contact Submission details

Use the detail page as the shared record of what this Contact Submission currently means. Verify **Store**, **Name**, **Email**, and **Phone** before relying on it for a decision.

Follow **Store** to determine whether the issue is on this Contact Submission or on one of those linked records.

Next check: Use **Store** to interpret this Contact Submission. If it records a failure or exception, correct the source process and create a new successful event rather than rewriting the audit trail.

# Find and review contact submissions



The Contact Submissions list screen in the Brisk documentation demo.

Use the Contact Submissions list to find the correct record before opening or changing it. Compare **Name**, and **Order Number**. Records with similar names or numbers can still belong to different **Store**.

- Keyword search checks **Name**, **Email**, **Subject**, **Order Number**, and **Sent To**.
- Narrow the list with **Store** filters.
- The date filter uses **Created At**; choose a range that matches the business event you are reconciling.
- The initial order emphasizes **Created At**. Select a column heading when you need a different comparison.

Open the Contact Submission whose **Name**, and **Order Number** match the task. If it is missing, clear the list filters and recheck **Store**, and **Created At** rather than creating a replacement immediately.

## Fields and business rules

Brisk stores 9 user-relevant fields for this Contact Submission, including 1 linked-record selection and 0 controlled-choice fields. Create and edit screens may hide calculated or workflow-managed values from this full reference.

| Field | Required | What it controls                                             |
|-------|----------|--------------------------------------------------------------|
| Store | No       | The store associated with this contact submission.           |
| Name  | Yes      | Human-readable name for this contact submission.             |
| Email | Yes      | Email address recorded as email for this contact submission. |
| Phone | No       | The phone recorded for this contact submission.              |

| Field        | Required | What it controls                                       |
|--------------|----------|--------------------------------------------------------|
| Subject      | No       | The subject recorded for this contact submission.      |
| Message      | Yes      | The message recorded for this contact submission.      |
| Source Ip    | No       | The source IP recorded for this contact submission.    |
| Order Number | No       | The order number recorded for this contact submission. |
| Sent To      | No       | The sent to recorded for this contact submission.      |

## What happens next

Use **Store** to interpret this Contact Submission. If it records a failure or exception, correct the source process and create a new successful event rather than rewriting the audit trail.

## Common mistakes and troubleshooting

- **The record will not save:** Recheck **Name**, **Email**, and **Message** and any message beside the field. A required related record may also be inactive or unavailable to your role.
- **The values look right but the result is wrong:** Open **Store** from the detail page. Correct the specific relationship that is wrong instead of forcing a total or status to compensate for it.

---

Revision #3

Created 2026-08-10 16:07:43 UTC by Brisk

Updated 2026-08-10 20:25:01 UTC by Brisk