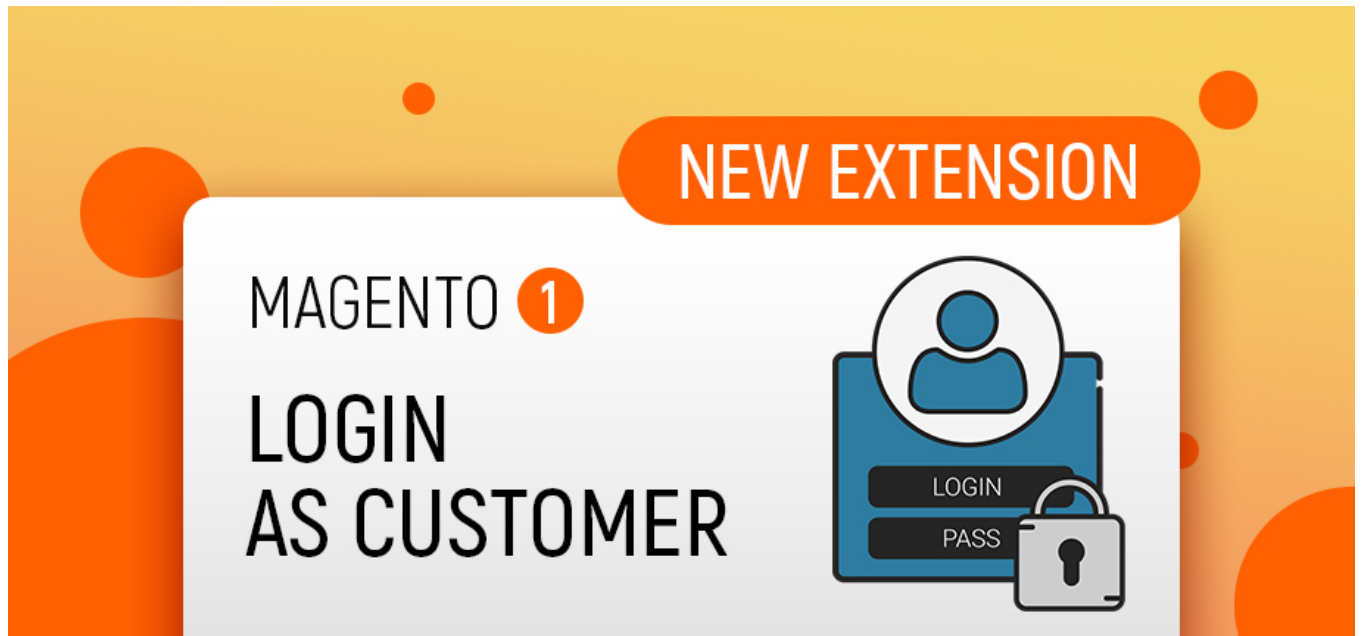


# Magento 1 Login as Customer – New Amasty Extension

[Darya Yermashkevich](#) Aug 1, 2018



We are happy to present you our new Magento 1 extension – [Login as Customer](#).

**See for yourself what it is like to shop and get support as your customer: choose the store view, log in and look at your store as a customer, solve their issues, as well as keep and manage access log.**

# LOGIN AS CUSTOMER

Useful for:

## CUSTOMERS' DATA MANAGEMENT

Features:

- Log in as a customer to check the specific "My Account"/checkout problems
- Manage admin permissions
- Track login attempts and changes
- Clear the tracking grid manually or by Cron

*Gartner research states that today companies compete mainly on the basis of customer experience. At the same time, Accenture has recently found that a major complaint of 89% of customers is that they have to reiterate their problems to multiple sales reps. They don't want to waste time on fruitless talks, they need help and understanding.*

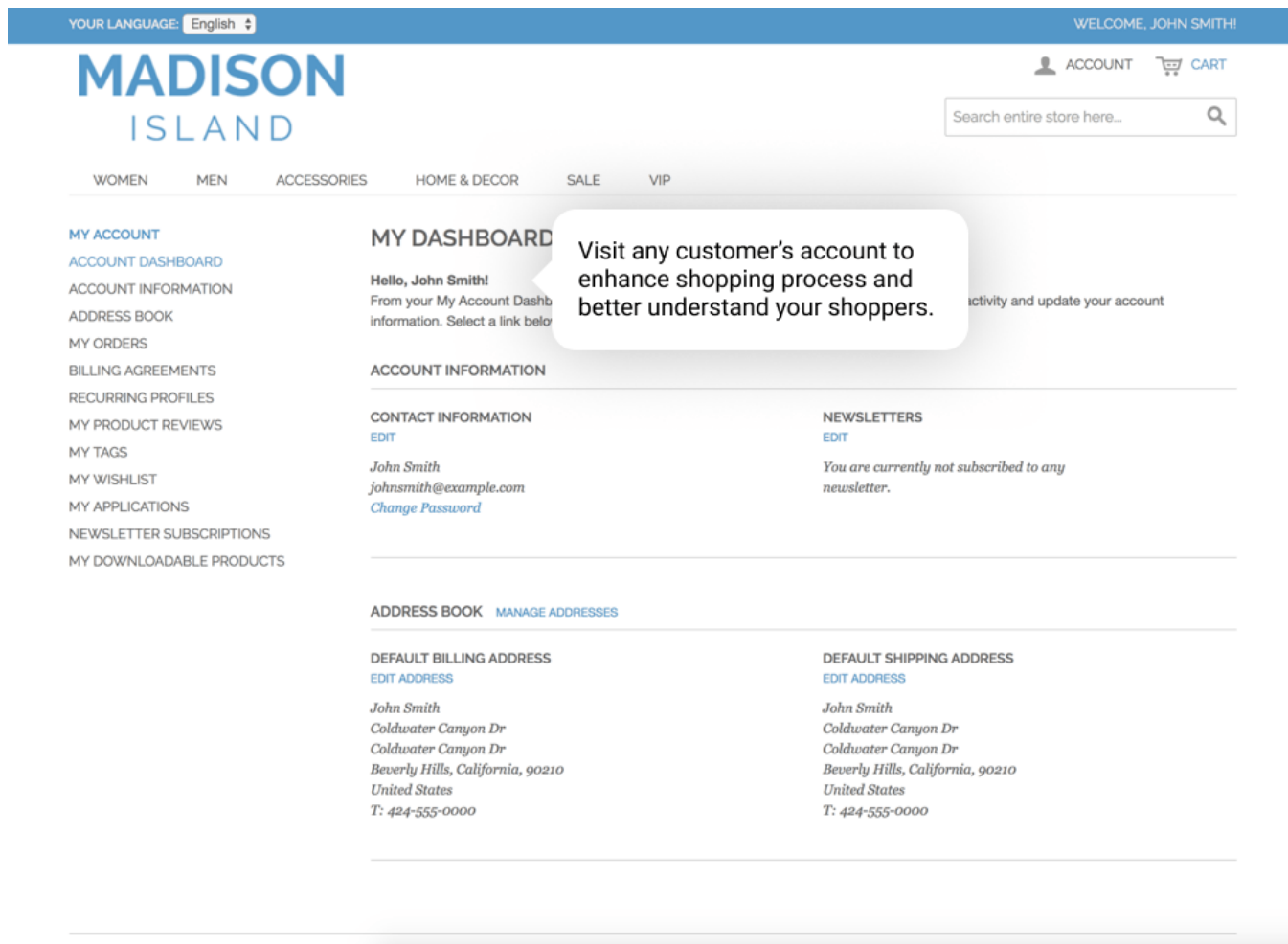
*A problem at first sight, this is your opportunity to deliver outstanding customer service. With the Magento 1 Login as Customer, indeed look at your store from the customer's point of view and become both empathetic and helpful.*

## MAGENTO 1 LOGIN AS CUSTOMER FEATURES:

- **Log in as any existing customer** to clearly understand what experience you deliver to customers and efficiently assist them if needed;
- **Log in as a customer to particular store views** and ensure optimal experience across your multistore installation;
- **Grant permissions to certain admins** to keep customer data

safe;

- **Track admin actions** in customers' accounts to know what team members are settling customers' issues and how;
- **Clean actions log** manually or by using cron.



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We are happy to present you our new Magento 2 extension – [Login as Customer](#).

**Explore your store from the customer's point of view. Log in as a customer with one button. Manage admin rights and record activity of admins logged as customers to control this sensitive part of customer service.**

# LOGIN AS CUSTOMER

Useful for:

**CUSTOMERS' DATA MANAGEMENT**

Features:

- Access a customer's "My Account" to help them quickly and efficiently
- Perceive your store customer experience as shoppers do
- Give only certain admins the login-as-customer rights
- Use a grid to track admin activity and keep customer accounts safe

*86% of shoppers are ready to pay more for a better customer experience. A proven technique to deliver outstanding customer service is to stand in your clients' shoes and find those particular actions that can make customers happy.*

*With Magento 2 Login as Customer, you don't have to bother shoppers requesting for credentials. You can just log in as customers and help them resolve any issues or simply assist them during the checkout process.*

## MAGENTO 2 LOGIN AS CUSTOMER FEATURES:

- Use a **single 'Login as Customer' button** to look at your store /store view from a customer's perspective;
- **Empower particular admins** to log in as a customer by creating user roles with different permissions;
- **Monitor admin activity** in customer accounts via a grid.

The screenshot displays the Magento 1 Admin interface for a customer named Veronica Costello. The left sidebar contains navigation menus for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, System, and Find Partners & Extensions. The main content area shows the customer's profile with a top navigation bar containing buttons: Back, Delete Customer, Reset, Create Order, Reset Password, Login as Customer (highlighted), Force Sign-In, Save and Continue Edit, and Save Customer. A callout box points to the 'Login as Customer' button with the text: "Use the 'Login as Customer' button to quickly get to the customer's account." Below the navigation bar, the 'CUSTOMER INFORMATION' section is visible, including 'Customer View', 'Account Information', 'Addresses', 'Orders', 'Billing Agreements', 'Newsletter', 'Product Reviews', and 'Wish List'. To the right, the 'Default Billing Address' is listed: Veronica Costello, 6146 Honey Bluff Parkway, Calder, Michigan, 49628-7978, United States, T: (555) 229-3326. The footer contains the copyright notice: Copyright © 2018 Magento Commerce Inc. All rights reserved. and the version information: Magento ver. 2.2.5 with a link to Report an Issue.