

Live Baskets

Review active and historical eCommerce baskets.

- [Summary](#)

Summary

Use this screen to review Live Baskets. This is an invaluable tool in understanding customer behaviour in the checkout funnel.

All baskets will be recorded here until they have been converted to a [Sales Order](#); at that point, they will be removed from the list.

Baskets are recorded once the customer visits the checkout page.

Key to icons

 = create order from basket

Detail

Customer details will be shown here if they have been entered, or if the customer registered an account.

Field	Purpose
Id	<i>Basket identifier</i>
Customer	<i>Customer name (if known)</i>
Device	<i>Information about the browser and device will be shown here (if known)</i>
Date	<i>This displays the last date and time the basket was active</i>
Contents	<i>The products and options selected by the customer</i>
Value	<i>The total value of the basket</i>
Checkout Step	<i>This shows the final checkout step the customer accessed prior to leaving the basket</i>
IP Address	<i>The last used IP address of the customer</i>
Country	<i>The country of origin of the basket (based on IP address)</i>

FAQs

How are Live Baskets different to Abandoned Sales Orders?

Live Baskets are created once a customer has added an item to their basket, and clicked through to the checkout. When a customer clicks through to make payment, the Live Basket is converted into a [Sales Order](#); until that payment is created, the Sales Order will have the status of 'Abandoned'.