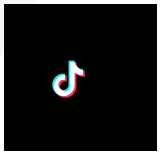
magmodules



Processing Queue

TikTok Marketing Suite for

The Processing Queue grid shows all Events API events waiting to be sent or already processed. Use it to monitor event delivery, troubleshoot failed events, and manually process stuck items.

Location: Marketing → Magmodules TikTok → Processing Queue

Columns

Column	Description
ID	Internal queue entry ID
Store View	Store where event originated
Payload	Event data being sent to TikTok
Response	TikTok API response (after processing)
Event Type	Type of event (Purchase, AddToCart, etc.)
Status	Current processing status
Created At	When event was queued
Updated At	Last status change

Status Values

Status	Meaning
Pending	Waiting to be processed by cron
Processing	Currently being sent to TikTok
Success	Successfully delivered to TikTok
Failed	Delivery failed after max retries

How Events Enter This Grid

Events are queued when Events API is enabled and a tracked action occurs:

Event	Trigger

ViewContent	Product page viewed
ViewCategory	Category page viewed
CustomizeProduct	Product option chosen
AddToCart	Product added to cart
AddToWishlist	Product added to wishlist
Search	Search performed
InitiateCheckout	Checkout started
AddPaymentInfo	Payment method selected
CompleteRegistration	Account created
Subscribe	Newsletter signup
Lead	Contact form submitted
Purchase	Order placed

Processing:

- Events queue immediately when action occurs
- Cron processes queue every 5 minutes
- Events of the same store view are sent together, up to 100 per request; when TikTok rejects such a batch, its events are sent one by one so only the invalid event is marked as error
- Events of excluded customer groups (Customer Groups setting) never enter the queue
- Failed events retry up to 3 times

Actions

Grid Actions

Button	Description
Process Queue	Manually process all pending events

Mass Actions

Select multiple rows and use:

- **Delete:** Remove selected events from queue
- **Process:** Manually process selected events

Common Workflows

Check Event Delivery

1. Open Processing Queue
2. Filter by Event Type if needed
3. Check Status column
4. Success = delivered to TikTok

Troubleshoot Failed Events

1. Filter by Status = Failed
2. Check Response column for error message
3. Common issues:
    - Invalid access token → regenerate token
    - Invalid pixel ID → verify configuration
    - Rate limited → wait and reprocess

Manually Process Events

If cron is delayed or you need immediate processing:

1. Click **Process Queue** button, or
2. Select specific events → Mass action "Process", or
3. Run CLI: `bin/magento magmodules-tiktok:process-queue`

Clean Up Old Events

Remove successfully processed events to keep grid manageable:

1. Filter by Status = Success
2. Filter by Created At (older entries)
3. Select all → Delete

Or use CLI: `bin/magento magmodules-tiktok:cleanup`

Verify Purchase Events

1. Filter by Event Type = Purchase
2. Check recent orders are queued
3. Verify Status = Success
4. Cross-reference with TikTok Events Manager

Understanding Payload

The Payload column contains JSON data sent to TikTok:

```
{
  "event": "Purchase",
  "event_time": 1234567890,
  "event_id": "unique-id",
  "user": {
    "email": ["[hashed email]"],
    "phone": ["[hashed phone]"],
    "external_id": "[hashed customer ID]",
    "first_name": "[hashed name]",
    "last_name": "[hashed name]",
    "zip_code": "[hashed zip code]",
    "city": "amsterdam",
    "country": "nl",
    "ip": "203.0.113.10",
    "user_agent": "Mozilla/5.0 ..."
  },
  "properties": {
    "value": 99.99,
    "currency": "EUR",
    "contents": [{"content_id": "SKU123"}]
  }
}
```

Email, phone, external ID, names and zip code are SHA-256 hashed before sending; city, state and country are sent as lowercase values. With Advanced Matching disabled, `user` only holds IP address, user agent and the TikTok cookie / click ID.

Understanding Response

The Response column shows TikTok's API response:

Success:

```
{
  "code": 0,
  "message": "OK"
}
```

Error:

```
{
  "code": 40001,
  "message": "Invalid access token"
}
```

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the TikTok Marketing Suite extension on magmodules.eu

All articles for TikTok Marketing Suite

Installation

1	Installatie via FTP en SSH
2	Installatie met Composer (aanbevolen)
3	Installatie via de Adobe Marketplace

Configuration

1	Snelstartgids
2	Magento 2 TikTok Product Feed Configuratie
3	Pixel & Events API Configuratie

Troubleshooting

1	Probleemoplossing

Grids

1	Data Feed Logs
2	**Processing Queue (current)**

Background

1	CLI Commando's

