

Product Questions M2 User Guide

Configuration

When the module is installed, you will find additional field under **Catalog** configuration.

At the Admin Panel, please go to *Stores* → *Configuration* → *Catalog* → *Product Questions*.

The screenshot shows the Magento 2 Admin Panel Configuration page. The left sidebar contains a navigation menu with categories like DASHBOARD, SALES, PRODUCTS, CUSTOMERS, MARKETING, SUPPLIERS, CONTENT, REMARKETY, REPORTS, STORES, SYSTEM, and FIND PARTNER & EXTENSIONS. The main content area is titled 'Configuration' and has a 'Save Config' button in the top right. The 'GENERAL' section is expanded, and 'Product Question' is selected in the left sidebar, indicated by a red arrow. The 'General' configuration section includes: 'Module enabled' (Yes), 'Max questions per product' (10), and 'Email Notifications' section with fields for 'Notify customer when question was sent' (No), 'Email title when question was sent', 'Email text on question send', 'Notify customer when answer was placed' (No), 'Email title when answer was placed', and 'Email text when answer was placed'. Shortcodes are listed below the text fields.

General

- **Module enabled:** determines if the module is enabled or not. If it's set to "Yes" customers will see a Q&A form on each Product Page.
- **Max questions per product:** defines the numbers of displayed Q&A on Product Page (set 0 for unlimited).

Email notifications

Notifications can be set according to your preferences:

- Notify customer when question was sent
- Notify customer when answer was placed

You can decide which emails will be sent, and also change the titles and content of emails since the Product Questions extension allows the admin to configure each email notification as desired.

Shortcodes allow the admin to easily use main information about the question, like Product Link (where the Question was placed), Customer Name (who asked a Question), Product Name, or Question Body.

Finally, remember to **Save the Configuration!**

Save Config

Settings

To show 'Ask your question' form on the product page go to your Magento directory folder and find view.phtml file, you can find it in app\design\frontend\rwd\default\template\catalog\product\ or, for older versions of Magento in app\design\frontend\base\default\template\catalog\product\

Open view.phtml file and paste the following line at the point where you want to have the form:

```
<?php echo $this->getChildHtml('askquestion_form') ?>
```

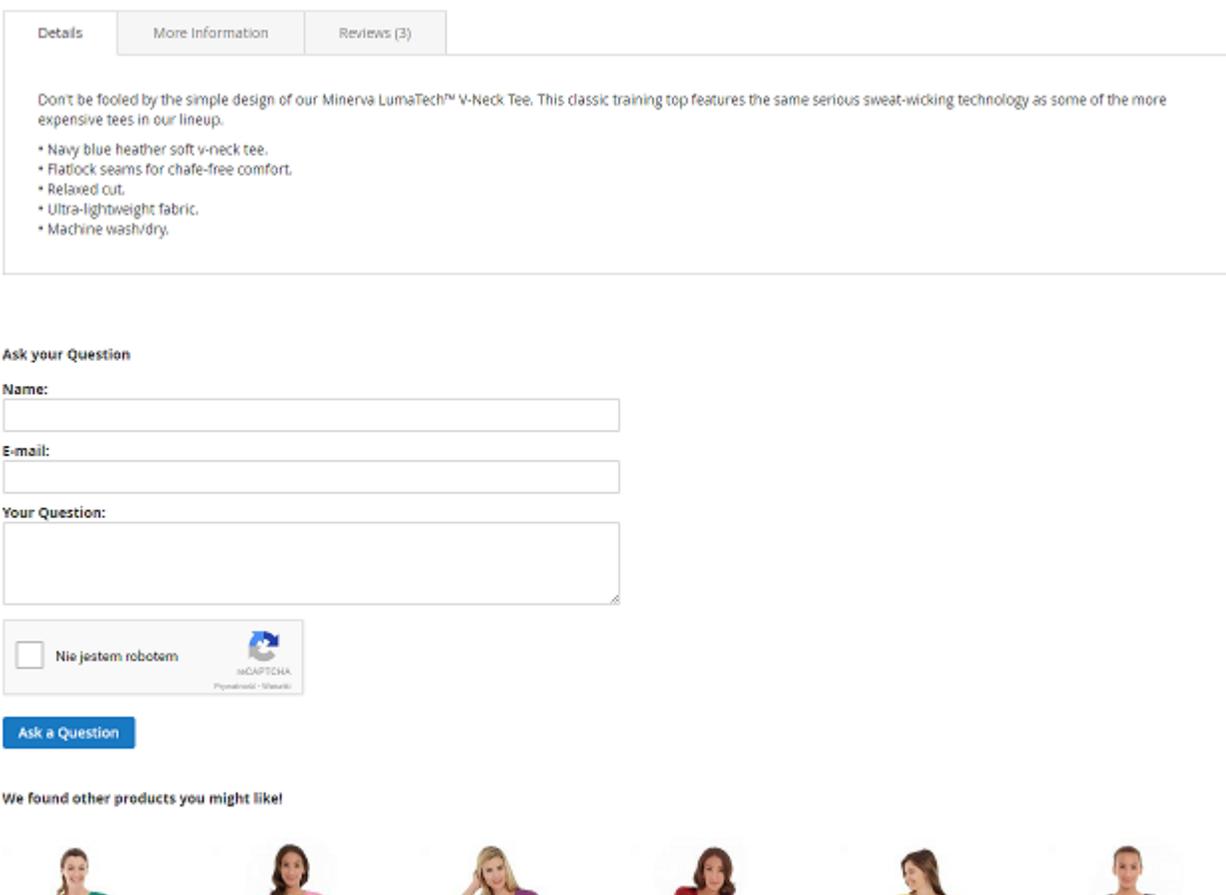
To show questions and their answers on product page please open the same file as above and paste following line:

```
<?php echo $this->getChildHtml('productquestions_view') ?>
```

Customer View

When the customer reaches the Product Page, he or she will see the 'Ask your question' at the bottom of the page so they can ask any question they would like to make. In case that user is not logged in, there will be another field with author name.

After filling the fields and clicking on 'Ask a Question', question and basic information about product and author will be sent to the Admin Panel, where it will be possible to manage all questions, add answers and set visibility depending on whether the admin want to show them on the product page.



The screenshot displays a product page with three tabs: 'Details', 'More Information', and 'Reviews (3)'. The 'Details' tab is active, showing a product description for the 'Minerva LumaTech™ V-Neck Tee'. Below the description is a list of features:

- Navy blue heather soft v-neck tee.
- Flatlock seams for chafe-free comfort.
- Relaxed cut.
- Ultra-lightweight fabric.
- Machine wash/dry.

A red arrow points to the 'Ask your Question' form, which includes the following fields:

- Name:** [Text input field]
- E-mail:** [Text input field]
- Your Question:** [Text area]

Below the form is a CAPTCHA section with the text 'Nie jestem robotem' and a CAPTCHA logo. A blue button labeled 'Ask a Question' is positioned below the CAPTCHA.

At the bottom of the form area, there is a section titled 'We found other products you might like!' followed by six small circular images of different people's faces.

All answered questions that were set to be visible on the Product Page will be displayed in the frontend for any person browsing the store to see.

- Top carry handle.
- Dimensions: 18" x 10" x 6".

QUESTION & ANSWERS

test

test answer

What is capacity of this backpack?

Capacity is 20 liters

What are available colors?

For now we have only two available colors blue and light gray.

Ask your Question

Name:

E-mail:

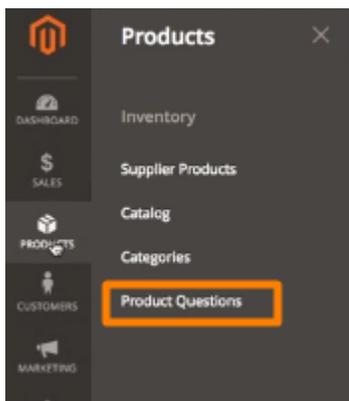
Your Question:

Nie jestem robotem  reCAPTCHA
Prevent bots - Please

Ask a Question

Managing Questions and Answers

All Product questions and answers are simply to manage in Admin Panel by navigating to **Catalog** → **Product Questions**.



Here you will find a grid with all questions, including basic information about the author and related product.

System Messages: 1

Magento Admin

Search [Reset Filter](#)

Actions 3 records found 20 per page 1 of 1

<input type="button" value="v"/>	Id	SKU	Product name	Author name	Question	Created at	Is visible	Action
<input type="button" value="v"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>	<input type="button" value="v"/>					
<input type="checkbox"/>	3	24-MB02	Fusion Backpack	Jessica	What is capacity of this backpack?	Apr 28, 2016	Yes	Edit
<input type="checkbox"/>	2	24-MB02	Fusion Backpack	Bob	What are available colors?	Apr 28, 2016	Yes	Edit
<input type="checkbox"/>	1	24-MB02	Fusion Backpack	Test author	test	Apr 18, 2016	Yes	Edit

When editing the Q&A, a form will be available in order to add an Answer, modify the Question (to make the language clear or to merge similar questions into one) and choose if it will be visible on Product Page or not.

Answer

Product name:

Author name:

Is visible:

Question:

Answer:

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Get more information about the [Product Questions Extension](#) for Magento®2.

Find other Magento products at the [CreativeMinds Magento Store](#).



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