

QUESTIONS & ANSWERS

Magento - Installation Instruction Document



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This integration guide is useful for all Magento versions.

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1. PURPOSE OF CONFIGURATION INSTRUCTIONS

This document provides comprehensive guidelines and step-by-step instructions to the client or site admin who will configure the Questions & Answers module on an e-commerce website.

By using this document client or site admin can easily configure the Questions & Answers module in Magento.

2. WHO CAN USE THIS DOCUMENT?

This document is most useful for client or site admin who will configure the Questions & Answers module at Magento.

3. INTRODUCTION TO Q&A

- Question & Answer is one of our useful tools for brand building.
- This tool provides a space where the customer can ask a question about the product/brand.
- These questions can answer by experts or by other customers who already used that product/brand.
- Other users can also refer these Questions & Answers.
- This tool is used to build the trust in customer about Brand/Product.
- By using this tool we can clarify user's queries regarding specific product or brand.

4. FUNCTIONALITY OF QUESTIONS & ANSWERS MODULE

Questions & Answers is works as below

1. The user will visit the e-commerce website's product page.
2. The user will click on the Q&A tab, which will display the Question & Answer section.
3. It has two sections, Ask a question section & Answer the question section.
4. Ask a Question

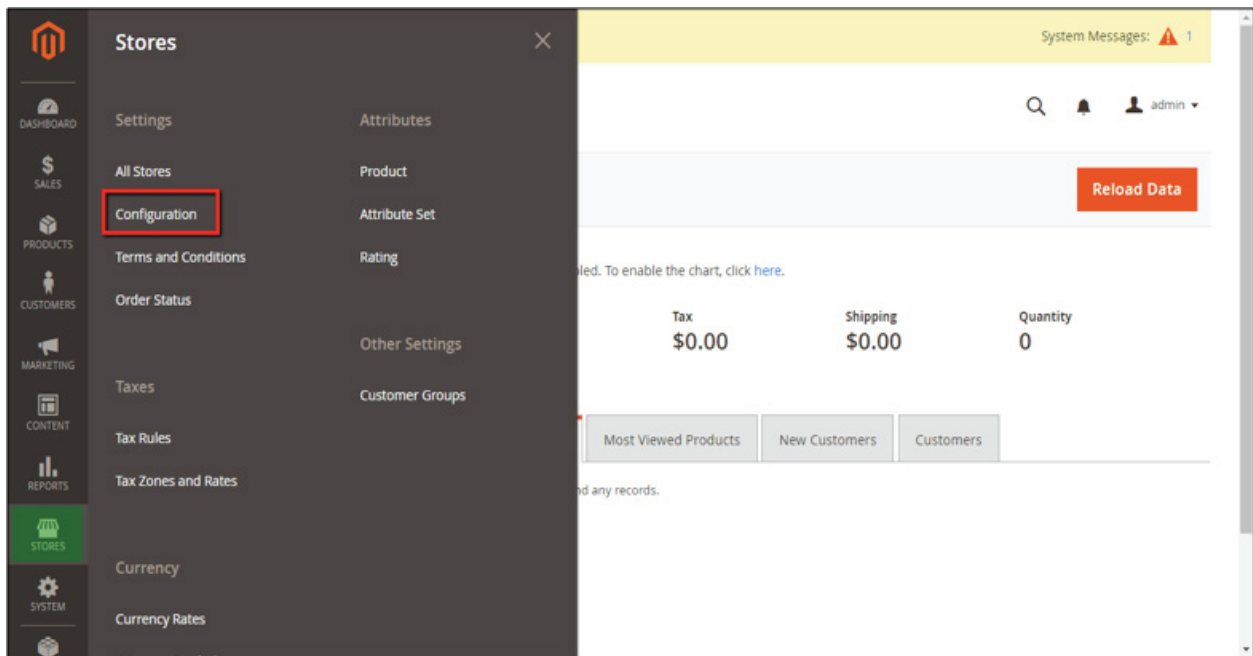
- a. To ask a question about a specific product or brand, the user clicks on Ask a Question button.
 - b. This will open Ask a question pop up, where the user needs to enter the specific required details with the question and then click on the preview button.
 - c. This will open Preview popup, where the user can preview the question which he wants to ask and then click on the submit button.
 - d. This will save the question in the database.
 - e. Then, Site admin curates this question from Annex Cloud curation report section and approve the question.
 - f. After approval, this question will be displayed in the Q&A tab on the specific product page.
 - g. Another user can view this question in the Q&A tab.
5. Answer the Question:
- a. To answer the specific question user or admin needs to click on Answer this question link.
 - b. This will open Write an Answer popup for a specific question, where the user or admin needs to enter specific details with the answer and then click on the preview button.
 - c. This will open the preview popup, where user/admin can preview the answer which is going to be posted and then click on the Submit button.
 - d. This will save the answer in the database.
 - e. Then, site admin curates this answer from Annex Cloud curation report section and approve the answer.
 - f. After approval, this answer will be displayed in the Q&A tab under specific question.
- **Using these 6 steps & sub-steps, the user can ask a question & answer the questions about a specific product or brand.**

5. INSTALLATION OF QUESTIONS & ANSWERS MODULE AT MAGENTO EXTENSION

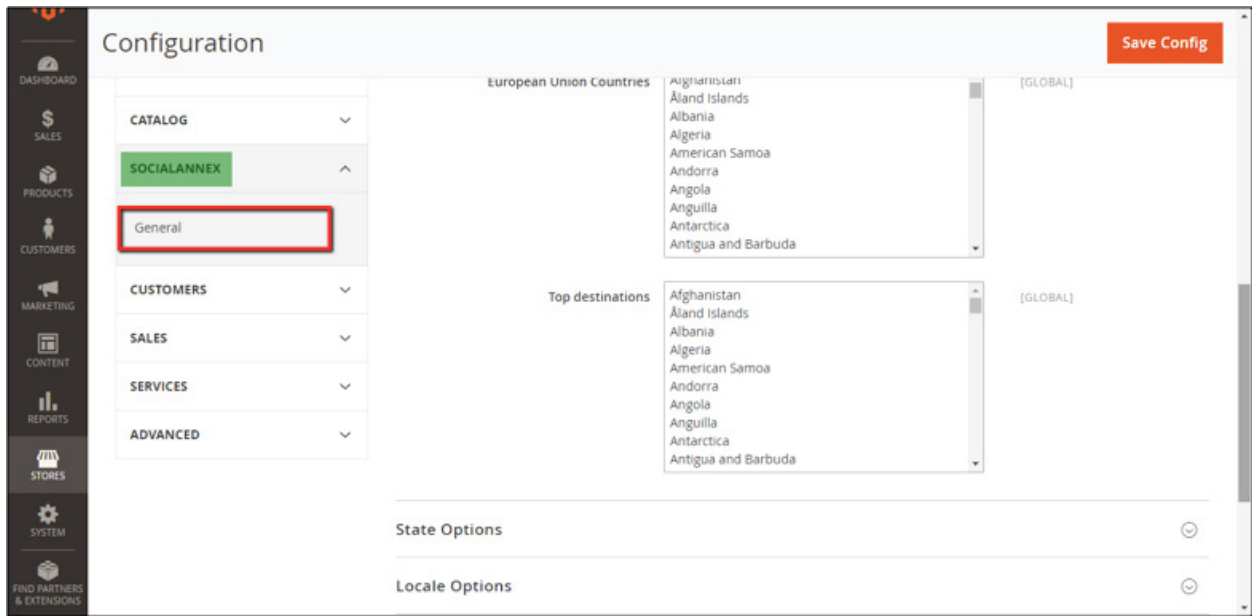
For Magento site, we provide Questions & Answers Magento extension. There are simple steps to integrate Magento extension.

5.1. Steps to display Questions and Answers settings section in Magento

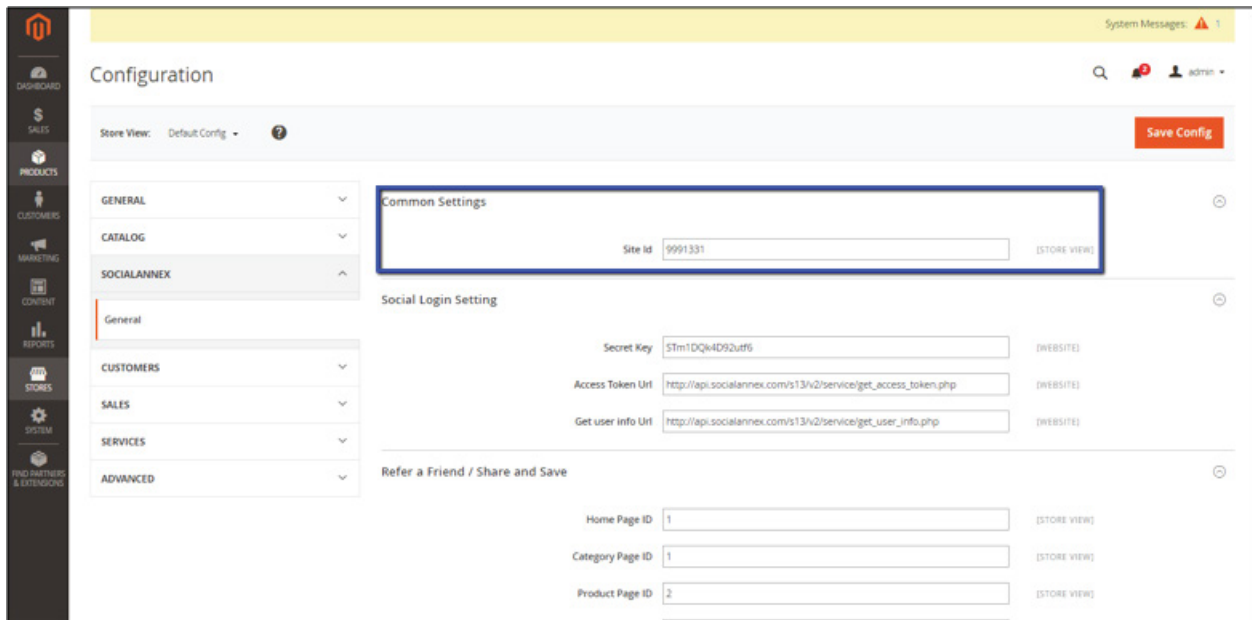
- Follow below steps for Questions & Answers Magento Installation:
 1. Copy Socialannex folder to /app/code/ on server. (Create code folder if it is not available)
 2. Open file "app/etc/config.php" and add 'Socialannex_Socialqa' => 1 at the end of the array.
 3. Now, open Command line user interface (CMD) and go to the magento2 root folder & run command "php bin/magento setup:upgrade" into CMD.
 4. After that, log in to the Magento site admin section.
 5. Go to the Stores > Configuration as shown in the following image.



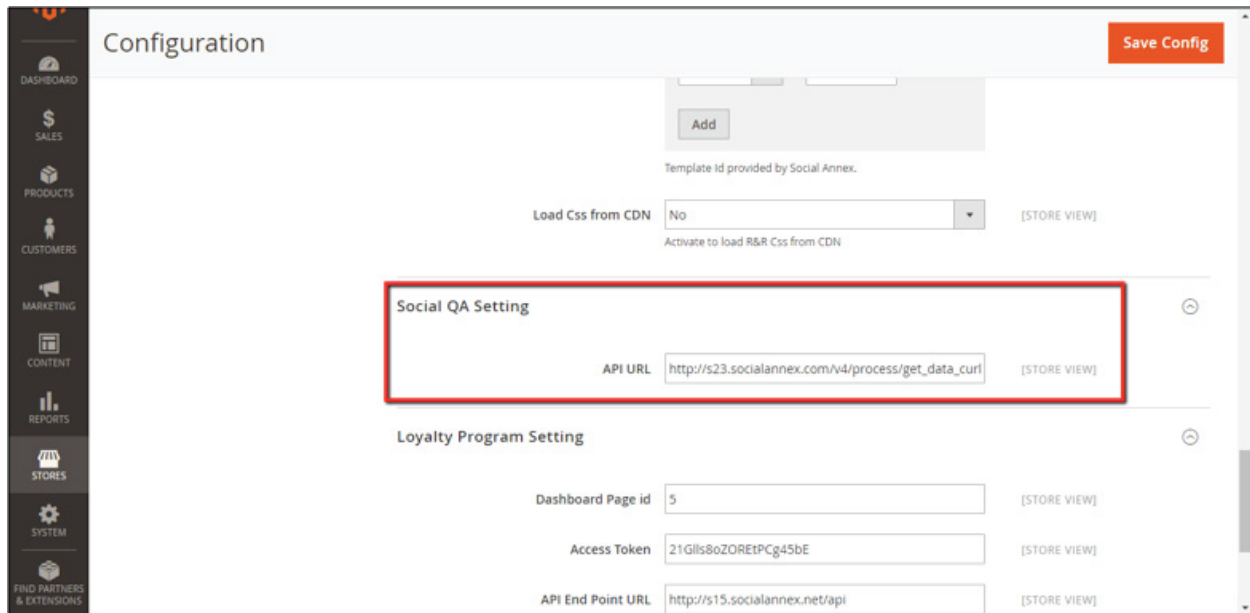
6. Then, click on General link, under Social Annex tab as shown in the following image.



7. After clicking on General link, you will get below window. You have to enter site id into a common setting section which is highlighted using the Blue box in below screenshot.



8. In that, we have to set the miscellaneous settings related Q & A module as shown in the following image.



9. Now, follow the steps from the following section to configure the Q & A module.

5.2. Steps to set the Question & Answers at Magento

- To show the Q & A on the Product page, first, open the details.phtml file in edit mode. Following is the path of the view.phtml file

Path of details.phtml file:

</vendor/magento/module-catalog/view/frontend/templates/product/view/details.phtml>

- After opening the details.phtml file in edit mode, paste the following provided code in the div where you want to display the Questions & Answers module.

Code:

```
<?php
$qaHelper = $this->helper('Socialannex\Socialqa\Helper\Data');
echo $qaHelper->loadSocialQa();
?>
```

Note:

- If you want to show Q & A module in a tab, then add a tab on product page & then in the template phtml file of that tab, add above code.

6. ADD SALE TRACKING SCRIPT

- To add the sale tracking code on the order page, first, open the success.phtml file in edit mode, following is the path of success.phtml file

Path of success.phtml file:

[/app/code/Magento/Checkout/view/frontend/templates/success.phtml](#)

- After opening the success.phtml file in edit mode, paste the following provided code at the ending of the file.

Code:

```
<?php
$saSaletrack = $this->helper('Annexcloud\Saadmin\Helper\Data');
echo $saSaletrack->saSaleTrack();
?>
```