

# Product Question



## Installation/User Guide

### Installation Process:

**Note:** Please take a backup of your all Magento files and database before installing or updating any extension.

### Extension Installation:

- Download the Product Question .ZIP file from the Magento account.
- Log in to the Magento server (or switch to) as a user, who has permission to write to the Magento file system.
- Create folder structure **/app/code/Solwin/ProductQuestion/** to your site root directory
- Extract the contents of the .ZIP file to the folder you just created
- Navigate to your store root folder in the SSH console of your server:
- Run upgrade command as specified : **php bin/magento setup:upgrade**
- Run deploy command as specified : **php bin/magento setup:static-content:deploy -f**
- Clear the cache either from the admin panel or command line **php bin/magento cache:clean**
- Now, you can see the Solwin menu in the admin panel. Please go to **Solwin -> Product Questions -> Configuration** and select **Enable** to Yes.
- Change/Set all other options as per your requirements and save settings.

### Overview:

Product Question extension for Magento 2 allows customers/visitors to view/ask product questions from the product details page.

Customers can view the “Q & A” tab on the product detail page and ask questions for a particular product by filling the form details like name, email, subject (optional) & question and it authenticates the submission by Google ReCaptcha.

Once the customer submits its question regarding the product, the system sends an e-mail to the store owner, The store owner can see all the questions in the admin control panel.

After approval of the store owner, the answer to a particular question displays in the front end, on the product details page under the Q & A tab.

Sometimes customers hesitate to buy products online, if they have doubts about several factors including its quality, pricing, shipping, etc. Product Question extension for Magento 2 is the best solution to overcome this kind of customer's doubts about the products. It, Increase store sales and makes the website more interactive and user-friendly.

### Key Features

The Extension provides the following features:

- The extension allows customers to ask a question.
- Admin can add Google reCaptcha to the question form and answer form to avoid un-necessarily spam.
- Admin gives a reply to the customer question and the customer adds an answer after the admin reply.
- Admin can add/edit question and answer.
- Customer and Admin add multiple answers for a single question or product.
- The customer set his/her question private.
- It makes the website more interactive and user-friendly and thus helps in increasing the sales.

### Admin control panel:

In the admin control panel from **Solwin >> Product Questions >> Configuration** menu, the **Product Question magento 2 extension** allows store owners to enable or disable the module in the store and provide more configuration options for product questions.

There are some configuration options for product questions. Let's discuss it all in more detail.

## General



**Enable Product Q&A** [store view]

Enable Product Q&A module on frontend

**Who Post Questions?** [store view]

- NOT LOGGED IN
- General
- Wholesale
- Retailer

Choose Customer Group Who post questions.

**Q&A Heading** [store view]

**Change "No Questions Found." Heading** [store view]

**Change "Do you have any questions?" Heading** [store view]

**Display Date In Frontend** [store view]

**Display Subject In Q&A Form** [store view]

## General

- **Enable Product Q&A:** Yes | No.
- **Who Post Questions?:** Select customer group.
- **Q&A Heading:** Enter heading for Q & A.
- **Change "No Questions Found." Heading:** Enter heading for "No Questions Found".
- **Change "Do you have any questions?" Heading:** Enter heading for "Do you have any questions?".
- **Display Date In Frontend:** Yes | No.
- **Display Subject Field In Q & A Form:** Yes | No.

### Google reCaptcha



**Enable Google reCaptcha** [store view]  ▼  
Enable reCaptcha for questions form.

**reCaptcha Theme** [store view]  ▼

**Site Key** [store view]

**Secret Key** [store view]

**Invalid Captcha Message** [store view]

### Google reCaptcha Key

- **Enable Google reCaptcha:** Yes | No.
- **reCaptcha Theme:** Dark | Light.
- **Site Key:** Enter site key for google captcha.
- **Secret Key:** Enter the secret key for google captcha.
- **Invalid Captcha Message:** Enter a message for an invalid captcha.

### Email Setup Options



**Send Emails To** [store view]

**Email Sender** [store view]  ▼

**Email Template For Admin** [store view]  ▼  
Send mail to admin when customer ask any question.

**Email Template For Customer** [store view]  ▼  
When admin updates the question and clicks on mail checkbox then the mail will be send to the customer.

**Email Template For Answer Admin** [store view]  ▼  
Send mail to admin when customer give answer to any question.

**Email Template For Answer Customer** [store view]  ▼  
When admin updates the customer's answer and clicks on mail checkbox then the mail will be sent to the customers who have to ask a question and give an answer.

### Email Setup Options

- **Send Emails To:** Enter the sender email address.
- **Email Sender:** Select email sender.
- **Email Template For Admin:** Select a custom email template for admin.
- **Email Template For Customer:** Select a custom email template for the customer.
- **Email Template For Answer Admin:** Select a custom email template for the answer admin.
- **Email Template For Answer Customer:** Select a custom email template for the answer customer.

### How to Configure:

To manage questions, go to **Solwin >> Product Questions >> Manage Q and A.**

Questions 🔍 🔔 👤 admin ▾

Add New Question

🔍
 ⌵ Filters
👁 Default View ▾
⚙ Columns ▾
📄 Export ▾


Actions ▾
4 records found
20 ▾ per page
⏪
1 of 1
⏩

☐ ▾	ID ↓	Product Name	Username	Email	Is Private	Status	Total Answers	Pending Answers	Posted On	Created	Modified	Action
☐	1	Lorem ipsum dolor sit	John Doe	johney@mail.com	No	Active	9	4				Select ▾
☐	2	Strive Striped pintreck	Mike Baker	mike@mail.com	No	Active	8	3				Select ▾
☐	3	Lorem ipsum dolor sit	Smith fem	smith@mail.com	No	Inactive	0	0				Select ▾
☐	4	Lorem ipsum dolor sit	David Miller	miller@mail.com	No	Inactive	0	0				Select ▾

Click on **Select >> Edit** link to view complete details of a product question.

QUESTION INFORMATION
Question 
Answer

## Question Information

Product	<input type="text" value="2061"/>
	<a href="#">Lorem ipsum dolor sit(View Product)</a>
Username *	<input type="text" value="John Doe"/>
Email	<input type="text" value="Johny@mail.com"/>
Is Private	<input type="text" value="No"/> ▼
Subject	<input type="text" value="Lorem Ipsum is simply dummy text"/>
Question *	<input type="text" value="Neque porro quisquam est qui dolorem ipsum quia dolor sit amet, conse"/>
Admin Answer *	<input type="button" value="Show / Hide Editor"/> <pre>&lt;p&gt;&lt;span style="text-decoration: underline;"&gt; &lt;em&gt;&lt;strong&gt;question to&lt;/strong&gt;&lt;/em&gt;&lt;/span&gt;</pre>
Status *	<input type="text" value="Active"/> ▼
Posted On *	<input type="text" value="11/28/2018"/> 
Send Email Notification To Customer For Question Updation?	<input type="text" value="No"/> ▼

## Question Information:

- **Product:** Id of product's questions.
- **Username:** Display the customer name.
- **Email:** Display the customer email.
- **Is Private:** Display question is private or not.
- **Subject:** Display question subject.
- **Question:** Display question asked by the customer.
- **Admin Answer:** Enter the answer to customer questions.
- **Status:** Active | Inactive.
- **Posted On:** Display date when the customer added the question.
- **Send Email Notification To Customer For Question Updation?:** Yes | No.

Click on the Answer to view the answer of the customer.

← Back Delete Question Reset Save and Continue Edit Save Question

**QUESTION INFORMATION**

Question

Answer

Search [Reset Filter](#) 2 records found 20 per page 1 of 1

<input checked="" type="checkbox"/>	Answer ID ↑	Name	Email	Answer	Admin Reply	Action
<input type="checkbox"/>	2	David Miller	miller@mail.com	Lorem Ipsum is simply dummy text of the printing and typesetting industry		<a href="#">Edit</a>
<input type="checkbox"/>	1	John smith	john@mail.com	random words which dont look		<a href="#">Edit</a>

Click on Edit to give a reply to the answer or edit the answer.

**ANSWER INFORMATION**

Answer

**Answer Information**

Product: 2061  
[Virtual Product1\(View Product\)](#)

Username: David Miller

Email: miller@mail.com  
[\(Send Email\)](#)

Answer Image:

Answer: Lorem Ipsum is simply dummy text of the printing and typesetting industry

Posted On: 2018-11-28

Admin Reply: [Show / Hide Editor](#)

Status \* Active

Send Email Notification To Customer For Answer Updation? No



### Answer Information

- **Product:** Display product ID.
- **Username:** Display the customer name.
- **Email:** Display Customer email.
- **Answer Image:** Display customer uploaded image.
- **Answer:** Display answer added by the customer.
- **Posted On:** Display date when the customer added the answer.
- **Admin Reply:** Enter Reply to the customer answer.
- **Status:** Active | Inactive.
- **Send Email Notification To Customer For Question Updation?:** Yes | No.

**Customer View:**

On the front end, on the product list page customer can view the Q & A tab. A customer can add a question by filling the form with all required fields and it automatically notified via email to admin.

Details	More Information	Reviews	Q & A (2)
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1. NEQUE PORRO QUISQUAM EST QUI DOLOREM IPSUM QUIA DOLOR SIT AMET, CONSECTETUR? +

2. WHAT IS STANDARD LOREM IPSUM PASSAGE, USED SINCE THE 1500S? +

[Have you any questions?](#)

Name \*

Email \*

Subject

Question \*

Do you want to display this question publicly?

SUBMIT

The other customers can answer the question by click on the **ADD YOUR ANSWER** button.

Details   More Information   Reviews   **Q & A (2)**

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**1. NEQUE PORRO QUISQUAM EST QUI DOLOREM IPSUM QUIA DOLOR SIT AMET, CONSECTETUR?** -

Subject: Lorem Ipsum is simply dummy text | Question Posted By: John doe | On Wednesday, 28 November 2018

◉ Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries.

Answer By: Admin | On Wednesday, 28 November 2018

◉ Lorem Ipsum is simply dummy text of the printing and typesetting industry



Answer By: David Miller | On Wednesday, 28 November 2018

**ADD YOUR ANSWER**

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**2. WHAT IS STANDARD LOREM IPSUM PASSAGE, USED SINCE THE 1500S?** +

Have you any questions?

Name \*

Email \*

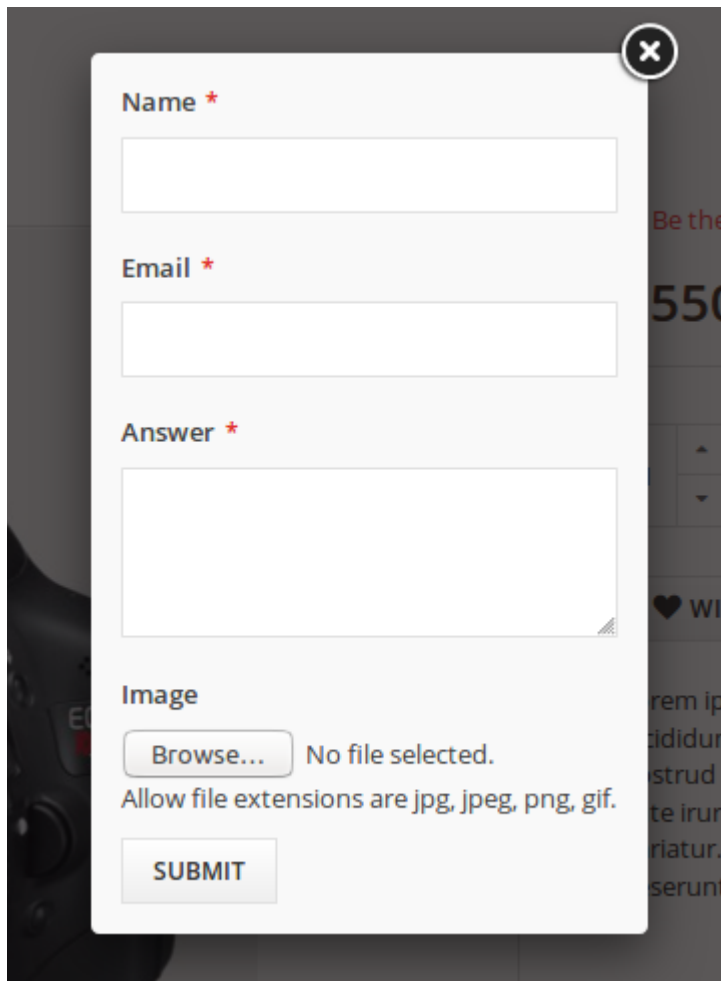
Subject

Question \*

Do you want to display this question publicly?

**SUBMIT**

When users click on "Add Your Answer", it opens the popup to add an answer to a particular question.



The image shows a modal form for adding an answer. It features a close button (X) in the top right corner. The form contains the following fields and elements:

- Name \***: A text input field.
- Email \***: A text input field.
- Answer \***: A large text area for the answer.
- Image**: A section with a "Browse..." button, the text "No file selected.", and a note "Allow file extensions are jpg, jpeg, png, gif."
- SUBMIT**: A button at the bottom of the form.

[Product Question](#)

[Live Demo](#)

**Documentation:**

[Online Documentation](#)

**Support:**

Do not hesitate to reach us in any case regarding the extension. Our team is ready to help you.

Visit our support portal and create a ticket.

[support.solwininfotech.com](http://support.solwininfotech.com)