

Product Question Answer



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Introduction

This product specially builds for a more customer centric approach to show more information about the product. Usually when customers have any doubt, question and inquiry they always look for more information to check this out on the product page.

But when they do not find any meaningful information they want someone who can answer their questions.

This product provides functionality to customers to post questions on the product page if they have any.

These questions can be reviewed by the admin/store owner on the backend. After reviewing the question admin can answer it and post it to show the answer to the same product page where the question has been asked. Also this product gives authority to admin to not post any inappropriate question posted by customer/user.

Note:

1. Without admin approval there will be no question posted and shown in the front end side.
2. This will work only for registered users.
3. When a user submits the question then the admin will receive the email.
4. This will not work with Magento version 2.4.3 . due to page builder but for certain settings

Use cases:

1. User can post questions on the product page and submit.
2. Admin will receive email after every question posted on the product page.
3. Admin can review post questions by customer/user in the backend side.
4. After admin answer and approval question, answer will be shown in the frontend side for more customer insightful answers as well as customer also receive the email after question answer.

Backend Settings of the Extension

Enable the Extension

- Navigate to **Configuration > Sunarc > Product Question/Answer**
- Choose from the navigation panel **Product Question/Answer Enable** - Select "Yes" to enable the extension.
- Enter and select the below details:

Click on '**Save Config**' to save the configuration settings.

Configuration

Scope: Default Config

Save Config

SUNARC

General Configurations

Product Question/Answer

Enable Product Question/Answer (global) Yes

Splitshipment

IP Redirection

MEETANSHI

GENERAL

CATALOG

Manage Question/Answer

When any customer submit any question on the website, this question comes to this page for approval.

Product Question/Answer

Configuration

Product Question/Answer

20 records found

Product	Store	Customer	Customer Email	Answer	Created	Action
T-shirt-Red	Default Store View	prerna	prerna.gupta@sunarttechnologies.com	yess	Mar 16, 2022 3:31:00 AM	Select

Magento ver. 2.4.2

[Privacy Policy](#) | [Account Activity](#) | [Report an Issue](#)

One or more of the Cache Types are invalidated: Page Cache. Please go to [Cache Management](#) and refresh cache types. System Messages: 1

Manage Question/Answer

Search by keyword

Filters Default View Export Columns

Actions 1 records found 20 per page 1 of 1

ID	Subject	Status	Product	Store	Customer	Customer Email	Answer	Created	Action
1	unique	Approved	T-shirt-Red	Default Store View	prerna	prerna.gupta@sunarctechologies.com	yes	Mar 16, 2022 3:31:00 AM	Select

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For user question review and approval, the admin clicks on edit and can answer questions of the user.

← Back Delete Reset Save

Question

Product T-shirt-Red

Customer prerna

Customer Email prerna.gupta@sunarctechologies.com

Store Default Store View

Subject unique

Status Yes

Answer

PRODUCT QUESTION ANSWER [SETTING BY WHICH TAB WILL BE SHOWN IN FRONT]

COMMON SETTING :-

AdminLogin->ProductQuestionAnswer->Config->Enable/Disable

Magento-2.4.3-p1 And Magento-2.4.3 : Due to page builder we have to change the layout setting

Case 1 : For previously added product this can be achieved by Product>>select specific product>>design>>layout>>no layout update

Product>>select specific product>>design>>Display Product Options In >>product info column

For each product.

Ps:-This has to be done to each product.

Case 2 : A common setting is also present

AdminLogin->Store->Setting->Configuration->General->Web->DefaultLayout->Default Product Layout->Choose as No Layout Update

AdminLogin->Store->Setting->Configuration->General->Web->DefaultLayout->Default Category Layout->Choose as No Layout Update

Ps:-This will be applied only to the products added after this setting

Also if your website already has case 2 setting tab will get show automatically in front

How Does the Extension Work?

Backend:

Product Name-T-shirt-Red

Admin setting should be in backend in product page design section:

Product> Tshirt Red > Design Tab> No Layout update

The screenshot shows the SunCart backend interface for a product named "T-shirt-Blue". The left sidebar contains navigation icons for Dashboard, Sales, Catalog, Customers, Marketing, Content, Product Questions/Ans, Reports, Stores, System, and Find Partners. The main content area is titled "T-shirt-Blue" and includes a "Back" button, "Add Attribute", and "Save" buttons. Below the title, there is a section for "Custom options let customers choose the product variations they want." with "Import Options" and "Add Option" buttons. The "Design" tab is selected and highlighted with a red box. The "Layout" dropdown menu is set to "No layout updates". Other settings include "Display Product Options In" set to "Block after Info Column", "Custom Layout Update" set to "No update", and a "Schedule Design Update" section with date pickers for "Schedule Update From" and "To".

Frontend:

The product Page screen look like this:

T-shirt-Red

Be the first to review this product

\$20.00

IN STOCK
SKU#: T-shirt-Red

Regular Price \$50.00

Notify me when the price drops

Qty

Add to Cart

Request Quote



Question/Answer

More Information

Reviews

Question : unique
Answer: yess

March 16, 2022

[Less](#)

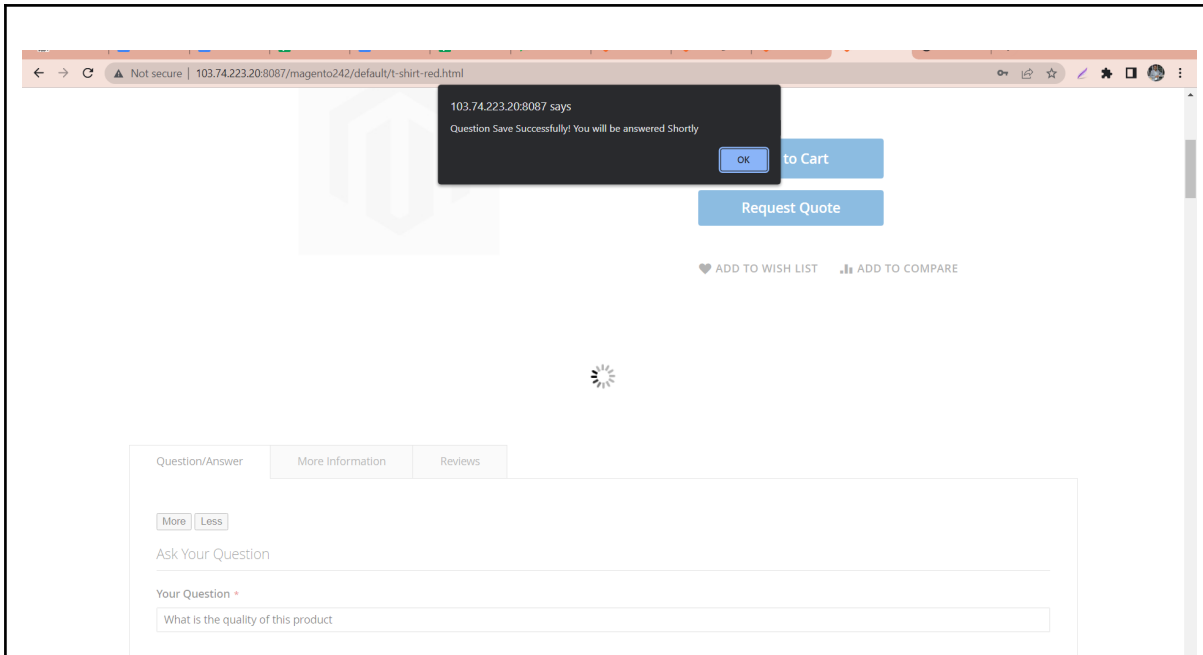
Ask Your Question

Your Question *

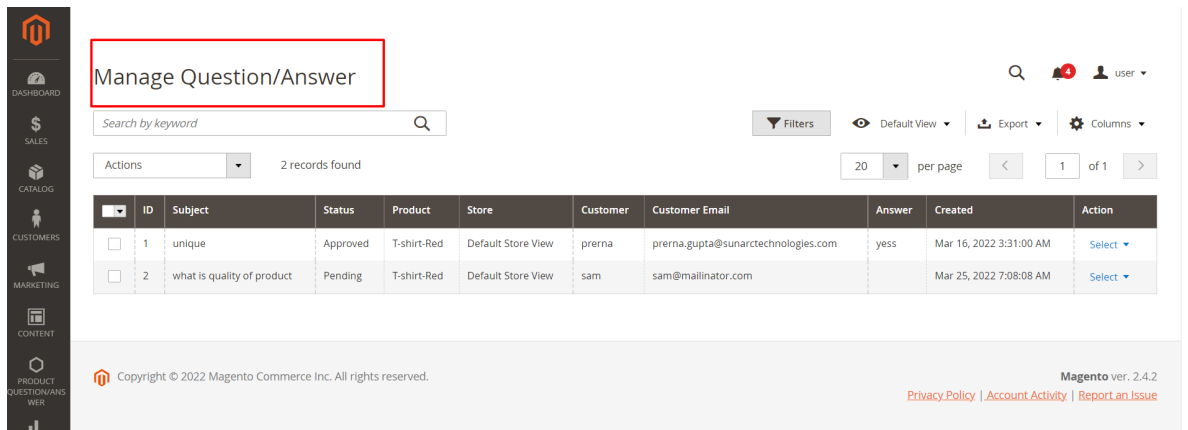
Submit

Note: This submitting question will work when the user is registered

After submitting Question screen show message like this:



In admin its look like this:



When Admin answer question and show on the product page:

The status should be Yes and need to put the answer.

Note: If the admin doesn't want to answer this question, that's also dependent on the admin user if he wants to answer and approve the question.

After the Admin answers the question, the user receives the email with a question and answer.

Key features:

1. User can ask product question on product page and submit
2. Admin has authority to answer and publish questions on the frontend side.
3. If admin find question inappropriate or doesn't wants to answer due to some reason or any personal bias, without approval it will not show in the frontend side

Business benefits:

1. Provide more insightful information to customers/users
2. Give admin to authority to answer questions
3. If admin not wants to answer any inappropriate question, he has authority to not approve it or can engage with customer

Contact Us

Sometimes extensions already installed on your store may conflict with the extension. If you run into an error we want to help!

Please contact us at [Support Email](#).