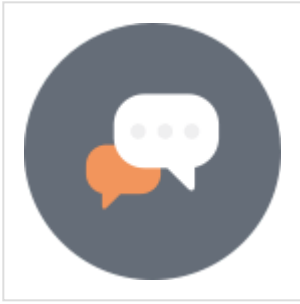


# AskIt



## Contents

1. [Installation](#)
2. [Features](#)
3. [Settings](#)
  - [General Section](#)
  - [Email Settings Section](#)
4. [Frontend interface](#)
5. [Admin interfaces](#)
  - [Askit Questions Grid](#)
  - [Question Information Tab](#)
  - [Answers Tab](#)
  - [Answer Edit](#)
6. [Use Cases](#)
7. [Changelog](#)

## Features

Ask It is most powerful Magento products questions extension, that allows to create the discussion on the product page, CMS pages and even on the categories pages. The display of recently discussion block at any place of your store leads to better understanding your customers. The extension allows your visitors to help other people by answering their questions, that in future will improve the communication between your store buyers.

Askit module is integrated with Akismet service, that will stop questions spam. The extension allows you to set the email notification about discussion for customer particularly as well as for admin. Moreover it supports the configuration of private questions personally to registered customer.

# Settings

## General section

### General

<b>Default question status</b> <small>[store view]</small>	Pending	▼
<b>Default answer status</b> <small>[store view]</small>	Pending	▼
<b>Allow guest to ask questions</b> <small>[store view]</small>	Yes	▼
<b>Allow customers comment</b> <small>[store view]</small>	Yes	▼
<b>Allow guest comment</b> <small>[store view]</small>	Yes	▼
<b>Allow customer vote</b> <small>[store view]</small>	Yes	▼
<b>Show customer name on frontend</b> <small>[store view]</small>	Yes	▼
<b>Show item on frontend</b> <small>[store view]</small>	Yes	▼
<b>Enable Gravatar integrity</b> <small>[store view]</small>	Yes	▼

- Default question status - please select default status for question displayed on frontend from drop down list. Possible values are Pending, Approved, Disapproved and Close.

Only Approved questions customers will see on frontend.

- Default answer status - please select default status for comment displayed on frontend from drop down list. Possible values are Pending, Approved and Disapproved, Close.
- Default question status and default customer comment status - You can select default status for new questions:

Status	Description
Pending	Questions and answers with this status will be hidid on frontend, admin can change their status to Approved
Approved	Questions with this status show on frontend.
Disapproved	Questions with this status not show on front.
Close	Questions with this status disquesing was finished.

- Allow guests to ask questions - select Yes to allow guests to ask questions on store pages.
- Allow customers comment - select Yes to allow customers post their comments on question posted by other visitors.
- Allow guests comment - select Yes to allow guests post their comments on question posted by other visitors.
- Allow customer vote - select Yes to allow customers vote for questions.
- Show customer name on frontend - select Yes to allow the display of customer name on frontend.
- Show item name on frontend - select Yes to allow the display of item (product or cms page) name on frontend.
- Enable Gravatar integrity - select Yes to allow the display of avatar by customer email.

Enable Gravatar integration [store view] Yes

Add questions block to all category pages [store view] Yes

Add questions block to all CMS pages [store view] Yes

## Email Settings section

## Email

**Enable**  
[store view] Yes ▼

**Sender**  
[store view] General Contact ▼

**Customer Notification Template**  
[store view] Askit Question Answer (Default) ▼

Email template chosen based on theme fallback when "Default" option is selected.

**Send admin notification to**  
[store view]

**Admin Notification Template**  
[store view] Askit admin new question notification ▼

Email template chosen based on theme fallback when "Default" option is selected.

- Enabled - you can disable sending answers and notification by email.
- Sender - select system magento sender for using in extension.
- Customer Notification Template - select customer notification email template.
- Send admin notification to - Admin email.
- Admin Notification Template - select admin notification email template.

## Captcha section

Navigate to Stores -> Configuration -> Customers -> Customer Configuration -> CAPTCHA -> Forms

The screenshot shows the Magento 2 Configuration page for the CAPTCHA section. On the left is a vertical sidebar with navigation icons for Dashboard, Sales, Products, Customers, Marketing, Content, Swissup, Reports, Stores, System, and Find Partners & Extensions. The main content area is titled 'Configuration' and has a 'Save Config' button in the top right. The left sidebar is expanded to show 'CUSTOMERS' > 'Customer Configuration'. The main area contains several expandable sections: 'Create New Account Options', 'Password Options', 'Name and Address Options', 'Login Options', 'Address Templates', and 'CAPTCHA'. The 'CAPTCHA' section is expanded, showing the following settings:

- Enable CAPTCHA on Storefront** (website): Yes  Use system value
- Font** (website): LinLibertine  Use system value
- Forms** (website): A list of forms with checkboxes for enabling CAPTCHA:
  - Create user  Use system value
  - Login
  - Forgot password
  - Check Out as Guest
  - Register during Checkout
  - Contact Us
  - Change password
  - Askit New Question Form
  - Askit New Reply Form

At the bottom of the CAPTCHA section, a note states: 'CAPTCHA for "Create user" and "Forgot password" forms is always enabled if chosen.'

# Frontend interface

The screenshot shows the frontend 'Questions' section of a Magento 2 store. At the top, there are navigation tabs: 'Details', 'More Information', 'Reviews (3)', 'Upsells', and 'Questions (2)'. The main heading is 'QUESTIONS'. Below the heading, it says '2 Item(s)'. The first question is from user 'Stefani' on 2016-09-29 14:12:30. The question text is: 'Many comments that it's much smaller than seller lists. what are the correct height, width, and "depth" (front to back when full?)'. Below the question, it says '2 people had same question.' and '1 answer'. The answer is from user 'Sherid' on 2016-09-30 11:13:36. The answer text is: 'I don't know exactly, but it is not huge and not small, very lightweight and it works great for a day hike, which I have used for Mt. Baldy.' Below the answer, there is a form for submitting a new question or answer, with fields for 'Name \*', 'Email \*', and 'Your Answer \*'.

# Admin interfaces

# Askit Questions Grid

Ask It extension provides you with easy to use admin interface. You can keep track on what items were asked questions most of all, make sure that the questions not go unanswered and also add new comments to the answers. Additionally you are allowed to set private question to registered customers, that will improve understanding both concerns.

ID	Text	Created	Modified	Entity Type	Entity	Private	Status	Votes	Email	Customer	Store View	Action
1	Product test question	Jun 14, 2016	Jun 14, 2016	Product	Deion Long-Sleeve EverCool™ Tee	Disabled	Approved	1	tester@test.com	tester	Main Website Main Website Store Default Store View	Select
3	CMS page "about us" question test	Jun 14, 2016	Jun 14, 2016	Page	About us	Disabled	Approved	0	alex@templates-master.com	alex krasko	Main Website Main Website Store Default Store View	Select
4	second test question	Jun 14, 2016	Jun 14, 2016	Category	Women	Disabled	Approved	0	alex@templates-master.com	hello	Main Website Main Website Store Default Store View	Select
5	second product test question ?	Jun 14, 2016	Jun 14, 2016	Product	Desiree Fitness Tee	Disabled	Approved	0	alex@templates-master.com	4st erte	Main Website Main Website Store Default Store View	Select
44	new question	Jun 14, 2016	Feb 15, 2016	Page	About us	Disabled	Pending	0	alex@templates-master.com	user	Main Website Main Website Store Default Store View	Select

Please go to Swissup > Askit Questions. Select any question from grid to edit. Or you can create new question.

## Question Information Tab

**INFORMATION**

Information

Answers

**Text \*** Product test question

**Status \*** Approved

**Hint \*** 1

**Customer \*** tester

**Item Type \*** Product

**Item** Deion Long-Sleeve EverCool™ Tee

**Store View \*** Default Store View

**Email \*** tester@test.com

**Private \*** Disabled

- Text - please specify your question.
- Status - select from drop down list the current status of the question.
- Hint - specify the weight of the question in the Hint field.

- Customer - the customer's name is already set.
- Item type - the item's type is already set.
- Item - the item's name is already set.
- Store view - show store view where that question was posted at. In case you are using multi language environment it will help you better understand what language you should use to place answer or comment.
- Email - the customer email is already set.
- Private - select private or public question status.

## Answers Tab

← Back Delete Reset Save and Continue Edit Save

**INFORMATION**

Information

Answers

Search Reset Filter 1 records found

20 ▼ per page < 1 of 1 >

ID	Text	Customer	Email	Hint	Status	Created date	Update date	Action
49	It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content ...	admin admin	alex@templates-master.com	0	Approved	May 20, 2016, 9:13:11 AM	Jun 14, 2016, 1:58:07 PM	<a href="#">Edit</a>   <a href="#">Delete</a>

**Add New Answer**

Text

Please type your answer in the Text field. And at the very end click Save at the right upper corner of the page.

## Answer Edit

General Information

**Text \*** It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (injected humour and the like).

Text

**Hint \*** 0

**Customer \*** admin admin

**Email \*** alex@templates-master.com

**Status \*** Approved ▼

- Text - please specify your answer text.
- Hint - specify the weight of the answer in the Hint field.
- Customer - the customer's name is already set.
- Email - the customer's email is already set.
- Status - select from drop down list the current status of the comment.