

# *Product Q&A*

# Product Q&A

## Overview

Product Q&A is a simple and useful Magento 2 extension that helps customers ask questions about a product directly from the 'Product View' page. This simple module lets the customers directly interact with the admin or retailer and clear all the doubts they might have regarding their product. This feature enables the customer to feel an instant connection with the brand and influences their buying decision or feel confident about the product they already bought.

The significance of this extension is that it helps the customer find the specific details they are searching on a product. The explanation need not be a detailed one per se as long as it satisfies customer curiosity. What is important is that the customers' doubts are satisfactorily clarified and concerns put to rest, so that there are zero cases of abandoned purchases and customer complaints.

The admin can also create a list of question and answer pairs on Magento 2 and display them next to each of your products. FAQs are displayed as an extra tab on detail page thus creating responsive, visually appealing and useful information for the end client. The extension lets the retailer as well as the admin interact with the client and answer their queries based on the nature of their ambiguity. Product Q&A extension helps the customers save time, make faster decisions and get accurate information on their product without any obscurity.

## Features

- Any user can ask questions about a product on the product detail page. This can be controlled from the back-end settings
- You can format texts and add links and attachments to the answers
- Captcha option for forms available for spam control
- Facility to add product FAQs through back-end
- Shows the FAQs of a product in the product view page
- Permits admin to change headings of Question Form and FAQs
- Fully responsive layout
- Easy to install and manage
- User-friendly interface
- Enables management through back-end
- Email option can be enabled from the back-end settings. Mails will be sent to the customer when their questions are answered.
- Site admin can choose whether to receive notifications when the questions are posted for a product.

## Configuration

To configure the extension,

1. Go to **Stores->Configuration**
2. Select the **Virtina Extensions->Product Q&A** tab
3. Here you can configure the module settings. Save the configuration and clear the cache.

### Configuration

**Store View:** Default Config ?

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**VIRTINA EXTENSIONS** ^

Product Q&A

**GENERAL** v

**CATALOG** v

**CUSTOMERS** v

**SALES** v

**DOTMAILER** v

**SERVICES** v

**ADVANCED** v

#### General

**Enable Product QA** [store view] Yes v

**Product QA Title** [store view] FAQ

**Change "Do you have any question?" heading** [store view] Questions?

**Enable Admin E-Mail Notification** [store view] Yes v

**Send Emails To** [store view] admin@store.com

**Admin Email Template** [store view] QA Notification Email (Default) v

**Enable Captcha** [store view] Yes v

**Display Subject Field in Q&A form** [store view] Yes v



**Display Date in frontend** [store view] Yes v

**Customer Email Template** [store view] Product QA Customer Email (Default) v

## Frontend


After configuring the above, the front-end will look like this. You can ask questions pertaining to each product.

Default welcome msg! [Sign In](#) or [Create an Account](#)



[What's New](#) [Women](#) [Men](#) [Gear](#) [Training](#) [Sale](#)

[Home](#) > [Push It Messenger Bag](#)



Image

### Push It Messenger Bag

★★★★☆ [3 Reviews](#) [Add Your Review](#)

**\$45.00**

IN STOCK  
SKU#: 24-WB04

Qty

Add to Cart

[ADD TO WISH LIST](#) [ADD TO COMPARE](#) [EMAIL](#)

Details

More Information

Reviews (3)

Q&A

FAQ

Questions?


Name \*

Email \*

Subject \*

Question \*

Please type the letters and numbers below \*



Submit

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## How to Ask Questions?

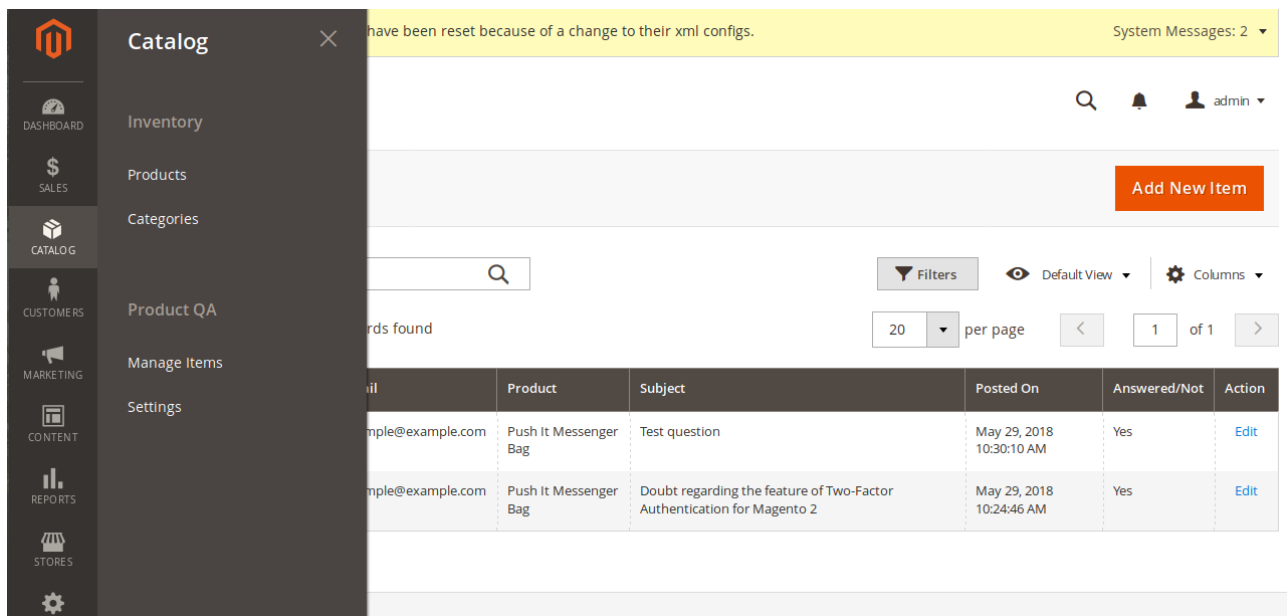
Users can navigate to specific product detail page and click Q A tab. A form with the Question, Name and Email fields will be displayed. You can ask your questions through the form

## FAQ List

Here users can view questions related to a particular product and find answers in the corresponding product detail page.

## Manage Product FAQ

When the customer enters the question from product detail page, the data will be stored and managed in Magento backend under **Catalog->Product QA->Manage Items**.



Email	Product	Subject	Posted On	Answered/Not	Action
example@example.com	Push It Messenger Bag	Test question	May 29, 2018 10:30:10 AM	Yes	<a href="#">Edit</a>
example@example.com	Push It Messenger Bag	Doubt regarding the feature of Two-Factor Authentication for Magento 2	May 29, 2018 10:24:46 AM	Yes	<a href="#">Edit</a>

In the Manage Items section, we will be able to view the list of questions posted by the customer /admin. The admin can answer the questions posted by the customer. There is also an option to edit all the information about a particular question.

By default, whenever customers post the questions it will be in a disabled state. Admin needs to moderate the questions to make it visible in the front-end. This page allows you to take mass actions related to FAQs, such as search, or delete.

## Product FAQ

Add New Item

Search by keyword



Filters



Default View



Columns

Actions

2 records found

20

per page



1

of 1



<input type="checkbox"/>	ID	Name	Email	Product	Subject	Posted On	Answered/Not	Action
<input type="checkbox"/>	2	John doe	johndoe@domain.com	Breathe-Easy Tank	Test Question	May 29, 2018 9:41:10 AM	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	1	Jane Doe	example@example.com	Breathe-Easy Tank	Details about the brand	May 29, 2018 9:39:39 AM	Yes	<a href="#">Edit</a>

Admin can also create new questions assigned to individual products. To add a new question, click on the button 'Add New Item'.

Product \* Please Select

Name \*

Email \*

Subject

Question \*

Answer \* Show / Hide Editor

Rich text editor toolbar with options for Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Link, Unlink, Image, Table, etc.

Path: p

Notify customer by Email

Display in Frontend \* Yes

## How to Reply to Questions?

Questions can be answered by administrators. The Admin can select specific questions and answer them.

Click the 'Edit' link of the question, and it will open up a form. The Admin can view the questions and answer them here. If you checked the 'Notify Customer by Email' checkbox, it will automatically send an email to the customer stating that their question has been answered. Once you have filled the 'Answer' field, change the 'Display in Front-End' to 'Yes' and save it.

### Edit Item

🔍 🔔 👤 admin ▾

← Back   Delete Item   Save and Continue Edit   **Save Item**

Product Name/SKU

Name \*

Email \*

Subject

Question \*

Answer \*



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, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.



Path: p » img

Notify customer by Email

Display in Frontend \*

## Support

If you have any questions on Product Q&A Extension or need any support with its use, please contact us at <https://virtina.com/contact> or mail us at [support@virtina.com](mailto:support@virtina.com)

We would be happy to help you!