

Product Questions/Answers extension for Magento2

User Guide

version 1.0



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1. Introduction

The document is a User Guide for extension **Product Questions/Answers** created for Magento2 websites. It describes the extension functionality and provides some tips for a quick start.

The purpose of the Product Questions/Answers extension for Magento 2 is to allow admin and customers to ask questions or give replies about products directly on product pages.

The Product Questions/Answers extension will help to provide clients with necessary product information quickly. Users will be able to help each other by asking questions, sharing experience, evaluating most helpful questions and answers. Ability to sort out questions allows to find products' details easily. Clients can make a purchasing decision based on answered questions and ratings. The extension optimizes store functionality by providing email notifications if customers subscribe to questions, adding Captcha to avoid spamming, and more. Admin gets the full control over all questions and answers.

The product Q/A block is added as one of the tabs on Frontend to make pages' look more convenient and good-looking.

2. Installation

2.1. System Requirements

The extension requires Magento 2.x

2.2. Installation

The extension is provided as a .zip archive with the source code and the installation instructions.

Unpack the source code into `/app/code/Itoris/Itoris_ProductQa/` folder on your server. And run the following commands in the SSH console:

```
php bin/magento module:enable --clear-static-content Itoris_ProductQa
php bin/magento setup:upgrade
```

Then log into Magento backend and flush cache in **System -> Cache Management -> Flush Magento Cache**

If you experience any issues with the extension installation please contact us here -

<https://www.itoris.com/contact-us.html>

2.3. License

The extension has full open source code. One license/purchase can be used on a single production Magento2 website and its development instances. The extension can be customized for the license owner needs. Redistribution of the extension or its parts is not allowed. Please read more details here -

<https://www.itoris.com/magento-extensions-license.html>



3. How to Use

3.1. Settings

3.1.1 General Settings

You can find the main settings following **STORES -> Settings -> Configuration -> ITORIS EXTENSIONS -> Product Questions/Answers.**

You can enable the extension for a certain store view. Choose the store in "Store View". Then save the changes.

The general settings help to activate the extension and set your configuration.

Extension Enabled – enable or disable the extension here.

Module is visible for – define if both customers (logged in users) and visitors (not logged in users) will see the Product Q/A tab. Or set module visibility for customers only.

Visitors can post – define if visitors (not logged in users) can post both questions and answers, questions or answers only.

Setting	Value
Extension Enabled [store view]	Yes
Module is visible for [store view]	Visitors & Customers
Visitors can post [store view]	Questions & Answers
Visitors can rate [store view]	Yes, helpful/not helpful/inappropriat
Show Captcha image for visitors [global]	Yes
Questions approval [store view]	Auto approval for Customers & Visits
Answers approval [store view]	Auto approval for Customers & Visits
Maximum question length [store view]	255
Maximum answer length [store view]	1000
Questions per page [store view]	8
Set the number of questions per page. 0 - no pager, all questions on the same page	
Administrator Email [store view]	owner@example.com
Allow subscribing to questions [store view]	Yes

Visitors can rate – define if visitors can rate helpful, not helpful or inappropriate questions or answers, rate inappropriate only, or have no ability to rate.

Show Captcha image for visitors – enable or disable the Captcha protection. If the module is visible for customers only, Captcha will be disabled.

Questions approval – define if the questions' approval requires manual moderation or not. The following options are available:

- **Manual approval** – questions will not be visible until admin approves them;
- **Auto approval for Customers** – questions will be visible immediately after submitting if customer is logged-in. Not logged in customers will be able to submit questions after login or registration;
- **Auto approval for Customers & Visitors** – both customers and visitors can post questions that will be visible immediately.

Answers approval – define if the answers' approval requires manual moderation or not. The following options are available:

- **Manual approval** – answers will not be visible until admin approves them;
- **Auto approval for Customers** – answers will be visible immediately after submitting if customer is logged-in. Not logged in customers will be able to answer after login or registration;
- **Auto approval for Customers & Visitors** – both customers and visitors can leave answers without admin's approval.

Maximum question length – set the maximum length of questions.

Maximum answer length – set the maximum length of answers.

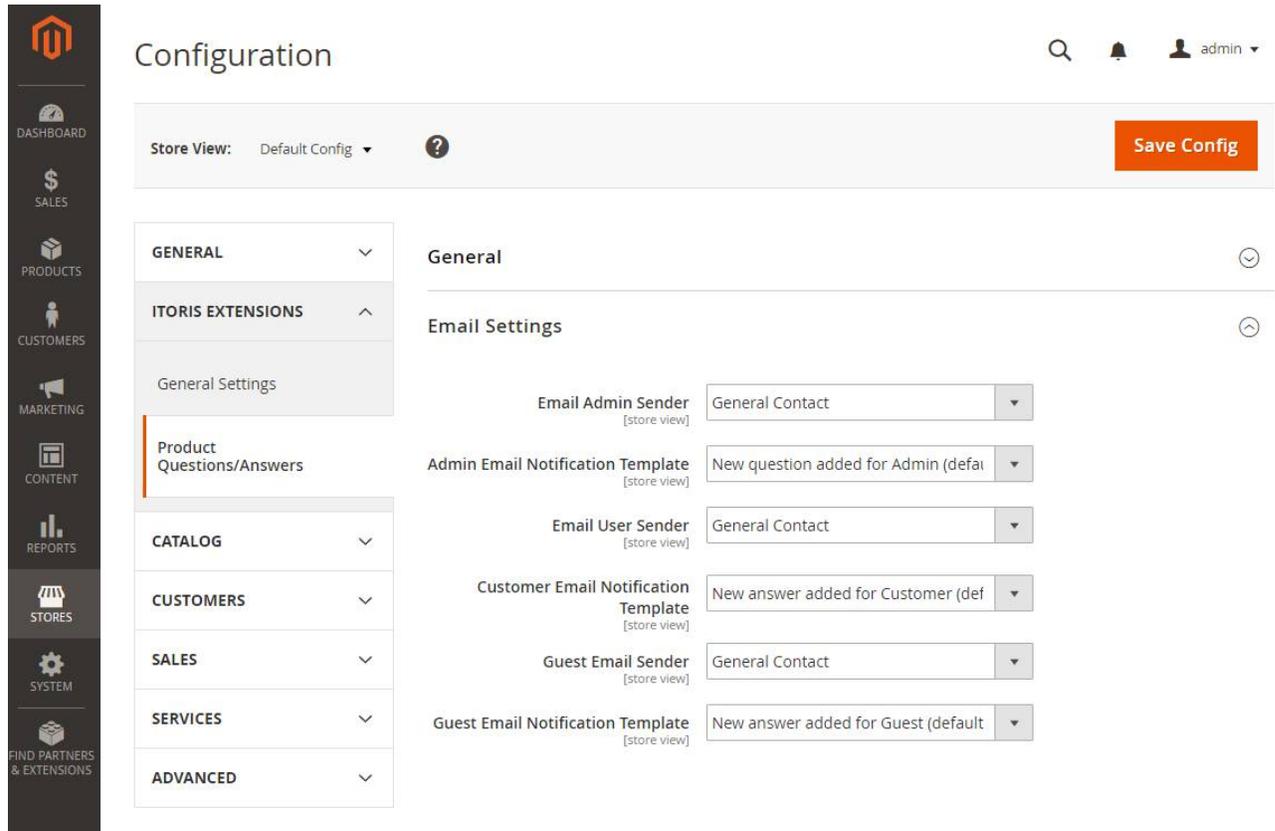
Questions per page – set the number of questions per page. If you enter "0", all questions appear on the same page.

Administrator Email – enter an admin's email address the notifications will be sent to.

Allow subscribing to questions – allow or disallow users to subscribe to questions to receive answers by email.

3.1.2 Email Settings

The email settings allow to configure email senders and email notification templates.



Email Admin Sender – define the sender from the list to notify admin about submitted questions.

Admin Email Notification Template – define the email notification template for admin, or set "Do not send" to not send this email type.

Email User Sender – define the sender from the list to notify customer about added answers.

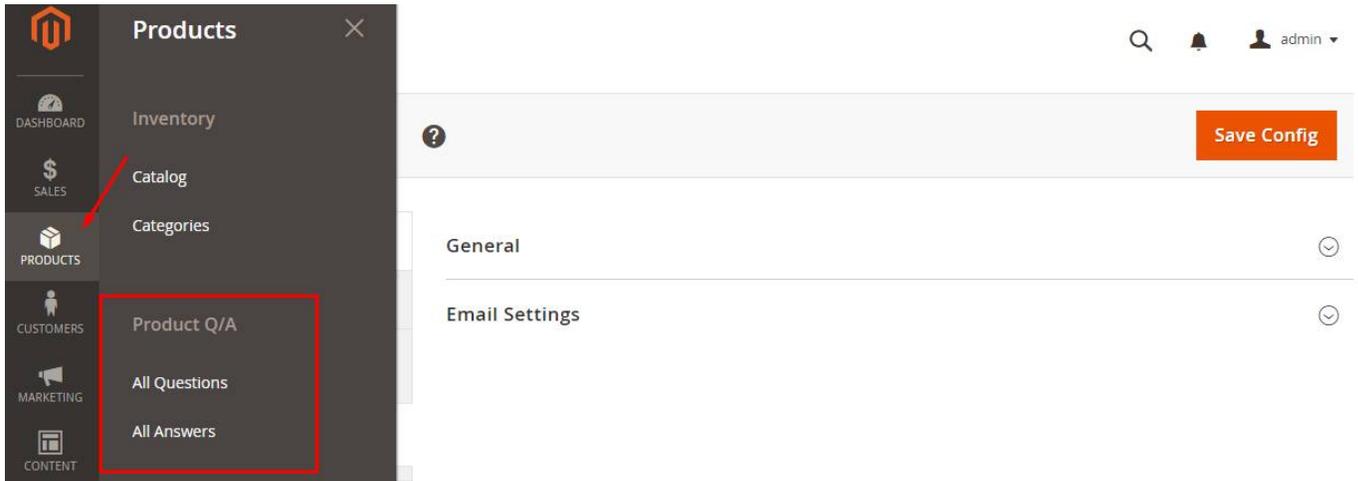
Customer Email Notification Template – define the email notification template for customer, or set "Do not send" to not send this email type.

Guest Email Sender – define the sender from the list to notify users about added answers.

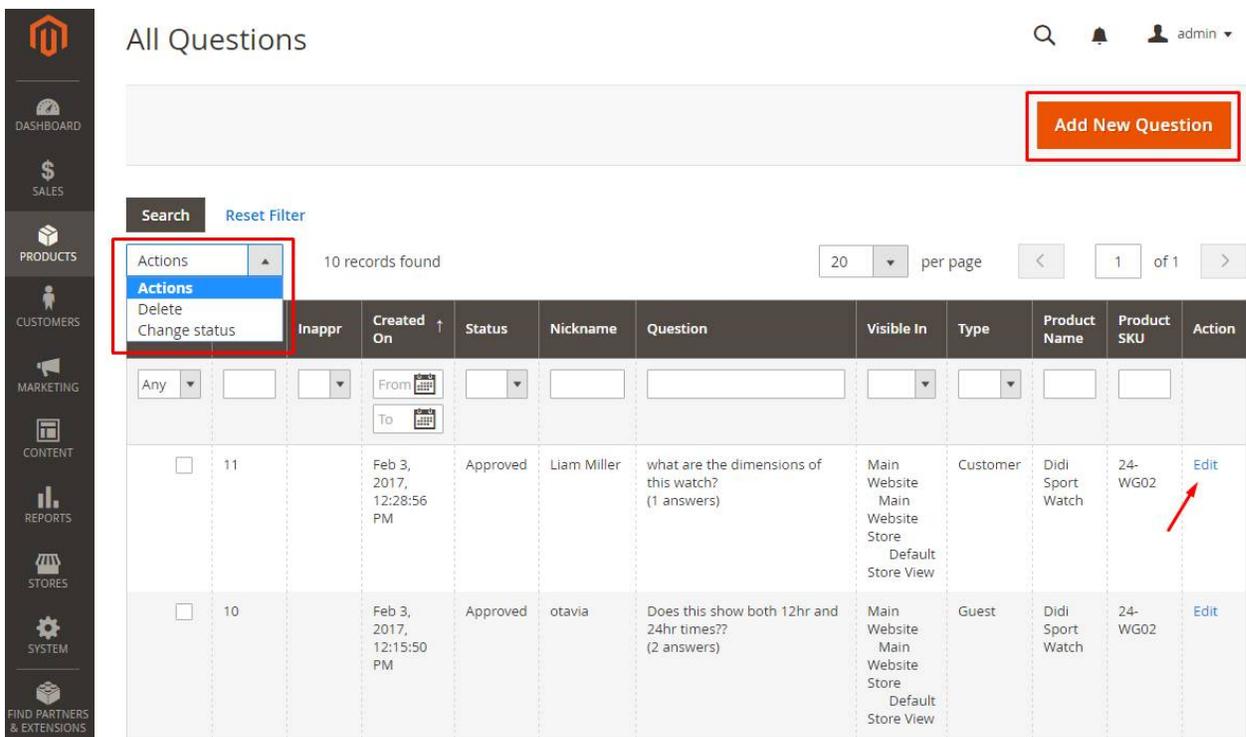
Guest Email Notification Template – define the email notification template for users, or set "Do not send" to not send this email type.

3.2 Managing Questions

Admin can manage both questions and answers in the backend following **PRODUCTS -> Product Q/A**. To manage questions go to **"All Questions"**.



The "All Questions" grid lists all questions. From the grid you can add a new question or edit existing ones. You can sort it out by ID, inappropriate questions, by date, by status (pending, approved, or rejected), nicknames, by questions, by store visibility, by usertype (administrator, guest or customer), by product name or product SKU. To change status or delete multiple questions in bulk, the "Action" control is available. Each question provides information about answers. Admin can add a new question or edit an existing one from this list.



3.2.1 Add New Question

To create a new question for a certain product or multiple products click the "Add New Question" button.

To add a new question fill in the "Question Details" section.

Set one of the following statuses:

- **Pending status** – question is not visible yet and requires approving;
- **Approved status** – question is displayed directly on the product page after submitting;
- **Rejected status** – question is not visible on the Frontend.

In "Question is visible in" select one or multiple store views the question will be visible in. Then enter a nickname and a question. All fields marked with the asterisk (*) are required.

To add products to the question click button below the form and add at least one product.

After the popup appears click "Add" in column "Action". You can filter products by ID, Name, or Sku.

If you need to delete a product from the list, just click the "Remove" link in column "Action".

ID	Name	Sku	Action
From			
To			
42	Bolo Sport Watch	24-WG01	Add
1641	Celeste Sports Bra	WB03	Add
1635	Celeste Sports Bra-L-Green	WB03-L-Green	Add
1636	Celeste Sports Bra-L-Red	WB03-L-Red	Add
1637	Celeste Sports Bra-L-Yellow	WB03-L-Yellow	Add
1632	Celeste Sports Bra-M-Green	WB03-M-Green	Add
1633	Celeste Sports Bra-M-Red	WB03-M-Red	Add
1634	Celeste Sports Bra-M-Yellow	WB03-M-Yellow	Add
1629	Celeste Sports Bra-S-Green	WB03-S-Green	Add
1630	Celeste Sports Bra-S-Red	WB03-S-Red	Add
1631	Celeste Sports Bra-S-Yellow	WB03-S-Yellow	Add
1638	Celeste Sports Bra-XL-Green	WB03-XL-Green	Add
1639	Celeste Sports Bra-XL-Red	WB03-XL-Red	Add
1640	Celeste Sports Bra-XL-Yellow	WB03-XL-Yellow	Add
1626	Celeste Sports Bra-XS-Green	WB03-XS-Green	Add

After entering all question details, click "Save" or "Save and Continue Edit".

3.2.2 Edit Questions

To edit a question press the "edit" link in the questions' list. The page consists of two sections "Question Details" that allows to edit the question, "Answer" to edit or add answers to this question.

3.2.2.1 Question details

The "Question Details" section contains the following fields:

Product – the product's name related to the posted question. If you click on the product, you will be redirected to the product's page.

Posted By – information about the person submitted the question, email (for registered users) and the date when the question was added. The information of "Posted By" as well as "Product" is not editable.

Rating – displays how many times the question has been marked as helpful, or not helpful. If the question is marked as inappropriate, message "Rated as Inappropriate" appears. Admin can either click link "remove flag" and leave the question, or delete it.

Status – allows to apply status to the question. Approved questions become visible for guests and customers. Pending and rejected questions are not visible on the Frontend.

Question is visible in – the question is visible in the chosen store / stores.

Nickname – the author's nickname. Admin can edit the information in this field.

Your question – the question's text. Admin can edit the question.

All fields marked with the asterisk (*) are required.

Edit Question

Search, Notifications, User: admin

← Back Delete Question Reset Save Question **Save and Continue Edit**

Question Details

Product [Didi Sport Watch](#)

Posted By [Liam Miller \(liammiller619@gmail.com\)](#) Customer Posted On Feb 3, 2017, 12:28:56 PM

Rating 1 helpful, 0 not helpful Rated as Inappropriate! [remove flag](#)

Status *
Approved ▼

Question is visible in *

Main Website

- Default Store View
- English
- French

Nickname *
Liam Miller

Your Question *
what are the dimensions of this watch?

3.2.2.2 Answers

The second section is "Answers" that allows to edit or delete answers as well as add new ones directly from this page.

You can change the status, the nickname or the answer. Admin is allowed to use HTML tags in answers, for example to add pictures, videos, links, etc.

To delete the answer, check the "Del" checkbox and save the changes.

The screenshot shows the 'Edit Question' interface. At the top, there are navigation buttons: 'Back', 'Delete Question', 'Reset', 'Save Question', and 'Save and Continue Edit'. The question text is 'what are the dimensions of this watch?'. Below this is the 'Answers' section, which is highlighted with a red border. It includes a search bar, a 'Reset Filter' button, and a message '1 records found'. The table below shows one answer record with columns: Del, Posted On, Posted By, Inappr, Status, Nickname, and Answer (HTML Tags allowed). The 'Status' column has a dropdown menu set to 'Approved'. Below the table is the 'Add New Answer' form, which has a 'Status' dropdown (set to 'Pending'), a 'Nickname' text input, an 'Answer (HTML Tags allowed)' text area, and an 'Add' button.

To add a new answer, set the status (pending, approved, or rejected), enter a nickname and your answer. Then press the "Add" button and save the changes.

3.3 Managing Answers

Admin can manage answers in the backend following **PRODUCTS -> Product Q/A -> All Answers**.

The "All Answers" grid lists all answers. From the grid you can manage existing answers. You can sort it out by ID, inappropriate questions, by date, by status, nickname, by questions, by answers, by usertype (administrator, guest or customer), and product name. Delete or change status for multiple answers in bulk using the "Actions" control.

To edit an answer, click the "Edit" link in the list. The "Edit Question" page will open where you can edit both questions and answers.

All Answers

Search [Reset Filter](#)

Actions 19 records found per page

<input type="checkbox"/>	ID	Inappr	Created On ↑	Status	Nickname	Question	Answer	Type	Product Name	Action
<input type="checkbox"/>	21	<input type="checkbox"/>	Feb 3, 2017, 1:07:01 PM	Approved	Liam Miller	is it waterproof	You can also track your water aerobic activities.	Customer	Didi Sport Watch	Edit
<input type="checkbox"/>	19	<input type="checkbox"/>	Feb 3, 2017, 12:31:23 PM	Approved	Rahul	what are the dimensions of this watch?	Hi! Dial Dimension In Mm : 20MM Strap Dimension In Mm : 20MM Best Regards	Guest	Didi Sport Watch	Edit
<input type="checkbox"/>	18	<input type="checkbox"/>	Feb 3, 2017, 12:18:39 PM	Approved	@@yui	Does this show both 12hr and 24hr times??	Yes, you can set either of them	Guest	Didi Sport Watch	Edit
<input type="checkbox"/>	17	<input type="checkbox"/>	Feb 3, 2017, 12:16:50 PM	Approved	Luma_Store	Does this show both 12hr and 24hr times??	Hello! This Didi Sport Watch features both 12-hour and 24-hour display. Hope this helps!	Administrator	Didi Sport Watch	Edit

3.4 Q/A on Frontend

After you enable the extension, tab "Product Q/A" appears on all products' pages. The extension displays how many questions and answers are submitted for each product above the price on the Frontend. Customers are able to ask questions by clicking link "Add Your Question".



★★★★☆ 2 Reviews [Add Your Review](#)

10 Questions, 18 Answers [Ask Your Question](#)

\$92.00 IN STOCK
SKU#: 24-WG02

Qty:

[Add to Cart](#)

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

Details | More Information | Reviews (2) | **Product Q/A (10)**

Questions & Answers

Search Q/A [GO](#) [Reset](#) **Sort by** [Expand All](#) [+](#)

▶ what are the dimensions of this watch? (1 answers) by [Liam Miller](#) 3 days ago 2 [👍](#) 1 [🗨️](#) [📄](#)

▶ Does this show both 12hr and 24hr times?? (2 answers) by [otavia](#) 3 days ago 4 [👍](#) 0 [🗨️](#) [📄](#)

[1](#) [2](#) [3](#) [4](#) [5](#) [»](#)

[Ask a New Question](#)

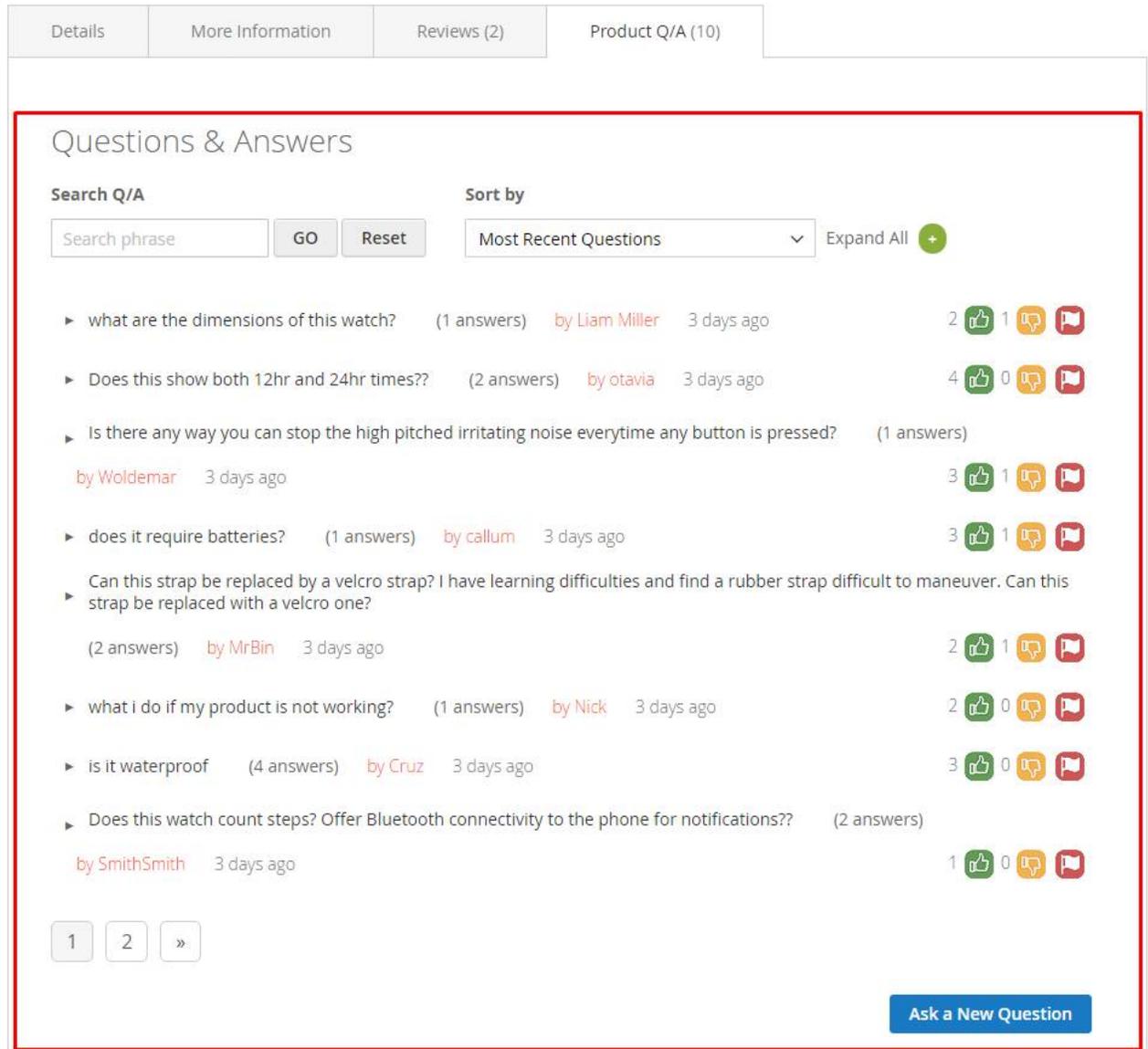
The Product Q/A tab shows a number of posted questions without opening tab itself. It has the following elements:

Search Q/A – allows to search questions and answers by text. Enter a search phrase in the field and press "GO". If you need to clear the field click button "Reset".

Sort by – the following sorting options are available:

- Most Recent Questions – newly posted questions;
- Oldest Questions – questions posted at the very beginning;
- Questions with the Most Helpful Answers – questions with favorable and popular answers;

- Questions with Most Recent Answers – questions with updated answers;
- Questions with Oldest Answers – questions with submitted answers at the very beginning;
- Questions with Most Answers – questions with plenty of answers.



Questions & Answers

Search Q/A Sort by

Search phrase Most Recent Questions

- ▶ what are the dimensions of this watch? (1 answers) by Liam Miller 3 days ago 2 1
- ▶ Does this show both 12hr and 24hr times?? (2 answers) by otavia 3 days ago 4 0
- ▶ Is there any way you can stop the high pitched irritating noise everytime any button is pressed? (1 answers)
by Woldemar 3 days ago 3 1
- ▶ does it require batteries? (1 answers) by callum 3 days ago 3 1
- ▶ Can this strap be replaced by a velcro strap? I have learning difficulties and find a rubber strap difficult to maneuver. Can this strap be replaced with a velcro one?
(2 answers) by MrBin 3 days ago 2 1
- ▶ what i do if my product is not working? (1 answers) by Nick 3 days ago 2 0
- ▶ is it waterproof (4 answers) by Cruz 3 days ago 3 0
- ▶ Does this watch count steps? Offer Bluetooth connectivity to the phone for notifications?? (2 answers)
by SmithSmith 3 days ago 1 0

1 2 »

The number of answers is shown next to the question. You can expand all questions by clicking "Expand All" or collapse them in the same way.

To expand a question and see its answers simply click on the question. Users can add and read answers, or questions. They can like/dislike questions or answers or report as inappropriate by pressing the flag.

Questions & Answers

Search Q/A Sort by

Most Recent Questions

▼ what are the dimensions of this watch? (1 answers) by Liam Miller 3 days ago 2 1

Notify me by email when answer received:

Please, enter email

Hi!

Dial Dimension In Mm : 20MM
Strap Dimension In Mm : 20MM

Best Regards

by Rahul 3 days ago 3 0

Customers or visitors can subscribe to a question and receive notifications by email about new answers posted. In this case they should enter the email address and click "Subscribe" next to the question.

3.4.1 Add New Question

When you press the "Ask a New Question" button, a new form appears.

Ask a New Question

* Nickname:

* Your Question:

Length: 0 of 255

Notify me by email when answer received

Sign Up for Newsletter

Please type the letters below

Attention: Captcha is case sensitive.

The form provides the following fields:

Nickname – the author's nickname.

Your Question – a question's text. The length of a question depends on the settings.

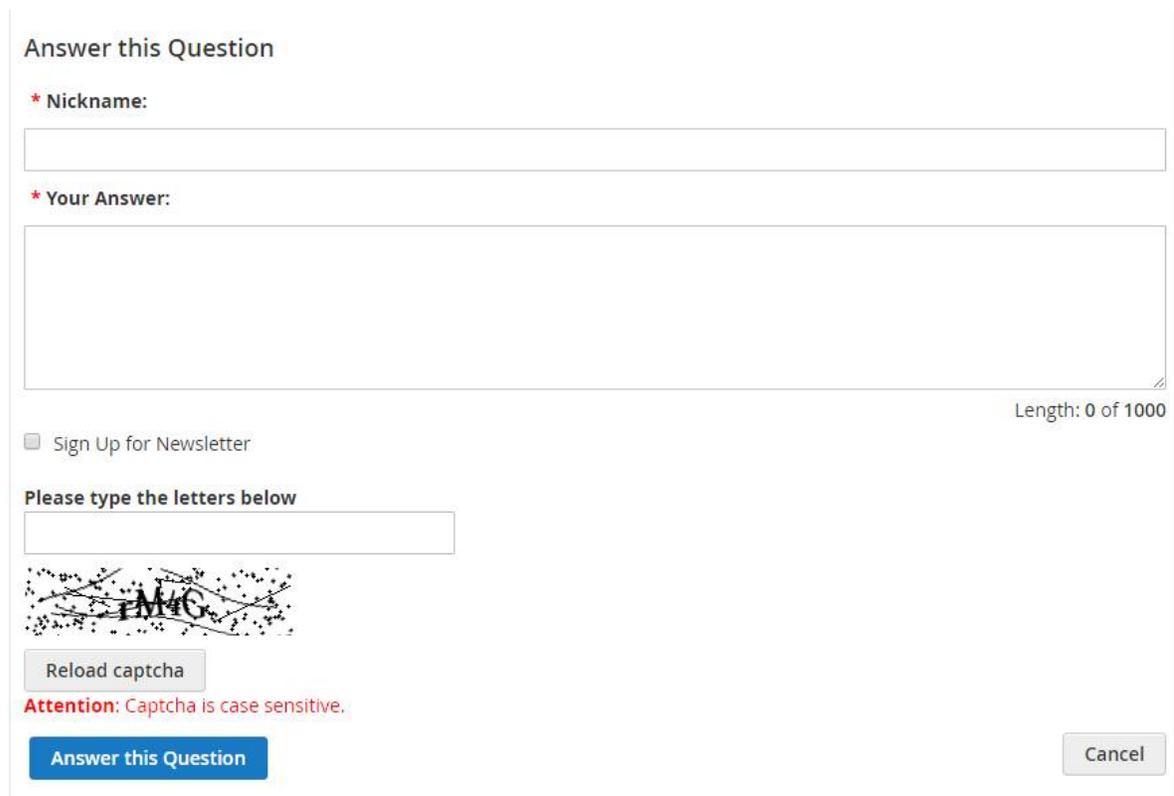
All fields marked with the asterisk (*) are required.

The person submitting the question can subscribe to the question by checking checkbox "Notify me by email when answer received". When a new approved answer is received the notification email will be sent. It is also possible to sign up for the newsletter by checking checkbox "Sign Up for Newsletter" before submitting the question. In this case the customer's email address is saved to Magento's newsletter database.

The extension provides ability to show a Captcha image for visitors to protect from spamming. After entering all fields click "Add Question". Click "Cancel" to close the form.

3.4.2 Add New Answer

You can add a reply to a question by pressing button "Answer this Question".



The form provides the following fields:

Nickname – the author's nickname.

Your Answer – an answer's text. The length of an answer depends on the settings.

All fields marked with the asterisk (*) are required.

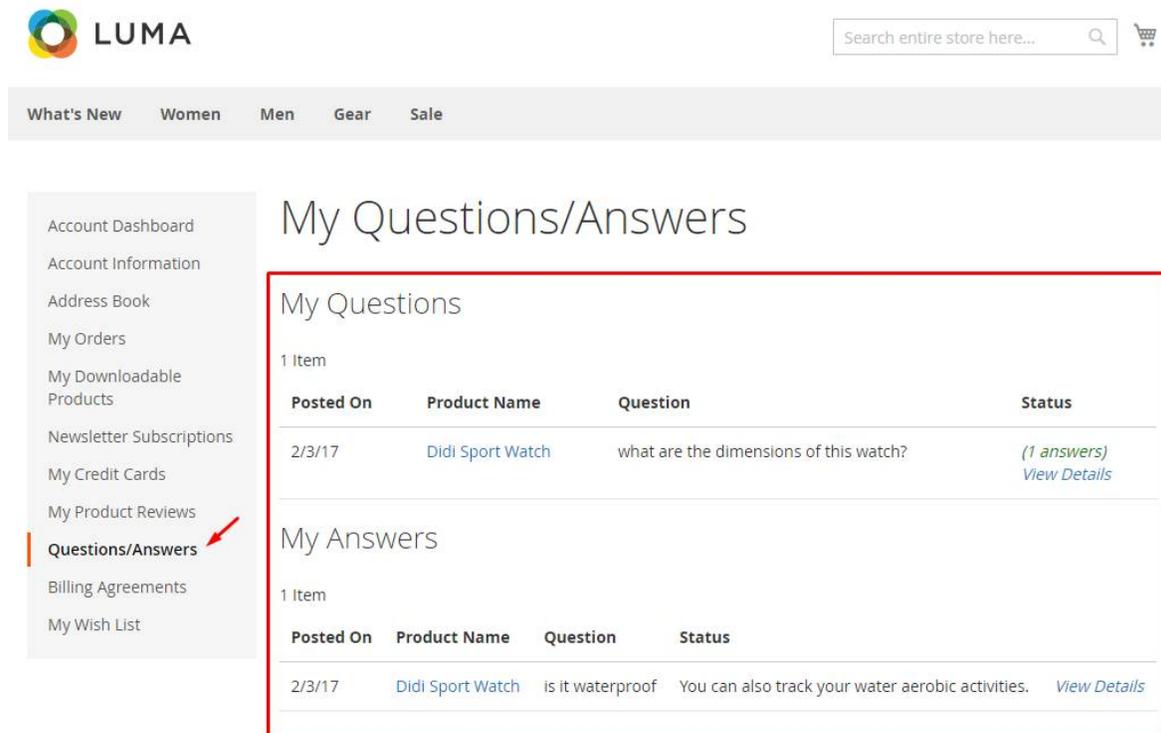
Your visitors or customers can also sign up for newsletter by checking checkbox.

You can set a Captcha to protect your store from spamming. After writing an answer click "Answer this Question". Click "Cancel" to close the form.

3.5 Q/A Editing

3.5.1 Edit Customer Q/A

If a customer asks a question or gives a reply, the additional tab "Questions/Answers" appears in the customer's menu.



Account Dashboard
Account Information
Address Book
My Orders
My Downloadable Products
Newsletter Subscriptions
My Credit Cards
My Product Reviews
Questions/Answers
Billing Agreements
My Wish List

My Questions/Answers

My Questions

1 Item

Posted On	Product Name	Question	Status
2/3/17	Didi Sport Watch	what are the dimensions of this watch?	(1 answers) View Details

My Answers

1 Item

Posted On	Product Name	Question	Status
2/3/17	Didi Sport Watch	is it waterproof	You can also track your water aerobic activities. View Details

Two sections "My Questions" and "My Answers" are available. Your customers will see submitted questions for certain products or answers. To read more details about submitted questions and answers click link "View Details".

3.5.2 Edit Admin Q/A

You can also edit questions and answers for a certain product in the backend. Choose **PRODUCTS** -> **Catalog** -> **choose some product**. Then scroll the page down to the "Questions & Answers" section. It displays all questions related to the product. You can click "edit" to edit a question. Or click "Add a Question" to create a new question for the product.

Didi Sport Watch

← Back
Add Attribute
Save

Add a Question
10 records found

20 per page
 1 of 1

ID	Status	Nickname	Question	Action
2	Approved	Kristy	does it have a lapcounter? (2 answers)	Edit
3	Approved	ki@23	What happens if someone steals your watch? (2 answers)	Edit
4	Approved	SmithSmith	Does this watch count steps? Offer Bluetooth connectivity to the phone for notifications?? (2 answers)	Edit
5	Approved	Cruz	is it waterproof (4 answers)	Edit
6	Approved	Nick	what i do if my product is not working? (1 answers)	Edit
7	Approved	MrBin	Can this strap be replaced by a velcro strap? I have learning difficulties and find a rubber strap difficult to maneuver. Can this strap be replaced with a velcro one? (2 answers)	Edit
8	Approved	callum	does it require batteries? (1 answers)	Edit
9	Approved	Woldemar	Is there any way you can stop the high pitched irritating noise everytime any button is pressed? (2 answers)	Edit
10	Approved	otavia	Does this show both 12hr and 24hr times?? (2 answers)	Edit
11	Approved	Liam Miller	what are the dimensions of this watch? (1 answers)	Edit

3.6. Q/A in Email

If customer or visitor subscribes to a question they will receive an email notification about new approved answers posted for the question. This is how the email notification will look like.

Gmail

←
+
!
🗑
📁
📧
More

1 of 27

COMPOSE

- Inbox
- Starred
- Sent Mail
- Drafts
- More

L
Liam
+

Dear Liam,,

New answer added to your question. Details:

Store: Default Store View,

Product: [Didi Sport Watch](#)

Your question: what are the dimensions of this watch?,

Answer: Hi! Dial Dimension In Mm : 20MM Strap Dimension In Mm : 20MM Best Regards

Please find more information in My Questions/Answers section of your Profile.

Do not reply on this email as it has been generated automatically.

[About Us](#)

[Customer Service](#)