

# **Product Questions/Answers Extension for Magento**

## **User Guide**

**version 1.0**

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**IToris**

**Table of contents**

1. Introduction .....	3
1.1. Purpose.....	3
2. Installation and License.....	3
2.1. Installation.....	3
2.2. License .....	3
3. How to Use.....	3
3.1. Settings.....	3
3.1.1. Stores settings.....	4
3.1.2. General Settings .....	4
3.1.3. Email Settings .....	6
3.2. Add Questions/Answers Block to the Front-end.....	7
3.2.1. Include Q&A block in template .....	7
3.2.2. Include Q&A block in Product Tabs .....	8
3.3. Questions and Answers Management.....	8
3.3.1. Pending Questions' List.....	8
3.3.2. Inappropriate Questions' List.....	10
3.3.3. Not Answered Questions' List .....	11
3.3.4. All Questions' List .....	11
3.3.5. Pending Answers' List.....	13
3.3.6. Inappropriate Answers' List.....	13
3.3.7. All Answers' List .....	13
3.4. Front-end.....	14
3.4.1. Main Questions and Answers Area. Design .....	14
3.4.2. Questions and Answers. Features.....	15

## 1. Introduction

### 1.1. Purpose

This document is a **User Guide** for **Questions/Answers extension for Magento**. It describes how work with the extension.

**Questions/Answers** is a great means to expand your client-oriented services. Should your clients need additional information about the products you sell, need explanations and instructions or simply want to make sure your products are eligible for them - **Questions/Answers** extension is all you need. Ability to ask questions directly on products' pages, reply them, full administration management of the process - all this you get with the extension.

Plenty of settings so that you can adjust the Q&A functionality to meet your needs ideally are supplemented with easy installation, life-time free updates and good support.

## 2. Installation and License

### 2.1. Installation

All our Magento extensions and templates are installed via **IToris Installer**.

Download **IToris Installer** from here <http://www.itoris.com/itoris-magento-installer.html> and un-pack to the root of your website. It will then appear in menu **System ->IToris extensions -> IToris Installer**.

Open it and you will see all our Magento Extensions and Templates, both installed and available. You can install, update and un-install them with one click now.

Find **Questions Answers** in the list of extensions and press **Install** button. It will ask for the license key that you will receive after the purchase. Enter the key and submit. The extension will be installed. It will be available in menu **System ->IToris extensions -> Product Questions/Answers**.

### 2.2. License

**Questions/Answers** is website-dependent. 'Website' is meant here is Magento terms. One license key can activate one Magento website (including all its stores and storeviews).

Each separate website should have a separate license key.

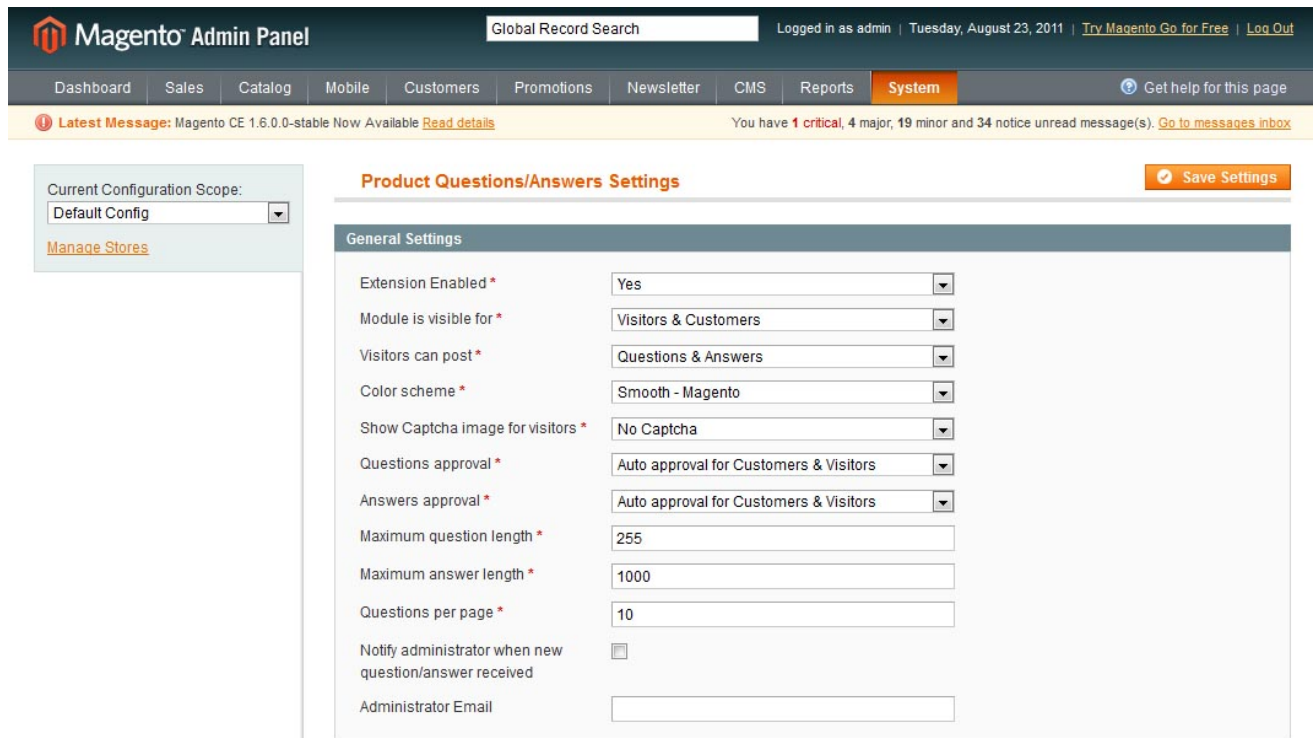
You can switch the license from one website to another – login to <http://www.itoris.com> using the credentials you will receive after the purchase. Go to **My Products** area, find your key there and reset it from the current website. Then use it again to activate another website.

The license also includes free life-time updates for the extension. Updating is easy - all you need is to open Installer (**System ->IToris extensions -> IToris Installer**), find the extension here and press 'Update' icon.

## 3. How to Use

### 3.1. Settings

Install **Questions/Answers extension** and open it in admin area (**System ->IToris extensions -> Product Questions/Answers**). You will see Settings area:



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Dashboard Sales Catalog Mobile Customers Promotions Newsletter CMS Reports **System** Get help for this page

**Latest Message:** Magento CE 1.6.0.0-stable Now Available [Read details](#) You have 1 critical, 4 major, 19 minor and 34 notice unread message(s). [Go to messages inbox](#)

Current Configuration Scope: Default Config [Manage Stores](#)

### Product Questions/Answers Settings

[Save Settings](#)

#### General Settings

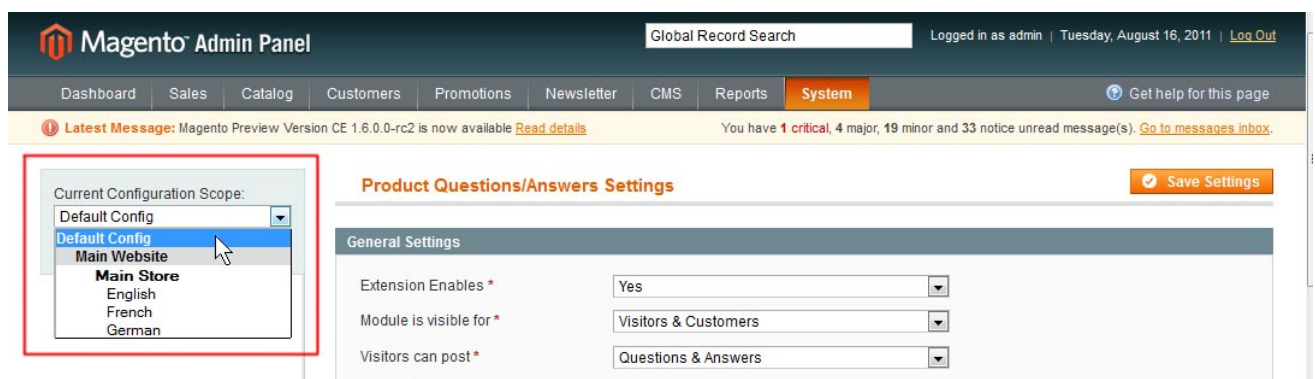
Extension Enabled *	Yes
Module is visible for *	Visitors & Customers
Visitors can post *	Questions & Answers
Color scheme *	Smooth - Magento
Show Captcha image for visitors *	No Captcha
Questions approval *	Auto approval for Customers & Visitors
Answers approval *	Auto approval for Customers & Visitors
Maximum question length *	255
Maximum answer length *	1000
Questions per page *	10
Notify administrator when new question/answer received	<input type="checkbox"/>
Administrator Email	

There are 3 main areas of settings:

- Stores settings
- General settings
- Email settings

### 3.1.1.Stores' settings

On the top left there are stores' settings



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Current Configuration Scope: **Default Config** [Manage Stores](#)

### Product Questions/Answers Settings

[Save Settings](#)

#### General Settings

Extension Enables *	Yes
Module is visible for *	Visitors & Customers
Visitors can post *	Questions & Answers

You can define if you need the same settings for all your stores or if they should vary.

If the settings should be different, select a store and set it. Then select another store and add settings to it, etc.

Save settings after you finish.

### 3.1.2.General Settings

General settings area is to define how the extension should behave for your customers.

Current Configuration Scope: Default Config

Manage Stores

### Product Questions/Answers Settings

Save Settings

#### General Settings

Extension Enabled *	Yes
Module is visible for *	Visitors & Customers
Visitors can post *	Questions & Answers
Color scheme *	Sharp - Magento
Show Captcha image for visitors *	Alikon mod
Questions approval *	Manual approval
Answers approval *	Manual approval
Maximum question length *	255
Maximum answer length *	1000
Questions per page *	0
Notify administrator when new question/answer received	<input type="checkbox"/>
Administrator Email	

Let us find out what each setting means and how it change the look and behaviour of the extension.

The first setting is **Extension Enabled**. It activates/deactivates the extension. While you set it you can deactivate it so that it is not displayed on the front-end.

**Module is visible for** - define if both logged in (customers) and not logged in (visitors) users should see the Questions&Answers block - or logged in users only.

The following setting - **Visitors can post** - depend on the previous one. If you select that the module should be visible to customers only this setting will be disabled.

In this setting you can define if visitors (not logged in users) can post questions only, answers only or both questions and answers.

**Color scheme Questions/Answers** extension has several designs created for you already. Please select the one to meet the design concept of your website better.

**Show Captcha image for visitors** - in order to avoid spam attacks, you can select one of the CAPTCHA images that your visitors should enter when they post questions and answers. This setting again will be disabled if you have selected the extension to be visible for customers only.

The next setting deals with moderation - **Questions approval**. As not all question may be eligible, you can select if you want to moderate them manually or not. The following options are available:

visitors can post: Questions & Answers

Color scheme \*: Sharp - Magento

Show Captcha image for visitors \*: Alikon mod

Questions approval \*: Manual approval

Answers approval \*

Maximum question length \*: 255

Maximum answer length \*: 1000

Manual approve - the questions will not be visible until administrator approves them.

Auto approval for Customers - if a user is logged-in, his/her questions will be visible immediately after submitting. If the user is not logged in, then his/her questions need admin's approve to become visible.

Auto approval for Customers and Visitors - both customers and visitors can post questions and they will be

visible immediately.

**Answers approval** - the same as Questions approval, but for answers.

**Maximum question length** and **Maximum answer length** - set the length of questions and answers (in symbols).

Define how many questions there should go per page with **Questions per page** setting. When the number of questions exceeds the allowed one, there will appear a paging so that users can go to the following page(s) and see the rest.

**Notify administrator when new question/answer received** - check if you want administrator to receive email notifications when a new question or answer has been posted. Do not forget to create email template for the notifications (see the settings below).

**Administrator Email** - enter the email address on which the notifications should be sent.

**N.B.** Save settings after you have changed them.

### 3.1.3. Email Settings

Email Settings go directly below the General Settings. In Email Settings you can create the look of the notifications administrator and user will receive (email templates).

**Product Questions/Answers Settings** Save Settings

**Email Settings**

Admin email from name \*

Admin from email \*

Admin email subject \*

Admin Email Notification Template \*

The {{question\_or\_answer}} details are available in the backend following the link: {{question\_details\_backend\_url}}.

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

Path: p

User email from name \*

User from email \*

User email subject \*

User Email Notification Template \*

There are 2 email templates - the one administrator will receive when a new question or answer has been posted and the one the question poster will receive when there is a reply.

The texts in the email templates are already created for you. Yet you can edit them the way you need. The content of each email consists of the following:

- Email head
- Email body - texts and decorations
- Email body - variables

**Email head** - for each email you can define:

- From name - from which name should the email be sent
- From email - from which email address should the email be sent
- Subject - subject of the email

**Email body.** In the WYSIWYG editor you can create the look of the email template. Add any text and decorations you need there.

One more important part of an email is variables. When you add variables they are substituted in emails with the read data entered. The list of variables is available under the template's editor.

**E.g.** There is a variable {{product\_name}}. In emails it will be substituted with the real name of the product for which the question or answer has been submitted.

Set email notifications for both admins and users and save the settings.

## 3.2. Add Questions/Answers Block to the Front-end

### 3.2.1. Include Q&A block in Template

To add the Questions& Answers functionality to the front-end you will need to include it in your template.

1. Check which skin is used now on your site. If you are not sure, open your site in a browser, open the source of the page. Inside <head> tags you will find something like

```
<link rel="stylesheet" type="text/css" href="http://mymagento.com/skin/frontend/package/theme/css/styles.css" media="all" />
```

`package/theme` - the name of your design package and the theme

2. Declare a new block in your template.

To do it open `/app/design/frontend/{pack_name}/{theme_name}/layout/catalog.xml`

**N.B.** if there is no this file, copy it from `/app/design/frontend/base/default/layout/catalog.xml` and then make the changes in the copy.

Find <block> tags inside this file and add the following (red line):

```
<block type="catalog/product_view" name="product.info" template="catalog/product/view.phtml">
```

...

```
<block type="itoris_productqa/productQa" name="itoris_productqa_block" as="itoris_qa"/>
</block>
```

3. Make this new Q&A block visible. Open the file:

`/app/design/frontend/{pack_name}/{theme_name}/template/catalog/product/view.phtml`

**N.B.** if there is no this file, copy it from `/app/design/frontend/base/default/template/catalog/product/view.phtml` and then make the changes in the copy.

Find the lines

```
<?php echo $this->getChildHtml('upsell_products') ?>
<?php echo $this->getChildHtml('product_additional_data') ?>
```

And after these lines add `<?php echo $this->getChildHtml('itoris_qa') ?>`

4. If you do not see Q&A block after this - clear the cache in System->Cache Management



### 3.2.2. Include Q&A block in Product Tabs

There is another extension developed by IToris that organizes product pages in a convenient and good-looking way, placing product blocks in tabs - [Product Tabs Slider](#).

Q&A block can be added as one of the tabs. To do it open the admin area, open Tabs Slider Extension (System -> IToris Extensions -> Product Tabs Slider). Press 'Add custom tab', and in the WYSIWYG editor add a new widget. The name (alias) of the widget is itoris\_qa.

### 3.3. Questions and Answers Management

Apart from settings there is a separate area for administrators to moderate questions and answers. The area is available at **Catalog -> Product Q/A**

The screenshot shows the Magento Admin Panel with the 'Product Q/A' dropdown menu open. The 'All Questions' option is selected, displaying a list of questions. The table below shows the details of a question:

ID	Inappr	Nickname	Question	Visible In	Type	Product Name	Product SKU	Action
3		Netrww	What is the difference between tap shoes and clogging shoes?	Main Website Main Store English	Guest	CN Clogs Beach/Garden Clog	cn	<a href="#">Edit</a>

There are several lists available for convenient moderation. Administrators can choose to see only pending questions (that are not visible yet and require approving), inappropriate questions (that have marked by customers as of not being appropriate), not answered questions or all questions together.

#### 3.3.1. Pending Questions' List

'Pending Questions' area lists all pending questions, i.e. the questions that have not been moderated by administrators yet and are not visible for customers.

The list is organized in a usual Magento way. You can sort it out by ID, by date (or date period), by the user's nickname, by store, by usertype (guest or customer), by product name or by product SKU.

Each question has information about the replies (how many times it has been replied).

From the pending list administrator can open any question for editing (both its content's editing and status changing). Press 'edit' link to open a question for editing.



Global Record Search
Logged in as admin | Friday, August 19, 2011 | [Log Out](#)

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[Sales](#)
[Catalog](#)
[Customers](#)
[Promotions](#)
[Newsletter](#)
[CMS](#)
[Reports](#)
[System](#)
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Latest Message: Magento CE 1.6.0.0-stable Now Available [Read details](#)
You have **1 critical**, 4 major, 19 minor and 34 notice unread message(s). [Go to messages inbox.](#)

## Pending Questions

Page 1 of 1 pages | View 20 per page | Total 3 records found

[Reset Filter](#) [Search](#)

Select All   Unselect All   Select Visible   Unselect Visible   0 items selected				Actions <div></div>		Submit			
	ID	Created On	Nickname	Question	Visible In	Type	Product Name	Product SKU	Action
Any		From: <div></div> <div></div> To: <div></div> <div></div>							
<div></div>	5	Aug 19, 2011 1:07:54 PM	Yggra	I have a question - does this laptop have a sleeping mode? Should I press "sleeping" function - or can I simply close it? Also - can I keep charging when the battery is full? Thanks, Yggra (0 answers)	Main Website Main Store English	Guest	Sony VAIO VGN-TXN27N/B 11.1" Notebook PC	VGN-TXN27N/B	<a href="#">Edit</a>
<div></div>	4	Aug 19, 2011 1:05:51 PM	Larry	What's the average battery life for this model? (0 answers)	Main Website Main Store English	Guest	Sony VAIO VGN-TXN27N/B 11.1" Notebook PC	VGN-TXN27N/B	<a href="#">Edit</a>
<div></div>	3	Aug 16, 2011 5:14:06 PM	Netrw	What is the difference between tap shoes and clogging shoes?	Main Website Main Store English	Guest	CN Clogs Beach/Garden Clog	cn	<a href="#">Edit</a>

## 3.3.1.1. Editing Pending Questions

To edit a question press 'edit' link. The question will be opened up for editing

## Edit Question

[Back](#)
[Reset](#)
[Delete Question](#)
[Save Question](#)

**Question Details**

Product [Sony VAIO VGN-TXN27N/B 11.1" Notebook PC](#)  
Posted By Guest Posted On Aug 19, 2011 1:07:54 PM  
Rating 0 helpful, 0 not helpful  
Status \* Pending  
Question is visible in \* 

Main Website  
English  
French  
German

  
Nickname \* Yggra  
Your Question \* I have a question - does this laptop have a sleepin

**Answers**

Del	Posted On	Posted By	Inappr	Status	Nickname	Answer
<input type="checkbox"/>	Aug 19, 2011 1:44:21 PM	Administrator		Approved	admin	2.5-3 hours approximately

Add New Answer:  
Status Pending Nickname Answer [Add](#)

**Question details**

On the top there is the **product's name** (on which the question has been posted). Below there is information about the poster (**nickname**) and **date of posting**.

This data is for information only, it is not editable.

Below there is **rating**. It displays how many times the question has been marked as helpful, and how many times it has been marked as not helpful (by customers).

Then there is **status**. Administrator can change pending status to either 'approved', or 'not approved'.

Approved questions become visible for guests and customers. Pending and not approved questions are not visible from the front-end.

Below there is **visibility in stores**. Administrator can change the store(s) in which the question is visible.

Administrator can **edit** both **nickname** and **question's text**.

### Answers

The area below displays answers for this question. There is ability for administrator to edit/delete the answers as well as to add own answer directly from this page.

To edit an answer - administrator edits its text or the nickname and saves the changes of the page.

To delete an answer - administrator checks 'del' checkbox near the answer(s) and saves the changes of the page.

To add a new answer - administrator enters a nickname, the answer, sets its status and presses "add" button near the answers.

### 3.3.2. Inappropriate Questions' List

In case a customer has marked a question as being inappropriate - it appears in this list.

The question stays visible on the front-end, this feature has been created for administrators to take attention if a question has been reported as inappropriate.

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**Latest Message:** Magento CE 1.6.0.0-stable Now Available [Read details](#) You have **1 critical**, 4 major, 19 minor and 34 notice unread message(s). [Go to messages inbox.](#)

**All Questions** [Add New Question](#)

Page **1** of 1 pages | View **20** per page | Total 5 records found [Reset Filter](#) [Search](#)

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions [Submit](#)

	ID	Inappr	Created On	Status	Nickname	Question	Visible In	Type	Product Name	Product SKU	Action
Any			From: <input type="text"/> To: <input type="text"/>								
<input type="checkbox"/>	5		Aug 19, 2011 1:07:54 PM	Approved	Yggra	I have a question - does this laptop have a sleeping mode? Should I press "sleeping" function - or can I simply close it? Also - can I keep charging when the battery is full? Thanks, Yggra (0 answers)	Main Website Main Store English	Guest	Sony VAIO VGN-TXN27N/B 11.1" Notebook PC	VGN-TXN27N/B	<a href="#">Edit</a>
<input type="checkbox"/>	4		Aug 19, 2011 1:05:51 PM	Approved	Larry	What's the average battery life for this model? (0 answers)	Main Website Main Store English	Guest	Sony VAIO VGN-TXN27N/B 11.1" Notebook PC	VGN-TXN27N/B	<a href="#">Edit</a>

This list is similar to Pending questions list. Apart from the same sorting features there is a new column - Inappropriate. There is a special sign for inappropriate questions, the same sign will be used in the list with all available questions .

### 3.3.2.1. Editing Inappropriate Questions

Editing inappropriate questions is very similar to pending ones. Administrator clicks 'edit' link near a question. This opens the question for editing.


**Edit Question** Back Reset Delete Question Save Question

---

**Question Details**

Product: [Sony VAIO VGN-TXN27NB 11.1" Notebook PC](#)

Posted By: Guest Posted On: Aug 19, 2011 1:07:54 PM

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

Status: Approved

Question is visible in: Main Website  
English  
French  
German

Nickname: Yggra

Your Question: I have a question - does this laptop have a sleepin

---

**Answers**

Del	Posted On	Posted By	Inappr	Status	Nickname	Answer
-----	-----------	-----------	--------	--------	----------	--------

Admin is able to do the same actions here as with a pending question - edit the nickname of the user, edit the question, change its stores' visibility, change its status.

Admin can add a new answer directly from this page as well.

Apart from standard features there is a new one "remove flag" for inappropriateness. As soon as the flag is removed the question is not longer available in Inappropriate list.

### 3.3.3. Not Answered Questions' List

This list allows administrator to view the questions that have no replies. The sorting and editing features on this list are the same as on the rest.

This list has been created as a convenient feature for admin to provide replies to customers where needed mostly.

### 3.3.4. All Questions' List

This list unites all previous list. Administrator can work directly from here, sort out the questions to display pending or not answered first, etc.

From this list administrator can edit the questions as well, add answers to them.

Yet there is one important feature available from this list only - **Add a new question**. Administrator can add a new question for any product, thus attracting interest to it.

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## All Questions

[Add New Question](#)

Page 1 of 1 pages | View 20 per page | Total 5 records found

[Reset Filter](#)[Search](#)

Select All   Unselect All   Select Visible   Unselect Visible   0 items selected										
Actions										
Submit										
ID	Inappr	Created On	Status	Nickname	Question	Visible In	Type	Product Name	Product SKU	Action
Any		From: To:								
<input type="checkbox"/>	5	Aug 19, 2011 1:07:54 PM	Approved	Yggra	I have a question - does this laptop have a sleeping mode? Should I press "sleeping" function - or can I simply close it? Also - can I keep charging when the battery is full? Thanks, Yggra (0 answers)	Main Website Main Store English	Guest	Sony VAIO VGN-TXN27N/B 11.1" Notebook PC	VGN-TXN27N/B	<a href="#">Edit</a>
<input type="checkbox"/>	4	Aug 19, 2011 1:05:51 PM	Approved	Larry	What's the average battery life for this model? (0 answers)	Main Website Main Store English	Guest	Sony VAIO VGN-TXN27N/B 11.1" Notebook PC	VGN-TXN27N/B	<a href="#">Edit</a>

When "Add New Question" button is pressed - there is a page to add a question.

**Magento Admin Panel** Global Record Search Logged in as admin | Friday, August 19, 2011 | [Log Out](#)

Dashboard Sales Catalog Customers Promotions Newsletter CMS Reports System [Get help for this page](#)

**Latest Message:** Magento CE 1.6.0.0-stable Now Available [Read details](#) You have **1 critical**, 4 major, 19 minor and 34 notice unread message(s). [Go to messages inbox.](#)

**Add New Question** [Back](#) [Reset](#) [Add Question](#)

**Question Details**

Product \*

Status \*

Question is visible in \*

Nickname \*

Your Question \*

Administrator selects a product, selects the status of the question. Then there is ability to enter a nickname and the question itself.

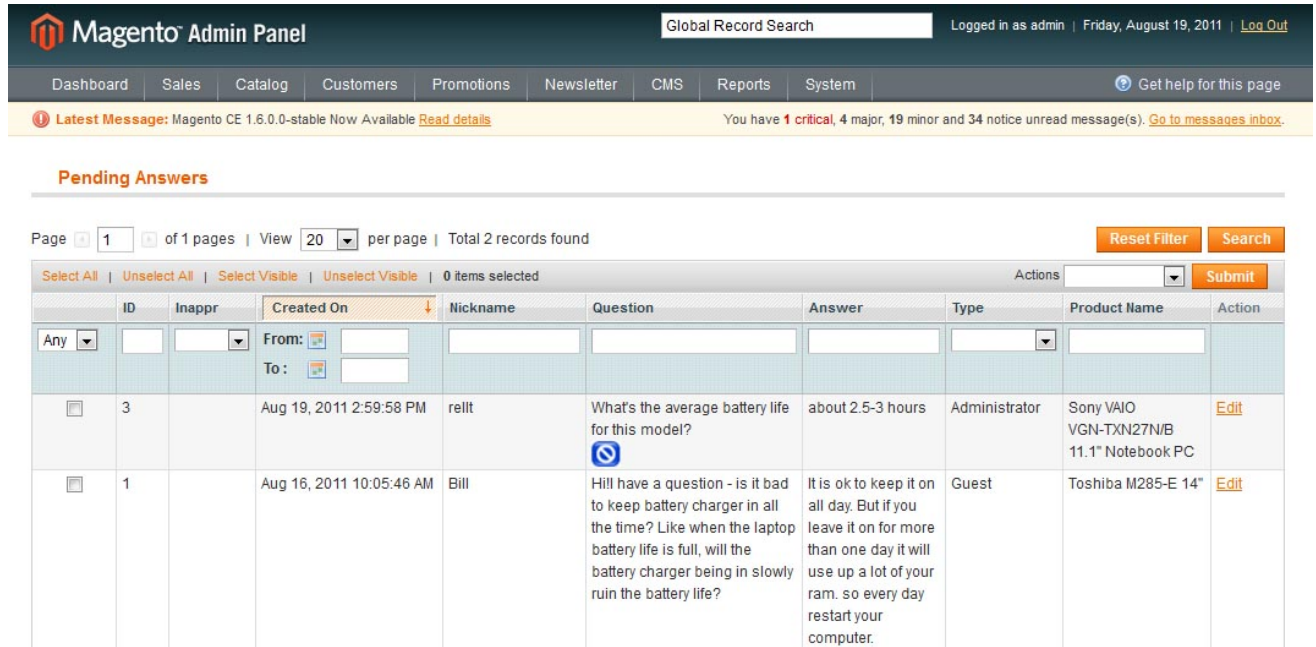
If admin sets 'approved' status - the question will be displayed directly after submitting.



### 3.3.5.Pending Answers' List

'Pending Answers' is similar in functionality to questions lists.

Here administrator can manage the replies, this list contain the answers that have pending status and are not visible from the front-end yet.



**Pending Answers**

Page 1 of 1 pages | View 20 per page | Total 2 records found

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected

	ID	Inappr	Created On	Nickname	Question	Answer	Type	Product Name	Action
<input type="checkbox"/>	3		Aug 19, 2011 2:59:58 PM	rellt	What's the average battery life for this model?	about 2.5-3 hours	Administrator	Sony VAO VGN-TXN27N/B 11.1" Notebook PC	<a href="#">Edit</a>
<input type="checkbox"/>	1		Aug 16, 2011 10:05:46 AM	Bill	Hill have a question - is it bad to keep battery charger in all the time? Like when the laptop battery life is full, will the battery charger being in slowly ruin the battery life?	It is ok to keep it on all day. But if you leave it on for more than one day it will use up a lot of your ram. so every day restart your computer.	Guest	Toshiba M285-E 14"	<a href="#">Edit</a>

There is ability to edit answers as well as questions by clicking 'edit' link.

### 3.3.6.Inappropriate Answers' List

This list provides the answers that have been marked by customers as being inappropriate.

This flag does not change the visibility of answers, they stay visible. This list is for administrator for easier moderation of the customers' reports.

Administrator can open any answer for editing and remove the 'inappropriate' flag. This will exclude the answer from the list.

### 3.3.7.All Answers' List

This list collects all answers with all statuses. Administrator can moderate the answers directly from this list by sorting out the answers that require moderation.

Any answer can be edited/deleted from this list.

**Edit Question** Back Reset Delete Question Save Question

**Question Details**

Product: [CN Clogs Beach/Garden Clog](#)

Posted By: Guest Posted On: Aug 16, 2011 5:14:06 PM

Rating: 0 helpful, 0 not helpful

Status \*: Pending

Question is visible in \*: **Main Website**  
English  
French  
German

Nickname \*: Netrw

Your Question \*: What is the difference between tap shoes and clog

Administrator can change the status of the question, edit the question, change its stores' visibility. This page also provides general information about the question.

Below this area there is ability to add answers to the question

**Edit Question** Back Reset Delete Question Save Question

Nickname \*: Netrw

Your Question \*: What is the difference between tap shoes and clog

**Answers**

Del	Posted On	Posted By	Inappr	Status	Nickname	Answer
No records found.						

**Add New Answer:**

Status: Pending Nickname: Answer: Add

Administrator can add the answer from any nickname he/she enters and make this answer visible immediately or send it to moderation. This feature can be of great help if you have unanswered questions on your website or want to provide more information about the product.

### 3.4. Front-end

This part describes what your customers and guests will see with Questions/Answers Extension.

#### 3.4.1. Main Questions and Answers Area. Design

After you have installed the extension, Q&A block will appear on each product page. There are 10 pre-created design themes available in the extension's settings to meet the look of your website.

The place where the block will be displayed depends on your theme and preferences. Here is an example when Q&A block has been added at the bottom of product pages



<b>Notebook Computer PC</b> <b>\$1,799.99</b> ★★☆☆☆ <a href="#">6 Review(s)</a>   <a href="#">Add Your Review</a>	<b>\$1,599.99</b> ★★★★★ <a href="#">2 Review(s)</a>   <a href="#">Add Your Review</a>	<b>Notebook PC</b> <b>\$2,299.99</b> ★★★★★ <a href="#">3 Review(s)</a>   <a href="#">Add Your Review</a>	<b>Notebook PC</b> As low as: <b>\$2,699.99</b>
----------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------	----------------------------------------------------

**Product Tags**

Other people marked this product with these tags:

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**Outdoor Answers**


Sort by: Most Recent Questions Expand all

▶ Q: I have a question - does this laptop have a sleeping mode? Should I press "sleeping" function - or can I simply close it? Also - can I keep charging when the battery is full? Thanks, Yggra 0 answers

▶ Q: What's the average battery life for this model? 3 answers

[Ask a NEW QUESTIONS](#) Page 1

And below there is an example when Q&A block has been added as one of the tabs (another extension - Product Tabs Slider - has been used in combination):



Availability: In stock

**\$2,699.99**

Qty:  [Add to Cart](#) OR [Add to Wishlist](#) [Add to Compare](#)

**Quick Overview**

Take a load off your shoulders when you're racing for your plane with the sleekly designed and ultra-portable Sony Vaio VGN-TXN27N/B notebook PC.

Double click on above image to view full picture

Product Description Additional Information Specification Related Products **Q/A**

**Outdoor Answers**

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▶ Q: I have a question - does this laptop have a sleeping mode? Should I press "sleeping" function - or can I simply close it? Also - can I keep charging when the battery is full? Thanks, Yggra 0 answers

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[Ask a NEW QUESTIONS](#) Page 1

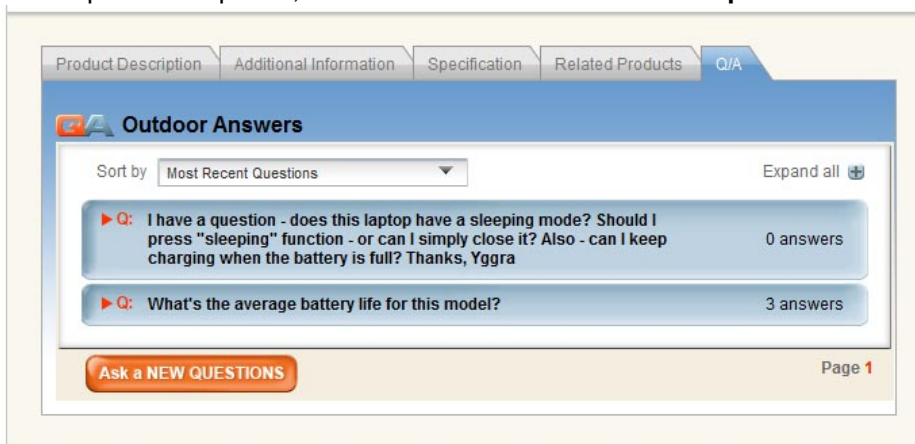
### 3.4.2. Questions and Answers. Features

The way your users will see Q&A block depends on your settings. There is ability to allow seeing questions and answers to customers only, or to both customers and visitors.

If visitors can reply questions or not depends on the settings as well.

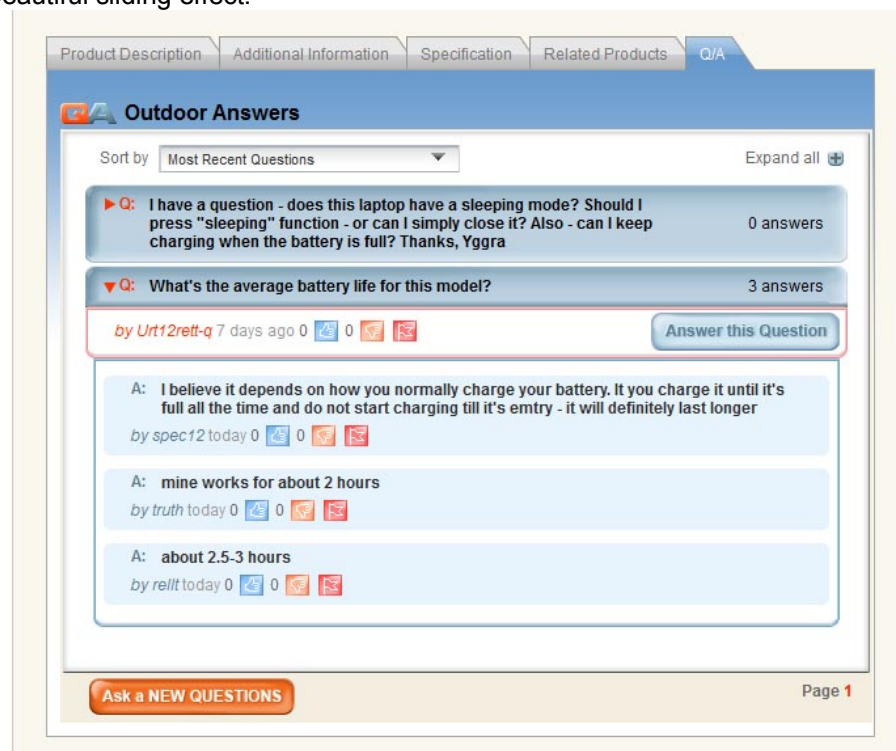
Let us see the features of the block:

When a product is opened, users will see the **list of available questions**.



There is ability to sort them out (by the time they have been added, by the time the answers have been added, by popularity, etc.)

Each question displays how many answers are available. Clicking on a question opens up its **answers** with a beautiful sliding effect.



Users can read the answers, add their own replies, and new questions.

When a user presses "Ask a New Question" button, there is a new form sliding down. Depending on your settings it will be with or without CAPTCHA protection code.

The screenshot shows a web interface for 'Outdoor Answers'. At the top, there are tabs for 'Product Description', 'Additional Information', 'Specification', 'Related Products', and 'Q/A'. Below the tabs, the title 'Outdoor Answers' is displayed. A 'Sort by' dropdown menu is set to 'Most Recent Questions', and an 'Expand all' link is visible. Two questions are listed: 'I have a question - does this laptop have a sleeping mode? Should I press "sleeping" function - or can I simply close it? Also - can I keep charging when the battery is full? Thanks, Yggra' with 0 answers, and 'What's the average battery life for this model?' with 3 answers. Below the questions, there is a 'Hide the Form' button and a 'Page 1' indicator. The form area contains fields for 'Nickname:' and 'Your Question:', followed by an 'Add QUESTION' button.

When a user wants to reply a question - he/she presses "Answer this Question" button and answer form slides down.

Apart from asking and answering there is ability for your customers to express an opinion about both questions and answers. There is a special pane where customers can select a question/answer as being helpful, being not helpful or report it as inappropriate.

The screenshot shows the same 'Outdoor Answers' interface, but with the second question expanded. The question is 'What's the average battery life for this model?' with 3 answers. Below the question, there is a red bar indicating the user 'Urt12rett-q' asked it 7 days ago, with 0 votes and an 'Answer this Question' button. The answers are listed below: 'A: I believe it depends on how you normally charge your battery. It you charge it until it's full all the time and do not start charging till it's emtry - it will definitely last longer' by 'spec12' today, 0 votes; 'A: mine works for 10 hours' by 'truth' today, 0 votes; and 'A: about 2.5-3 hours' by 'rellt' today, 0 votes. A 'Helpful' button is visible next to the first answer. At the bottom, there is an 'Ask a NEW QUESTIONS' button and a 'Page 1' indicator.

Helpful questions and answers participate in sorting; there is ability for customers to select the most helpful ones.

Inappropriate questions and answers come to special lists in admin area; there is ability for administrator to moderate them in a convenient way.