



PRODUCT QUESTIONS ANSWERS

MAGENTO 2

[Product Question Answer - Magento 2](#)

[USER MANUAL](#)

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Preface

Mageants Product Question/Answer is a perfect extension for the store owners who wants to help customer to clear customer mind confusion. It's allow customer to ask question about product and get answer for that. All question and answer can only show which is approved by admin.

- Enable / Disable Product QA.
- Set question display per page in product page question answer tab.
- Like/Dislike on question and as well on answer to.
- Question/Answer only display when admin approve.
- Search and sorting feature available.
- Set character limit for question.
- Captcha Enable/Disable for question form.
- Email send to questioner answerer customer regarding new update.

Installation :-

There are two ways of installing extension in magento2.

- Using COMMAND LINE.
- Manually Install extension.

Option 1: Magento 2 install extension using COMMAND LINE (Recommended)

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory. If code directory does not exist then create.

Step 3: Disable the cache under System -> Cache Management.

Step 4: Enter the following at the command line:
php bin/magento setup:upgrade and
php bin/magento setup:static-content:deploy

Step 5: Once you complete above steps log out and login back to the admin panel and switch to **Stores** → **Configuration** → **Mageants** → **Product question answer**, the module will be displayed in the admin panel.

Option 2: Magento 2 install extension manually

Step 1: Download the extension and unzip it.

Step 2: Upload it to code directory in your magento installation's app directory If code directory does not exists then create.

Step 3: Disable the cache under System -> Cache Management Edit app/etc/config.php file and add one line code :
'Mageants_ProductQA' => 1

Step 4: Enter the following at the command line:
php bin/magento setup:upgrade and
php bin/magento setup:static-tent:deploy

Step 5: Disable the cache under System -> Cache Management

Step 6: Once you complete above steps log out and log in back to the admin panel and switch to **Stores** → **Configuration** → **Mageants** → **Product Question Answer**, the module will be displayed in the admin panel.

Configuration:-

After Installation of Extension log in to Magento admin panel to set configuration of the extension.

Product QA management menu :

Go to Store → Configuration → Mageants → Product Q/A and set the configuration as shown in below images.

Configuration

MAGEANTS **General**

Product Q/A

Enable or disable module → Enable Product Q/A [store view] → Enable

If set yes then use like or dislike symbol in frontend otherwise use yes or no option → Use like and dislike symbol for question answer from frontend [store view] → No

Enter product question page size → Question Page Size [store view] → 5

Enter question max char → Question Max Char [store view] → 255

Enable or disable captcha → Enable Captcha [store view] → Enable

Enable or disable email send → Enable Send E-mail [store view] → Disable

Save Config

Configuration

Store View: Default Config

MAGEANTS **General**

Product Q/A

User Notifications

If yes then customer post question send email notification to post question customer → Notify user via email [store view] → Yes

Select email sender here → Email Sender [store view] → General Contact

Select email template here → Email Template [store view] → Product Question Email Template Customer (D)

☒ Use system value

Admin Notifications

Notify Answered Users

Save Config

Store View: Default Config ? Save Config

MAGEANTS

Product Q/A

GENERAL

CATALOG

GENERAL

Admin Notifications

Notify admin of a new question [store view] Yes

If yes then customer post new question send email notification to admin

Send e-mail to [store view] General Contact

Select email template here

Email Template [store view] Product Question Email Template Admin (Defa

☒ Use system value

Notify admin of a new answer [store view] Yes

If yes then customer post new answer send email notification to admin

Send e-mail to [store view] General Contact

Select email template here

Email Template [store view] Product Answer Email Template Admin (Default

☒ Use system value

Configuration

Store View: Default Config ? Save Config

MAGEANTS

Product Q/A

GENERAL

CATALOG

CUSTOMERS

SALES

DOTMAILER

SERVICES

General

User Notifications

Admin Notifications

Notify Answered Users

Send Email to user who answered [store view] Yes

If yes then email send to user who answered previous questions

If enable then email send to user who answered previous questions else not send mail to anyone.

Select email sender here

Email Sender [store view] General Contact

Select email template here

Email Template [store view] Answered Users Email Template (Default)

☒ Use system value

Product QA Captcha Configuration :

Go to **Store** → **Configuration** → **Customers** → **Customer Configuration** → **CAPTCHA** .

Set Yes to enable CAPTCHA on storefront and select Question / Answer Form from forms field For CAPTCHA activation.

The screenshot shows the 'Customer Configuration' sidebar on the left with 'Customer Configuration' selected. The main content area displays the 'CAPTCHA' configuration section. An orange callout box with the text 'For captcha activation enable captcha and select Question / Answer Form' has two arrows: one pointing to the 'Enable CAPTCHA on Storefront' dropdown (which is set to 'Yes') and another pointing to the 'Forms' dropdown (which is set to 'Question / Answer Form').

Customer Configuration

- Online Customers Options
- Account Sharing Options
- Create New Account Options
- Password Options
- Name and Address Options
- Login Options
- Address Templates
- CAPTCHA**

Enable CAPTCHA on Storefront [website] Yes ☐ Use system value

Font [website] LinLibertine ☒ Use system value

Forms [website] Question / Answer Form ☐ Use system value

Create user
 Login
 Forgot password
 Check Out as Guest
 Register during Checkout
 Contact Us
 Change password

CAPTCHA for "Create user" and "Forgot password" forms is always enabled if chosen.

wysiwyg Configuration:

Go to **Store** → **Configuration** → **General** → **Content Management** → **Wysiwyg Options**. Set Yes to Use Static URLs for Media Content in WYSIWYG.

The screenshot shows the Magento Admin Configuration interface. On the left is a sidebar menu with categories: MAGEANTS, GENERAL, General, Web, Currency Setup, Store Email Addresses, Contacts, Reports, Content Management (highlighted with an orange bar), and New Relic Reporting. The main content area is titled 'WYSIWYG Options' and contains the following settings:

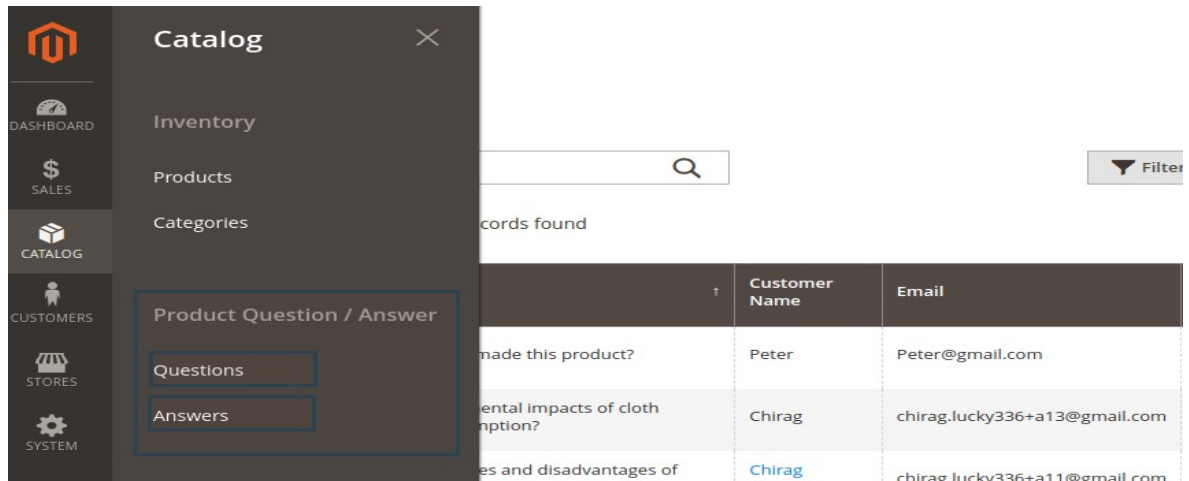
- Enable WYSIWYG Editor** [store view]: A dropdown menu set to 'Enabled by Default' with a checkbox for 'Use system value' which is checked.
- WYSIWYG Editor** [website]: A dropdown menu set to 'TinyMCE 5' with a checkbox for 'Use system value' which is checked.
- Use Static URLs for Media Content in WYSIWYG** [global]: A dropdown menu set to 'Yes'. This option is highlighted with a black rectangular box. Below the dropdown, a note states: 'Media content will be inserted into the editor as a static URL. Media content is not updated if the system configuration base URL changes.'

Below these settings is a section titled 'Advanced Content Tools'.

- When added images show in frontend admin needs to enable default magento configuration for image.

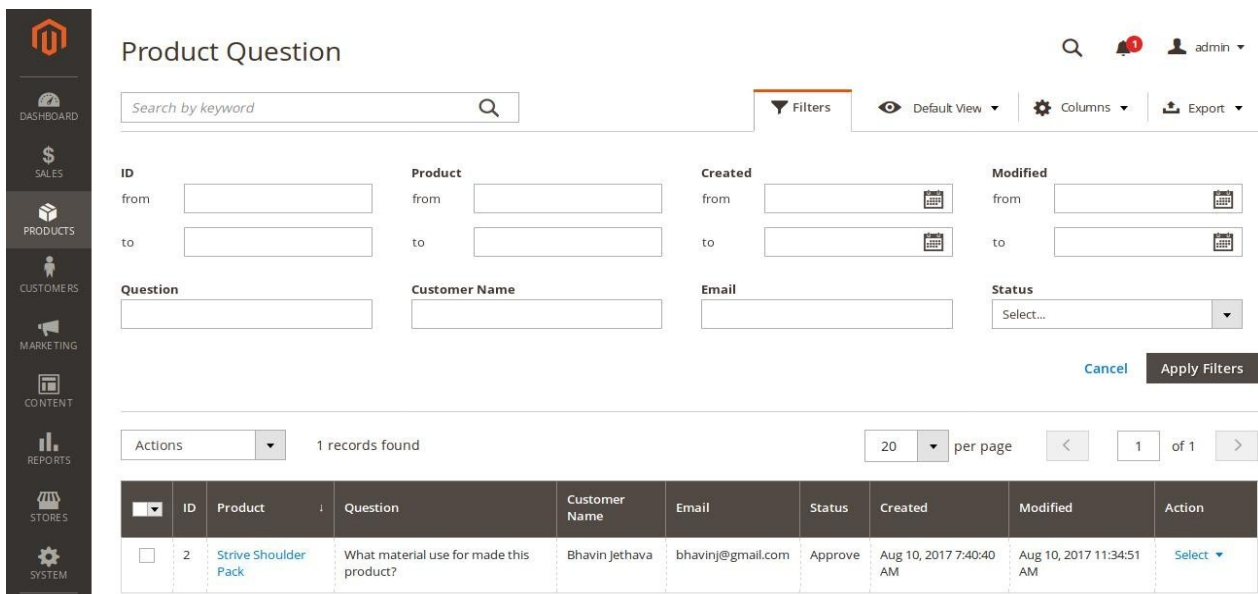
Back-end Example:

To manage contact messages Please go to **Catalog** → **Product Question / Answer** there you can manage all Product Question Answer. You can **create ,edit or delete Question/Answer** from here, Menu.



Product Question Grid:

Go to **Catalog** → **Product Question/Answer** → **Questions** to view Product Question Grid. It shows all the questions submitted by customers.



Question edit tab:

On selecting edit for any question, admin can edit that question status from pending to Approved/ Rejected.

Multiple select product:

Admin can also add the same question to multiple products by selecting multiple products from question edit tab

Answer Tab :

Admin can add answer for the question which he/ she is editing

Dashboard Sales Catalog Customers Marketing Content

Rahul Gohel

← Back Delete Reset Save and Continue Edit Save Product Question

PRODUCT Q/A INFORMATION

General

Answers

Write Answer from here Write Answer

Write Answer

Name : admin

Email: admin@gmail.com

Your Answer

Paragraph 14px

POWERED BY TINY

Cancel Submit Answer

On submitting the answer, it get displayed on answer tab with Approve Now button.

Dashboard Sales Catalog Customers Marketing Content Reports Stores System

Rahul Gohel

← Back Delete Reset Save and Continue Edit Save Product Question

PRODUCT Q/A INFORMATION

General

Answers

Write answer from here Write Answer

Bags are made from a ubiquitous polymer substance known as polyethylene. This begins as ethylene, commonly extracted from natural gases, then treated to become the polymer, forming long chains of carbon and hydrogen atoms.

admin 4/18/23

Current Status : Rejected

Approve Now Approve Answer

Answer edit tab:

Admin can also edit or reject the submitted answer by clicking on Reject Now and Answer Edit button after approve.

Rahul Gohel

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

PRODUCT Q/A INFORMATION

General

Answers

Answers **Write Answer**

Bags are made from a ubiquitous polymer substance known as polyethylene. This begins as ethylene, commonly extracted from natural gases, then treated to become the polymer, forming long chains of carbon and hydrogen atoms.

admin 4/18/23
Current Status : Approved

Reject Now **Answer Edit** **Edit Answer**

Reject Answer

Edit Answer pop-up apperas for editing approved answer.

Edit Answer

Name : admin

Email: admin@gmail.com

Your Answer

← → Div 16px

B *I* U **Link** **Image** **Table** **Ω**

- Bags are made from a ubiquitous polymer substance known as polyethylene. This begins as ethylene, commonly extracted from natural gases, then treated to become the polymer, forming long chains of carbon and hydrogen atoms.

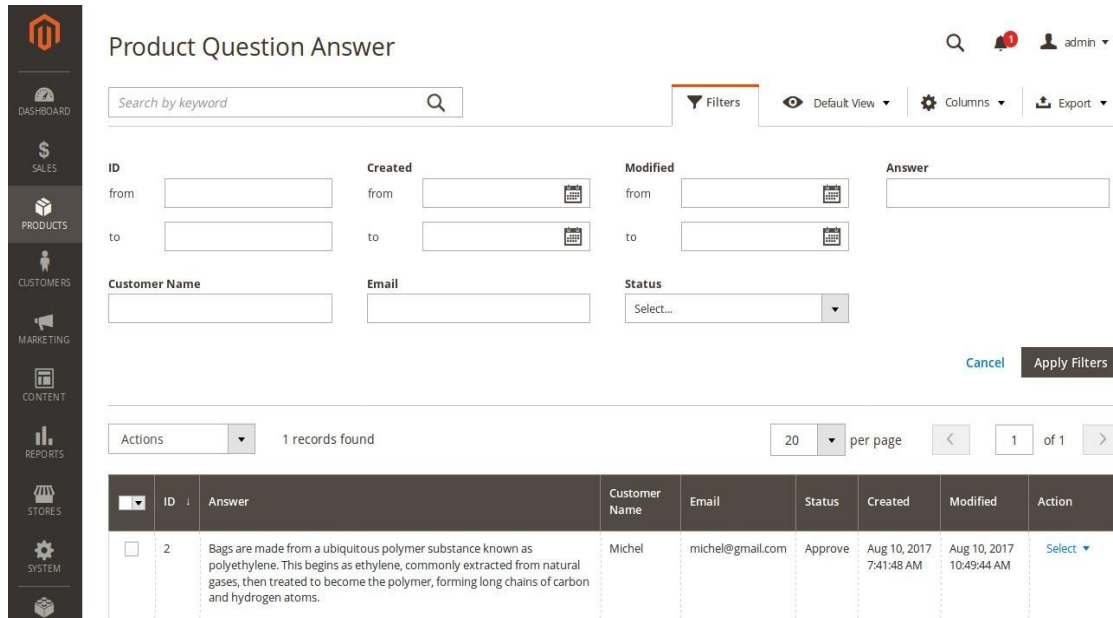
DIV » UL » LI » DIV » DIV » DIV POWERED BY TINY

Submit

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Product Answer Grid:

Go to **Catalog** → **Product Question/Answer** → **Answers** to view Product Answer Grid. It shows all the answers which are submitted by customers.

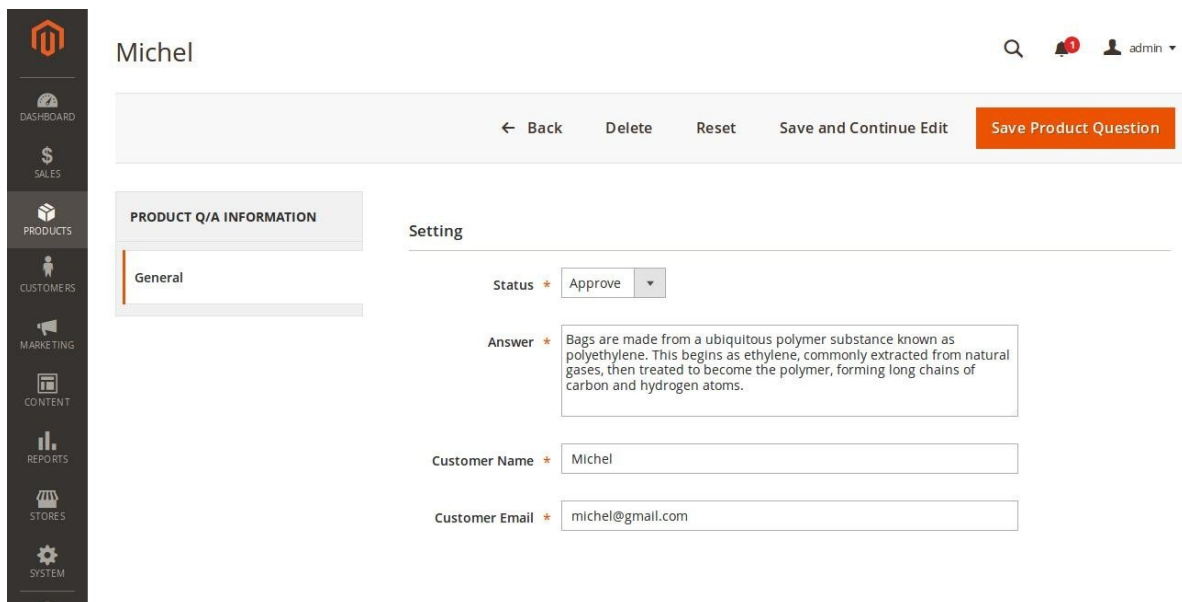


The screenshot shows the 'Product Question Answer' grid in the Magento Admin interface. The left sidebar contains navigation links for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, and System. The main content area has a search bar and filters. The grid displays one record with the following details:

ID	Answer	Customer Name	Email	Status	Created	Modified	Action
2	Bags are made from a ubiquitous polymer substance known as polyethylene. This begins as ethylene, commonly extracted from natural gases, then treated to become the polymer, forming long chains of carbon and hydrogen atoms.	Michel	michel@gmail.com	Approve	Aug 10, 2017 7:41:48 AM	Aug 10, 2017 10:49:44 AM	Select

Product Answer Edit Grid:

Here Admin can edit answer which are submitted by customers.



The screenshot shows the 'Product Answer Edit Grid' in the Magento Admin interface. The left sidebar contains navigation links for Dashboard, Sales, Products, Customers, Marketing, Content, Reports, Stores, and System. The main content area has a search bar and filters. The grid displays one record with the following details:

ID	Answer	Customer Name	Email	Status	Created	Modified	Action
2	Bags are made from a ubiquitous polymer substance known as polyethylene. This begins as ethylene, commonly extracted from natural gases, then treated to become the polymer, forming long chains of carbon and hydrogen atoms.	Michel	michel@gmail.com	Approve	Aug 10, 2017 7:41:48 AM	Aug 10, 2017 10:49:44 AM	Select

Fronted-end Example:

Product Question tab

Customer can view Product Question tab on product details page.

From here customers can easily

- Ask Questions.
- Sort Questions by Latest First / Oldest First / Most Like / Most Dislike.
- Write Answer.
- Search Questions & Answers.
- View each Question's and Answer's Like & Dislike count.

The screenshot displays the 'Product Question' tab interface. At the top, there are four tabs: 'Product Question' (active), 'Details', 'More Information', and 'Reviews'. Below the tabs, there is a search bar with the placeholder text 'Have a question? Search for answers' and a 'Sort By:' dropdown menu set to 'Latest First'. A blue button labeled 'Ask Question?' is positioned to the left of the search bar. A large orange box labeled 'Ask Question Here' points to the 'Ask Question?' button. Another large orange box labeled 'Search Questions & Answers Here' points to the search bar. Below the search bar, there is a list of questions and answers. The first question is 'is Shipping free on this products?' by Chirag on 14 September, 2023, with a like/dislike icon showing (0) likes and (0) dislikes. A large orange box labeled 'Question's Like & Dislike' points to this icon. Below the question is an answer: 'Yes, shipping is free' by Veronica Costello on 14 September, 2023, also with a like/dislike icon showing (0) likes and (0) dislikes. A large orange box labeled 'Answer's Like & Dislike' points to this icon. A blue button labeled 'Write Answer' is located below the answer. A large orange box labeled 'Write Answer From Here' points to the 'Write Answer' button. To the right of the list, a large orange box labeled 'Sort Questions by Latest First/ Oldest First/ Most Like/ Most Dislike' points to the 'Sort By:' dropdown menu. At the bottom left, it says '1 Item'. At the bottom right, there is a 'Show 5 per page' dropdown menu.

Ask Question form

On click of Ask Question button, Question form appears. Here customers can write their name, e-mail and question for that product. In this form, customer gets an option to ask their question privately by selecting the “**Is Question Private**” checkbox.

When the question is submitted as private, then that question will not be visible to any other customer. Only admin can view / answer the private question and customer receives the answer on mail for his/her private question.

Product Question Details More Information Reviews

Ask Question?

Search Have a question? Search for answers Sort By : Latest First

Your Question : **Push It Messenger Bag**

Name : * test

Email : * abc@gmail.com

Your Question * Can I get this product today itself?

☒ Is Question Private? Private Question Checkbox

Submit Question Cancel

Question: is Shipping free on this products? (0) (0)
By Chirag on 14 September, 2023

Answer: Yes, shipping is free (0) (0)
By Veronica Costello on 14 September, 2023

Write Answer

1 Item Show 5 per page

Write Answer form

On click of Write Answer button, Answer form appears. Here customers can write their name, e-mail and answer for asked questions of that product.

After submitting the answer, admin approve / reject the answer. And when the answer is approved by admin then customers can see their answer on product question tab.

Product Question

Details

More Information

Reviews

Ask Question?

Search

Have a question? Search for answers

Sort By :
Latest First

Question:

is Shipping free on this products? (0) (0)

By Chirag on 14 September, 2023

Answer:

Yes, shipping is free (0) (0)

By Veronica Costello on 14 September, 2023

Write Answer

Name : *

Veronica Costello

Email: *

roni_cost@example.com

Your Answer *

No, shipping is not free

Submit Answer

Cancel

1 Item

Show 5 per page

Answer Form

Responsive View

It shows the responsive view of Product Question tab.

Product Question

Ask Question?

Search

Have a question? Search for answers

Sort By :

Latest First

Question:

It's Good Product ?

(0)

(0)

By Veronica on 23 May, 2019

Answer:

Very nice product

(0)

(0)

By wally on 23 May, 2019

Load More Answer...

Write Answer

Product Questions in My Account

Go to My Account → Product Questions tab, here customers can see the list of questioning whichever they has submitted from there account.

My Account
My Orders
My Downloadable Products
My Wish List

Address Book
Account Information
Stored Payment Methods

My Product Reviews
Newsletter Subscriptions
Product Questions

Product Questions

Product	Question	Status	Is Answered?
Bruno Compete Hoodie	Name of the first deputy Prime Minister of India?	Pending	No

1 Item

Show 10 per page

Thank you!

Should you have any questions or feature suggestions, please contact us at: <https://www.mageants.com/contact-us.html>

Your feedback is absolutely welcome!