

Product question answer

FOR 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 exist, then create it.

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

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

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

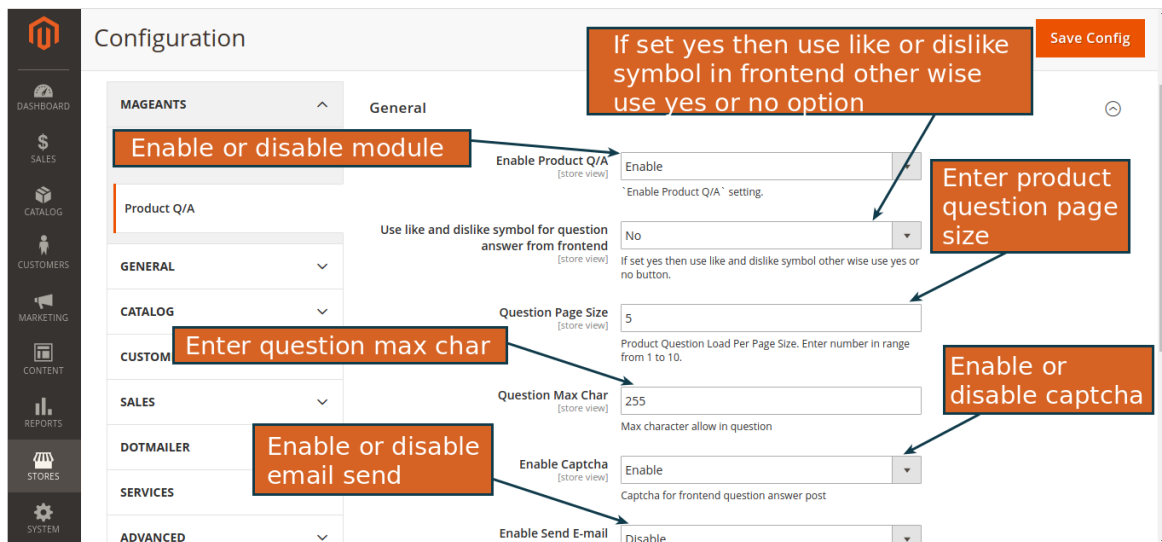
Step 6: Once you complete the above steps, log out and log in back to the admin panel and switch to **Stores** → **Configuration** → **Mageants** → **Product Question Answer**, the module will be displayed in the admin panel.

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)

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)

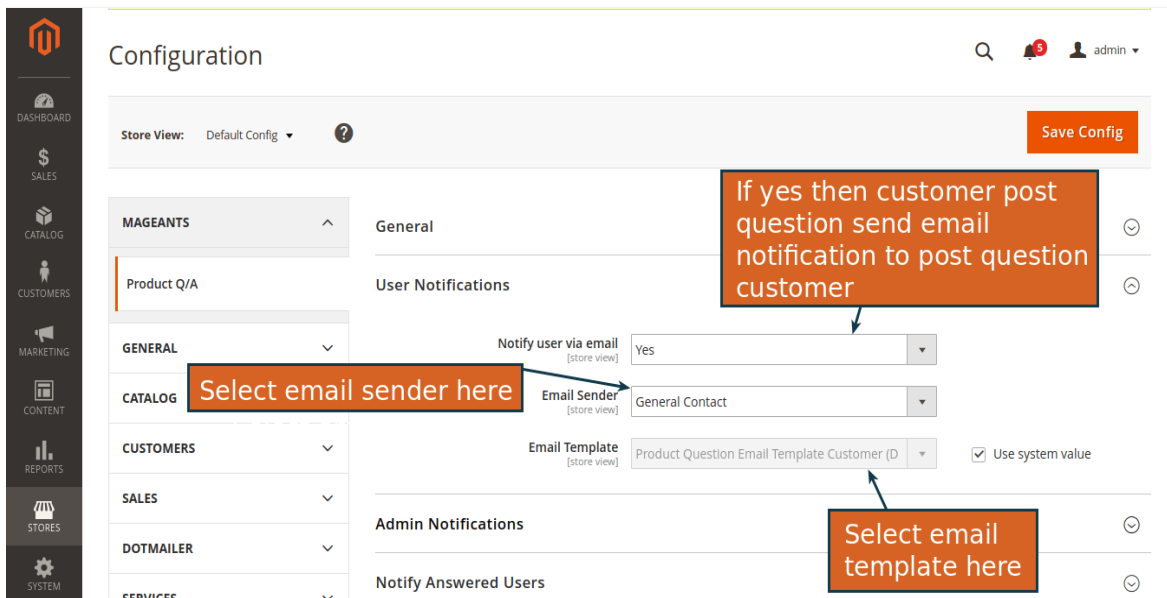
Enter product question page size (Question Page Size)

Enter question max char (Question Max Char)

Enable or disable captcha (Enable Captcha)

Enable or disable email send (Enable Send E-mail)

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)

Select email sender here (Email Sender)

Select email template here (Email Template)

Save Config

Store View: Default Config ? Save Config

MAGEANTS

Product Q/A

GENERAL

CATALOG

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

ADVANCED

Configuration ? Save Config

Store View: Default Config ?

MAGEANTS

Product Q/A

GENERAL

CATALOG

CUSTOMERS

SALES

DOTMAILER

SERVICES

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

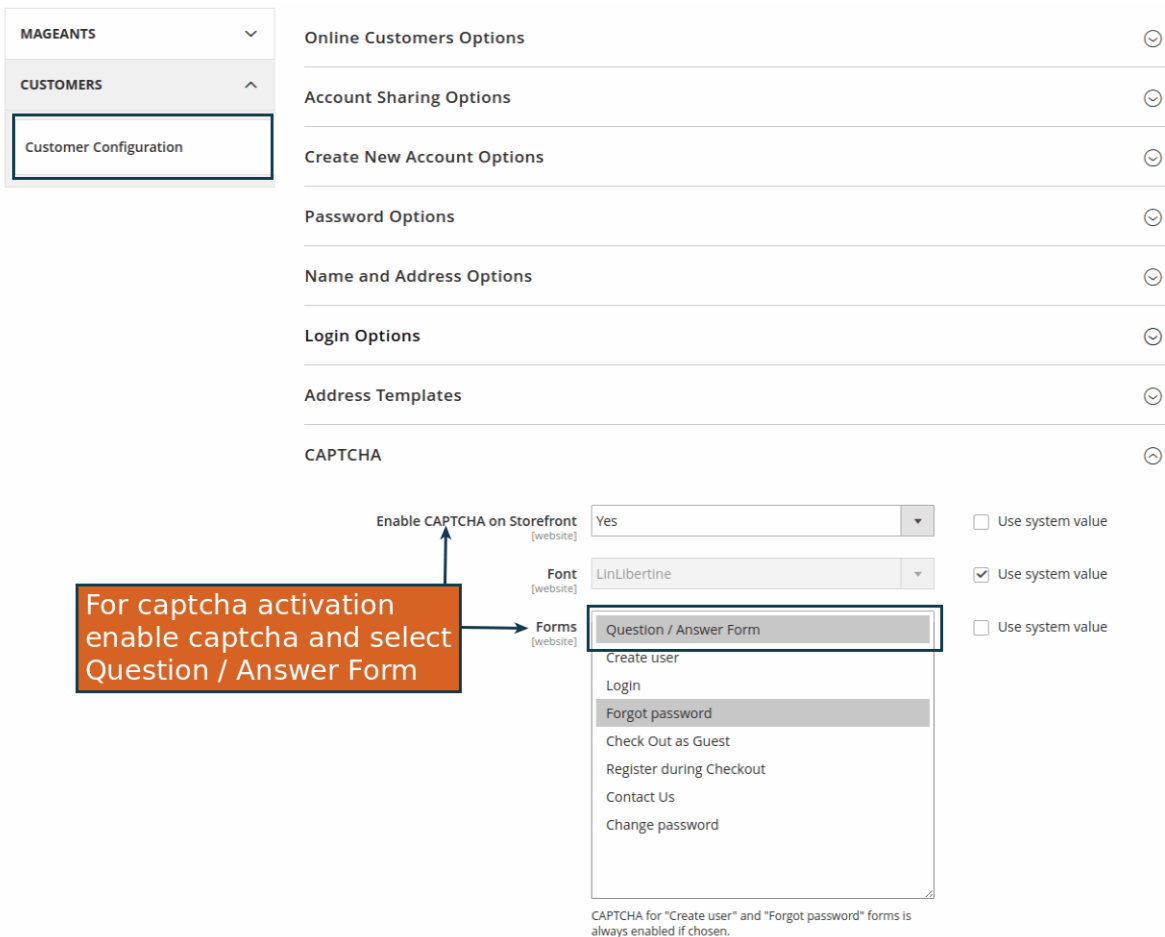
Select email template here

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. It includes a table of configuration options and a detailed 'CAPTCHA' configuration block.

Configuration Option	Value
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

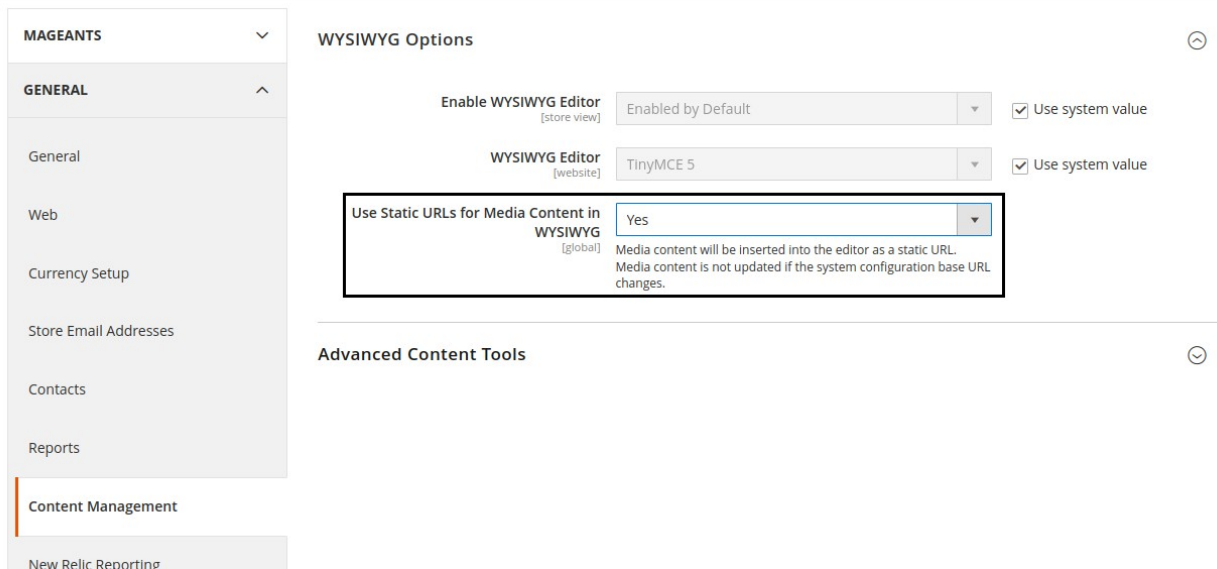
Forms list: Create user, Login, **Forgot password**, Check Out as Guest, Register during Checkout, Contact Us, Change password

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

Annotation: For captcha activation enable captcha and select Question / Answer Form

wysiwyg Configuration:

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



MAGEANTS ▾

GENERAL ▴

General

Web

Currency Setup

Store Email Addresses

Contacts

Reports

Content Management

New Relic Reporting

WYSIWYG Options

Enable WYSIWYG Editor [store view] Enabled by Default ▾ ☒ Use system value

WYSIWYG Editor [website] TinyMCE 5 ▾ ☒ Use system value

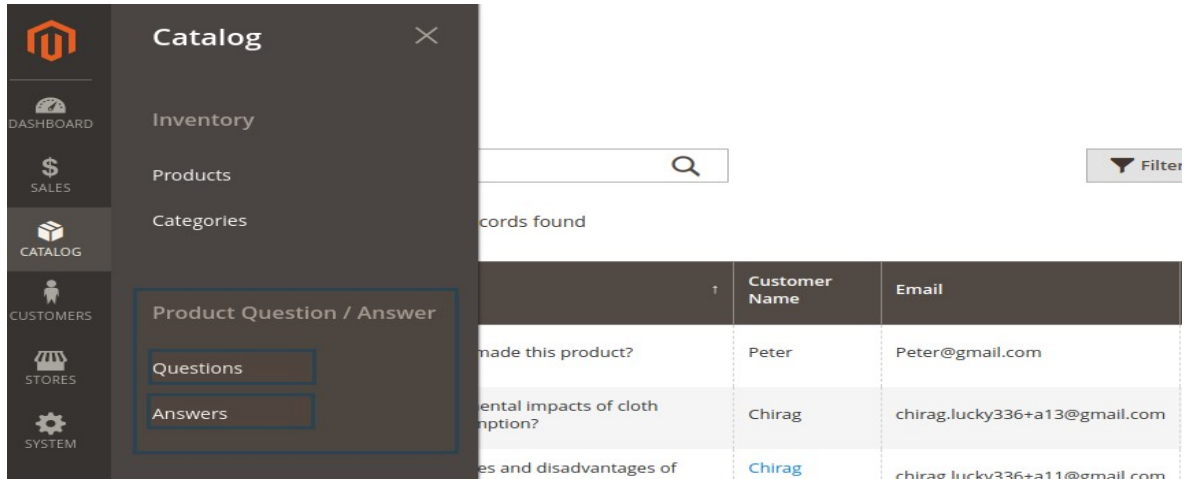
Use Static URLs for Media Content in WYSIWYG [global] Yes ▾
Media content will be inserted into the editor as a static URL.
Media content is not updated if the system configuration base URL changes.

Advanced Content Tools

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

Back-end Example:

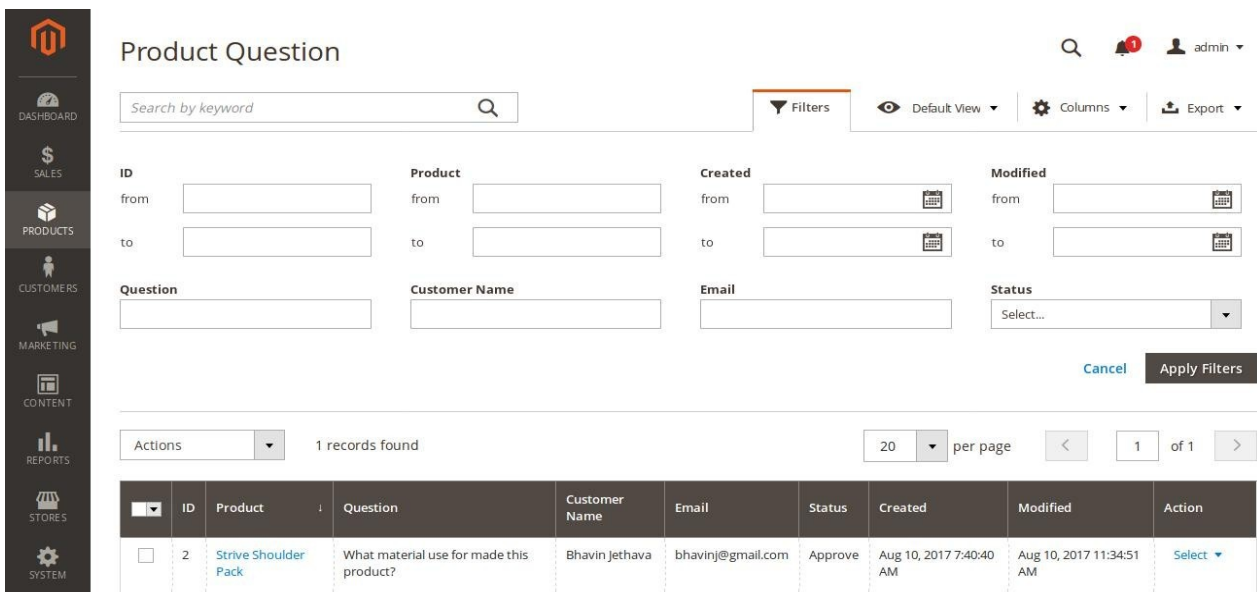
To manage contact messages Please go to **Catalog** → **Product Question / Answer** there you can manage all Product Question Answer. You can **create ,edit or delete Question/Answer** from here, Menu.



	Customer Name	Email
made this product?	Peter	Peter@gmail.com
mental impacts of cloth mption?	Chirag	chirag.lucky336+a13@gmail.com
es and disadvantages of	Chirag	chirag.lucky336+a11@gmail.com

Product Question Grid:

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



Product Question

Search by keyword

Filters

Default View

Columns

Export

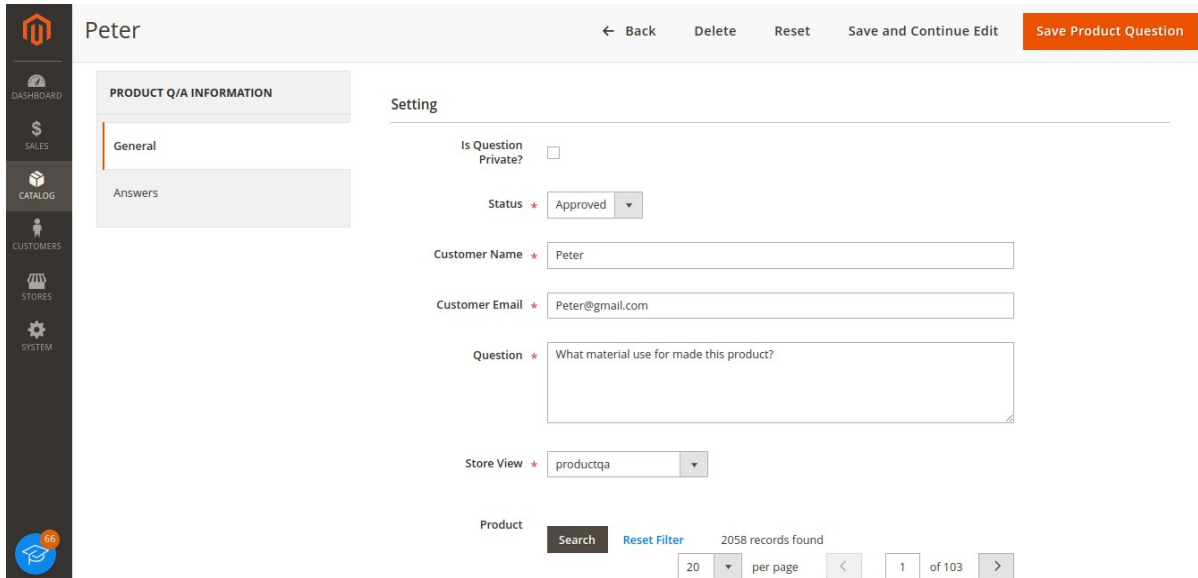
Cancel Apply Filters

1 records found

ID	Product	Question	Customer Name	Email	Status	Created	Modified	Action
2	Strive Shoulder Pack	What material use for made this product?	Bhavin Jethava	bhavinj@gmail.com	Approve	Aug 10, 2017 7:40:40 AM	Aug 10, 2017 11:34:51 AM	Select

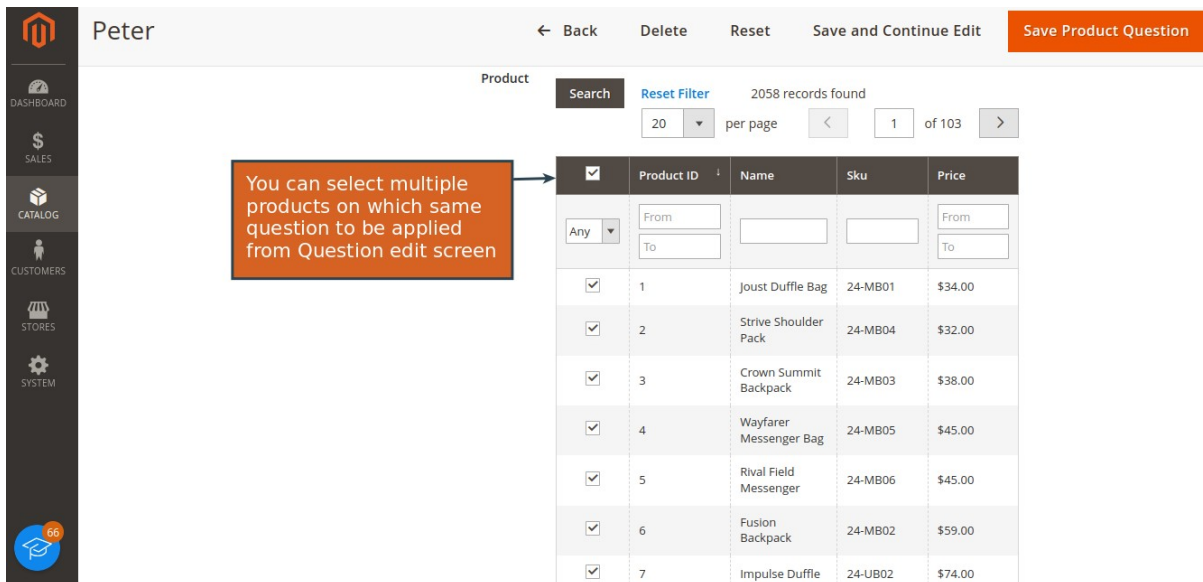
Question edit tab:

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

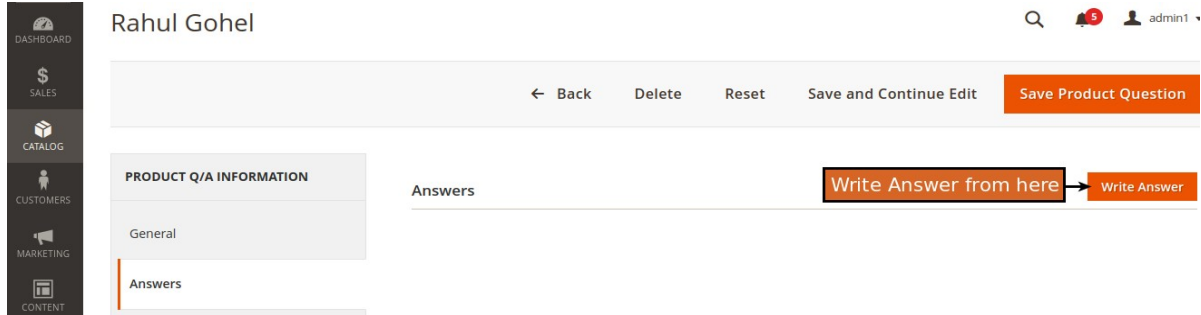


You can select multiple products on which same question to be applied from Question edit screen

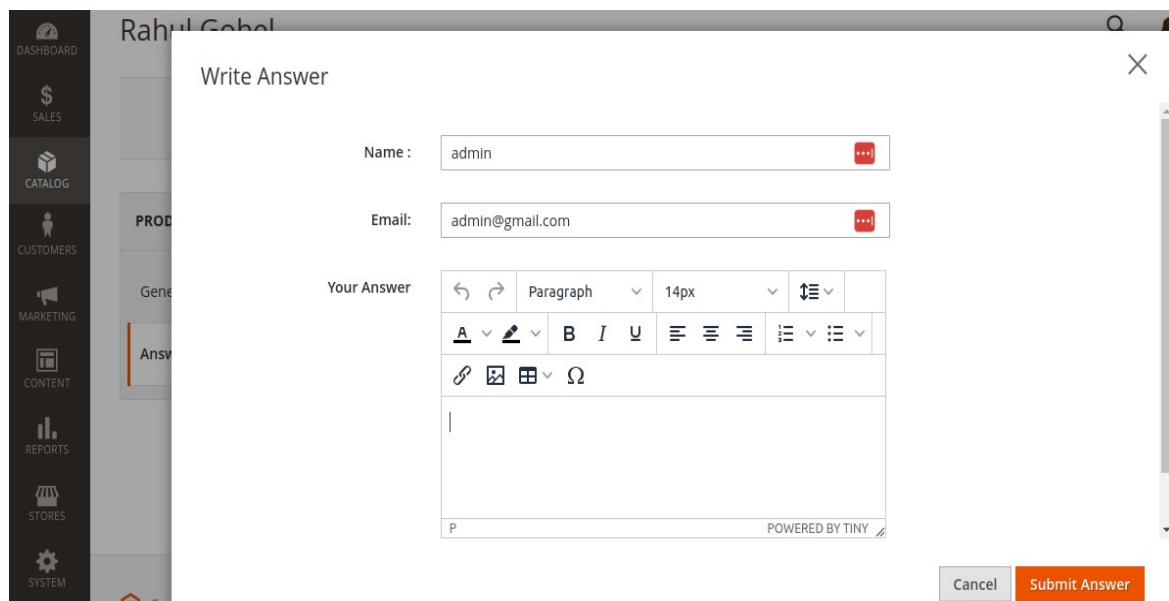
	Product ID	Name	Sku	Price
<input checked="" type="checkbox"/>	1	Joust Duffle Bag	24-MB01	\$34.00
<input checked="" type="checkbox"/>	2	Strive Shoulder Pack	24-MB04	\$32.00
<input checked="" type="checkbox"/>	3	Crown Summit Backpack	24-MB03	\$38.00
<input checked="" type="checkbox"/>	4	Wayfarer Messenger Bag	24-MB05	\$45.00
<input checked="" type="checkbox"/>	5	Rival Field Messenger	24-MB06	\$45.00
<input checked="" type="checkbox"/>	6	Fusion Backpack	24-MB02	\$59.00
<input checked="" type="checkbox"/>	7	Impulse Duffle	24-UB02	\$74.00

Answer Tab :

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

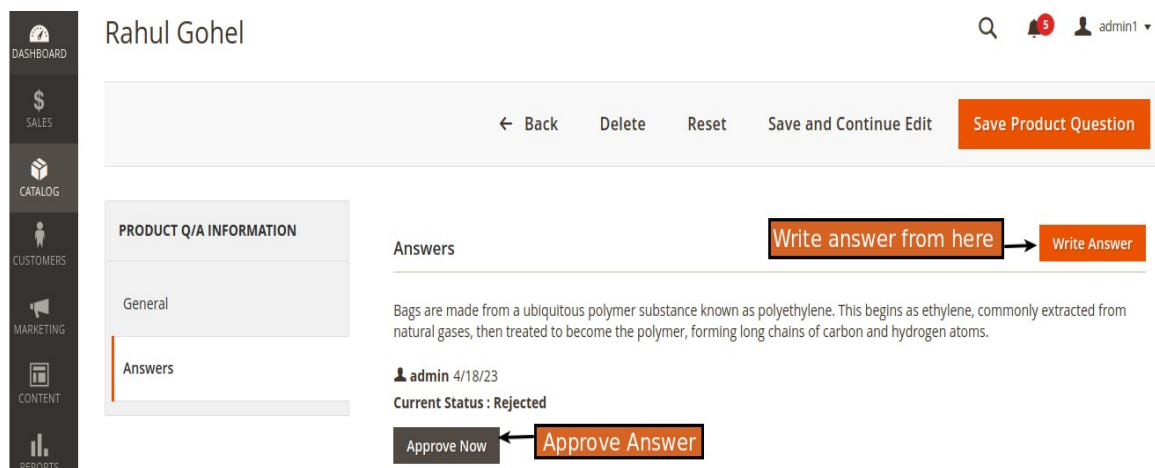


The screenshot shows the Admin Panel interface. On the left is a sidebar with navigation links: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, and CONTENT. The main header shows the user name 'Rahul Gohel' and a search icon. Below the header, there are buttons: Back, Delete, Reset, Save and Continue Edit, and Save Product Question. The 'PRODUCT Q/A INFORMATION' section is active, with 'Answers' selected. A text box labeled 'Write Answer from here' is followed by a 'Write Answer' button.



The screenshot shows the 'Write Answer' modal form. It includes fields for 'Name' (admin) and 'Email' (admin@gmail.com). Below these is a rich text editor for 'Your Answer' with a toolbar containing options like Paragraph, 14px, Bold, Italic, Underline, and List. A 'Submit Answer' button is at the bottom right.

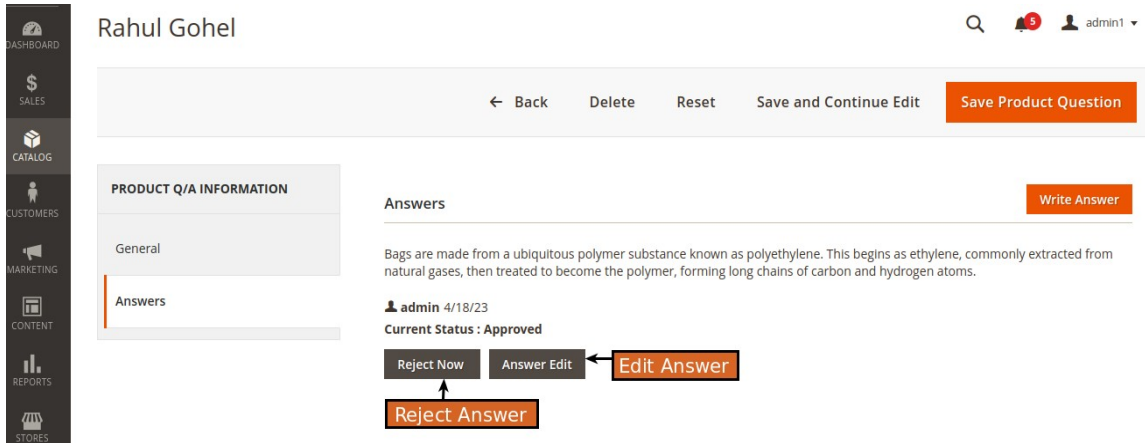
On submitting the answer, it get displayed on answer tab with Approve Now button.



The screenshot shows the Admin Panel interface after submitting an answer. The 'Answers' tab is active, displaying a list of answers. The first answer is from 'admin' on '4/18/23' with a status of 'Rejected'. Below the answer, there are two buttons: 'Approve Now' and '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.

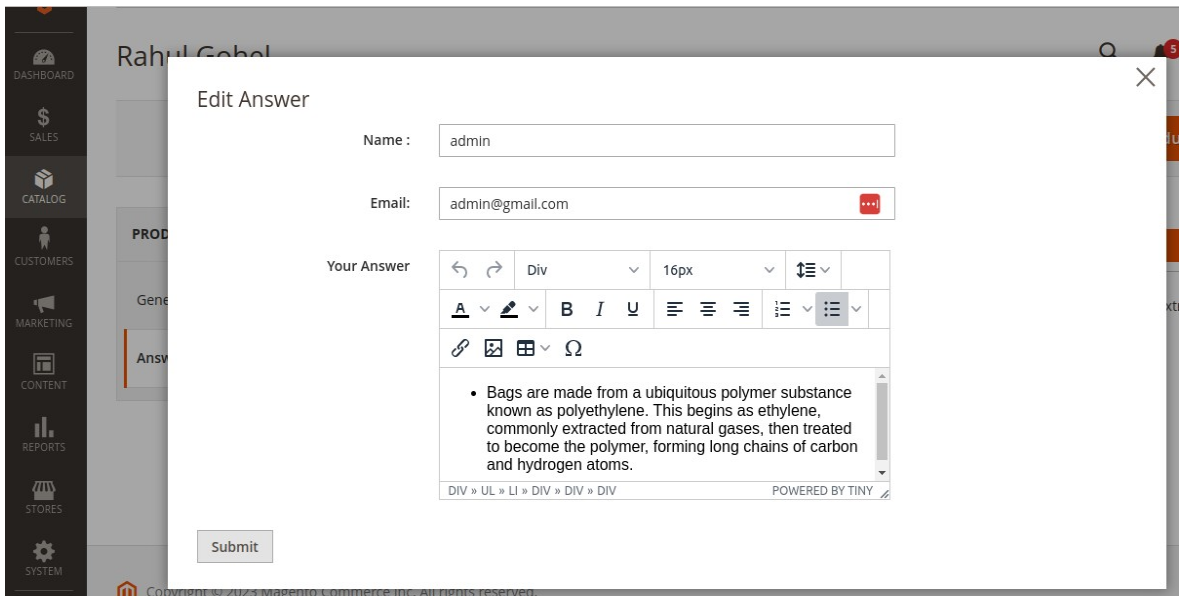
admin 4/18/23

Current Status : Approved

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

Reject Answer

Edit Answer pop-up appears for editing approved answer.



Rahul Gohel

Edit Answer

Name : admin

Email: admin@gmail.com

Your Answer

← → Div 16px

B *I* U **≡** **≡** **≡** **≡** **≡** **≡**


• 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.

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.



- DASHBOARD
- SALES
- PRODUCTS
- CUSTOMERS
- MARKETING
- CONTENT
- REPORTS
- STORES
- SYSTEM

Product Question Answer

ID
from
to

Created
from
to

Modified
from
to

Answer

Customer Name

Email

Status
Select...

Actions

1 records found


20 per page

1 of 1

	ID	Answer	Customer Name	Email	Status	Created	Modified	Action
<input type="checkbox"/>	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.



- DASHBOARD
- SALES
- PRODUCTS
- CUSTOMERS
- MARKETING
- CONTENT
- REPORTS
- STORES
- SYSTEM

Michel

PRODUCT Q/A INFORMATION

General

Setting

Status *

Approve

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.

Customer Name *

Michel

Customer Email *

michel@gmail.com


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.

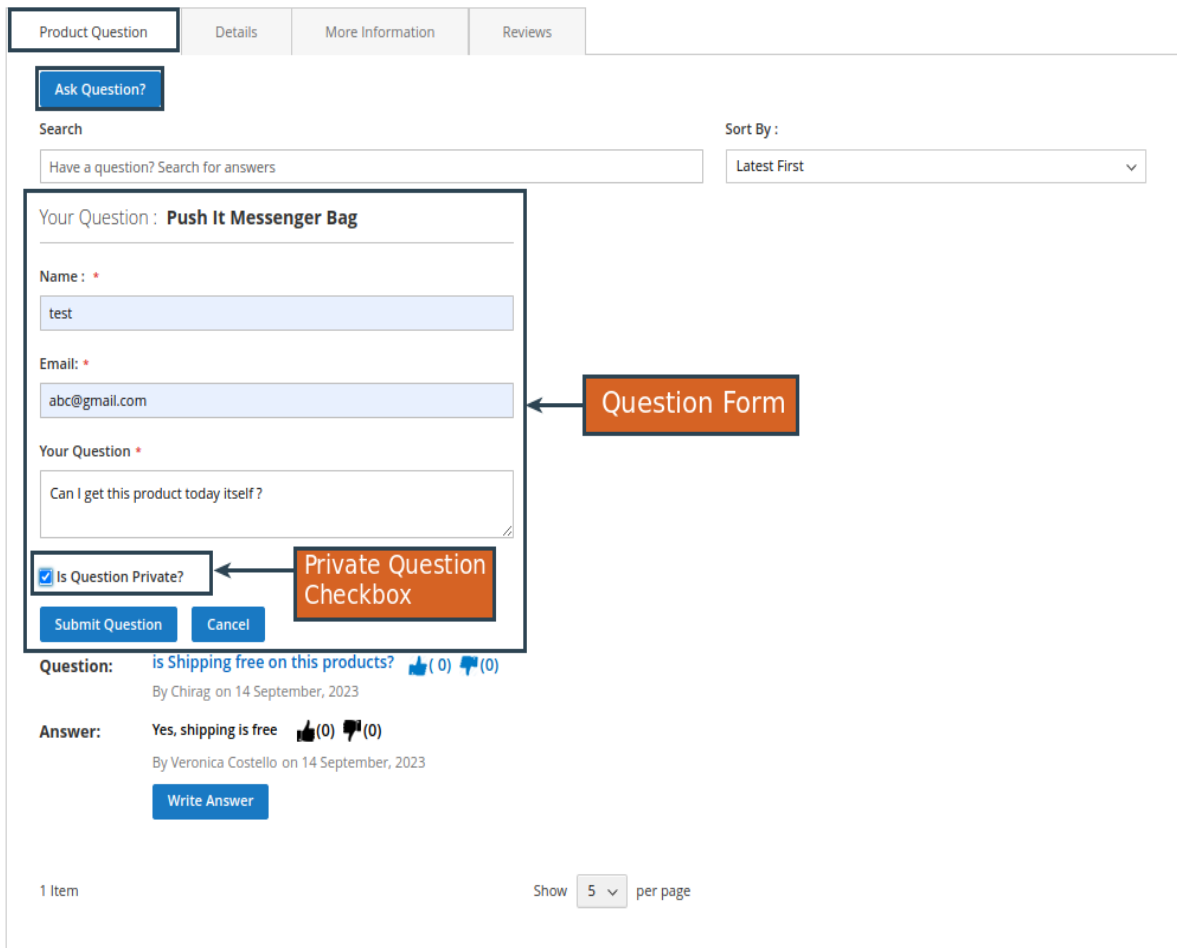


The screenshot displays the 'Product Question' tab interface. At the top, there are four tabs: 'Product Question' (active), 'Details', 'More Information', and 'Reviews'. Below the tabs, there is a search bar with the placeholder text 'Have a question? Search for answers' and a 'Sort By' dropdown menu set to 'Latest First'. A blue button labeled 'Ask Question?' is positioned to the left of the search bar. Annotations in orange boxes highlight key features: 'Ask Question Here' points to the 'Ask Question?' button; 'Search Questions & Answers Here' points to the search bar; 'Question's Like & Dislike' points to the like/dislike icons for a question; 'Answer's Like & Dislike' points to the like/dislike icons for an answer; 'Sort Questions by Latest First/ Oldest First/ Most Like/ Most Dislike' points to the 'Sort By' dropdown; and 'Write Answer From Here' points to the 'Write Answer' button. The main content area shows a question: 'is Shipping free on this products?' by Chirag on 14 September, 2023, and an answer: 'Yes, shipping is free' by Veronica Costello on 14 September, 2023. At the bottom, there is a '1 Item' indicator and a 'Show 5 per page' dropdown.

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

Answer Form

1 Item

Show

5

 per page

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!