

## 2. Product Questions User Guide

Thank you for purchasing our extension. If you have any questions that are beyond the scope of this document, do not hesitate to leave us an email via our email address below.

Created: 20/04/2017 | By: Magenest | Support Portal: <http://servicedesk.izysync.com/servicedesk/customer/portal/113>

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### Introduction

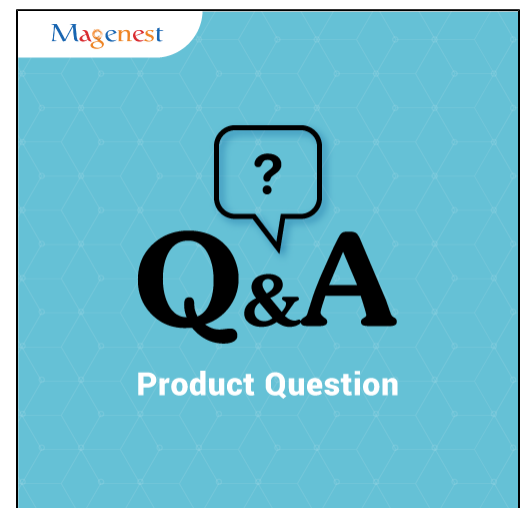
**Product Question** for Magento 2 by Magenest is an extension that allows customers to make ask question when customers have concerns about the products that they do not know any information about it. Customers are likely to either look for a vendor with detailed descriptions, or look for a different product, or contact a store owner. This module helps not only time-saving, building trust but also for store owner can limit risk of losing prospective customers.

### Highlight Features

1. Allow admins to manage questions and answers (edit and approve)
2. Show lists of questions & answers -> product detail
3. Add questions and answers to products (wait for admin approval)
4. Allow customers to vote for questions (customer login)
5. Sort question by number of vote, or by creation date
6. Customer manage in question and answer!
7. Customer manage edit notify-send email
8. Admin manage all question and answer (edit, approve question and answer)

### System Requirements

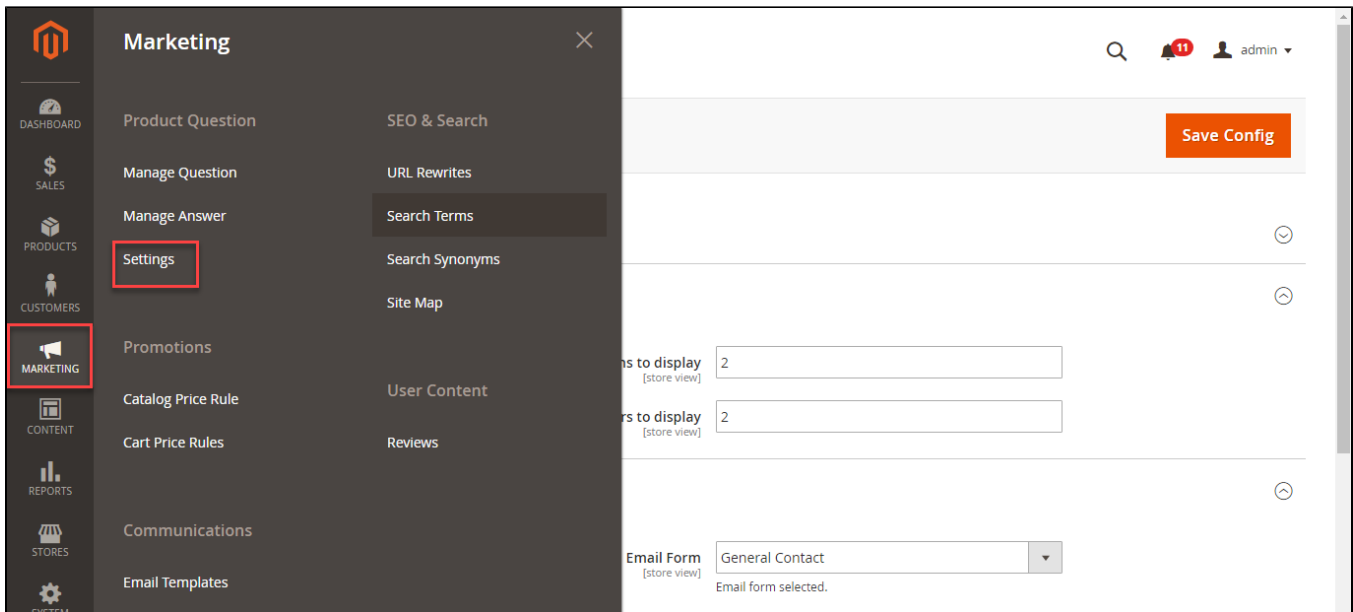
Your store should be running on Magento 2 Community Edition version 2.1.x.



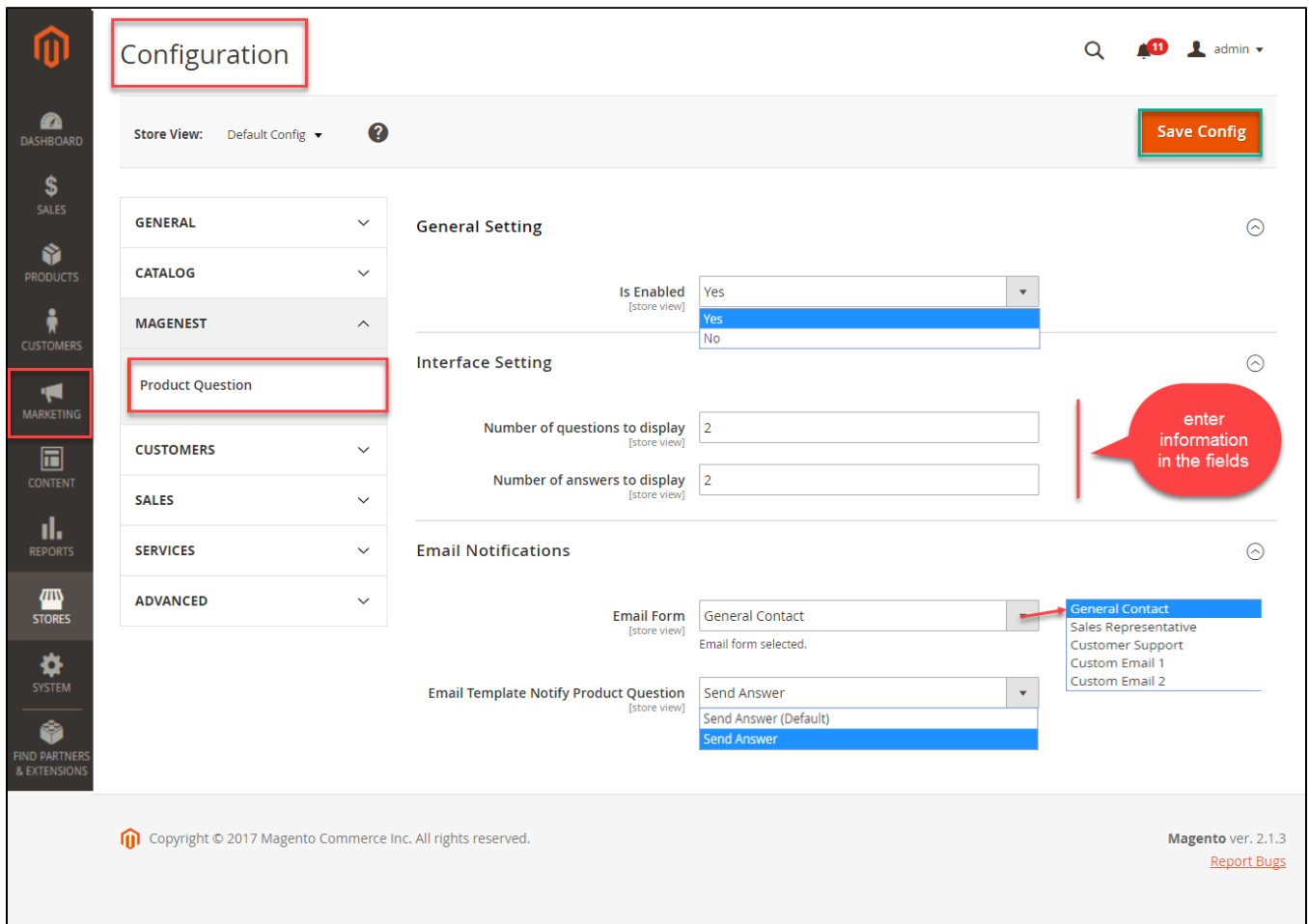
## Configuration

### How to install Magenest product question on Magento 2

Navigate to your **Backend of Magento 2 -> Marketing->Settings**



Change the extension status (Is Enable) to Yes and configure the extension as below:



On the **Interface Settings** tab:

- **Number of questions to display** - this option defines how many questions will be shown under the 'Product Questions' section at the product page. If the actual number of questions exceeds this value, the rest will be hidden under an *expand* link.

- **Number of answers to display** - this option defines how many answers will be shown under a question by default. If the actual number of answers exceeds this value, the one(s) with the lowest number of vote will be hidden under an *expand* link.

#### Email notifications tab:

In this tab, you can configure the notifications settings of the extension. Select the **email contact display** (which will change the display name of the email sender) and **email template** used for sending notification to customers question.

## Main Functions

After you install this extension, there will be a **Product Question** tab. Customers will be able to ask questions about a products. If they tick the **Private Question** option, the question can only be seen in the backend menu of the extension (instead of appearing on the product page). Then lick **Ask Question** button to send the question.

Welcome, Benjamin! Benjamin Ethan

Search entire store here...

[Sale](#)
[Training](#)
[Women](#)

Home > Training > Yoga Adventure

## Yoga Adventure

Be the first to review this product

**\$75.00**

**IN STOCK**  
SKU#: Yoga Adventure

The practices on this downloadable training video are recommended only for experienced to advanced students. Those with the fundamental skills needed won't want to miss the insight and advice from world-renowned trainer Erin Renny in these exclusive Luma guided yoga sessions. Complete body, arm balance and leg strength workouts engage, strengthen and increase mobility.

Links  
Trailer #1

sample

## \$75.00

**Add to Cart**

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

Details
Product Question
Reviews

Something you don't know [Ask now](#)

**Name\***

**Email Address \***

**Question\***

☐ Private Question

**Ask Question**
Cancel

[Most Helpful](#)
[Newest](#)

After being sent, the questions will wait to be approved by admin. To approve questions, go to the back-end, click on **Marketing-> Manage question-> Edit**

DASHBOARD

SALES

PRODUCTS

CUSTOMERS

MARKETING

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STORES

SYSTEM

FIND PARTNERS & EXTENSIONS

Product Question

Search by keyword

Q

Filters

Default View

Columns

Export

Actions

Delete

Enable

Disable

5 records found

20

per page

1 of 1

			Question	Created time	Visible In Frontend	Is Private	Author Email	Author Name	Action
<input type="checkbox"/>	4	5	Is this product comfortable with older?	2017-04-10 04:15:48	Enable	Enable	susansmith2602@gmail.com	Susan Smith	<a href="#">Edit</a>
<input type="checkbox"/>	5	1	Is this product really good ?	2017-04-10 08:58:39	Enable	Disable	BenjaminEthan@gmail.com	Benjamin Ethan	<a href="#">Edit</a>
<input type="checkbox"/>	5	2	Can it be cheaper ??	2017-04-07 07:43:56	Enable	Disable	pdhai1996@gmail.com	DucHai	<a href="#">Edit</a>
<input type="checkbox"/>	5	2	I have some question ? Please contact with me !	2017-04-07 07:54:17	Enable	Disable	duccanhdbkhn@gmail.com	James Nguyen	<a href="#">Edit</a>
<input type="checkbox"/>	5	3	Please check my question, I not receive any one answer !	2017-04-07 07:59:25	Enable	Disable	duccanhdbkhn@gmail.com	James Nguyen	<a href="#">Edit</a>

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Tick on Enable to show the question on frontend and type the answer.



DASHBOARD

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SYSTEM

## Add Answers



admin

← Back

Delete

Reset

Save and Continue Edit

Save Question

### QUESTION INFORMATION

#### Question Information

#### Question

Visible in frontend



Enable



Disable

Asked at 2017-04-10 08:58:39

Question \* Is this product really good ?

Publish

#### Answers

add new answer

Publish

yes, it is very good.

Author name: admin admin@example.com  
Time: 2017-04-10 08:55:32

Delete

Publish

Thanks you

Author name: Benjamin Ethan BenjaminEthan@gmail.com  
Time: 2017-04-10 09:01:55

Delete

Publish

if you have any question, please contact us?

Author name: admin admin@example.com  
Time: 2017-04-11 02:30:39

Delete

Publish

Ok.

Author name: Benjamin Ethan BenjaminEthan@gmail.com  
Time: 2017-04-11 02:32:07

Delete

Publish

See you again. :))

Author name: admin admin@example.com  
Time: 2017-04-11 03:05:50

Delete

Publish

See you again

Author name: Benjamin Ethan BenjaminEthan@gmail.com  
Time: 2017-04-11 03:07:49


Delete

Publish




When admin has published the answer, it will be shown in the **Product Question** tab of the product:

Welcome, Benjamin! Benjamin Ethan



[Sale](#) [Training](#) [Women](#)

Home > Training > Yoga Adventure



**YOGA Adventure**

Pover vinyasa yoga for intermediate and advanced practitioners

Intermediate to Advanced

INCLUDES A BREAKDOWN OF 12 DIFFERENT POSTURES.

## Yoga Adventure

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**\$75.00**

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Links

Trailer #1 [sample](#)

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[Add to Cart](#)

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

Details Product Question Reviews

Something you don't know [Ask now](#)

[Most Helpful](#) [Newest](#)

▲ 1 votes ▼

**Question:** [Is this product comfortable with older?](#)

**Answer:** [Collapse all answers](#)

▲ 2 votes ▼

**Question:** [Is this product really good ?](#)

Benjamin Ethan

phuonglan29101993@gmail.com

yes, It is very good

[Answer](#) [Cancel](#)

To display or hide an answer on the product page, go to the back-end, click on **Marketing-> Manage answer**.

DASHBOARD

SALES

PRODUCTS

CUSTOMERS

**MARKETING**

CONTENT

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SYSTEM

FIND PARTNERS & EXTENSIONS

Product Question

Add New Question

Search by keyword

Filters

Default View

Columns

Export

Actions

13 records found

20 per page

1 of 1

	Question Id ↓	ID	Answer	Created time	Visible In Frontend	Author Email	Author Name
<input type="checkbox"/>	1	3	Wait for some voucher in the near future ;)	2017-04-07 08:20:54	Enable	magenest@gmail.com	productquestion
<input type="checkbox"/>	1	5	I'm Magenest develop, I will support you in future	2017-04-07 08:46:31	Enable	admin@example.com	admin
<input type="checkbox"/>	2	6	I'm Magenest Develop, I will support you I	2017-04-07 09:01:52	Enable	admin@example.com	admin
<input type="checkbox"/>	2	7	See you again ;)	2017-04-07 09:04:23	Enable	admin@example.com	admin
<input type="checkbox"/>	3	1	Thank for question ! We will check your question and contact with you comming soon !	2017-04-07 08:11:18	Enable	admin@example.com	admin
<input type="checkbox"/>	3	2	This is our develop, He will support you I	2017-04-07 08:12:36	Enable	admin@example.com	admin
<input type="checkbox"/>	3	4	I not purchase order I please check I	2017-04-07 08:36:07	Disable	duccanhdbkhn@gmail.com	James Nguyen
<input type="checkbox"/>	5	8	yes, it is very good.	2017-04-10 08:55:32	Enable	admin@example.com	admin
<input type="checkbox"/>	5	9	Thanks you	2017-04-10 09:01:55	Enable	BenjaminEthan@gmail.com	Benjamin Ethan
<input type="checkbox"/>	5	10	If you have any question, please contact us?	2017-04-11 02:30:39	Enable	admin@example.com	admin
<input type="checkbox"/>	5	11	Ok.	2017-04-11 02:32:07	Enable	BenjaminEthan@gmail.com	Benjamin Ethan
<input type="checkbox"/>	5	12	See you again. ))	2017-04-11 03:05:50	Enable	admin@example.com	admin
<input type="checkbox"/>	5	13	See you again	2017-04-11 03:07:49	Enable	BenjaminEthan@gmail.com	Benjamin Ethan

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Next choose the answer that admin wants to display/hide, then click on **Actions->Change status->Enable/Disable**.



MARKETING

Product Question

11

admin

Add New Question

Search by keyword

Filters

Default View

Columns

Export

13 records found (1 selected)

20 per page

1 of 1

			Answer	Created time	Visible In Frontend	Author Email	Author Name
			Wait for some voucher in the near future :)	2017-04-07 08:20:54	Enable	magenest@gmail.com	productquestion
<input type="checkbox"/>	1	5	I'm Magenest develop, I will support you in future	2017-04-07 08:46:31	Enable	admin@example.com	admin
<input type="checkbox"/>	2	6	I'm Magenest Develop, I will support you I	2017-04-07 09:01:52	Enable	admin@example.com	admin
<input type="checkbox"/>	2	7	See you again :)	2017-04-07 09:04:23	Enable	admin@example.com	admin
<input type="checkbox"/>	3	1	Thank for question ! We will check your question and contact with you comming soon !	2017-04-07 08:11:18	Enable	admin@example.com	admin
<input type="checkbox"/>	3	2	This is our develop, He will support you I	2017-04-07 08:12:36	Enable	admin@example.com	admin
<input type="checkbox"/>	3	4	I not purchase order I please check I	2017-04-07 08:36:07	Disable	duccanhdbkhn@gmail.com	James Nguyen
<input type="checkbox"/>	5	8	yes, it is very good.	2017-04-10 08:55:32	Enable	admin@example.com	admin
<input type="checkbox"/>	5	9	Thanks you	2017-04-10 09:01:55	Enable	BenjaminEthan@gmail.com	Benjamin Ethan
<input type="checkbox"/>	5	10	If you have any question, please contact us?	2017-04-11 02:30:39	Enable	admin@example.com	admin
<input type="checkbox"/>	5	11	Ok.	2017-04-11 02:32:07	Enable	BenjaminEthan@gmail.com	Benjamin Ethan
<input checked="" type="checkbox"/>	5	12	See you again. ))	2017-04-11 03:05:50	Enable	admin@example.com	admin
<input type="checkbox"/>	5	13	See you again	2017-04-11 03:07:49	Enable	BenjaminEthan@gmail.com	Benjamin Ethan

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## Yoga Adventure

[Be the first to review this product](#)**\$75.00****IN STOCK**

SKU#: Yoga Adventure

The practices on this downloadable training video are recommended only for experienced to advanced students. Those with the fundamental skills needed won't want to miss the insight and advice from world-renowned trainer Erin Renny in these exclusive Luma guided yoga sessions. Complete body, arm balance and leg strength workouts engage, strengthen and increase mobility.

Links

[Trailer #1](#)[sample](#)**\$75.00**[Add to Cart](#)[ADD TO WISH LIST](#)[ADD TO COMPARE](#)[EMAIL](#)[Details](#)[Product Question](#)[Reviews](#)Something you don't know [Ask now](#)[Most Helpful](#) [Newest](#)

▲  
1  
votes

▲  
1  
votes

**Question:** [Is this product comfortable with older?](#)**Answer:** [Collapse all answers](#)**Question:** [Is this product really good ?](#)

**Answer:**

yes, it is very good.  
By admin on 10,April,2017

Thanks you  
By Benjamin Ethan on 10,April,2017

If you have any question, please contact us?  
By admin on 11,April,2017

Ok.  
By Benjamin Ethan on 11,April,2017

See you again. :))  
By admin on 11,April,2017

See you again  
By Benjamin Ethan on 11,April,2017

[Collapse all answers](#)

information about  
question and answer[Privacy and Cookie Policy](#)[Search Terms](#)[Contact Us](#)[Advanced Search](#)[Subscribe](#)

For customers, they can vote for questions, search for questions or filter the **Most helpful** or **Newest** questions



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**Links**[Trailer #1](#)[sample](#)**\$75.00**[Add to Cart](#)[ADD TO WISH LIST](#) [ADD TO COMPARE](#) [EMAIL](#)[Details](#)[Product Question](#)[Reviews](#)Something you don't know [Ask now](#)[Most Helpful](#) [Newest](#)▲  
1  
▼  
votes**Question:** [Is this product comfortable with older?](#)**Answer:**[Collapse all answers](#)▲  
1  
▼  
votes**Question:** [Is this product really good ?](#)**Answer:**

yes, it is very good.

By admin on 10, April, 2017

Thanks you

By Benjamin Ethan on 10, April, 2017

If you have any question, please contact us?

By admin on 11, April, 2017

Ok,

By Benjamin Ethan on 11, April, 2017

See you again. :)

By admin on 11, April, 2017

See you again

By Benjamin Ethan on 11, April, 2017

[Collapse all answers](#)customer  
vote for  
question[Privacy and Cookie Policy](#)[Search Terms](#)[Contact Us](#)[Advanced Search](#)[Subscribe](#)



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### Links


Trailer #1

[sample](#)

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[Details](#)

[Product Question](#)


[Reviews](#)

Something you don't know [Ask now](#)


[Most Helpful](#)[Newest](#)

  
1  
votes

**Question:** Is this product really good ?  
**Answer:** [See more answers](#)

  
1  
votes

**Question:** Is this product really good ?  
**Answer:** yes, it is very good.  
By admin on 10, April, 2017  
Thanks you  
By Benjamin Ethan on 10, April, 2017  
If you have any question, please contact us?  
By admin on 11, April, 2017  
Ok.  
By Benjamin Ethan on 11, April, 2017  
See you again. ))  
By admin on 11, April, 2017  
See you again  
By Benjamin Ethan on 11, April, 2017  
[Collapse all answers](#)

  
1  
votes

**Question:** Is this product comfortable with older?  
**Answer:** [Collapse all answers](#)

search  
question

[Privacy and Cookie Policy](#)

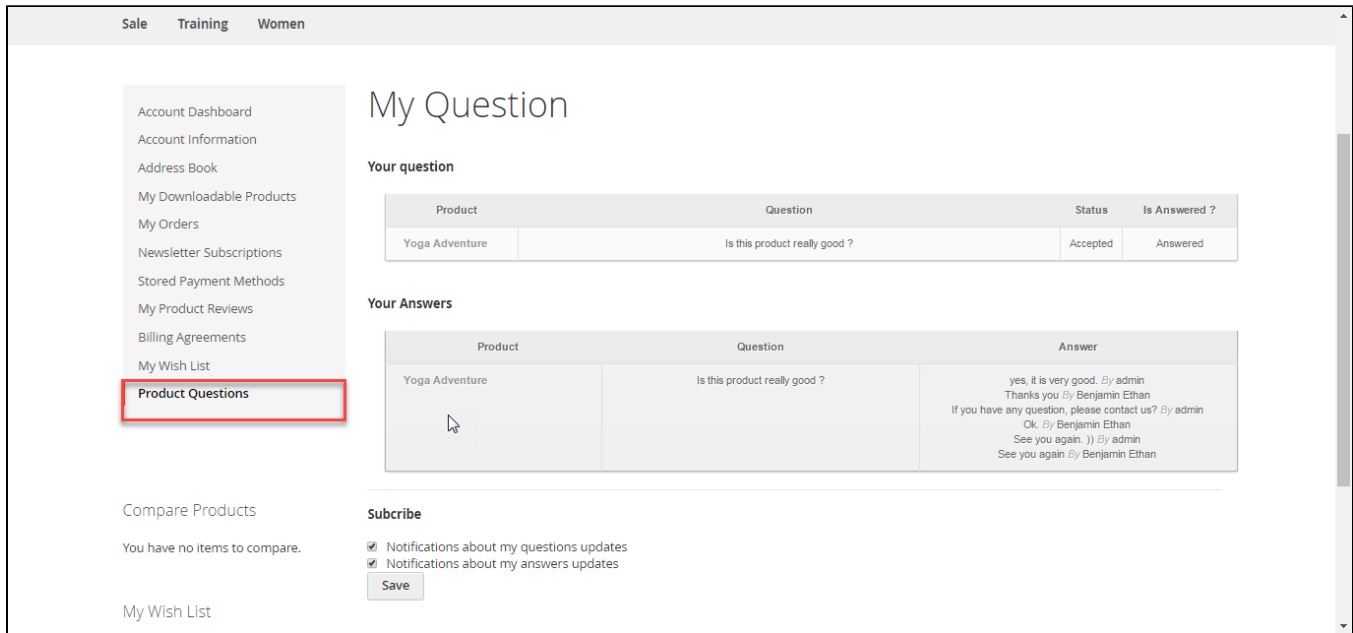
[Search Terms](#)

[Contact Us](#)

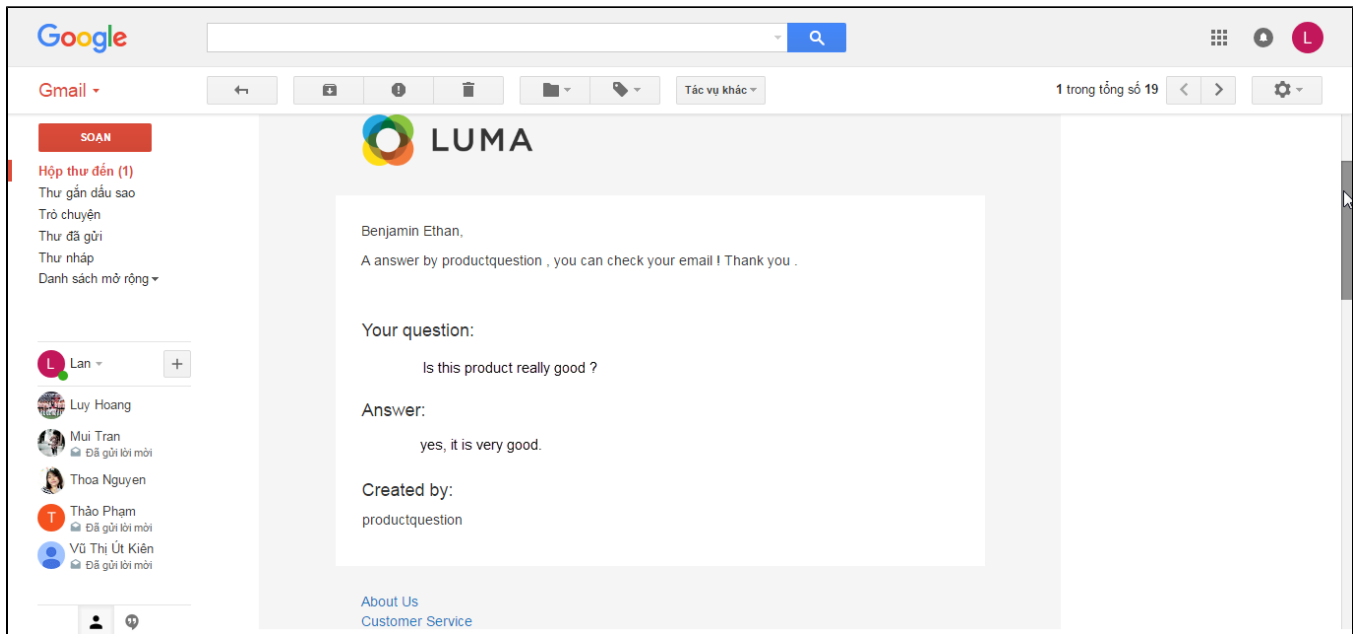
[Advanced Search](#)

[Subscribe](#)

In the customer Dashboard, on the **Product Questions** tab on front end, customers can view details of questions they have asked



When admins answer your questions, a notification email will be sent to you



## Update

- When a new update is available, we will provide you with a new package containing our updated extension.
- You will have to delete the module directory and repeat the installing steps above.
- Flush the config cache. Your store and newly installed module should be working as expected.

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## Support

- We will reply to support requests after **2 business days**.
- We will offer **lifetime free update and 6 months free support for all of our paid products**. Support includes answering questions related to our products, bug/error fixing to make sure our products fit well in your site exactly like our demo.
- Support **DOES NOT** include other series such as customizing our products, installation and uninstallation service.

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Once again, thank you for purchasing our extension. If you have any questions relating to this extension, please do not hesitate to contact us for support.