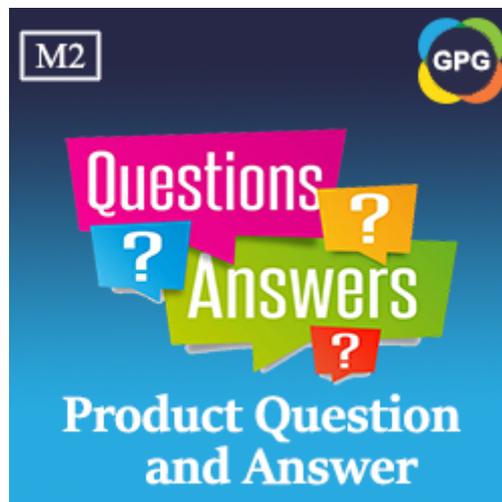


# Product Question and Answer

for Magento CE 2.1.x, 2.2.x, 2.3.x, 2.4.x



## User Guide

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# Chapter 1: Introduction

## I. Overview

The Magento 2 Product Question and Answer extension will allow the customer to ask queries regarding a product, then the administrator, as well as customers, will be able to respond to these queries. The customers can also upvote or downvote the responses as required.

## II. Why do you choose the Product Question and Answer?

### 1. The customer can ask questions/queries to the admin on each product.

The customer always has many questions relating to a product before deciding to buy it. So you provide an additional feature on the product page that allows them to submit a question, then you answer their question. They decide to purchase that item, you increase sales then.

FAQ	Questions (2)	Details	More Information	Reviews (2)
-----	---------------	---------	------------------	-------------

Customer Questions Filtering by Asker's Name

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### Write Your Own Question

What is the material of this product?



I agree to the [terms & conditions](#)

The customer submits a question.

The screenshot shows a 'Customer Questions' interface. At the top, there are navigation tabs: 'FAQ', 'Questions (2)', 'Details', 'More Information', and 'Reviews (2)'. Below the tabs is the title 'Customer Questions' and a search box labeled 'Filtering by Asker's Name'. A question is displayed by 'John Carter', asking 'What is the material of this product?'. The question was asked by a guest on April 02, 2021, at 4:45:21 AM. An answer is provided by 'Cuong Ngo', an administrator, stating 'The material is 100% spandex cotton, durable, and very cool.' The answer was posted on April 02, 2021, at 4:50:42 AM. Below the answer are options to 'Reply', 'Satisfy', and 'Dissatisfy'. Below the question and answer is a section titled 'Write Your Own Question' with a text area, a captcha field, a captcha image, a 'Reload captcha' button, a checkbox for 'I agree to the terms & conditions', the user name 'John Carter (Edit)', and a 'Submit Question' button.

The administrator replies to that question

## 2. The customer can upvote or downvote the response.

Your store has many administrators, when the administrator responds to a question, the system will send a notification email to the customer. The customer gets the answer and can upvote or downvote that answer of the admin by clicking the link in the email.

So the store owner can review the qualifications of the administrator in their answers based on the customer's rating.

Hello Cuong Ngo,

**John Carter** just posted a new question for the [Breathe-Easy Tank](#).

The question id: (2)

What is the material of this product?

Please help us to approve and post the answer content for this question now.

Go to the [Admin Panel](#) of the Magento Store and navigate to the [GiaPhuGroup](#) → [Product Q and A](#) → [Pending Questions](#) → [Filtering by the ID 2](#) → [Action](#) → [Edit](#)

- Open [General](#) tab: Select the Status as "Approved"
- Open [Answers](#) tab: Click "Add New Answer"

*The administrator gets a notification email when the customer submits a question*

Hello **John Carter**,

The administrator **Cuong Ngo** answered your question as follow:

The material is 100% spandex cotton, durable, and very cool.

Your previous question:

*What is the material of this product?*

Thank you for your question, please feel free to contact us if you need any more information or you can see other answers for this question in the [Breathe-Easy Tank](#).

Please rate the answer of the administrator **Cuong Ngo**

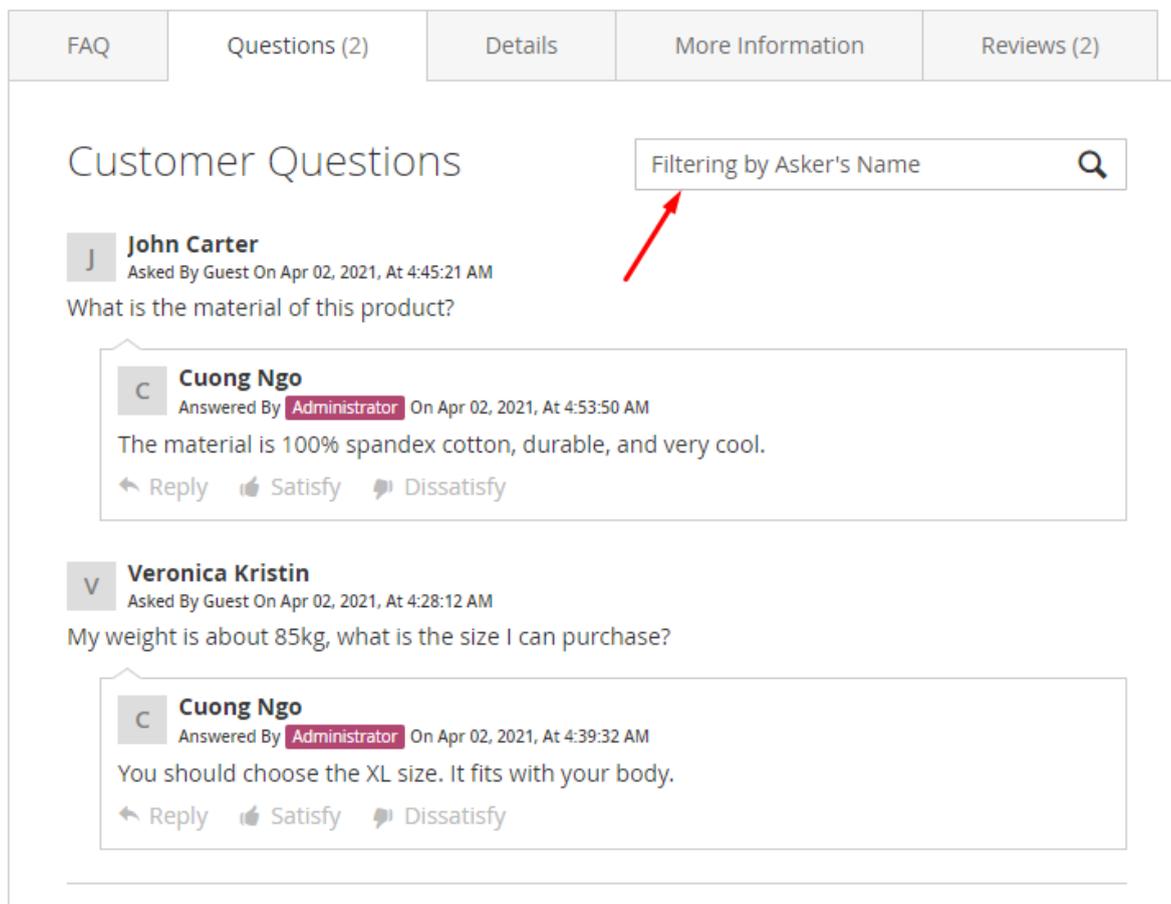
Satisfy

Dissatisfy

*The customer will get a notification email when the admin respond to their question.*

### 3. The Customer can search the questions

All questions and answers of each product after it is approved by the administrator will be displayed on the product page. So the customer can search the available questions to get the answer fast.



Filtering by asker's name

### 4. Easy to Use

This extension is optimized about feature and interface, it is friendly with both customer and administrator.

**V Veronica Kristin**  
Asked By Guest On Apr 02, 2021, At 4:28:12 AM  
My weight is about 85kg, what is the size I can purchase?

**C Cuong Ngo**  
Answered By Administrator On Apr 02, 2021, At 4:39:32 AM  
You should choose the XL size. It fits with your body.  
← Reply   👍 Satisfy   👎 Dissatisfy

---

### Write Your Own Answer

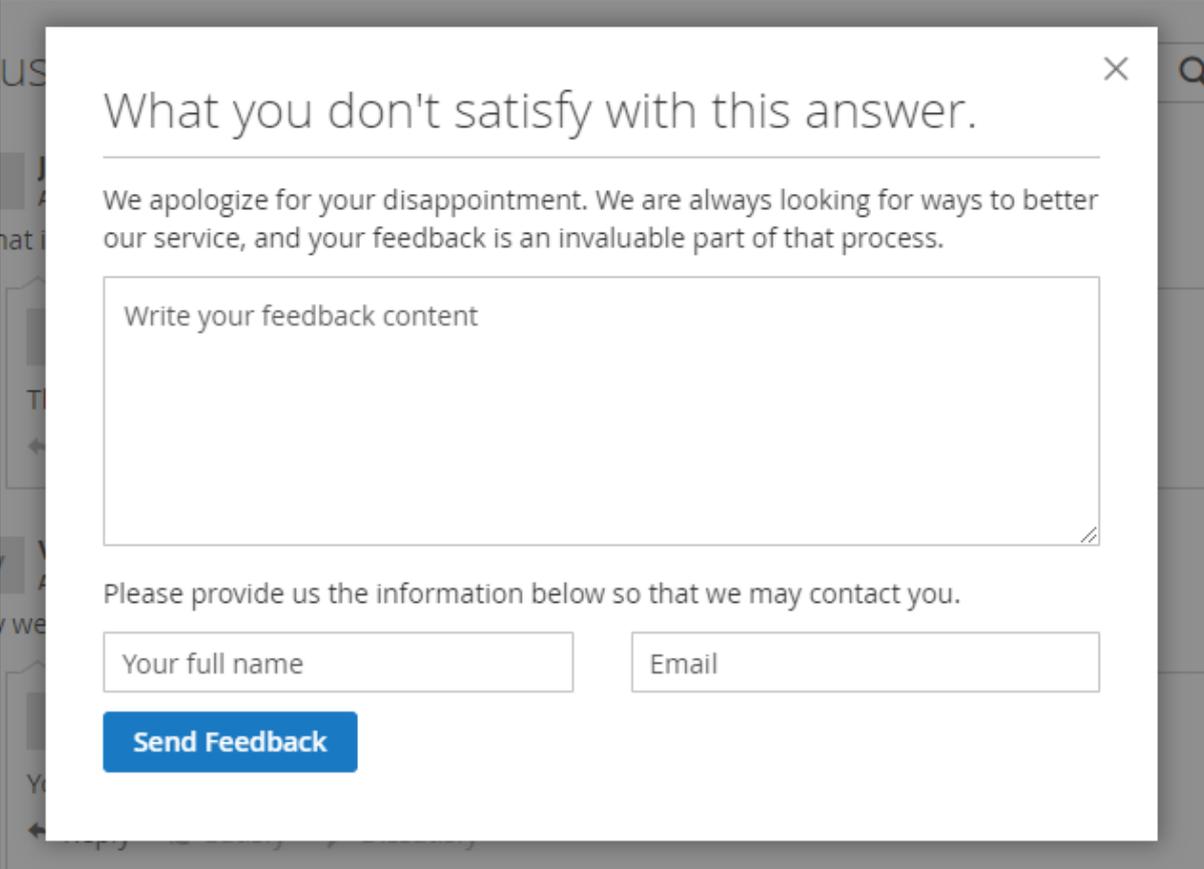
Write Your Own Question

Please type the captcha



I agree to the [terms & conditions](#)   **John Carter** (Edit)

*The customer can reply to the administrator's responding*



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What you don't satisfy with this answer.

We apologize for your disappointment. We are always looking for ways to better our service, and your feedback is an invaluable part of that process.

Write your feedback content

Please provide us the information below so that we may contact you.

Your full name

Email

Send Feedback

*Downvote the response*

## 5. Compatible with Magento Community Edition 2.x

The **Magento 2 Product Question and Answer** extension compatible with all versions of Magento CE 2.1.x, 2.2.x, 2.3.x, 2.4.x

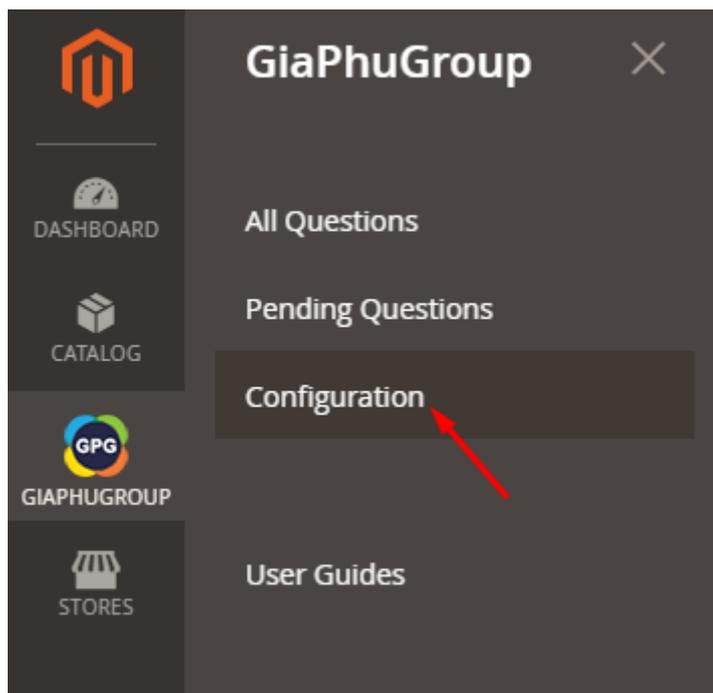
## 6. There are no license keys

At this moment, there are no license keys. GiaPhuGroup does not use a license checking method to check the license validity. Our extensions are 100% open editable source. You can make any change to suit your needs but we won't take any responsibility for any incident due to your customization.

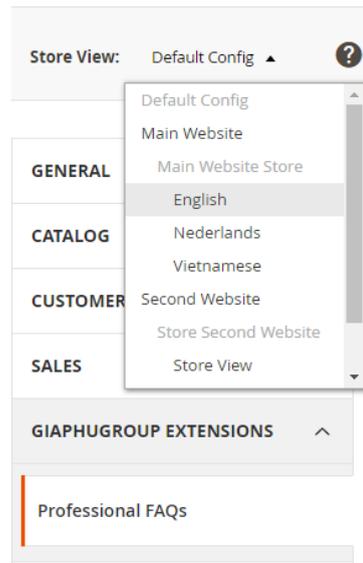
## Chapter 2: User Manuals

### I. Configurations

Go to the Admin Panel of the Magento Store and navigate to the **GiaPhuGroup → Product Q and A → Configurations → GiaPhuGroup Extension → Product Question And Answer**



We allow you to configure the **Product Question and Answer** extension for multiple websites and multiple store views. You should choose a store view before starting to set up everything.



*Configure for the English Store View*

## 1. General Settings

At the **Product Question and Answer** tab, expand General Settings section, you will get the results as the picture below:

General Setting ⌵

Allow Guests to write a new question <small>[store view]</small>	Yes	<input checked="" type="checkbox"/> Use system value
Allow Guests to answer the question <small>[store view]</small>	Yes	<input checked="" type="checkbox"/> Use system value
Allow Customers to write a new question <small>[store view]</small>	Yes	<input checked="" type="checkbox"/> Use system value
Allow Customers to answer the Question <small>[store view]</small>	Yes	<input checked="" type="checkbox"/> Use system value
Auto approve the new question <small>[store view]</small>	No	<input checked="" type="checkbox"/> Use system value
Auto approve the new answer <small>[store view]</small>	No	<input checked="" type="checkbox"/> Use system value
The number of questions per page <small>[store view]</small>	5	<input checked="" type="checkbox"/> Use system value

Must be a numeric and within the valid range 1-20

**Allow Guests to write a new question:** If you don't want the Guest to use this feature, please set it to No. It is enabled by default.

**Allow Guests to answer the question:** If you don't want the Guest to use this feature, please set it to No. It is enabled by default.

**Allow Customers to write a new question:** If you don't want the registered customer to use this feature, please set it to No. It is enabled by default.

**Allow Customers to answer the Question:** If you don't want the registered customer to use this feature, please set it to No. It is enabled by default.

**Auto approve the new question:** If you want the new question to be approved automatically, you can enable this feature by setting it to Yes. It is disabled by default.

**Auto approve the new answer:** If you want the new answer by the admin or customer to be approved automatically, you can enable this feature by setting it to Yes. It is disabled by default.

**The number of questions per page:** This helps to display the questions per a page on the storefront. It must be a numeric and within the valid range 1-20. It is set to 5 by default.

## 2. General Contact

Expand the **General Contact** section, you will get the results as the picture below:

---

General Contact ⌵

<p>Question and Answer Email Sender <small>[store view]</small></p>	<p>Product Question And Answer Support ▼</p> <p><small>You can update the information in the STORES -&gt; Settings -&gt; Configuration -&gt; GENERAL -&gt; Store Email Addresses</small></p>	<p><input checked="" type="checkbox"/> Use system value</p>
<p>Allow the administrators to get an email notification <small>[store view]</small></p>	<p>No ▼</p> <p><small>The administrators will get an email notification when a question or an answer is posted by a customer</small></p>	<p><input checked="" type="checkbox"/> Use system value</p>
<p>Allow the customer to get an email notification <small>[store view]</small></p>	<p>No ▼</p> <p><small>The customer will get an email notification when an answer is posted by the administrator</small></p>	<p><input checked="" type="checkbox"/> Use system value</p>

**Question and Answer Email Sender:** You can set the sender name and sender email for the emails of the admin and customer will get when a question or an answer is submitted. Navigate to **STORES -> Settings -> Configuration -> GENERAL -> Store Email Addresses**

**STORES -> Settings -> Configuration -> GENERAL -> Store Email Addresses**

**Allow the administrators to get an email notification:** The administrator will get a notification email when the customer submits a question. It is disabled by default. You can enable it by changing to Yes.

Select the email admin users to get a notification email. When the customer submits a question, only the admin emails in the list can get a notification email.

**Allow the customer to get an email notification:** The customer will get a notification email when the admin submits an answer from backend. It is disabled by default. You can enable it by changing to Yes.

Allow the customer to get an email notification   Use system value  
[store view] The customer will get an email notification when an answer is posted by the administrator

Default New Answer Customer Email   Use system value  
[store view] Email template chosen based on theme fallback when "Default" option is selected.

### 3. Product Information

This section shows the information of the extension such as Author, Version, Support, Copyright, etc,...

Product Information

## Product Question And Answer

Author: [GiaPhuGroup.com](http://GiaPhuGroup.com)

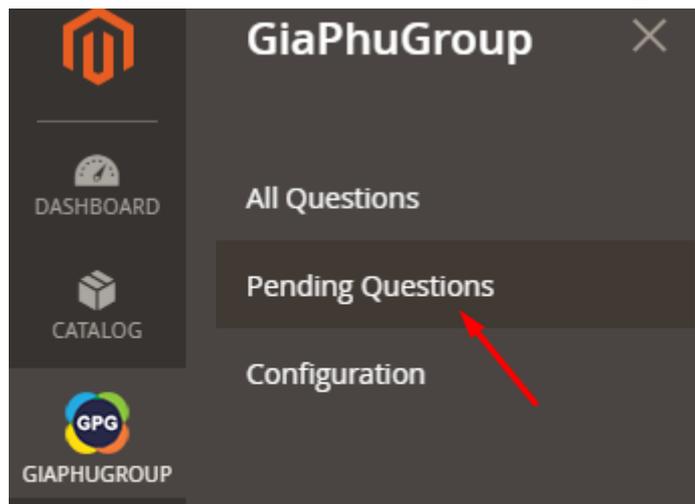
Version: 2.1.7

Support: [Call me on Skype](#) or [Send me an email](#)

Copyright: Copyright © 2017 [GiaPhuGroup.com](http://GiaPhuGroup.com). All rights reserved.

## II. Manage Pending Questions

Go to the Admin Panel of the Magento Store and navigate to the **GiaPhuGroup → Product Q and A → Configurations → GiaPhuGroup Extension → Product Question And Answer → Pending Questions**



*Pending Questions.*

You will be redirected to the Pending Questions page, it shows all questions with the status is Pending, you can check that questions and reply to the customer.

Pending Questions productqanda ▾

Add New Question

Q

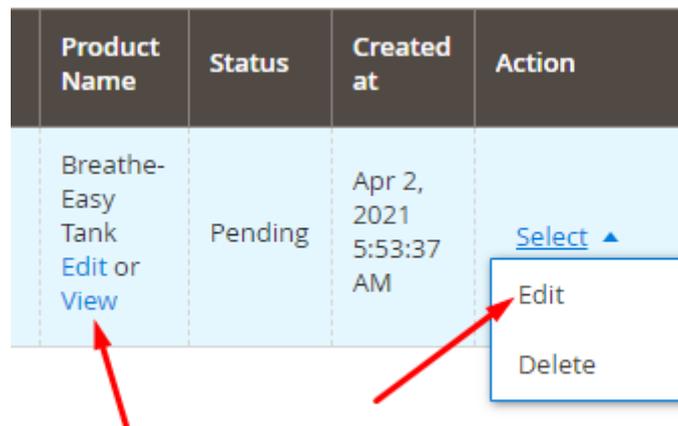
Filters ▾
Default View ▾
Columns ▾

Active filters: Status: Pending x Clear all

Actions ▾
1 records found
20 ▾ per page
< 1 of 1 >

	ID ↑	Asked by	Name	Email	Content	Product Name	Status	Created at	Action
<input type="checkbox"/>	3	Guest	Peter Ngo	bestearnmoney87@gmail.com	I can go to the store for trying to wear this product?. and you can provide me the address?	Breathe-Easy Tank <a href="#">Edit or View</a>	Pending	Apr 2, 2021 5:53:37 AM	<a href="#">Select ▾</a>

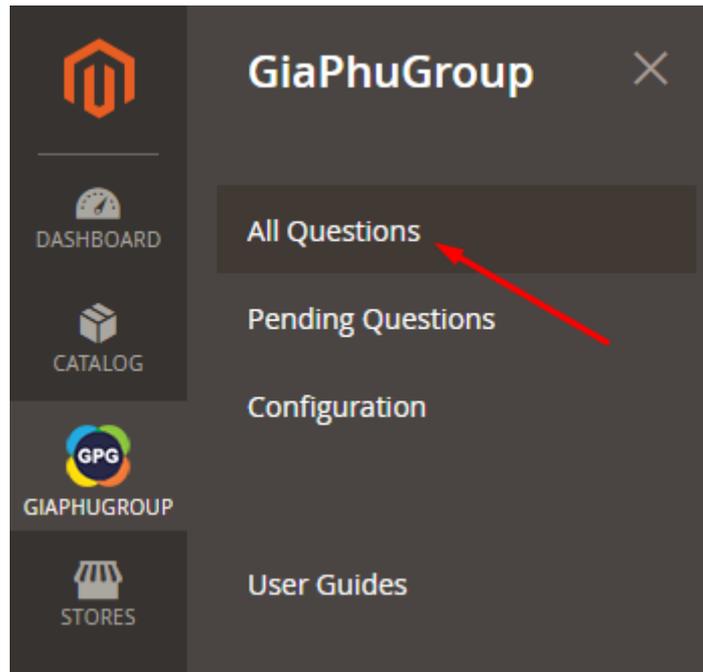
From this page, you can go to the product page on the storefront or edit a question.



### III. Manage all Questions

#### 1. Searching and Filtering Questions

Go to the Admin Panel of the Magento Store and navigate to the **GiaPhuGroup → Product Q and A → Configurations → GiaPhuGroup Extension → Product Question And Answer → All Questions**



Click the **Filters** button

Search by keyword

<b>ID</b> from <input type="text"/> to <input type="text"/>	<b>Pending Answers</b> from <input type="text"/> to <input type="text"/>	<b>Created at</b> from <input type="text"/> <input type="button" value="Calendar"/> to <input type="text"/> <input type="button" value="Calendar"/>	<b>Asked from</b> <input type="text" value="All Store Views"/> <input type="button" value="v"/>
<b>Store View</b> <input type="text" value="All Store Views"/> <input type="button" value="v"/>	<b>Asked by</b> <input type="text"/> <input type="button" value="v"/>	<b>Name</b> <input type="text"/>	<b>Content</b> <input type="text"/>
<b>Product Name</b> <input type="text"/>	<b>Status</b> <input type="text"/> <input type="button" value="v"/>		

The administrator gets a notification email when the customer submits a question. In the content email will show up the question ID.

Hello Cuong Ngo,

**Peter Ngo** just posted a new question for the **Breathe-Easy Tank**.

The question id: (3) 

I can go to the store for trying to wear this product?. and you can provide me the address?

Please help us to approve and post the answer content for this question now.

Go to the [Admin Panel](#) of the Magento Store and navigate to the [GiaPhuGroup](#) → [Product Q and A](#) → [Pending Questions](#) → [Filtering by the ID 3](#) → [Action](#) → [Edit](#)

- Open *General* tab: Select the Status as "Approved"
- Open *Answers* tab: Click "Add New Answer"

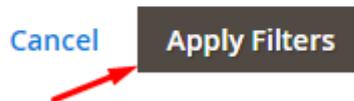
Filtering the question by this ID, so you can submit an answer to the customer.



---

<b>ID</b>		<b>Pending Answers</b>	
from	<input type="text" value="3"/>	from	<input type="text"/>
to	<input type="text" value="3"/>	to	<input type="text"/>

Filter by question ID



Apply Filters

## 2. Add a new answer

When the administrator gets a notification email, the content email will include the question ID, filtering the question by ID, then you look at the action column, click Edit.

### All Questions

productqanda

[Add New Question](#)

Search by keyword

Active filters: ID: 3 - 3

Actions  1 records found  per page   of 1

<input type="checkbox"/>	ID ↑	Asked by	Name	Content	Product Name	Status	Pending Answers	Created at	Action
<input type="checkbox"/>	3	Guest	Peter Ngo	I can go to the store for trying to wear this product?. and you can provide me the address?	Breathe-Easy Tank	Pending	0	Apr 2, 2021 5:53:37 AM	<a href="#">Select</a> <a href="#">Edit</a> <a href="#">Delete</a>

You will be redirected to the edit question page.

### Edit Question ID: (3)

productqanda

#### QUESTION INFORMATION

- General
- Answers
- Also was asked for the products

#### Question Information

Created at Apr 02, 2021, at 5:53:37 AM

Asked by \*

Author Name \*

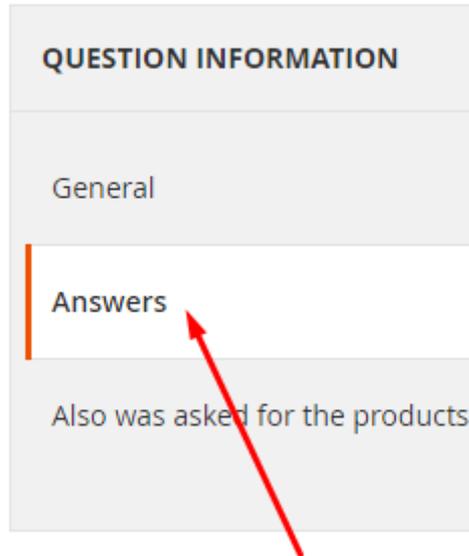
Author Email \*

Status \*

Visibility \*

Asked for the product	Breathe-Easy Tank <a href="#">Edit</a> or <a href="#">View</a>
Asked from	Main Website/Main Website Store/English
The Question Content *	<div style="border: 1px solid #ccc; padding: 10px; min-height: 150px;">I can go to the store for trying to wear this product?. and you can provide me the address?</div>
Stores View *	<div style="border: 1px solid #ccc; padding: 10px; min-height: 150px;"><p>All Store Views</p><p><b>Main Website</b></p><p><b>Main Website Store</b></p><p>Vietnamese</p><p><b>English</b></p></div>
Created by the IP Address	116.98.59.255

### Switch to the **Answers** tab



### Click the Add new Answer button

A screenshot of the main content area for a product question. On the left is the 'QUESTION INFORMATION' sidebar with the 'Answers' tab selected. The main area shows the question content: 'The Question Content: I can go to the store for trying to wear this product?. and you can provide me the address?'. Below this are search and filter options, including 'Search', 'Reset Filter', and 'Add New Answer' (highlighted with a red arrow). There are also pagination controls showing '0 records found' and '20 per page'. Below the controls is a table with columns: ID, Answered by, Name, Content, Likes, Dislikes, Status, Visibility, Created At, and Action. The table is currently empty, with a message 'There are no answers was found.' at the bottom.

## Fill the answer content and press the **Save** button

New Answer ×

📘 Add a new answer

The Question Content

I can go to the store for trying to wear this product?. and you can provide me the address?

Answer Information

Status \*

Visibility \*

The Answer Content \*

### 3. Publish a Question

Let a question show up on the product page. The administrator must approve it.

You can publish a question by approving it via two ways.

By editing a question and changing the status field to **Approved**

**QUESTION INFORMATION**

General

Answers

Also was asked for the products

---

**Question Information**

Created at Apr 02, 2021, at 5:53:37 AM

Asked by \* Guest

Author Name \* Peter Ngo

Author Email \* bestearnmoney87@gmail.com

Status \* Approved

Visibility \* Visible

Asked for the product Breathe-Easy Tank [Edit](#) or [View](#)

If you want only the customer who submits that question can see it on the storefront. You set the field named **Visibility** to the **Not Visible**

Status \* Approved

Visibility \* Not Visible

Asked for the product Breathe-Easy Tank [Edit](#) or [View](#)

By going to the **Pending Questions** page. **GiaPhuGroup** → **Product Q and A** → **Configurations** → **GiaPhuGroup Extension** → **Product Question And Answer** → **Pending Questions**

## Pending Questions

Search by keyword

Active filters: Status: Pending

1 records found (1 selected)

Actions				Content
<ul style="list-style-type: none"> <li>Delete</li> <li>Change status               <ul style="list-style-type: none"> <li>Approved</li> <li>Pending</li> <li>Not Approved</li> </ul> </li> <li>Change Visibility</li> </ul>	<input checked="" type="checkbox"/>	3	Guest	I can gc me the

Via this way, you can approve multiple questions at the same time.

#### 4. Delete a Question

Go to the Admin Panel of the Magento Store and navigate to the **GiaPhuGroup** → **Product Q and A** → **Configurations** → **GiaPhuGroup Extension** → **Product Question And Answer** → **All Questions**

Look at the **Action** column, click on **select**, click on **Delete**.

#### 5. Checking the questions on the storefront

Go to the Admin Panel of the Magento Store and navigate to the **GiaPhuGroup** → **Product Q and A** → **Configurations** → **GiaPhuGroup Extension** → **Product Question And Answer** → **All Questions**

Look at the **Product Name** column, click **View**.

