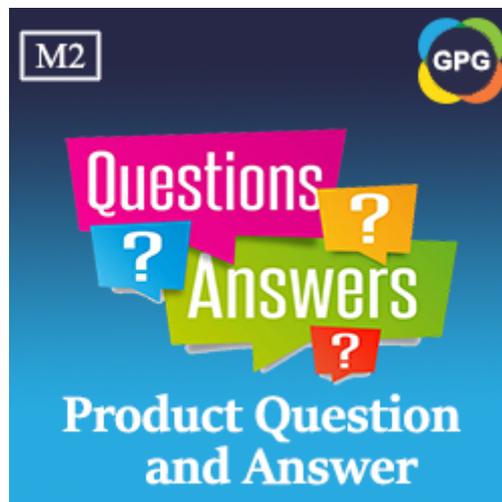# Product Question and Answer

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

User Guide

Table of Contents

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   🔍

Write Your Own Question

What is the material of this product?

John Carter   bestearnmoney87@gmail.com

8Mwy

8Mwy   Reload captcha

☐ I agree to the terms & conditions   **Submit Question**

The customer submits a question.

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

Customer Questions

Filtering by Asker's Name   🔍

John Carter
Asked By Guest On Apr 02, 2021, At 4:45:21 AM
What is the material of this product?

> **Cuong Ngo**
> Answered By `Administrator` On Apr 02, 2021, At 4:50:42 AM
> The material is 100% spandex cotton, durable, and very cool.
> ↩ Reply   👍 Satisfy   👎 Dissatisfy

Write Your Own Question

Write Your Own Question

Please type the captcha

8MWV   Reload captcha

☐ I agree to the terms & conditions   **John Carter** (Edit)   **Submit Question**

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.
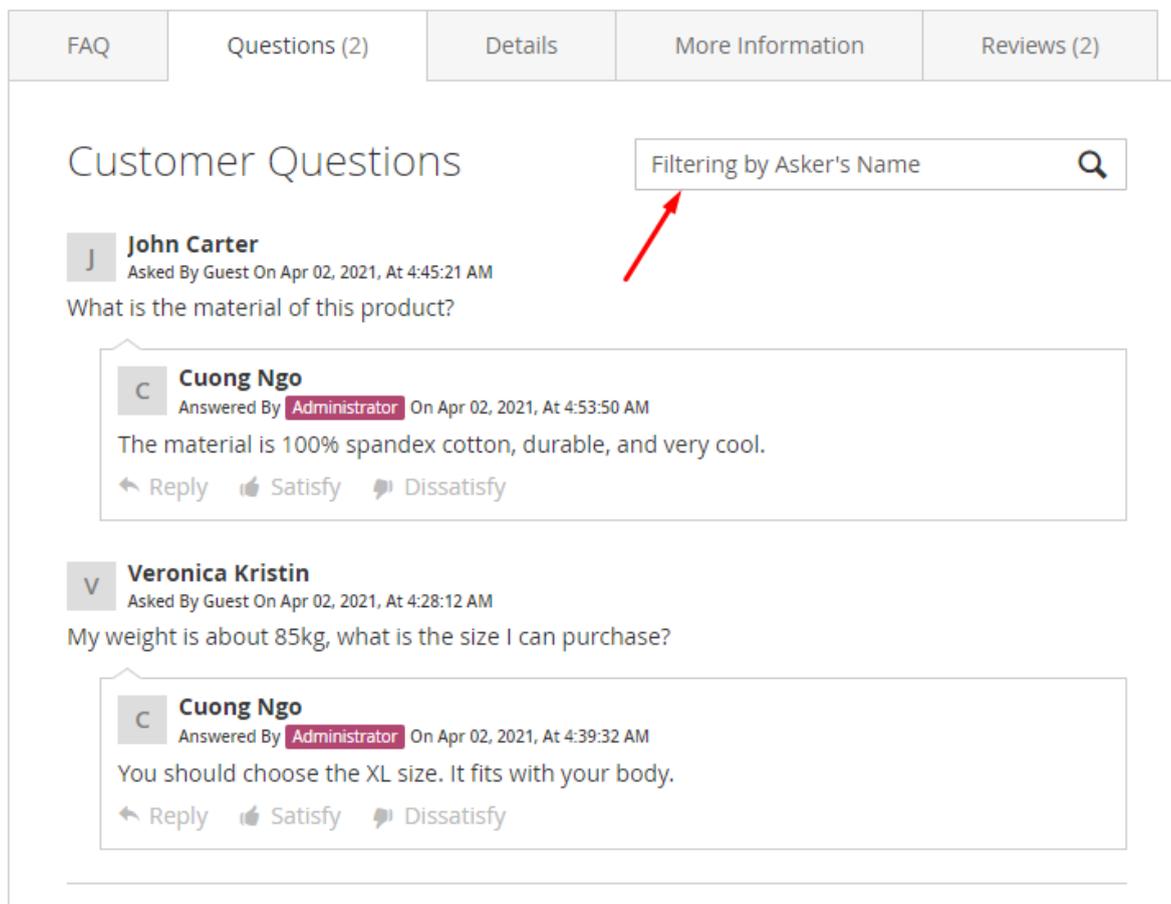
Filtering by asker's name

4. Easy to Use

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

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?

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

Reload captcha

☐ I agree to the terms & conditions   **John Carter** (Edit)

Cancel   **Submit Answer**

The customer can reply to the administrator's responding
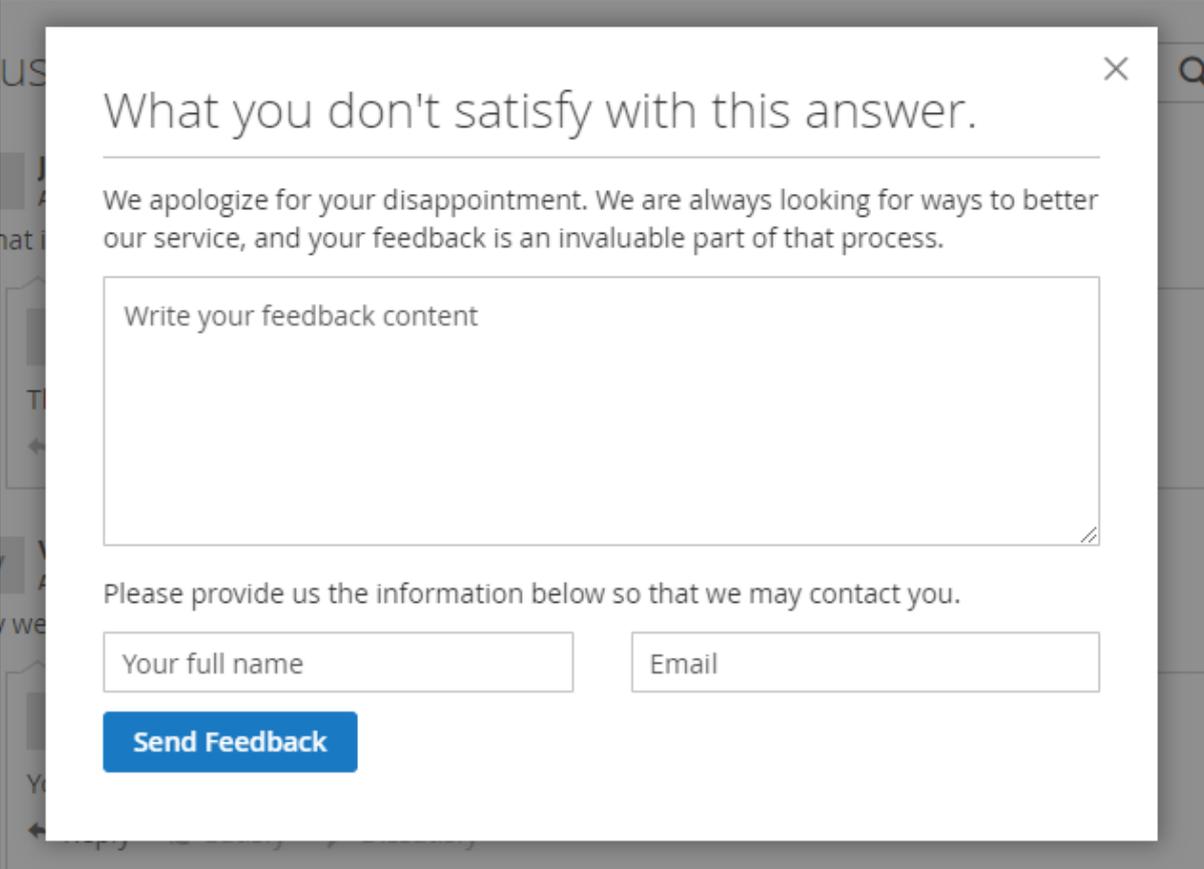
Downvote the response

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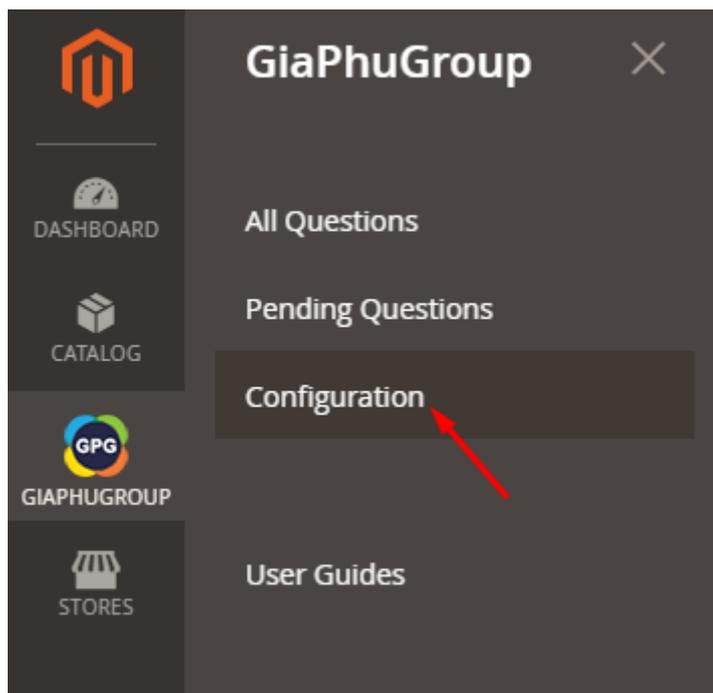
We allow you to configure the **Product Question and Answer** extension for multiple websites and multiple store views. You should choose a store view before starting to set up everything.
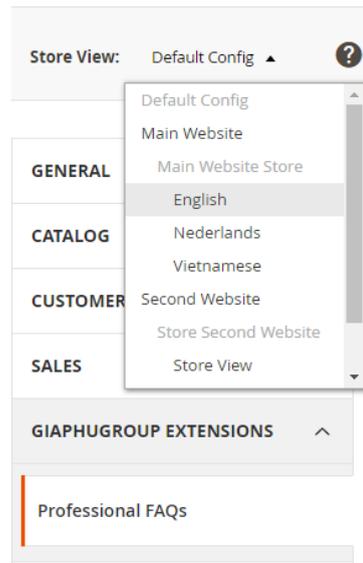
Configure for the English Store View

1. General Settings

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

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:

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.

3. Product Information

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

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**
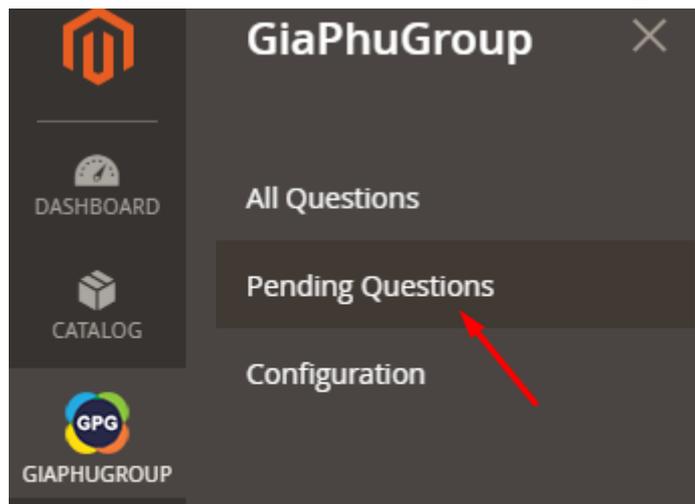
Pending Questions.

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.

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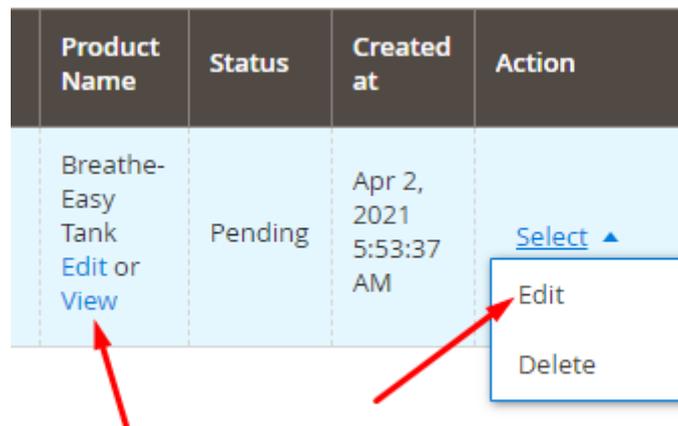
III.   Manage all Questions

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**
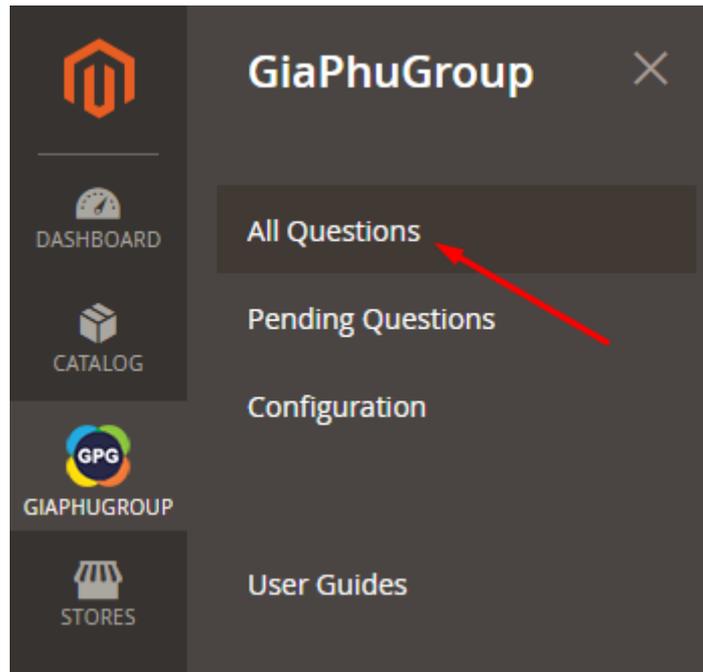
Click the **Filters** button

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"

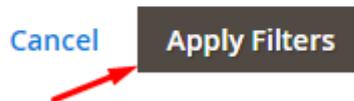Filtering the question by this ID, so you can submit an answer to the customer.

| Search by keyword | 🔍 |

ID		Pending Answers	
from	3	from	
to	3	to	

Filter by question ID

Cancel   **Apply Filters**
←

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.

You will be redirected to the edit question page.

Asked for the product	Breathe-Easy Tank Edit or View
Asked from	Main Website/Main Website Store/English
The Question Content *	I can go to the store for trying to wear this product?. and you can provide me the address?

Stores View *

All Store Views

Main Website

   Main Website Store

     Vietnamese

     English

Created by the IP Address   116.98.59.255

Switch to the **Answers** tab
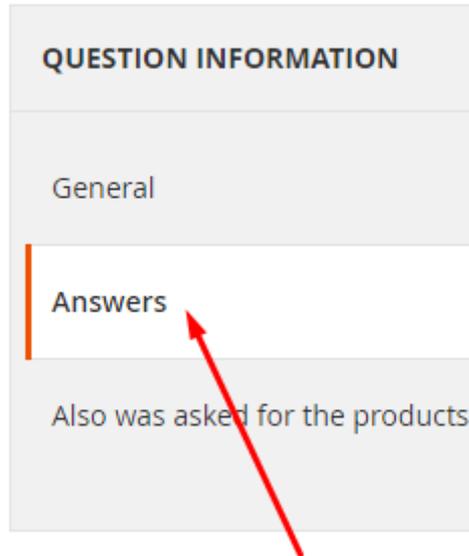
Click the Add new Answer button

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

New Answer   ✕

	Save

ⓘ 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 *   Approved ▼

Visibility *   Visible ▼

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**

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**

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

Pending Questions

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**.

Product Name
Breathe-Easy Tank Edit or View