

Product Questions Answers

We appreciate your interest! In this guide, you will receive specific information that will help you get off to a good and productive start.

HOW it works?	2
Configuration	2
General	2
Question	3
Answer	5
Report Abuse Answer	7
Question Email Notification	8
Answer Email Notification	9
Frontend	10
Question tab on the product view page	10
Submit a question	11
Search a question	13
Submit an answer	14
My Account	18
Backend	20
Question	20
Submit a new question	22
Answers	24
Submit a new answer	25
Like, Dislike and Report Abuse	28
YouTube demo	29

HOW it works?

Configuration

After logging into the Magento Admin panel, navigate to the following path to access configuration.

Stores → Configuration → Magediary → Product Question

General

General

Enabled [store view]	<input type="text" value="Yes"/>	▼
Tab Title [store view]	<input type="text" value="Questions"/>	

Enabled activates *product question block*, which is displayed on the front-end product view and my account page.

Tab Title lets you specify the title of a tab which will be displayed on the frontend.

Question

This section helps you to set up multiple parameters for question form.

Question

Enable Search Question [store view]	Yes	▼
Show Ask a Question Form [store view]	Yes	▼
Allow Guests to Write Questions [store view]	Yes	▼
Auto Approval New Question [store view]	No	▼
Show Nickname Field [store view]	Yes	▼
Required Nickname [store view]	Yes	▼
Show Email Field [store view]	Yes	▼
Required Email [store view]	Yes	▼

Enable Search Question allows the admin to enable or disable question search feature on the product view page under the question tab.

Show Ask a Question Form allows you to display *ask a question* form on the product view page under the question tab.

By default, this is set to **No**, so only questions added by Admin will appear in the frontend.

Allow Guests to Write Questions lets you decide whether a guest user can submit a question or not. If set to **No**, then it will require to login or create an account for guest users. So only registered customers can submit a question.

Auto Approval New Question lets you decide whether a question should be displayed directly in the frontend or not. If set to **No**, then the question will be displayed on the frontend only after approval from the admin.

Show Nickname Field provides an option for display of nickname field in the question form.

Required Nickname provides an option to indicate whether the nickname field required or not in the question form. If set to **No**, then the customer can submit a form without entering a nickname.

Show Email Field provides an option to display email field in the question form.

Required Email provides an option to indicate whether the email field required or not in the question form. If set to **No**, then the customer can submit a form without entering an email.

Answer

This section helps you to set up multiple parameters for answer form.

Answer

Show an Answer Form
[store view] Yes ▼

Allow Guests to Write Answer
[store view] Yes ▼

Auto Approval New Answer
[store view] No ▼

Show Nickname Field
[store view] Yes ▼

Required Nickname
[store view] No ▼

Show Email Field
[store view] Yes ▼

Required Email
[store view] Yes ▼

Show Certified Buyer Label
[store view] Yes ▼

Enable Like
[store view] Yes ▼

Enable Dislike
[store view] Yes ▼

Show an Answer Form allows you to display *an answer form* on the frontend under show all answers popup.

Allow Guests to Write Answer lets you decide whether a guest user can submit an answer or not. If set to **No**, then it will require to login or create an account for guest users. So only registered customers can submit an answer.

Auto Approval New Answer lets you decide whether an answer should be displayed directly in the frontend or not. If set to **No**, then the answer will be displayed on the frontend only after approval from the admin.

Show Nickname Field provides an option to whether display nickname field in the answer form.

Required Nickname provides an option to whether nickname field required or not in the answer form. If set to No, then customer can submit a form without entering a nickname.

Show Email Field provides an option to whether display email field in the answer form.

Required Email provides an option to whether email field required or not in the answer form. If set to No, then customer can submit a form without entering an email.

Show Certified Buyer Label provides an option to whether display certified buyer label in the answer form or not.

If customer submitted an answer who also purchased the product then this label will display in the form list.

Enable Like provides an option to whether display like in the answer form.

Enable Dislike provides an option to whether display dislike in the answer form.

Questions and Answers

Q: Im 5'9 125lbs 34c is a small long enough

A: I think it would be fine. I tie might a little tighter so it's more of a long crop and that looks really cute too.

Anonymous

✓ Certified Buyer

👍 0 🗨️ 0
Report Abuse

[Read other answers](#)

Report Abuse Answer

This section helps you to set up multiple parameters for report abuse of answer.

Report Abuse of Answer

Enabled

[store view]

Yes

▼

Send Emails To

[store view]

hello@example.com

☒ Use system value

Email Sender

[store view]

Custom Email 2

▼

☒ Use system value

Email Template

[store view]

Report Abuse Admin Email Template |

▼

☒ Use system value

Enabled provides an option to whether display abuse option below the answer or not.

Questions and Answers

Q: Im 5'9 125lbs 34c is a small long enough

A: I think it would be fine. I tie might a little tighter so it's more of a long crop and that looks really cute too.

Anonymous ☒ Certified Buyer

[Read other answers](#)



Send Emails To admin will get email notification to this address when user click on abuse link to the answer.

Email Sender provides an option to set default email sender.

Email Template helps you to set custom email template if you want to modify the default email template. This email template is used when user report abuse to the answer.

Question Email Notification

This section lets you configure multiple parameters.

Question Email Notification

Enabled

[store view]

Yes

▼

Send Emails To

[store view]

hello@example.com

☒ Use system value

Email Sender

[store view]

Custom Email 2

▼

Email Template

[store view]

Question Admin Email Template (Defa

▼

Enabled provides an option to whether send an email to admin on submit a new question or not.

Send Emails To admin will get email notification to this address when user submit a new question.

Email Sender provides an option to set default email sender.

Email Template helps you to set custom email template if you want to modify the default email template. This email template is used when user submit a new question.

Answer Email Notification

This section lets you configure multiple parameters.

Answer Email Notification

Customer Notification Enabled

[store view]

Yes

▼

Customer Email Sender

[store view]

Custom Email 2

▼

Customer Email Template

[store view]

Answer Customer Email Template (De

▼

Admin Notification Enabled

[store view]

Yes

▼

Send Emails To

[store view]

hello@example.com

☒ Use system value

Admin Email Sender

[store view]

Custom Email 2

▼

Admin Email Template

[store view]

Answer Admin Email Template (Defau

▼

Customer Notification Enabled provides an option to whether send an email to the customer who submitted the question or not on submit the answer.

The customer who submitted the answer will only get an email when answer has been approved.

Customer Email Sender provides an option to set default email sender.

Customer Email Template helps you to set custom email template if you want to modify the default email template. This email template is used when user submit a new answer.

Send Emails To admin will get email notification to the admin when user submit a new answer.


Admin Email Sender provides an option to set default email sender.

Admin Email Template helps you to set custom email template if you want to modify the default email template. This email template is used when user submit a new answer.

Frontend

Question tab on the product view page

After setting the question tab, it will be displayed on the product view page.



Add to Cart

ADD TO WISH LIST

ADD TO COMPARE

EMAIL

DetailsMore InformationReviews (2)Questions (1)

Search questions here...Search

Questions and Answers

Q: Does it shrink with washing?

A: Mine never did. It is a very soft and stretchy material.

Veronica Costello

00Report Abuse

[Read other answers](#)

Post your question:
Layla Tee

Nickname *

Veronica

Email *

roni_cost@example.com

Question *

Submit

Submit a question

The customer can submit a question from the product page under Questions tab.

Veronica Costello

[Read other answers](#)

Post your question:

Layla Tee

Nickname *

Roni

Email *

roni_cost@example.com

Question *

What is the exact size?

Submit

Admin will get email notification once the new question submitted by a user.



SKU	WS02
Product Name	Gabrielle Micro Sleeve Top
Question	What is the sleeve length?
Nickname	Veronica
Customer	roni_cost@example.com

Question will be displayed on the frontend immediately if **Auto Approval New Question** set to **Yes** under the **Question** configuration otherwise it will be displayed after the question approved by the admin.

Details

More Information

Questions (2)

Reviews (19)

Questions and Answers

Q: What is the sleeve length?

[Add your answer](#)

Q: Im 5'9 125lbs 34c is a small long enough

A: I think it would be fine. I tie might a little tighter so it's more of a long crop and that looks really cute too.

Anonymous

Certified Buyer

0

0

Report Abuse

[Read other answers](#)

Post your question:

Iris Workout Top

Nickname *

Email *


Question *

Submit

Search a question

The user can search a question that will be filtered by the question title.

It helps user to get the answer quickly by searching a question before submitting a new one.

 EMAIL

Details

More Information

Reviews (2)

Questions (2)

Questions and Answers

Q: What Causes Clothes to Shrink in the Laundry?

A: Consolidation shrinkage occurs when moisture, heat, and mechanical action (agitation during washing and drying) are combined.

Veronica Costello

00

Report Abuse

[Read other answers](#)

Q: Does it shrink with washing?

A: Mine never did. It is a very soft and stretchy material.

Veronica Costello

00

Report Abuse

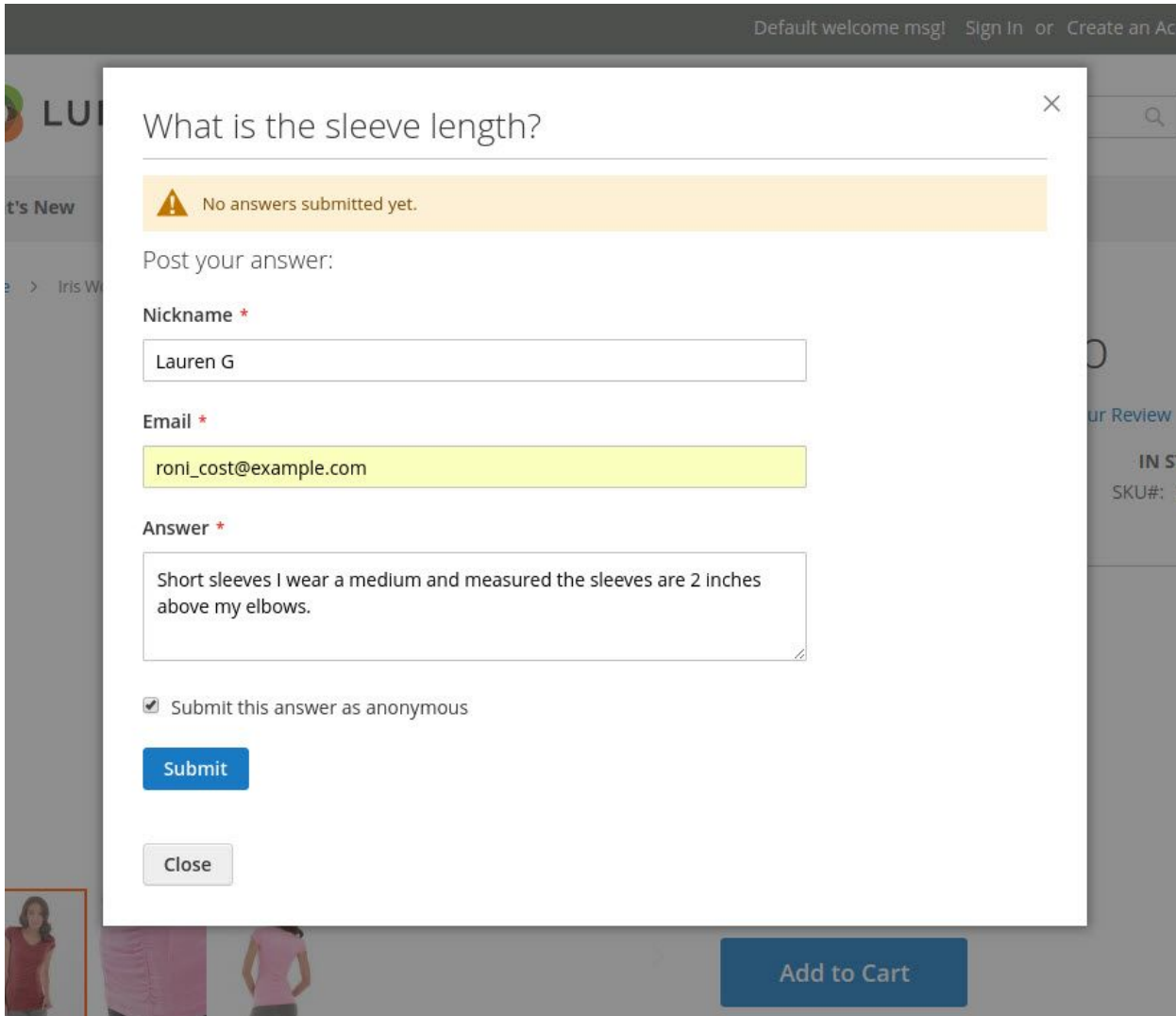
[Read other answers](#)

Post your question:

Submit an answer

The user can submit a new answer of the question by click on **Add your answer** link below each question.

If answers already added then user can add a new answer by click on **Read other answers** link.



The screenshot shows a web application interface with a modal form titled "What is the sleeve length?". The form includes a warning message "No answers submitted yet." and a section for posting an answer. The user has entered "Lauren G" as the nickname, "ronl_cost@example.com" as the email, and "Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows." as the answer. There is a checkbox for "Submit this answer as anonymous" which is checked. The form has "Submit" and "Close" buttons. The background shows a product page with a blue "Add to Cart" button.

Default welcome msg! Sign In or Create an Account

What is the sleeve length?

⚠ No answers submitted yet.

Post your answer:

Nickname *

Lauren G

Email *

ronl_cost@example.com

Answer *

Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows.

☒ Submit this answer as anonymous

Submit

Close

Add to Cart

Answer will be displayed on the frontend immediately if **Auto Approval New Answer** set to **Yes** under the **Answer** configuration otherwise it will be displayed after the answer approved by the admin.

Admin will get email notification once the new answer submitted by the user.

 **LUMA**

SKU	WS02
Product Name	Gabrielle Micro Sleeve Top
Question	What is the sleeve length?
Answer	Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows.
Nickname	Lauren G
Customer	roni_cost@example.com

Customer will get email notification once answer has been approved. Customer will get email notification immediately if **Auto Approval New Answer** set to **Yes**.

 **LUMA**

Product Name	Gabrielle Micro Sleeve Top
Question	What is the sleeve length?
Answer	Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows.

[Go to Product](#)

Approved answers will show up on the frontend under the question.

Details

More Information


Questions (2)



Reviews (19)

Questions and Answers

Q: What is the sleeve length?

A: Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows.

Anonymous  Certified Buyer


 0  0



[Report Abuse](#)

[Read other answers](#)

Q: Im 5'9 125lbs 34c is a small long enough

A: I think it would be fine. I tie might a little tighter so it's more of a long crop and that looks really cute too.

Anonymous  Certified Buyer

 0  0

[Report Abuse](#)

[Read other answers](#)

Post your question:

Iris Workout Top

Nickname *

By default most recent answer shows under the each question.

To read all answers, click on **Read other answers** link, it will show all answers along with the submit a new answer form.

What is the sleeve length?

A: It probably depends on the size. I have the 2X and they fall about 2" above my elbows.

Kalle  Certified Buyer

 0  0
Report Abuse

A: Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows.

Anonymous  Certified Buyer

 0  0
Report Abuse

Post your answer:

Nickname *

Email *

Answer *

☐ Submit this answer as anonymous

Submit

Close

My Account


 Search entire store here...

[What's New](#) [Women](#) [Men](#) [Gear](#) [Training](#) [Sale](#)
[Account Dashboard](#)
[My Orders](#)
[My Downloadable Products](#)
[My Wish List](#)
[Address Book](#)
[Account Information](#)
[Stored Payment Methods](#)
[Billing Agreements](#)
[My Product Reviews](#)
[My Questions and Answers](#)
[Newsletter Subscriptions](#)
[Compare Products](#)

You have no items to compare.

[My Wish List](#)

My Questions and Answers

Questions

Created	Product	Question	
3/16/19	Compete Track Tote	Does it have a charger?	Read answers
3/16/19	Layla Tee	What is the sleeve length?	Read answers
3/16/19	Layla Tee	Im 5'9 125lbs 34c is a small long enough	Read answers

3 Item(s)

 Show per page

Answers

Created	Product	Question	Answer	
3/16/19	Compete Track Tote	Does it have a charger?	You have to buy a separate portable power station. You put the power station in the backpack and then plug in your phone on the external connection, put your phone in the mesh pocket, and you're good to walk around the airport while charging your phone! It's great!	Read answers

1 Item

 Show per page

My Questions and Answers section under **My Account** will show all questions and answers submitted by the logged in user.

From this section, customers can check history of submitted questions and answers.

Customer can click on **Read answers** link to show all posted answers of the question.

The screenshot shows a customer's account page with a modal window open. The modal window is titled "What is the sleeve length?" and contains two answers from a user named Veronica Costello. The first answer states: "A: It probably depends on the size. I have the 2X and they fall about 2" above my elbows." The second answer states: "A: Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows." Both answers have a "Report Abuse" link. A "Close" button is located at the bottom left of the modal. In the background, the account page is visible, showing a sidebar with links like "What's New", "Account Dashboard", "My Orders", "My Downloads", "Products", "My Wish List", "Address Book", "Account Information", "Stored Payment Methods", "Billing Agreements", "My Product Reviews", "My Questions and Answers", and "Newsletter Subscriptions". The "My Questions and Answers" section is highlighted. Below the modal, the "Answers" section is visible, showing a table with columns: "Created", "Product", "Question", and "Answer". The table contains one row with the following data: "3/16/19", "Gabrielle Micro Sleeve Top", "What is the sleeve length?", and "Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows." A "Read answers" link is also present.

Welcome, Veronica Costello! Veronica Costello

What is the sleeve length?

A: It probably depends on the size. I have the 2X and they fall about 2" above my elbows.
Veronica Costello

A: Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows.
Veronica Costello

Close

What's New

Account Dashboard

My Orders

My Downloads

Products

My Wish List

Address Book

Account Information

Stored Payment Methods

Billing Agreements

My Product Reviews

My Questions and Answers

Newsletter Subscriptions

Answers

Created	Product	Question	Answer
3/16/19	Gabrielle Micro Sleeve Top	What is the sleeve length?	Short sleeves I wear a medium and measured the sleeves are 2 inches above my elbows.

Read answers

Backend

Question

Log into the Magento Admin panel and go to **Marketing** → **Product Questions by Magediary** → **Question**.

Product Question

3 records found

20 per page 1 of 1

ID	Detail	Status	SKU	Product Name	Created At	Updated At	Action
47	Does it have a charger?	Approved	24-WB02	Compete Track Tote	2019-03-16 01:42:44	2019-03-16 01:42:44	Select
46	What is the sleeve length?	Approved	WS04	Layla Tee	2019-03-16 01:41:12	2019-03-16 01:41:12	Select
45	Im 5'9 125lbs 34c is a small long enough	Approved	WS04	Layla Tee	2019-03-16 01:40:56	2019-03-16 01:40:56	Select

Please note that during the initial setup this grid will be empty. The values are displayed once the question submitted by users or added by the admin.

ID specifies the unique id of the history.

Detail specifies the detailed description of the question.

Status specifies the status of the question. There are three possible values Pending, Approved and Not Approved. Questions with Approved status only will be visible on the frontend.

SKU specifies the SKUs of the product. It should be more than one SKU with comma separated if the question assigned to multiple products by the admin.

Product Name specifies the name of the product. It should be more than one name with comma separated if the question assigned to multiple products by the admin.

Created At specifies the date and time of action of the question added.




Updated At specifies the date and time of action of the question updated.

Action admin can Edit or Delete the question from this dropdown.

Submit a new question

By click on **New Question** button, admin can add a new question

New Question

 admin

← Back

Save and Continue Edit

Save Question

Detail *

Is the backpack suitable for people of all ages?

Status

Approved

Type

Guest

Nickname *

Veronica

Email

Store View *

All Store Views

Assigned Products

Assigned Products

Question assigned to products is shown to customers in the product view page.

Add Product





Add Product

<

1

of 1

>

	ID	Thumbnail	Name	Status	Actions
	1		Joust Duffle Bag	1	Remove
	2		Strive Shoulder Pack	1	Remove
	3		Crown Summit Backpack	1	Remove
	4		Wayfarer Messenger Bag	1	Remove

From **Add Product**, admin can add as many products as want to assign this question. On Save Question, it will show up in the questions grid.

Product Question

🔍 🔔² 👤 admin ▾

New Question

Filters

👁 Default View ▾

⚙ Columns ▾

4 records found

20 ▾ per page

<

1

of 1

>

Actions ▾

<input type="checkbox"/>	ID	Detail	Status	SKU	Product Name	Created At	Updated At ↑	Action
<input type="checkbox"/>	48	Is the backpack suitable for people of all ages?	Approved	24-MB01, 24-MB04, 24-MB03, 24-MB05	Joust Duffle Bag, Strive Shoulder Pack, Crown Summit Backpack, Wayfarer Messenger Bag	2019-03-16 02:14:20	2019-03-16 02:14:20	Select ▾
<input type="checkbox"/>	47	Does it have a charger?	Approved	24-WB02	Compete Track Tote	2019-03-16 01:42:44	2019-03-16 01:42:44	Select ▾
<input type="checkbox"/>	46	What is the sleeve length?	Approved	WS04	Layla Tee	2019-03-16 01:41:12	2019-03-16 01:41:12	Select ▾
<input type="checkbox"/>	45	Im 5'9 125lbs 34c is a small long enough	Approved	WS04	Layla Tee	2019-03-16 01:40:56	2019-03-16 01:40:56	Select ▾

Answers

Log into the Magento Admin panel and go to **Marketing → Product Questions by Magediary → Answer**.

Answer

2 records found

20 per page

1 of 1

	ID	Answer	Status	Question	SKU	Product Name	Created At	Updated At	Action
<input type="checkbox"/>	48	I believe it to be large enough for me and I'm 6 foot 250 lbs.	Approved	Im 5'9 125lbs 34c is a small long enough	WS04	Layla Tee	2019-03-16 02:24:39	2019-03-16 02:24:39	Select
<input type="checkbox"/>	46	You have to buy a separate portable power station.	Approved	Does it have a charger?	24-WB02	Compete Track Tote	2019-03-16 01:43:08	2019-03-16 02:20:41	Select

Please note that during the initial setup this grid will be empty. The values are displayed once the answer submitted by users or the admin.

ID specifies the unique id of the history.

Answer specifies the detailed description of the answer.

Status specifies the status of the answer. There are three possible values Pending, Approved and Not Approved. Answers with Approved status only will be visible on the frontend.

Question specifies the detailed description of a question of the answer.

SKU specifies the SKU of the product. It should be more than one SKU with comma separated if a question of the answer assigned to multiple products by the admin.

Product Name specifies the name of the product. It should be more than one name with comma separated if a question of the answer assigned to multiple products by the admin.

Created At specifies the date and time of action of the question added.

Updated At specifies the date and time of action of the question updated.

Action admin can Edit or Delete the question from this dropdown.

Submit a new answer

By click on **Add Answer** button, admin can add a new answer for a submitted question

Add Answer

2

admin

← Back

Search

Reset Filter

4 records found

20

▼

per page

<

1

of 1

>

ID	Detail	Status	Created At
<input type="text"/>	<div>Select a question from the list</div> <input type="text"/>	<input type="text"/>	<div>From <input type="text"/></div> <div>To <input type="text"/></div>
45	Im 5'9 125lbs 34c is a small long enough	Approved	Mar 16, 2019, 1:40:56 AM
46	What is the sleeve length?	Approved	Mar 16, 2019, 1:41:12 AM
47	Does it have a charger?	Approved	Mar 16, 2019, 1:42:44 AM
48	Is the backpack suitable for people of all ages?	Approved	Mar 16, 2019, 2:14:20 AM

First select a question from the list of which you want to add an answer.

After selecting the question, fill up the form and Save Answer

Add Answer



admin ▾

[← Back](#)[Reset](#)[Save Answer](#)

Answer Details

Question [Is the backpack suitable for people of all ages?](#)

Status ▾

Type ▾

Nickname

Email

Is Anonymous ▾

Is Certified ▾

Likes

Dislikes

Abuses

Detail *

Newly added answer will show up in the answer grid

✓ You saved the Answer.

Filters Default View Columns

3 records found

20 per page 1 of 1

Actions

	ID	Answer	Status	Question	SKU	Product Name	Created At	Updated At	Action
<input type="checkbox"/>	49	This backpack is good for people of all ages, as someone in middle school, and high school, as well as it does for college.	Approved	Is the backpack suitable for people of all ages?	24-MB01, 24-MB04, 24-MB03, 24-MB05	Joust Duffle Bag, Strive Shoulder Pack, Crown Summit Backpack, Wayfarer Messenger Bag	2019-03-16 02:29:27	2019-03-16 02:29:27	Select
<input type="checkbox"/>	48	I believe it to be large enough for me and I'm 6 foot 250 lbs.	Approved	Im 5'9 125lbs 34c is a small long enough	WS04	Layla Tee	2019-03-16 02:24:39	2019-03-16 02:24:39	Select
<input type="checkbox"/>	46	You have to buy a separate portable power station.	Approved	Does it have a charger?	24-WB02	Compete Track Tote	2019-03-16 01:43:08	2019-03-16 02:20:41	Select

Submitted question and answer show up on the frontend for all products assigned to the question.

Details More Information Questions (1) Reviews (2) Try and Buy

Questions and Answers

Q: Is the backpack suitable for people of all ages?

A: This backpack is good for people of all ages, as someone in middle school, and high school, as well as it does for college.

Anonymous 0 0 Report Abuse

[Read other answers](#)

Post your question:

Joust Duffle Bag

Nickname *

Veronica

Email *

real_cool2@example.com

Like, Dislike and Report Abuse

Customer can like or dislike the answer.

Questions and Answers

Q: Does it have a charger?

A: You have to buy a separate portable power station.

Anonymous



[Read other answers](#)

Customer can report an answer as abuse by click on **Report Abuse** link below each answer.

Admin will receive an email notification upon user report answer an abuse.



LUMA

SKU	24-MB01
Product Name	Joust Duffle Bag
Question	Does it have a charger?
Answer	You have to buy a separate portable power station.
Customer	roni_cost2@example.com

Log into the Magento Admin panel and go to **Marketing → Product Questions by Magediary → Activity Log**.

Activity Log

Q  admin ▾

Filters

Default View ▾

Columns ▾

5 records found

20 ▾ per page

<

1

of 1

>

ID	Product	SKU	Answer	Activity Type	Created At
58	Crown Summit Backpack	24-MB03	You have to buy a separate portable power station.	Like	2019-03-16 03:30:09
56	Layla Tee	WS04	I believe it to be large enough for me and I'm 6 foot 250 lbs.	Like	2019-03-16 03:29:26
55	Layla Tee	WS04	I believe it to be large enough for me and I'm 6 foot 250 lbs.	Dislike	2019-03-16 03:29:04
54	Joust Duffle Bag	24-MB01	You have to buy a separate portable power station.	Like	2019-03-16 03:24:38
53	Joust Duffle Bag	24-MB01	You have to buy a separate portable power station.	Abuse	2019-03-16 03:22:17

Please note that during the initial setup this grid will be empty. The values are displayed once the customer like, dislike or report abuse for the submitted answer of a question.

ID specifies the unique id of the history.

Product specifies the name of the product.

SKU specifies the SKU of the product.

Activity Type specifies type of the activity. There are three possible values Like, Dislike and Abuse.

Created At specifies the date and time of action of the customer activity.

YouTube demo

How it works - Demo

- <https://www.youtube.com/watch?v=GrpJoIXeo1k>

We are Magento certified experienced developers. Our code is just well organized and developed according to the Magento rules and guidelines. We are sure that our extensions work perfectly and smoothly.

We offer uncoded source code with complete flexibility to adapt it to your needs within the terms of the license.

If you have any further query regarding this extension, Please kindly [contact us](#). We will be happy to help!