

Product Questions extension User Manual



Magento Product Questions extension by MageComp let store customer post their questions related to the product on the same Magento store product page.

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1. Extension Installation Guide

- Go to My downloadable products. The file that you download normally is a zip or tgz file.
- It's required to disable cache in the administration panel of your site. Go to System/Cache Management. Choose all caches and take action "Disable" then submit. Also disable the Compilation if it is ON. So, make sure that Caching and Compilation is disabled before installing the extension, you can enable it again after the installation.
- Use FTP client (such as Filezilla, WinSCP, cuteFtp) to upload or copy all folders in the zip package to your Magento site root folder. This will not overwrite any existing files, just add new files to the folder structure.
- You will need to install the extension in your custom theme if you are using. Just make sure about these files to be uploaded in custom theme.
- app/design/frontend/default/default to app/design/frontend/YourThemeFolder/PackageFolder
- skin/design/frontend/default/default to skin/design/frontend/YourThemeFolder/PackageFolder
- After uploading is done, enable the Cache and if you keep Compilation On then re-run the Compilation.
- Navigate to System/Configuration, if you can see the extension tab, it is installed properly.
- Now if you get Access denied error when click on the extension tab, you need to log out admin panel and log in again.
- Go to front-end and try to process, make sure that everything is OK.

2. Configuration

Once you have successfully installed the extension, go to **System** → **Configuration** to configure the extension for use.

- **Product Questions** – Here you can find setting to enable the extension.
 - **Who can Post Questions**
 - **Who can Post Answers**
 - **Who can Post Comments**
- } You will have choice to choose from **everyone**, **only admin** or **only registered customer** as per your business need.



Current Configuration Scope: Default Config

Configuration

MageComp

Product Questions

Product Questions Save Config

Frontend Settings

Product Questions	Enable	Enable product questions from here
Who can post questions	Everyone	Select who can post questions
Who can post answers	Only Admin	Select who can post answers
Who can post comments	Only registered customer	Select who can post comments

3. Backend Questions List

Once you have enabled the extension from store backend, your customer will be able to post questions from store frontend and you can see that list of posted questions from catalog → product questions → questions in the store backend.

Questions List of Questions posted by Customers from Store frontend

Page of 1 pages | View per page | Total 2 records found [Reset Filter](#) [Search](#)

[Select All](#) | [Unselect All](#) | [Select Visible](#) | [Unselect Visible](#) | 0 items selected Actions [Submit](#)

	ID	Questions	Customer Name	Customer Email	Ask on	Total Answer
Any ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	1	Is extension compatible with all Magento 1 Versions ?	Customer	test.magecomp@gmail.com	May 12, 2018	0
<input type="checkbox"/>	2	Is this product compatible with all Magento product types ?	Another Customer	test.magecomp@gmail.com	May 15, 2018	0

- Edit Questions Details:** From the list of questions. Store admin can edit various details like posted question title, customer name, customer email, posted date as well as store visibility.

Question

Question details Edit Question 'Is extension compatible with all Magento 1 Versions ?'

[Back](#) [Reset](#) [Delete](#) [Save](#) [Save And Continue Edit](#) [Add New Answer](#)

Question details

Product: Product Question 1

Question *

Customer Name *

Customer Email *

Asked on *

Store View *
 Main Website
 Main Website Store
 Default Store View

Backend Question view along with product question, customer name, customer email, asked date. You can control visibility of question if needed.

4. Edit Answers from the Backend

Under the hood of question, store admin can see list of posted answers in grid form.

Question

- Question details
- Answers

Edit Question 'Is extension compatible with all Magento 1 Versions ?'

Back Reset Delete Save Save And Continue Edit Add New Answer

Page 1 of 1 pages | View 20 per page | Total 2 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Answers	Customer Name	Customer Email	Created At
3	We are not sure, we will try & let you know.	MageComp Admin	admin@gmail.com	May 12, 2018
5	Yes, we have tested this extension with different Magento versions and it works.	productquestion	productquestion@magecomp.com	May 24, 2018

Option to add multiple answers to single question.

- **Add New Answer** – The store admin can also add own answer from the backend by clicking “Add New Answer” button.

Add New Answer

- Answer Information

Add Answer

Back Reset Save

Backend add answer view

Type your answer here

- **Edit Answer** – Moreover, the admin is free to change customer’s answer & edit details of questions posted by customer from the frontend including customer name, email as well as the date it was created.

Answer

- Answer details
- Comments

Edit Answer

Back Reset Delete Save Save And Continue Edit Add New Comment

Answer details

Answer

Yes, we have tested this extension with different Magento versions and it works.

Answerer Name*

Answerer Email*

Created on *

You can update your answer at anytime using backend options

5. Edit Comments from the Backend

Because store admin have full control over questions, answer and comments, the admin can also see list of comments posted to question and can edit if needed from the backend.

Answer

Edit Answer
List of Comments added to Product questions
Delete
Save
Save And Continue Edit
Add New Comment

Page 1 of 1 pages | View 20 per page | Total 1 records found
Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected
Actions

	ID	Comments	Customer Name	Customer Email	Ask on
Any ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	From: <input type="text"/> To: <input type="text"/>
<input type="checkbox"/>	2	Right, it works fine in my Magento store too.	Johndoe	Johndoe@gmail.com	May 24, 2018

6. Product Questions on Store Frontend

Once the extension is ready to use, customer are free to ask questions from the store frontend. As per given rights, if customer have rights to post answer and comments, the customer can directly post answer and comment from the product page.

DESCRIPTION
REVIEWS
ASK QUESTION
Store Frontend Product Questions

Is this product compatible with all Mgento product types ?

Question submitted by Another Customer On: May 15,2018

A: Yes its compatible!

Answer submitted by: MageComp Admin answered on May 15,2018

Is extension compatible with all Magento 1 Versions ?

Question submitted by Customer On: May 12,2018

A: Yes, we have tested this extension with different Magento versions and it works.

Answer submitted by: productquestion productquestion answered on May 24,2018

[see more Answers\(2\)](#)

- **Add Comment** – On click of “Add Comment” Button, a new form will be opened where customer needs to enter their name, email and comment they want to add that’s it.

Frontend add comments form Sort: [Newest First](#) | [Oldest first](#)

Yes, we have tested this extension with different Magento versions and it works.
productquestion productquestion answered on May 24,2018

Right, it works fine in my Magento store too.

We are not sure, we will try & let you know.
MageComp Admin answered on May 12,2018

add comment Option to add comments to product answer

7. Deactivation of Extension in Case of Emergency

- Manually delete all the files and content from following folders in your Magento root:
 - ✓ var/cache/*
 - ✓ var/session/*
- Make sure you’ve uploaded all files from the downloaded package.
- Go to **app/etc/modules/Magecomp_Productquestions.xml** and replace **<active>>true</active>** with **<active>>false</active>**
- Then repeat Step 1 and if something goes wrong, please contact us at <https://magecomp.com/support/>

8. FAQs:

- **What if I get “Access denied” error after installation of the extension?**
Whenever you get Access denied error while clicking on the extension tab after installation, log out admin panel and re-login.

Thank You!

Take a look at our other feature rich extensions:



Magento Pending Customer Extension by MageComp allows store owner manually approved customer accounts from frontend registrations.

[Know More...](#)



Magento Force login Extension by MageComp let the store owner restrict store content & force store customer to log in to see content with a custom message for unavailability.

[Know More...](#)

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MAGENTO STORE**