

aheadWorks

MAGENTO WORLD



“Product Questions” User Guide

Version: 1.1.2
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1. Introducing Product Questions

Sometimes customers ask the same questions about the products and the store administrator has to answer them every time they are asked. Product Questions module allows you to shorten the time spent on questions replying and make the FAQ visible for everybody.

Product Questions is a module which solves much more your tasks as it may seem at the first sight. This extension helps you solve three tasks at a time:

1. satisfy the visitors curiosity;
2. answer customers questions;
3. give extra information about the product.

Product Questions save the time of your customers – they can visit the Product Questions page and find answers to their questions. The more information they find out about the product, the quicker they buy it.

Product Questions simplify the visitors' task when they want to ask a question about the product or to learn the already asked. No more contact form searches, department choosing and product title copy-pasting – just one “Ask a question” click and Product Questions does half the job for your customers.

2. Product Questions Configuration

1. Go to the **System** → **Configuration** → **aheadWorks Extensions** → **Product Questions** backend page.
2. In the **Customer-defined status** field, select **Yes** what means that customers are able to choose public/private status for their questions when filling the question form.
3. In the **Send Emails To** field, define the address for the customers' questions to come.
4. In the **Email Sender** field, select the department of your store which will be responsible for the customers' questions answering.
5. In the **Email Template** fields, select the templates sent to customers and store administrator. You can use either default templates from locale or create a new one (System → Transactional Emails → Add New Template).

Product Questions Save Config

Interface Settings

Customer-defined status: Yes

Email Options

Send Emails To: support@team.com

Email Sender: General contact

Email Template(sent to customer): Default Template from Locale

Email Template(sent to admin): Default Template from Locale

The Product Questions extension adds the **Be the first to ask about this product** link on the Product page just under the **Add Your Review** link:

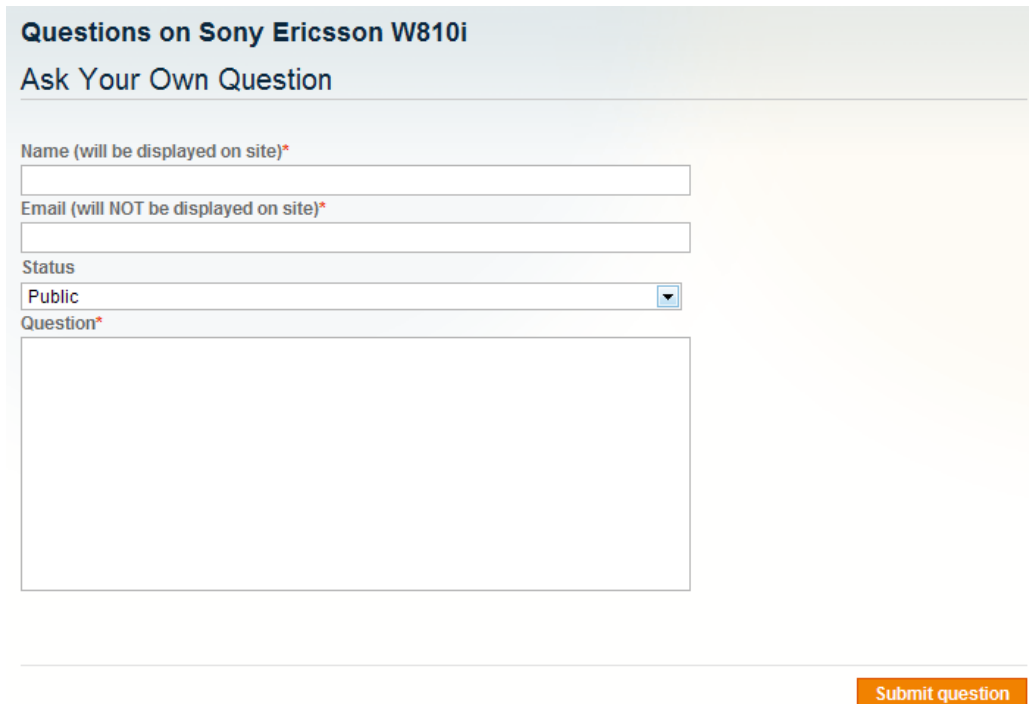


The **Be the first to ask about this product** link is changed to **Ask a question** link when the question(s) has been already asked. The number of questions is shown in the parentheses:



3. Ask a Question

When you click the **Be the first to ask about this product** (or **Ask a question**) link, the **Ask Your Own Question** form appears:



The screenshot shows a web form titled "Questions on Sony Ericsson W810i" with a sub-heading "Ask Your Own Question". The form contains the following fields:

- Name (will be displayed on site)***: A text input field.
- Email (will NOT be displayed on site)***: A text input field.
- Status**: A dropdown menu with "Public" selected.
- Question***: A large text area for entering the question.

At the bottom right of the form is an orange button labeled "Submit question".

1. In the **Name** field, you should enter your name. It will be displayed on the Product Questions page.
2. In the **Email** field, enter your email address where the answer to your question will be sent. The email is not displayed on the Product Questions page.
3. In the **Status** field, specify the status of the question – public (will be displayed on the Product Questions page) or private (won't be displayed).
4. In the **Question** field, enter your question.
5. Click the **Submit question** button.

Note: *the question appears at the Product Question page only after the store administrator answers it.*

4. Answering Questions

You can easily control the new questions coming. There is a separate list of pending questions which allows you to avoid non-replied questions searching. To read the questions without replies only, go to the **Catalog** → **Product Questions** → **Pending Questions** backend page:

Pending products questions

[Customize columns](#)

Page 1 of 1 pages | View 20 per page | Total 3 records found Export to: CSV

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

	Date	Author name	Email	Question text	Question reply	Product title	Visibility	Action
Any								
<input type="checkbox"/>	2009-09-18 12:24:39	Nick	nick@example.com	Can you provide me a discount if I buy 2 items at a time?		Sony Ericsson W810i	Private	<input type="button" value=""/>
<input type="checkbox"/>	2009-09-18 12:19:39	Tom Brown	tom@brown.com	Is there video calling?		Sony Ericsson W810i	Public	<input type="button" value=""/>
<input type="checkbox"/>	2009-09-18 12:17:38	John Smith	john@smith.com	What's the camera resolution?		Sony Ericsson W810i	Public	<input type="button" value=""/>

If you click the question row, the **Reply question** page appears:

Question

Details

Reply question #1 from John Smith<john@smith.com>

Back Reset Save Save And Continue Edit Save And Send Mail

Question details

Product Sony Ericsson W810i

Author name * John Smith

Author email * john@smith.com

Question * What's the camera resolution?

Visibility Public

Your reply * The camera resolution is 2.0 megapixels.

1. The **Product**, **Author name**, **Author email** and **Question** fields are automatically filled in with the data given by the customer. You can edit this information (except the **Product** field).
2. In the **Visibility** field, select the question-answer status – public or private. If the visibility is set to **Private**, the question and answer won't be shown on the Product Questions page; the answer will be sent to the customer only.
3. Click the **Save And Send Mail** button. The answer is sent to the customer, and the question with the answer becomes visible on the Product Questions page:

[Home](#) / [Electronics](#) / [Cell Phones](#) / [Sony Ericsson W810i](#) / Product Questions

2 Item(s) Show 10 per page

Questions on Sony Ericsson W810i

From Tom Brown at 9/18/09 3:19 PM

Is there video calling?

No, unfortunately there is no video calling in this phone.

From John Smith at 9/18/09 3:17 PM

What's the camera resolution?

The camera resolution is 2.0 megapixels

To check the whole list of all answered and not answered questions, go to the **Catalog** → **Product Questions** → **All Questions** backend page:

All products questions

[Customize columns](#)

Page 1 of 1 pages | View 20 per page | Total 4 records found | Export to: CSV | **Export** | **Reset Filter** | **Search**

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

	Date	Author name	Email	Question text	Question reply	Product title	Visibility	Action
Any								
<input type="checkbox"/>	2009-09-18 13:07:36	Jane	jane@example.com	What connectivity is there? Is there bluetooth?		Sony Ericsson W810i	Public	<input type="checkbox"/>
<input type="checkbox"/>	2009-09-18 12:24:39	Nick	nick@example.com	Can you provide me a discount if I buy 2 items at a time?		Sony Ericsson W810i	Private	<input type="checkbox"/>
<input type="checkbox"/>	2009-09-18 12:19:39	Tom Brown	tom@brown.com	Is there video calling?	No, unfortunately there is no video calling in this phone.	Sony Ericsson W810i	Public	<input type="checkbox"/>
<input type="checkbox"/>	2009-09-18 12:17:38	John Smith	john@smith.com	What's the camera resolution?	The camera resolution is 2.0 megapixels	Sony Ericsson W810i	Public	<input type="checkbox"/>