

Product Questions



Having hard time finding an answer to your question?

Check out our [Knowledge Base](#).

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Extension page: <http://ecommerce.aheadworks.com/product-questions.html>

Stay in touch with your visitors and customers with the help of the Product Questions module. It adds the Questions page to each product. Visitors ask questions about products and the store administrator answers them.

Then the questions and their answers appear on the Questions page enriching your site content and providing user-demanded text contribution to your items. There is an ability to reply to the question by email without publishing it.

Besides all benefits, the extension provides more comfortable way to reach store representative and get necessary information. No need to look for a contact form, choosing department, copy-pasting the product title etc. - just click the link on the product page and type in your own question or see what others have asked.

Installation

1. Backup your web directory and store database.

▼ [Click to view details](#)

You can make backup copies with any tool you find appropriate

If you are going to use the native Magento backup function, navigate to System -> Tools -> Backups and perform System and Database backups



2. Log in to the Magento backend

3. Disable compilation

▼ [Click to view details](#)

Navigate to System -> Tools -> Compilation.

If Compiler status is Disabled, you can skip to the next step

If Compiler is enabled, disable it.



IMPORTANT: after the extension is installed, you can enable the compilation again; IT IS CRUCIAL that you use "Run Compilation Process" function, not just "Enable button"



Installing an extension with the Compilation enabled will result in store downtime.

4. Flush store cache

▼ [Click to view details](#)

You can flush the store cache in 2 ways:

- via the backend:

Navigate to System -> Cache Management menu, and click Flush Magento Cache button



- via filesystem:

On your server, navigate to Magento root folder, then proceed to `/var/cache/`; delete all the content there.

5. Download the extension package from your account and extract the downloaded archive

6. Copy the content of /Step_1/ folder to your store's root directory



If you are using a custom theme,

▼ [read the](#)

[instructions here.](#)

In case you are using a custom theme, it is recommended to copy the design files to your current theme's folders. In case there are several themes in use at the same store, the design files must be copied to each of them.

- Find this folder in the package: /step_1/app/design/frontend/base/default/ ; copy its content to /app/design/frontend/[your_package]/[your_theme]/
- Find this folder in the package: /step_1/skin/frontend/base/default/ ; copy its content to /skin/frontend/[your_package]/[your_theme]/

7. Copy the content of /Step_2/ folder to your store's root directory

8. Flush store cache again; log out from the backend and log in again.

Inserting link to a separate Questions page

▼ [Click here to expand...](#)

Product Questions extension will appear in a new page (like Reviews). If you need to show "questions/answers/ask a question from" on your product page (e.g. in tabs), please refer to the next section.

Open file: /app/design/frontend/<your_package>/<your_theme>/template/catalog/product/view.phtml (where <your_package> is a name of your current design package, and <your_theme> is a current theme name. If you use standard Magento theme, this should be /default/default/).

Find the string:

```
<?php echo $this->getReviewsSummaryHtml($_product, false, true)?>
```

and insert the following code right after it:

```
<div class="productquestions-summary"><?php echo  
Mage::helper('productquestions')->getSummaryHtml()?></div>
```

This will insert the Be first to ask about this product link just under the Review product link. If there will be 1+ questions the link will be Ask a question.

Inserting Questions into the Product Page

▼ [Click here to expand...](#)

open file `/app/design/frontend/<your_package>/<your_theme>/template/catalog/product/view.phtml`
and insert the following line:

```
<?php echo $this->getChildHtml('productquestions_form') ?>
```

just above the line:

```
<?php echo $this->getChildHtml('upsell_products') ?>
```

Then, to insert the Questions block:

open `/app/design/frontend/<your_package>/<your_theme>/layout/catalog.xml`

Place inside the `catalog_product_view` -> content node

```
<catalog_product_view translate="label">  
...  
<reference name="content">  
  <!-- place below this line -->  
  ...  
</reference>  
...  
</catalog_product_view>
```

the following lines:

```
<block type="productquestions/questions" name="productquestions"
as="productquestions_form">
  <block type="productquestions/sorter" name="productquestions_sorter" />
  <block type="page/html_pager" name="productquestions_pager" />
</block>
```

To show Ask A Question form:

open `/app/design/frontend/<your_package>/<your_theme>/layout/catalog.xml` and insert the following line in the appropriate place.

```
<block type="productquestions/form" name="productquestions_form" />
```

Configuration

To configure the extension, navigate to System > Configuration > aheadWorks Extensions > Product Questions.

It is obligatory to save config before using the extension.

Here you can define different options.

Don't forget to fill in the Send Emails To field with a correct e-mail address, because it's a place where you will receive email notifications.

Clear Magento cache.

Composing Email templates

The extension sends 2 types of emails: Notification Emails (emails sent by autoresponder) and Answer Emails (emails sent to customer when the admin replied on the question).

There are a variety of objects available for the email template processor when preparing the emails to be sent.

▼ [List of available variables - click to expand](#)

Name	Type	Meaning	Notes	Example
question_text	string	Question text	The question asked	{{var question_text}}
reply_text*	string	Reply text	The answer to the question	{{var reply_text}}
date_asked	string	A date when the question was asked	The value is formatted according to current locale settings	{{var date_asked}}
customer_name	string	Customer name	The name of the customer who asked a question	{{var customer_name}}

customer_email	string	Customer email	The email address of the customer who asked a question	{{var customer_email}}
product_name	string	Product name	The name of the product being asked about	{{var product_name}}
product_url	string	Product URL	The URL leading to the product page	{{var product_url}}
store_url*	string	Store base URL	The URL leading to the store from where the question was asked	{{var store_url}}
store	model	Current store	The instance of the 'core/store' model class	{{var store.name}} {{var store.code}}
product	model	A product being asked about	The instance of the 'catalog/product' model class	{{var product.name}} {{var product.sku}}
customer	model	A customer asked the question	The instance of the 'customer/customer' model class (if there is registered customer with the same email)	{{var customer.firstname}} {{var customer.lastname}} {{var customer.email}}

*For Answer Emails only

RSS feed

The RSS feed option allows customers to be informed when a new question about a product appears. A separate feed is available for each product .

There are RSS Feed groups on the configuration page that allows to specify the RSS feed title, image, and quantity of questions shown in the feed (ordered by date questions were asked). The RSS feed title can be customized to obtain more details by including the following macros fields:

- {product_name} - The Product name,
- {store_name} - The Store name
- {store_url} - the Store URL,
- {website_name} - the Website URL

Show last X questions

The Show last X questions option allows you to limit the number of questions displayed on the Product Details page. This option is not applicable to the Product Questions page, and if it is defined, the pager toolbar will not be displayed.

Widget

Open a static block or CMS page, where you want the Product Questions block to be displayed at, and insert the block as a widget. Also you can use the following text in the content field:

```
{{widget type="productquestions/widget_block" num_questions="5"
url_type="1"}}
```

where num_questions is a quantity of questions to be displayed

url_type=0 - redirect to the Product Questions page

url_type=1 - redirect to the product page.

Troubleshooting

After the extension installation the store gives an error, or blank page, or suggests to start Magento installation procedure.

Change the owner of the extracted extension files to the web server user and set 775 permissions on them. Clear the store cache and try again.

There is no aheadWorks extensions under my configuration section, or having the extension tab clicked I get a blank page, or Access Denied error.

Clear the store cache, browser cookies, logout and login again.

I've set up everything correctly, inserted the HTML code but there is nothing on that page.

Clear the store cache, clear your browser cache and domain cookies and refresh the page.

My configuration changes do not appear on the store.

Clear the store cache, clear your browser cache and domain cookies and refresh the page.

You can always find the latest version of the software, full documentation, demos, screenshots and reviews at <http://ecommerce.aheadworks.com>

License agreement: <http://ecommerce.aheadworks.com/LICENSE-M1.txt>

Contact us: <http://ecommerce.aheadworks.com/contacts/>

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2. Log in to the Magento backend

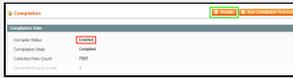
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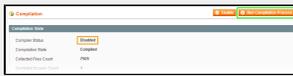
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If you are using a custom theme,

▼ [read the instructions here.](#)

The extension comes with 2 design packages: /base/default/ and /rwd/default/.

In case you are using a custom theme, it is recommended to copy the design files to your current theme's folders. In case there are several themes in use at the same store, the design files must be copied to each of them.

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