

# Magik Questions Pro – Installation & Configuration

**Magik Question Pro Extension** is a powerful and feature rich Magento 2 extension that allow customers to ask product-related questions on the product page itself. Customer will receive an email when admin answer his/her question & also answer is listed on product details page under “**View answers**” link. QuestionsPro extension will add a link “**Ask a question**” in the front end on product details page. On click of this light box will open & will ask for customer name, email address & question. After submitting the form admin will get the notification email for your question. From admin panel admin can answer the particular question which will be the listed in front end under “**View Answers**” link on product details page.

**Version: 2.0.0**

## Features:

1. Questionspro extension increasing revenues by creating a personalized customer experience..
2. Increase ease of shopping for your customers.
3. Customize as per your needs.
4. Enhance virtual storefront & shopping experience to increase conversion.

## Installation Instructions:

**Step 1:** Upload Magik Question pro Extension at the correct path. You will find the path information along with the extension release.

**Step 2 :**After the successful installation you have to run these command on Magento2 root directory. “**php bin/magento setup:upgrade**”

**Step 3:** Once all the files, folders are copied to the appropriate directory just log into your Magento admin panel. You will see a Tab “QUESTIONPRO” in Admin bar. Click on “Manage Questions” to view and answer the asked questions.

Following are the screen shots of our demo server -

Go to **Admin -> Stores -> Settings -> Configuration -> Magik ->QuestionPro settings ->Enable QuestionPro Module -> “Yes” -> Save Config.**

## Enable QuestionPro Module :-

Here admin can change the “Text to ask a question” and “Text to view answers” that are shown on product page at front end. Also admin can change the “Text to show above form” that is shown inside light box at top of form. Admin can also customize the Admin email, Sender Name, Sender Email, text to show after form submission etc as shown in following screen shot.

The screenshot shows the 'Configuration' page for 'QuestionPro Settings'. The left sidebar contains a navigation menu with categories: GENERAL, CATALOG, CUSTOMERS, SALES, MAGIK, QuestionPro Settings (highlighted), Pricedrop Alert Settings, SERVICES, and ADVANCED. The main content area is titled 'General' and contains the following settings:

- Enable QuestionPro Module:** A dropdown menu set to 'Yes' (highlighted with a red box). [STORE VIEW]
- Text to show above form:** A text input field. [STORE VIEW]
- Text to ask a question:** A text input field containing 'Ask a Question'. [STORE VIEW]
- Text to view answers:** A text input field containing 'View Answers'. [STORE VIEW]
- Admin email to send notification about new asked question:** A text input field containing 'rodejajindar7@gmail.com'. [STORE VIEW]
- Email template to send notification to admin about new asked question:** A dropdown menu set to 'Admin notification email template for new question (Default)'. [STORE VIEW]  
Email template chosen based on theme fallback when "Default" option is selected.
- Sender Name:** A text input field containing 'Admin'. [STORE VIEW]
- Sender Email:** A text input field containing 'rodejajindar7@gmail.com'. [STORE VIEW]
- Email template to send reply to customer about new asked question:** A dropdown menu set to 'Customer email template for reply to question (Default)'. [STORE VIEW]  
Email template chosen based on theme fallback when "Default" option is selected.
- Text to show after form submission:** A text input field containing 'Thanks, we received your question and will answered you very soon.'. [STORE VIEW]

## Captcha Setting

Enable captcha on question form	<input type="text" value="Yes"/>	[STORE VIEW]
Site Key	<input type="text" value="6Ldd9BkTAAAAAMq1QLd5d5ay5KpLUIWXZ3dDvN9"/> <small>Get keys from : <a href="https://www.google.com/recaptcha">https://www.google.com/recaptcha</a></small>	[STORE VIEW]
Secret Key	<input type="text" value="6Ldd9BkTAAAAAa51qI9hxUGj7ZLihca7N8NGirE"/> <small>Get keys from : <a href="https://www.google.com/recaptcha">https://www.google.com/recaptcha</a></small>	[STORE VIEW]
Text to show captcha error message.	<input type="text" value="Sorry, your request is not processed because of wrong captcha."/>	[STORE VIEW]

You will see a new tab “**QuestionPro** “ in Admin bar. Click on “**QuestionPro -> Manage Questions**” .

Here you will see questions list.

The screenshot shows the QuestionPro admin interface. On the left is a sidebar with navigation icons for Dashboard, Sales, Products, Customers, and Marketing. The main content area has a search bar with the text "Search by keyword" and a magnifying glass icon. Below the search bar, it says "2 records found". To the right of the search bar are controls for "Filters", "Default View", and "Columns". Below these are pagination controls showing "20 per page" and "1 of 1". The main part of the interface is a table with the following data:

ID	Product	Question	Question From	Asked On	Answered On	Status	Published	Action
2	Hero Hoodie	What is net weight of this product?	Vishal	Feb 25, 2016 4:00:00 PM		Unanswered	Unpublished	Select
1	Hero Hoodie	How many stores in this city?	jalindar	Feb 25, 2016 4:00:00 PM	Feb 25, 2016 4:00:00 PM	Answered	Published	Select

In the above screen shot the default “**Status**” is “**Unanswered**”. Once admin answered with publish for question then mail will sent to customer's email address and “**Status**” will be updated to “**Answered**”.

There are two actions for question entry as Edit and Delete as shown in following screen shot.



# QuestionPro

Search admin

Search by keyword

Filters Default View Columns   
 20 per page 1 of 1

2 records found

<input type="checkbox"/>	ID	Product	Question	Question From	Asked On	Answered On	Status	Published	Action
<input type="checkbox"/>	2	Hero Hoodie	What is net weight of this product?	Vishal	Feb 25, 2016 4:00:00 PM		Unanswered	Unpublished	Select Edit Delete
<input type="checkbox"/>	1	Hero Hoodie	How many stores in this city?	Jalindar	Feb 25, 2016 4:00:00 PM	Feb 25, 2016 4:00:00 PM	Answered	Published	

Following screen shot will show edit form with highlighted fields.

[← Back](#)
[Delete Question](#)
[Reset](#)
[Save and Continue Edit](#)
[Save Question](#)

QUESTION INFORMATION

Question 

Stores

Question Information

Name \* Vishal

Email \* vishal.patil@betterlabs.net

Ip Address 115.114.134.50

Product id 163

Product Name Hero Hoodie

Question \* What is net weight of this product?

Answer Show / Hide Editor


  
 It would be 5 kg. per product.

Path: p

Status **Answered**

Asked On 2/26/16

Answered On

Publish **Published**

[← Back](#)
[Delete Question](#)
[Reset](#)
[Save and Continue Edit](#)
[Save Question](#)

QUESTION INFORMATION

Question 

Stores

Stores

Store View \* **All Store Views**

- Main Website**
- Main Website Store**
- Default Store View

Frontend Ask a Question pop up :-



## Hero Hoodie

Be the first to review this product

**\$54.00**

IN STOCK  
SKU#: MH07

Color



Size



Qty

[Add to Cart](#)

[WISH LIST](#) [COMPARE](#) [EMAIL](#)

[Ask a Question | View Answers](#)

The image shows a product page for a hoodie. A modal form is overlaid on the page, containing the following fields:

- Name**: A text input field.
- Email Address**: A text input field.
- Question**: A large text area for entering the question.
- Send Question**: A blue button to submit the question.

The background product page includes the following elements:

- Product Name**: Hoodie
- View this product**: A link to view the product details.
- Availability**: IN STOCK
- SKU#**: MH07
- Size Selection**: Buttons for M, L, and XL.
- Quantity**: Qty 1 (with a dropdown menu).
- Add to Cart**: A dark blue button.
- Wishlist**: WISH LIST (with a heart icon).
- Compare**: COMPARE (with a bar chart icon).
- Email**: EMAIL (with an envelope icon).
- Footer**: Ask a Question | View Answers

## Questions and Answers For Hero Hoodie

⊖ How many stores in this city?

There are so many outlets here but you can find following main stores.

- A
- B
- C
- D
- E
- F
- G
- H
- I
- J

⊕ What is net weight of this product?

2 Item(s)

## Product Support Policy

Free support period for one Product totals 6 months starting from the purchase date of the Product. The term of free support can be prolonged when a Product update is purchased by confirming and paying extra for prolonged support.

Support team shall provide to Customer, without additional charge, all reasonably necessary written consultation requested in connection with use and operation of the Product or any problems therewith, within above-stated period of time.

Free support does not include achieving compatibility with third party solutions and is not provided if the Product has been customized. In cases when extraordinary support efforts will be required Customer will be offered paid support services. Contact us for paid support services.

Support team preserves the right to ignore any appeals or requests, not falling under the present conditions. All information, acquired from Magik support team is advisory only and shall not create any warranty for Magik.

## **Service Level Agreement**

Magik will provide support services via email ([support@magikcommerce.com](mailto:support@magikcommerce.com))

## **Product Updates**

Magik will timely release the information about new updates. It is Customer's responsibility to check for updates availability. Customer can claim updates via Support department.

All updates can be used only as a replacement of a previously purchased Product, not as a separate copy of a Product.

Magik reserves the right to determine which products will be updated and when. Magik reserves the right to discontinue product updates (if necessary).

Updates shall be available to the Customer free of charge for 6 months from the original purchase date. After that an update would cost 75% of the current product price.

Customer is not obliged to purchase updates every 6 months. The decision about whether to purchase an update and when is solely customer's right. Customer can continue using the Product after 6 months from the original purchase date and can contact Magik for paid support services.

## **Refunds**

Customer may demand a refund for any Magik product within a 30-day period from the date of purchase. Any clarification of Customer's refund claim within the 30-days period is optional.

Refund requests submitted after the expiration of the 30 days period shall not be accepted. Refunds of money charged for custom installation service shall not be issued.

Magik considers its Product refunded when the money has been withdrawn from its account. If no notification of non-acceptance has been received from client within 10 bank days, product is treated as refunded. The Customer is obliged to uninstall the product before requesting the refund and terminate all its copies and derivatives within the 5 bank days starting from the day of initiation of money refund process.

Magik is not responsible for any damages neither with Magento running, nor with business profits or information occurring due to enforced manual deleting of refunded Product or its derivatives.

## **Disclaimer of Responsibility**

Magik Products are not stand-alone solutions and require Magento to be installed primarily with a valid Magento License. Magik does not guarantee for its Product to operate correctly on any Magento solution, either modified or non-modified.

Magik does not bear any responsibility for damages or incorrect running of the Magento solution, occurred due to installation or utilizing of Module. Magik disclaims any accountability for content of a site on which the Product is installed. Magik is not liable to Customer or any third party for any damages including, but not limited to, loss of business or business profits, loss of business information due to using Magik Products. By accepting this License Agreement Customer acknowledges to use the Product at own risk and has clear understanding of responsibility for any damage to own computer system and data.

## **Changes in Conditions**

Magik reserves the right to modify these agreement terms at any time. It is solely Customer's responsibility to inquire about any changes made to the present Agreement.