



Sunovisio Company

Product Question Documentation

This documentation will guide you on the extension installation and configuration

Version 1.0.0
9/9/2013

Introduction

Sunovisio Product Question Extension will help you answer all your customer product questions very easily. A client may hesitate to ask a question if he cannot find a section for. Stop getting outbound due to lack of information about your products.

Interaction with your client is the most important thing to get your website growing and content improved. Now we Sunovisio Product Question Extension, you will be able to let your client ask everything they need to know about your products and let you answer right there.



Less support time, less outbounding for better selling!

Technical specification

The extension has been developed following Magento standard. It doesn't override any Magento base components to maximize compatibility with other extensions.

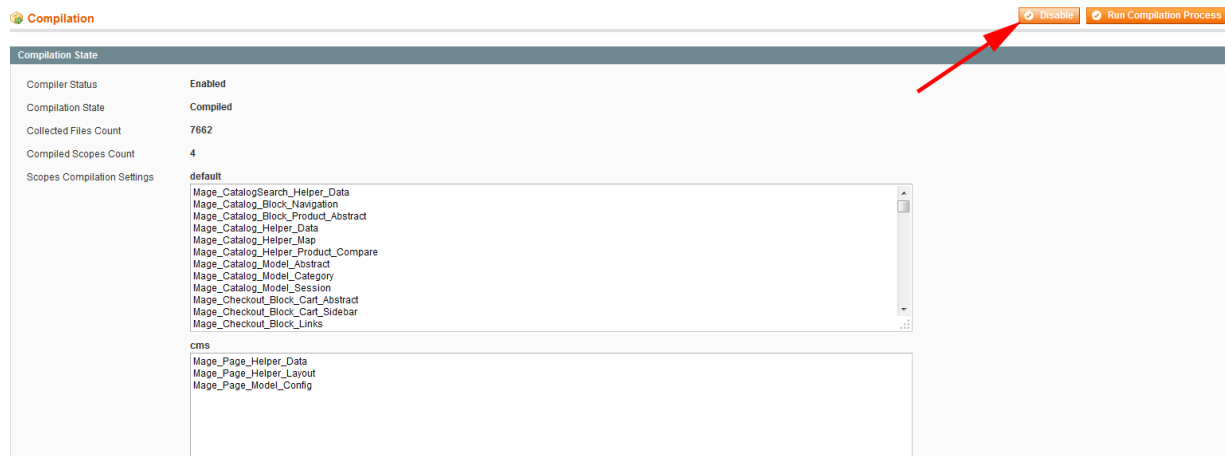
Language support

Sunovisio Quote PDF Printer has been translated in two languages:

-  French
-  English

Installation

To install your extension, you first have to disable the Magento compilation feature and cache. For that, go to your Magento backend, and then in System > Tools > Compilation. If it is enabled, click on the “disable” button.



The screenshot shows the 'Compilation' tool interface in the Magento backend. At the top right, there are two buttons: 'Disable' and 'Run Compilation Process'. A red arrow points to the 'Disable' button. The main area displays the following information:

Compilation State	
Compiler Status	Enabled
Compilation State	Compiled
Collected Files Count	7662
Compiled Scopes Count	4
Scopes Compilation Settings	default

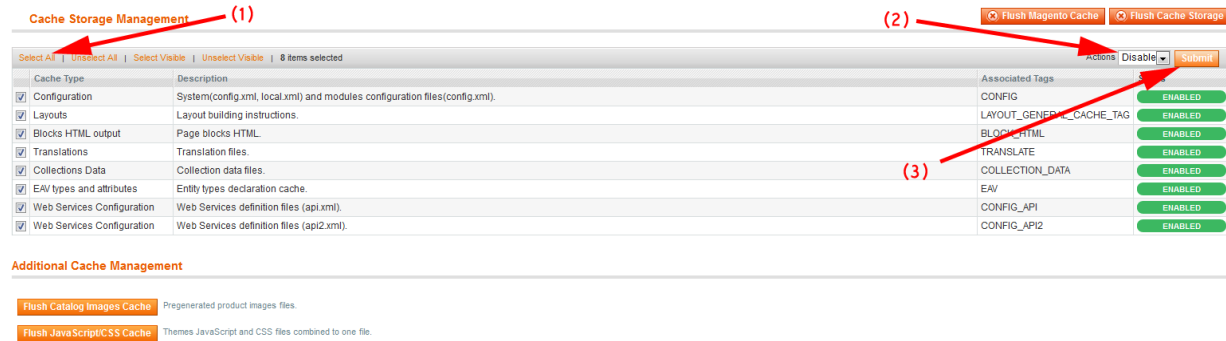
Under 'Scopes Compilation Settings', there are two lists of scopes:

- mage_catalogsearch_helper_data
- mage_catalog_block_navigation
- mage_catalog_block_product_abstract
- mage_catalog_helper_data
- mage_catalog_helper_map
- mage_catalog_helper_product_compare
- mage_catalog_model_abstract
- mage_catalog_model_category
- mage_catalog_model_session
- mage_checkout_block_cart_abstract
- mage_checkout_block_cart_sidebar
- mage_checkout_block_links

Under 'cms', there are three scopes:

- mage_page_helper_data
- mage_page_helper_layout
- mage_page_model_config

To disable the cache, go to System > Cache management. Click on the “Select All” link, select the “Disable” options and then click on the “Submit” button.



You can now unzip your extension at the root of your Magento installation. After that, you need to logout of your Magento backend and login again. Check that you can access the extension configuration, and you can now re-enable the cache, and re-run the compilation process (don't just re-enable it, you have to re-compile). Here you are ! Your extension should be correctly installed.

Configuration Panel

The extension is totally configurable directly using its configuration panel. You can access the configuration panel going on “System -> Configuration -> Product Question Extension”.

General Parameters

General Parameters		
Enabled	Yes	[STORE VIEW]
Display Previous Questions?	Yes	[STORE VIEW]
	▲ This will apply only for "Public" questions	
Is Rating Enabled?	Yes	[STORE VIEW]
Display Admin Name in answer or Store Name?	Default Name	[STORE VIEW]
Default Answer Name	My Store Name	[STORE VIEW]
	▲ Name which will be display for answers to client question.	
Does the client choose visibility of the question?	No	[STORE VIEW]
	▲ If set to "Yes", the client will be able in frontend to choose if he wants his question to be "Private" or "Public"	
Default Visibility	Public	[STORE VIEW]

In this section, you will be able to configure general behavior of the extension:

- ✚ Enabled: is the extension enabled?
- ✚ Display Previous Questions: must the extension display previous questions asked by other clients on frontend?
- ✚ Is Rating Enabled?: can client rate the question answers helpfulness?
- ✚ Display Admin Name in answer or Store Name: if Administrator name is selected, you will get in frontend something like: "Answer by <administrator who answered the question>". Else, you will get the next parameter: "Answer by <My Store Name>".
- ✚ Default Answer Name: used if Store Name is selected in previous parameter.
- ✚ Does the client choose the visibility of the question?: is the client able to select the visibility of the question (public or private)?
- ✚ Default visibility: visibility by default

Mailing Configuration

Mailing Configuration		
Enable Admin Notification	<input type="text" value="Yes"/>	[STORE VIEW]
Admin Mail - Email Sender	<input type="text" value="General Contact"/>	[STORE VIEW]
Admin Mail - Email Template	<input type="text" value="Product Question - Admin Notification (Default T"/>	[STORE VIEW]
Admin Mail - Send notification too	<input type="text" value="loicf@sunovisio.com"/>	[STORE VIEW]
Send Automatic Notification to Client	<input type="text" value="Yes"/>	[STORE VIEW]
Automatic Answer - Email Sender	<input type="text" value="General Contact"/>	[STORE VIEW]
Automatic Answer - Email Template	<input type="text" value="Product Question - Client Notification (Default T"/>	[STORE VIEW]
Send Answer by Email	<input type="text" value="Yes"/>	[STORE VIEW]
Answer - Email Sender	<input type="text" value="General Contact"/>	[STORE VIEW]
Answer - Email Template	<input type="text" value="Product Question - Client Answer (Default Tem"/>	[STORE VIEW]

In this section, you will be able to configure all the mailing system of the extension.

- ✚ Enable Admin Notification: will administrator receive a notification when a new question is asked?
- ✚ Admin Mail – Email Sender: which email sender to use for the admin notification
- ✚ Admin Mail – Email Template: which template to use for the admin notification
- ✚ Admin Mail – Send notification too: email address where will be sent notification.

- ✚ Send Automatic Notification to Client: will client receive an automatic answer after asking his question?

- ✚ Automatic Answer – Email Sender: which email sender to use for the admin notification
- ✚ Automatic Answer – Email Template: which template to use for the admin notification

- ✚ Send Answer By email: does the client receive an email with the answer of his question when question has been answered?
- ✚ Answer – Email Sender: which email sender to use for the admin notification
- ✚ Answer – Email Template: which template to use for the admin notification

Enable Captcha for question form

Sunovisio Product Question follows Magento standard to maximize compatibility with other extension. It uses there predefined captcha function from Magento. You can enable captcha going in “System -> Configuration -> Customer Configuration -> Captcha” and select “Product Question Form” in Form field.

The screenshot shows the 'CAPTCHA' configuration section in the Magento Admin. The 'Enable CAPTCHA on Frontend' is set to 'Yes'. The 'Font' is set to 'LinLibertine'. The 'Forms' dropdown menu is open, showing a list of forms: 'Create user', 'Login', 'Forgot password', 'Checkout as Guest', 'Register during Checkout', and 'Product Question Form'. The 'Product Question Form' is selected and highlighted in blue. Below the dropdown, there is a note: '▲ CAPTCHA for "Create user" and "Forgot password" forms is always enabled if chosen'. The 'Displaying Mode' is set to 'After number of attempts to login'.

CAPTCHA		
Enable CAPTCHA on Frontend	Yes	[WEBSITE]
Font	LinLibertine	[WEBSITE]
Forms	<ul style="list-style-type: none"> Create user Login Forgot password Checkout as Guest Register during Checkout Product Question Form 	[WEBSITE]
▲ CAPTCHA for "Create user" and "Forgot password" forms is always enabled if chosen		
Displaying Mode	After number of attempts to login	[WEBSITE]

Questions List

You can access the list of questions and answer it directly clicking on “Sunovisio -> Product Questions”.

Manage Questions

Page 1 of 1 pages | View 20 per page | Total 13 records found Reset Filter Search

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

	ID	Status	Name	Email	Question	Created At	Answered At	Answered By	Product	Pos. Rate	Neg. Rate
<input type="checkbox"/>	19	Answered	Loic FARGE	farge.loic@gmail.com	I would like to know if it is possible to pay this product in several time?	Sep 6, 2013	Sep 6, 2013	Loic FARGE	Nine West Women's Lucero Pump	1	0
<input type="checkbox"/>	18	New	Loic FARGE	farge.loic@gmail.com	I would like to know if it is possible to pay this product in several time?	Sep 6, 2013			Nine West Women's Lucero Pump	0	0
<input type="checkbox"/>	17	New	Loic FARGE	farge.loic@gmail.com	I would like to know if it is possible to pay this product in several time?	Sep 6, 2013			Nine West Women's Lucero Pump	0	0

Answer one question

Clicking on one row allows you to answer a question

Question Information

Name	Loic FARGE
Email	farge.loic@gmail.com
Is Question Public? *	Yes
Question *	I would like to know if it is possible to pay this product in several time?
Your answer *	
Notify user by email	<input type="checkbox"/>

You can here edit some information about the question like the question itself, the visibility and input your answer there. The last parameter "Notify user by email" allows you to send this

answer by email to the client email address. "Question" and "Your answer" field supports html tags.

Frontend

Here is what will see your client in frontend

Additional Information

Model	B000LJQVF8
In Depth	The perfect pump will suit any ensemble. Leather upper. 3-3/4 inch stacked heel. Man-made sole. Imported.

Product Questions

2 Item(s) Show 10 per page

Question from **Loic FARGE** at September 6, 2013
I would like to know if it is possible to pay this product in several time?

Answer from **Loic FARGE** at September 6, 2013
Hi,

Thanks for your question. We unfortunately cannot provide that kind of feature due to the product price.

However on customization of this extension, we would be glad to provide you a two times payment possibility.

Was this question helpful? [Yes](#) [No](#)

Question from **Robert Delarue** at August 12, 2013
I would like to know if it is possible to pay this product in several time?

Answer from **Loic FARGE** at August 12, 2013
test answer

Was this question helpful? [Yes](#) [No](#)

Ask A Question

Name *

Email *

Question *

[Submit your question](#)

* Required Fields

Enjoy the functionalities of Sunovisio Product Question Extension and see your sells grow when your support time will be reduced.

Support

If you have any problem with installing the extension, you can contact us via your account on <http://ecommerce.sunovisio.com> using the ticket system or the chat. You can use as well our contact email address contact@sunovisio.com.

Thanks for your trust in Sunovisio Corporation.