

PRESTASHOP Module

FAQ PRODUCT SHEETS – QUESTIONS ABOUT PRODUCTS



INSTALLATION AND CONFIGURATION GUIDE

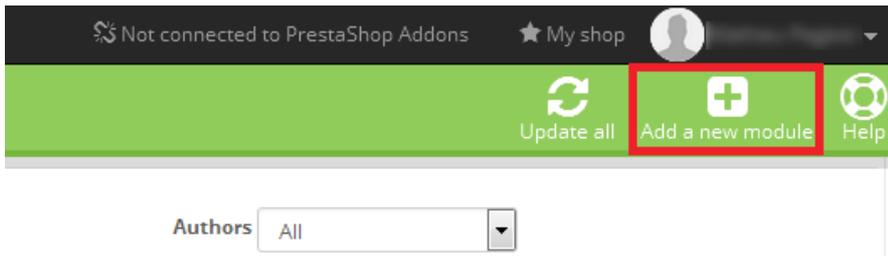
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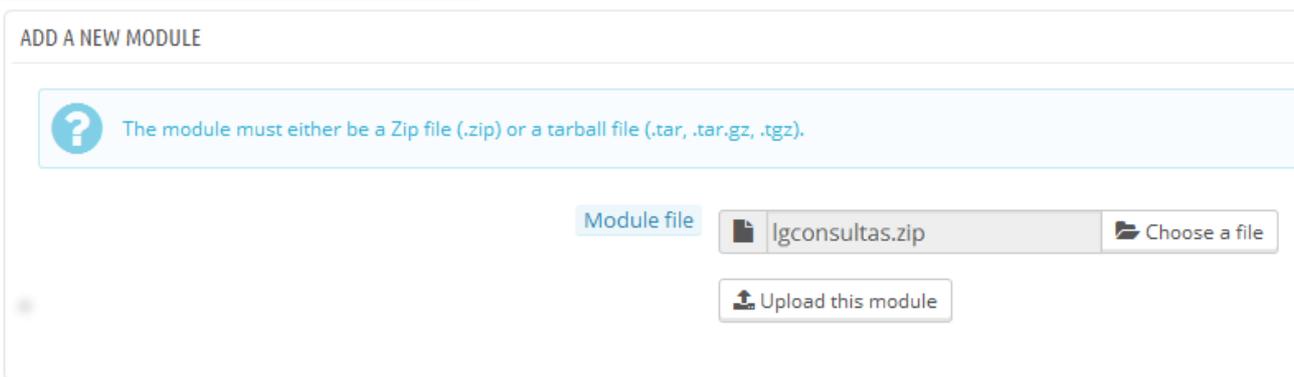
INSTALLATION

1. Go to the menu *Modules* → *Modules of your PrestaShop*

2. Click on *Add a new module* (on the top right corner)



3. Click on *Choose a file*

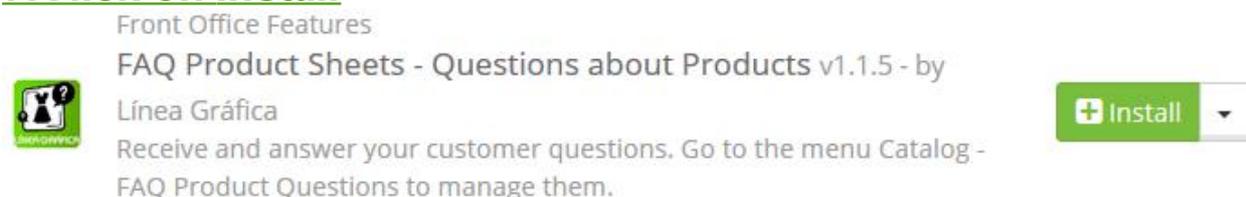


4. Select the *lgconsultas.zip* file

5. Click on *Upload this module*

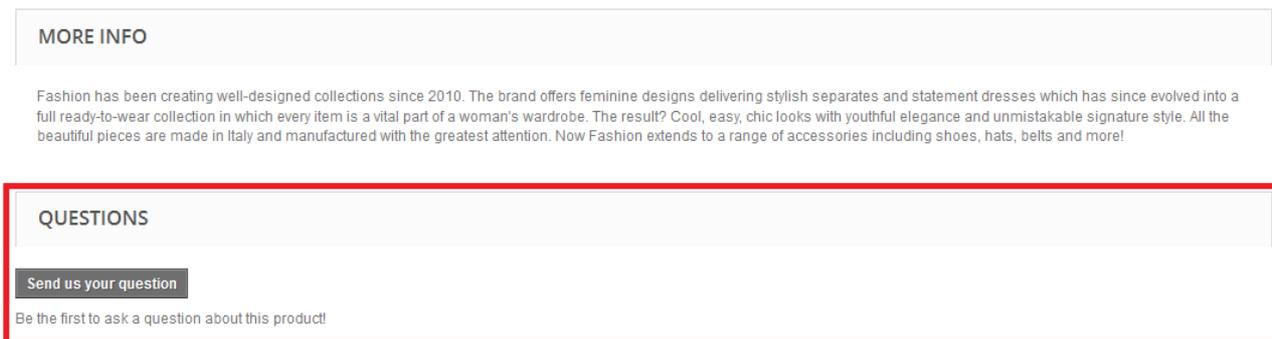
6. Find the *FAQ Product Sheets – Questions about Products* module

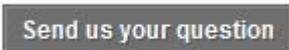
7. Click on *Install*



MODULE CONFIGURATION

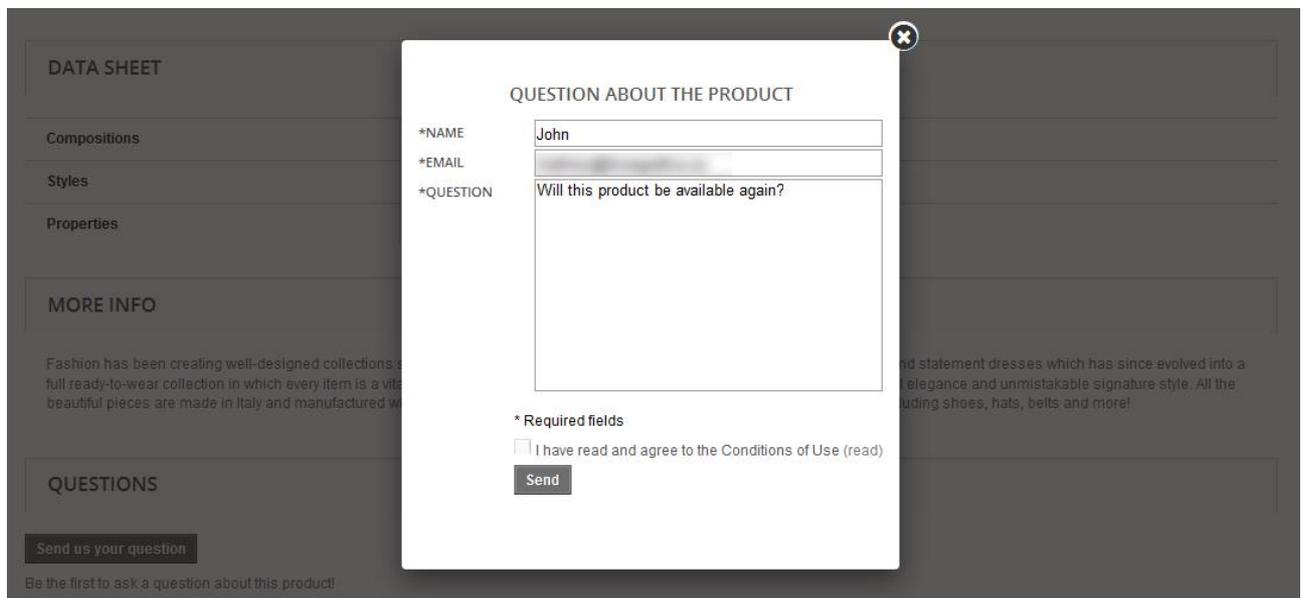
1.The module automatically adds a new Questions section in each product sheet.



2.Click on the button 

You can easily customize the text from the back-office in the menu *Localization* → *Translation*, choose *Installed modules translations* and translate the *tab* and *tab-consultas* field of the *Igconsultas* module.

3.Fill up the fields, tick the box I have read and agree to the Conditions of Use and click on the Send button



4. You will receive by email a notification that will show you the question that you have received (to the email address set in the menu *Preferences* → *Store Contacts*)



You have received a new question about a product

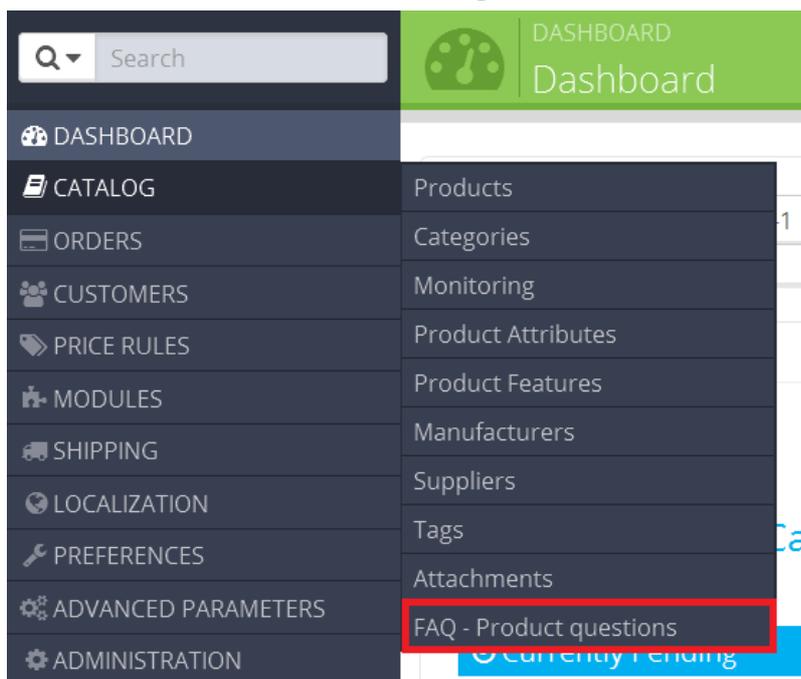
Question: Will this product be available again?

Information:
John
Faded Short Sleeve T-shirts

Module Demo

You can easily customize the content of the email from your FTP by going to *modules* → *lgconsultas* → *emails*.

5. Go to the menu *Catalog* → *FAQ – Product questions*



6. Click on the button



| ID | Product | Customer | Email | Date question | Question | Display question | Date answer | Answer |
|----|-----------------------------|----------|-------|---------------|---------------------------------------|------------------|-------------|--------|
| 1 | Faded Short Sleeve T-shirts | John | | 07/09/2015 | Will this product be available again? | | -- | -- |

7. Fill up the *Answer* field and save

Display question YES NO

* Name

* Email

* Date question

Question

* Date answer

Answer

You can also modify the customer question if there are some mistakes.

8. The customer that have asked the question will receive a notification by email (to the email address set inside the form)



You have received an answer to your question

Question:

Will this product be available again?

Answer:

Yes, it will be available next week

Module Demo

You can easily customize the content of the email in your FTP by going to modules → Igconsultas → emails.

9. The questions/answers are disabled by default on the product sheets.

To display them, you just have to click on the button *Display question : Yes* when you answer a question (see point 6)

Display question YES NO

* Name

* Email

* Date question

Question

Edit ▾ Insert ▾ View ▾ Format ▾ Table ▾ Tools ▾

B *I* U ~~S~~

Will this product be available again?

Or you can click on the icon in the *Display question* column

| ID | Product | Customer | Email | Date question | Question | Display question | Date answer | Answer |
|----|-----------------------------|----------|-------|---------------|---------------------------------------|-------------------------------------|-------------|-------------------------------------|
| 1 | Faded Short Sleeve T-shirts | John | | 07/09/2015 | Will this product be available again? | <input checked="" type="checkbox"/> | 07/09/2015 | Yes, it will be available next week |

Once the option *Display question* enabled, the question/answer will be displayed on the product sheet

QUESTIONS

QUESTION

Will this product be available again?

John - 09/07/15

ANSWER

Yes, it will be available next week

10. In the list of modules, find the module named *FAQ Product Sheets – Questions about Products* and click on *Configure*

Front Office Features

FAQ Product Sheets - Questions about Products v1.1.5 - by



Línea Gráfica

Receive and answer your customer questions. Go to the menu Catalog - FAQ Product Questions to manage them.



11. Choose the email address to which the email notifications will be sent every time you receive a new question

* Email address:

Set the email address to which the notifications will be sent every time a question is received.

12. Choose how you want to display the module in the product sheets according to your template (in a block or in a tab)

Display module: ▼

Choose how you want to display the module on the product sheets according to your template

In a block

QUESTIONS

[Send us your question](#)

| QUESTION | ANSWER |
|---|-------------------------------------|
| Will this product be available again? John - 09/07/15 | Yes, it will be available next week |

In a tab

More info Questions about the product

[Send us your question](#)

QUESTION

Will this product be available again?

John - 09/07/15

ANSWER

Yes, it will be available next week

13. Display/hide the shortcut on top of the product sheets

Display shortcut: Yes
 No

Choose to display or hide the question shortcut in the superior part of the product sheets.



Faded Short Sleeve T-shirts

Reference: demo_1

Condition: New

Faded short sleeve t-shirt with high neckline. Soft and stretchy material for a comfortable fit. Accessorize with a straw hat and you're ready for summer!



1 question about the product

Send to a friend

Share on Facebook!

Print

14. Display/hide the icons of the questions

Display icons: Yes
 No

Choose to display or hide the question icons.

15. Choose the color of the icons

Icon color:

Choose the color of the icon displayed on the product sheets.

QUESTIONS

Send us your question



Ann on 23/02/2016

Question: Will this product be available again?

Answer: Yes, next week

16. Choose the number of questions to display by default on product sheets

* Number of questions:

Set the number of questions you want to display by default on the product sheets.

17. Choose the number of extra questions to display when clicking on the button “Display more”

* Display more:

Set the number of extra product reviews to display when clicking on the button "Display more".

 Display more

 Display less

18. Choose the link of CMS page in the question form

Form link:

Choose the CMS page for the link in the question form.

* Required fields

I have read and agree to the Conditions of Use [\(read\)](#)

19. Click on the button



YOUR OPINION

Please take the time to rate our module after buying it. This is quick, constructive for other PrestaShop users and it helps us develop our activity.

<http://addons.prestashop.com/en/ratings.php>

If you have a problem with our module, please get in touch with us before leaving a feedback, our technical support will do all its best to solve your problem.

| | |
|---|---------|
| Quality of the module | ⊖ ★★★★★ |
| Quality of the documentation | ⊖ ★★★★★ |
| Ease of installation | ⊖ ★★★★★ |
| Comment and improvement : | |
| <div style="border: 1px solid #ccc; height: 80px;"></div> | |
| <input type="button" value="Apply"/> | |

CONTACT US

A problem? A question? We are here to help you,
Please use PrestaShop form to get in touch with us.

https://addons.prestashop.com/en/write-to-developper?id_product=18002

If you have issues with the module, please provide us with:

- an access to your back-office (url, email password) with sufficient permissions to configure the module
- an access to your FTP (server, username and password)

Contact a community member

| | | |
|-----------------------------|---|---|
| Email * email@domain.com | Your PrestaShop version Choose a version ▼ | Attachment  |
| Topic * | | Module Customer Questions about Products - F |
| Your message * | | |



OUR OTHER MODULES



COOKIES



REDIRECTS



SITEMAPS



SORT PRODUCTS



FREE SHIPPING



EASY DESIGN



DROPSHIPPING



VERIFIED REVIEWS



CREDIT NOTES



MOVE PRODUCTS



TOTAL EKOMI



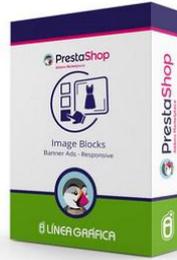
REGENERATOR



ACCESS ORDERS



MOVING TEXT



BANNER ADS



QUESTIONS FAQ

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