

Expert Answers

Expert Answers can be shown on Product Templates (such as Product info) by using the following template tag (note that product.id is being passed in - this is required to relate the question to the product):

```
{# Expert Answers #}  
<div class="product-info-expert-answers">  
    {{ expert_answers('product', product.id) }}  
</div>
```

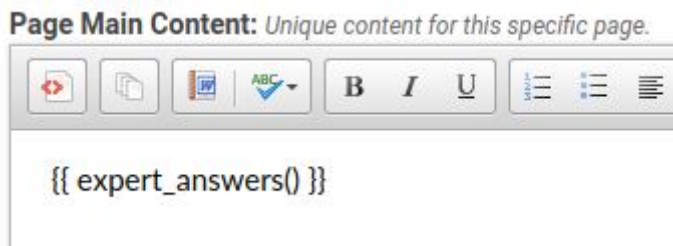
Any other page templates or modules can display Expert Answers by using the same tag:

```
{# Expert Answers #}  
{{ expert_answers() }}
```

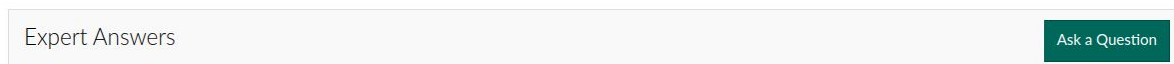
Questions are related to pages and module through their URL (default behaviour of the expert_answers function) instead of an ID. Alternatively, you can force the ID to something else. E.g. If you wanted Expert Answers on every Module Item page but you wanted to questions from all the other Module Items page you could do this:

```
{# Expert Answers #}  
{{ expert_answers('url', '/module-slug') }}
```

You could also use the template tag in Page Manager on a page that has the “Use template tags in page content?” setting turned on, but it is probably a better idea to use a layout file instead:



Now that Expert Answers is being displayed, you will see the the app appear:



Upon clicking “Ask a Question”, a form will slide down for the user to enter their question and contact details:

Expert Answers

Enter your question

Your Name Email Address Phone Number

[Cancel](#)

Content, Name and Email Address are always required, and the form won't submit until they are filled in.

Expert Answers

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat?

Your Name Email Address Phone Number

[Cancel](#)

You must enter your name.

Phone Number is optional unless you tick the following setting in Site Settings > Display:

Expert Answers

Require Users to enter a Phone Number

Once a question has been successfully submitted, a success message displays...

Expert Answers

Your question has been submitted

...and an email notification is sent to admins:

New Expert Answer

James McKinnon has asked the following question on your site about the product "Xbox One X 1TB Console":

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat?

View Question

Automatic alert sent from James Dev Site: <http://rec.local/>

When going into the Expert Answers section in Admin, the default view is of all new questions across the whole site, but there are tabs to change this to Product Questions, Page Questions and Questions marked as Spam:

Expert Answers

New Products Pages Spam			
Type	Subject	Question	Date
Product	Xbox One X 1TB Console	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam...	29/11/2019 - 13:17 View

The Products tab groups all product questions by the Product they are for and displays the counts in the badges (in order: New, Published, Unpublished):

Expert Answers

New Products Pages Spam			
Xbox One X 1TB Console		1 0 0	1 New

When clicking on a product, you are given a quick bit of information about the product and the list of questions for it. You can change the order the question appear on the front end by dragging and dropping.

Expert Answers

New Products Pages Spam

All Products > Xbox One X 1TB Console

Xbox One X 1TB Console

B01GVN151A

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam...

Now
Asked 6 minutes ago
View

Clicking the View button next to a question will take you to the answer screen

Expert Answers

[New](#) [Products](#) [Pages](#) [Spam](#)

[All Products](#) > [Xbox One X 1TB Console](#) > #1

Question

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat?

[Edit Question](#) [Delete Question](#)

Asked By

Name
James McKinnon
Email
james_mckinnon@hotmail.co.uk
Phone
07972055845

Answer

Answer as Company Publish Notify Question Author

[Answer Question](#)

Question Information

Type
Product
Status
New - [Mark as Spam](#)
Question Created
29th Nov 2019, 1:17pm

When answering the question, you can choose to answer it as the Company or as yourself. You can also choose whether to publish the answer (and thus, the question) on the front end, and you can also choose whether to notify the person who asked the question that you have responded:

Answer as Company Publish Notify Question Author

Answer as Company
Answer as Mr SUPER ADMIN

Once a question has been answered, the screen changes to give you options to change the status and who answered the question. You can also edit the answer, but you cannot delete it.

Expert Answers

[New](#) [Products](#) [Pages](#) [Spam](#)

[All Products](#) > [Xbox One X 1TB Console](#) > #1

Question

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat?

[Edit Question](#) [Delete Question](#)

Asked By

Name
James McKinnon
Email
james_mckinnon@hotmail.co.uk
Phone
07972055845

Answer

Answered By: Status: [Update](#)

Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

[Edit Answer](#)

Question Information

Type
Product
Status
Published - [Mark as Spam](#)
Question Created
29th Nov 2019, 1:17pm
Question Updated
29th Nov 2019, 1:27pm
Answered
29th Nov 2019, 1:27pm

When the question has been answered and published, it will appear in the app...

Q Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat?

A Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Answered 0 minutes ago

...and the customer will be notified about the response (if selected):

James Dev Site has replied to your question

A question you asked has received a reply

James Dev Site has answered a question you asked about [Xbox One X 1TB Console](#).

You asked:

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat?

Reply:

Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

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Address 1, Address 2, Town/City, Post/Zip Code