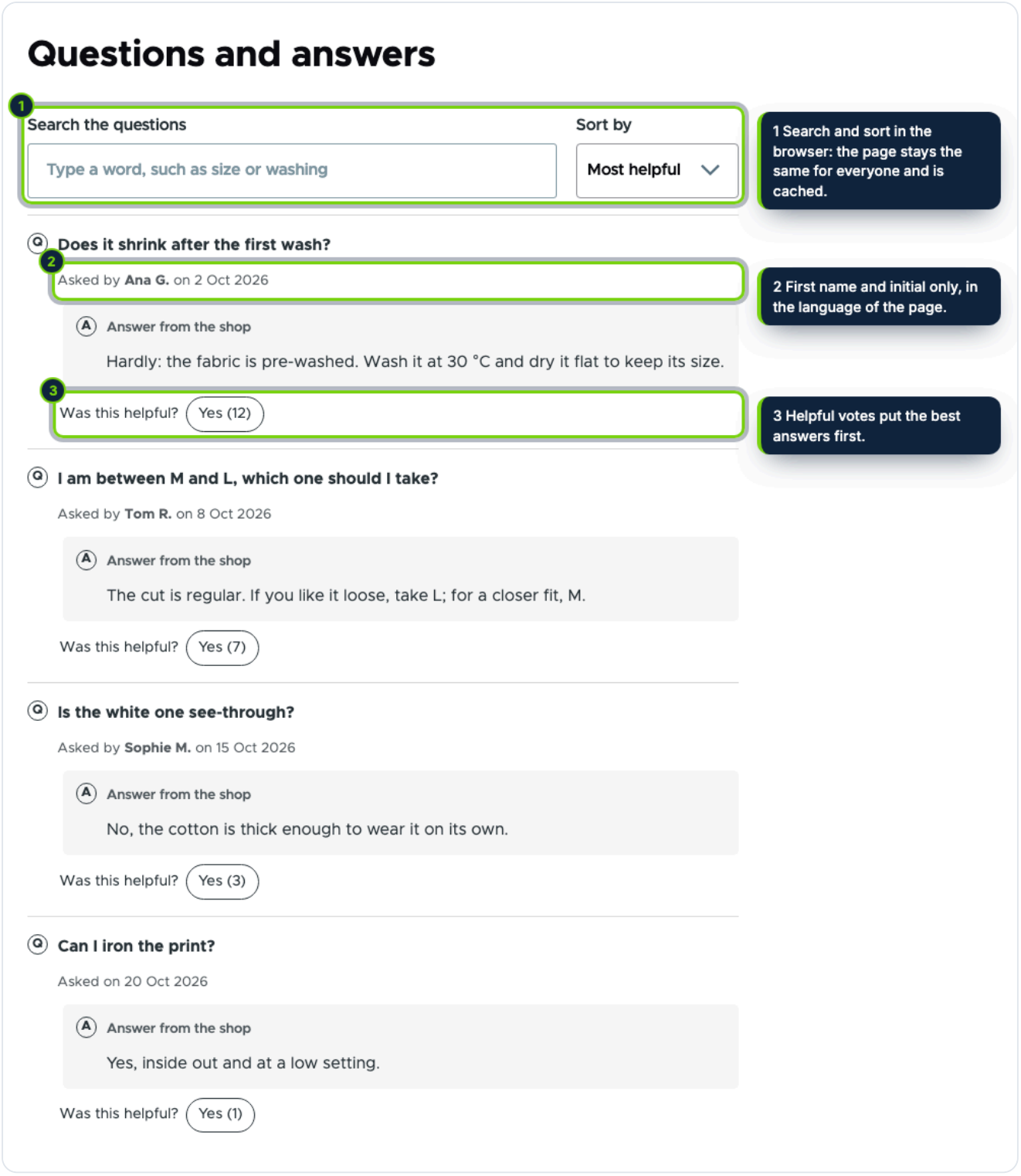
// drupal commerce · user guide

Product Questions & Answers

Version 1.0.0
ecom-addons.com

Product Questions & Answers gives Drupal Commerce products a place for shoppers' questions. They ask from the product page, you answer in **Commerce › Product questions**, Drupal's mail system sends the answer in the language they asked in, and — when the visitor allowed it — the Q&A stays on the product page. Category term pages get a FAQ block too.



The “Questions and answers” field of the product display, placed in Manage display like any other field (Olivero).

Requirements

Component	Version
Drupal	11.3
Drupal Commerce	3 (Product module)
PHP	8.3
Modules	Taxonomy (core). Language and Interface translation for several languages.

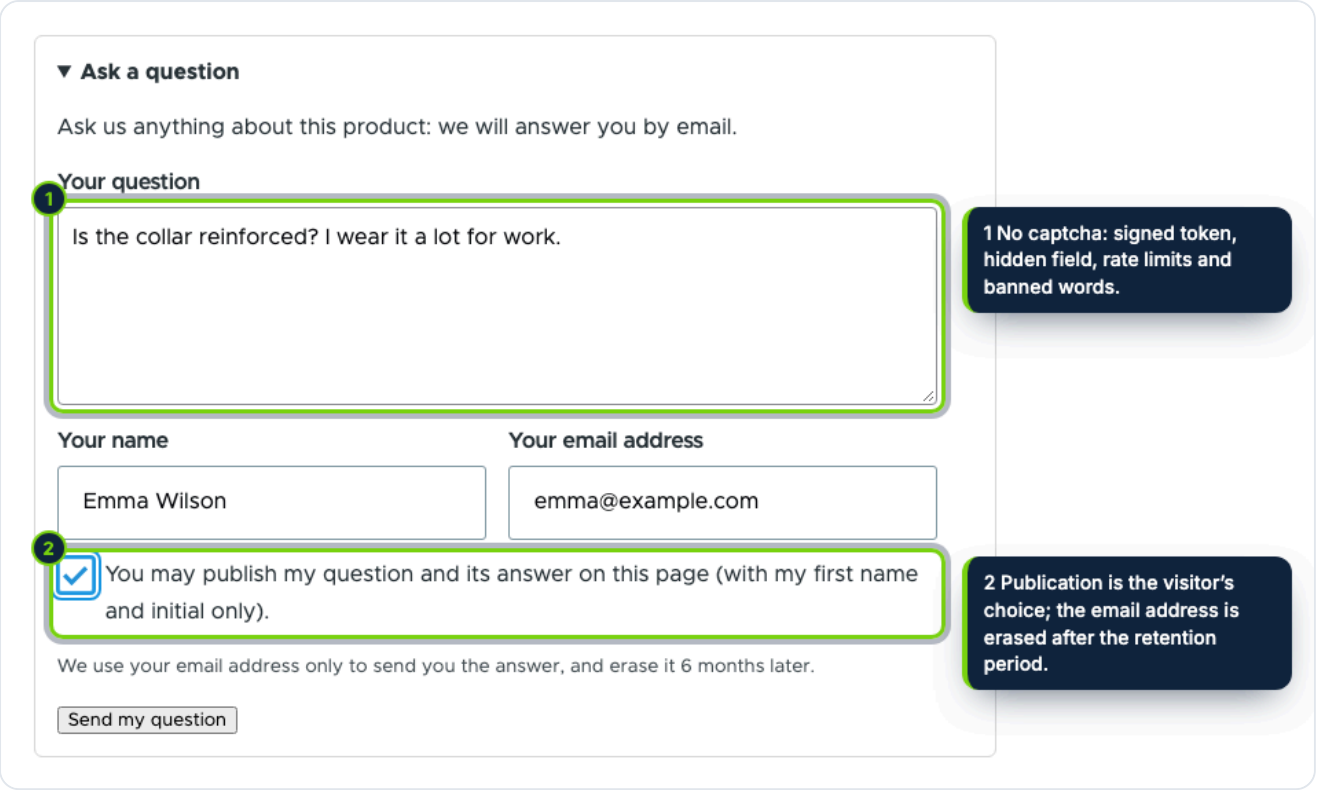
Installation

1. Download the zip from **My account › Downloads** on ecom-addons.com and unpack it into `modules/custom/ecom_addons_product_questions`.
2. Enable **Product Questions & Answers** in **Extend** (or `drush en ecom_addons_product_questions`). The Spanish and French translations are imported with it.
3. Give the **Manage product questions** permission to the roles that answer (it is restricted: only trusted roles).

On install, the **Questions and answers** extra field is placed on the default display of every product type, and **Frequently asked questions** on the term display of the vocabularies your products reference. Move or hide them in **Manage display** like any field.

From question to answer

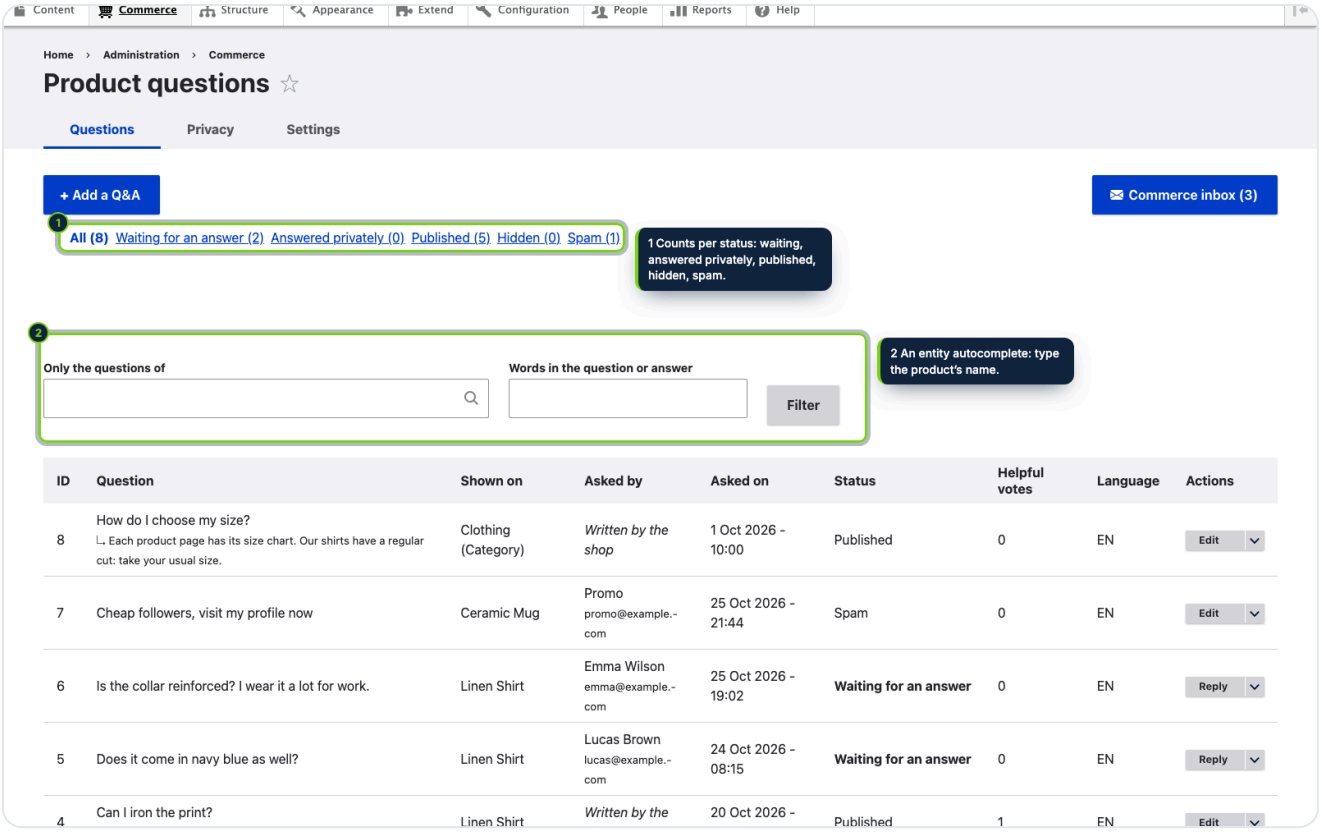
1. The shopper opens **Ask a question**, writes the question, a name and an email, and may tick *You may publish my question and its answer on this page*. Logged-in users find their name and email filled in.
2. The question is **Waiting for an answer**; the site email receives “New question about …” with a link to the editor (switchable).
3. In **Commerce › Product questions**, click **Reply**, write the answer and choose **Published** (shown on the product page, only with the visitor’s consent), **Answered privately** (emailed, not shown), **Hidden** or **Spam**.
4. *Email the answer to the customer when saving* sends it through Drupal’s mail manager (`hook_mail`), as plain text, in the customer’s language.



Guests and signed-in users ask from the product page; signed-in users find their name and email filled in.

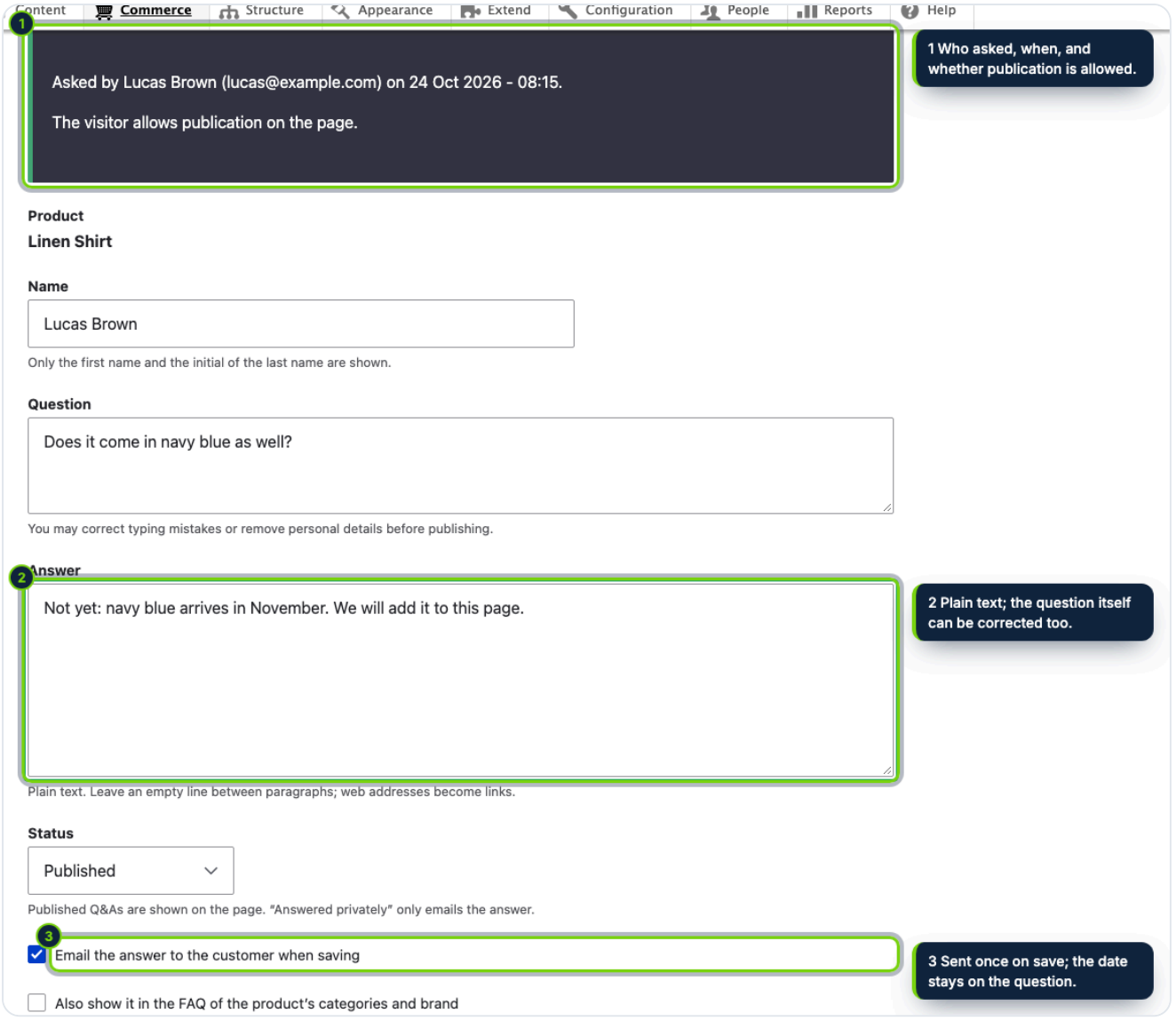
Commerce › Product questions

Tabs **Questions**, **Privacy** and **Settings**. Status links with counts, a product filter (entity autocomplete: type the product's name) and a search by words; each row has **Reply** or **Edit**, **Spam** and **Delete** in its operations. Products also get a **Questions** tab that opens the list filtered on them.



Commerce › Product questions in the store admin (Claro), with Questions, Privacy and Settings tabs.

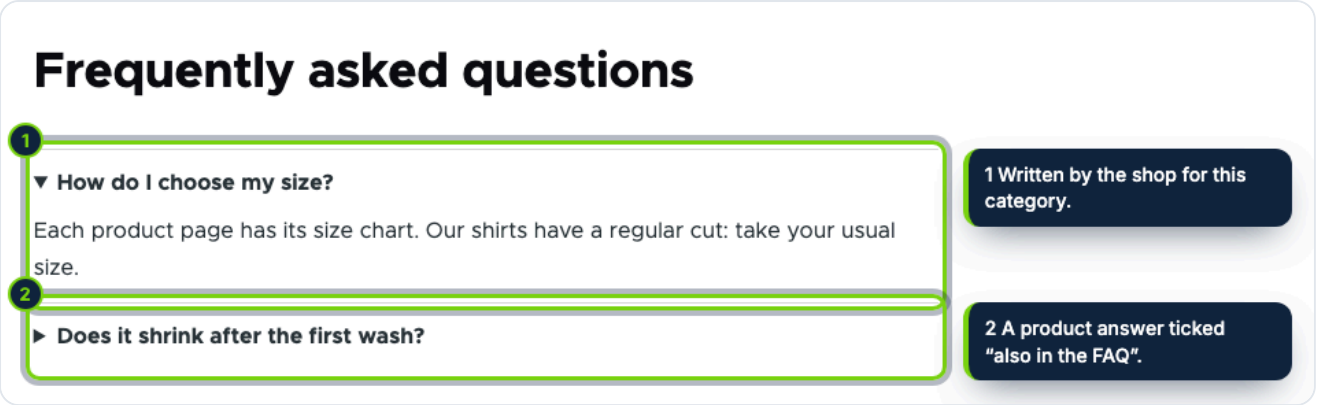
Field of the editor	What it does
Name	Only the first name and the initial of the last name are shown (“Ana G.”).
Question	Correct typos or remove personal details before publishing.
Answer	Plain text; blank lines make paragraphs, web addresses become links.
Status	A visitor who did not allow publication can only be answered privately.
Email the answer to the customer when saving	Ticked until the answer has been sent once; the date is kept.
Also show it in the FAQ of the product’s categories and brand	Adds it to the FAQ field of the product’s terms.



Answer, publish and email the answer through Drupal's mail system, in the language the customer asked in.

FAQ on term pages

Drupal Commerce has no categories or brands of its own: they are the taxonomy reference fields of your products (a field or vocabulary named brand, marca, marque or manufacturer counts as brands, the others as categories). **Add a Q&A** writes a Q&A in the shop's name for a product, a category term or a brand term, chosen with an entity autocomplete, in one of the site's languages. The term page then shows your Q&As and the product Q&As marked for the FAQ of products that reference that term (up to 20), with FAQPage JSON-LD.



Term pages of the product categories get a “Frequently asked questions” field, with FAQPage JSON-LD.

Settings (Commerce › Configuration › Products › Product questions)

Setting	Default	Notes
Accept new questions	On	Off hides the form; published Q&As stay.
Questions shown before “Show more”	5	1–50.
Default order	Most helpful	Shoppers can switch to Newest.
Email the shop about new questions / Send them to	On / site email	Spam is never notified.
Privacy policy page	—	A path such as `/node/12`, linked under the form.
Erase email addresses after (months)	6	From the answer, or from the question when never answered (1–36). Done by cron and at most hourly by the endpoint.
Banned words	—	One per line; matching questions go to Spam silently.
FAQPage structured data on category and brand pages	On	
Keep the questions when the module is uninstalled	Off	Kept in the state and restored on the next install.

Spam, privacy and caching

- **No captcha or third-party script.** Product pages carry no token; when the shopper starts typing, the browser asks `/product-questions/endpoint` (a POST route that is never cached,

language prefix included) for a signed, time-stamped token. A post without it, faster than 3 seconds or older than two hours is refused; a hidden field catches robots; an IP address (kept as a keyed hash for a day) may send 5 questions an hour and an email address 5 a day; one web address at most; banned words go to Spam.

- **Privacy.** The email is used for the answer only and erased after the retention period; IP hashes and votes last a day. The **Privacy** tab downloads (JSON) or deletes everything asked with an email address.
- **Caching.** The block is the same HTML for every visitor and is cached with the module's cache tag, the settings and the language; every change invalidates that tag, so the internal page cache and Dynamic Page Cache stay right. Votes are remembered in the browser.

Structured data

FAQPage JSON-LD is printed on term pages only. Since 2023 Google shows FAQ rich results only for some government and health sites, so do not expect them. If you use **Product Tabs & Custom Fields**, its FAQ keeps the only FAQPage of the product page; both fields can be placed on the same display.

Styling

The block inherits the theme (tested with Olivero). Override `--ecom-pq-accent`, `--ecom-pq-line`, `--ecom-pq-soft`, `--ecom-pq-error` and `--ecom-pq-ok` on `.ecom-pq`.

Data and uninstall

Two tables of its own (`ecom_pq_question`, `ecom_pq_vote`), one configuration object and the secret in the state. Uninstalling removes them and the extra fields from the displays unless *Keep the questions* is on.

Languages

English, Spanish and French translations are included (`translations/es.po`, `translations/fr.po`). A question shows on the pages of the language it was asked in.

Updates and support

Your licence includes every new version and 6 months of support. New versions are in **My account › Downloads**; for help, open a ticket in **My account › Support**.