AI Product Questions Chatbot - Magento 2

- Installation
- Installation with Composer
- Backend Configuration (Admin side)
- Backend Functionality
    - AI Product Content Summary
- Frontend Functionality
    - AI Q&A Functionality
- Demo
- FAQs
- Support
- Additional Services

Installation

Before installing the extension, please make sure to **Backup your web directory and store database**

You will require to install MageDelight Base Extension first. If it is not installed then please download it from https://www.magedelight.com/pub/extensions/magedelight-base.zip and unzip the package file into the root folder of your Magento 2 installation.

Root Directory is - **"app/code/magedelight/#YourExtensionName#"**

- Unzip the extension package file into the root folder of your Magento 2 installation.
- Connect to SSH console of your server:
    - Navigate to the root folder of your Magento 2 setup
    - Run command as per below sequence,

```
php bin/magento setup:upgrade
```

```
php bin/magento setup:di:compile
```

```
php bin/magento setup:static-content:deploy
```

```
php bin/magento cache:clean
```

- log out from the backend and log in again

If you are using Magento 2.3 or later then you do not need to activate license. Extension will be activated with silent activation mechanism and does not require activation keys to be entered manually.

Installation with Composer

Composer repository using this command:

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composer config repositories.magedelight-repo composer https://packages.magedelight.com/

Replace repo public key and private key with your public and private key

composer config http-basic.gitlab.magedelight.com $PUBLIC_KEY $PRIVATE_KEY

composer require mage_delight/ai_product_content_summarizer_module

composer require hyva-themes/hyva-magento2-magedelight-ai-product-content-summarizer

⚠ To obtain your public and private keys, please navigate to the "My Account" section. In the "Download Extension Packages" tab, you will find the keys available for your access.

Backend Configuration (Admin side)

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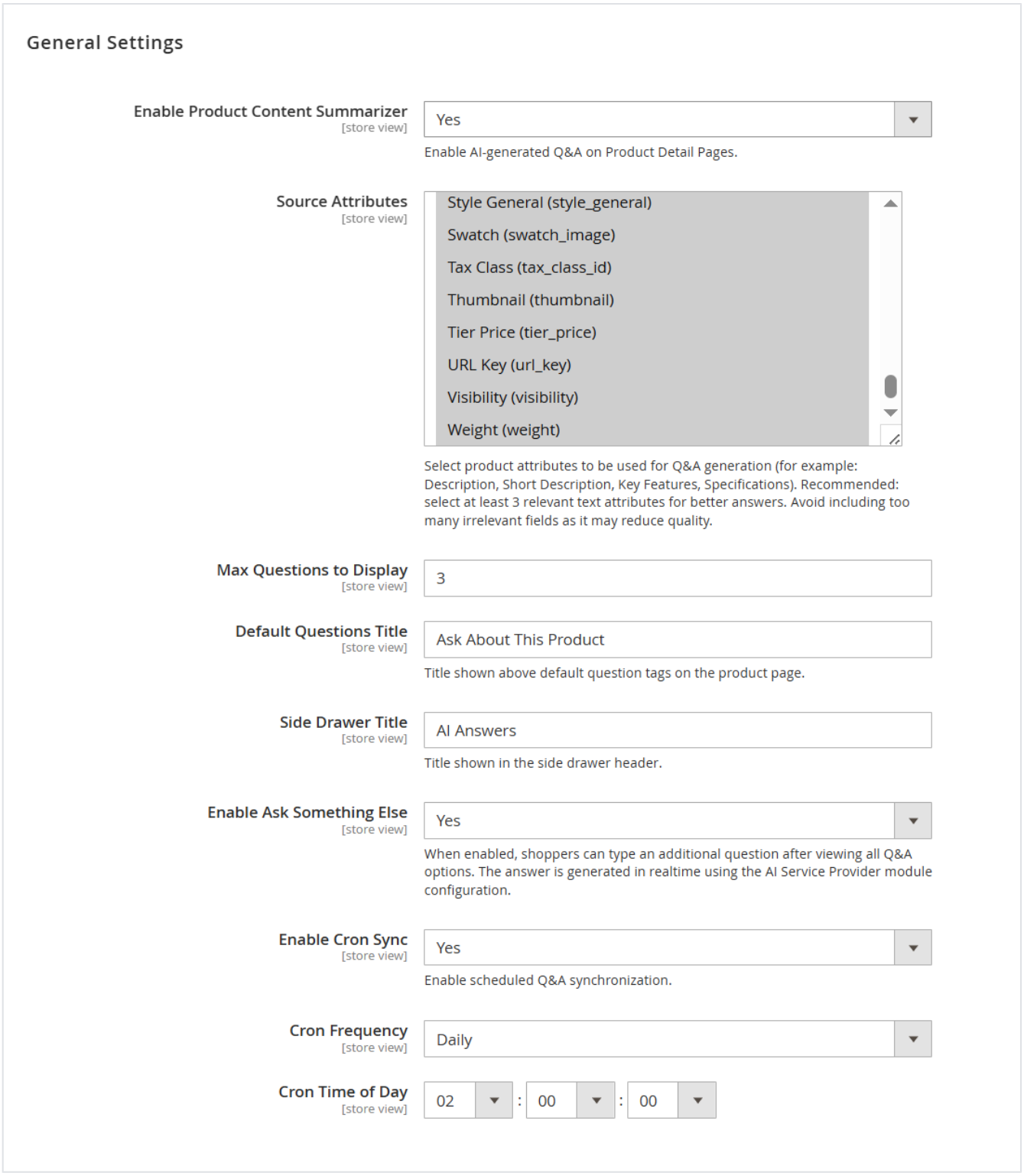

Field	Description
Enable Product Content Summarizer	Enables or disables AI-generated Q&A functionality on product detail pages.
Source Attributes	Allows selection of product attributes used as input for generating AI-based answers (e.g., description, short description, key features). Selecting relevant attributes improves answer quality.
Max Questions to Display	Defines the number of predefined questions displayed on the product page.
Default Questions Title	Sets the title displayed above the predefined question section on the product page.

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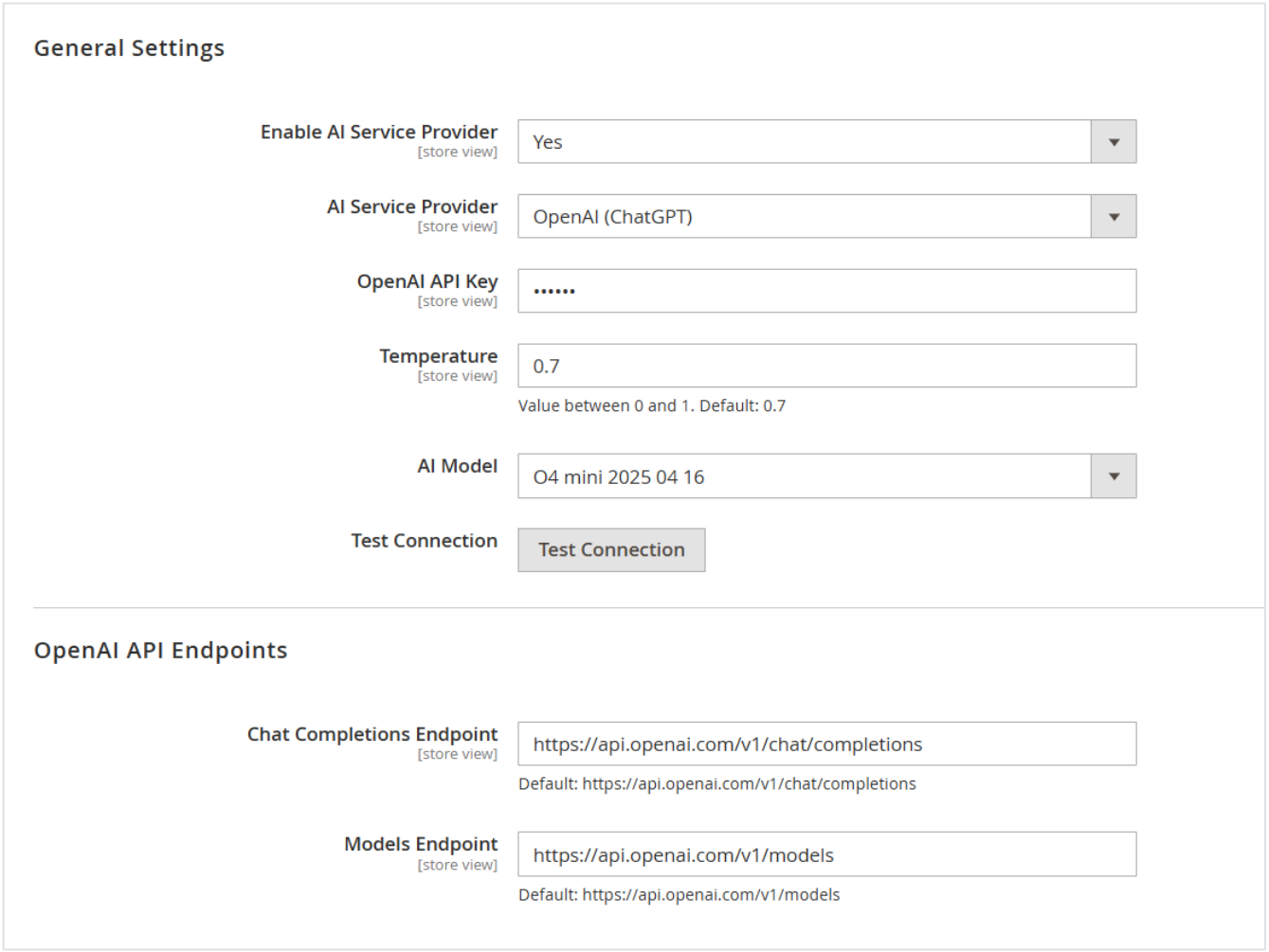
Side Drawer Title	Defines the title shown in the Q&A side drawer interface.
Enable Ask Something Else	Allows customers to ask custom questions beyond predefined ones. Responses are generated in real time using the configured AI provider.
Enable Cron Sync	Enables scheduled synchronization of Q&A data via cron job.
Cron Frequency	Specifies how often the cron job runs (e.g., daily).
Cron Time of Day	Defines the exact time when the cron job executes.



Field	Description
Enable AI Service Provider	Enables or disables the AI service integration for generating product Q&A responses.
AI Service Provider	Selects the AI provider to be used (e.g., OpenAI, Claude, Gemini) for generating answers.
OpenAI API Key	Enter the API key provided by OpenAI to authenticate and enable communication with the AI service.
Temperature	Controls the randomness of AI responses. Lower values produce more consistent answers, while higher values generate more creative responses (range: 0–1).
AI Model	Selects the AI model used for generating responses. Different models vary in performance, cost, and capabilities.

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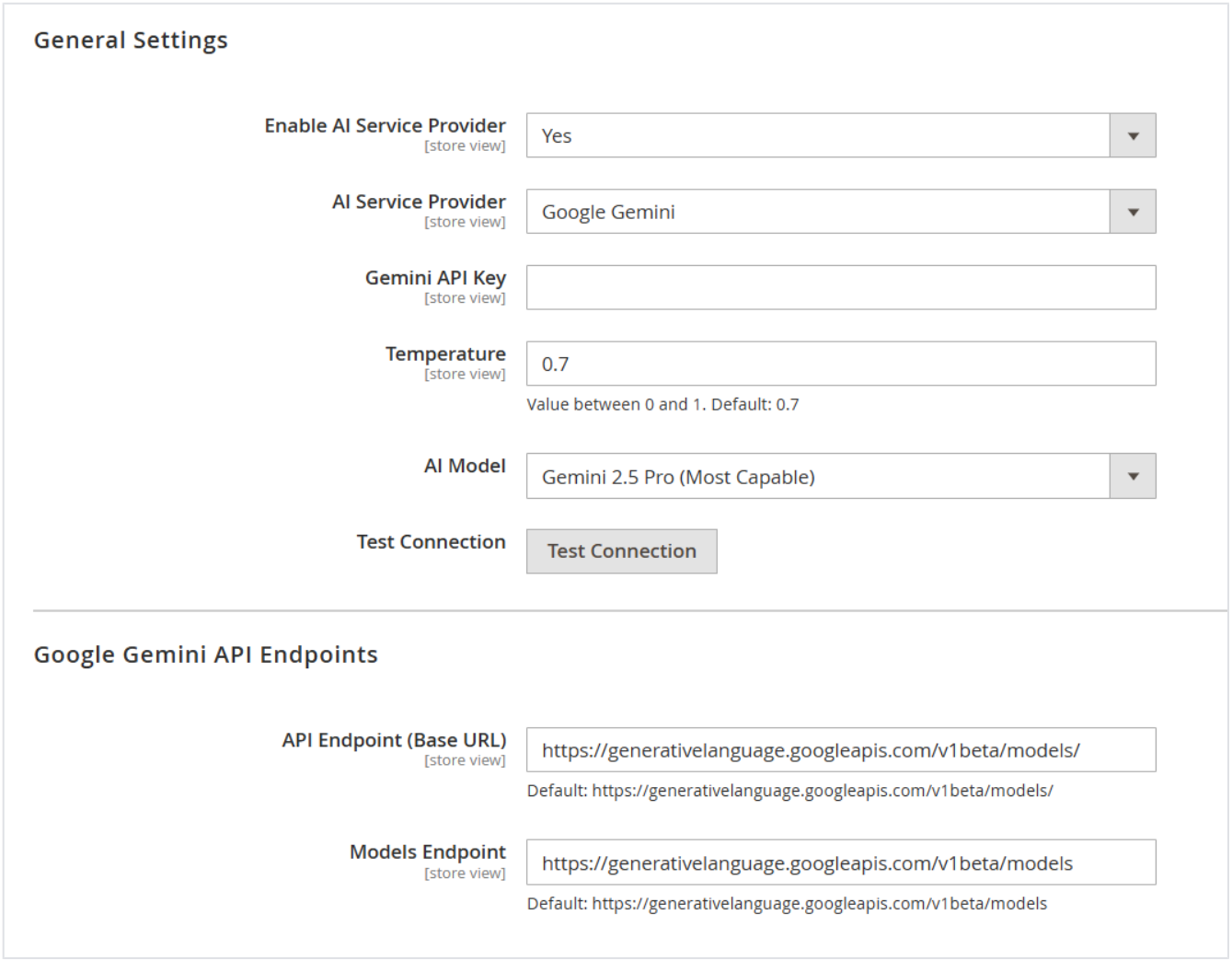
Test Connection	Verifies the API connection using the provided credentials and configuration.
Chat Completions Endpoint	Defines the API endpoint used for chat-based response generation. Default value is provided and typically should not be changed.
Models Endpoint	Defines the API endpoint used to fetch available AI models. Default value is provided and typically should not be changed.



Field	Description
Enable AI Service Provider	Enables or disables the AI service integration for generating product Q&A responses.
AI Service Provider	Selects the AI provider (e.g., Google Gemini) used to generate answers.
Gemini API Key	Enter the API key provided by Google Gemini to authenticate API requests.
Temperature	Controls the randomness of AI responses. Lower values give more precise answers, higher values make responses more creative (range: 0–1).
AI Model	Selects the Gemini model used for generating responses. Different models vary in capability and performance.
Test Connection	Verifies the connection with the configured Gemini API using the provided credentials.

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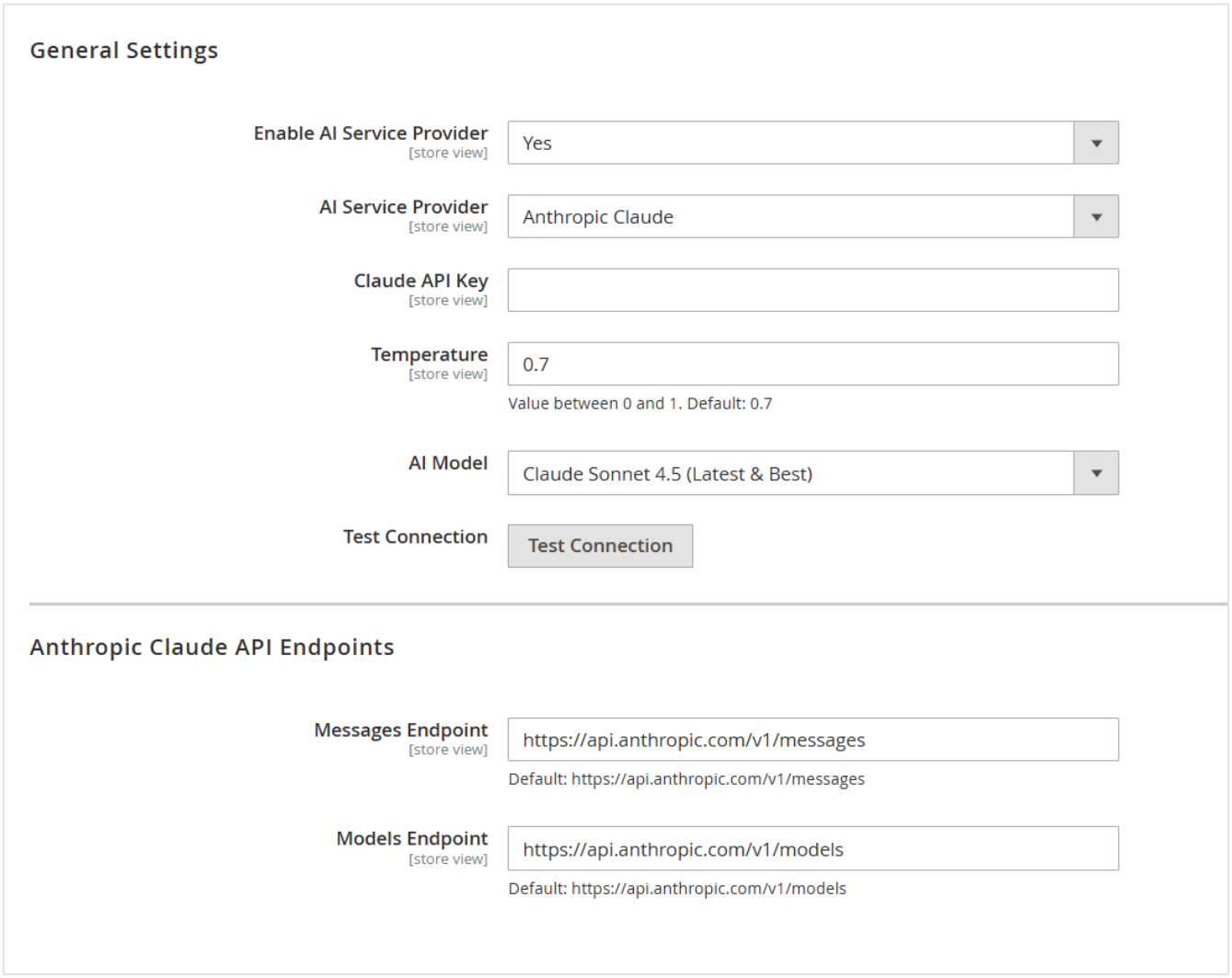
API Endpoint (Base URL)	Defines the base API endpoint for Gemini requests. Default value is provided and should not be modified unless required.
Models Endpoint	Defines the endpoint used to retrieve available Gemini models. Default value is provided and typically remains unchanged.



Field	Description
Enable AI Service Provider	Enables or disables the AI service integration for generating product Q&A responses.
AI Service Provider	Selects the AI provider (e.g., Anthropic Claude) used to generate answers.
Claude API Key	Enter the API key provided by Anthropic Claude to authenticate API requests.
Temperature	Controls the randomness of AI responses. Lower values produce more accurate answers, while higher values generate more creative outputs (range: 0–1).
AI Model	Selects the Claude model used for generating responses. Different models vary in intelligence, speed, and cost.
Test Connection	Verifies the connection with the configured Claude API using the provided credentials.
Messages Endpoint	Defines the API endpoint used for sending message-based requests to Claude. Default value is provided and typically should not be modified.

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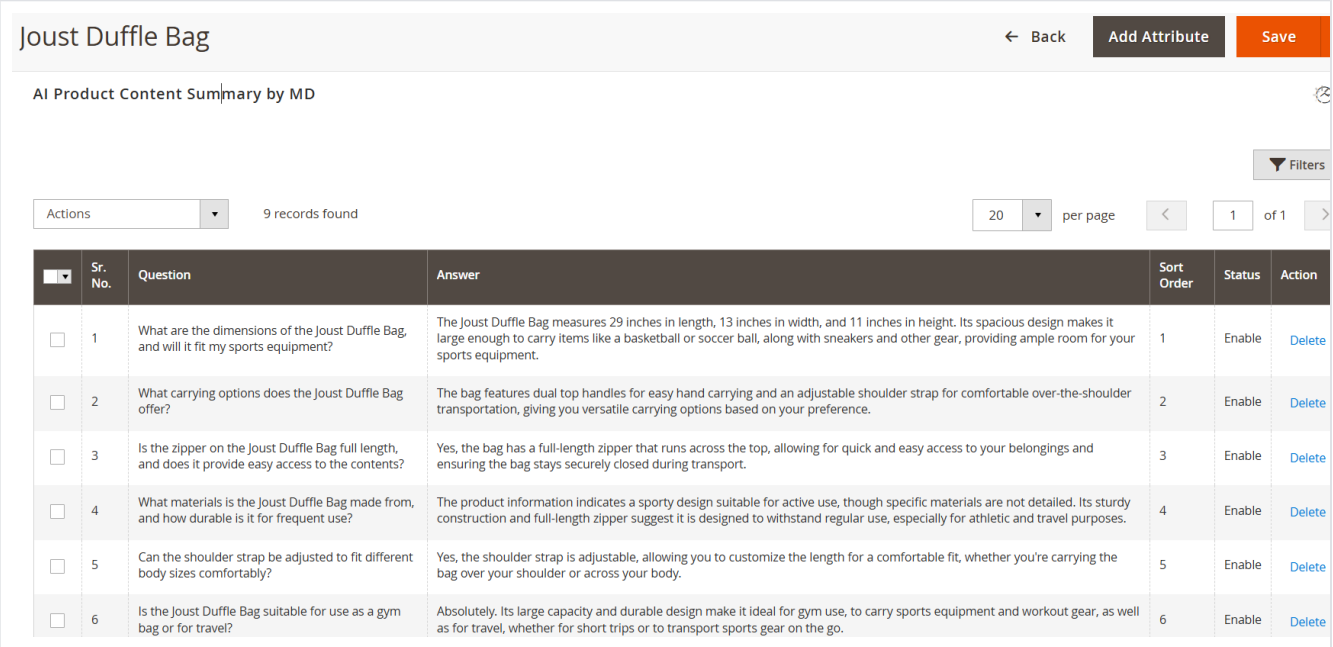
Models Endpoint	Defines the endpoint used to retrieve available Claude models. Default value is provided and typically remains unchanged.

Backend Functionality

AI Product Content Summary



Sr. No.	Question	Answer	Sort Order	Status	Action
1	What are the dimensions of the Joust Duffle Bag, and will it fit my sports equipment?	The Joust Duffle Bag measures 29 inches in length, 13 inches in width, and 11 inches in height. Its spacious design makes it large enough to carry items like a basketball or soccer ball, along with sneakers and other gear, providing ample room for your sports equipment.	1	Enable	Delete
2	What carrying options does the Joust Duffle Bag offer?	The bag features dual top handles for easy hand carrying and an adjustable shoulder strap for comfortable over-the-shoulder transportation, giving you versatile carrying options based on your preference.	2	Enable	Delete
3	Is the zipper on the Joust Duffle Bag full length, and does it provide easy access to the contents?	Yes, the bag has a full-length zipper that runs across the top, allowing for quick and easy access to your belongings and ensuring the bag stays securely closed during transport.	3	Enable	Delete
4	What materials is the Joust Duffle Bag made from, and how durable is it for frequent use?	The product information indicates a sporty design suitable for active use, though specific materials are not detailed. Its sturdy construction and full-length zipper suggest it is designed to withstand regular use, especially for athletic and travel purposes.	4	Enable	Delete
5	Can the shoulder strap be adjusted to fit different body sizes comfortably?	Yes, the shoulder strap is adjustable, allowing you to customize the length for a comfortable fit, whether you're carrying the bag over your shoulder or across your body.	5	Enable	Delete
6	Is the Joust Duffle Bag suitable for use as a gym bag or for travel?	Absolutely. Its large capacity and durable design make it ideal for gym use, to carry sports equipment and workout gear, as well as for travel, whether for short trips or to transport sports gear on the go.	6	Enable	Delete

- This section is available in the Magento Admin panel under: **Catalog Products Edit Product AI Product Content Summary (tabs)**.
- All product-related questions and answers are listed here. Users can manage them by enabling, disabling, or deleting entries. Only enabled questions and answers will be displayed on the storefront.

Field	Description
Actions	Allows bulk actions to be applied to selected Q&A records.
Select Checkbox	Used to select one or multiple Q&A entries for bulk operations.
Sr. No.	Displays the serial number of each question and answer entry.
Question	Displays the customer-facing question related to the product.
Answer	Displays the corresponding answer generated for the question.
Sort Order	Determines the display order of questions on the storefront. Lower values appear first.
Status	Indicates whether the Q&A is enabled or disabled. Only enabled entries are shown on the frontend.
Action	Provides the option to delete a specific question and answer entry.
Add Attribute	Allows adding new question and answer entries.
Save	Saves all the changes made in the Q&A section.
Filters	Helps in filtering and searching specific Q&A records.
Pagination	Controls the number of records displayed per page and allows navigation between pages.

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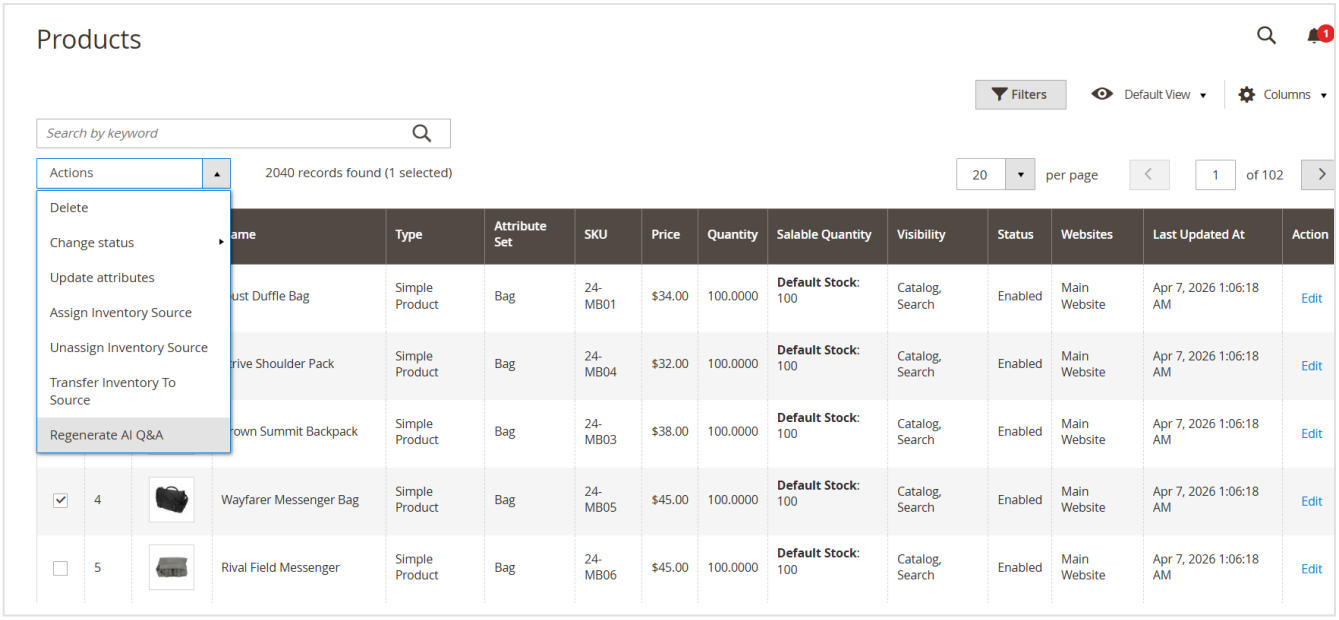
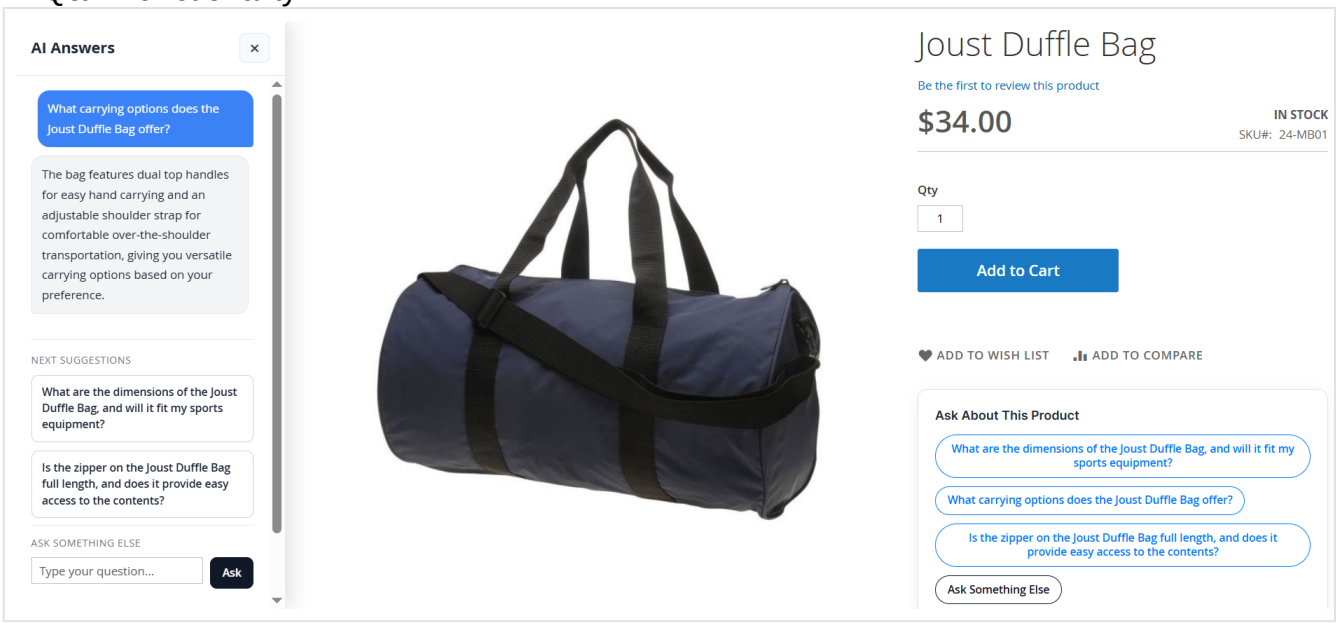


- This functionality is available in the Magento Admin panel under: **Catalog Products** (Grid Actions)
- The **“Regenerate AI Q&A”** action allows admins to regenerate product-specific questions and answers using AI. This is useful when product data has been updated or when Q&A needs to be refreshed. The action can be applied to a single product or multiple products at once using bulk selection.
- The regeneration process follows the configured cron schedule and uses the selected AI provider settings. The action can be applied to a single product or multiple products at once using bulk selection.

Frontend Functionality

AI Q&A Functionality



The AI-powered Q&A feature enhances the product detail page by providing an interactive way for customers to understand product information. It dynamically displays predefined questions based on product data and allows users to view instant answers without navigating away from the page. The interface is designed to improve user engagement, reduce confusion, and assist customers in making informed purchase decisions.

- Predefined questions are displayed on the product page for quick access to common queries
- Clicking on any question instantly shows the corresponding answer in the side panel
- Answers are generated based on product attributes and content configured in the admin
- “Next Suggestions” section provides additional related questions for better exploration
- **“Ask Something Else”** allows users to enter custom queries
- Custom questions are answered in real time using the configured AI service provider
- The side drawer interface ensures a smooth experience without page reload

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- Only enabled questions from the admin panel are visible on the frontend
- Helps reduce customer hesitation and improves decision-making during purchase

Demo

Click here to visit frontend.

Click here to visit backend admin panel.

FAQs

Click here to visit FAQs.

Support

Click here to raise a support ticket using your MageDelight account.

Additional Services

Click here to get the customized solution for this extension.

Thank you for choosing MageDelight!

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