



FAQS FOR MAGENTO 2

USER GUIDE



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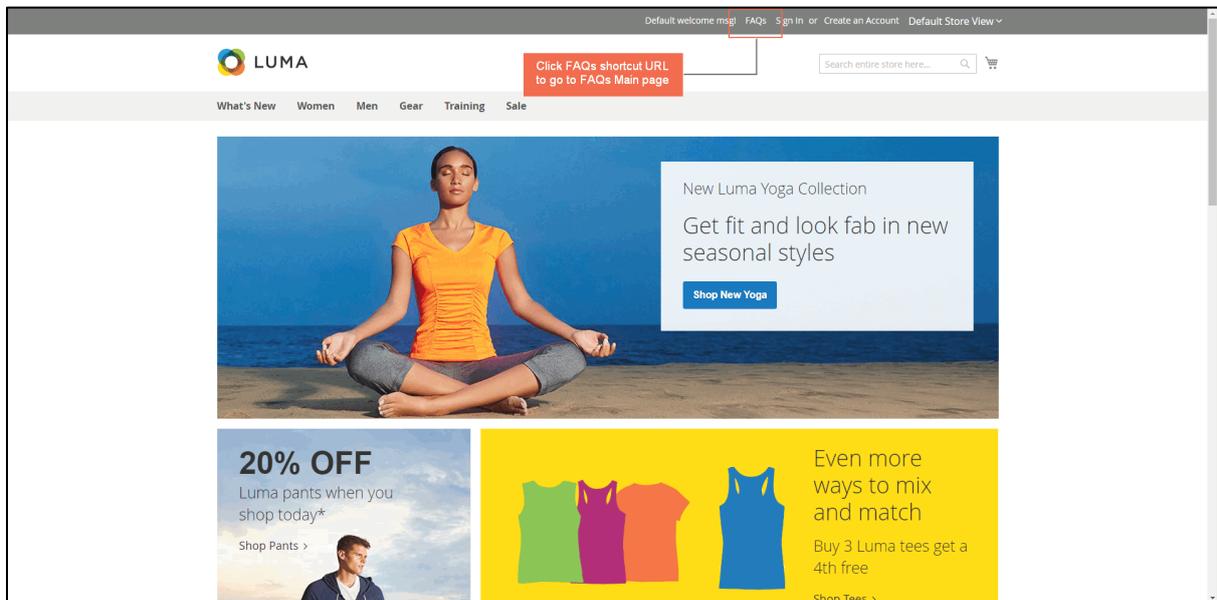
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1. FAQs for Magento 2 Overview

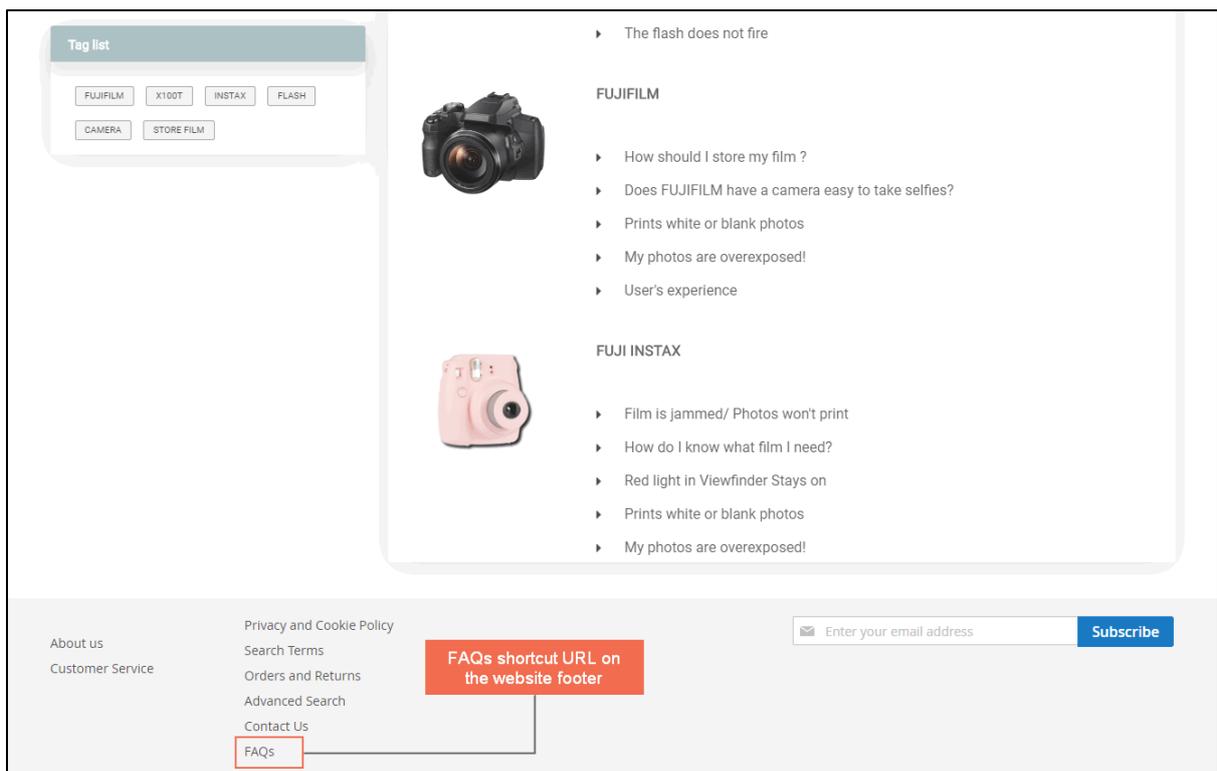
FAQs for Magento 2 extension allows admin to create and customize frequently asked questions in the backend so that customers easily find the questions. As you know, the default of Magento 2 does not support this necessary function, so installing FAQs extension is absolutely a smart decision. Your Magento 2 store will be functional when your customers can find the answers for FAQs and also make questions conveniently right on the product page.

2. How Does FAQs for Magento 2 Work?

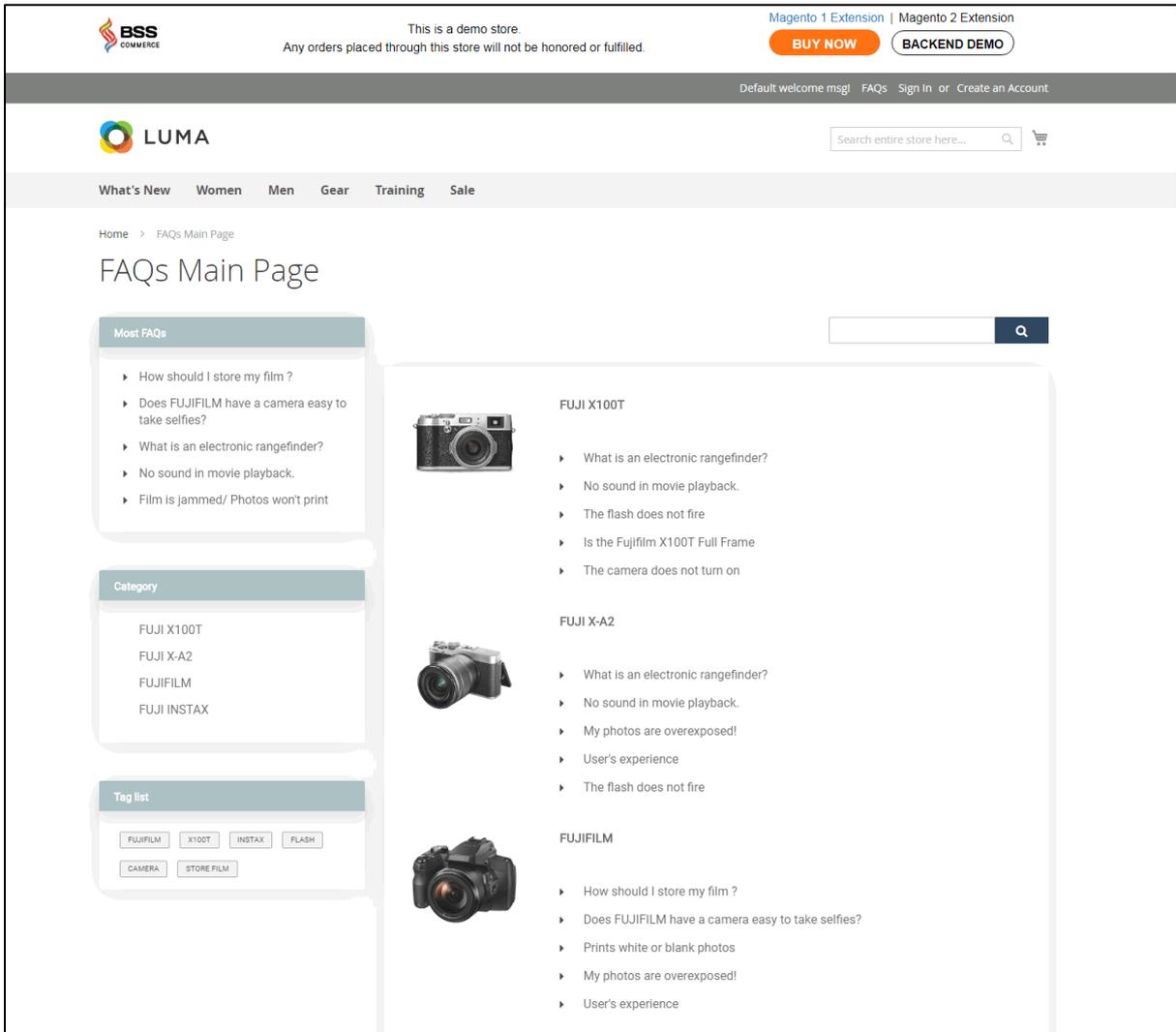
- Enable to navigate to FAQs main page via shortcut URL on the website header and footer in the frontend:
 - On the header:



- On the footer:

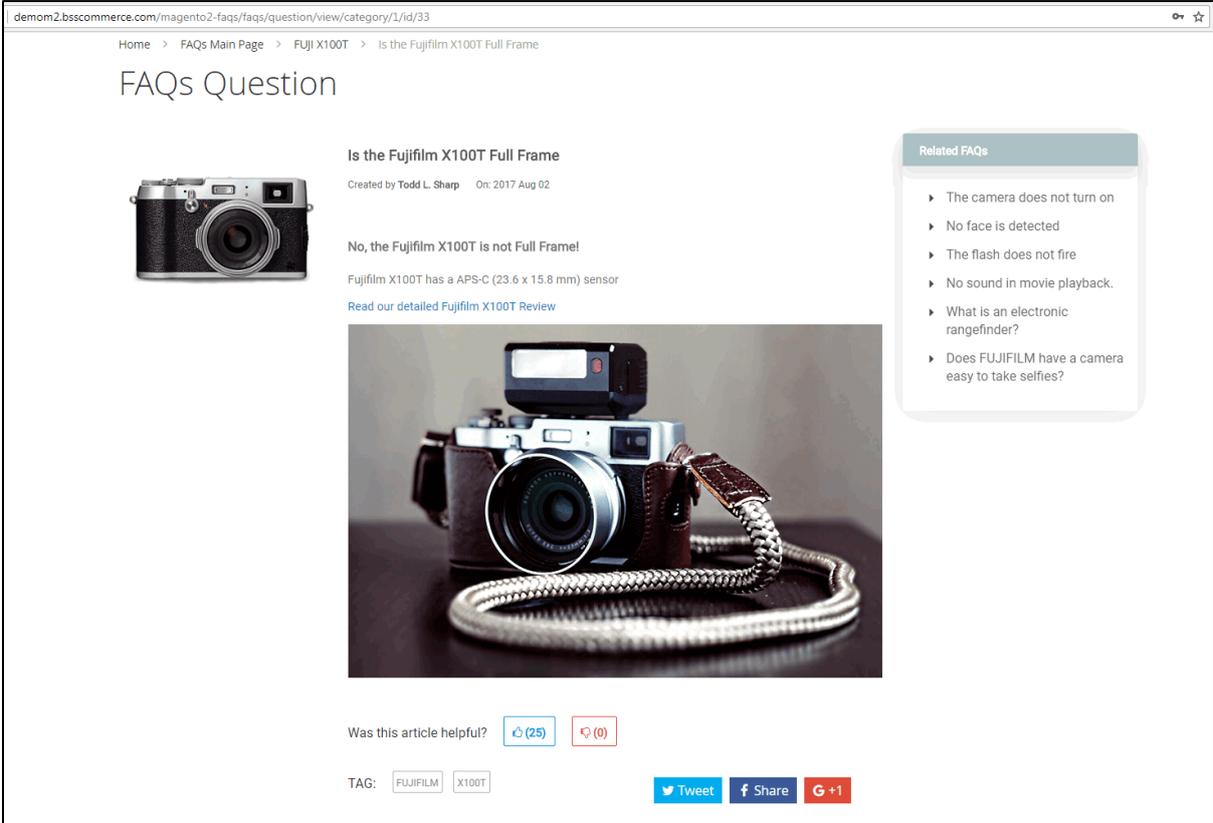


- Show FAQs categories on the FAQs main page



- Display Most FAQs, Category list and tag list on the left side bar. Besides, admin can customize color for the sidebar headers for more attractive performance.
- Present an image of category on the category box. In addition, admin can change color of the background of category image as wish.
- On each category box, the answer per question can be collapsed or expanded. When customers click into the question, then there will a short answer displayed with the author’s name and time created. If customers want to see the full answer, just click into “**See more**”
- When navigating a FAQs category page, all questions in this category will be revealed here.

- On the question detail page, customers are able to vote helpful/unhelpful for the answer. Besides, they can share social if they want. In addition, customers can see related questions right on the right sidebar and related tags under the answer conveniently.



The screenshot shows a web browser window displaying a FAQ question detail page. The URL is `demom2.bsscommerce.com/magento2-faqs/faqs/question/view/category/L/id/33`. The breadcrumb trail is `Home > FAQs Main Page > FUJIL X100T > Is the Fujifilm X100T Full Frame`. The page title is "FAQs Question".

The main content area features a question: "Is the Fujifilm X100T Full Frame". It is created by Todd L. Sharp on 2017 Aug 02. The answer is: "No, the Fujifilm X100T is not Full Frame". The answer text states: "Fujifilm X100T has a APS-C (23.6 x 15.8 mm) sensor" and includes a link to "Read our detailed Fujifilm X100T Review". There is a large image of the Fujifilm X100T camera with a leather strap and a silver braided strap.

Below the answer, there is a "Was this article helpful?" section with a thumbs up icon (25) and a thumbs down icon (0). There are also social sharing buttons for "Tweet", "Share", and "G+1".

At the bottom, there are tags for "FUJIFILM" and "X100T".

On the right sidebar, there is a "Related FAQs" section with a list of questions:

- ▶ The camera does not turn on
- ▶ No face is detected
- ▶ The flash does not fire
- ▶ No sound in movie playback.
- ▶ What is an electronic rangefinder?
- ▶ Does FUJIFILM have a camera easy to take selfies?

- On the product page, FAQs tab is integrated in additional information block, so that customers easily see the FAQs and also submit questions.

Home > Fujifilm X000

Fujifilm X000

Be the first to review this product

\$400.00 IN STOCK
SKU#: Fujifilm X000

Qty:

[Add to Cart](#)

[ADD TO WISH LIST](#)
[ADD TO COMPARE](#)
[EMAIL](#)

Weight: 445 g (0.981 lb) (including battery and memory card)
 Image sensor size: 23.6 mm × 15.8 mm (APS-C)
 Dimensions: 126.5 (W) × 74.4 (H) × 53.9 (D) mm
 Maximum resolution: 12.3 megapixels
 Battery: NP-95 type
 Focus: contrast detection

[Details](#) | [FAQs](#) | [Reviews](#)

Ask a question

- ▶ My photos are overexposed!
- ▶ The flash does not fire
- ▼ No sound in movie playback.
 - The camera is in silent mode: Turn silent mode off.
 - Playback volume is too low: Adjust playback volume.
 - The microphone was obstructed: Hold the camera correctly during recording.
 - The speaker is obstructed: Hold the camera correctly during playback.
 - [See more](#)
- ▶ What is an electronic rangefinder?
- ▶ How should I store my film ?

3. Configuration in the backend

3.1. General configuration

3.1.1. General

Configuration

Store View: Default Config

[Save Config](#)

GENERAL | Catalog | Customers | BSS COMMERCE | **FAQs**

Enable (store view): Yes (Version 1.0.0) Use system value

Add Roboto Font (store view): Yes (If your site has installed Roboto font, you can choose No in this configuration) Use system value

Add Font Awesome (store view): Yes (If your site has installed Font Awesome, you can choose No in this configuration) Use system value

- **Enable:** choose yes to enable our module.

- **Add Roboto Font:** choose Yes if you want this Roboto font. Choose No if you don't want or already had it.
- **Add Font Awesome:** choose Yes if you want this Font Awesome. Choose No if you don't want or already had it.

3.1.2. FAQ Display

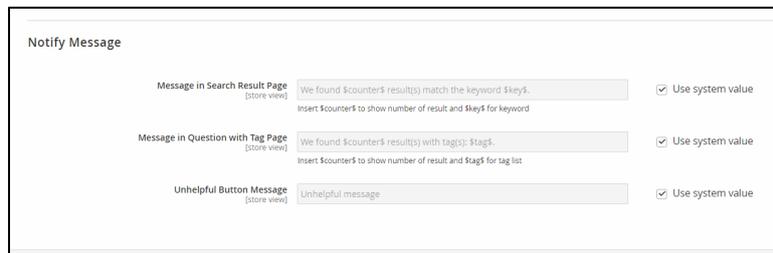
The screenshot shows the 'FAQs Display' configuration panel with the following settings:

- Show Most FAQs Box:** Set to 'Yes'. Description: Show most FAQs box in FAQs main page. Use system value
- A Number of Questions in Most FAQs Box:** Set to '5'. Use system value
- Show Related Questions:** Set to 'Yes'. Description: Show related question in question detail page. Use system value
- A Number of Questions Per Category:** Set to '5'. Description: Limit number of questions each category in FAQs main page. Use system value
- Sort By:** Set to 'Time Created'. Description: Sort config for FAQs in main page. Use system value
- Question Block Display:** Set to 'Collapse'. Use system value
- Product Page Full Question:** Set to 'Yes'. Description: Show full question at product page. Use system value
- Require Login to Vote:** Set to 'Yes'. Use system value
- Background Color of Sidebar Header:** Set to '#A1B9BD'.

- **Show Most FAQs Box:** choose Yes if you want to show the Most FAQs block in the FAQs Main Page.
- **A Number of Questions in Most FAQs Box:** set a number you want for the quantity of questions in the block of Most FAQs.
- **Show Related Questions:** choose Yes to show Related Questions in the question detail page.
- **A Number of Questions Per Category:** set a limitation for a number of questions will be shown in categories in the FAQs main page.
- **Sort By:** choose one of 3 options below to sort FAQs in the main page.
 - Time created
 - Title
 - Number of Vote Helpful

- **Question Block Display:** choose one of 2 options below to show the questions in the block in a short form.
 - Expand: all the questions in the box will be always displayed.
 - Collapse: when customers click into the question, the answer will be shown (and will be closed when they click into another question).
- **Product Page Full Question:** choose Yes if you want to show full question in the product page.
- **Require Login to Vote:** choose Yes if you only want the logged-in customers can vote.
- **Background Color of Sidebar Header:** pick a color you want the sidebar header to be more attractive.

3.1.3. Notify Message



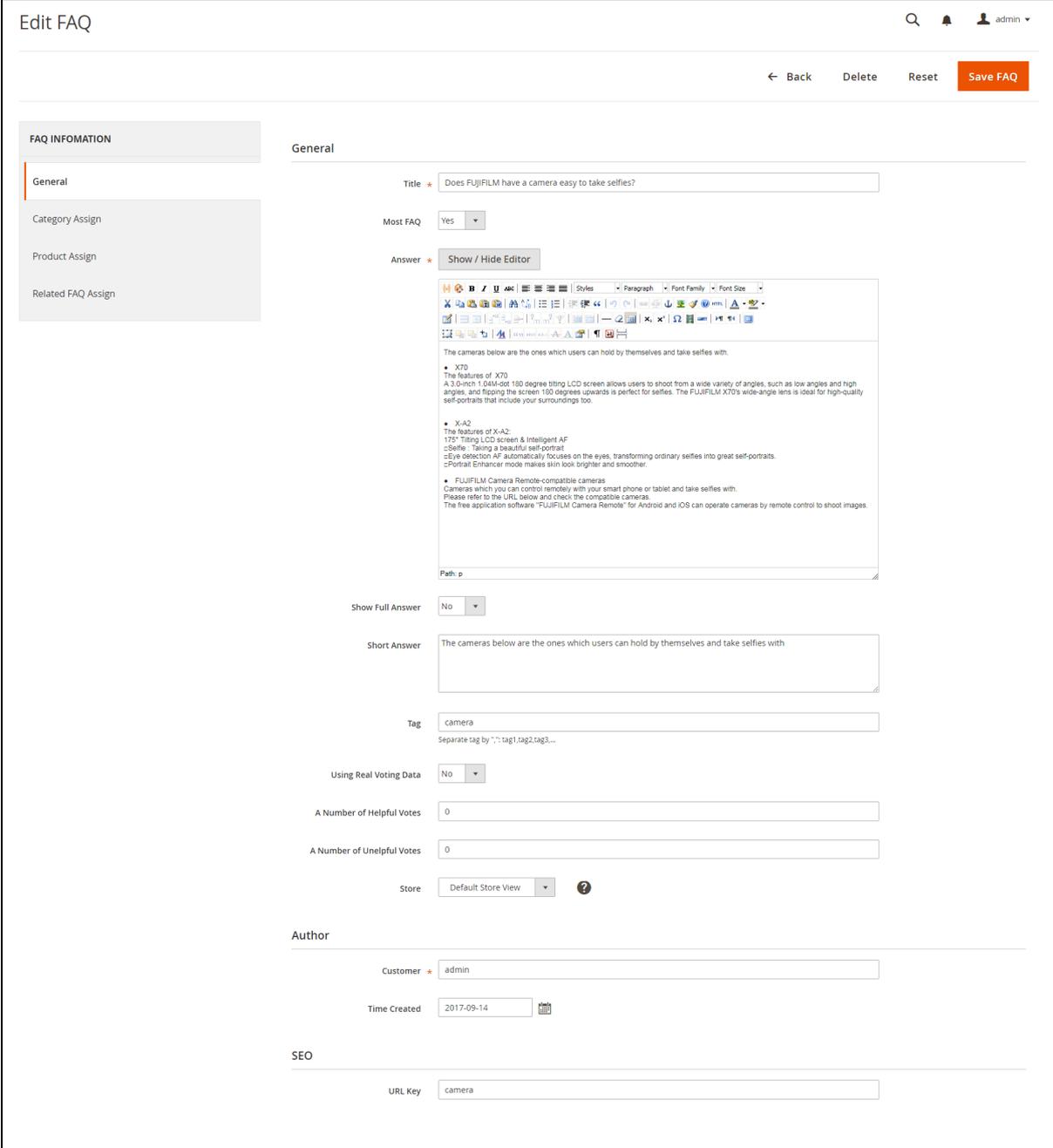
- **Message in Search Result Page:** input the message you want to notify the search result
- **Message in Question with Tag Page:** input the message you want to notify the results of choosing tag.
- **Unhelpful Button Message:** input the message you want to show when customers vote unhelpful.

3.2. FAQs configuration

3.2.1. FAQs

Go to **Marketing → FAQs → FAQs**, there will be a grid for you. Then you navigate to each question to edit or you can click into Add FAQ button so as to create new question.

In General:



FAQ INFORMATION

- General
- Category Assign
- Product Assign
- Related FAQ Assign

General

Title: Does FUJIFILM have a camera easy to take selfies?

Most FAQ: Yes

Answer: Show / Hide Editor

The cameras below are the ones which users can hold by themselves and take selfies with.

- X70
The features of X70
A 3.0-inch 1.04M-dot 180 degree tilting LCD screen allows users to shoot from a wide variety of angles, such as low angles and high angles, and flipping the screen 180 degrees upwards is perfect for selfies. The FUJIFILM X70's wide-angle lens is ideal for high-quality self-portraits that include your surroundings too.
- X-A2
The features of X-A2:
175° Tilting LCD screen & Intelligent AF
•Selfie - Taking a beautiful self-portrait
•Eye detection AF automatically focuses on the eyes, transforming ordinary selfies into great self-portraits.
•Portrait Enhancer mode makes skin look brighter and smoother.
- FUJIFILM Camera Remote-compatible cameras
Cameras which you can control remotely with your smart phone or tablet and take selfies with.
Please refer to the URL below and check the compatible cameras.
The free application software "FUJIFILM Camera Remote" for Android and iOS can operate cameras by remote control to shoot images.

Path: p

Show Full Answer: No

Short Answer: The cameras below are the ones which users can hold by themselves and take selfies with

Tag: camera
Separate tag by ":",tag1.tag2.tag3...

Using Real Voting Data: No

A Number of Helpful Votes: 0

A Number of Unhelpful Votes: 0

Store: Default Store View

Author

Customer: admin

Time Created: 2017-09-14

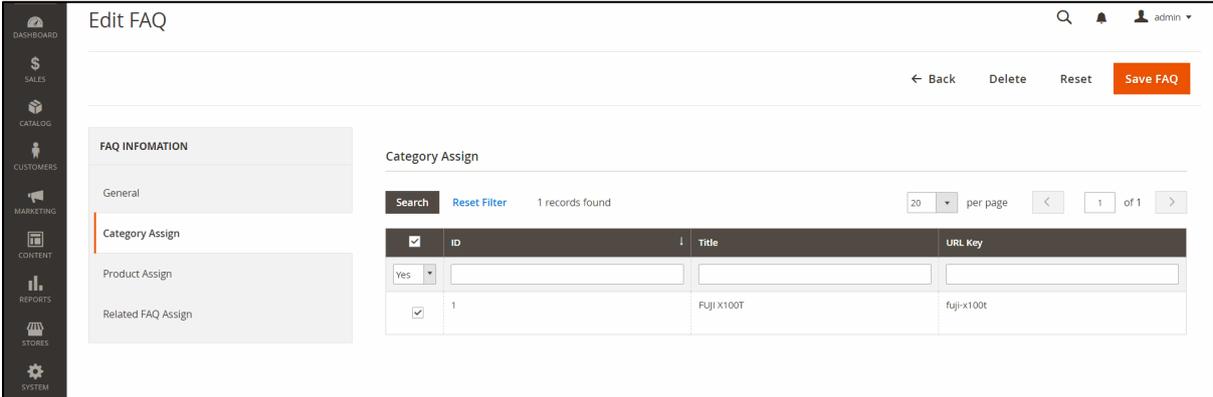
SEO

URL Key: camera

- **Title:** input the title of the question (255 characters maximum).
- **Most FAQ:** choose Yes to show this question in the most FAQs.
- **Answer:** input the answer for the question. Besides, admin can customize the answer as conveniently as in Words.
- **Show Full Answer:** choose Yes if you want to show full answer when customer clicks into the question without navigating its own page.

- **Short Answer:** this short answer will be displayed when customers click into the question.
- **Tag:** input the tag related to the question. They are separated by a comma.
- **Using Real Voting Data:**
 - If you select Yes, FAQ module will get the real data of helpful/unhelpful votes.
 - If choosing No, there will be 2 configurations for you to set a number you want for the data helpful/unhelpful votes.
 - A Number of Helpful Votes
 - A Number of Unhelpful Votes
- **Store:** choose the store view you want to show the question.
- **Customer:** you can customize the name of the customer as you want
- **Time Created:** choose the day when the question is created as wish.
- **URL Key:** set URL for the question, if let it be blank, our module will use the ID to navigate to the question detail page.

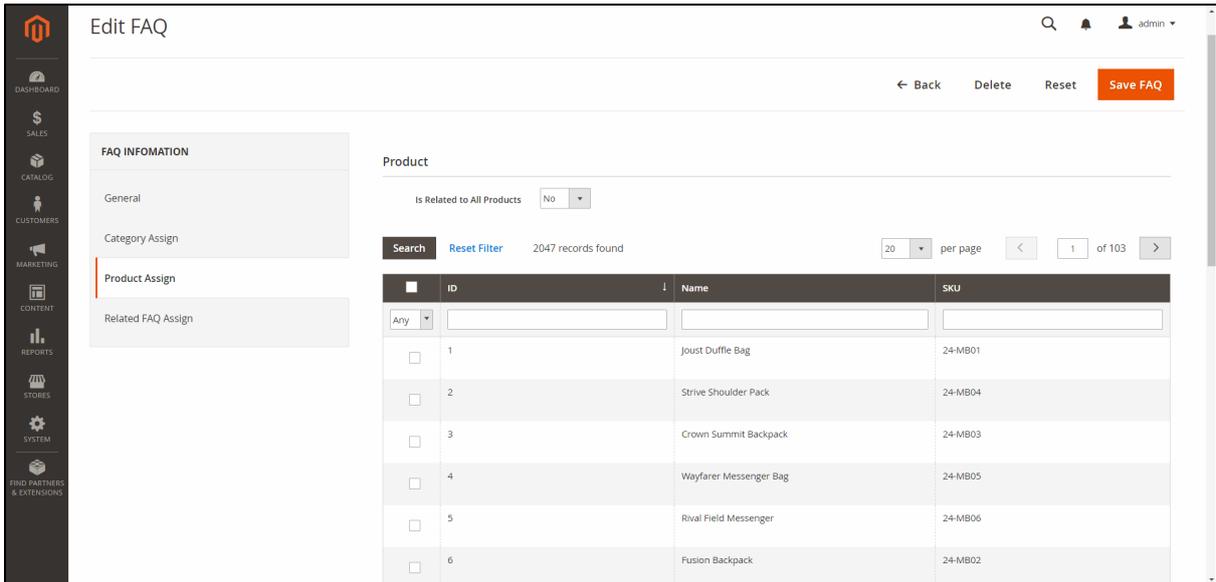
In **Category Assign:** select the category you want to assign the question.



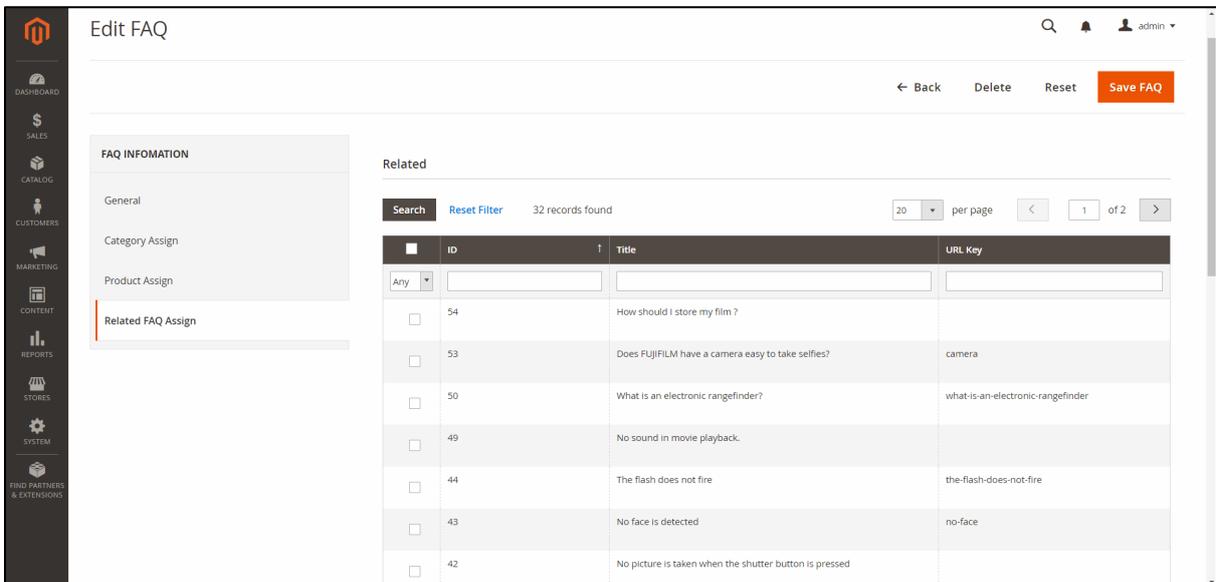
The screenshot shows the 'Edit FAQ' page in the Magento 2 Admin Panel. The left sidebar contains navigation menus for Dashboard, Sales, Catalog, Customers, Marketing, Content, Reports, Stores, and System. The main content area is titled 'Edit FAQ' and includes a search bar, a notification bell, and a user profile dropdown for 'admin'. Below the title are buttons for 'Back', 'Delete', 'Reset', and 'Save FAQ'. The 'FAQ INFORMATION' section is divided into 'General', 'Category Assign', 'Product Assign', and 'Related FAQ Assign'. The 'Category Assign' section shows a search bar, a 'Reset Filter' button, and a table with 1 record found. The table has columns for 'ID', 'Title', and 'URL Key'. The first row has a checked checkbox, ID '1', Title 'FUJI X100T', and URL Key 'fuji-x100t'.

<input checked="" type="checkbox"/>	ID	Title	URL Key
<input checked="" type="checkbox"/>	1	FUJI X100T	fuji-x100t

In **Product Assign:** in the Is Related to All Products configuration, choose Yes if you want to assign the question to all of your products.



In **Related FAQ Assign**: select other FAQs which are related to this question.



3.2.2. FAQs category

Go to **Marketing** → **FAQs** → **FAQs Category**, there will be a category grid. Then you navigate to each category to edit or you can click into Add new category button in order to create new category.

The screenshot shows the 'Edit FAQ Category' page in the Magento 2 Admin. The page has a top navigation bar with the BSS Commerce logo, a demo notice, and buttons for 'BUY NOW' and 'FRONTEND DEMO'. The main content area is titled 'Edit FAQ Category' and includes a search icon, a user profile 'admin', and action buttons: 'Back', 'Delete', 'Reset', and 'Save Category'. The form is divided into two sections: 'FAQ CATEGORY INFORMATION' and 'FAQ Category Details'. The 'FAQ Category Details' section contains the following fields:

- Category Title:** A text input field containing 'FUJII X100T'.
- Show in Main Page:** A dropdown menu set to 'Yes'.
- URL Key:** A text input field containing 'fujii-x100t'.
- Category Image:** A 'Choose File' button followed by 'x100.png'. Below it, a note reads: 'Recommend uploading square image with width and height over 250px. The size limit for uploading an image is 1200px x 1200px'.
- Title Color:** A color picker field showing '#58575C'.
- Background Color:** A color picker field showing '#FFFFFF'.

Below the form, there is a camera icon and a preview image of a Fujii X100T camera.

In General:

- **Category Title:** input the name of the category (255 characters maximum)
- **Show in Main Page:** choose Yes if you want to show this category in the FAQs Main Page
- **URL Key:** set URL key for the category
- **Category Image:** click into Choose File button to upload the image
- **Title Color:** choose the color you want for the title of category
- **Background Color:** choose the color you want for the background of the image category

In **FAQs Assign**: there is a grid of question assigned to the category. Admin just search the question and select tick box to add to the category conveniently.

The screenshot displays the 'Edit FAQ Category' interface. On the left sidebar, the 'FAQs Assign' option is selected. The main area shows a search bar with 'Search' and 'Reset Filter' buttons, indicating 8 records found. Below this is a table with the following data:

<input checked="" type="checkbox"/>	ID	Title	URL Key
Yes			
<input checked="" type="checkbox"/>	32	Does Fujifilm X100T have RAW support?	does-fujifilm-x100t-have-raw-support
<input checked="" type="checkbox"/>	33	Is the Fujifilm X100T Full Frame	
<input checked="" type="checkbox"/>	41	The camera does not turn on	the-camera-does-not-turn-on
<input checked="" type="checkbox"/>	42	No picture is taken when the shutter button is pressed	
<input checked="" type="checkbox"/>	43	No face is detected	no-face
<input checked="" type="checkbox"/>	44	The flash does not fire	the-flash-does-not-fire
<input checked="" type="checkbox"/>	49	No sound in movie playback.	
<input checked="" type="checkbox"/>	50	What is an electronic rangefinder?	what-is-an-electronic-rangefinder

4. Contact Us



Free 1-year
Support



Free Lifetime
Update



Free
Installation

Any questions or concern about us, feel free to contact:

Website: <http://bsscommerce.com>

Support: support@bsscommerce.com

BSS Support team is always ready to aid you with any issue referring to our products. Additionally, we also give you Website development and Administration Support.

We do offer:

1. Free installation services for commercial products.
2. Free updates within offered support period.

Our duties:

1. Responsibility for resolving product bugs.
2. Help with technical queries.
3. Technical support in installation and product usage.

