



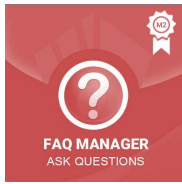
FAQ Manager – Ask Questions Magento2 Extension





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Introduction to FAQ Manager – Ask Questions

When a customer enters a supermarket, there is usually a helpful attendant who answers their queries and guides them to appropriate aisle. In the same scenario, when a prospective customer arrives on your website, the FAQ page is the virtual equivalent of that attendant.

A good FAQ page answers multiple and repetitive questions, also serves as an online customer support center. It saves valuable time (and money) for both the customers and the merchants.

Version & Compatibility Support

Version:

1.0.0 Stable

Compatibility:

This extension is compatible from Magento Community 2.x and Magento Enterprise 2.x versions.

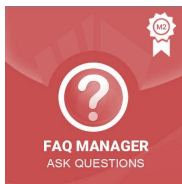
How to Install FAQ Manager – Ask Questions

Step 1: After purchasing, download the extension.

Step 2: Create a directory "**app/code/DCKAP/Faq**" in the Magento Installation directory.

Step 3: Unzip the file in the above mentioned directory.

Step 4: Disable the cache under **System > Cache Management**



Step 5: Enter the following at the command line:

php bin/magento setup:upgrade

Step 6: Login to Magento backend and navigate to **PRODUCTS ->FAQ's Manager->Settings** and configure the module.

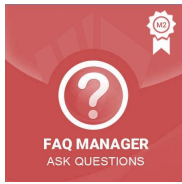
Module Configuration

To configure the extension, navigate to **PRODUCTS > FAQ's Manager > Settings** from the left side menu in the backend. Set 'Enabled' field to 'Yes' and also set desired values for other fields as well.

Field	Value	Scope
Enabled	Yes	[STORE VIEW]
Enable Category Mode	No	[STORE VIEW]
Description	FAQ Ask Questions - Sample Category description goes here.	[STORE VIEW]
Sort questions by number of views / clicks	No	[STORE VIEW]
Pagination List	5	[STORE VIEW]

Here is the description for the each configuration options from the above screen,

1. Enabled – Set 'Yes' to enable the extensions. Set 'No' to disable the extension.
2. Enable Category Mode: To assign and display FAQ to the specific category in the frontend set this option to 'Yes'
3. Description: Edit and update general description for the FAQ Section.



4. Sort questions by number of views/clicks: To sort questions based on number of views set this option to 'Yes'.
5. Pagination List: Enter how many questions you want to show in each page.

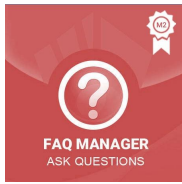
Features

- Add unlimited Questions and Answers from users and retailers.
- Allow administrators to sort questions based on number of views
Ex: If a particular question is viewed by many users, it will be automatically listed first.
- Helps to categorize the questions with similar properties
- Captcha for better security and spam control.
- Supports multiple store views
- Allows user to ask questions through the store front.
- Allow user to ask questions from front end.

Category Manager

A new category can be created and assigned to specific questions. This can be managed under categories in the Magento back end. Look for PRODUCTS→FAQ's Manager -> Manage Categories

Click 'Add New Category' and enter the necessary information and save it.



← Back Delete Category Reset Save and Continue Edit Save Category

General Information

Category Name *

Category Description *

Status *

Priority *

Store View *

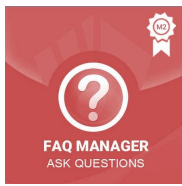
- All Store Views
- Main Website
- Main Website Store
- Default Store View

How to add Questions and Answers

To create new questions and answers, Navigate to PRODUCTS->FAQ's Manager ->Manage FAQ's .

Click 'Add New Questions'.

Enter the necessary information and click on 'Save Question'.



[← Back](#) [Reset](#) [Save and Continue Edit](#) [Save Question](#)

General Information

Category *

Question *

Answer *

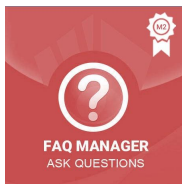
Status *

Priority *

Store View *

FAQ's Manager [Add New Question](#)

<input type="checkbox"/>	ID ↓	Question	Answer	Category	Status	Posted User Type	Customer Name	Customer Email	Priority	Action
<input type="checkbox"/>	1	Why do I need a billing address?	Your billing address helps the credit card company confirm that you are who you say you are. Most stores will reject your order if the credit card number is wrong, or if your address does not match the address the credit card sends its bills to. At most stores, then, you must enter a billing address, and for many that must also be the shipping address, so they can be sure you are not a criminal who has stolen a card and wants stuff sent direct to a motel room.	General	Enabled	Admin			1	Select ▼
<input type="checkbox"/>	2	How can I search for a product if I don't know a brand name?	Use a unique keyword. Keywords are very important words—that is, words that most people would associate with this particular product. These words act as keys to the database, opening it up to show you a particular product, or a set of products, all of which are associated with that idea.	General	Enabled	Admin			1	Select ▼
<input type="checkbox"/>	3	What is an FAQ page?	FAQ stands for “frequently asked questions” and an FAQ page is often included on websites to allow questions to be asked and answered in a public forum. An FAQ page is a living, breathing document that should be updated regularly. Every time a customer asks you a question, you need to decide whether it is something that other customers may ask or find interesting and useful to know. You need to make sure that you answer the questions clearly and take advantage of the opportunity to connect with your customers and reflect the personality of your business and brand.	General	Enabled	Admin			3	Select ▼



Ask Questions and Google Recaptcha

Enable 'Ask Questions' options in backend. It helps users to ask questions from front end, if the question is not available in FAQ section. We can allow/disallow Ask Questions for guest users. This can be configured in magento backend.

We can also Enable google recaptcha to avoid spam users from asking questions in the front end.

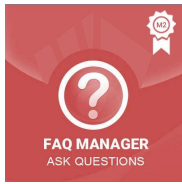
Configuration Save Config

SALES	▼	User Questions and Google reCaptcha		⊞
SERVICES	▼	Enable User to ask questions from frontend	Yes	[STORE VIEW]
ADVANCED	▼	Allow only loggedin customers to ask questions	No	[STORE VIEW]
		Description to ask new question		[STORE VIEW]
		Ask question button label	Ask Question	[STORE VIEW]
		Enable captcha	Yes	[STORE VIEW]
		Site Key		[STORE VIEW]
		Secret Key		[STORE VIEW]

Display FAQ & Ask Questions on Front End

In Magento front end we can see the FAQ links on the footer. On clicking that link we will be navigated to the FAQ page. In the FAQ Page we can see the frequently asked questions for each category. Pagination will be available to switch from one page to another page which can be configured in Backend.

Here is the Front end look for the FAQ Page.



ALL FAQ'S GENERAL

TOTAL: 7 QUESTIONS

PAGE: 1 2

- 1 Why do I need a billing address?
- 2 How can I search for a product if I don't know a brand name?
- 3 What is an FAQ page?
- 4 Can I save time shopping online?

TOTAL: 7 QUESTIONS

PAGE: 1 2

Category:

Name*:

Email*:

Question*:

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