



FME Extensions



Store FAQs & Product Questions – Magento 2 Extension

User Guide - Version 1.0

<http://www.fmeextensions.com>

support@fmeextensions.com

Intended Audience

The content of this document is designed to facilitate the users -managers, supervisors and others of **Store FAQs & Product Questions** Magento 2 Extension. A step by step instruction has been added to this document to help users to install the extension on Magento 2.

This extension will only work on Magento 2. As a safe practice always backup your files and database before installing any extension on Magento. If you are looking for someone to install the extension we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Go to: **<http://www.fmeextensions.com/magento-extension-installation.html>**

Once you have installed please see the User Guide to help you understand on how to use the extension to its full capacity. If you still have questions feel free to contact us on our website.

If you have any custom requirements feel free to touch base with. Just email support@fmeextensions.com with the description of the requirements and they will get back to you with estimates.

For further help or support, feel free to reach us @ **<http://support.fmeextensions.com>**.

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Getting Started!

Overview

Store FAQs & Product Questions extension for Magento 2 allows you to add a detailed FAQs section to your eCommerce website. Attach FAQs to different products to help customers find relevant questions right on the product pages. Enable 'Ask a Question' to let them ask anything they need to know the most. Select topics for a meaningful classification of FAQs.

Extension Features

Product related Questions

- ✓ Display relevant questions with answers on product pages to help customers get the idea what they are not getting in a product description.

Dedicated FAQs page

- ✓ Write helpful answers to all the common questions and post them on a dedicated page to assist customers in finding answers relevant to their queries.

Asking Questions

- ✓ Enable 'Ask a Question' option to let the customers ask anything about a product right on the page. It removes the hindrance for customers to communicate.

Display FAQs Block

- ✓ Highlight the most common topics of FAQs anywhere on the website with the help of an attractive block. You can select topics and position on the page for the block.

Import/Export FAQs

- ✓ Import FAQs from another source to quickly setup a dedicated page. Export FAQs option is available to let you have a backup or use the data somewhere else.

Accordion Style View

- ✓ Enable accordion view for FAQs that minimizes the rest of the questions and allow users to focus on their required one.

User Guide

I. How to Configure the Extension:

At the backend, go to STORES > Configurations. Here you will have access to the following configurations:

FAQ Page Settings:

1. **Enable Module:** Enable/Disable module
2. **Page Title:** Set page title of FAQs main page
3. **Identifier:** FAQs page URL identifier
4. **Meta Keywords:** Meta keywords for FAQs main page.
5. **Meta Description:** Meta description for FAQs main page.
6. **Display Selected Topics:** Each topic has an option to display on main page or not. From this configuration user can set whether the selected topic should display or all topics.
7. **Number of Questions:** Number of questions to display on main page under each topic.
8. **Enable Read More:** Enable read-more link on FAQs main page, if there are more FAQs than limit set above.
9. **Enable Accordion:** Enable/Disable Accordion feature.
10. **Visible Answer Length:** Visible length of answer. Default is 100, 150 etc. enables view-detail link, after visible length of answer.

Faqs Page Settings

Enable Module <small>[store view]</small>	Yes	▼
Page Title <small>[store view]</small>	FAQs	
Identifier <small>[store view]</small>	faqs	
Meta Keywords <small>[store view]</small>	Faqs	
Meta Description <small>[store view]</small>	Faqs	
Display Selected Topics <small>[store view]</small>	Yes	▼
	display selected OR all topics on main page	
Number of Questions <small>[store view]</small>	5	
	show number of selected questions with each category (0 for none)	
Enable Read More <small>[store view]</small>	Yes	▼
	show read more link under category	
Enable Accordion <small>[store view]</small>	Yes	▼
Visible Answer Length <small>[store view]</small>		
	maximum length of answer, visible for listing pages (0 for default length)	

Product FAQs:

1. **Enable:** Product FAQs Enable/Disable
2. **Heading/Title:** Heading of Product FAQs Tab
3. **Sort By:** Sort Product FAQs by latest, ascending or descending order
4. **Enable Ask Question:** Enable/Disable 'Ask Question' feature
5. **Allowed Customers:** Allow selected customers to ask questions i.e. all, guests, registered or none
6. **Open Question Form:** Open question form in a pop-up fashion or slide-down

Product Faqs

Enable <small>[store view]</small>	Enable	▼
Heading/Title <small>[store view]</small>	Product Faqs	
	Heading / Title of product's faqs	
Sort By <small>[store view]</small>	Latest	▼
	sort product questions	
Enable Ask Question <small>[store view]</small>	Enable	▼
Allowed Customers <small>[store view]</small>	All	▼
	allow customers to ask question	
Open Question Form <small>[store view]</small>	Popup	▼
	Open question form in a popup/slide down.	

FAQ Answer System:

1. **Enable Ask Answer:** Enable/Disable FAQ Answer System.
2. **Answers Allowed Customers:** Enable/Disable the option for customers to answer FAQ questions.
3. **Enable Likes / Dislikes:** Enable/Disable the option for customers to Like/Dislike an answer.
4. **Likes/Dislikes Allowed Customers:** Set which customers can Like/Dislike the options such as All, Only Guest, Registered and None.

Faq Answer Settings

Enable Ask Answer <small>[store view]</small>	Enable	▼
Answers Allowed Customers <small>[store view]</small>	All	▼
Enable Likes / Dislikes <small>[store view]</small>	Enable	▼
Likes/Dislikes Allowed Customers <small>[store view]</small>	All	▼

FAQ Block Settings:

1. **FAQs Block:** Enable disable FAQs block from sidebar.
2. **FAQs Search Block:** Enable disable block from sidebar.
3. **Maximum number of topics displayed in block:** Set maximum number of topics appears in FAQs Block.
4. **Tags Block:** Enable disable tags block from sidebar.
5. **Maximum tags to show in block:** Number of tags to how on tags-block.

Faqs Block Settings

Faqs Block <small>[store view]</small>	Enable
Faqs Search Block <small>[store view]</small>	Enable
Maximum number of topics displayed in block <small>[store view]</small>	5
Tags Block <small>[store view]</small>	Enable
Maximum tags to show in block <small>[store view]</small>	5

leave empty or '0' to show all tags

Email Options:

1. **Send Emails To:** Notification receiver email-id, whenever a question is asked, an email notification is sent to the email-id
2. **Reply Email Template:** Select the email template for reply notification
3. **Email Sender:** Select the email sender department
4. **Email Template:** Select the email template for FAQs notification
5. **Answer Email Template:** Select the email template for answer email notification

Email Options

Send Emails To <small>[store view]</small>	ashar.riaz@unitedsol.net
Reply Email Template <small>[store view]</small>	Reply Template (Default)
	<small>Email template chosen based on theme fallback when "Default" option is selected.</small>
Email Sender <small>[store view]</small>	General Contact
Email Template <small>[store view]</small>	Product Faqs (Default)
	<small>Email template chosen based on theme fallback when "Default" option is selected.</small>
Answer Email Template <small>[store view]</small>	Answer Template (Default)
	<small>Email template chosen based on theme fallback when "Default" option is selected.</small>

Google Captcha Keys:

1. **Enable:** Enable/Disable Google reCaptcha on "Ask Question" form
2. **Google Captcha Site Key:** Provide Google Captcha Site Key which you can get from <https://www.google.com/recaptcha/admin>
3. **Google Captcha Secret Key:** Provide Google Captcha Secret Key which you can get from <https://www.google.com/recaptcha/admin>

Google Captcha Keys

Enable <small>[store view]</small>	Yes
Google Captcha Site Key <small>[store view]</small>	6Le9kwgUAAAAABs5rswHSMbegxm0bflaF_lscR0B <small>Get Key From https://www.google.com/recaptcha/admin</small>
Google Captcha Secret Key <small>[store view]</small>	6Le9kwgUAAAAAJn2pRWDkbkls26F3SKBJ7hlggk <small>Get Key From https://www.google.com/recaptcha/admin</small>

SEO:

1. **URL Suffix:** SEO URL Suffix for FAQs main page and detail pages.

SEO

URL Suffix <small>[store view]</small>	<input type="text" value=".html"/> <small>(eg: .html)</small>
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Ajax Loader Image for Product Page

1. Upload Ajax Loader image for all the product pages

Ajax Loader Image for Product Page

<small>[store view]</small>	<input type="button" value="Browse..."/> No file selected.
	<input type="checkbox"/> Delete Image

II. How to add/manage Topics

Step 1 – Add New Topic

At the backend, go to FME EXTENSIONS > Manage Topics. Here you will find a list of preset topics that you can edit. Click on “Add New” at the top of add a new topic.

[Add New](#)

Actions 5 records found 20 per page 1 of 1

ID	<input type="checkbox"/>	Title	Identifier	Store View	Status	Created	Action
1	<input type="checkbox"/>	Quality	quality	Main Website Main Website Store Default Store View	Enable	Feb 17, 2017 12:26:38 PM	Select
2	<input type="checkbox"/>	General	general	All Store Views	Enable	Feb 17, 2017 12:26:38 PM	Select
3	<input type="checkbox"/>	Refund Policy	refund-policy	All Store Views	Enable	Feb 17, 2017 12:26:39 PM	Select
4	<input type="checkbox"/>	Terms	terms	All Store Views	Enable	Feb 17, 2017 12:26:39 PM	Select
5	<input type="checkbox"/>	Product Faqs	product-faqs	All Store Views	Enable	Feb 17, 2017 12:26:39 PM	Select

Step 2 – Add Topic Information

Fill the information according to your requirements. For the purpose of this demo we have provided the following information.

Title *

Identifier *

Sort Order

Topic Image

Show on main Page Yes

Enable Topic Yes

Store View *


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

Step 3 – Frontend

“user guide” is now a topic in the frontend demo.

user guide

user guide

 There are no faqs for this topic.

Compare Products

You have no items to compare.

FAQs

Click on the Faq's topic:

[Quality](#)

III. How to add/manage FAQs or Product Questions

Frontend :

Step 1 – Ask Question

At the frontend demo for a product, your allowed customers can click on ask a question and a popup will appear. Here they can add their required information. For the purpose of this demo we have submitted the above info.

Ask a Question ✕

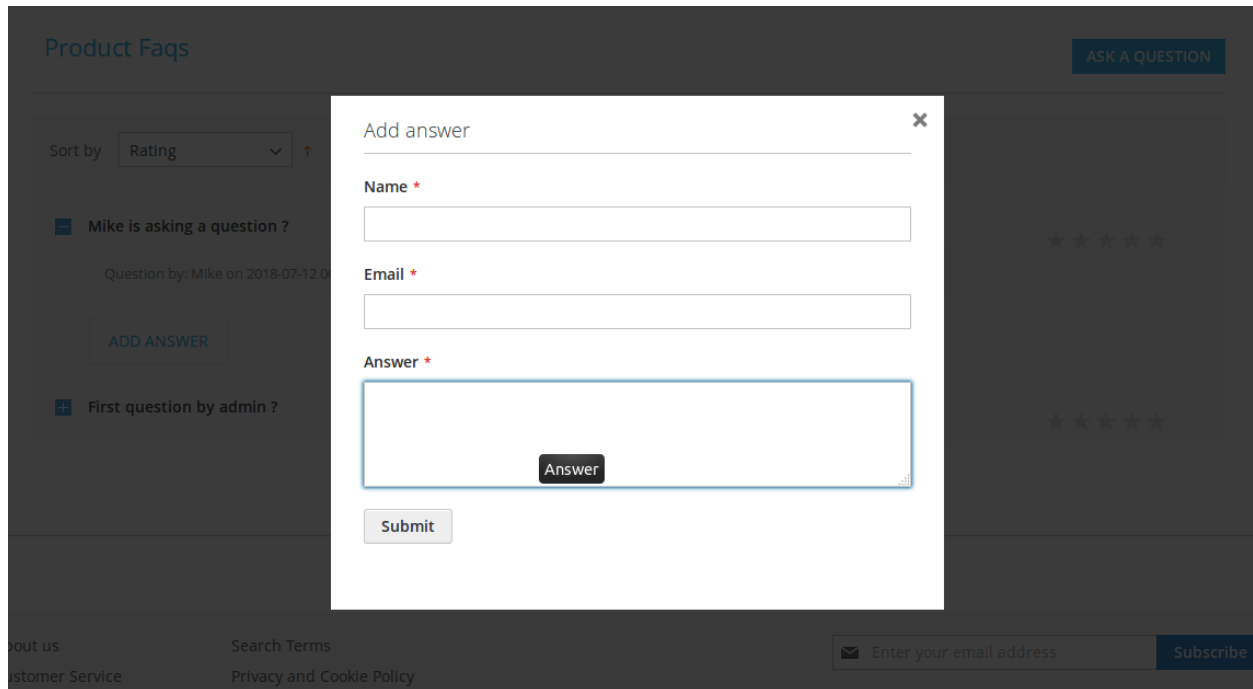
Name *

Email *

Question *

Step 2 – Add Answers

At the frontend demo, on product page only , allowed customers can add answers to questions for product.



The image shows a screenshot of a 'Product Faqs' page. The page title is 'Product Faqs' and there is an 'ASK A QUESTION' button in the top right corner. The page content is dimmed, showing a list of questions. One question is highlighted: 'Mike is asking a question ?' with a subtext 'Question by: Mike on 2018-07-12 10:00:00'. Below this question is an 'ADD ANSWER' button. Another question is visible below: 'First question by admin ?'. A modal form titled 'Add answer' is open in the center. The modal has a close button (X) in the top right corner. It contains three input fields: 'Name *', 'Email *', and 'Answer *'. The 'Answer' field is a larger text area with a small 'Answer' button inside it. Below the 'Answer' field is a 'Submit' button. The footer of the page contains links for 'about us', 'Customer Service', 'Search Terms', 'Privacy and Cookie Policy', an email subscription form with the text 'Enter your email address' and a 'Subscribe' button.

Step 3 – Topics/Faqs Listing

Now finally at the frontend 2 the question will appear in the “Quality” topic. You can change the answer, topic and other things by going back to the backend demo.

Quality

Quality

User Guide Example

Answer



It is a long established fact that a reade ?

HI HELLO HI HELLO

Compare Products

You have no items to compare.

FAQs

Click on the Faq's topic:

[Quality](#)

[General](#)

[Refund Policy](#)

[Terms](#)

[View all topics](#)

Backend:

- Admin can also add questions under any topic.

Manage Faqs

View: **FAQ** [Reset Filter](#) [Add New](#)

Search by keyword [Filters](#) [Default View](#) [Columns](#)

Actions 5 records found per page of 1

ID	<input type="checkbox"/>	Question	Total Answers	New Answers	Rating	Status	Visibility	Author	Date	Action
42	<input type="checkbox"/>	How many colors is Fusion Backpack available in?	35	35	0	Enable	Public	admin	Apr 26, 2018 6:41:23 AM	Select
43	<input type="checkbox"/>	How much time will the Fusion Backpack to ship?	35	35	0	Enable	Public	admin	Apr 26, 2018 6:42:25 AM	Select
44	<input type="checkbox"/>	Is this refundable product ?	35	35	0	Enable	Public	admin	Apr 26, 2018 6:43:15 AM	Select
45	<input type="checkbox"/>	Is this life time offer?	4	4	0	Enable	Public	admin	Apr 26, 2018 6:44:12 AM	Select

- Admin can answer to any question, change status and edit other information.

← Back Reset Save and Continue Edit Save

Question * How many colors is Fusion Backpack available in?

Identifier fusion

Select Topic * Quality

Visibility * Public

Tags fusion

Author admin

Enable Faq Yes

Sort Order 0

Answers

Add new answer

< 1 of 2 >

Answers	Likes	Dislikes	Author	Enable	Actions
<input type="text" value="This is available in multi colors"/>	<input type="text" value="0"/>	<input type="text" value="0"/>		<input checked="" type="checkbox"/> Yes	Remove
<input type="text" value="This will take 2 to 5 days"/>	<input type="text" value="0"/>	<input type="text" value="0"/>		<input checked="" type="checkbox"/> Yes	Remove

- Admin can attach any question to any product.

Attach Products

Search [Reset Filter](#) 2046 records found

20 per page 1 of 103

	Product ID	Name	Sku	Price	Position
<input type="checkbox"/>	2046	Set of Sprite Yoga Straps	24-WG085_Group		
<input type="checkbox"/>	2045	Erika Running Short	WSH12	\$45.00	
<input type="checkbox"/>	2044	Erika Running Short-32-Red	WSH12-32-Red	\$45.00	
<input type="checkbox"/>	2043	Erika Running Short-32-Purple	WSH12-32-Purple	\$45.00	
<input type="checkbox"/>	2042	Erika Running Short-32-Green	WSH12-32-Green	\$45.00	

NOTE:

- Questions without answers are allowed to show on frontend when status enabled.

Disclaimer

It is highly recommended to backup your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.

Support

You can also find Step by Step guide on this extension by visiting [Store FAQs & Product Questions](#) product page on our website. If you need more information or have any questions or problems, please refer to our support helpdesk:

<http://support.fmeextensions.com>

You can log a ticket and a support technician can assist you further.

If you are still struggling with your extension, submit a request via **support@fmeextensions.com**

Customization

If you have requirements that are not covered by our extension and you need to have our extension customized, feel free to email us with detailed requirements at support@fmeextensions.com

You can also fill out a [Request for Quote](#) form here and we can get back to you with a quote: **<http://www.fmeextensions.com/quickrfq>**

Need a New Custom Extension?

We can build a new extension based on your custom requirements if needed. Feel free to email us at **info@fmeextensions.com**