



**FME EXTENSIONS**



**EXTENSION FOR MAGENTO 2**

**USER GUIDE**



## INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors, and others of **Store FAQs & Product Questions** Extension for Magento 2. 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.

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



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## USER GUIDE

After installation of the extension, make sure the setup is upgraded and static-contents are deployed. Login to the admin panel and flush your Magento cache storage.

## HOW TO CONFIGURE THE EXTENSION

At the back end, go to **STORES > Configurations**. Here you will find the following settings:

### FAQS PAGE SETTINGS

- **Enable Module:** Enable/Disable the Advanced FAQs module
- **Page Title:** Enter title for FAQs page
- **Identifier:** Enter FAQs page identifier
- **Meta Keywords:** Enter meta keywords for FAQs page
- **Meta Description:** Enter the meta description for FAQs page
- **Display Selected Topics:** Options to display selected or all topics on the main page
- **Number of Questions:** Show the number of selected questions with each category (**Hint:** 0 for none)
- **Enable Read More:** Show/Hide read more link under a category
- **Enable Accordion:** Arrange Topics & FAQs in accordion style on the block
- **Visible Answer Length:** Set visible answer length (**Note:** maximum length of the answer, visible for listing pages (0 for default length))



**FME EXTENSIONS** ^

Product Faqs

### Faqs Page Settings

**Enable Module** [store view] Yes

**Page Title** [store view] Faqs

**Identifier** [store view] faqs

**Meta Keywords** [store view] Faqs

**Meta Description** [store view] Faqs

**Display Selected Topics** [store view] Yes

**Number of Questions** [store view] 5

**Enable Read More** [store view] Yes

**Enable Accordion** [store view] Yes

**Visible Answer Length** [store view]

## PRODUCT FAQs

- **Enable:** Option to Enable/Disable the Product FAQs
- **Heading/Title:** Enter a title or heading for Product FAQs page
- **Sort By:** Sort Product questions by:
  - Latest
  - Ascending Order
  - Descending Order
- **Enable Ask Question:** Option to Enable/Disable the 'Ask a Question' button



- **Allowed Customers:** Option to allow customers to ask questions:
  - All
  - Only Guests
  - Only Registered
  - None
  
- **Open Question Form:** Choose the way the question form will open:
  - Popup
  - Slide

### Product Faqs

<b>Enable</b> <small>[store view]</small>	<input type="text" value="Enable"/>	▼
<b>Heading/Title</b> <small>[store view]</small>	<input type="text" value="Product FAQs"/>	
<b>Sort By</b> <small>[store view]</small>	<input type="text" value="Latest"/>	▼
<b>Enable Ask Question</b> <small>[store view]</small>	<input type="text" value="Enable"/>	▼
<b>Allowed Customers</b> <small>[store view]</small>	<input type="text" value="All"/>	▼
<b>Open Question Form</b> <small>[store view]</small>	<input type="text" value="Popup"/>	▼



## FAQS ANSWER SETTINGS (PRODUCT PAGE)

- **Enable Add Answer:** Option to allow the customers to answer the existing product FAQs
- **Allowed Customers To Answer:** Option to select the customers that are allowed to answer the questions:
  - All
  - Only Guests
  - Only Registered
  - None
- **Enable Likes / Dislikes:** Enable/Disable the Thumbs Up/Down options for the customers
- **Likes/Dislikes Allowed Customers:** Option to select the customers that are allowed to like/dislike the answers:
  - All
  - Only Guests
  - Only Registered
  - None

### Faq Answer Settings (Product Page)

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



## FAQS RATINGS

- **Enable Rating:** Option to Enable/Disable the FAQs rating on the frontend
- **Allow FAQs Rating:** Options to allow FAQs rating for:
  - All
  - Only Guests
  - Only Registered
  - None

### Faqs Rating

**Enable Rating**  
[store view]

**Allow Faqs Rating**  
[store view]   
All  
Only Guests  
Only Registered  
None





## FAQS BLOCK SETTINGS

- **FAQs Block:** Option to Enable/Disable the FAQs block
- **FAQs Search Block:** Option to Enable/Disable the FAQs search block
- **Maximum Number of Topics Displayed in Block:** Specify the maximum number of topics to show in one block i.e. 1,2,3 etc.
- **Tags Block:** Option to Enable/Disable the tags block
- **Maximum Tags to Show in Block:** Specify the maximum number of tags to show in one block i.e. 1,2,3 etc. (**Hint:** Set 'empty' or '0' to show all tags)

### 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	



## EMAIL OPTIONS

- **Send Emails To:** Enter an email address of the notification receiver, whenever a question is asked, an email notification is sent to the given email address.
- **Reply Email Template:** Select the email template for the reply notification. An email template is chosen based on theme fallback when the "Default" option is selected.
- **Email Sender:** Select the sender of the email:
  - **General Contact**
  - **Sales Representative**
  - **Customer Support**
  - **Custom Email 1**
  - **Custom Email 2**
- **Email Template:** Select the email template for the FAQs notification. An email template is chosen based on theme fallback when the "Default" option is selected.
- **Answer Email Template:** Select the email template for answer email notification. An email template is chosen based on theme fallback when the "Default" option is selected.



### Email Options

Send Emails To <small>[store view]</small>	<input type="text" value="admin@example.com"/>
Reply Email Template <small>[store view]</small>	<input type="text" value="Reply Template (Default)"/> ▼
Email Sender <small>[store view]</small>	<input type="text" value="General Contact"/> ▼
Email Template <small>[store view]</small>	<input type="text" value="Product Faqs (Default)"/> ▼
Answer Email Template <small>[store view]</small>	<input type="text" value="Answer Template (Default)"/> ▼

## GOOGLE CAPTCHA KEYS (reCAPTCHA V2)

- **Enable:** Option to Enable/Disable the Google reCaptcha on “Ask a Question” form
- **Google Captcha Site Key:** Enter the Google Captcha site key. Get the key from <https://www.google.com/recaptcha/admin>
- **Google Captcha Secret Key:** Enter the Google Captcha secret key. Get the key from <https://www.google.com/recaptcha/admin>

### Google Captcha Keys (reCAPTCHA v2)

Enable <small>[store view]</small>	<input type="text" value="Yes"/> ▼
Google Captcha Site Key <small>[store view]</small>	<input type="text" value="6LdlAmYUAAAAAKq7xmkQRMynf3FiGjx-71_Ks6Wv"/>
Google Captcha Secret Key <small>[store view]</small>	<input type="text" value="6LdlAmYUAAAAAIzwp65ieOPAtpGxoxuJpdpK6QcK"/>



## SEO

- **URL Suffix:** Enter URL suffix for FAQ's main page and detail pages.

A screenshot of a configuration panel titled "SEO". It contains a label "URL Suffix" with a sub-label "[store view]" below it. To the right is a text input field containing ".html".

SEO

URL Suffix  
[store view] .html

## AJAX LOADER IMAGE FOR PRODUCT PAGE

- **Choose Image:** Upload Ajax loader image for all the product pages

A screenshot of a configuration panel titled "Ajax Loader Image for Product Page". It features a sub-label "[store view]" and a "Choose File" button. To the right of the button, the text "No file chosen" is displayed.

Ajax Loader Image for Product Page

[store view] Choose File No file chosen



## HOW TO MANAGE TOPICS

At the back end, go to **FME EXTENSIONS > Manage Topics**. Here you will find the list of all the topics in a grid. You can **Edit/Delete** any rule here, click on the **Add New** button to continue.

Manage Faq Topics

Filters | Default View | Columns

Actions | 6 records found | 20 per page | 1 of 1

ID	Title	Image	Identifier	Store View	Status	Created	Action
1	General		general	All Store Views	Enable	May 16, 2016 12:10:02 PM	Select Edit Delete
2	Pricing		pricing	All Store Views	Enable	May 16, 2016 12:10:52 PM	Select
3	Quality		quality	All Store Views	Enable	May 16, 2016 12:12:54 PM	Select

Here you have to provide the following information.

- **Title:** Enter a title for the topic
- **Identifier:** Provide a URL Identifier for the topic
- **Sort Order:** Specify the sort order of the topic
- **Topic Image:** Upload an image for the topic
- **Show on Main Page:** Option to Enable/Disable the topic to display on the main page
- **Enable Topic:** Option to Enable/Disable the topic
- **Store View:** Specify which store view the topic will be active on



### New Topic

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

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**



## HOW TO MANAGE FAQs

At the back end, go to **FME EXTENSIONS > Manage FAQs**. Here you will find the list of all the FAQs in a grid. You can **Edit/Delete** any rule here, click on the **Add New** button to continue.

ID ↓	<input type="checkbox"/>	Question	Products	Total Answers	Rating	Status	Show on main page	Author	Date	Action
1	<input type="checkbox"/>	How Many Colors is Fusion Backpack Available?	Fusion Backpack	1	5	Enable	Yes	admin	Feb 14, 5:56:51	Select ▲ Edit
2	<input type="checkbox"/>	How much time will the Fusion Backpack to ship?	Fusion Backpack	1	5	Enable	Yes	admin	Feb 14, 5:58:13	Delete

Here you have to provide the following information.

- **Question:** Provide questions for the FAQs. You can add questions under any topic.
- **Identifier:** Provide a URL identifier
- **Select Topic:** Choose a topic for the FAQ:
  - Quality
  - Refund Policy
  - Product FAQs
- **Show on Main Page:** Select 'Yes' or 'No' to show the FAQ on the main page
- **Tags:** Add tags to the FAQ for search purposes
- **Enable FAQ:** Option to Enable/Disable the FAQ
- **Sort Order:** Specify the sort order



## New Faqs

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

Question \*

Identifier

Select Topic \*  ▼

Show on main page \*  ▼

Tags

Author

Enable Faq  Yes

Sort Order






## ANSWERS

Click on the 'Add New Answer' button to add a new answer.

- **Description:** Enter an answer for the FAQ
- **Like/Dislike:** Option to like/dislike the answer
- **Enable:** Option to Enable/Disable the answer

Answers


Add new answer

	Answers	Likes	Dislikes	Author	Enable	Actions
☰		0	0	admin	<input checked="" type="checkbox"/> Yes	<a href="#" style="color: #007bff; text-decoration: none;">Remove</a>



## ATTACH PRODUCTS

Select products that you want to attach to the FAQ. You can attach any question to any product. (**Note:** Questions without answers are allowed to show on the frontend when their status is 'Enabled')

### Attach With Products

Search

Reset Filter

<

1

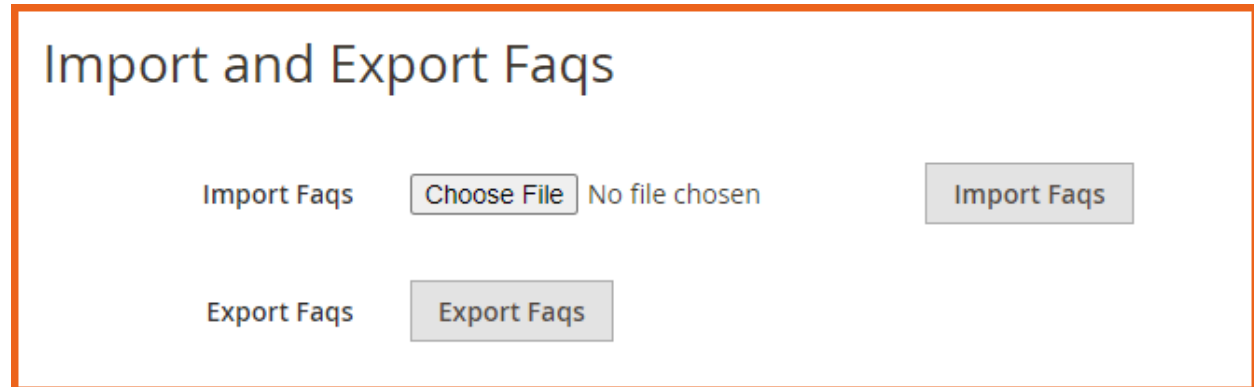
of 10
>

	Product ID ↑	Name	Sku	Price	Position
Any ▾	<input type="text" value="From"/> <input type="text" value="To"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="From"/> <input type="text" value="To"/>	<input type="text" value="From"/> <input type="text" value="To"/>
<input type="checkbox"/>	2046	Erika Running Short	WSH12	\$45.00	<input type="text"/>
<input type="checkbox"/>	2030	Ina Compression Short	WSH11	\$49.00	<input type="text"/>
<input type="checkbox"/>	2023	Ana Running Short	WSH10	\$40.00	<input type="text"/>



## HOW TO IMPORT/EXPORT FAQs

At the back end, go to **FME EXTENSIONS > Manage Import/Export**. Here you will find the options to import or export FAQs as shown below.





## FRONTEND

### STEP 1: ASK QUESTION

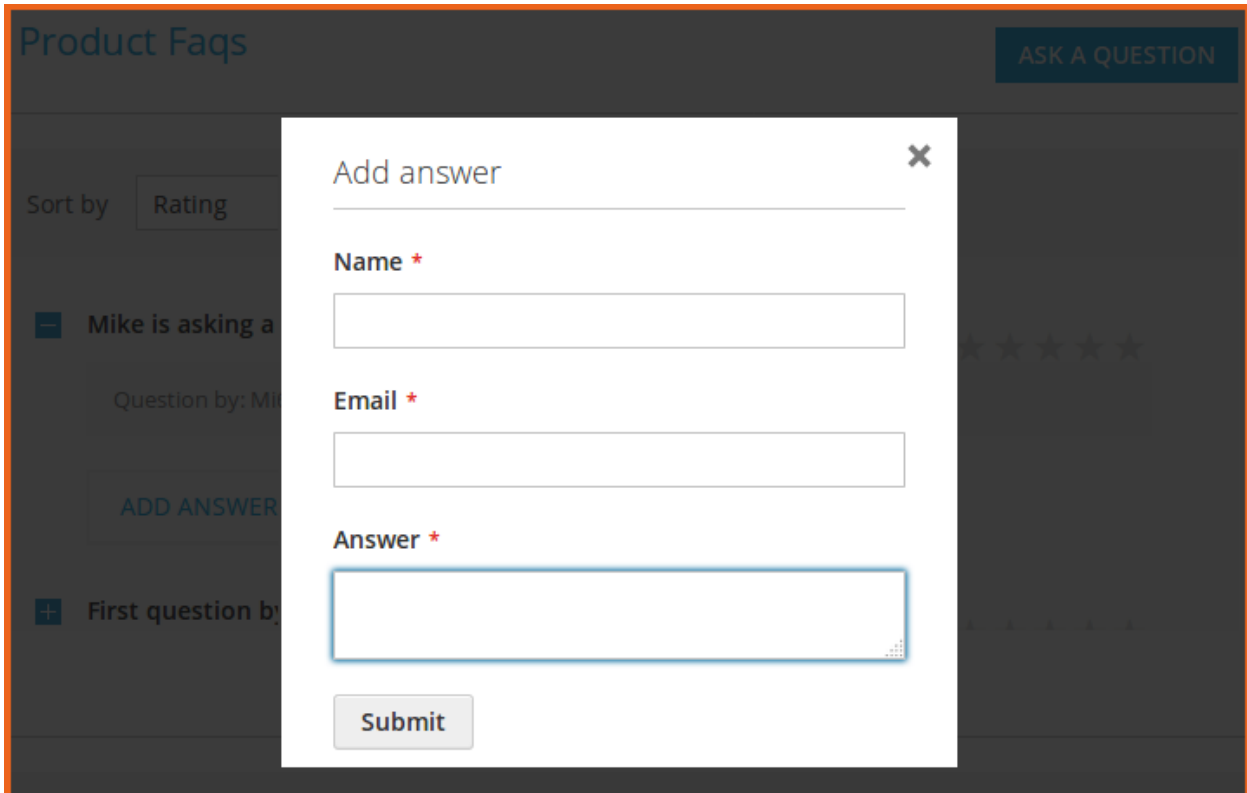
On the frontend demo for any product, your allowed customers can click on the 'Ask a Question' button and a popup will appear. Here they can add their required information.

A screenshot of a web application's 'Ask a Question' popup form. The form is enclosed in a white box with an orange border. At the top left, the title 'Ask a Question' is displayed in a dark grey font, and at the top right is a close button represented by a grey 'X' icon. Below the title is a horizontal separator line. The form contains three required fields, each labeled with a bold black text and a red asterisk: 'Name \*', 'Email \*', and 'Question \*'. The 'Name' field is a text input containing 'User Guide'. The 'Email' field is a text input containing 'userguide@userguide.com'. The 'Question' field is a larger text area containing 'User Guide Example'. At the bottom left of the form is a grey 'Submit' button. A small grid of dots is visible in the bottom right corner of the text area.



## STEP 2: ADD ANSWERS

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





### STEP 3: TOPICS/FAQS LISTING

Now the question will appear in the selected topic e.g. 'Quality'. You can change the answer, topic, and other things by going back to the backend demo.

## Quality

**- User Guide Example**  
Answer

★ ★ ★ ★ ★

**+ It is a long established fact that a reade ?**

**+ HI HELLO HI HELLO**

### FAQs

Click on the Faq's topic:

- Quality
- General
- Refund Policy
- Terms
- [View all topics](#)



## DISCLAIMER

It is highly recommended to back up 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.**