



Advanced FAQs



- ❖ Version Number: 1.0.0
- ❖ Release Date: 2nd September, 2016
- ❖ Platform: Magento® Community Edition
- ❖ Magento® Community Compatibility Version:
 - 2.1.x

Download Link:

[FAQ Extension for Magento® 2](#)

This is the Advanced FAQs Extension user guideline for Magento® 2. This guide is here to help you in setting the extension in your Magento® based store.

The user guide includes introduction to the Advanced FAQs Extension and configuration steps of the basic settings for your store. It is not only created for the use of developers but the store owners, business and others can also get to know about this extension for Magento® 2 and take the advantage of its features.

If you have a specific question on an element within Magento®, you can always contact M-Connect Media's developer team and we will provide with the customization solution and Support to answer your questions.

About Advanced FAQs Extension

Do you think that most of your customers have some of the same queries or questions about your products and services? And are you tired of answering the same question again and again?

Advanced FAQs extension for Magento® 2 is the solution for this. It helps you create the most common or particular questions and their answers effectively and arrange them in a category. This make customers to search for the answers to their questions more effectively.

This gives a quick access to the customer's questions and their answers without much efforts.

Updates, Comments and Suggestions

We at M-Connect Media with the team of Magento® Certified Developers believe that it is the right of every customer to get the right Magento® solutions to their problems. We try to address every possible query asked by our customers along with taking a note of their suggestions.

For more information on our Magento® and eCommerce services, you can anytime contact us at support.mconnectmedia.com

Features of the Extension

The '**Advanced FAQs Extension**' supports the following features:

- ❖ Offers a category for the questions in the FAQ section.
- ❖ Mobile Friendly design
- ❖ Answers for questions related to products, services and policies.
- ❖ Set the number of questions per page.
- ❖ Show the questions and answers in a collapsible panel.
- ❖ Eliminates the loading of page when you select a FAQ category.
- ❖ Search any particular question within the FAQ page with the search box
- ❖ Choose to show the FAQ for products
- ❖ Option to set the FAQ toggle speed in milliseconds.

Benefits of Extension

- ❖ Easy to install and manage the extension from the backend.
- ❖ Customers can search the answers as per the category of questions.
- ❖ Saves the time for navigation and search.
- ❖ Customers can also search the questions with answers through the popular tags under the category on FAQ page

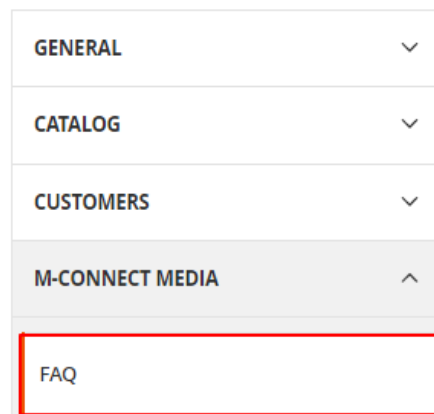
Configuration

To know how to install the 'FAQ' extension visit our **video** section or you can also read our **installation guide**.

Before you proceed with using the extension, you need to do the configuration of the extension as shown below:

1. Navigate to **Stores > Configuration > M-Connect Media > FAQ** in your Magento® 2 Admin Panel.

Configuration



2. **Settings** Screen opens. Here, you will be able to configure different forms for your store.

General Setting

Save Config

Enable/Disable FAQ
[store view]

Yes

FAQ Page Title
[store view]

Default Page Title is: FAQs

Add FAQ Search
[store view]

Yes

Search box placeholder
[store view]

Default Placeholder is: Search FAQ

Enable for Product
[store view]

Yes

Enable Side Bar
[store view]

Yes

No. of questions per page
[store view]

10

FAQ toggle speed
[store view]

500

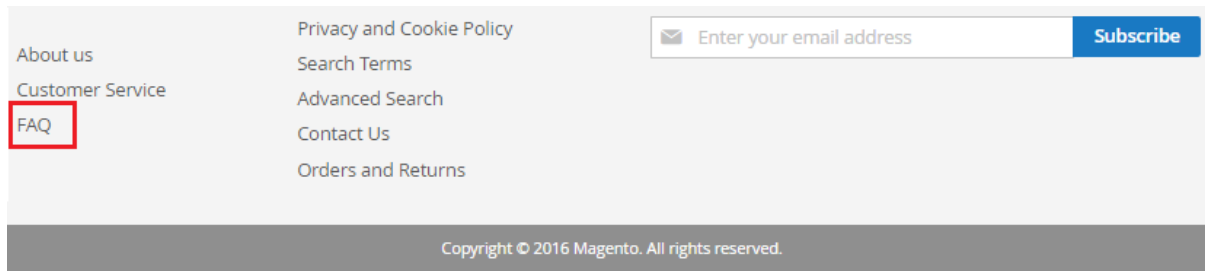
In milliseconds. Default is: 500

- ❖ **Enable/Disable FAQ:** Select yes to enable this extension on your store front.
- ❖ **FAQ Page Title:** You can give a title to the page for FAQs from this field of the settings. The default title for the page will be FAQs, if this field is left blank.
- ❖ **Add FAQ search:** Enable or disable the search option on your FAQ pages. Your customers can find the answers by typing the specific keywords or the whole question in the search box.
- ❖ **Search box placeholder:** You can give the search box a statement which will appear inside the search box. The default placeholder is **Search FAQ**.
- ❖ **Enable for Product:** Select yes to activate the FAQ page for the products of your store.
- ❖ **Enable Side bar:** Select yes to enable the side bar on the FAQ page.
- ❖ **No. of questions per page:** Define the number of questions to appear on each page of FAQ section.
- ❖ **FAQ toggle speed:** Set the toggle speed in milliseconds for the FAQ page from this field. The default toggle speed is 500 milliseconds.

3. Click on '**Save Config**' to save the configuration settings.

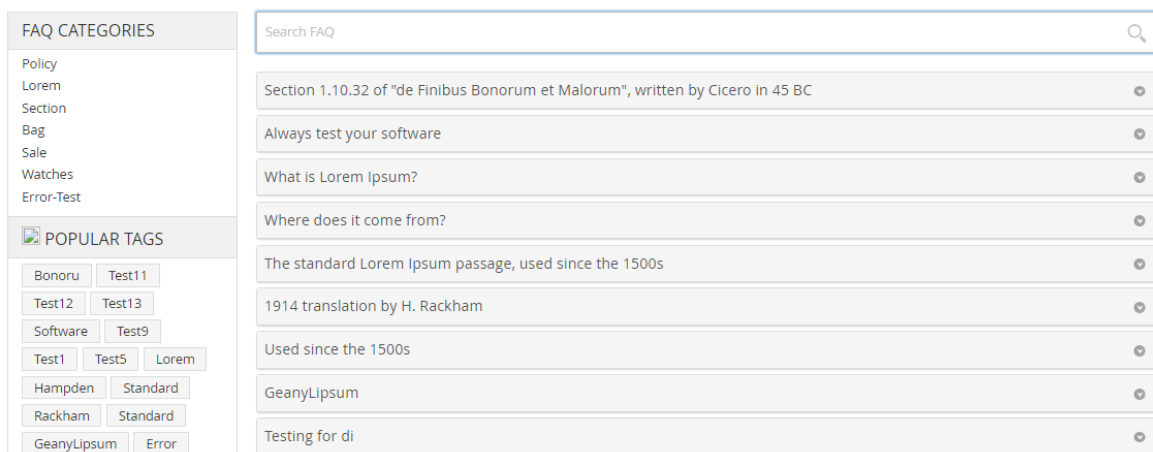
Take a look of the extension effects at the storefront:

You can find the FAQ page option at the bottom of every webpage:

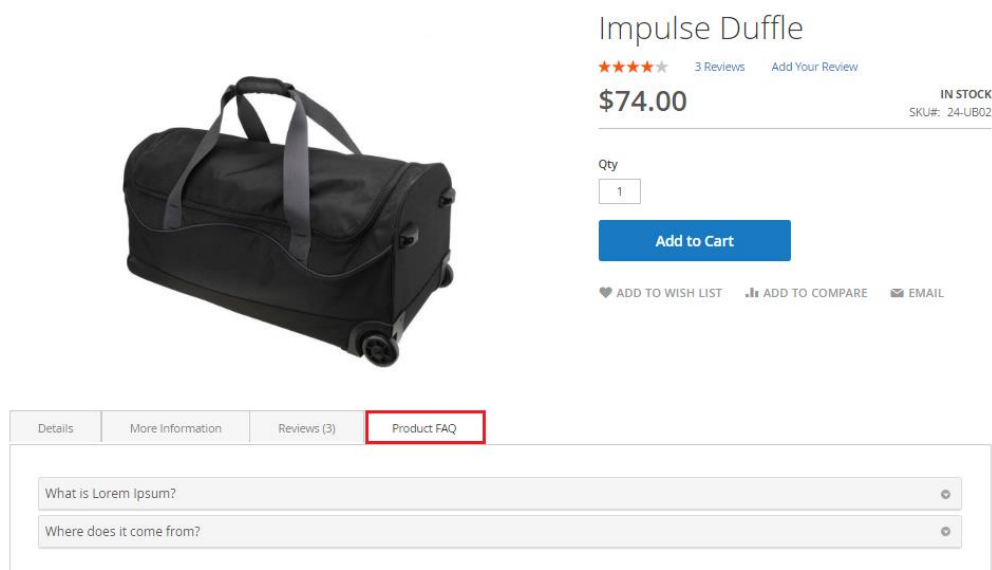


FAQ page opens once you click on the above FAQ option from any of your webpage. It shows category, tags, search box and defined number of questions on every FAQ page.

FAQs

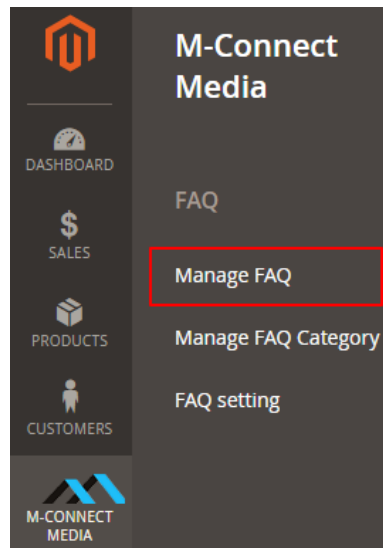


The FAQ section on the product details page:



How to create FAQ and its Answers?

1. Navigate to **M-Connect Media > Manage FAQ**.



2. Click on 'Add new FAQ' button.

FAQ Add New FAQ

Filters Default View Columns

Actions 9 records found 20 per page 1 of 1

ID	Title	Category	Status	Action
1	Section 1.10.32 of "de Finibus Bonorum et Malorum", written by Cicero in 45 BC	Watches	Enabled	Select
2	Always test your software	Policy	Enabled	Select
3	What is Lorem Ipsum?	Bag	Enabled	Select

3. **Manage FAQ** screen opens.

Save and Continue Edit Save

FAQ Information

Title *

Description Show / Hide Editor Insert Widget... Insert Image... Insert Variable...

FAQ Category Policy

Faq's Tags Separate tags with commas

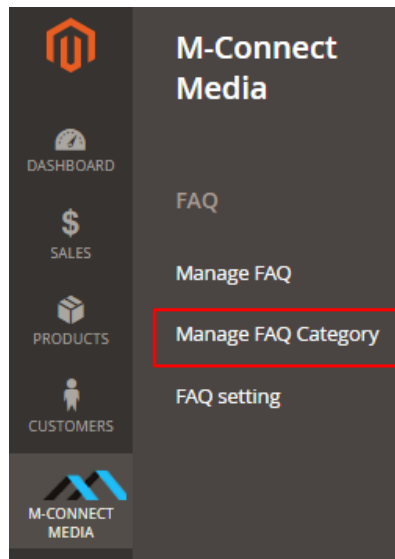
Status Disable

Sort Order

4. Fill up the fields given on the new FAQ page such as Title, assign category, mention tags, enable/disable the status and give the sort order.
5. Once you have filled all the fields, click on '**Save**' button.

How to add categories for FAQ in admin panel?

1. Navigate to **M-Connect Media > Manage FAQ Category**.



2. Click on 'Add new FAQ Category' button.

FAQ Category Add New FAQ Category

Filters Default View Columns

Actions 7 records found 20 per page 1 of 1

ID	Name	Sort Order	Status	Action
4	Policy	4	Enabled	Select
5	Lorem	5	Enabled	Edit
10	Section	6	Enabled	Delete

3. **Manage FAQ category** screen opens.

Manage FAQ Category Save FAQ Category

FAQ CATEGORY INFORMATION
General Information

FAQ Category Information

Name *

Sort Order *

Status Disable

4. Give the name to the new Category, define the sort order and then enable/disable the status of this category.
5. Click on 'Save FAQ category' button.

Personalize Your Dream Store with M-Connect Media

The customization of our extensions for Magento® 2 and an eCommerce store is an inevitable step during progression. The look and feel which you wish to have on your store and to give your customers can only be achieved in a customized way.

We have a team of highly proficient, experienced and Magento® Certified Developers. The team is equipped with the latest technologies and creative mind to serve you effectively and as per your expectation.

We believe that every business should have all the required basic solutions. Therefore, we dedicate our time in designing and developing to provide special and efficacious solutions to every eCommerce business requirements.

If you have any Magento® or eCommerce project in mind, then let's discuss it with the Magento® and eCommerce experts we have. Have a look at our expert services:

- ❖ [Development of Magento® 2 based Website](#)
- ❖ [Extension Development for Magento® 2](#)
- ❖ [Web Design with Magento® 2 platform](#)

Support

We provide [support services for Magento®](#) which includes maintenance, tech support, upgrade, server optimization, code audit, backup, Malware and Anti-virus Scans and Investigations and hacking protection for your web store.

Suggestions/Queries

With everything or a rather new thing, you have some doubts or queries which need to be sorted out. If you have any queries or even suggestions related to Magento® or eCommerce development, you can anytime write to us at cs@mconnectmedia.com

Installation Support

Performing the installation of extensions for Magento® is not an easy task due to its complex nature. If you are facing issues with any our extensions developed in Magento® platform, we will assist you in installing the extension to save your precious time and efforts.

If our extension isn't working on your store, then we will provide our support services free of cost. However, if any other existing extension or functionality conflicts with our extension, then we charge a fee to provide the support service.

Contact Us

M-Connect Media is one of the reputed and Award winning Company with End-to-End eCommerce Solutions in Magento® platform

With around 700+ websites designed and approx. 70+ Extensions developed in Magento® platform

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