

FAQ Manager



Installation/User Guide

Installation Process:

Note: Please take a backup of your all Magento files and database before installing or updating any extension.

Extension Installation:

- Download the FAQ Manager extension .ZIP file from the Magento account.
- Log in to the Magento server (or switch to) as a user, who has permission to write to the Magento file system.
- Create folder structure **/app/code/Solwin/Ourfaq/** to your site root directory
- Extract the contents of the .ZIP file to the folder you just created
- Navigate to your store root folder in the SSH console of your server:
- Run upgrade command as specified : **php bin/magento setup:upgrade**
- Run deploy command as specified : **php bin/magento setup:static-content:deploy -f**
- Clear the cache either from the admin panel or command line **php bin/magento cache:clean**
- Now, you can see the Solwin menu in the admin panel. Please go to **Solwin -> FAQ Manager -> Configuration** and select **Enable** to Yes.
- Change/Set all other options as per your requirements and save settings.

Overview:

The FAQ Manager Magento 2 extension allows users to ask questions to the store owner, And the store admin can answer it from the store admin. The FAQ Manager Magento 2 extension helps the store owner to manage FAQs. Customers have always lots of questions in mind before purchasing products and store owners are not always available there to answer these questions. Do not lose them just because of some questions unanswered. The FAQ Manager Magento 2 extension will the store admin to add questions and answers and list them on the front-end under a particular category.

With the help of The FAQ Manager Magento 2 extension, the store owner can set its FAQ page with a list of categories and questions with answers without any technical knowledge. Categories listing on tabs and questions-answer are display in accordion style which don't take much space on the front end. Using WYSIWYG editor on the admin control panel the admin can provide style to answer the questions. The store admin is also able to add Youtube and Vimeo line with an answer. The customers can

also search FAQ by Tags and categories. The store admin can setup Latest FAQ, FAQ Categories, and FAQ Tags in the sidebar.

Key Features:

The Extension provides blow features:

- Easy to install and manage.
- It comes with a user-friendly interface. Display FAQs using accordion on the front-side. Also, displays Most Frequently Asked Questions on the sidebar.
- It comes with a fully responsive design.
- Easily manageable from the admin control panel. Option to enable/disable and contain rich configuration options to configure the extension from the configuration area.
- Easy Management of FAQ categories from the admin control panel.
- Allows to setting FAQ Limit in a sidebar block.
- Allows to add and display various tags for FAQ.
- It offers better customer communication.

Admin control panel:

In the store admin control panel from **Solwin >> FAQ Manager >> Configuration** menu, FAQ Manager Magento 2 extension allows the store owners to enable or disable the module in the store and provides more configuration options for FAQ(s).

General Settings:

General

Enable <small>[store view]</small>	<input type="text" value="Yes"/>
Select Yes to enable FAQ Manager extension	
FAQ List Page URL <small>[store view]</small>	<input type="text" value="faq.html"/>
Set Route For Module. Example: faq.html Then Your List Page URL Become Like {BaseUrl}/{Route_Name}	
FAQ URL Prefix <small>[store view]</small>	<input type="text" value="faq"/>
Set URL Prefix For Detail Page URL. Example: faq then Your Detail Page Url Will be {BaseUrl}/{URL_Prefix}/ /{URL_Key}	
FAQ URL Suffix <small>[store view]</small>	<input type="text" value=".html"/>
Set URL Suffix For Detail Page URL. Example: .html then Your Detail Page Url Will be {BaseUrl}/{URL_Key} {URL_Suffix}	
Add Toplink? <small>[store view]</small>	<input type="text" value="Yes"/>

- **Enable:** Yes | No.
- **FAQ List Page URL:** Enter a Url for the FAQ list page.
- **FAQ URL Prefix:** Enter a Url prefix for the FAQ view page.
- **FAQ URL Suffix:** Enter a Url suffix for the FAQ view page.
- **Add Toplink?:** Yes | No.

Add Footerlink? <small>[store view]</small>	<input type="text" value="Yes"/>
Top And Footer Link Title <small>[store view]</small>	<input type="text" value="FAQ"/> <small>Link Title display in toplinks or footerlinks at frontend.</small>
Short FAQ Text <small>[store view]</small>	<input type="text" value="Relax while we solve your problems."/> <small>Set Short FAQ Text That Will shows Under Title.</small>
Category List Limit <small>[store view]</small>	<input type="text" value="5"/> <small>Show limited Category per page</small>
Category Page Dropdown Limit <small>[store view]</small>	<input type="text" value="5,10,15"/> <small>Enter value separated by comma</small>
FAQ List Page Display <small>[store view]</small>	<input type="text" value="Simple"/>
FAQ List Limit <small>[store view]</small>	<input type="text" value="5"/> <small>Show limited faqs per page</small>
FAQ Page Dropdown Limit <small>[store view]</small>	<input type="text" value="5,10,15"/> <small>Enter value separated by comma</small>

- **Add Footerlink?:** Yes | No.
- **Top And Footer Link Title:** Enter title for top and footer link.
- **Short FAQ Text:** Enter short FAQ text that will appear under the title.
- **Category List Limit:** Set the FAQ category list limit.
- **Category Page Dropdown Limit:** Set category page category dropdown limit.
- **FAQ List Page Display:** Simple | Accordion.
- **FAQ List Limit:** Set limit for the FAQ list.
- **FAQ Page Dropdown Limit:** Set a dropdown limit for the FAQ category page.

Sidebar Settings

Sidebar Setting ↶

Display On Sidebar [store view] ▼

Sidebar Title [store view]
Title of Most Frequently Asked Questions shown on sidebar

Number Of Questions On Sidebar [store view]
The number of Most Frequently Asked Questions shown on sidebar. If the value is empty or 0, default will be 5

Display Tags In Sidebar [store view] ▼

Tags Sidebar Title [store view]
Set Tags Sidebar title

Number Of Tags Shows On Sidebar [store view]
Set Number Of Tags Shows On Sidebar

Display Category In Sidebar [store view] ▼

Category Sidebar Title [store view]
Set Category Sidebar title

Number Of Categories Shows On Sidebar [store view]
Set Number Of Categories Shows On Sidebar

- **Display On Sidebar:** Yes | No.
- **Sidebar Title:** Enter title for a sidebar widget.
- **Number Of Questions On Sidebar:** Set limit of question on the sidebar widget.
- **Display Tags In Sidebar:** Yes | No.
- **Tags Sidebar Title:** Enter title for a tag sidebar widget.
- **Number Of Tags Shows On Sidebar:** Set tag item limit for a sidebar widget.
- **Display Category In Sidebar:** Yes | No.
- **Category Sidebar Title:** Enter title for FAQ category sidebar widget.
- **Number Of Categories Shows On Sidebar:** Set category item limit for a sidebar widget.

List Page Settings:

List Page Settings



Enable Ask Question <small>[store view]</small>	<input type="text" value="Yes"/>
Ask Question Button Name <small>[store view]</small>	<input type="text" value="Ask Question"/> <small>Set Ask Question Button Name</small>
Enable Search On List Page <small>[store view]</small>	<input type="text" value="Yes"/>
List Page Title <small>[store view]</small>	<input type="text" value="FAQ"/> <small>Set Title For List Page.</small>
Meta Keyword <small>[store view]</small>	<input type="text"/> <small>Set Meta keyword For List Page.</small>
Meta Description <small>[store view]</small>	<input type="text"/> <small>Set Meta Description For List Page.</small>

- **Enable Ask Question:** Yes | No.
- **Ask Question Button Name:** Enter ask question button name.
- **Enable Search On List Page:** Yes | No.
- **List Page Title:** Enter title for the list page.
- **Meta Keyword:** Enter the meta keyword for the list page.
- **Meta Description:** Enter the Meta description for the list page.

Google reCaptcha Key:

Google reCaptcha Key



reCaptcha display at front side in Ask Question form.

Enable Google reCaptcha <small>[store view]</small>	Yes
Theme <small>[store view]</small>	Light
Site Key <small>[store view]</small>	
Secret Key <small>[store view]</small>	
Invalid Captcha Message <small>[store view]</small>	Invalid captcha. Please try again.

- **Enable Google reCaptcha:** Yes | No.
- **Theme:** Light | Dark.
- **Site Key:** Enter the site key of reCaptcha.
- **Secret Key:** Enter the secret key of reCaptcha.
- **Invalid Captcha Message:** Enter invalid captcha message.

Widget Setting:

Solwin FAQ Widget

1. Click on **Content >> Pages**.
2. Click on the "**Add New Page**" button and create a new page or open the existing page.
3. Go to the "**Content**" section and click on the "**Insert Widget...**" tab.

Edit Widget ✕

Cancel Save

Widget Type * Solwin FAQ Widget
Solwin FAQ widget

Widget Options

Title * Our FAQ

Select FAQ Categories *
Career
Policy
Newsletter Subscription
Offers
Customer Loyalty Program
Select FAQ Categories

FAQ List Limit * 10
Enter a positive digit.

- **Widget Type:** Select widget type “Solwin FAQ Widget”.
- **Title:** Enter title for widget.
- **Select FAQ Categories:** Select FAQ categories.
- **FAQ List Limit:** Set the FAQ list limit.

How To Configure:

To view FAQ(s) Categories, go to **Solwin >> FAQ Manager >> Manage Categories**.

Categories 🔍 33 👤 solwin

[Add New Category](#)

🔍
Filters
👁 Default View
⚙ Columns
📄 Export

Actions
5 records found

20 per page
 < 1 of 1 >

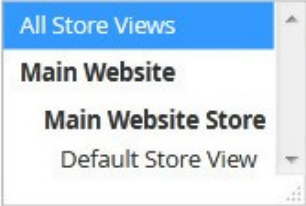
<input type="checkbox"/>	ID	Category Name	Sort Order	Status	Created	Modified	Action
<input type="checkbox"/>	1	Career	1	Enable	Oct 22, 2018 4:37:19 AM	Dec 18, 2018 12:47:50 AM	Select
<input type="checkbox"/>	2	Policy	2	Enable	Oct 22, 2018 4:38:01 AM	Dec 18, 2018 12:48:56 AM	Select
<input type="checkbox"/>	3	Newsletter Subscription	3	Enable	Oct 22, 2018 4:38:36 AM	Dec 18, 2018 12:49:42 AM	Select
<input type="checkbox"/>	4	Offers	4	Enable	Dec 21, 2018 4:14:28 AM	Dec 21, 2018 4:14:28 AM	Select
<input type="checkbox"/>	5	Customer Loyalty Program	5	Enable	Dec 21, 2018 4:16:03 AM	Dec 21, 2018 4:23:35 AM	Select

Click on **Add New Category** button to add a category like.

Category Information

Category Name *

URL Key
Empty to auto create url key

Store View *  ?

Description

Sort Order *
Display Category in specified sort order at a front side.

Status * ▼

- **Category Name:** Enter the category name.
- **URL Key:** Enter the unique URL key.
- **Store View:** Select the store view.
- **Description:** Enter the description of the category.
- **Sort Order:** Set category sort order.
- **Status:** Enable | Disable.

Meta Information

Meta Keyword

Meta Description

- **Meta Description:** Enter the meta description.
- **Meta Keyword:** Enter the meta keyword.

To view FAQ(s) list, go to **Solwin >> FAQ Manager >> Manage Faq.**

Faq List



 solwin

[Add New FAQ](#)



Filters

Default View

Columns

Export

20 records found

5

per page

<

1

of 4

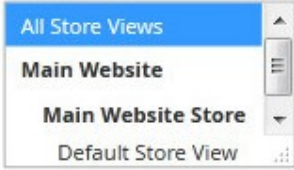

>


<input type="checkbox"/>	ID	Title	Category	Is Frequently Asked Question	Sort Order	Status	Created	Modified	Action
<input type="checkbox"/>	1	Why should I join Solwin Infotech?	Career	Yes	1	Enable	Oct 22, 2018 4:55:20 AM	Dec 20, 2018 11:28:59 PM	Select
<input type="checkbox"/>	2	To which countries does Solwin Infotech provide the services?	Career	Yes	2	Enable	Oct 22, 2018 4:56:13 AM	Oct 22, 2018 4:56:13 AM	Select
<input type="checkbox"/>	3	What are the growth opportunities for me?	Career	Yes	3	Enable	Oct 22, 2018 4:57:04 AM	Dec 20, 2018 11:34:19 PM	Select
<input type="checkbox"/>	4	Is it important to possess a degree for applying for a particular job?	Career	Yes	4	Enable	Oct 22, 2018 4:58:15 AM	Oct 22, 2018 4:58:15 AM	Select
<input type="checkbox"/>	5	Do you support your free products?	Policy	Yes	1	Enable	Oct 22, 2018 4:59:02 AM	Dec 20, 2018 11:34:40 PM	Select

Click on **Add New FAQ** button to add FAQ like.

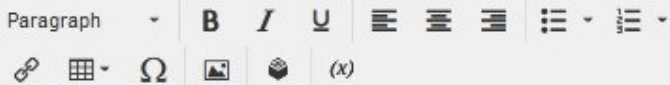
FAQ Information

Title *

Store View *  
All Store Views
Main Website
Main Website Store
Default Store View

Customer Group * 
NOT LOGGED IN
General
Wholesale
Retailer

Description

Paragraph 

Being one of the fastest growing web design and development company, Solwin Infotech offers great career opportunities to the employees. We provide several opportunities for professional growth of the individual. Come and be a part of our team to make your dreams come true!

POWERED BY TINY

Tags *

Add tags by comma separated.
Example: Fashion,Fun

- **Title:** Enter question title.
- **Store View:** Select the store view.
- **Customer Group:** Select customer group.
- **Description:** Enter the answer to the question.
- **Tags:** Enter multiple tags with comma-separated.

Category *

Is Frequently Asked Question *

If it will be set as yes then it will be displayed in the sidebar.

Show Video *

Choose Video Type *

Youtube Video URL *

Enter Youtube URL
Example: https://www.youtube.com/watch?v=CODPdy98e4c

Sort Order *

Display FAQ in specified sort order at a front side.

Status *

- **Category:** Select the FAQ category.
- **Is Frequently Asked Questions:** Yes | No.
- **Show Video:** Yes | No.
- **Choose Video Type:** Youtube URL | Vimeo URL.
- **Youtube/Vimeo Video URL:** Enter the URL of Youtube or Vimeo.
- **Sort Order:** Set sort order.
- **Status:** Enable | Disable.

Customer View:

In the front-end, customers can view the list of FAQ(s) categories and also search particular FAQ. Displays Most frequently asked questions, FAQ Categories & Tags in the sidebar.

FAQ

Relax while we solve your problems.

▸ Career
Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

▸ Policy
There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration

▸ Newsletter Subscription
The standard chunk of Lorem Ipsum used since the 1500s is reproduced below for those interested

Items 1 to 3 of 5 total

Show per page >

Most FAQs

1. Why should I join Solwin Infotech?
2. How can I subscribe to newsletter?
3. What skills are appreciated by your company?
4. Is it important to possess a degree for applying for a particular job?
5. To which countries does Solwin Infotech provide the services?

[View all faqs](#)

FAQ Category(s)

- Career
- Policy
- Newsletter Subscription
- Offers
- Customer Loyalty Program

FAQ Tags

Click on any category to view the list of FAQ(s).

Career

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.




- 1. Why should I join Solwin Infotech? +
- 2. To which countries does Solwin Infotech provide the services? +
- 3. What are the growth opportunities for me? +
- 4. Is it important to possess a degree for applying for a particular job? +

All FAQ(s) Category

Most FAQs

- 1. Why should I join Solwin Infotech?
- 2. How can I subscribe to newsletter?
- 3. What skills are appreciated by your company?
- 4. Is it important to possess a degree for applying for a particular job?
- 5. To which countries does Solwin Infotech provide the services?

FAQ tags archive page.

Home Women's  

Home > FAQ > Tag: 'career'

Tag: 'Career'

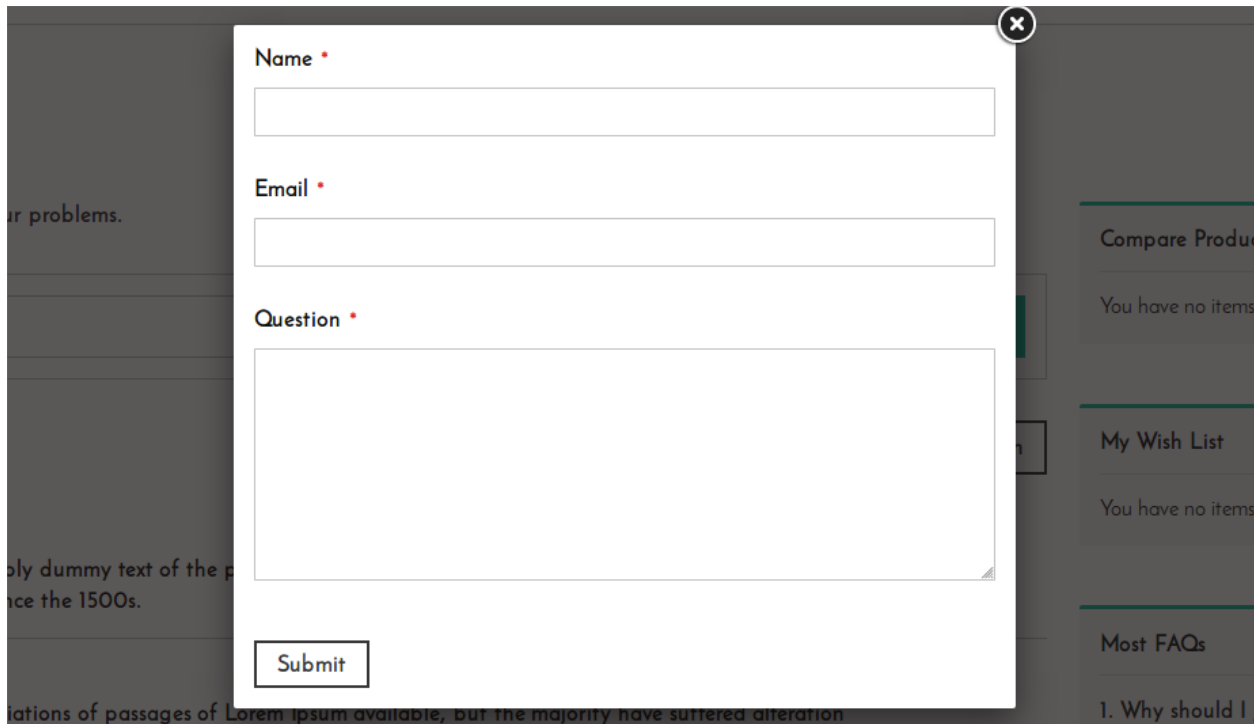
- 1. Why should I join Solwin Infotech? +
- 2. What are the growth opportunities for me? +

All FAQ(s) Category

Most FAQs

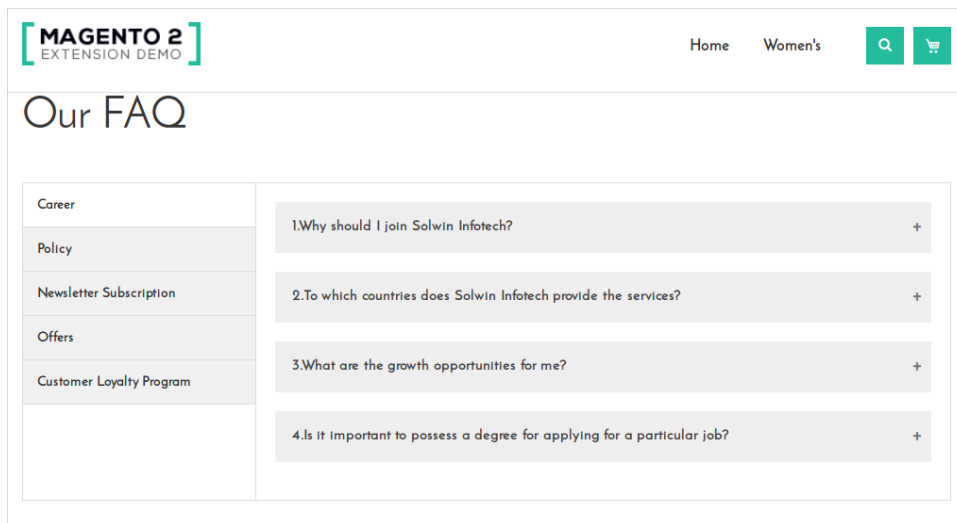
- 1. Why should I join Solwin Infotech?
- 2. How can I subscribe to newsletter?
- 3. What skills are

Customers can ask FAQ from FAQ Pop-up.



A screenshot of a pop-up form for asking an FAQ. The form is white with a dark border and a close button in the top right corner. It contains three input fields: 'Name', 'Email', and 'Question'. The 'Question' field is a larger text area. Below the fields is a 'Submit' button. The background shows a blurred view of a website with various sections like 'Compare Products', 'My Wish List', and 'Most FAQs'.

Widget Front View:



A screenshot of the 'Our FAQ' widget front view. The widget has a header with the 'MAGENTO 2 EXTENSION DEMO' logo, navigation links for 'Home' and 'Women's', and search and cart icons. Below the header is the title 'Our FAQ'. A sidebar menu on the left lists categories: Career, Policy, Newsletter Subscription, Offers, and Customer Loyalty Program. The main content area displays a list of four questions, each with a plus sign to its right, indicating they can be expanded. The questions are: 1. Why should I join Solwin Infotech?, 2. To which countries does Solwin Infotech provide the services?, 3. What are the growth opportunities for me?, and 4. Is it important to possess a degree for applying for a particular job?

[FAQ Manager](#)

[Live Demo](#)

Documentation:

[Online Documentation](#)

Support:

Do not hesitate to reach us in any case regarding this extension. Our team is ready to help you.

Visit our support portal and create a ticket.

support.solwininfotech.com