

FAQ

USER GUIDE

Version 1.0.0

Welcome to FAQ Extension for Magento 2 developed by Sparsh.

We have provided this guide to understand better use of the extension. We have tried to explain the basic functionality required by every Magento store.

This extension assists customers to find the common inquiries on the knowledge base and FAQ lists. The module allows the admin to add questions and answers and list them on the front end with Tabs / Categories.

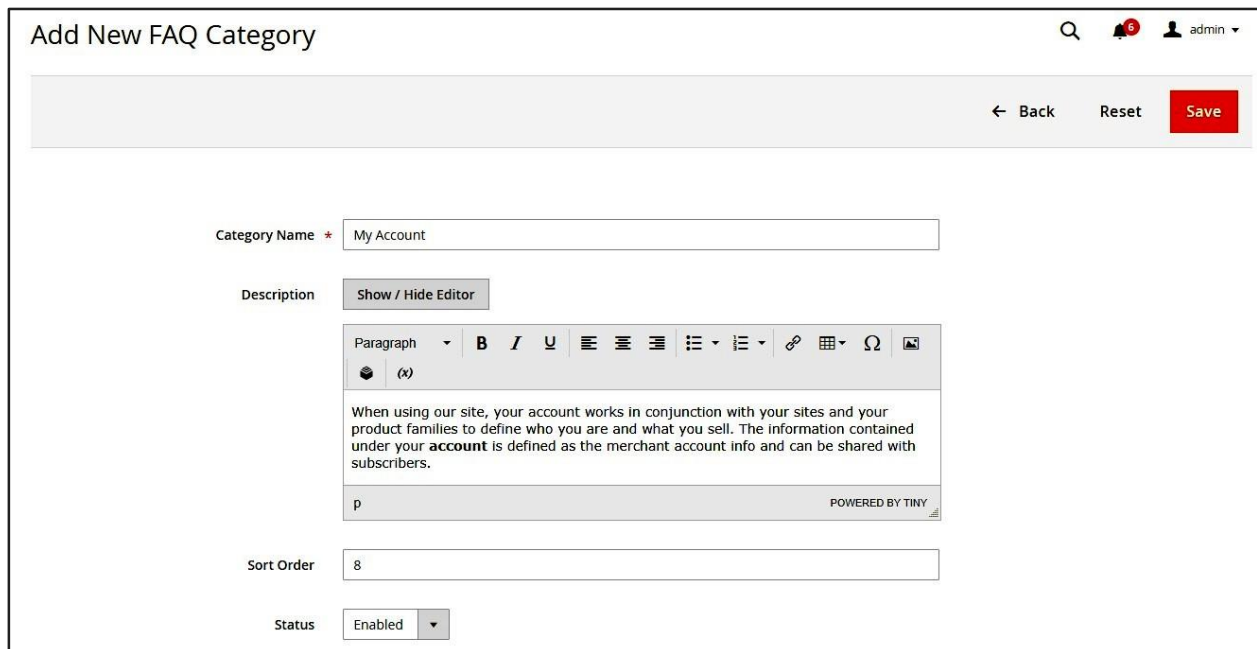
Every below steps helps to show FAQ on your site.

1. HOW TO ADD NEW FAQ CATEGORY

Go to [Magento 2 Admin] > Login > FAQ > Manage FAQ Category > Add New FAQ Category

Fill the form details to add a new FAQ Category:

- **Category Name:** Enter name of FAQ category.
- **Description:** Enter description of FAQ category.
- **Sort Order:** Position / Order to display categories on frontend. E.g. 0, 1, 2 ... It will be displayed in ascending order.
- **Status:** Status can be set as enabled or disabled according to requirements.



The screenshot shows the 'Add New FAQ Category' form in the Magento 2 Admin interface. The form includes the following fields and controls:

- Category Name ***: A text input field containing 'My Account'.
- Description**: A section with a 'Show / Hide Editor' button and a TinyMCE editor. The editor contains the text: 'When using our site, your account works in conjunction with your sites and your product families to define who you are and what you sell. The information contained under your **account** is defined as the merchant account info and can be shared with subscribers.'
- Sort Order**: A text input field containing '8'.
- Status**: A dropdown menu set to 'Enabled'.

At the top right of the form, there are navigation buttons: 'Back', 'Reset', and 'Save'.

2. MANAGE FAQ CATEGORY DETAILS

Go to [Magento 2 Admin] > Login > FAQ > Manage FAQ Category

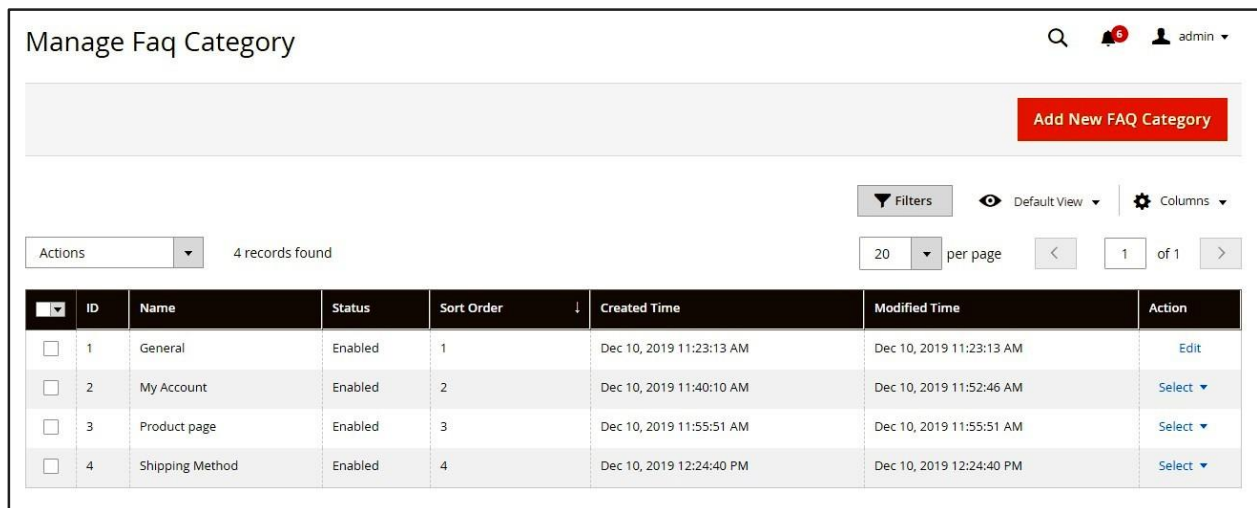
You can find all FAQ categories added here. FAQ Category grid has details like Name, Status, Created Time, Modified Time and Sort Order.

By Default, “General” category is added to the system which cannot be disabled / deleted. You can change category name according to your requirement and use it in frontend if needed.

In order to edit FAQ, choose the “edit” option in select dropdown of action column.

You can also filter them with different attributes like Name, Status, Created Time, Modified Time, and Sort Order etc...

You can make multiple categories enable/disable/delete simultaneously by using the Action dropdown at top.



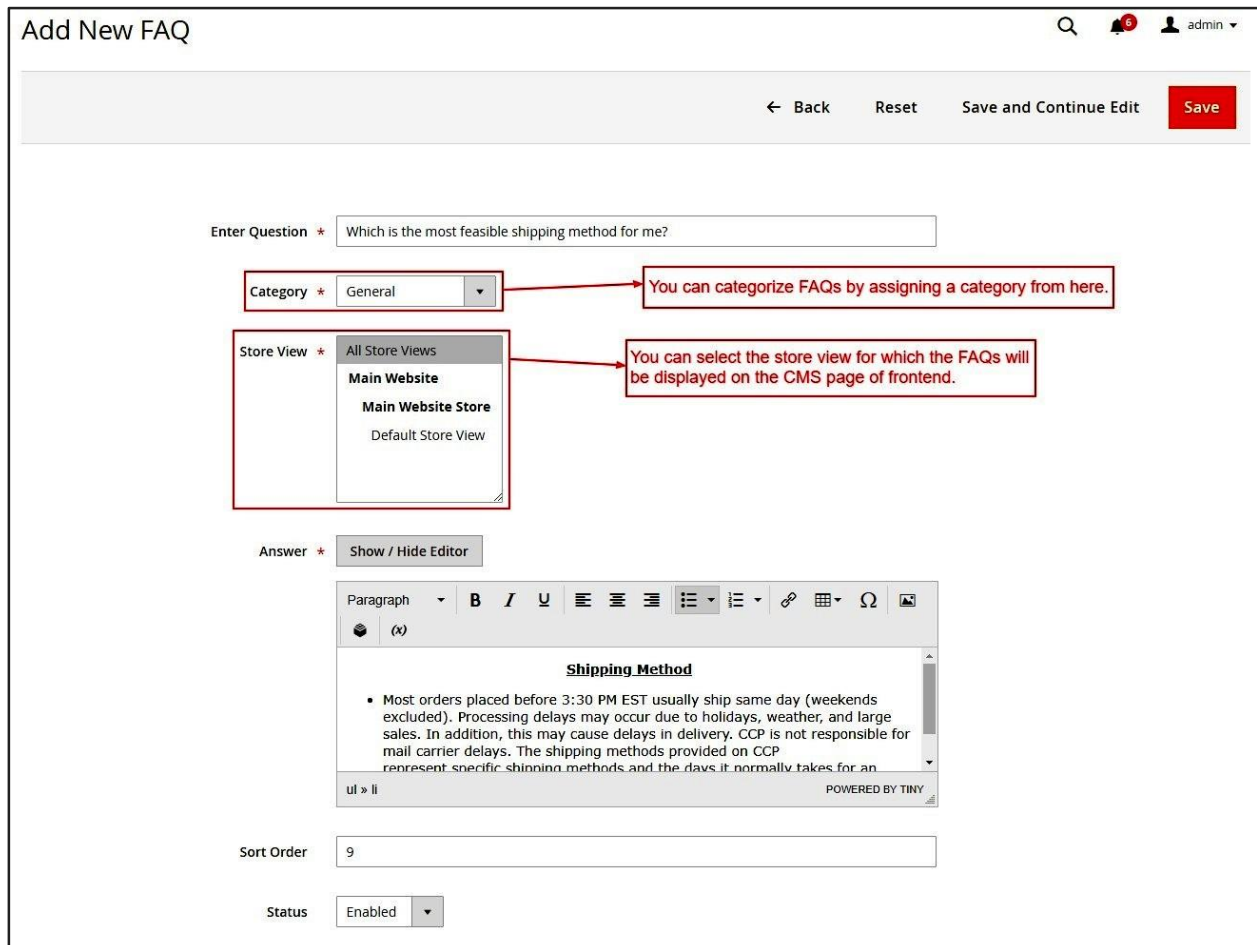
<input type="checkbox"/>	ID	Name	Status	Sort Order	Created Time	Modified Time	Action
<input type="checkbox"/>	1	General	Enabled	1	Dec 10, 2019 11:23:13 AM	Dec 10, 2019 11:23:13 AM	Edit
<input type="checkbox"/>	2	My Account	Enabled	2	Dec 10, 2019 11:40:10 AM	Dec 10, 2019 11:52:46 AM	Select
<input type="checkbox"/>	3	Product page	Enabled	3	Dec 10, 2019 11:55:51 AM	Dec 10, 2019 11:55:51 AM	Select
<input type="checkbox"/>	4	Shipping Method	Enabled	4	Dec 10, 2019 12:24:40 PM	Dec 10, 2019 12:24:40 PM	Select

3. HOW TO ADD NEW FAQ

Go to [Magento 2 Admin] > Login > FAQ > Manage FAQ > Add New FAQ

Fill the form details to add a new FAQ:

- **Enter Question:** Enter FAQ question.
- **Category:** Choose FAQ Category from the dropdown.
- **Store View:** Select store views for which FAQs will be shown.
- **Answer:** Enter FAQ answer
- **Sort Order:** Position / Order to display FAQs on front. E.g. 0, 1, 2 ... It will be displayed in ascending order.
- **Status:** Status can be set as enabled or disabled according to requirements.



The screenshot shows the 'Add New FAQ' form in the Magento 2 Admin interface. The form is titled 'Add New FAQ' and includes a search icon, a notification bell with a '6' badge, and a user profile icon labeled 'admin'. The form has a navigation bar with 'Back', 'Reset', 'Save and Continue Edit', and a red 'Save' button.

The form fields are as follows:

- Enter Question ***: A text input field containing the question: "Which is the most feasible shipping method for me?"
- Category ***: A dropdown menu currently set to "General". A red box highlights this field with an arrow pointing to a text box that says: "You can categorize FAQs by assigning a category from here."
- Store View ***: A multi-select dropdown menu with options: "All Store Views", "Main Website", "Main Website Store", and "Default Store View". A red box highlights this field with an arrow pointing to a text box that says: "You can select the store view for which the FAQs will be displayed on the CMS page of frontend."
- Answer ***: A rich text editor with a "Show / Hide Editor" button. The editor contains the following text:

Shipping Method

 - Most orders placed before 3:30 PM EST usually ship same day (weekends excluded). Processing delays may occur due to holidays, weather, and large sales. In addition, this may cause delays in delivery. CCP is not responsible for mail carrier delays. The shipping methods provided on CCP represent specific shipping methods and the days it normally takes for an
- Sort Order**: A text input field containing the value "9".
- Status**: A dropdown menu currently set to "Enabled".

4. MANAGE FAQ DETAILS

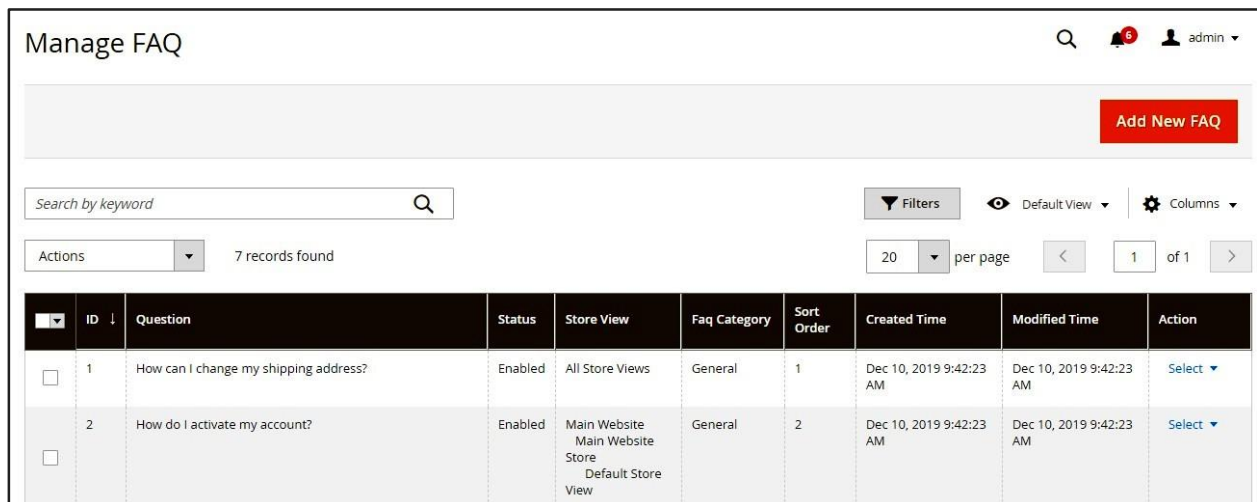
Go to [Magento 2 Admin] > Login > FAQ

You can find all faqs added here. FAQ grid has details like Question, Status, Store View, Category, Created Time, Modified Time and Sort Order.

In order to edit FAQ, choose the “edit” option in select dropdown of action column.

You can also filter them with different attributes like Category, Status, Store View, Question, Created Time, Modified Time, Sort Order etc...

You can make multiple FAQs enable/disable/delete simultaneously by using the Action dropdown at top as shown in below screenshot.



<input type="checkbox"/>	ID ↓	Question	Status	Store View	Faq Category	Sort Order	Created Time	Modified Time	Action
<input type="checkbox"/>	1	How can I change my shipping address?	Enabled	All Store Views	General	1	Dec 10, 2019 9:42:23 AM	Dec 10, 2019 9:42:23 AM	Select ▾
<input type="checkbox"/>	2	How do I activate my account?	Enabled	Main Website Main Website Store Default Store View	General	2	Dec 10, 2019 9:42:23 AM	Dec 10, 2019 9:42:23 AM	Select ▾

5. HOW TO ADD FAQ BLOCK FOR GIVEN CMS PAGE

Go to [Magento 2 Admin] > Login > Content > Elements > Pages > Add / Edit Page

Open “Content” > Click on “Show / Hide Editor” button > Click on “Insert Widget” button

Choose Widget Type as “FAQ” > Click on “Insert Widget” button

Inserting a widget does not create a widget instance.

Widget Type *
 Sparsh FAQ

Choose "FAQ" as widget type to display on the frontend of the CMS page.

Widget Options

Template *

6. HOW TO ENABLE / CONFIGURE FAQ EXTENSION

Go to [Magento 2 Admin] > Stores > Settings > Configuration > Sparsh Extensions > FAQ

Fill out values for below settings to make it work properly.

- **Enable FAQ:** Choose Yes to enable this extension else choose No to disable it. On disabling it, FAQ block in frontend won't be shown.
- **Do you want category sidebar?:** Choose "Yes" if you want have categories sidebar for FAQ block. You need to have more than one categories enabled to have this in effect.
- **FAQ list label:** Set the FAQ block title as per your requirement. This title will be displayed on the frontend. Title is optional to set. If you want to add FAQ on separate page then leave title as blank.

General Configuration

Enable FAQ Use system value

Do you want category sidebar? Use system value
Choose No if you do not want FAQs to be listed based on categories.

FAQ List Configuration

FAQ List Label Use system value
Enter Label for the FAQ block.

Label FAQ block in the frontend.

7. STORE FRONT VIEW

Clear cache from System > Tools > Cache Management if required.

Showing your FAQ like below on storefront when “Do you want category sidebar?” is chosen as “Yes”.

FAQs with category sidebar enabled.

Sparsh FAQ

CATEGORIES

GENERAL

MY ACCOUNT

PRODUCT PAGE

SHIPPING METHOD

1 . Which shipping method would be the most feasible method for me? ▼

2 . Which is the most feasible shipping method? ▲

Magento is an ecommerce platform built on open source technology which provides online merchants with a flexible shopping cart system, as well as control over the look, content and functionality of their online store. Magento offers powerful marketing, search engine optimization, and catalog-management tools.

Magento is designed to be utilized as an application by someone who isn't a developer. The Magento community is extremely large and very helpful. However, at some point the average person is going to hit a wall.

Showing your FAQ like below on storefront when “Do you want category sidebar?” is chosen as “No”.

Sparsh FAQ

FAQs with category sidebar disabled.

1 . How can I change my shipping address? ▼

2 . How do I activate my account? ▼

3 . How do I cancel my orders before I make a payment? ▼

4 . How long will it take for my order to arrive after I make payment? ▲

Members who ship their orders within Inida should expect to receive their orders within 2 working days upon payment verification depending on the count of orders received.

If you experience delays in receiving your order, contact us immediately and we will help to confirm the status of your order.

5 . What are the payment methods available? ▼

6 . How do I make payments using Paypal? How does it work? ▼

7 . Which shipping method would be the most feasible method for me? ▼

8 . Which is the most feasible shipping method? ▼

8. FAQ ON SEPARATE CMS PAGE WITH TITLE AND DESCRIPTION

Home > FAQ

FAQ

FAQ on separate CMS page with title and description.

Consectetur morbi, suscipit donec semper vitae sed a class vivamus. Sodales montes porttitor adipiscing nisl sit dui sem fringilla elit. Sagittis lacinia montes nisl mollis lobortis cras nisi. Conubia montes odio taciti magnis morbi mauris lorem pulvinar mollis aliquam. Faucibus facilisi tempus tincidunt eu laoreet. Porta donec vitae suscipit habitasse fermentum vivamus! Eget est ad potenti primis id rhoncus vestibulum vestibulum. Ante est vel mattis mattis. Vel eleifend auctor lorem, odio proin quisque potenti parturient euismod. Tristique massa quis morbi netus magna pretium laoreet. Inceptos eget massa ac lacinia vitae suspendisse orci nascetur vel torquent. Feugiat eleifend eget aenean facilisi sapien proin leo dictumst semper orci ipsum? Ultrices dui tellus consequat nostra.

CATEGORIES	1 . How can I change my shipping address? ^
GENERAL	Consectetur morbi, suscipit donec semper vitae sed a class vivamus. Sodales montes porttitor adipiscing nisl sit dui sem fringilla elit. Sagittis lacinia montes nisl mollis lobortis cras nisi. Conubia montes odio taciti magnis morbi mauris lorem pulvinar mollis aliquam. Faucibus facilisi tempus tincidunt eu laoreet. Porta donec vitae suscipit habitasse fermentum vivamus!
MY ACCOUNT	
PRODUCT PAGE	
SHIPPING METHOD	<ul style="list-style-type: none">Eget est ad potenti primis id rhoncus vestibulum vestibulum. Ante est vel mattis mattis. Vel eleifend auctor lorem, odio proin quisque potenti parturient euismod. Tristique massa quis morbi netus magna pretium laoreet. Inceptos eget massa ac lacinia vitae suspendisse orci nascetur vel torquent. Feugiat eleifend eget aenean facilisi sapien proin leo <u>dictumst semper orci ipsum? Ultrices dui tellus consequat nostra.</u>
	2 . How do I activate my account? v
	3 . How do I cancel my orders before I make a payment? v
	4 . How long will it take for my order to arrive after I make payment? v
	5 . What are the payment methods available? v