

FAQ

User Guide



Installation manual

The extension can be installed by following the instructions below:

- 1) Connect to the Magento server as a user who has write permissions to the Magento root directory.
- 2) Extract and upload the contents of the FAQ directory to the Magento root directory.
- 3) Run the following commands in an SSH console on the Magento server:
 - a. `cd <path_to_magento_root_directory>`
 - b. `php bin/magento module:enable Zymion_Faq`
 - c. `php bin/magento setup:upgrade`
 - d. `php bin/magento setup:static-content:deploy`
- 4) Flush the store cache.
- 5) Log out from the backend and log in again.

That's it. The FAQ extension is now installed successfully and ready to use.

Extension Usage

This extension allows you to create your own FAQ page for your store.

Frontend

A dedicated FAQ page is created by the extension. This page is accessible via www.yourstore.com/faq. It contains the following information:

- **Page title:** This can be configured in the store configuration in the backend.
- **Page content:** Allows you to provide some additional information about what the FAQ page is for. Also configurable in the store configuration in the backend.
- **Category:** Contains one or more questions. In case a category has no questions associated with it, it will not be displayed.
- **Question:** Contains a written question displayed as a clickable block in the frontend. When clicking on the question, the corresponding answer will be revealed.

The screenshot shows an FAQ page layout with the following elements:

- Page Title:** "FAQ" (indicated by a callout box).
- Page Content:** "We do our best to be as thorough as possible when answering all your questions. Please contact us should your question not be listed or should you require special assistance." (indicated by a callout box).
- Category:** "Ordering" (indicated by a callout box).
- Questions (under Ordering):**
 - How can I make an order in the online shop? >
 - How can I follow the status of my order? >
 - Which countries do you service? >
- Category:** "Payment" (indicated by a callout box).
- Question (under Payment):** "How can I pay for my order?" (indicated by a callout box).
- Answer (under Payment):**

We aim to offer the most relevant payment methods to you in a SSL encrypted environment. Currently we offer the following payment methods:

 - Mastercard
 - Visa
 - PayPal (open a personal PayPal account here)
 - iDeal
 - Sofortüberweisung
 - Bancontact / Mr. Cash

Your order will be dispatched upon receipt of the total order amount.
- Question (under Payment):** "Why has my credit card payment been declined?" >
- Category:** "Delivery" (indicated by a callout box).
- Questions (under Delivery):**
 - Do you offer free shipping? >
 - What are the delivery lead times? >

Categories

On this screen you get an overview of all the categories. It is also possible to easily create a new category, edit/delete an existing category and mass delete/enable/disable categories.

The screenshot displays the 'Categories' management page. At the top right, there is a search icon, a notification bell with '3' alerts, and a user profile for 'admin'. Below this is a large 'Add New Category' button. A search bar with the placeholder 'Search by keyword' is present. To the right of the search bar are controls for 'Filters', 'Default View', and 'Columns'. Below these is an 'Actions' dropdown menu and a '3 records found' indicator. The table below has columns for ID, Name, Store View, Sort Order, Status, Created, Modified, and Action. The table contains three rows: 'Ordering' (ID 7), 'Payment' (ID 8), and 'Delivery' (ID 9). Each row has a checkbox and a 'Select' dropdown in the Action column. A callout box points to the 'Select' dropdown for the 'Payment' row with the text 'Edit/delete'.

ID	Name	Store View	Sort Order	Status	Created	Modified	Action
7	Ordering	All Store Views	0	Enabled	Feb 21, 2018 1:59:29 PM	Mar 22, 2018 2:59:11 PM	Select
8	Payment	All Store Views	2	Enabled	Mar 22, 2018 3:08:55 PM		Select
9	Delivery	All Store Views	4	Enabled	Mar 22, 2018 3:12:45 PM		Select

Category Form Data

When creating or editing a category, the following fields can be filled:

- Name: The name of the category.
- Status: Indicates whether or not the category is enabled. If it is disabled it will not be shown on the frontend.
- Sort Order: Defines the order in which categories should be displayed on the frontend.
- Store Views: Defines which store views the category will be displayed in, multiple possible.

The 'Category Information' form shows the following fields and values:

- Name**: Ordering
- Status**: Enabled
- Sort Order**: 0
- Store Views**: All Store Views (selected), Main Website, Main Website Store, Default Store View, Test, Test Store, Test Store View

Questions

On this page an overview of all the questions is shown. Similar to the categories it is possible to create a new question, edit/delete an existing question and mass delete/enable/disable questions.

Questions

Search by keyword

7 records found

20 per page

ID	Title	Store View	Category	Sort Order	Status	Created	Modified	Action
2	How can I make an order in the online shop?	All Store Views	Ordering	0	Enabled	Feb 19, 2018 1:42:22 PM	Mar 22, 2018 3:22:28 PM	Select
3	How can I follow the status of my order?	All Store Views	Ordering	0	Enabled	Feb 21, 2018 2:03:04 PM	Mar 22, 2018 3:21:38 PM	Select
4	Which countries do you service?	All Store Views	Ordering	0	Enabled	Mar 22, 2018 3:23:35 PM	Mar 22, 2018 3:23:35 PM	Select
5	How can I pay for my order?	All Store Views	Payment	0	Enabled	Mar 22, 2018 3:47:00 PM	Mar 23, 2018 10:49:26 AM	Select
6	Why has my credit card payment been declined?	All Store Views	Payment	0	Enabled	Mar 23, 2018 2:07:3		Select
7	Do you offer free shipping?	All Store Views	Delivery	0	Enabled	Mar 23, 2018 2:08:3		Select
8	What are the delivery lead times?	All Store Views	Delivery	0	Enabled	Mar 23, 2018 2:10:13 AM	Mar 23, 2018 2:10:13 AM	Select

Question Form Data

Question Information

Title * How can I pay for my order?

Answer * Show / Hide Editor

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- Mastercard
- Visa
- PayPal (open a personal PayPal account here)
- iDeal
- Sofortüberweisung
- Bancontact / Mr. Cash

Your order will be dispatched upon receipt of the total order amount.

Path: p

Categories * Ordering
Payment
Delivery

Status * Enabled

Sort Order 0

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

When creating or editing a question, the following fields can be filled:

- Title: The title of the question.
- Answer: The answer of the question. This will be shown on the frontend when the user clicks on the question for which he wants an answer.

- **Categories:** The categories in which the question should be shown. Multiple categories can be chosen.
- **Status:** Indicates whether or not the question is enabled. If it is disabled it will not be shown on the frontend.
- **Sort Order:** Defines the order in which questions should be displayed on the frontend.
- **Store Views:** Defines which store views the question will be displayed in, multiple options are possible.