

# (Magento 2.x to 2.2.x)



## **Magento Extension User Guide**

**Official extension page: FAQ - MageGadgets Extensions** 

# FAQ for M2 Documentation

FAQ – Frequently Asked Questions Extension allows you to create a dedicated faq page, where all customer concerns gather in one place. Your customers can view relevant topics quickly without going through different pages & waiting for the pages to reload.

The admin can add images as faq answer from edit faq page. Admin can also filter column management, mass-delete, pagination in faq grid. Admin can upload jpg or png image as group icon from edit group page. the customer can see a group with an icon at frontend faq page. When a customer clicks on any group icon, page will smooth scroll down to the relevant group's faq.

The admin can use settings from MENU->FAQ->Settings. Where admin can enable or disable the module, Enable or disable faq group's icon on the frontend. And enable or disable header and footer faq links.

FAQ Categories	Q Search Frequently Asked Question Search	
asdasds (1)	WELCOME TO OUR SUPPORT PORTAL	
Compare Products You have no items to compare.	FAQ See your Question.	
My Wish List You have no items in your wish list.		
	ASDASDS FREQUENTLY ASKED QUESTIONS	
	There are no frequently asked questions was found.	
	+ dsaa	

#### **1. Key Features:**

- a Easy and quick to install and configure causing no issues to website functioning.
- b Filter and group faq by categories.
- c Easy to navigate to any category and search by category.
- d Add faq with store view visibility.

e – Delete multiple faq and faq groups with mass delete action in admin section.

f - View all faq on faq page.

## 2. All settings are available admin:

Go to Admin -> FAQS.

Dashboard					Q 📫 🛓 admin 🗸
ES Store View: All Store Views ▼ 🕜					Reload Data
Advanced Reporting Gain new insights and take command of your bus your customer data.	Imin panel.	r dynamic product, order, and led. To enable the chart, click i		ed to Go to	o Advanced Reporting <sup>대</sup>
Average Order \$14.50	Revenue \$0.00	<sup>тах</sup> \$0.00	shipping \$0.00		Quantity O
Last Orders Customer Items	Bestsellers	Most Viewed Products	New Customers	Customers	

#### **Create Multiple Topics for FAQs :**

Magento 2 FAQ extension allows you to create multiple FAQ categories to cover certain areas and concepts of your products and services on a wider spectrum.By entering different topics you can categorize the list of your answers for customer convenience and better UX.

#### How you create a topic :

- > Enter Topic Name
- Enter Questions
- Set Identifier
- Sort Order
- Select Store View

#### Add Unlimited FAQs :

You can create as many FAQs as you want to address an issue in detail. You can create the content through FAQ information panel.

- In order to create an FAQ all you have to do is fill out a small form with the following information.
- > Question title.
- > Answer of the above question.
- > Assign Topic.
- Set FAQ display order.

What's New     Women     Men       Home     FAQs     asdasds       asdasds     sdasds	Gear Training Sale More details in FAQ page.	
FAQ Categories	ASDASDS - FAQS dsaa	
Compare Products You have no items to compare.	dsfsdfd	Read more >
My Wish List You have no items in your wish list.		
About us Priva	acy and Cookie Policy	Subscribe

#### SEO settings to rank your FAQs in google :

 Enhance SEO of your FAQS for better rankings and allow customers to rate your questions.

Enter Meta Title, Description & Keywords

 To enhance your SEO you can target keywords by entering Meta Titles and Meta Description. You can also make the URL search engine friendly and user friendly.
 Allow Users to Rate your FAQs

\$ SALES		← Back Delete Reset Save and Continue Edit Save FAQ
	QUESTION INFORMATION	Search Engine Optimisation
	General Information	URL Key dsaa
	Answer	Meta Keywords
	Vrite your SEO meta keyword and lescription.	
REPORTS		Meta Description
SYSTEM		
192.168.1.27/.	/cb754298760858960a61e035fc2c12d1ae140b	)

3) Your customers can rate FAQs on your pages. You can select which customers can rate your questions such as Registered, Guests, None or All.

#### Features :

- 1. Can add any numbers of faq from admin.
- 2. Manage categories and edit them anytime from admin.
- 3. Add faq title and answers with detailed description (of any length) on the front end.
- 4. Add faq with store view visibility.
- 5. Add faq group with store view visibility.
- 6. Filter and group faq by categories.
- 7. Easy and quick to install and configure causing no issues to website functioning.
- 8. Fully responsive as per Magento theme.
- 9. Easy to navigate to any category and search by category.
- 10. Can add an icon for the group from admin.
- 11. Delete multiple faq and faq groups with mass delete action in admin section.
- 12. View all faq on faq page.

Dashboard	FAQs Manager		Q 🏚	🛓 admin 🗸
\$ sales			Add	New FAQ
CATALOG	Search by keyword C	A IIII	▼ Filters     ● Default View ▼     ♣ Columns ▼       20     ▼ per page     <     1	Export      ✓
	ID 1 Title Viewed Liked Disliked	Created by         Status         Sort Order           admin admin         Active         0	Created         Modified           Nov 26, 2018 1:02:59 PM         Nov 26, 2018 1:02:59 PM	Action Select V
FAQS		See all "FAQ" list		

#### How to Configure Frequently Asked Questions (FAQ) page ?

- 1. Login to Amin Panel.
- 2. On the left panel, choose FAQ option.
- 3. Open General section, do the following:
  - > Enable FAQ module by choosing "Yes" in the Enable field.
  - > Enter the title into FAQ name field.
  - > Limit search's result when entering the number for displaying.
  - > Set Min chars in search box to show the search's suggestion.
- 4. Open SEO section, complete the meta data including title, description, and keywords for your better SEO of FAQ page.

			← Back	Delete	Reset	Save and Continue Edit	Save FAQ
	QUESTION INFORMATION	General Information	١				
5	General Information	Status *	Active •				
	Answer	Title *	dsaa		-	Enter "Title"	
	Search Engine Optimisation	Most frequently	No •				
	FAQ in Websites	Category *	asdasds	• 🔶	<b>-</b> S	elect "Category".	
		Sort Order	0				
-							

### Manage FAQ Categories :

- 1. Login to Admin Panel, FAQ > Manage Categories.
- 2. Manage clearly all created faq categories through the following columns:
  - > Name
  - ➤ Enabled
  - > Created
  - ➢ Modified
  - Most frequently
- 3. Under Action option, tap Select link, you can edit/ delete any faq category as need.

Ŵ	FAQs	X Types are invalidated: C	onfiguration, Page Cache	e. Please go to Cache Manage	ement and refresh cache types.	5	System Messages:	2 🔻
DASHBOARD	Manage FAQs	Go to	FAQS > Manage	e FAQs		Q	📫 🧘 adm	nin 🔻
\$ SALES	Manage FAQ Categories	0					Reload Dat	a
CATALOG								
CUSTOMERS		d of your business' perf	ormance, using our dyna	mic product, order, and cust	omer reports tailored to	Go to Advan	ced Reporting	ß
			Chart is disabled. To	enable the chart, click here.				
FAQS			Revenue \$0.00	<sup>тах</sup> \$0.00	Shipping \$0.00	Quantity 0	y .	
REPORTS								
an a			Desteellers	ont Viewed Broducto	low Customere Customer	6		

#### Create a New FAQ Category :

On the upper right corner of FAQ Categories workplace, click on Add New FAQ Category button to navigate to New FAQ Category page, you need to do:

- 1. In the FAQ Category sub-tab, complete FAQ Category Information.
  - Set Name for the new category.
  - Enter Description by WYSIWYG tool. You can tap Show/ Hide Editor button to turn on/ off the tool.
  - > Choose "Yes" in the Enable field.
  - > Enter URL Key for the friendly SEO if need.
- 2. Open Article sub-tab, allow assign the new category to more than one available knowledge base article.

SALES	New Category	← Back Reset Save and Continue Edit Save Category
CUSTOMERS	CATEGORY INFORMATION	General Information
	General Information	Status * Active *
	Search Engine Optimisation	Title *
FAQS	FAQ Category in Websites	Category icon Choose file No file chosen Choose your category icon.
		Allow image type: jpg. jpeg. gif, png Sort Order
STORES		
\$		

#### Create a New FAQ 's :

On the upper right corner of Articles workplace, click on Add New Article button to navigate to New Article page, you need to do:

- 1. In the Article sub-tab, complete Article Information.
  - > Set Name for the new article.
  - Enter Description by WYSIWYG tool. You can tap Show/ Hide Editor button to use the tool.
  - Choose "Yes" in the Status field.
- 2. Open FAQ Categories sub-tab, allow assign the new article to more than one available FAQ category.

Radiant Tee	Breathe-Easy Tank
As low as <b>\$22.00</b>	As low as \$34.00
3 reviews add your review Add to Cart V .li	2 reviews add your review Add to Cart 🖤 II
About us Customer Service	Privacy and Cookle Policy Frequently Asked Questions Search Terms Orders and Returns Advanced Search Contact Us

Home > FAQS	"FAQ Page"
FAQ Categories	Q Search Frequently Asked Question Search
asdasds (1)	WELCOME TO OUR SUPPORT PORTAL
Compare Products	
You have no items to compare.	FAQ
My Wish List	
You have no items in your wish list.	ASDASDS
	FREQUENTLY ASKED QUESTIONS
	There are no frequently asked questions was found.

SALES			← Back	Delete	Reset	Save and Continue Edit	Save FAQ
	QUESTION INFORMATION	Answer					
	General Information	Answer *	Show / Hide Editor				
CONTENT FAQS REPORTS	Answer S Write your answer here. FAQ in Websites		dsfsdfd			A	

SALES		← Back Delete Reset Save and Continue Edit Save FAQ
CUSTOMERS	QUESTION INFORMATION	FAQ in Websites
	Answer	Main Website Main Website Store
FAQS	Search Engine Optimisation	Default Store View
REPORTS	FAQ in Websites	
STORES		
<b>ф</b> system 2.168.1.27//0	b754298760858960a61e035fc2c12d1ae	obeo

FAQ Categ	ories	Manag	er				Q 🤞	admi 💄
		You car	ı mange	your FAQ c	Add No	ew Category		
Search by keyword	1		Q			<b>Y</b> Filters	📀 Default View 🔹 🏠 Columns 🗸	📩 Export
Actions	•	1 records four	rd				20 • per page <	1 of 1
T D T	Thumbnail	Title	Created by	Status	Sort Order	Created	Modified	Action
1	FAQ	asdasds	admin admin	Active	0	Nov 26, 2018 1:02:38 PM	Nov 26, 2018 1:02:59 PM	Select 🔻



# Should you have any questions or feature suggestions,

## Please contact us at:

Your feedback is absolutely welcome!