

FAQ

(Magento 2.x to 2.2.x)



Magento Extension User Guide

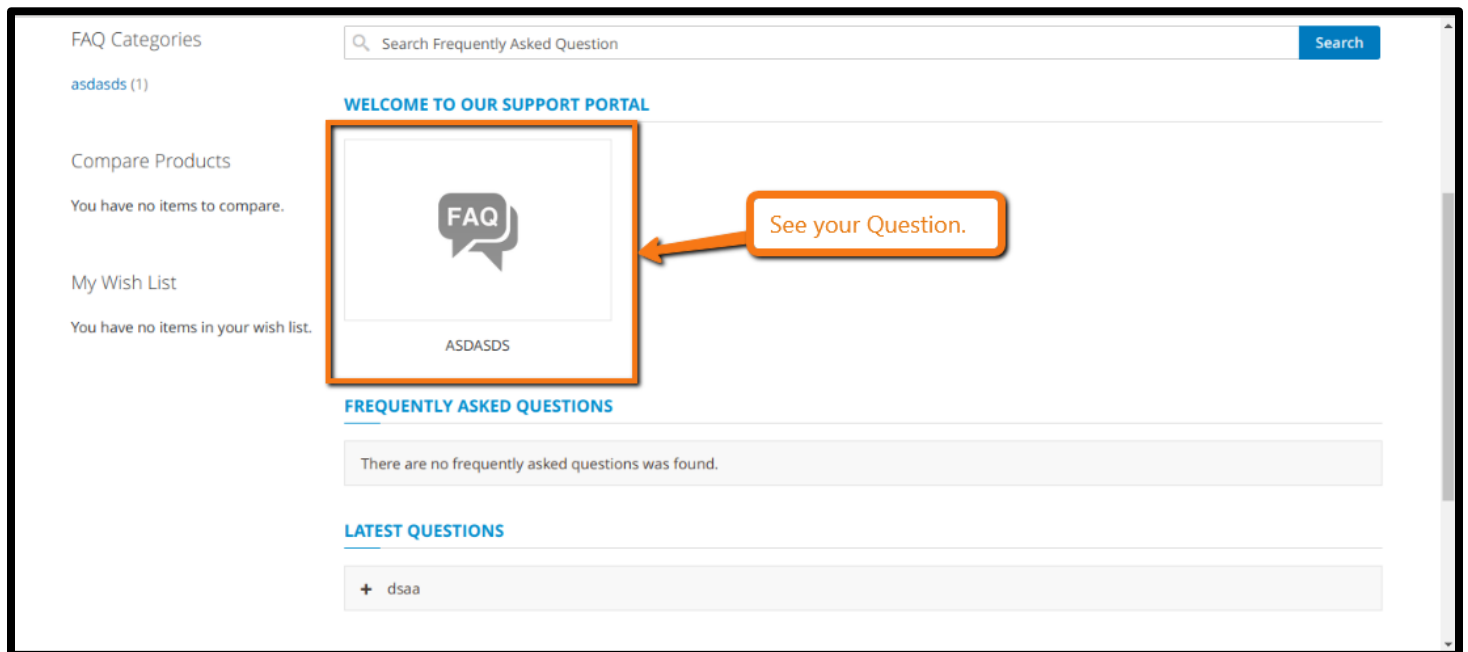
Official extension page: [FAQ - MageGadgets Extensions](#)

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.



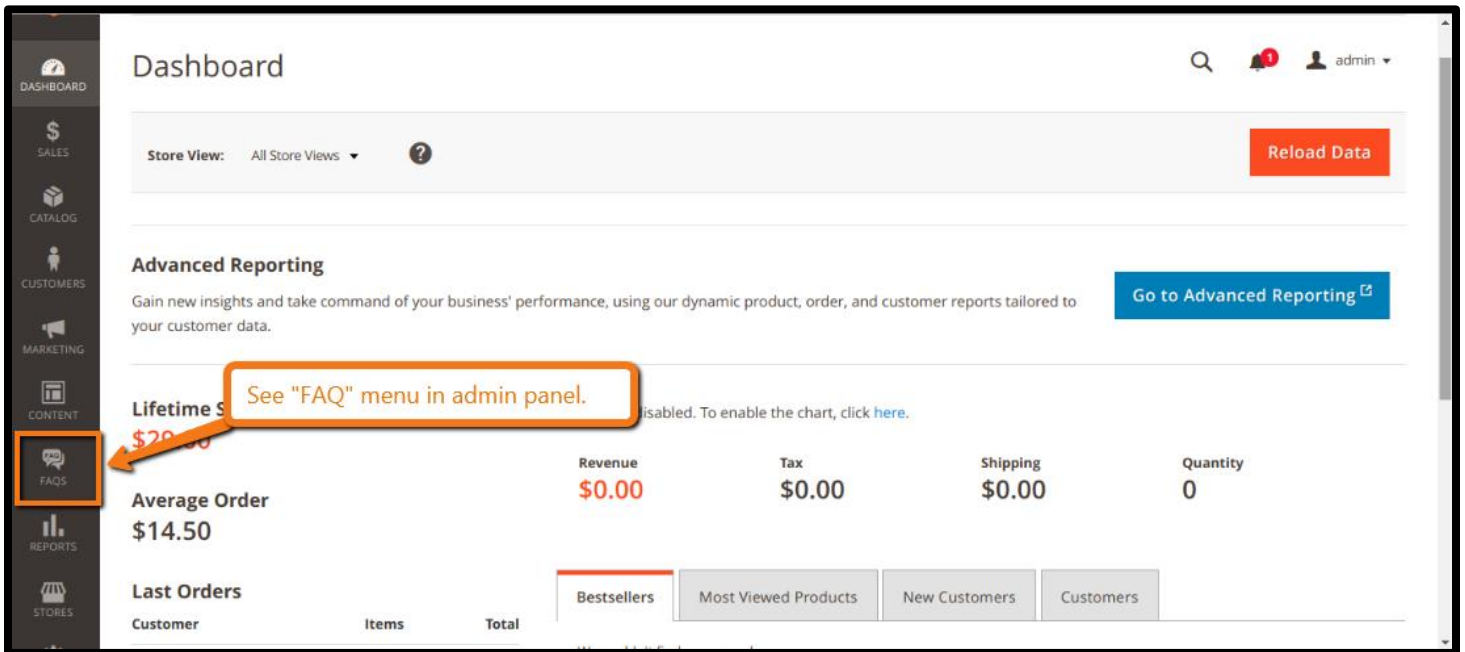
1. Key Features:

- 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.



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.

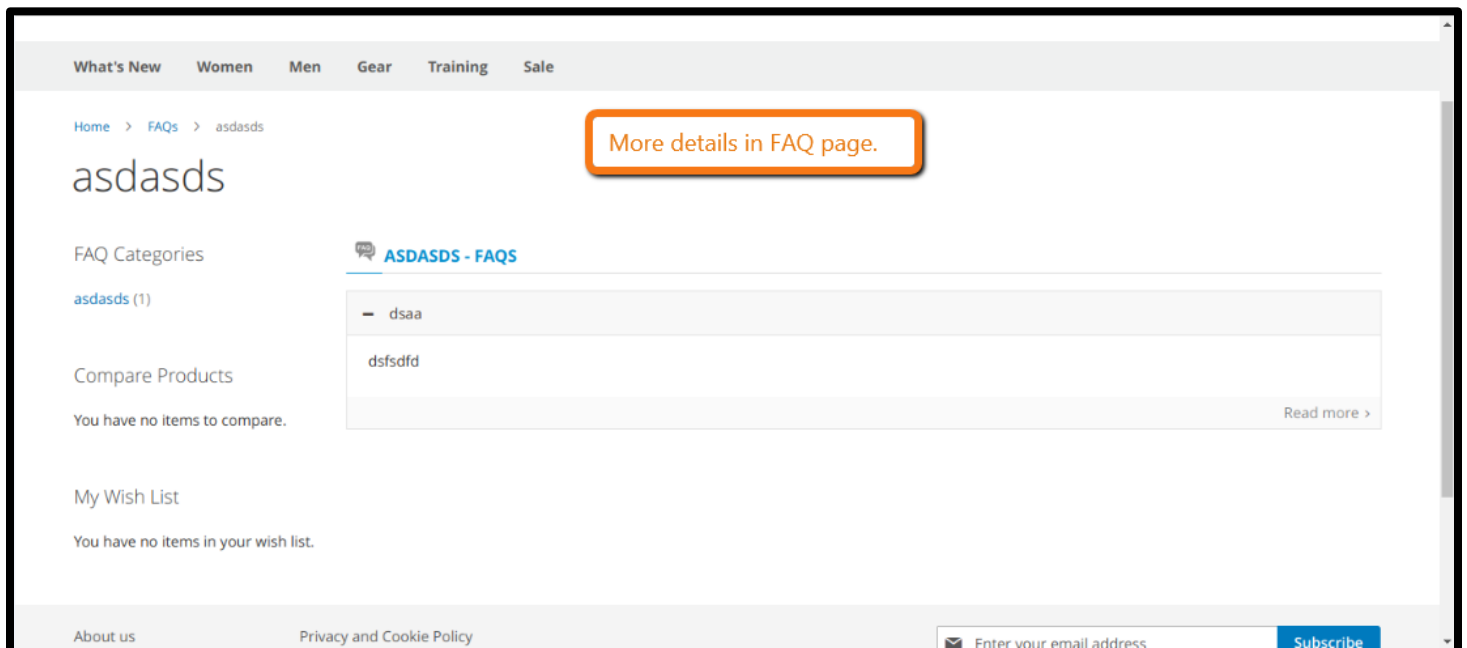
How you create a topic :

- 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.



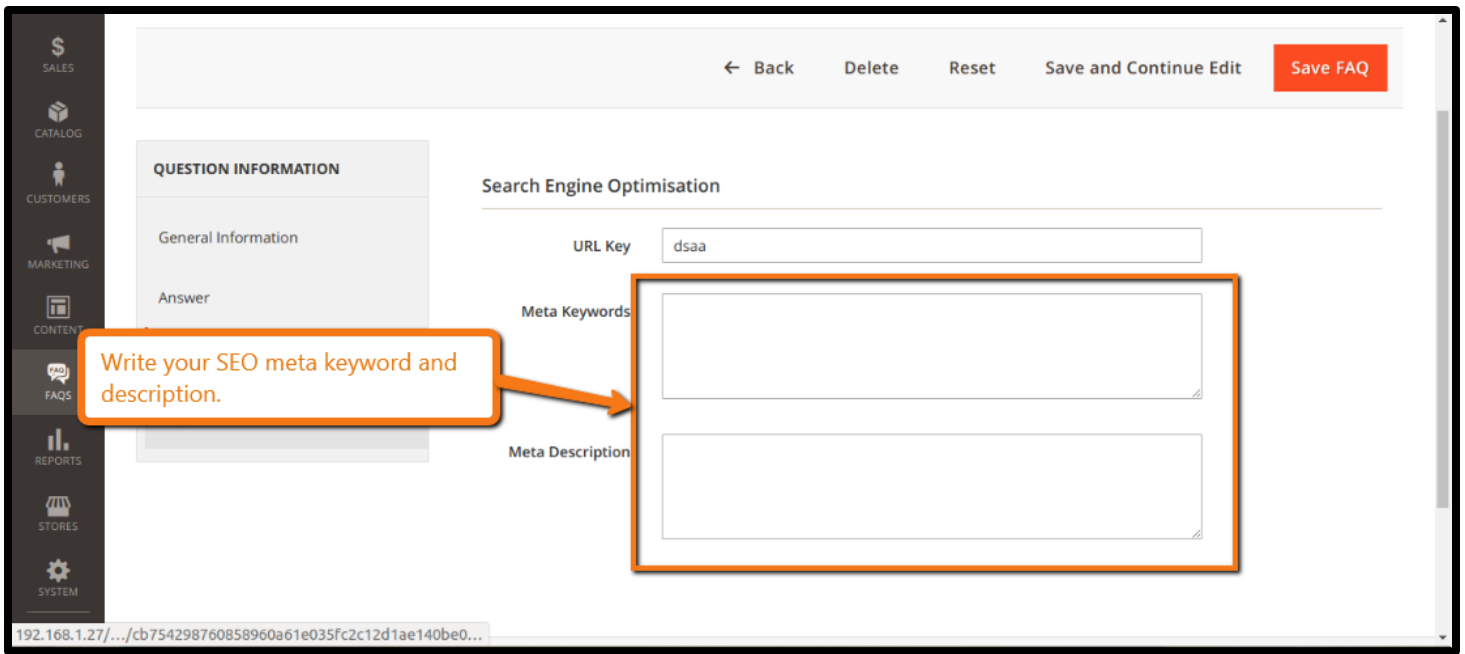
SEO settings to rank your FAQs in google :

- 1) Enhance SEO of your FAQs for better rankings and allow customers to rate your questions.

Enter Meta Title, Description & Keywords

- 2) 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



- 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.

FAQs Manager

Search by keyword

Filters Default View Columns Export

Actions 1 records found 20 per page 1 of 1

ID	Title	Viewed	Liked	Disliked	Created by	Status	Sort Order	Created	Modified	Action
1	dsaa	0	0	0	admin admin	Active	0	Nov 26, 2018 1:02:59 PM	Nov 26, 2018 1:02:59 PM	Select

See all "FAQ" list

How to Configure Frequently Asked Questions (FAQ) page ?

1. Login to Admin 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

Answer

Search Engine Optimisation

FAQ in Websites

General Information

Status * Active

Title * dsaa

Most frequently No

Category * asdasds

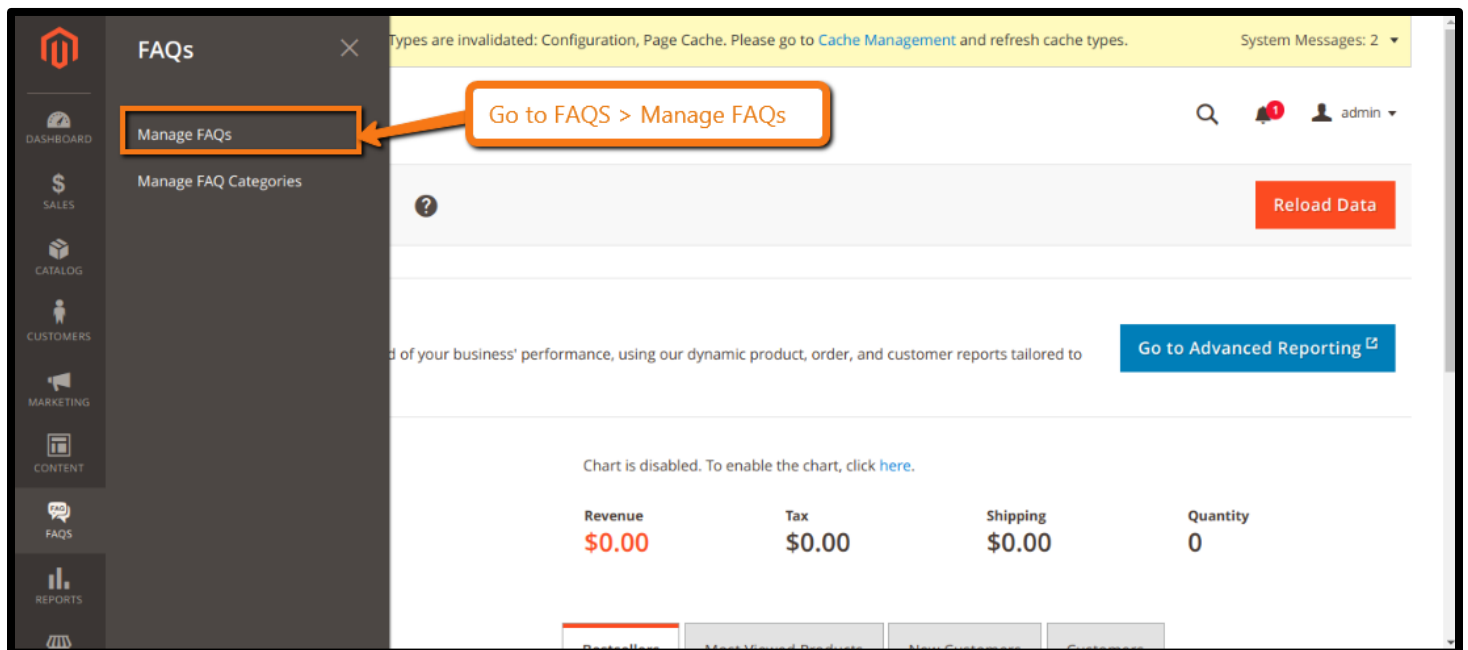
Sort Order 0

Enter "Title"

Select "Category".

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.



Create a New FAQ Category :

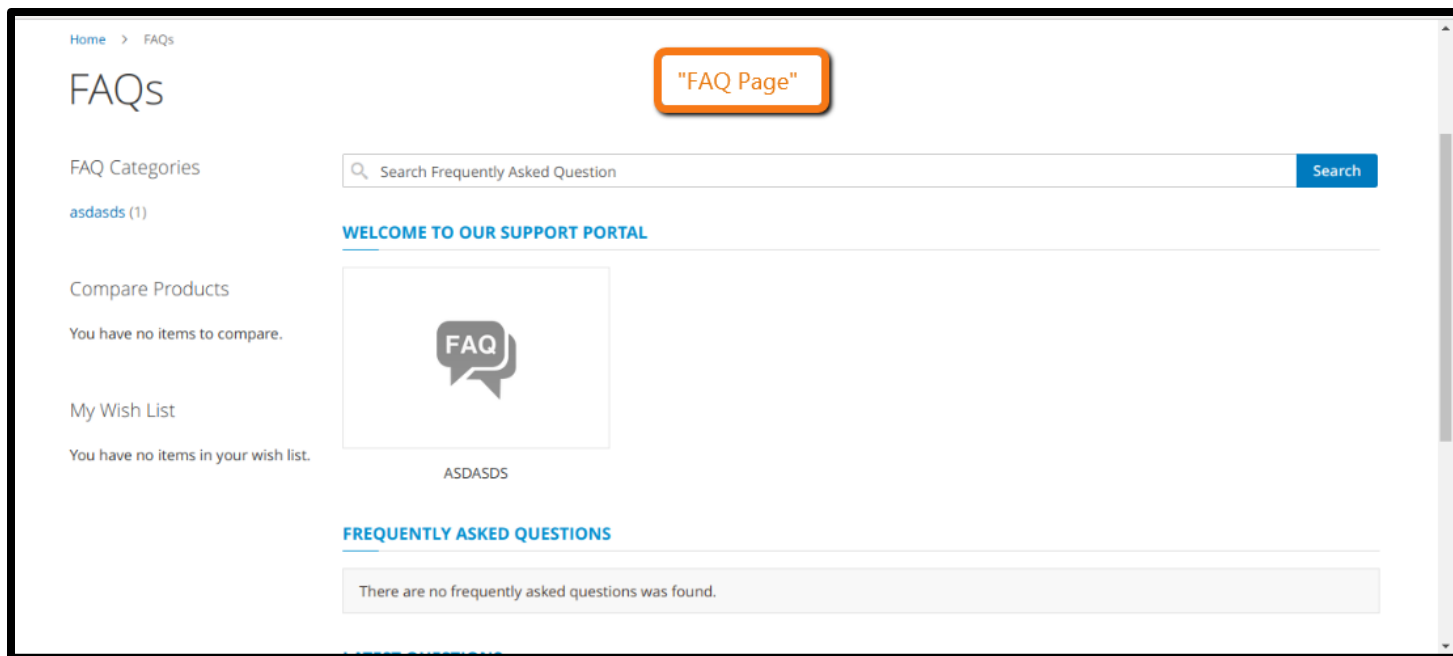
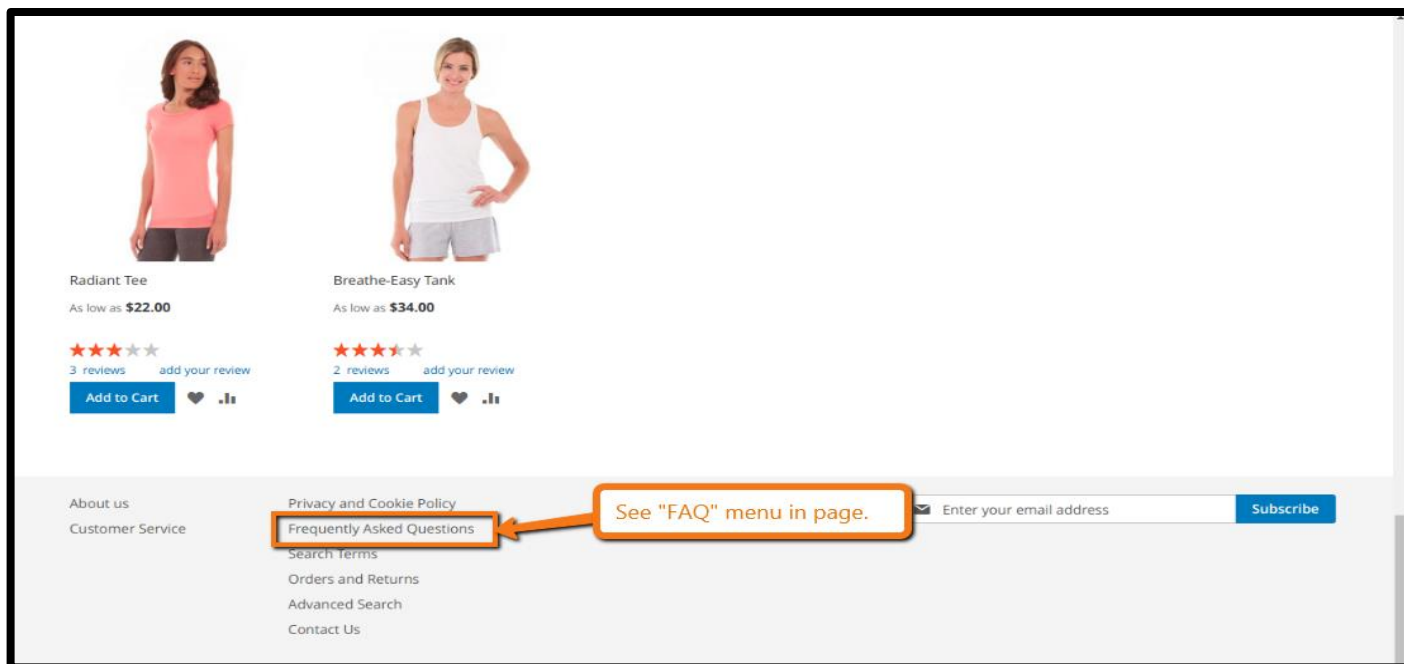
On the upper right corner of FAQ Categories workplace, click on Add New FAQ Category button to navigate to New FAQ Category page, you need to do:

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.

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.



SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

FAQS

REPORTS

← BackDeleteResetSave and Continue EditSave FAQ

QUESTION INFORMATION

General Information

Answer

Answer

FAQ in Websites

Answer

Show / Hide Editor

<p>dsfsdfd</p>

Write your answer here.

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STORES

SYSTEM

← BackDeleteResetSave and Continue EditSave FAQ

QUESTION INFORMATION

General Information

Answer

Search Engine Optimisation

FAQ in Websites

FAQ in Websites

Stores View *

All Store Views

Main Website

Main Website Store

Default Store View

Set your "Stores view".

DASHBOARD

SALES

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FAQS

FAQ Categories Manager

1

admin

You can mange your FAQ categories.

Add New Category

Search by keyword

Filters

Default View

Columns


Export

Actions

1 records found

20 per page

1 of 1

	ID	T	Thumbnail	Title	Created by	Status	Sort Order	Created	Modified	Action
<input type="checkbox"/>	1			asdasds	admin admin	Active	0	Nov 26, 2018 1:02:38 PM	Nov 26, 2018 1:02:59 PM	Select

Thank you!

Should you have any questions or feature suggestions,

Please contact us at:

Your feedback is absolutely welcome!