FAQ

USER GUIDE

Version 1.0.1

Welcome to FAQ Extension for Magento 2 developed by Sparsh.

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.
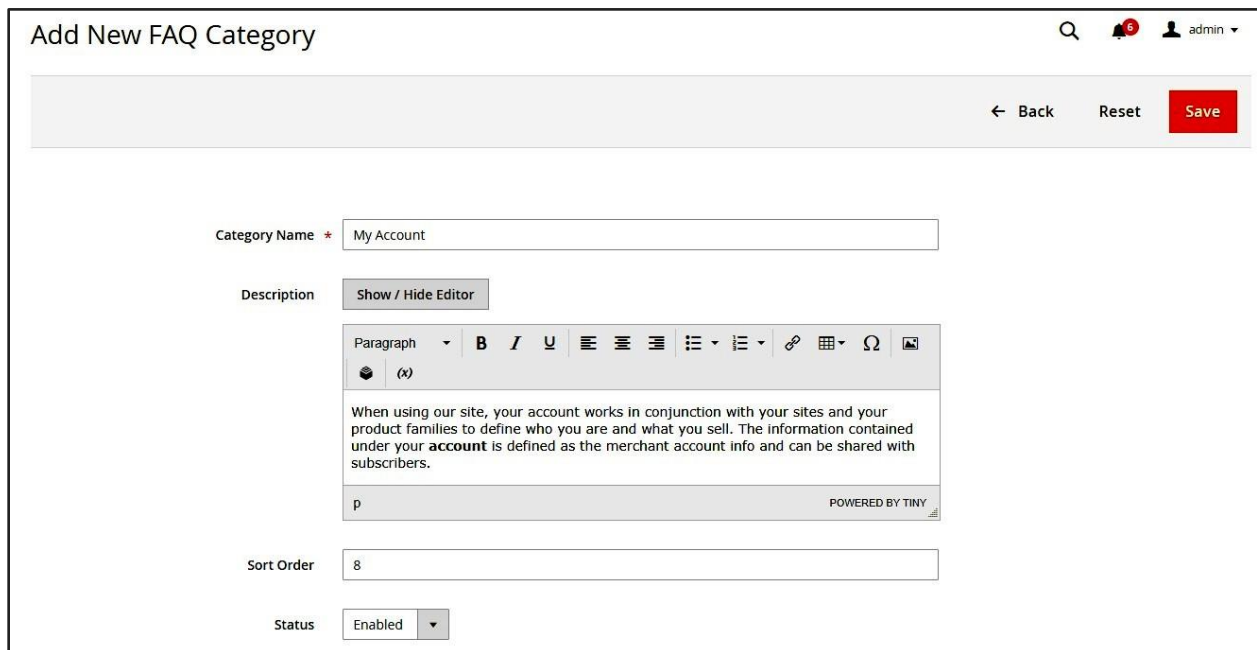
Every below steps helps to show FAQ on your site.

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.

2. MANAGE FAQ CATEGORY DETAILS

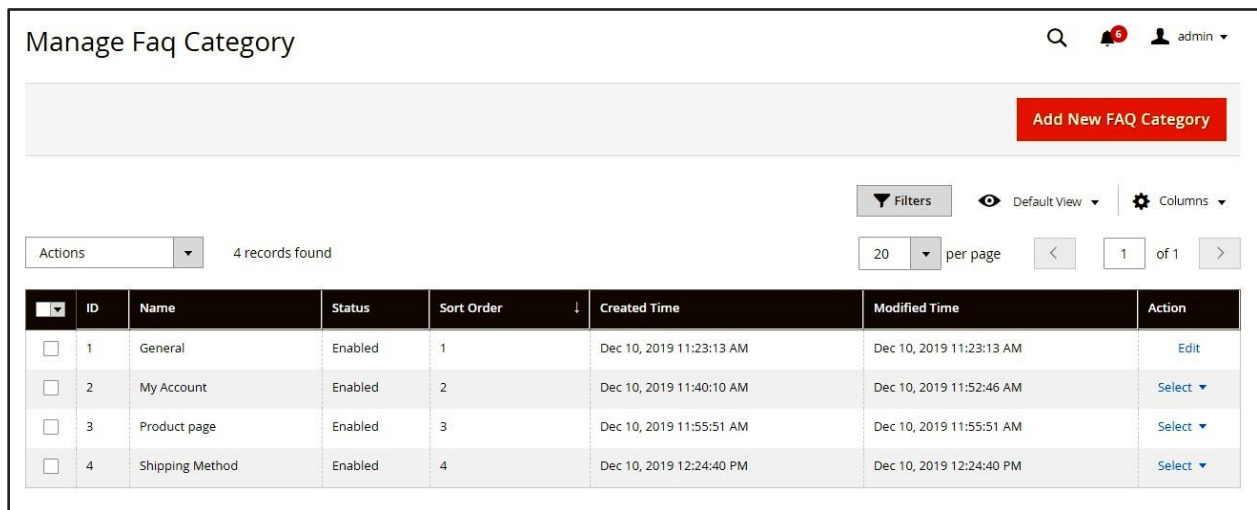Go to [Magento 2 Admin] > Login > FAQ > Manage FAQ Category

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…

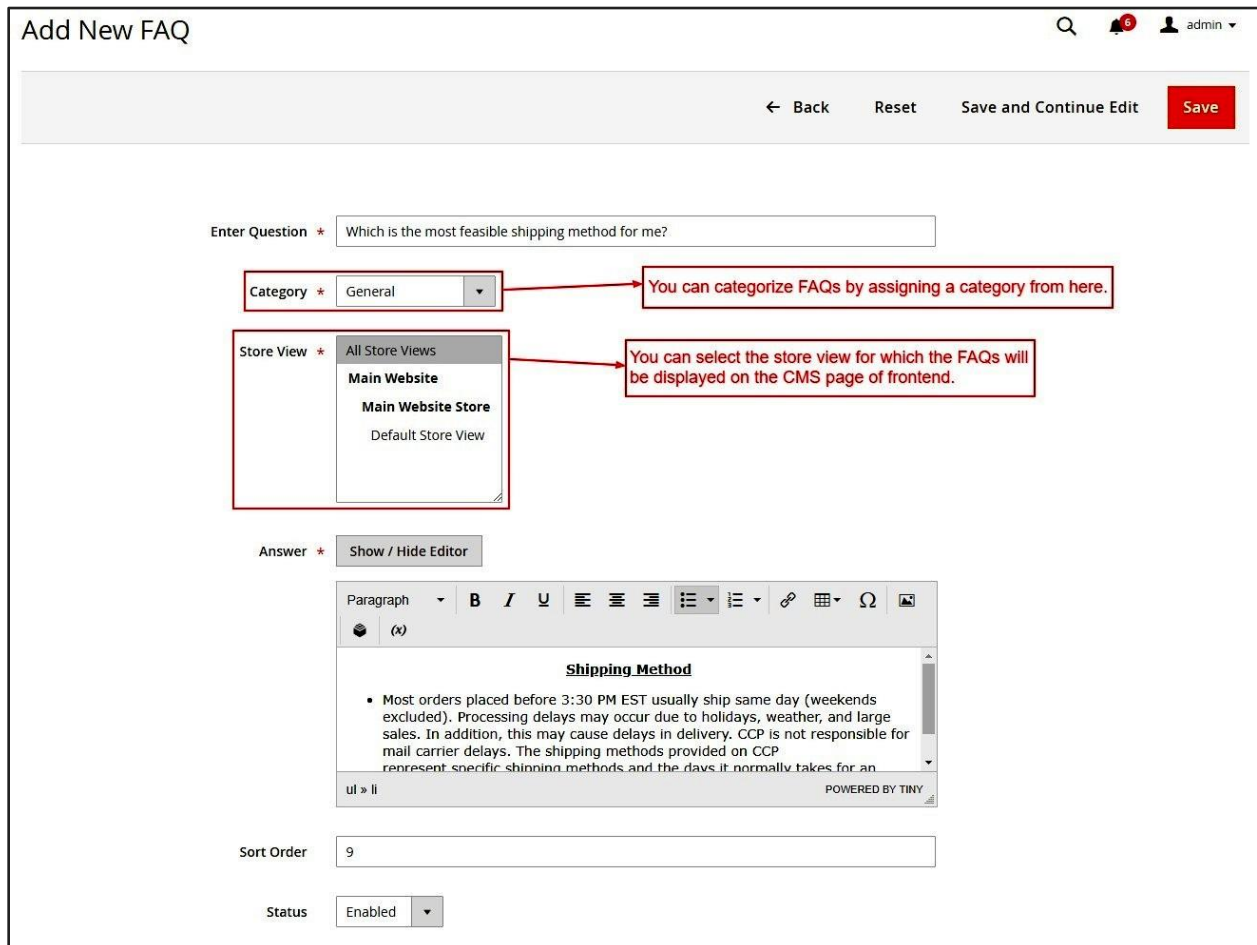You can make multiple categories enable/disable/delete simultaneously by using the Action dropdown at top.

Manage Faq Category

Add New FAQ Category

Filters | Default View ▾ | Columns ▾

Actions ▾ | 4 records found

20 ▾ per page | < | 1 | of 1 | >

	ID	Name	Status	Sort Order ↓	Created Time	Modified Time	Action
☐	1	General	Enabled	1	Dec 10, 2019 11:23:13 AM	Dec 10, 2019 11:23:13 AM	Edit
☐	2	My Account	Enabled	2	Dec 10, 2019 11:40:10 AM	Dec 10, 2019 11:52:46 AM	Select ▾
☐	3	Product page	Enabled	3	Dec 10, 2019 11:55:51 AM	Dec 10, 2019 11:55:51 AM	Select ▾
☐	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.
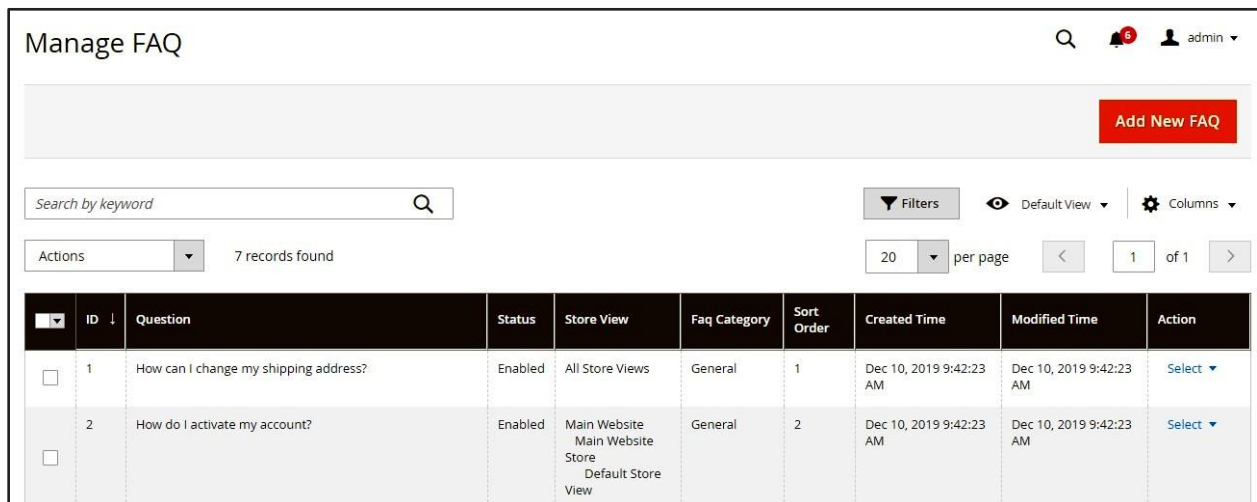
4. MANAGE FAQ DETAILS

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.

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

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.

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".

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

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 duis tellus consequat nostra.

CATEGORIES

GENERAL

MY ACCOUNT

PRODUCT PAGE

SHIPPING METHOD

1 . How can I change my shipping address?   ^

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 duis tellus consequat nostra.*

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