

# PRODUCT QUESTIONS & FAQ

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## USER GUIDE

*Version 1.0.0*

Welcome to Product Questions & FAQ Extension for Magento 2 developed by Sparsh

This extension allows us to add product questions tab which allows users and admin to ask and write questions about products that helps visitors to understand products features better.

This extension can assist 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.

### KEY FEATURES:

- ❖ Allows customers and admin to ask and add questions about product
- ❖ Registered customer can track questions they asked
- ❖ Admin can track answers activities
- ❖ User can report an abusive answer
- ❖ Admin and Customer can receive email notification
- ❖ FAQ Categories are shown in sidebar
- ❖ Custom title for FAQ block
- ❖ Group and Filter FAQ by categories.
- ❖ Disable the extension when not in use

### 1. HOW TO CONFIGURE PRODUCT QUESTION EXTENSION

To configure Product Questions extension, go to Magento Admin > Stores > Settings > Configuration > Sparsh Extensions > Product Questions

#### To Enable Extension:

Expand the Configuration and choose “Product Questions” as Enable.

#### ❖ Configuration

Admin can add basic configuration in the configuration tab.

- **Product Questions:** Choose Enable to add product Questions tab.
- **Product Page Tab Title:** Add the title for the product questions tab on the product page.

Configuration
Save Config

- GENERAL ▼
- CATALOG ▼
- SECURITY ▼
- CUSTOMERS ▼
- SALES ▼
- SPARSH EXTENSIONS ▲
- FAQ PRO
- Product Questions

**Configuration**

Product Questions [store view] Enable ⊙

Product Page Tab Title [store view] Product Questions

**Question Settings**

Enable Search Question [store view] Yes ▼

Show Ask a Question Form [store view] Yes ▼

Allow Guests to Write Questions [store view] Yes ▼

Auto Approve New Question [store view] Yes ▼

Choose "Enable" to enable extension

Add the title for the product questions tab on the product page.

### ❖ Question Settings

Configure product questions and product questions form.

- **Enable Search Question:** Select "Yes" to show the search field for product questions.
- **Show Ask a Question Form:** Select "Yes" to show product question form to user.
- **Allow Guests to Write Questions:** Select "Yes" to allow guest user to ask questions.
- **Auto Approve New Question:** Select "Yes" to auto approve the new question.
- **Show Nickname Field:** Select "Yes" to show the nickname field in question form.
- **Nickname Required:** Select "Yes" to make nickname field as required field.
- **Show Email Field:** Select "Yes" to show the email field in the question form.
- **Email Required:** Select "Yes" to make email field as required field.

| Question Settings  |     |
|--|-----|
| Enable Search Question<br><small>[store view]</small>          | Yes |
| Show Ask a Question Form<br><small>[store view]</small>        | Yes |
| Allow Guests to Write Questions<br><small>[store view]</small> | Yes |
| Auto Approve New Question<br><small>[store view]</small>       | Yes |
| Show Nickname Field<br><small>[store view]</small>             | Yes |
| Nickname Required<br><small>[store view]</small>               | Yes |
| Show Email Field<br><small>[store view]</small>                | Yes |
| Email Required<br><small>[store view]</small>                  | Yes |

Select "Yes" to show search field for product questions.  
 Select "Yes" to show product question form to user.  
 Select "Yes" to allow guest user to ask questions.  
 Select "Yes" to auto approve the new question.  
 Select "Yes" to show the nickname field in question form.  
 Select "Yes" to make nickname field as required field.  
 Select "Yes" to show the email field in question form.  
 Select "Yes" to make email field as required field.

### ❖ Answer Settings

Configure product questions answer, product questions answer form and answer like and dislike activities.

- **Show an Answer Form:** Select "Yes" to show question answer form to user.
- **Allow Guests to Write Answer:** Select "Yes" to allow guest user to answer the question.
- **Auto Approve New Answer:** Select "Yes" to auto approve the new added answer.
- **Show Nickname Field:** Select "Yes" to show the nickname field in answer form.
- **Nickname Required:** Select "Yes" to make nickname field as required field.
- **Show Email Field:** Select "Yes" to show the email field in answer form.
- **Email Required:** Select "Yes" to make email field as required field.
- **Show Certified Buyer Label:** Select "Yes" to show certified buyer label below an answer.
- **Enable Like:** Select "Yes" to show like field to allows user to like an answer.
- **Enable Dislike:** Select "Yes" to show dislike field to allows user to dislike an answer.

**Answer Settings**

|   |   |     |   |
|---|---|-----|---|
| Select "Yes" to show question answer form to user.                | Show an Answer Form<br><small>(store view)</small>          | Yes | Select "Yes" to allow guest user to answer the question.                |
| Select "Yes" to auto approve the new added answer.                | Allow Guests to Write Answer<br><small>(store view)</small> | Yes | Select "Yes" to show the nickname field in answer form.                 |
| Select "Yes" to make nickname field as required field.            | Auto Approve New Answer<br><small>(store view)</small>      | Yes | Select "Yes" to show the email field in answer form.                    |
| Select "Yes" to make email field as required field.               | Show Nickname Field<br><small>(store view)</small>          | Yes | Select "Yes" to show certified buyer label below an answer.             |
| Select "Yes" to show like field to allows user to like an answer. | Nickname Required<br><small>(store view)</small>            | Yes | Select "Yes" to show dislike field to allows user to dislike an answer. |
|   | Show Email Field<br><small>(store view)</small>             | Yes |   |
|   | Email Required<br><small>(store view)</small>               | Yes |   |
|   | Show Certified Buyer Label<br><small>(store view)</small>   | Yes |   |
|   | Enable Like<br><small>(store view)</small>                  | Yes |   |
|   | Enable Dislike<br><small>(store view)</small>               | Yes |   |

## ❖ Report Abuse Answer Settings

Report answer as abuse activity can be configured from here.

- **Enabled:** Select "Enable" to allow users to report an inappropriate or abusive answer.
- **Send Emails To:** Add email Address. Email sends to this email id when user report an answer.
- **Email Sender:** Select email sender.
- **Email template:** Select email template.

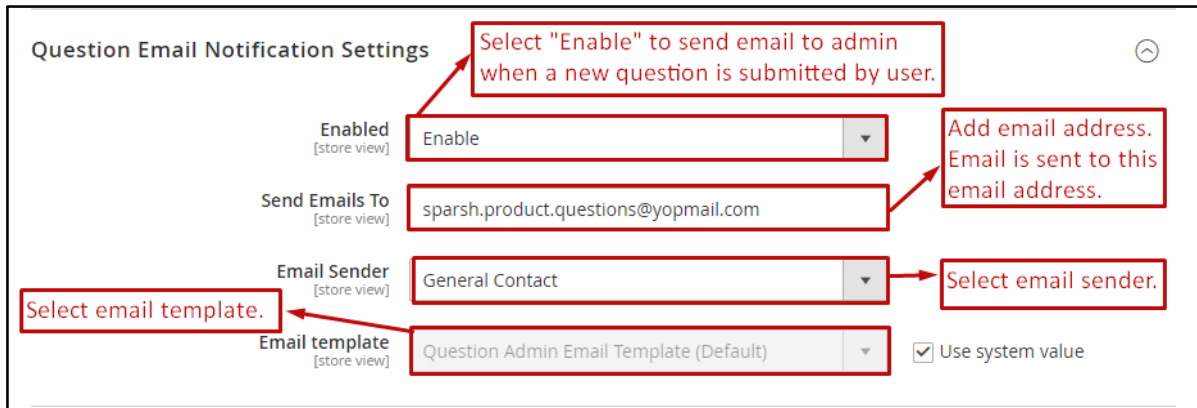
**Report Abuse Answer Settings**

|  |   |   |   |
|--|---|---|---|
| Select "Enable" to allow users to report an inappropriate or abusive answer. | Enabled<br><small>(store view)</small>        | Enable                                      | Add email Address. Email sends to this email id when user report an answer. |
|  | Send Emails To<br><small>(store view)</small> | sparsh.product.questions@yopmail.com        | Select email sender   |
| Select email template.   | Email Sender<br><small>(store view)</small>   | General Contact                             |   |
|  | Email template<br><small>(store view)</small> | Report Abuse Admin Email Template (Default) | <input checked="" type="checkbox"/> Use system value                        |

## ❖ Question Email Notification Settings

Admin gets email notification when customers add product question. Configure email notification here.

- **Enabled:** Select "Enable" to send email to admin when a new question is submitted by user.
- **Send Emails To:** Add email address. Email is sent to this email address.
- **Email Sender:** Select email sender.
- **Email template:** Select email template.



The screenshot shows the 'Question Email Notification Settings' form. It includes the following fields and annotations:

- Enabled:** A dropdown menu set to 'Enable'. An annotation points to it: "Select 'Enable' to send email to admin when a new question is submitted by user."
- Send Emails To:** A text input field containing 'sparsh.product.questions@yopmail.com'. An annotation points to it: "Add email address. Email is sent to this email address."
- Email Sender:** A dropdown menu set to 'General Contact'. An annotation points to it: "Select email sender."
- Email template:** A dropdown menu set to 'Question Admin Email Template (Default)'. An annotation points to it: "Select email template."
- A checkbox labeled 'Use system value' is checked.

## ❖ Answer Email Notification Settings

Admin and questioner get notification when customer answers their questions. Admin can configure email notifications from here.

- **Send Answer Email Notification to Customer:** Select "Yes" to allow to send email notification to customer when someone post answer for their question.
- **Customer Email Sender:** Select email Address of sender for customer email notification.
- **Customer Email Template:** Select email template for customer email notification.
- **Send Answer Email Notification to Admin:** Select "Yes" to allow to send email notification to admin when someone posts answer for question.
- **Send Email To:** Add email Address. Email notification is sent to this email address.
- **Admin Email Sender:** Select email sender for admin email notification.
- **Admin Email template:** Select email template for admin email notification.

**Answer Email Notification Settings**

Select "Yes" to allow to send email notification to customer when someone post answer for their question.

Select email template for customer email notification

Select "Yes" to allow to send email notification to admin when someone posts answer for question.

Add email Address. Email notification is sent to this email address.

Select email template for admin email notification

Select email Address of sender for customer email notification.

Select email sender for admin email notification.

Send Answer Email Notification to Customer [store view] Yes

Customer Email Sender [store view] General Contact

Customer Email Template [store view] Answer Customer Email Template (Default)  Use system value

Send Answer Email Notification to Admin [store view] Yes

Send Email To [store view] sparsh.product.questions@yopmail.com

Admin Email Sender [store view] General Contact

Admin Email template [store view] Answer Admin Email Template (Default)  Use system value

## 2. MANAGE PRODUCT QUESTIONS

To manage product question, go to Magento Admin > Market > Manage Product Questions. Here you find all product questions in grid. To approve or change the status of question and any question detail click the "Edit" link for respective question. Admin can delete single or multiple questions using the delete action. You can add new question using "Add New Question"

Manage Product Questions

Here you find all product questions in grid

Admin can add new Question

Add New Question

Search by keyword

Filters Columns Export

Actions 3 records found 20 per page 1 of 1

| ID | Questions                            | Status   | Product Name                                | SKU              | User Type | Created At               | Updated At              | Action |
|----|--------------------------------------|----------|---|------------------|-----------|--------------------------|-------------------------|--------|
| 1  | Is this bag is waterproof ?          | Approved | Strive Shoulder Pack, Crown Summit Backpack | 24-MB04, 24-MB03 | Guest     | Apr 12, 2023 4:38:03 AM  | Apr 26, 2023 7:48:34 AM | Edit   |
| 2  | which kind of material is used ?     | Approved | Breathe-Easy Tank                           | WT09             | Guest     | Apr 12, 2023 7:51:39 AM  | Apr 26, 2023 7:51:39 AM | Edit   |
| 3  | How many pockets does this bag have? | Approved | Joust Duffle Bag, Strive Shoulder Pack      | 24-MB01, 24-MB04 | Guest     | Apr 25, 2023 12:07:51 PM | Apr 26, 2023 7:56:29 AM | Edit   |

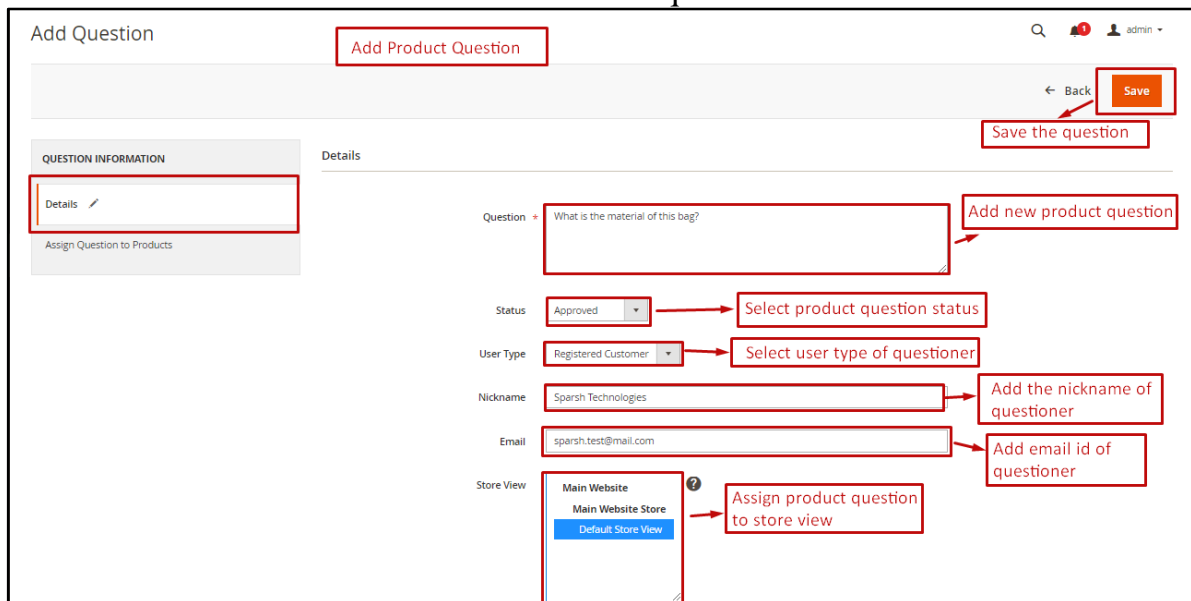
Click here to Edit Question

### 3. ADD/EDIT QUESTION

Admin can add new product questions by clicking “Add New Question” from the Manage Product Questions grid. To edit a question, click the "Edit" link for respective question in questions grid.

❖ **Details:** Admin can add basic details of questions to shows on frontend.

- **Question:** Product Question
- **Status:** Select the status of question from "Pending", "Approved" and "Not Approved". If auto approve of question is set to "yes" then status of question is already set as "Approved"
- **User Type:** Select the user type from "Guest", "Registered Customer" and "Admin".
- **Nickname:** Add the nickname of the questioner to show on the product questions tab.
- **Email:** Add the email id of the questioner. When answer for the question email notification send to this email id.
- **Store View:** Select the store view to show this question.

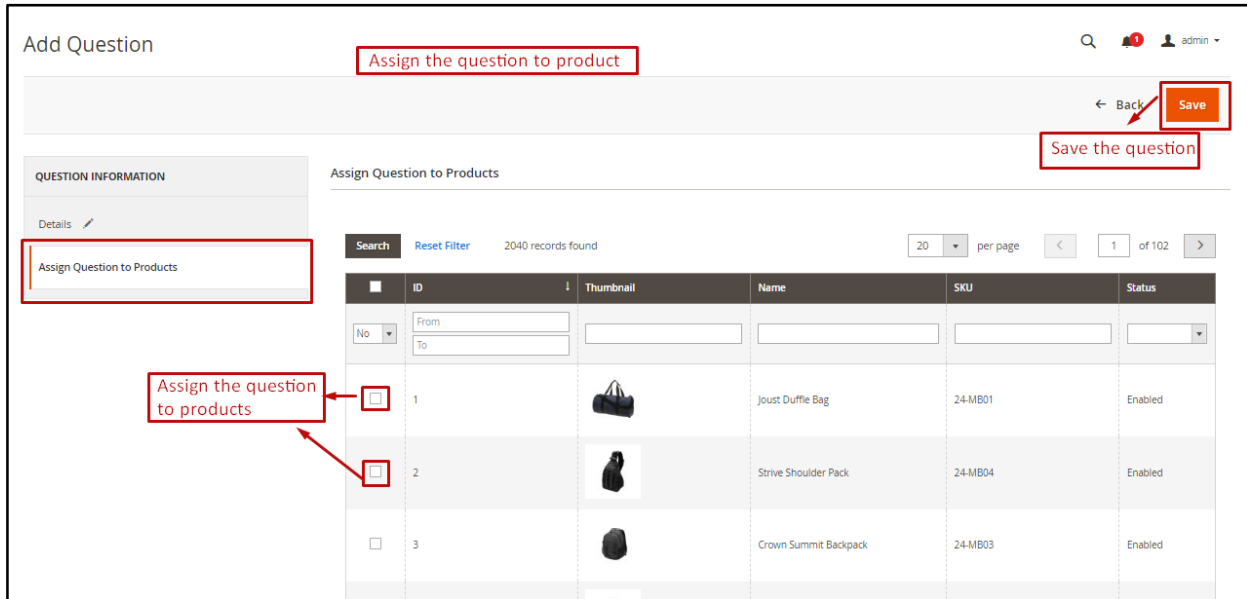


The screenshot shows the 'Add Question' form with the following fields and annotations:

- Add Product Question:** A red box highlights the 'Add Product Question' button at the top.
- Save the question:** A red box highlights the 'Save' button in the top right corner.
- QUESTION INFORMATION:** A sidebar on the left contains a 'Details' link and an 'Assign Question to Products' button, both highlighted with red boxes.
- Question:** A text input field containing 'What is the material of this bag?' is highlighted with a red box and labeled 'Add new product question'.
- Status:** A dropdown menu set to 'Approved' is highlighted with a red box and labeled 'Select product question status'.
- User Type:** A dropdown menu set to 'Registered Customer' is highlighted with a red box and labeled 'Select user type of questioner'.
- Nickname:** A text input field containing 'Sparsh Technologies' is highlighted with a red box and labeled 'Add the nickname of questioner'.
- Email:** A text input field containing 'sparsh.test@email.com' is highlighted with a red box and labeled 'Add email id of questioner'.
- Store View:** A list of store views including 'Main Website', 'Main Website Store', and 'Default Store View' is highlighted with a red box and labeled 'Assign product question to store view'.



❖ **Assign Question to Product:** Here you can assign questions to products.



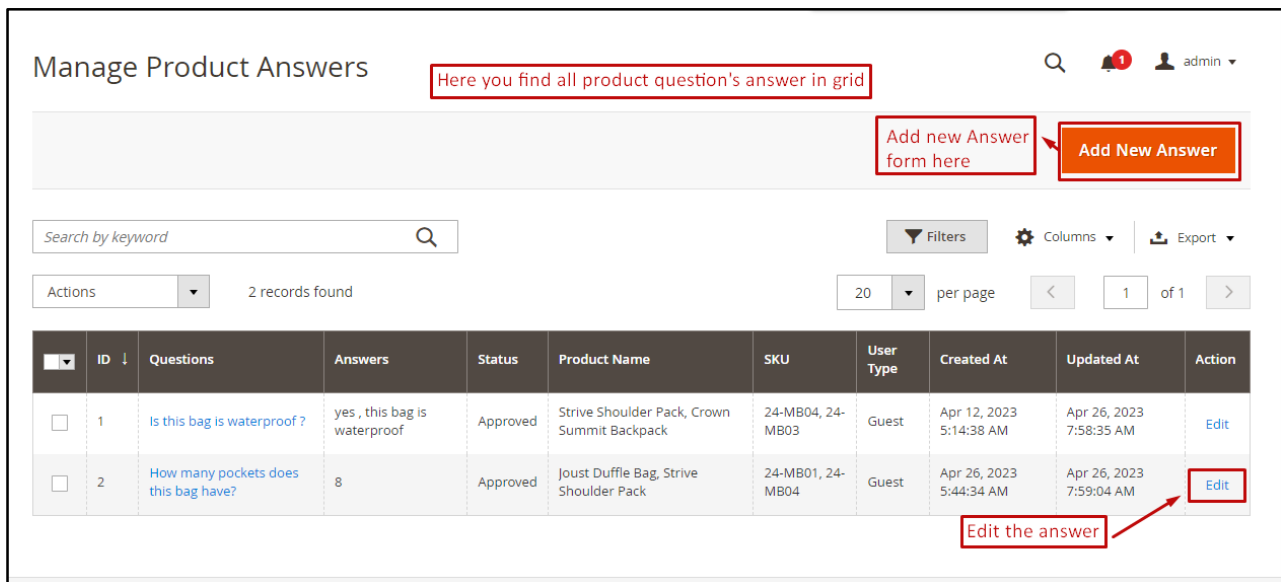
**Assign Question to Products**

Search [Reset Filter](#) 2040 records found 20 per page 1 of 102

| ID | Thumbnail | Name                  | SKU     | Status  |
|----|-----------|-----------------------|---------|---------|
| 1  |           | Joust Duffle Bag      | 24-MB01 | Enabled |
| 2  |           | Strive Shoulder Pack  | 24-MB04 | Enabled |
| 3  |           | Crown Summit Backpack | 24-MB03 | Enabled |

## 4. MANAGE PRODUCT ANSWERS

To manage product question's answers, go to Magento Admin > Market > Manage Product Answers. Here you find all product question's answer in grid. To Edit any answer detail, click the "Edit" link for respective answer. Admin can delete single or multiple answers using the delete action. You can add new answer using "Add New Answer"



**Manage Product Answers** Here you find all product question's answer in grid

[Add new Answer form here](#) [Add New Answer](#)

Search by keyword  Filters Columns Export

Actions 2 records found 20 per page 1 of 1

| ID | Questions                            | Answers                      | Status   | Product Name                                | SKU              | User Type | Created At              | Updated At              | Action               |
|----|--------------------------------------|------------------------------|----------|---|------------------|-----------|-------------------------|-------------------------|----------------------|
| 1  | Is this bag is waterproof ?          | yes , this bag is waterproof | Approved | Strive Shoulder Pack, Crown Summit Backpack | 24-MB04, 24-MB03 | Guest     | Apr 12, 2023 5:14:38 AM | Apr 26, 2023 7:58:35 AM | <a href="#">Edit</a> |
| 2  | How many pockets does this bag have? | 8                            | Approved | Joust Duffle Bag, Strive Shoulder Pack      | 24-MB01, 24-MB04 | Guest     | Apr 26, 2023 5:44:34 AM | Apr 26, 2023 7:59:04 AM | <a href="#">Edit</a> |

[Edit the answer](#)

## 5. SELECT THE QUESTION TO ADD ANSWER

Admin user should select the question to add answer for it.

Add New Answer Select the question to add answer it.

← Back

3 records found 20 per page 1 of 1

| ID | Questions                            | Status   | Created At               |
|----|--------------------------------------|----------|--------------------------|
| 1  | Is this bag is waterproof ?          | Approved | Apr 12, 2023 4:38:03 AM  |
| 2  | which kind of material is used ?     | Approved | Apr 12, 2023 5:13:17 AM  |
| 3  | How many pockets does this bag have? | Approved | Apr 25, 2023 12:07:51 PM |

## 6. ADD/EDIT ANSWER

Admin user can Add/Edit answer for selected question.

- **Question:** Question, this link will redirect to question edit page.
- **Answer:** Enter the answer for question.
- **Status:** Select the status of answer from "Pending", "Approved" and "Not Approved". If auto approve of answer is set to "yes" then status of answer is already set as "Approved"
- **User Type:** Select the user type from "Guest", "Registered Customer" and "Admin".
- **Nickname:** Enter the nickname to show along with product answers in the Product question tab.
- **Email:** Enter the email Id.
- **Is Anonymous:** Set to yes to show answer as anonymous in the frontend.
- **Is Certified:** Set to yes to show answer as posted from a certified customer.
- **Likes:** Shows the total count of likes.
- **Dislikes:** Shows the total count of dislikes.
- **Abuses:** Shows the total count of reports.

Add Answer ← Back

Question How many pockets does this bag have?

Answer

Status  Select the answer status

User Type  Select user type

Nickname  Add nickname to show under the product answer

Email  Add email address

Is Anonymous  No Set as "Yes" to show answer as Anonymous

Is Certified  No Set as "Yes" to show answer as Certified

Likes  Shows the total count of likes

Dislikes  Shows the total count of dislikes

Abuses  Shows the total count of reports.

## 7. PRODUCT QUESTIONS ACTIVITY LOG

All user activities on p by users are listed in Marketing > Product Questions > Product Questions Activity Log. You can track user activities, when user like, dislike and report an answer as abusive.

Product Questions Activity Log 🔍 1 admin ▾

Search by keyword

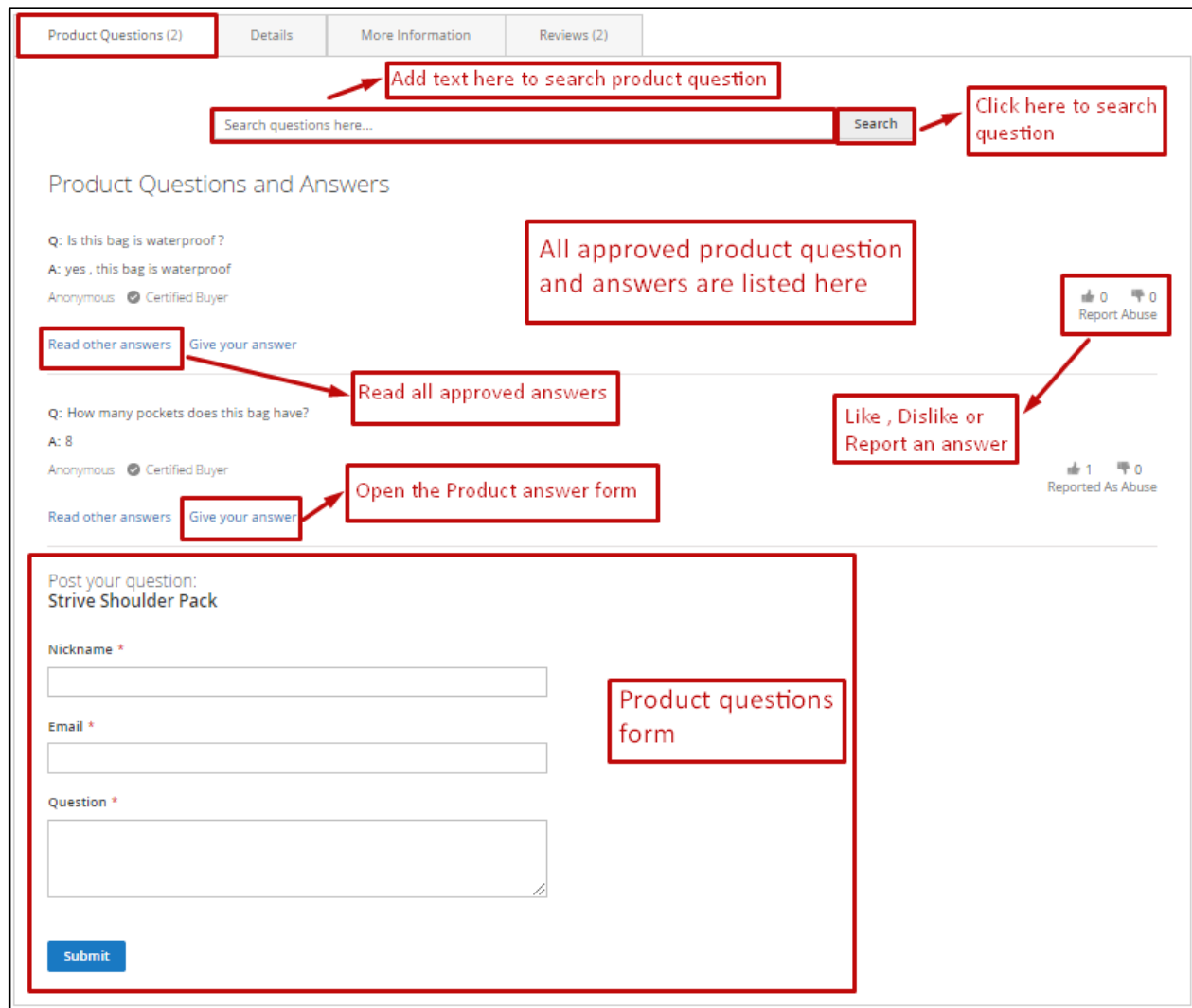
Filters Columns Export

2 records found 20 per page 1 of 1

| ID | Questions  | Answers | Activity Type  | Product Name                           | SKU              | Activity Time           |
|----|--|---------|----------------|--|------------------|-------------------------|
| 1  | <a href="#">How many pockets does this bag have?</a> | 8       | Reported Abuse | Joust Duffle Bag, Strive Shoulder Pack | 24-MB01, 24-MB04 | Apr 26, 2023 5:52:07 AM |
| 8  | <a href="#">How many pockets does this bag have?</a> | 8       | Like           | Joust Duffle Bag, Strive Shoulder Pack | 24-MB01, 24-MB04 | Apr 26, 2023 5:55:09 AM |

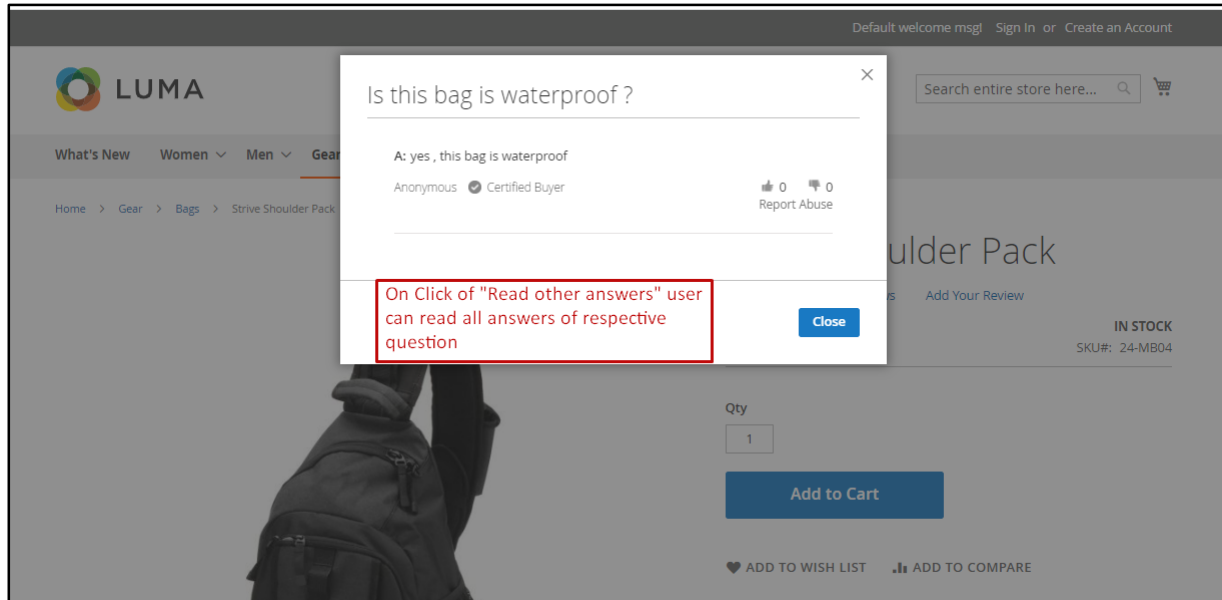
## 8. PRODUCT QUESTIONS IN THE FRONTEND

To show the Product question tab in product view page first enable the extension and add product question tab. Default tab title is "Product Questions". Users can search product questions using the search box. Questions assigned to respective product with status "Approved" are shown here. Users can ask new questions from the question form. User can Like, Dislike and Report Abuse the respective answer.

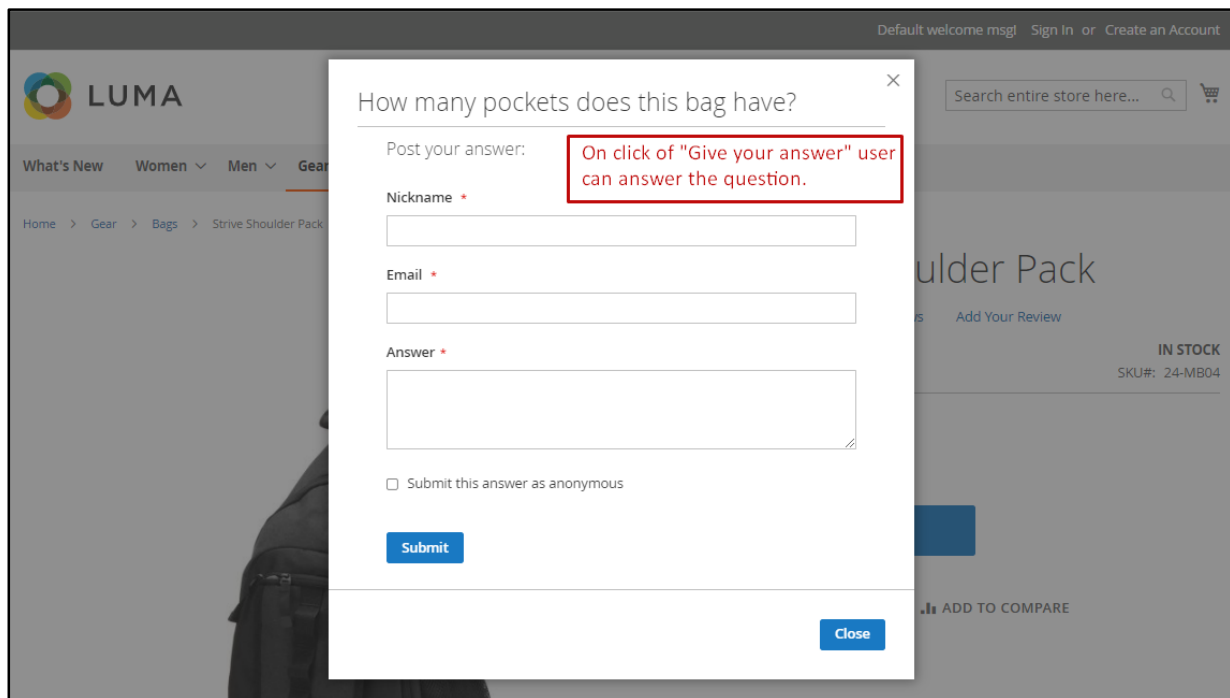


The screenshot displays the 'Product Questions and Answers' section of a product page. At the top, there are tabs for 'Product Questions (2)', 'Details', 'More Information', and 'Reviews (2)'. Below the tabs is a search bar with the placeholder text 'Search questions here...' and a 'Search' button. Annotations include: 'Add text here to search product question' pointing to the search bar, and 'Click here to search question' pointing to the 'Search' button. The main content area shows two questions and answers. The first question is 'Q: Is this bag is waterproof?' with an answer 'A: yes , this bag is waterproof' by 'Anonymous' (Certified Buyer). Annotations include: 'All approved product question and answers are listed here' pointing to the question and answer, 'Read other answers' pointing to the 'Read other answers' link, and 'Give your answer' pointing to the 'Give your answer' link. The second question is 'Q: How many pockets does this bag have?' with an answer 'A: 8' by 'Anonymous' (Certified Buyer). Annotations include: 'Read all approved answers' pointing to the 'Read other answers' link, 'Open the Product answer form' pointing to the 'Give your answer' link, and 'Like , Dislike or Report an answer' pointing to the 'Report Abuse' button. At the bottom, there is a 'Post your question:' form for the product 'Strive Shoulder Pack'. The form includes fields for 'Nickname \*', 'Email \*', and 'Question \*', and a 'Submit' button. An annotation 'Product questions form' points to the form area.

- **By clicking "Read other answers" user can read all answers for respective question.**

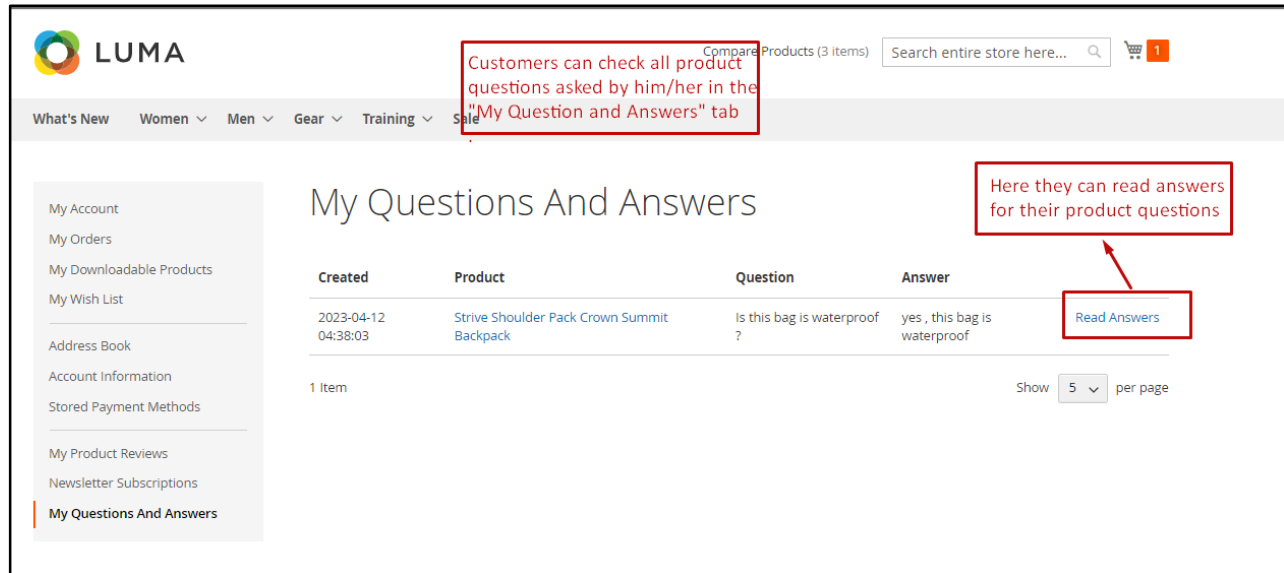


- **On click of "Give your answer" user can answer the question.**



## 9. MY QUESTIONS AND ANSWERS IN CUSTOMER'S MY ACCOUNT SECTION

Customers can check all product questions asked by him/her in the "My Question and Answers" tab in customer my account page. Where they can read answers to their product questions.



Customers can check all product questions asked by him/her in the "My Question and Answers" tab

Here they can read answers for their product questions

Read Answers

| Created                | Product                                    | Question                    | Answer                       |
|------------------------|--|-----------------------------|------------------------------|
| 2023-04-12<br>04:38:03 | Strive Shoulder Pack Crown Summit Backpack | Is this bag is waterproof ? | yes , this bag is waterproof |

1 Item

Show 5 per page

## 10. HOW TO CONFIGURE FAQ PRO

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

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

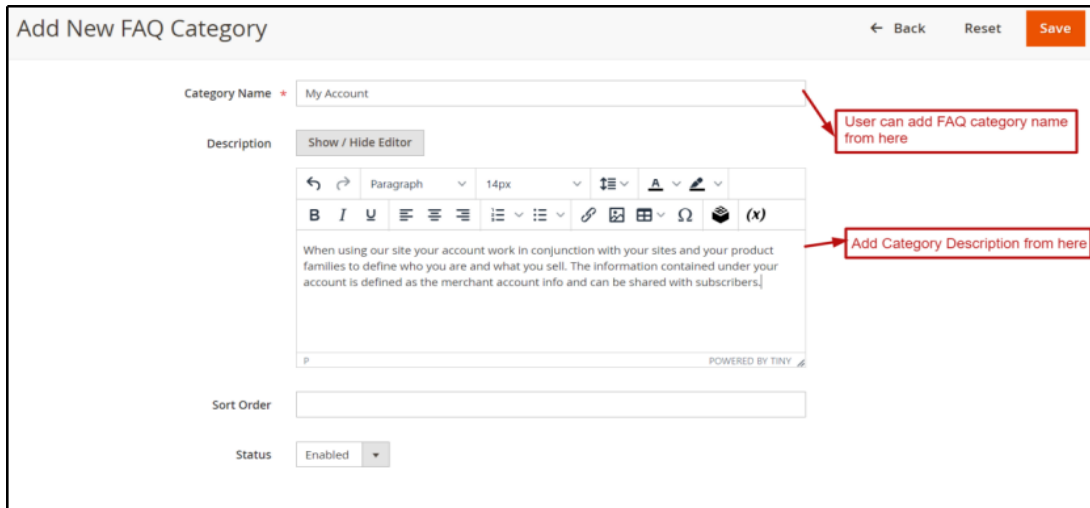
- **Enable FAQ:** Choose Yes to enable this extension else choose No to disable it. On disabling it, FAQ block in frontend won't be shown.
- **Do you want a category sidebar? :** Choose "Yes" if you want to have a categories sidebar for FAQ block.
- **FAQ list label:** Set the FAQ block title as per 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.

## 11. HOW TO ADD NEW FAQ CATEGORY

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

Fill the form details to add a new FAQ Category:

- **Category Name:** Enter the 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. At the top right, there are 'Back', 'Reset', and 'Save' buttons. The 'Category Name' field contains 'My Account'. Below it is a 'Description' field with a 'Show / Hide Editor' button and a rich text editor. The rich text editor contains the text: 'When using our site your account work 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.' Below the description field is a 'Sort Order' field and a 'Status' dropdown menu set to 'Enabled'. Two red callout boxes with arrows point to the 'Category Name' and 'Description' fields, containing the text 'User can add FAQ category name from here' and 'Add Category Description from here' respectively.

## 12. MANAGE FAQ CATEGORY DETAILS

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

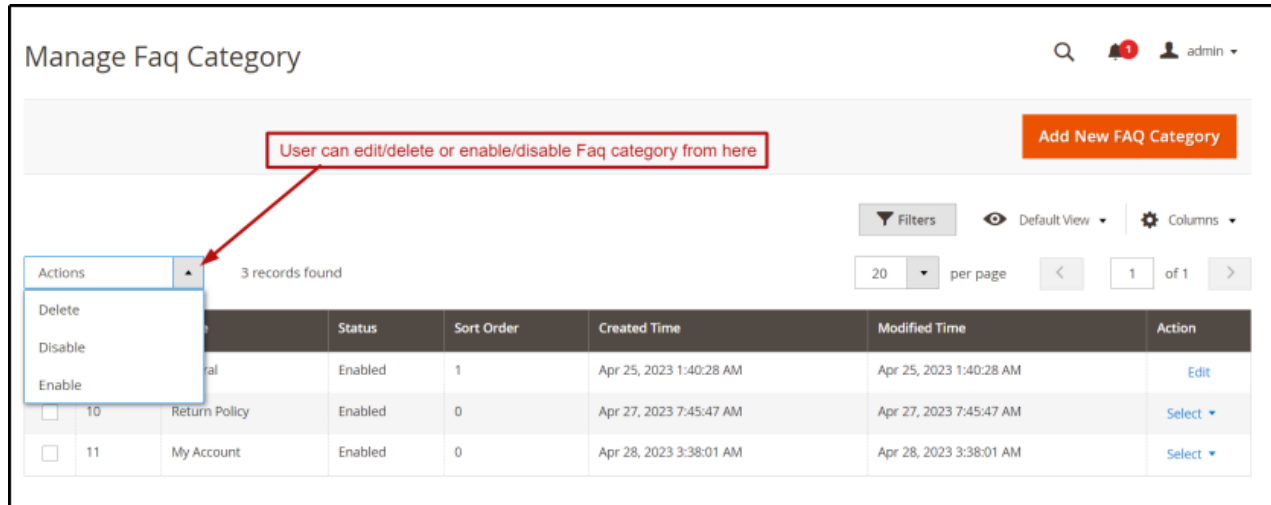
You can find all FAQ categories added here. FAQ Category grid has details like Name, Status, Created Time, Modified Time and Sort Order.

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

Search, Notifications, admin

Add New FAQ Category

User can edit/delete or enable/disable Faq category from here

Filters, Default View, Columns

20 per page, 1 of 1

3 records found

|                          |    |               | Status  | Sort Order | Created Time            | Modified Time           | Action |
|--------------------------|----|---------------|---------|------------|-------------------------|-------------------------|--------|
| <input type="checkbox"/> | 10 | Return Policy | Enabled | 0          | Apr 27, 2023 7:45:47 AM | Apr 27, 2023 7:45:47 AM | Select |
| <input type="checkbox"/> | 11 | My Account    | Enabled | 0          | Apr 28, 2023 3:38:01 AM | Apr 28, 2023 3:38:01 AM | Select |

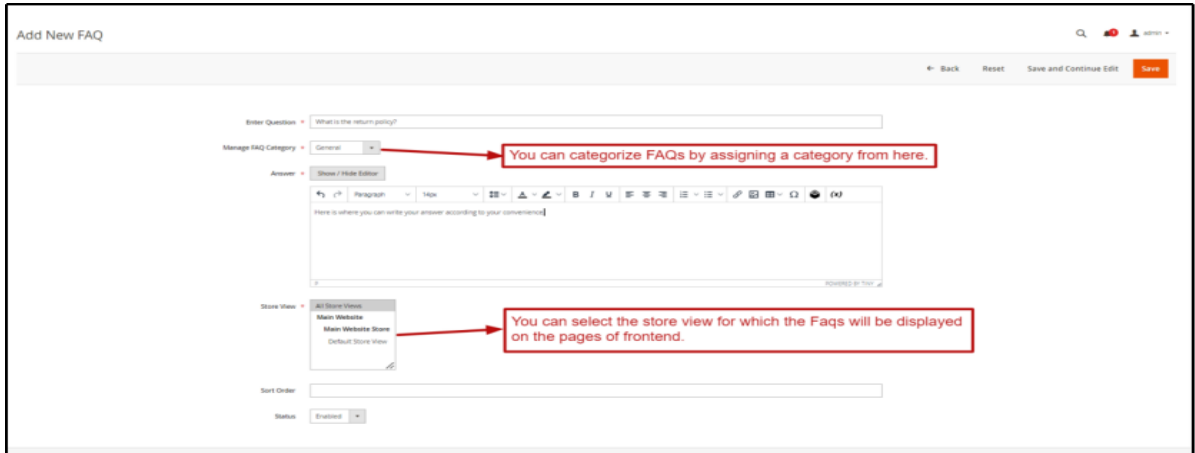
### 13. HOW TO ADD NEW FAQ

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

Fill the form details to add a new FAQ:

- **Enter Question:** Enter FAQ question.
- **Manage FAQ 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.





**You can categorize FAQs by assigning a category from here.**

**You can select the store view for which the Faqs will be displayed on the pages of frontend.**

## 14. MANAGE FAQ DETAILS

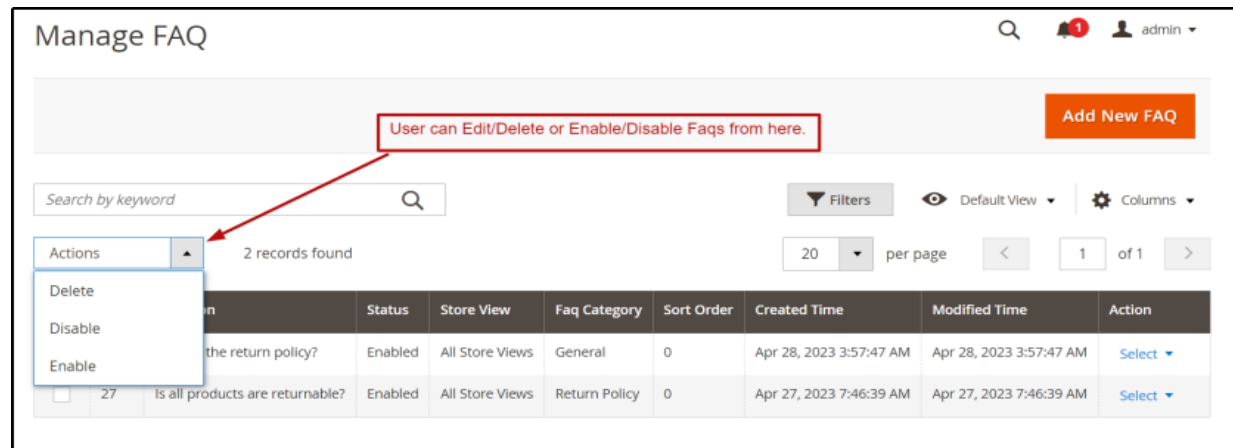
Go to [Magento 2 Admin] > Login > Marketing > FAQ > Manage Faq.

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

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.



**User can Edit/Delete or Enable/Disable Faqs from here.**

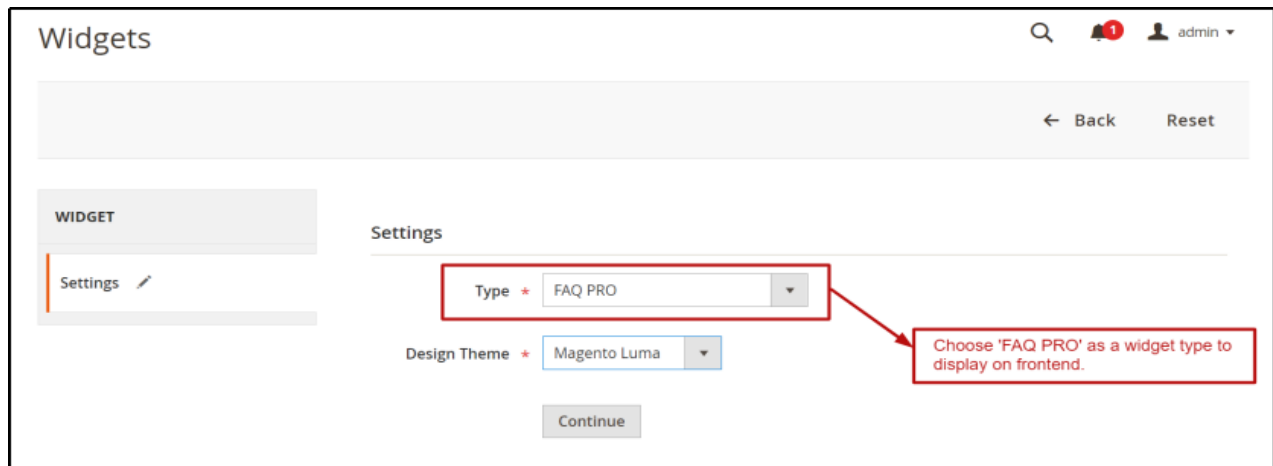
| Actions | Question                        | Status  | Store View      | Faq Category  | Sort Order | Created Time            | Modified Time           | Action |
|---------|---------------------------------|---------|-----------------|---------------|------------|-------------------------|-------------------------|--------|
|         | the return policy?              | Enabled | All Store Views | General       | 0          | Apr 28, 2023 3:57:47 AM | Apr 28, 2023 3:57:47 AM | Select |
|         | Is all products are returnable? | Enabled | All Store Views | Return Policy | 0          | Apr 27, 2023 7:46:39 AM | Apr 27, 2023 7:46:39 AM | Select |

## 15. 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 PRO” > Click on “Insert Widget” button

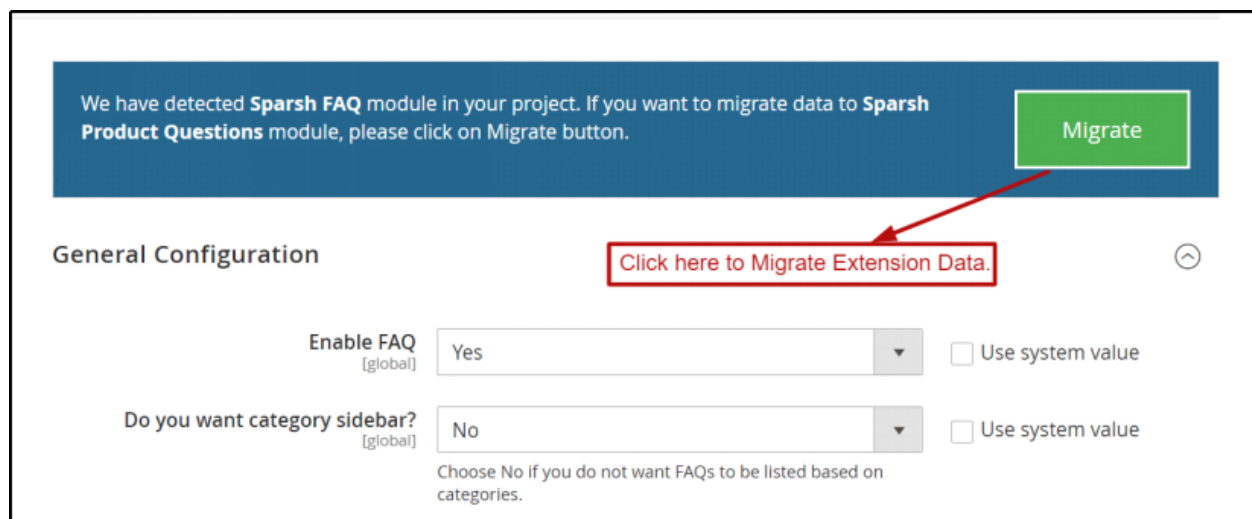


## 16. MIGRATE THE DATA FROM FAQ EXTENSION TO FAQ PRO EXTENSION

We provide functionality that allows you to migrate from the FAQ Extension to the FAQ Pro Extension in one click.

Users with FAQ Extension installed only see the Migrate button.

Migrate Extension from Store > Configuration > Sparsh Extension > FAQ PRO



## 17. STORE FRONT VIEW OF FAQ

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

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CATEGORIES      1 . What is the return policy? ^

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RETURN POLICY      Here is where you can write your answer according to your convenience.

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GENERAL

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

FAQs with category sidebar disabled.

### Sparsh FAQ

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1 . What is the return policy? ^

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Here is where you can write your answer according to your convenience.

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2 . Is all products are returnable? v