



# Product Questions and FAQ - Magento 2

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## Installation

 Before installing the extension, please make sure to **Backup your web directory and store database**

 You will require to install MageDelight Base Extension first. If it is not installed then please download it from <https://www.magedelight.com/pub/extensions/magedelight-base.zip> and unzip the package file into the root folder of your Magento 2 installation.

 Root Directory is - "**app/code/magedelight/#YourExtensionName#**"

- Unzip the extension package file into the root folder of your Magento 2 installation.
- Connect to SSH console of your server:
  - Navigate to the root folder of your Magento 2 setup
  - Run command as per below sequence,

```
php bin/magento setup:upgrade
```

```
php bin/magento setup:di:compile
```

```
php bin/magento setup:static-content:deploy
```

```
php bin/magento cache:clean
```

- log out from the backend and log in again



If you are using Magento 2.3 or later then you do not need to activate license. Extension will be activated with silent activation mechanism and does not require activation keys to be entered manually.

## Backend Configuration (Admin side)

MAGEDELIGHT

FAQ

### General FAQ Configuration

Enable Product QA [store view] Yes

Enable Generic FAQ [store view] Yes

### Product QA Configuration

Enable product Faq For Guest [store view] Yes

### Generic FAQ Configuration

FAQ Category Linkable [store view] Yes  
Category Tabs is Linkable to Category view page

FAQ Layout [store view] Category Grid View

Display Author Information [store view] Yes

Display Social links [store view] Yes

FAQ Link Title [store view] FAQ  
This is the title of the link displayed on the frontend.

FAQ Page Title [store view] FAQ  
This is the title of the header of FAQ sections

FAQ Page Url Key [store view] faq  
This is the key of FAQ page url.

FAQ Page Url Suffix [store view] .html  
This is the url suffix of FAQ page url.

FAQ Page Meta Keywords [store view]

Meta Description [store view]

- **Enable product QA:** Enable/Disable product question answer.
- **Enable generic FAQ:** Enable/Disable generic FAQs.
- **Enable product FAQ for Guest:** Allow guest customer to ask product question. If disabled, customer must have to logged-in to ask question.
- **FAQ layout:** 4 types of layout available for generic FAQ.
  - Category grid view – to display only categories in grid view
  - Category list view – to display only categories in list view
  - Category and questions grid view – to display categories and questions in grid view
  - Category and questions list view – to display categories and questions in list view

- **Display author information** – Provide author name and email (i.e. who is giving answers of the questions asked by users). Display author information below answers.
- **Display social links** – If set to yes, then it would display Facebook, Twitter, Addthis (email a friend), Google+, WhatsApp, Pinterest and many more.
- **FAQ Link Title**: FAQ page link title. Link will be listed in footer link sections.
- **FAQ Page Title**: Define page title, and all other options will let you manage Meta data for FAQ page, like Meta keyword, description and FAQ link URL.

## Backend Functionality

This extension will provide an option to manage product questions and FAQs. Customer will get interface to interact with merchant and ask his queries for product on product details page itself and merchant can replies to client queries, and if found any potential question merchant can make it visible particular question. Merchant can also manage frequently asked question for website and categorize them in different category.

### Category

Under content management tab, you will find link FAQ category. It will allow you to manage FAQ categories to categorize frequently asked questions in different section. You can see category list, refer image below,

### FAQ Categories

demo

Add FAQ Category

Filters
Default View
Columns

Actions
5 records found
20 per page
1 of 1

	ID	Title	URL Key	Store View	Status	Created	Modified	Action
<input type="checkbox"/>	2	Gift cards	giftcards	All Store Views	Enabled	Feb 21, 2017 12:37:31 AM	Apr 4, 2017 2:02:22 AM	<a href="#">Edit</a>
<input type="checkbox"/>	20	Magento	magento	All Store Views	Enabled	Mar 20, 2017 5:52:26 AM	Apr 4, 2017 2:00:38 AM	<a href="#">Edit</a>
<input type="checkbox"/>	21	Return and Replacement	returnandreplace	All Store Views	Enabled	Apr 4, 2017 1:50:21 AM	Apr 4, 2017 1:50:21 AM	<a href="#">Edit</a>

### Create/Update FAQ category

Merchant can add or edit FAQ category with bellowed options.

Enable Category ☒ Yes

Title \*

URL Key \*  ?

Description \*

Layout  ▼

Image

Customer Groups \*  ×  ×  ×  × ▼

Position \*

Store View \* 

All Store Views

Main Website

Main Website Store

Default Store View

- **Status:** enable/disable particular category.
- **Title:** Define FAQ category title.
- **URL Key:** You can defined SEO friendly URL for category details page. If you don't define, it will be auto generated based on category name.
- **Description:** write small description of category. It will be displayed under category in generic FAQ on front-end.
- **Layout:** There are different layouts available.
  - a. Empty – Open up a plain page without breadcrumb, header and footer of the store. I.e. an independent page with category details only.
  - b. 1 column – Open up a page with breadcrumb, header and footer of the store
  - c. 2 column with left bar – Display category and questions in 2 columns and layered navigation on left side
  - d. 2 column with right bar – Display category and questions in 2 columns and layered navigation on right side
  - e. 3 column – Display category and questions in 3 columns
- **Image** – Upload image to present category. This image will be displayed on category page
- **Customer Groups** – select customer groups to access particular category.
- **Position:** Set order number by which the category will be listed on FAQ page.
- **Store View:** Admin can select store view, only for those websites/store views category will be available.

## Design

## Design

### General Options

Question Margin Bottom (px)

### Title Options

Font Size(px)

Text Color   
Choose a color

Text Color (Active)   
Choose a color

Background   
Choose a color

Background (Active)   
Choose a color

Icon  ?  
\*For ex: fa-plus-square-o. Find more class at here <http://fontawesome.io/icons/>

### Question Icon Options

Icon Class  ?

Icon Class on Active  ?

Animation Type  ?

Animation Speed(s)  ?

- **General Option**
  - **Question margin bottom:** set question margin from bottom in pixel
- **Title Option**
  - Font size: Set font size of the question title
  - Text color: Set default text color of question(s) in the category
  - Text color (active): Set color on click of question
  - Background: Set background color of question(s) in the category
  - Background (active): Set background color on click of question
  - Icon: Set category icon class. (More icons can be selected from [fontawesome.io/icons/](http://fontawesome.io/icons/))
- **Question Icon Options**
  - Icon class: Set icon class to display icons before each question
  - Icon class on active: Set icon class to change icon on question click
  - Animation type: select animation type from given options
  - Animation speed(s): set speed of animation in seconds

### Question Title Border Options

Border Radius

\*For ex: 5px 5px 5px 5px

Border Color

Choose a color

Border Width(px)

### Search Engine Optimization

Page Title

Meta Keywords

Meta Description

### Questions in Category

Search

Reset Filter 1 records found

20

per page

<

1

of 1

>

<input checked="" type="checkbox"/>	ID	Question	Status	Question Type
Yes				
<input checked="" type="checkbox"/>	10	Best season to get exciting offers	Enabled	Generic Question

- **Question Title Border**
  - Border radius: Set question border radius
  - Border color: Set border color (pick from color picker)
  - Border width: Set border width in pixel
- **Search Engine Optimization**
  - Page title: Set category page title
  - Meta key words: Set meta key words to make SEO friendly page
  - Meta description: set meta description to make SEO friendly page
- **Questions in Category:** Select questions to display in the category

## Questions

This will let you create and manage questions for generic FAQ section or even for product section. Admin can reply answer to client's question here.

Questions

admin

Search by keyword

Filters

Default View

Columns

Actions 15 records found

8 per page 1 of 2

	ID	Question	Status	Created by	Question Type	Created	Modified	Action
<input type="checkbox"/>	5	What is 'My Account'? How do I update my information ?	Enabled	Admin	Generic Faq	Oct 7, 2016 8:48:51 AM	Oct 7, 2016 8:48:51 AM	<a href="#">Edit</a>
<input type="checkbox"/>	6	Can I order a product that is 'Out of Stock'?	Enabled	Admin	Generic Faq	Oct 7, 2016 8:49:46 AM	Oct 7, 2016 8:49:46 AM	<a href="#">Edit</a>
<input type="checkbox"/>	7	I see different prices for books with the same title. Why?	Enabled	Admin	Generic Faq	Oct 7, 2016 8:50:37 AM	Oct 7, 2016 8:53:39 AM	<a href="#">Edit</a>
<input type="checkbox"/>	8	Why do I see different prices for the same product?	Enabled	Admin	Generic Faq	Oct 7, 2016 8:52:53 AM	Oct 7, 2016 8:52:53 AM	<a href="#">Edit</a>
<input type="checkbox"/>	9	What do I need to know before getting an order gift wrapped?	Enabled	Admin	Generic Faq	Oct 7, 2016 8:54:55 AM	Oct 7, 2016 8:54:55 AM	<a href="#">Edit</a>
<input type="checkbox"/>	10	What is Cash on Delivery?	Enabled	Admin	Generic Faq	Oct 7, 2016 8:57:44 AM	Oct 7, 2016 8:57:44 AM	<a href="#">Edit</a>
<input type="checkbox"/>	11	How do I pay using a credit/debit card?	Enabled	Admin	Generic Faq	Oct 7, 2016 8:58:38 AM	Oct 7, 2016 8:58:38 AM	<a href="#">Edit</a>
<input type="checkbox"/>	12	What is a 3D Secure password?	Enabled	Admin	Generic Faq	Oct 7, 2016 8:59:18 AM	Oct 7, 2016 8:59:18 AM	<a href="#">Edit</a>

Create / Update FAQ and product questions

Enable Rule ☒ Yes

Question \* Best season to get exciting offers

Tags \* Discounts, Offers

Comma-separated.

Question Type \* Generic Question ▼

Category \* Gift cards × Magento × Offers and Discounts × ▼

Sort Order \* 11

Store View \* All Store Views

Main Website

Main Website Store

Default Store View

Answer Show / Hide Editor

Rich text editor toolbar with icons for bold, italic, underline, link, unlink, list, table, etc. The text area contains the following content:

We go live with offers 3 times a year. That is christmas, halloween and black friday. On these festivals you will get maximum discounts and variety of offers. We also give 5% or 10% discount on majority of products throughout the year.

Path: p > span

Like \* 21

Dislike \* 0

Most Viewed ☒ Yes

- **Enable/Disable rule:** Set whether to display question on frontend or not. Only enabled questions will be listed at frontend, if customers asked such question, that merchant don't want to list on frontend. Merchant can reply to customer question but will kept it as disable so question wouldn't be visible on site.
- **Question:** Question for FAQ or product page.
- **Tags:** Define tags of the question. This tags would get displayed on frontend which would help users to narrow down the search.
- **Question Type:** question type can be Product Question, Generic FAQ or both.
- **Product Question:** this question will only listed on product page for which products are selected. One question can be assign to multiple products. Refer screenshot below,
- **Generic FAQ:** If question is created for site FAQ only, you have to select FAQ category for question to show question.
- **Both:** This will allows you to create question for product as well as generic FAQs. So the question will be listed on both.
- **Category:** Select category if question belongs to generic question type or lies under both question type.
- **Sort Order:** Define sort order to show question in sequence on FAQ page or on product question list.
- **Store View:** You can prevent questions to be visible for selected store views only.
- **Answer:** Answer for the question. If question is asked by customer, there will be an option to send reply to customer. That will send email to customer with updated answer.
- **Like:** Set number of likes (this counter increases automatically as user clicks on Like button from front-end)



- **Dislike:** Set number of likes (this counter increases automatically as user clicks on Dislike button from front-end)
- **Most viewed:** Set question as most viewed. This would display question under "Most frequently asked question" on generic FAQ page.

### Question Author

Notify Customer by Email ☐ No

Created By admin

Author Name \* admin

Author Email \* admin@demo.com

### Design

#### General Options

Margin Bottom (px)

#### Title Options

Font Size(px)

Background (Active)

Choose a color

Background

Choose a color

Text Color

Choose a color

Text Color (Active)

Choose a color

#### Icon Options

Animation Speed(s)

Animation Type

none ?

Icon Class on Active

?

Icon Class

?

#### Title Border Options

Border Radius

Ex: 5px 5px 5px 5px

Border Color

Choose a color

Border Width(px)

- **Question Author**
  - **Notify customer by email:** On answering, notify customer by email
  - **Created By:** Provide name of person who has created question
  - **Author Name:** Provide name of person who is answering
  - **Author Email:** Email of person who is answering
- **Design**

 Please refer design section of the category, [click here](#)

Search Engine Optimization

Page Title

Meta Keywords

Meta Description

Products In Question

Search

Reset Filter

14 records found

20 per page

< 1 of 1 >

To

<input checked="" type="checkbox"/>	1	Joust Duffle Bag	Simple Product	Bag	Enabled	Catalog, Search	24-MB01	\$34.00
<input checked="" type="checkbox"/>	2	Strive Shoulder Pack	Simple Product	Bag	Enabled	Catalog, Search	24-MB04	\$32.00
<input checked="" type="checkbox"/>	9	Compete Track Tote	Simple Product	Bag	Enabled	Catalog, Search	24-WB02	\$32.00
<input checked="" type="checkbox"/>	10	Savvy Shoulder Tote	Simple Product	Bag	Enabled	Catalog, Search	24-WB05	\$32.00

- **Search Engine Optimization**
  - **Page Title:** Provide title for the page
  - **Meta Keywords:** Provide meta keywords for the question
  - **Meta Description:** Provide meta description up to 160 words
- **Products in question:** Select the products related to the question

## Frontend Functionality

### Product Questions

This extension will add new tab on product page to list-down product question answer. Customer will get option to ask their query regarding particular products, also you will be able to add frequently asked question of product here. Kindly refer below screenshot,

Page 10 of 13

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Details	Q&A	Reviews (2)
---------	-----	-------------

## Product Questions

⊕ Can i return/replace this product?

⊖ Do you offer same day delivery?

Yes, we have same day delivery options available for some of the products.

You will automatically find that option on cart page or while filling order and shipping information.

You might find extra charges option of those products, but it depends on the work load of our delivery staff

... [Read more](#)

[LOGIN TO WRITE QUESTION](#)

Customer can ask question or queries if admin allows. Admin can also prevent guest customers to asked questions.

**Name \***

**Email \***

**Question \***

**Please type the letters below \***



[RELOAD CAPTCHA](#)

### Frequently Asked Question (FAQs)

If admin has enabled and configured FAQ page with extension configuration section, FAQ page link will be available in footer.

About us

Customer Service

Privacy and Cookie Policy

FAQ

Search Terms

Contact Us

Advanced Search

Copyright © 2016

That link will bring us to FAQ page with listed all FAQ categories and question.

CATEGORY

Magento >

Shipment >

Offers and Discounts >

Return and Replacement >

Gift cards >

TAGS

Discounts (1) Offers (1)

Return policy (1)

Replacement (1)

Search entire questions here...

Most FAQ

Best season to get exciting offers

Magento 2

Shipment 1

Best season to get exciting offers

Do you offer same day delivery?

Can i set different layouts of FAQ?

Offers and Discounts 1

Return and Replacement 1

Best season to get exciting offers

Can i return/replace this product?

It also provides quick search option for question on the top.

#### Q&A Detail page

# Do you offer same day delivery?

Yes, we have same day delivery options available for some of the products.

You will automatically find that option on cart page or while filling order and shipping information.

You might find extra charges option of those products, but it depends on the work load of our delivery staff (charges would be very nominal).

Created by **Veronica Costello**

Was this article helpful ?

 LIKE 1

 DISLIKE 0



Customers can like/dislike answer and can share Q&A on their social media, too.

## Demo

[Click here](#) to visit frontend.

[Click here](#) to visit backend admin panel.

## FAQs

[Click here](#) to visit FAQs.

## Support

[Click here](#) to raise a support ticket using your MageDelight account.

## Additional Services

[Click here](#) to get the customized solution for this extension.

**Thank you for choosing MageDelight!**