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

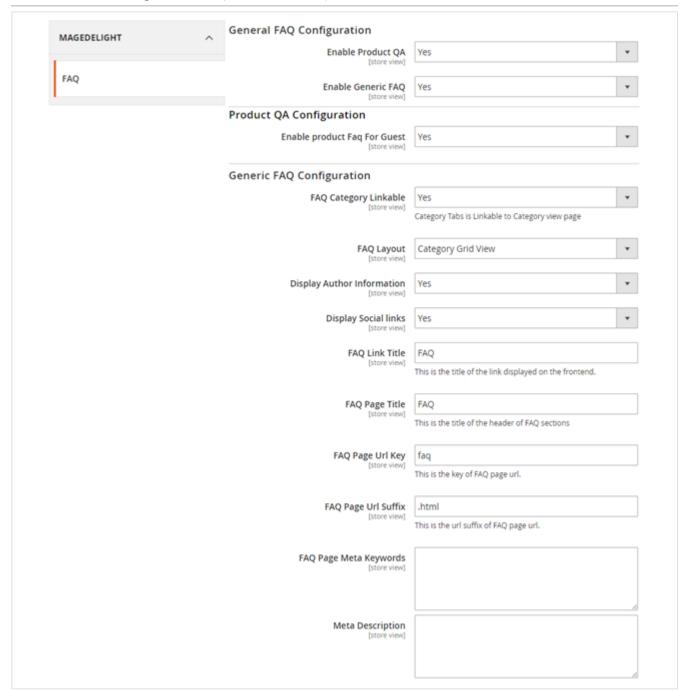
php bin/magento cache:clean

• 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)

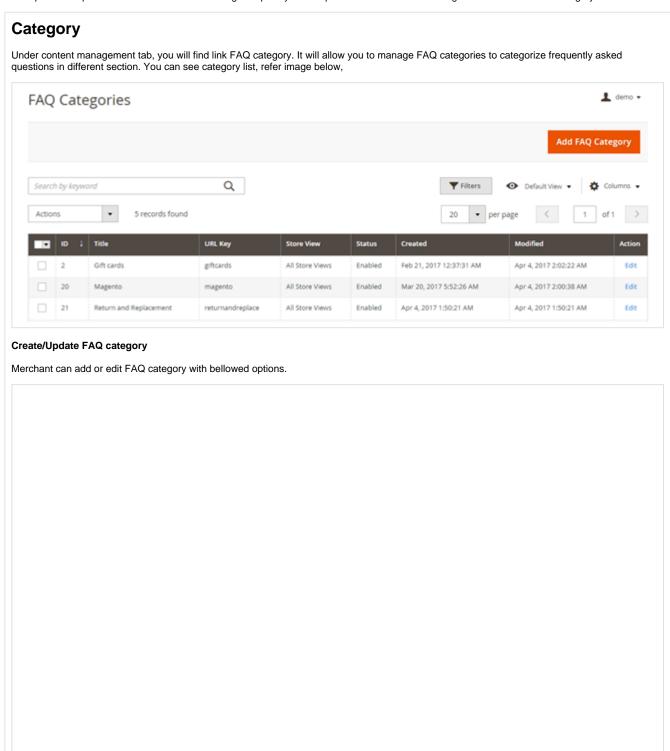


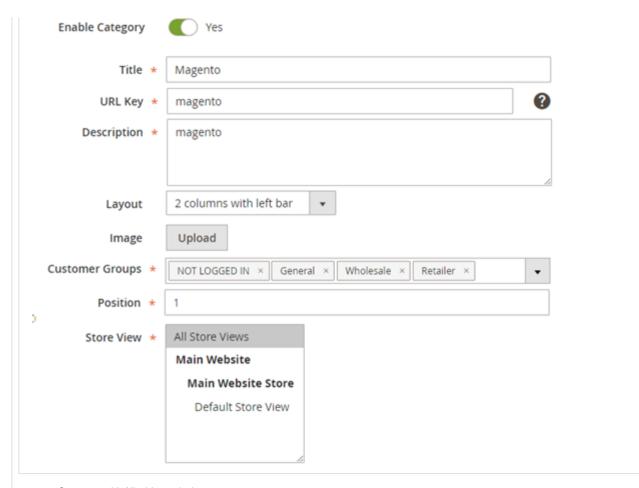
- Enable product QA: Enable/Disable product question answer.
- Enable generic FAQ: Enable/Disable generic FAQs.
- Enable product FAQ for Guest: Allow guest customer to ask product question. If disabled, customer must have to logged-in to ask question.
- FAQ layout: 4 types of layout available for generic 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.

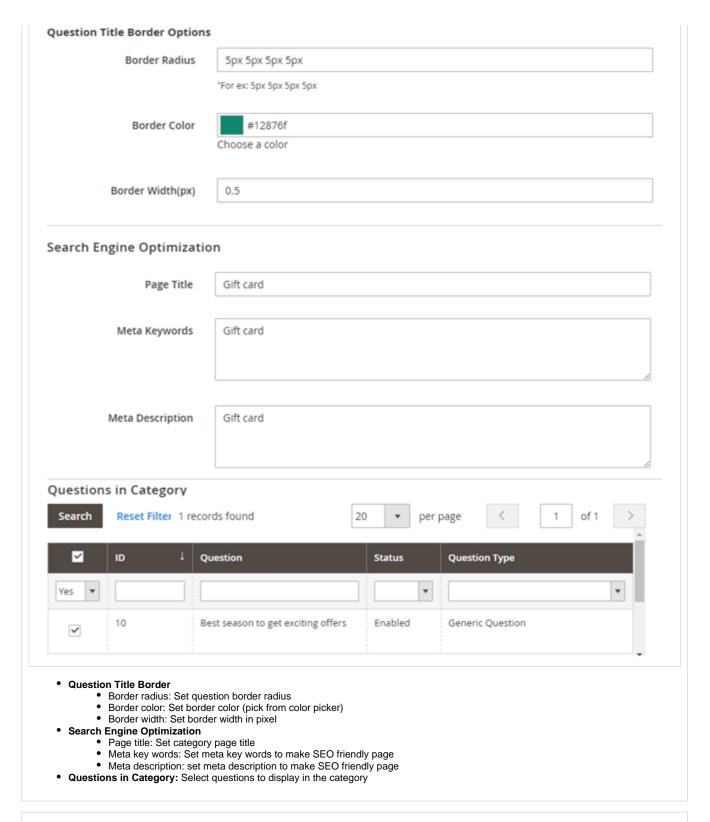




- Status: enable/disable particular category.
- Title: Define FAQ category title.
- URL Key: You can defined SEO friendly URL for category details page. If you don't define, it will be auto generated based on category name.
- Description: write small description of category. It will be displayed under 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.

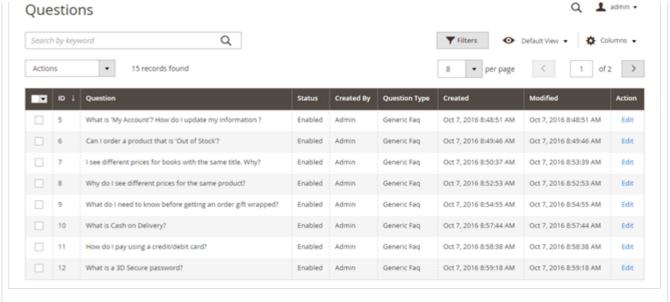
Design

Design		
General Options		
Question Margin Bottom (px)	2px	
Title Options		
Font Size(px)	16px	
Text Color	#ffffff Choose a color	
Text Color (Active)	#09e823 Choose a color	
Background	#f54100 Choose a color	
Background (Active)	#fc5b5b Choose a color	
Icon	fa-car "For ex: fa-plus-square-o. Find more class at here http://fontawesome.io/icons/"	0
Question Icon Options		
Icon Class	fa-rocket	0
Icon Class on Active	fa-shield	0
Animation Type	shake •	
Animation Speed(s)	2	•
Title Option Font size: Set font size Text color: Set default Text color (active): Set Background: Set backg Background (active): S Icon: Set category icon Question Icon Options Icon class: Set icon clase icon class on active: S Animation type: select	text color of question(s) in the category	

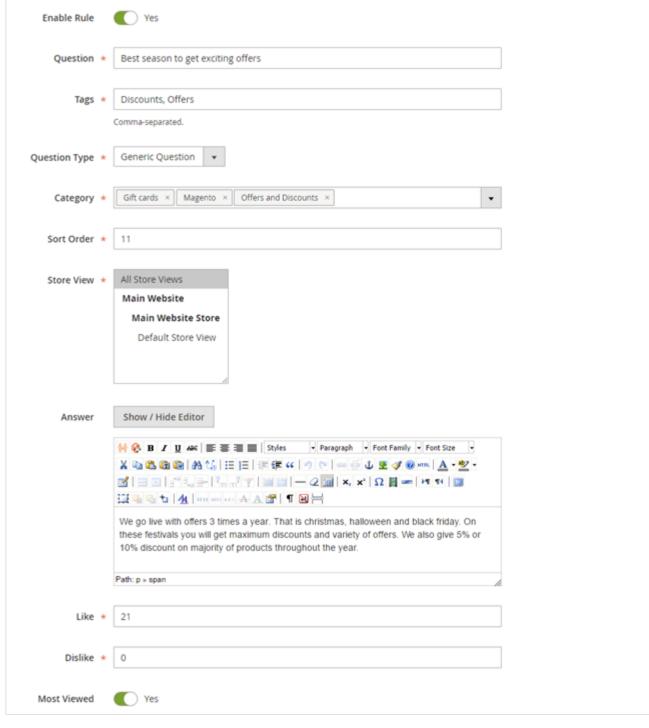


Questions

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.



Create / Update FAQ and product questions



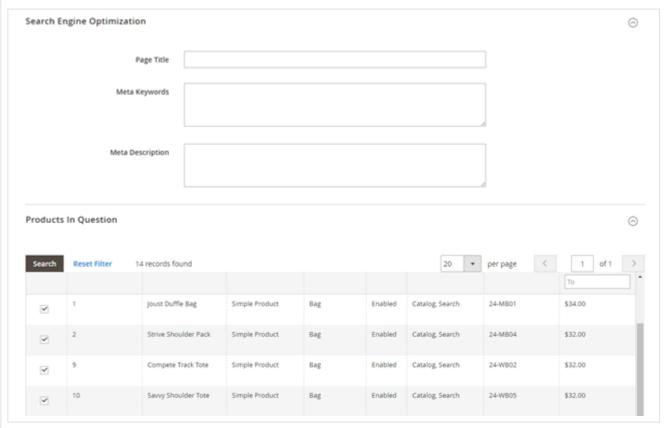
- Enable/Disable rule: Set whether to display question on frontend or not. Only enabled questions will be listed at frontend, if customers asked such question, that merchant don't want to list on frontend. Merchant can reply to customer question but will kept it as disable so question wouldn't be visible 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)		
Icon Options	Choose a color	
Animation Speed(s)		
Animation Type	none v	_
Icon Class on Active		3
Icon Class		3
Title Border Options		
Border Radius	Ex: 5px 5px 5px 5px	
Border Color	en aprilament april	
	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





- Search Engine Optimization
 - Page Title: Provide title for the page
 - Meta Keywords: Provide meta keywords for the question
 - Meta Description: Provide meta description uo 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 able to add frequently asked question of product here. Kindly refer below screenshot,

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.

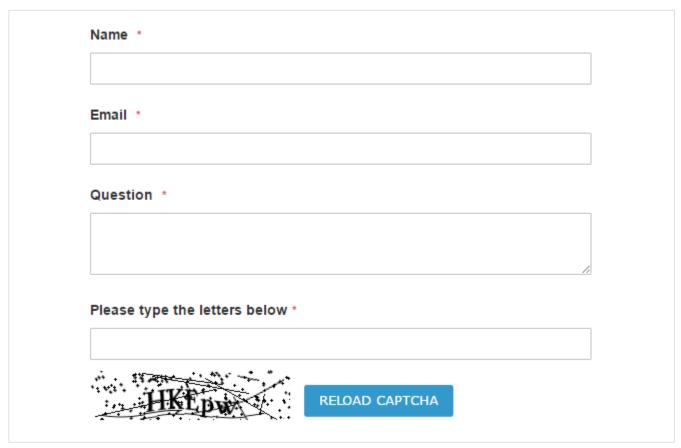
You will automatically find that option on cart page or while filling order and shipping information.

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

Read more

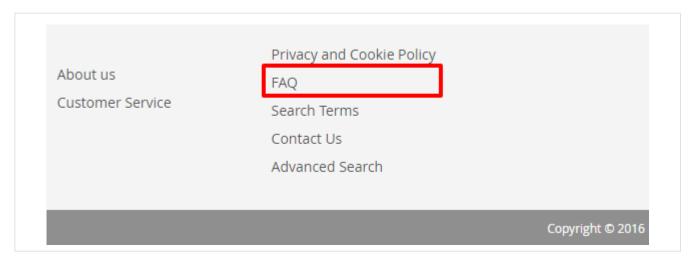
LOGIN TO WRITE QUESTION

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

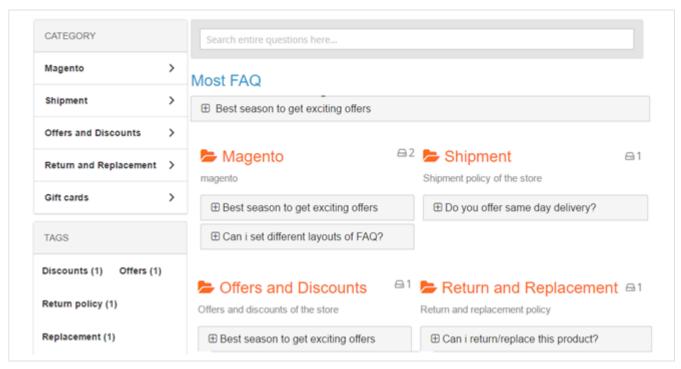


Frequently Asked Question (FAQs)

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



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



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?



















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!