

amasty

For more details see the [FAQ & Product Questions](#) extension page.

FAQ & Product Questions

Equip your Magento store with the FAQ section and add product questions to each product page in order to provide customers with the comprehensive knowledge base. On top of that, the extension provides you with the must-have SEO tools to make your store more search engine friendly with the help of the FAQ pages.

- FAQ section for each product page
- Separate knowledge base to quickly browse all topics
- Advanced SEO capabilities
- Short and full answers to avoid duplicate content
- Social sharing buttons and GDPR compliance

Extension Configuration

To configure the extension, please go to **System → Configuration → Amasty Extensions → Product Questions & FAQ**. Then, expand the **General** section.

General		
URL Prefix	<input type="text" value="kb"/>	[STORE VIEW]
Knowledge Base Title	<input type="text" value="Faq"/>	[STORE VIEW]
Add FAQ Link into the Top Menu	<input type="text" value="Yes"/>	[STORE VIEW]

URL Prefix — specify the URL prefix for the knowledge base URL;

Knowledge Base Title — fill in the FAQ section title;

Add FAQ Link into the Top Menu — enable this option to add the link to the knowledge base to the top menu.

Next, proceed to the **User Notifications** section.

User Notifications		
Email Sender	<input type="text" value="General Contact"/>	[STORE VIEW]
Email Template	<input type="text" value="Faq User Notification (Default Template from L"/>	[STORE VIEW]

Email Sender — choose the email sender for customer notifications;

Email Template — select the email template for notifications.

When done, please, go to the **Admin Notifications** section.

Admin Notifications		
Notify administrator each time user asks a question	Yes	[STORE VIEW]
Send e-mail to	demo@example.com	[STORE VIEW]
Email Template	Faq Admin Notification (Default Template from	[STORE VIEW]

Notify administrator each time user asks a question — enable to send the email notification to admin when a new question was asked;

Send e-mail to — specify the email address for admin notifications;

Email Template — choose the email template for notifications.

Then, open the **Rating** section.

Rating		
Enabled	Yes	[STORE VIEW]
Type	Stars	[STORE VIEW]
Who allowed to rate questions	Anyone	[STORE VIEW]

Enabled — enable or disable the rating for questions;

Type — choose the rating type: stars or Yes/No;

Who allowed to rate questions — enable any visitor or only logged in users to rate questions.

Next, please, open the **FAQ page** section.

Faq Page		
Page Layout	1 column	[STORE VIEW]
Meta Title	FAQ	[STORE VIEW]
Meta Description	Frequently Asked Questions	[STORE VIEW]
Header	Frequently Asked Questions	[STORE VIEW]
CMS Block	Please select a static block ...	[STORE VIEW]
Show Search	Yes	[STORE VIEW]
No Results Text	No results found	[STORE VIEW]
Search Results per Page	10	[STORE VIEW]
Columns	1	[STORE VIEW]
Sort Questions By	Position	[STORE VIEW]
Sort Topics By	Position	[STORE VIEW]
Show Ask a Question Form	Yes	[STORE VIEW]
Show Answers	Collapsed Under Question	[STORE VIEW]
Hide the 'Read the FULL answer' link	No <small>▲ If length of an answer is equal or less than the limit of length of the short answer.</small>	[STORE VIEW]
Questions Per Topic	10	[STORE VIEW]
Hide Product Questions	No	[STORE VIEW]

Page Layout — define the FAQ page layout;

Meta Title — specify the meta title for the FAQ page;

Meta Description — fill in the meta description for the FAQ page;

Header — define the FAQ page header;

CMS Block — choose a CMS block to display the FAQ page in;

Show Search — enable this option to display the search box;

No Results Text — specify the text to display, when no results found;

Columns — specify the number of columns for the topics and questions on the FAQ page;

Sort Topics By — choose how to sort topics;

Sort Questions By — choose how to sort questions;

Show Ask a Question Form — enable this option to display the ask a question form on the FAQ page;

Show Answers — define how to display the answers;

Hide the 'Read the FULL answer' link — enable this option to hide the link to the full answer;

Questions Per Topic — choose how many questions per topic will be shown on the FAQ page.

Hide Product Questions — enable the option to hide product questions on the FAQ Home Page.

When the configuration is done, please, switch to the **Answer page** section.

Answer Page		
Page Layout	<input type="text" value="2 columns with left bar"/>	[STORE VIEW]
Meta Title Format	<input type="text" value="{question}"/>	[STORE VIEW]
Meta Description Format	<input type="text" value="{answer}"/>	[STORE VIEW]
Limit Answer In Description	<input type="text" value="250"/>	[STORE VIEW]
Two-way Question Relations	<input type="text" value="Yes"/>	[STORE VIEW]
Strip HTML Tags in Short Answers	<input type="text" value="Yes"/>	[STORE VIEW]
Limit Answer In Short Answers	<input type="text" value="250"/>	[STORE VIEW]
Enable Social Sharing Buttons	<input type="text" value="Yes"/>	[STORE VIEW]
Enable Question Tags	<input type="text" value="Yes"/>	[STORE VIEW]

Page Layout — define the answer page layout;

Meta Title Format — set the meta title format;

Meta Description Format — set the meta description format;

Limit Answer In Description — specify the number of symbols to limit the answer in the description;

Two-way Question Relations — this option automatically makes selected questions mutually related to each other;

Strip HTML Tags in Short Answers — choose **Yes** to enable strip HTML tags in short answers;

Limit Answer In Short Answers — specify the number of symbols to limit the short answer size;

Enable Social Sharing Buttons — choose Yes to enable the social sharing buttons;

Enable Question Tags — enable this option to add question tags.

Then, navigate to the **Topic Page** section.

Topic Page		
Page Layout	2 columns with left bar	[STORE VIEW]
Meta Title Format	{topic}	[STORE VIEW]
Meta Description Format		[STORE VIEW]
Not Existing Topic Title	Other questions	[STORE VIEW]

Page Layout — define the topic page layout;

Meta Title Format — set the meta title format;

Meta Description Format — set the meta description format;

Not Existing Topic Title — specify the title for topics that don't exist;

Then, go to the **Product Page** section.

Product Page		
Show 'Ask a question' Link	<input type="text" value="Yes"/>	[STORE VIEW]
Show 'Product Questions' Tab	<input type="text" value="Yes"/>	[STORE VIEW]

Show 'Ask a question' Link — enable this option to let customers ask questions from product pages;

Show 'Product Questions' Tab — enable to add the product questions tab to product pages.

Next, expand the **GDPR Consent** section.

GDPR Consent		
Enabled	<input type="text" value="Yes"/>	[STORE VIEW]
Consent Text	<div style="border: 1px solid #ccc; padding: 5px; min-height: 150px;">I agree to the Privacy Policy</div>	[STORE VIEW]

Enabled — choose **Yes** to enable the GDPR consent for customers who are trying to ask a question;

Consent Text — specify the consent text, including the link to the privacy policy page.

Please, notice, that the module doesn't equip your store with the privacy policy. This page should be created separately.

New Topic Creation

To create a new topic, please, go to **CMS → Product Questions & FAQ → Topics**.

Topics List				Export For M2	Add New
ID	Topic Title	Store View	Action		
1	Delivery Questions	All Store Views			
2	Deals & Sale	All Store Views			
3	Colors & Sizes	All Store Views			

On the topics grid you can see and edit all the existing topics. To create a new one, please, hit the **Add New** button.

Main Info

Topic Title *	<input type="text" value="Delivery Questions"/>
Url Key *	<input type="text" value="delivery-questions"/>
Store View *	<div><p>All Store Views</p><p>Main Website</p><p>Madison Island</p><p>English</p><p>French</p><p>German</p></div>
Position	<input type="text" value="1"/>

On the **Main Info** tab you need to configure the following:

Topic title — fill in the topic title;

URL key — here, you can modify the URL key that is generated automatically;

Store View — choose store views where the topic will be available;

Position — specify the position of the topic in accordance to other topics.

Then, please switch to the **Meta Tags** tab.

Meta Tags

Meta Title	<input type="text" value="product delivery"/>
Meta Description	<div><p>product delivery questions</p></div>
Canonical URL	<input type="text"/>

Meta Title — fill in a meta title for the topic;

Meta Description — fill in a meta description for the topic;

Canonical URL — specify a canonical URL for the topic.

When done, please hit the **Save** button.

Questions Management

To create new or manage the existing questions, please, go to **CMS → Product Questions & FAQ → Questions**.

Questions List Export For M2 Add New

Page 1 of 1 pages | View 20 per page | Total 6 records found Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Question Title	Visibility	Sender Name	Sender Email	Status	Store View	Action
Any	From:					All Store View	
To:							
<input type="checkbox"/>	1 Do you delivery orders to Canada?	Public			Answered	All Store Views	
<input type="checkbox"/>	2 Do you charge extra payments for fragile products?	Public			Answered	All Store Views	
<input type="checkbox"/>	3 Do you provide same day delivery to NY?	Public			Answered	All Store Views	
<input type="checkbox"/>	4 Do you have discounts for bulk orders?	Public	Jane Green	jane@example.com	Answered	All Store Views	
<input type="checkbox"/>	5 How can I subscribe to discount notifications?	Public	Peter Parker	peter.parker@example.com	Answered	All Store Views	
<input type="checkbox"/>	6 Do you have Chelsea Tee in other colors?	Public	Jane Green	jane@example.com	Answered	All Store Views	

On the questions grid you can see all questions both with and without answers. To create a new question, please, click the **Add New** button. First, on the **Main Info** tab, adjust the following options:

Main Info

Store View *
All Store Views
Main Website
Madison Island
English
French
German

Question *
Do you provide same day delivery to NY?

Url Key *
do-you-provide-same-day-delivery

Answer *
Show / Hide Editor

Unfortunately, currently same day delivery to NY is unavailable. Once the service is reactivated the option will appear on the checkout page.

Path: p

Send From
English

Visibility *
Public

Position
3

Tags
delivery

Force Question Rating
4

Store View — define store views, where the question will be visible;

Question — fill in or modify the existing question text;

URL Key — modify the autogenerated URL key;

Answer — fill in the answer. Use the Show/Hide Editor button to enable or disable the WYSIWYG editor;

Send From — define the store view from where the question was sent;

Visibility — adjust the question's visibility;

Position — set the position in accordance to other questions;

Tags — fill in comma separated tags;

Force Question Rating — force set a custom rating for the question.

On the **Topics** tab you can select topics to assign the question to.

Topics

Topics

- Delivery Questions
- Deals & Sale
- Colors & Sizes

Related Questions tab allows store admin to create question relations. Use the question's ID or Title to quickly find the required one.

Do you provide same day delivery to NY? Back Reset Delete Save Save and Continue Edit

Page 1 of 1 pages | View 20 per page | Total 1 records found Reset Filter Search

ID	Title
5	How can I subscribe to discount notifications?

On the **Products** tab you can assign the question to the required products. Use filters to find products.

Do you provide same day delivery to NY? Back Reset Delete Save Save and Continue Edit

Page 1 of 1 pages | View 20 per page | Total 6 records found Reset Filter Search

ID	Name	Type	Attrib. Set Name	Status	Visibility	SKU	Price	Position
13							From: To:	From: To:
813	Olive Bushwick Skinny Jean	Configurable Product	Clothing	Enabled	Catalog, Search	Pmp002	\$195.00	
713	Gans Trench Coat	Simple Product	Clothing	Enabled	Not Visible Individually	Pwt001xs	\$550.00	
613	Carroll Check Dress Shirt	Simple Product	Clothing	Enabled	Not Visible Individually	Pms003s	\$160.00	
513	Tori Tank	Simple Product	Clothing	Enabled	Not Visible Individually	wbk003xd	\$60.00	
413	Core Striped Sport Shirt	Configurable Product	Clothing	Enabled	Catalog, Search	mtk012c	\$125.00	
313	Convertible Dress	Simple Product	Clothing	Enabled	Not Visible Individually	wsd016	\$340.00	

When you edit the question asked by a customer from a particular product page it will be automatically assigned to the corresponding product. While editing such a question you can reassign it to other products.

Then, the **Customer Info** tab is used to get the information about a customer who asked the question. When a question is created from the backend, this section can be left empty.

Customer Info	
Name	<input type="text"/>
Email	<input type="text"/>

Files tab is used to equip a question with the downloadable files. Use the **Choose file** button and specify the unique **File name**. The file uploading will begin when the **Save** button is clicked.

Upload Files		Add New File
File Name	Illustration	Upload File
		Choose File data-usage.png
		Delete File

Next, please, switch to the **Meta Tags** tab:

Meta Tags	
Meta Title	<input type="text"/>
Meta Description	<input type="text"/>
Canonical URL	<input type="text"/>
Robots	<input type="text"/>

Meta Title — fill in the question's meta title;

Meta Description — fill in the question's meta description;

Canonical URL — specify the canonical URL for the question;

Robots — set meta robots for the question.

When everything is set, please **Save** to return to the questions grid.

Questions and Topics Export

The module has the built-in capability to export topics and questions to quickly transfer them to the FAQ and Product Questions extension for Magento 2.

ID	Topic Title	Store View	Action
1	Delivery Questions	All Store Views	
2	Deals & Sale	All Store Views	
3	Colors & Sizes	All Store Views	

To export topics, please, go to **CMS → Product Questions & FAQ → Topics** and hit the Export for M2 button to download a CSV file containing topics.

ID	Question Title	Visibility	Sender Name	Sender Email	Status	Store View	Action
1	Do you delivery orders to Canada?	Public			Answered	All Store Views	
2	Do you charge extra payments for fragile products?	Public			Answered	All Store Views	
3	Do you provide same day delivery to NY?	Public			Answered	All Store Views	
4	Do you have discounts for bulk orders?	Public	Jane Green	jane@example.com	Answered	All Store Views	
5	How can I subscribe to discount notifications?	Public	Peter Parker	peter.parker@example.com	Answered	All Store Views	
6	Do you have Chelsea Tee in other colors?	Public	Jane Green	jane@example.com	Answered	All Store Views	

To export questions, please, go to **CMS → Product Questions & FAQ → Product Questions** and hit the Export for M2 button to download a CSV file containing questions.

From:

<https://stg.amasty.net/docs/> - Amasty Extensions FAQ

Permanent link:

https://stg.amasty.net/docs/doku.php?id=magento_1:faq_and_product_questions

Last update: **2019/07/30 11:01**