

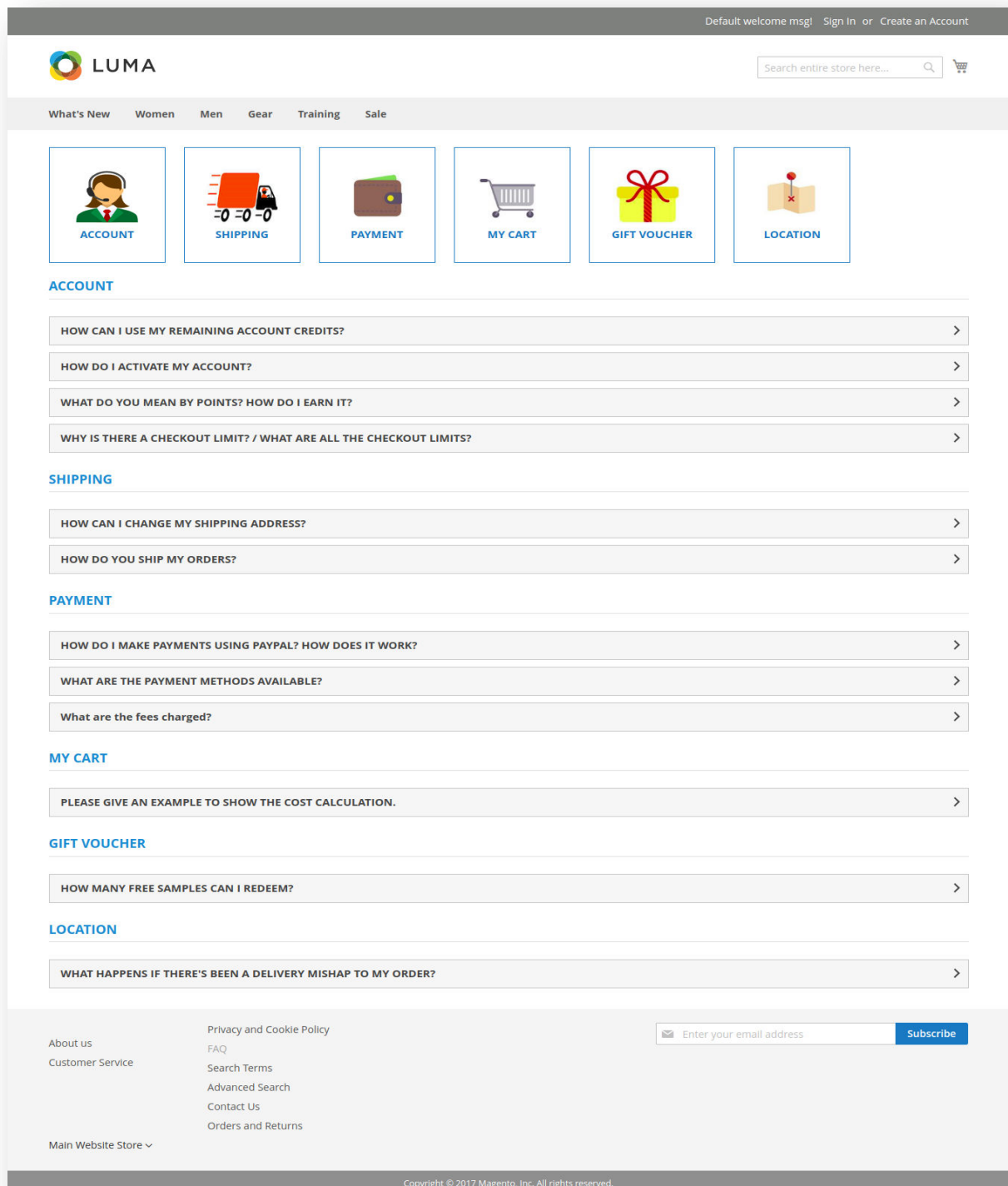


# FAQ - Magento 2

USER MANUAL

## How FAQs Displayed on Website

With CMS page & blocks, the extension creates a dedicated FAQ/ Knowledge Base page on your site. Your website visitors can search for any topics related to their concern here.



Visitor can see FAQ answer as **Simple text, Widgets, Images.**

Default welcome msg! | [Sign In](#) or [Create an Account](#)

Search entire store here...

[What's New](#) [Women](#) [Men](#) [Gear](#) [Training](#) [Sale](#)

ACCOUNT

SHIPPING

PAYMENT

MY CART

GIFT VOUCHER

LOCATION

ACCOUNT

HOW CAN I USE MY REMAINING ACCOUNT CREDITS?

FAQ example with image and text

Simple Text With Image

HOW DO I ACTIVATE MY ACCOUNT?

WHAT DO YOU MEAN BY POINTS? HOW DO I EARN IT?

WHY IS THERE A CHECKOUT LIMIT? / WHAT ARE ALL THE CHECKOUT LIMITS?

SHIPPING

HOW CAN I CHANGE MY SHIPPING ADDRESS?

New Product Widget

New Products

Bolo Sport Watch  
\$49.00  
[Add to Cart](#)

Luma Analog Watch  
\$43.00  
[Add to Cart](#)

Dual Handle Cardio Ball  
\$12.00  
[Add to Cart](#)

Endeavor Daytrip Backpack  
\$33.00  
[Add to Cart](#)

Widget

HOW DO YOU SHIP MY ORDERS?

PAYMENT

HOW DO I MAKE PAYMENTS USING PAYPAL? HOW DOES IT WORK?

All payments are made through NEFT transactions (online banking). The payment is made directly to your bank account within the next 7-15 business days from the date of order dispatch. It's 7 business days for Gold Sellers, 12 business days for Silver Sellers and 15 business days for Bronze sellers.

WHAT ARE THE PAYMENT METHODS AVAILABLE?

What are the fees charged?

Simple Text

MY CART

PLEASE GIVE AN EXAMPLE TO SHOW THE COST CALCULATION.

GIFT VOUCHER

HOW MANY FREE SAMPLES CAN I REDEEM?

LOCATION

WHAT HAPPENS IF THERE'S BEEN A DELIVERY MISHAP TO MY ORDER?

About us  
Customer Service

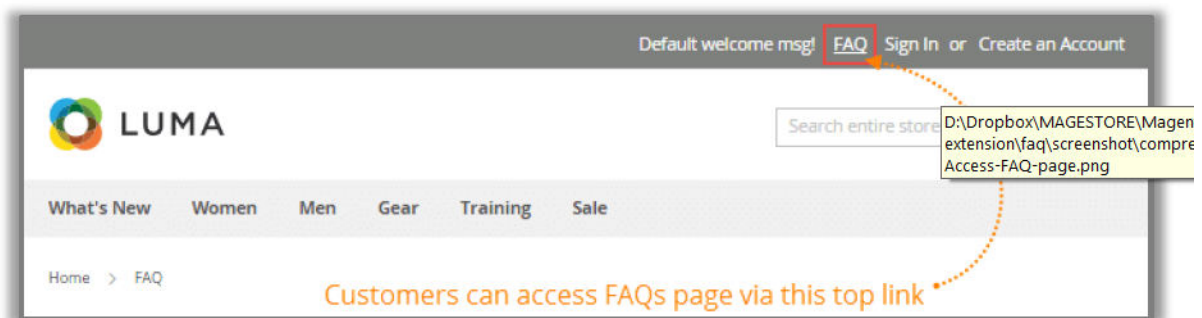
Privacy and Cookie Policy  
FAQ  
Search Terms  
Advanced Search  
Contact Us  
Orders and Returns

Enter your email address [Subscribe](#)

Main Website Store ▾

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Visitors can find the link to FAQs on any pages at header.

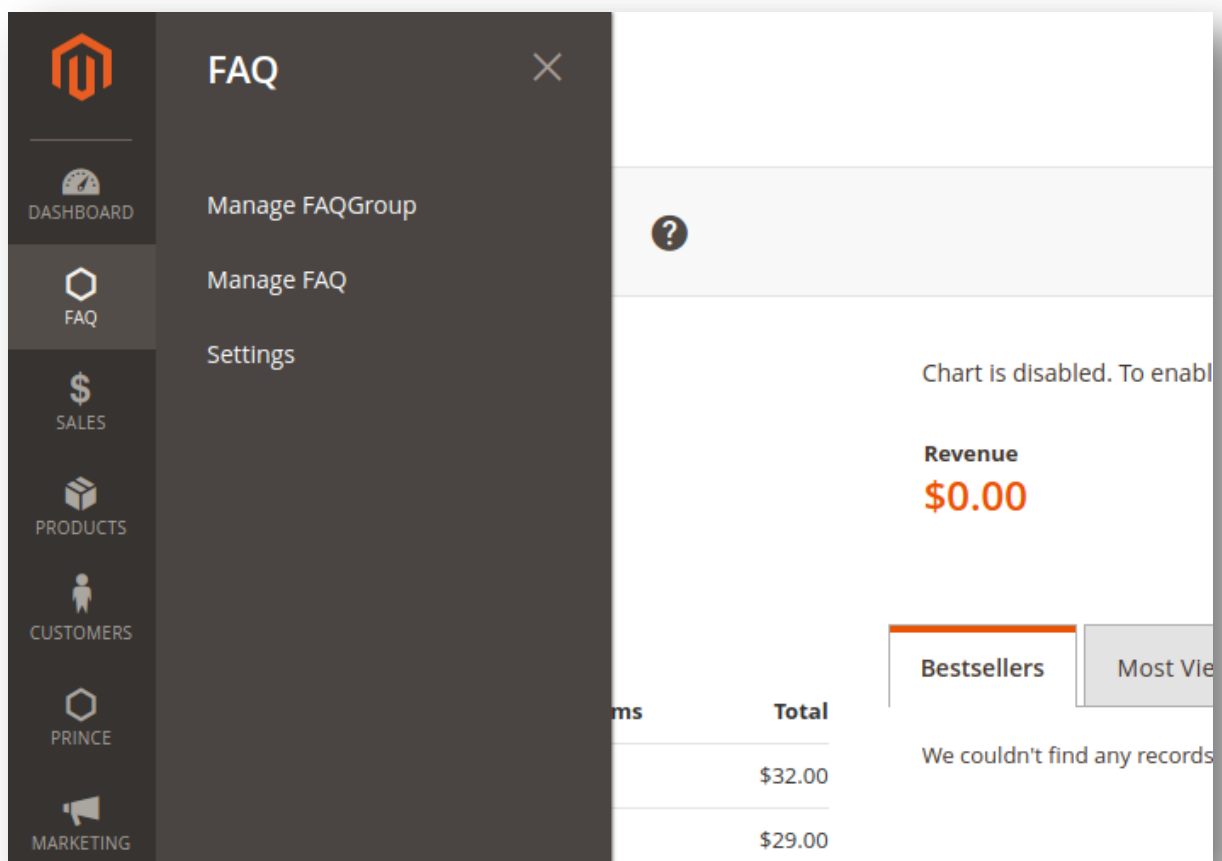


Visitors can find the link to FAQs on any pages at footer.



## Admin Menu:

- 1) **Manage FAQGroup** – Add, Update and Delete FAQ Groups
- 2) **Manage FAQ** – Add, Update and Delete FAQ.
- 3) **Settings** – Configuration Settings



## Manage FAQGroup

To create a new FAQ gorup, click on the **Add New FAQGroup** button on the top-right of the page.

The screenshot shows the Magento FAQGroup management interface. On the left is a sidebar with navigation icons for Dashboard, FAQ, Sales, Products, Customers, Prince, Marketing, Content, and Test. The main header area includes the 'FAQGroup' title, a search icon, a notification bell with '1', and a user profile 'admin'. An orange 'Add New FAQGroup' button is in the top right. Below the header, there are controls for 'Filters', 'Default View', and 'Columns'. A summary bar shows 'Actions' dropdown, '6 records found', and pagination '20 per page', '1 of 1'. The main table has columns: ID, Group Name, Icon, SortOrder, Status, and Action. It lists six FAQ groups: Account, Shipping, Payment, Gift Voucher, My Cart, and Location, all with 'Enable' status. The footer contains the Magento copyright notice and version '2.1.6' with a 'Report Bugs' link.

ID	Group Name	Icon	SortOrder	Status	Action
1	Account		0	Enable	Select
2	Shipping		1	Enable	Select
3	Payment		2	Enable	Select
4	Gift Voucher		4	Enable	Select
5	My Cart		3	Enable	Select
6	Location		5	Enable	Select

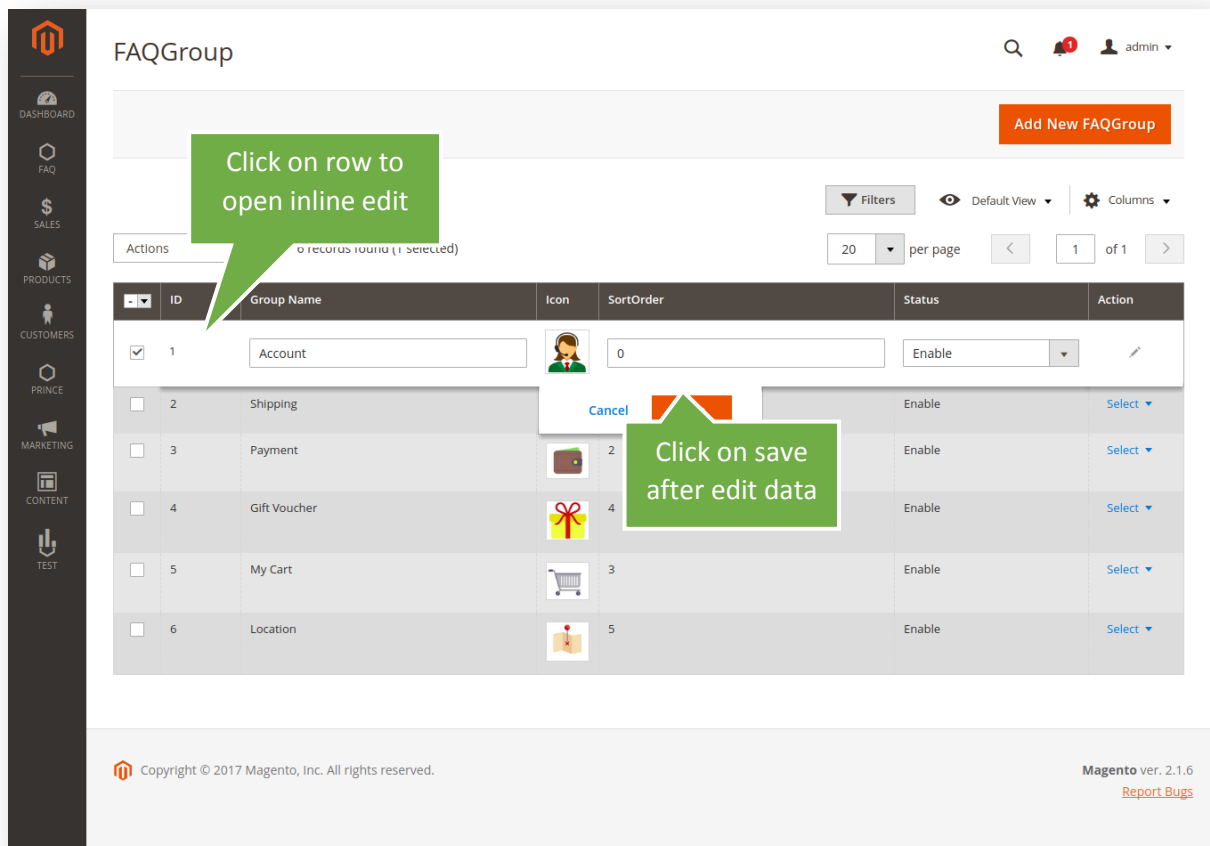
## Filter FAQGroup Data

This screenshot shows the same interface as the previous one, but with filters applied: 'Group Name: Account' and 'Status: Enable'. The table now only shows one record. Green callout boxes provide instructions: 'Check checkbox and do Mass Delete' points to the ID column checkbox; 'Add New FAQ Group' points to the top right button; 'Pagination' points to the '20 per page' control; and 'Click to view full size image' points to the icon column. A 'Cancel' button and an 'Apply Filters' button are also visible.

ID	Group Name	Icon	SortOrder	Status	Action
1	Account		0	Enable	Select

## Inline Edit FAQ Group

Admin can edit single row by inline edit without open FAQ group in new page.



FAQGroup

Search, Notifications, admin

Add New FAQGroup

Filters, Default View, Columns

20 per page, 1 of 1

Actions: 0 records found (1 selected)

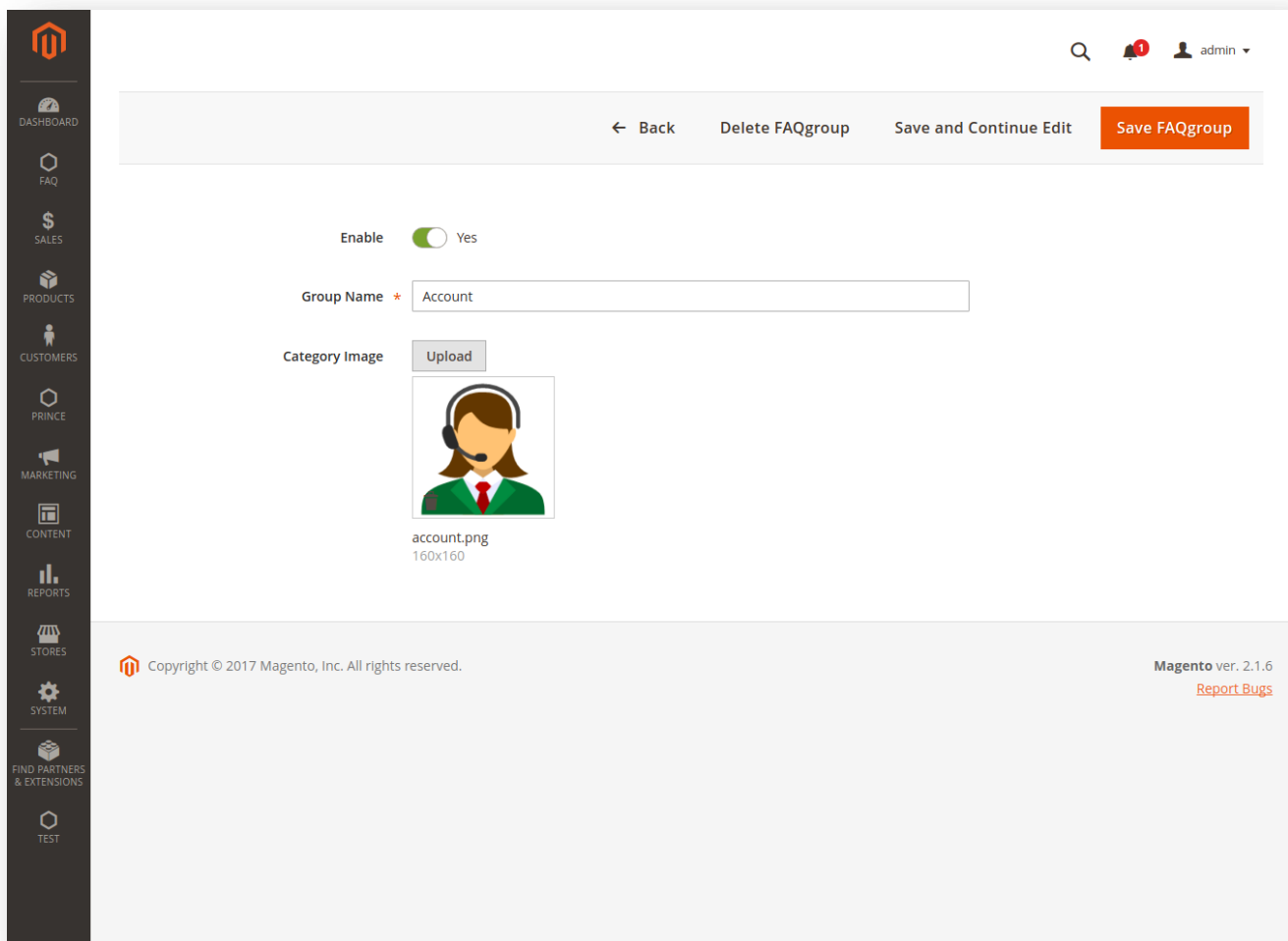
ID	Group Name	Icon	SortOrder	Status	Action
1	Account		0	Enable	<a href="#">Select</a>
2	Shipping		2	Enable	<a href="#">Select</a>
3	Payment		4	Enable	<a href="#">Select</a>
4	Gift Voucher		4	Enable	<a href="#">Select</a>
5	My Cart		3	Enable	<a href="#">Select</a>
6	Location		5	Enable	<a href="#">Select</a>

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## Add/Edit FAQ Group

On the next page, you will see a form to fill in group name, icon and its sort order. The group with the smaller order number will be displayed first.

- 1) **Enable:** Yes/No
- 2) **Group Name:** Name of group
- 3) **Category Image:** Icon of group



The screenshot shows the 'Add/Edit FAQ Group' form in the Magento 2.1.6 Admin Panel. The left sidebar contains navigation links: DASHBOARD, FAQ, SALES, PRODUCTS, CUSTOMERS, PRINCE, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, FIND PARTNERS & EXTENSIONS, and TEST. The top right corner shows a search icon, a notification bell with a red '1', and the user 'admin'. The form itself has a top bar with buttons: 'Back', 'Delete FAQgroup', 'Save and Continue Edit', and 'Save FAQgroup'. The main form area includes an 'Enable' toggle set to 'Yes', a 'Group Name' field with the value 'Account', and a 'Category Image' section with an 'Upload' button and a preview of a customer service icon. Below the preview, the text 'account.png' and '160x160' is visible. The footer contains the copyright notice 'Copyright © 2017 Magento, Inc. All rights reserved.' and the version 'Magento ver. 2.1.6' with a 'Report Bugs' link.

After filling all necessary information in, you will have two options including **Save/Save and Continue**, both of which help you to save the FAQ Group.



After creating FAQ Group, you can begin to add questions & answers for each FAQ Group. Go to **FAQ → Manage FAQ**:

Here you can see a list of FAQs existing in your system (In case the module has just been installed, no FAQ found here).

The screenshot displays the Magento FAQ management interface. The sidebar on the left contains navigation icons for Dashboard, FAQ, Sales, Products, Customers, Price, Marketing, and Content. The main content area is titled "FAQ" and includes a search bar, a notification bell, and a user profile dropdown. Below the header, there are buttons for "Add/Edit FAQ" and "Add New FAQ". A "Filter Data" button is also visible. The table below shows 12 records of FAQs, each with a checkbox, ID, Title, Group, SortOrder, Status, and Action (Select). The footer contains the Magento logo, copyright information, and the version number (2.1.6).

	ID	Title	Group	SortOrder	Status	Action
<input type="checkbox"/>	3	HOW CAN I USE MY REMAINING ACCOUNT CREDITS?	Account	0	Enable	Select
<input type="checkbox"/>	4	HOW DO I ACTIVATE MY ACCOUNT?	Account	1	Enable	Select
<input type="checkbox"/>	5	WHAT DO YOU MEAN BY POINTS? HOW DO I EARN IT?	Account	2	Enable	Select
<input type="checkbox"/>	6	WHY IS THERE A CHECKOUT LIMIT? / WHAT ARE ALL THE CHECKOUT LIMITS?	Account	3	Enable	Select
<input type="checkbox"/>	7	HOW CAN I CHANGE MY SHIPPING ADDRESS?	Shipping	0	Enable	Select
<input type="checkbox"/>	8	HOW DO YOU SHIP MY ORDERS?	Shipping	1	Enable	Select
<input type="checkbox"/>	9	HOW DO I MAKE PAYMENTS USING PAYPAL? HOW DOES IT WORK?	Payment	0	Enable	Select
<input type="checkbox"/>	10	WHAT ARE THE PAYMENT METHODS AVAILABLE?	Payment	1	Enable	Select
<input type="checkbox"/>	11	What are the fees charged?	Payment	2	Enable	Select
<input type="checkbox"/>	12	PLEASE GIVE AN EXAMPLE TO SHOW THE COST CALCULATION.	My Cart	0	Enable	Select
<input type="checkbox"/>	13	HOW MANY FREE SAMPLES CAN I REDEEM?	Gift Voucher	0	Enable	Select
<input type="checkbox"/>	14	WHAT HAPPENS IF THERE'S BEEN A DELIVERY MISHAP TO MY ORDER?	Location	0	Enable	Select

## Add/Edit FAQ

HOW DO I ACTIVATE MY ACCOUNT?

Q

1

admin

← BackDelete FAQSave and Continue EditSave FAQ

Save FAQ

Enable☒ Yes

Title \*HOW DO I ACTIVATE MY ACCOUNT?

Show/Hide Editor

Content \*Show / Hide Editor

Text

Widget

Image

Group \*

AccountShippingPaymentGift VoucherMy CartLocation

Select FAQ Groups

Sort Order1

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Magento ver. 2.1.6  
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## Admin Configuration

The screenshot displays the Magento Admin Configuration interface. On the left is a vertical sidebar with navigation icons and labels: DASHBOARD, FAQ, SALES, PRODUCTS, CUSTOMERS, PRINCE, MARKETING, and CONTENT. The main content area is titled 'Configuration' and includes a 'Store View: Default Config' dropdown and a 'Save Config' button. Below this, a list of configuration categories is shown: GENERAL, PRODUCT ATTACHMENT, CATALOG, CUSTOMERS, FAQ Settings (selected), Newsletter, Customer Configuration, Wish List, Promotions, and Persistent Shopping Cart. The 'FAQ Settings' section is expanded, showing four options: 'Module Enable' (Yes), 'Show Group Icon' (Yes), 'Show Footer Link' (Yes), and 'Show Header Link' (No). Three green callout boxes with arrows point to these settings: 'Show/Hide FAQ Group' points to 'Show Group Icon', 'Show/Hide Footer Link' points to 'Show Footer Link', and 'Show/Hide Header Link' points to 'Show Header Link'. To the right of the settings is a preview of the LUMA storefront. The storefront header includes the LUMA logo, navigation links (What's New, Women, Men, Sport, Traveling, Sale), a search bar, and a shopping cart icon. Below the header is a row of six icons: ACCOUNT, SHIPPING, PAYMENT, MY CART, GIFT VOUCHER, and LOCATION. The 'ACCOUNT' icon is highlighted with a red border. Below the icons are two links: 'HOW CAN I USE MY REMAINING ACCOUNT CREDIT?' and 'HOW DO I ACTIVATE MY ACCOUNT?'. The footer of the admin page contains the copyright notice 'Copyright © 2017 Magento, Inc. All rights reserved.' and the version 'Magento ver. 2.1.6' with a 'Report Bugs' link.

Configuration

Store View: Default Config

Save Config

GENERAL

PRODUCT ATTACHMENT

CATALOG

CUSTOMERS

FAQ Settings

Newsletter

Customer Configuration

Wish List

Promotions

Persistent Shopping Cart

SALES

SERVICES

ADVANCED

General Configuration

Module Enable [global] Yes

Show Group Icon [global] Yes

Show Footer Link [global] Yes

Show Header Link [global] No

Show/Hide FAQ Group

Show/Hide Footer Link

Show/Hide Header Link

LUMA

What's New Women Men Sport Traveling Sale

ACCOUNT SHIPPING PAYMENT MY CART GIFT VOUCHER LOCATION

ACCOUNT

HOW CAN I USE MY REMAINING ACCOUNT CREDIT?

HOW DO I ACTIVATE MY ACCOUNT?

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Magento ver. 2.1.6

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FAQ → Settings