

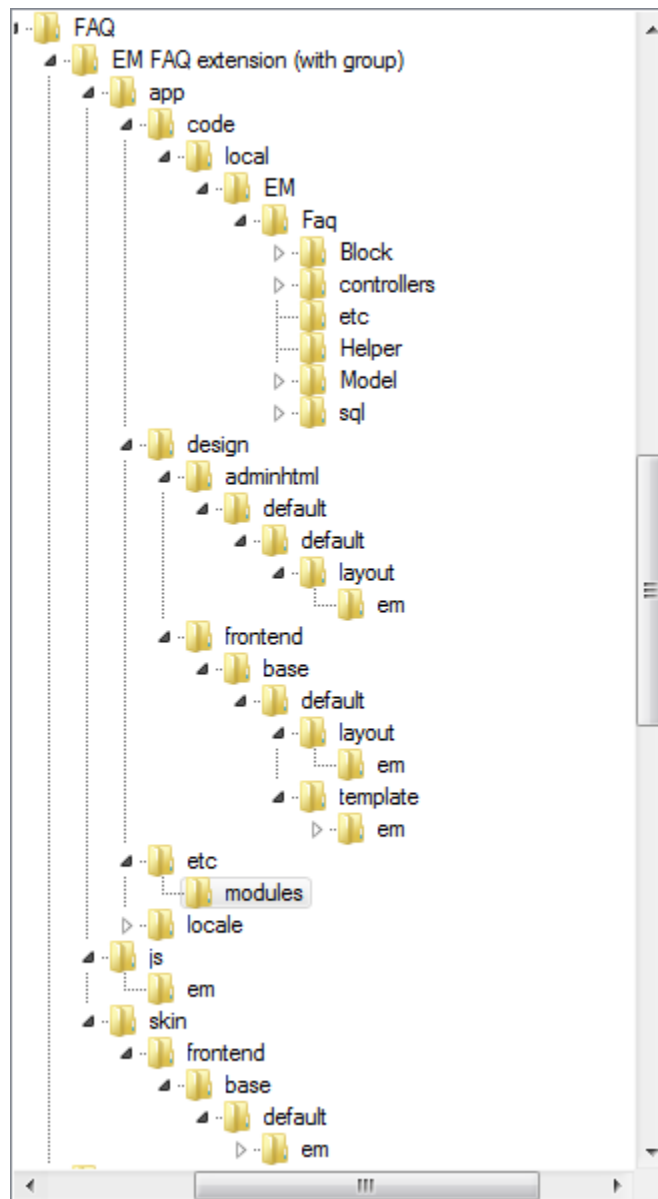
## FAQ extension

### I. What is FAQ extension

FAQ extension is a Magento extension that allow the admin manage the FAQ in his site. The extension allow admin not only manage group of FAQ but also manage the FAQ items, assign the FAQ in a specific store view, input media (image, widget...) into the FAQ. Moreover, the extension allow collect the feedback from the customer for a specific FAQ so that the admin can determine which FAQ should be displayed.

### II. Installation

Copy and paste the whole source code of the extension into the source code of your site:



### III. Using

#### 1. Manage FAQ group:

##### a. Create new Group:

Go to **Admin > FAQ > FAQ Group Management**

**Manage FAQ Group**

Page 1 of 1 pages | View 20 per page | Total 4 records found

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

FAQ Group #	Name	Status	Position	Action
1	FAQ GROUP 1	Enabled	1	<a href="#">Edit</a>
2	FAQ GROUP 2	Enabled	2	<a href="#">Edit</a>
3	FAQ GROUP 3	Enabled	3	<a href="#">Edit</a>
4	FAQ GROUP 4	Disabled	4	<a href="#">Edit</a>

Click to Add FAQ Group to create new FAQ Group or click to an item in the grid view to read and edit the item

**FAQ Group Information**

**Add Group**

Back | Reset | Save FAQ Group | Save And Continue Edit

FAQ Group information

Group Name \*

Position

▲ Position of this question group in FAQ page

Status

Click to “Save FAQ Group” or “Save And Continue Edit” to save the group.

##### b. Delete a group

You can choose multiple group to delete or delete a specific group in the edit page.

**Manage FAQ Group**

Page 1 of 1 pages | View 20 per page | Total 5 records found

Select All | Unselect All | Select Visible | Unselect Visible | 2 items selected

FAQ Group #	Name	Status	Position	Action
1	FAQ GROUP 1	Enabled	1	<a href="#">Edit</a>
2	FAQ GROUP 2	Enabled	2	<a href="#">Edit</a>
3	FAQ GROUP 3	Enabled	3	<a href="#">Edit</a>
4	FAQ GROUP 4	Disabled	4	<a href="#">Edit</a>
5	Group 6	Enabled	6	<a href="#">Edit</a>

2. Manage FAQ
  - a. Create new FAQ

Go to **Admin > FAQ > FAQ Management**

The screenshot shows the Magento Admin Panel with the 'FAQ' menu item highlighted in the top navigation bar. A dropdown menu is open, showing 'FAQ Group Management' and 'FAQ Management'. An arrow points to the 'FAQ Management' option. Below the navigation bar, there is a message bar with a 'Latest Message' about Magento CE 1.6.1.0-stable. The main content area is titled 'Manage FAQ' and contains a grid of FAQ items. The grid has columns for 'FAQ #', 'Group', 'Question', 'Store view', 'Status', 'Position', 'Total Rate', 'Helpful Rate', 'Date Created', 'Last Modified', and 'Action'. There are 5 items listed in the grid. At the top right of the grid, there are buttons for 'Reset Filter' and 'Search'. At the bottom right of the grid, there is a button for 'Add FAQ'.

FAQ #	Group	Question	Store view	Status	Position	Total Rate	Helpful Rate	Date Created	Last Modified	Action
1	FAQ GROUP 1	question 1 ?	All Store Views	Enabled	1			May 6, 2013 12:38:19 PM	May 6, 2013 1:52:24 PM	Edit
2	FAQ GROUP 1	question 2 ?	All Store Views	Enabled	2	1	0	May 6, 2013 12:38:58 PM	May 6, 2013 12:41:31 PM	Edit
3	FAQ GROUP 2	question 3 ?	All Store Views	Enabled	3	1	1	May 6, 2013 12:39:42 PM	May 6, 2013 12:41:28 PM	Edit
4	FAQ GROUP 1	question 4 ?	All Store Views	Enabled	1	1	0	May 6, 2013 12:40:13 PM	May 6, 2013 12:41:36 PM	Edit
5	FAQ GROUP 1	question 5 ?	All Store Views	Enabled	0			May 6, 2013 12:41:17 PM	May 6, 2013 12:41:17 PM	Edit

Click to Add FAQ to create new FAQ or click to an item in the grid view to edit the existing item

The screenshot shows the 'Edit Item' form for an FAQ. The form is titled 'FAQ Item Information' and 'FAQ Information'. It contains the following fields:

- Question: question 2 ?
- Store view: All Store Views (selected from a dropdown menu)
- FAQ Group: FAQ GROUP 1 (selected from a dropdown menu)
- Status: Enabled (selected from a dropdown menu)
- Answer: 

Answer 2
- Position: 2

At the bottom of the form, there is a button for 'Show / Hide Editor'. The footer of the page contains the text 'Help Us Keep Magento Healthy - Report All Bugs', 'Interface Locale: English (United States) / English', 'Magento ver: 1.7.0.2', and 'Connect with the Magento Community'.

b. Delete a FAQ item

You can choose multiple FAQ to delete or delete a specific FAQ in the edit page.

Dashboard Sales Catalog Mobile Customers Promotions Newsletter **FAQ** CMS Reports System [Get help for this page](#)

**Latest Message:** Magento CE 1.8.1.0-stable Now Available [Read details](#) You have 1 critical, 4 major, 19 minor and 39 notice unread message(s). [Go to messages inbox](#)

**Manage FAQ** [Add FAQ](#)

Page 1 of 1 pages | View 20 per page | Total 5 records found [Reset Filter](#) [Search](#)

Select All | Unselect All | Select Visible | Unselect Visible | 2 items selected Actions [Delete](#) [Submit](#)

	FAQ #	Group	Question	Store view	Status	Position	Date Created	Last Modified	
Any				All Store Views		From: To:	From: To:	From: To:	
<input checked="" type="checkbox"/>	1	FAQ GROUP 1	question 1 ?	All Store Views	Enabled		1 May 6, 2013 12:38:19 PM	May 6, 2013 1:52:24 PM	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	2	FAQ GROUP 1	question 2 ?	All Store Views	Enabled		2 May 6, 2013 12:38:58 PM	May 6, 2013 12:41:31 PM	<a href="#">Edit</a>
<input type="checkbox"/>	3	FAQ GROUP 2	question 3 ?	All Store Views	Enabled		3 May 6, 2013 12:39:42 PM	May 6, 2013 12:41:28 PM	<a href="#">Edit</a>
<input type="checkbox"/>	4	FAQ GROUP 1	question 4 ?	All Store Views	Enabled		1 May 6, 2013 12:40:13 PM	May 6, 2013 12:41:36 PM	<a href="#">Edit</a>
<input type="checkbox"/>	5	FAQ GROUP 1	question 5 ?	All Store Views	Enabled		0 May 6, 2013 12:41:17 PM	May 6, 2013 12:41:17 PM	<a href="#">Edit</a>

3. Display

The FAQ link on frontend is located in the footer link. This link redirect the customer to the FAQ page

About Us | Customer Service | Privacy Policy  
Site Map | Search Terms | Advanced Search | Orders and Returns | Contact Us **FAQs**

Help Us to Keep Magento Healthy - [Report All Bugs](#) (ver. 1.7.0.2)  
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**FAQ link**

In FAQ page, the FAQs are display in their FAQ group. The customer can expand – collapse each item group

**FAQ**

**FAQ GROUP 1**

question 5 ? [+](#)

question 1 ? [+](#)

question 4 ? [+](#)

question 2 ? [+](#)

**FAQ GROUP 2**

question 5 ? [+](#)

question 1 ? [+](#)

question 2 ? [+](#)

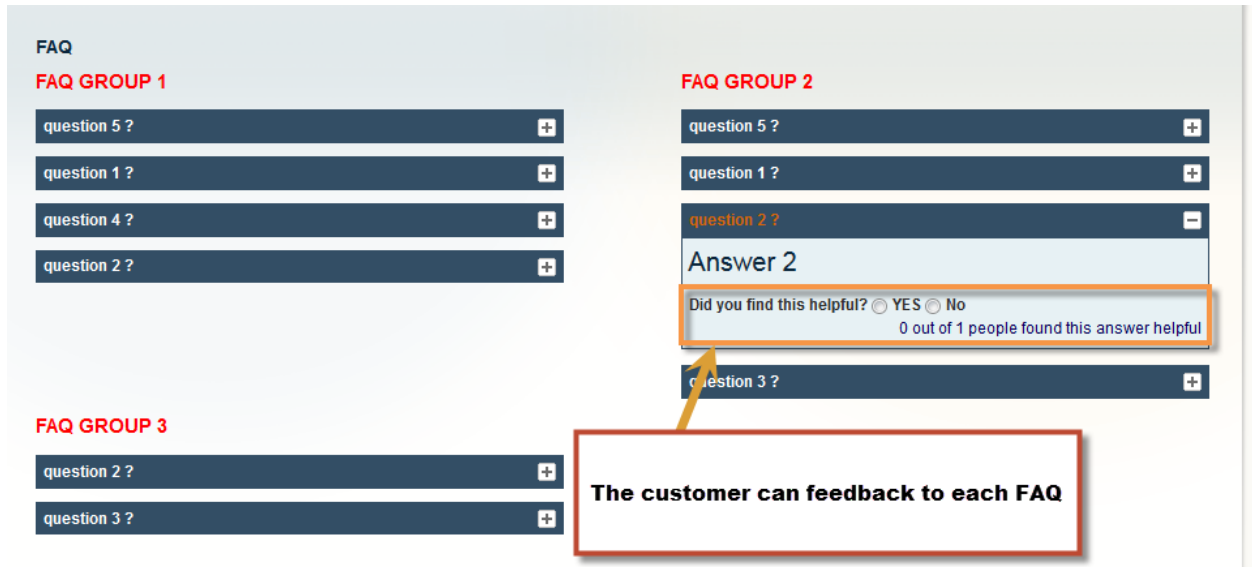
question 3 ? [+](#)

**FAQ GROUP 3**

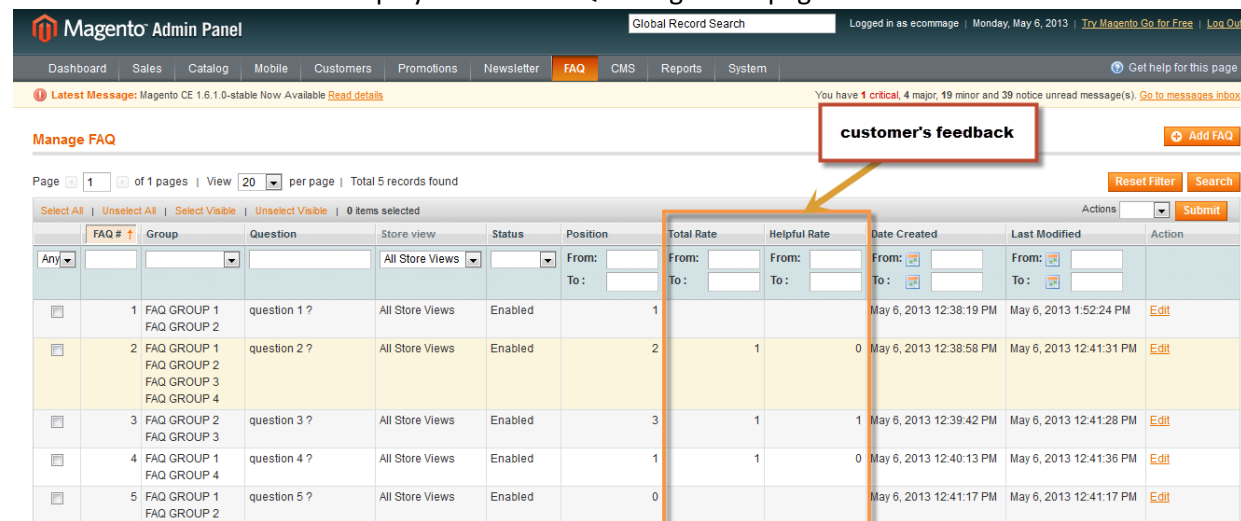
question 2 ? [+](#)

question 3 ? [+](#)

The customer can feedback for each FAQ item by click on the rate options



The customer's feedback is displayed on the FAQ management page



#### 4. Enable – Disable

The extension has two options that allow the client **enable – disable** the whole extension or just the “did you find this helpful” function

