



Guide for ChatGPT/Gemini FAQ & Queries for Magento 2

Prepared By: Brainvire Infotech Pvt. Ltd.

Version: 1.0

May 2024



Table Of Contents

Table Of Contents.....	2
AI Product FAQs Module.....	3
1. Introduction.....	3
2. Module Functionality.....	3
3. Benefits of Using AI FAQ Extension.....	4
4. General Settings:.....	4
5. Navigation.....	5
1. AI Configuration:.....	5
2. Brainvire FAQs and Product AiFAQs:.....	6
5. AiFAQs Homepage:.....	10
AiFAQs Homepage Section.....	10
Step-by-Step Process:.....	10
Summary of Options:.....	11
6. AiFAQs Search, Navigation, and Sorting:.....	12
AiFAQs Search, Navigation, and Sorting Section.....	12
Step-by-Step Process:.....	12
Summary of Options:.....	14
7. Product Page Section:.....	15
8. Rating Section:.....	16
9. Managing AiFAQs:.....	17
10. Adding New AiFAQs:.....	18
11. Product-Specific AiFAQs:.....	20
12. Generating AiFAQs from Products:.....	22
13. Generate Page AiFAQs.....	23
14. Conclusion.....	24

AI Product FAQs Module

1. Introduction

- This user guide provides a comprehensive overview of the Amasty AI Product FAQs module for Magento 2. It explains leveraging AI technology (ChatGPT or Gemini) and manual editing to generate and manage product-specific FAQs, enhancing customer experience.

2. Module Functionality

- Automate FAQ generation for product sections or pages using AI.
 - Save time and resources by letting AI handle the heavy lifting.
 - Choose between industry-leading AI models like ChatGPT and Gemini to generate relevant and informative FAQs based on your product details.
- Select between ChatGPT and Gemini for AI-powered Q&A creation.
 - Fine-tune the AI-generated content for optimal clarity and accuracy.
 - Craft and edit questions with short, concise answers or provide detailed explanations.
- Manually create and edit questions with short and full answers.
 - Decide where your FAQs appear on your product pages:
 - Enhance product information with FAQs in the header section.
 - Offer easy access at the bottom of the page with a dedicated footer section.
 - Maintain organization by integrating FAQs seamlessly into category menus.
- Control FAQ display location (header, footer, category menu).
 - Foster a collaborative environment by allowing users to rate the helpfulness of your FAQs.
 - Identify areas for improvement and continuously enhance your content based on user feedback.

- Integrate FAQs seamlessly into product pages with dedicated tabs.
 - Provide a clear and user-friendly experience with dedicated FAQ tabs on your product pages.
 - Customers can easily find the answers they need without digging through text.
- Enable user ratings for improved customer engagement (optional).

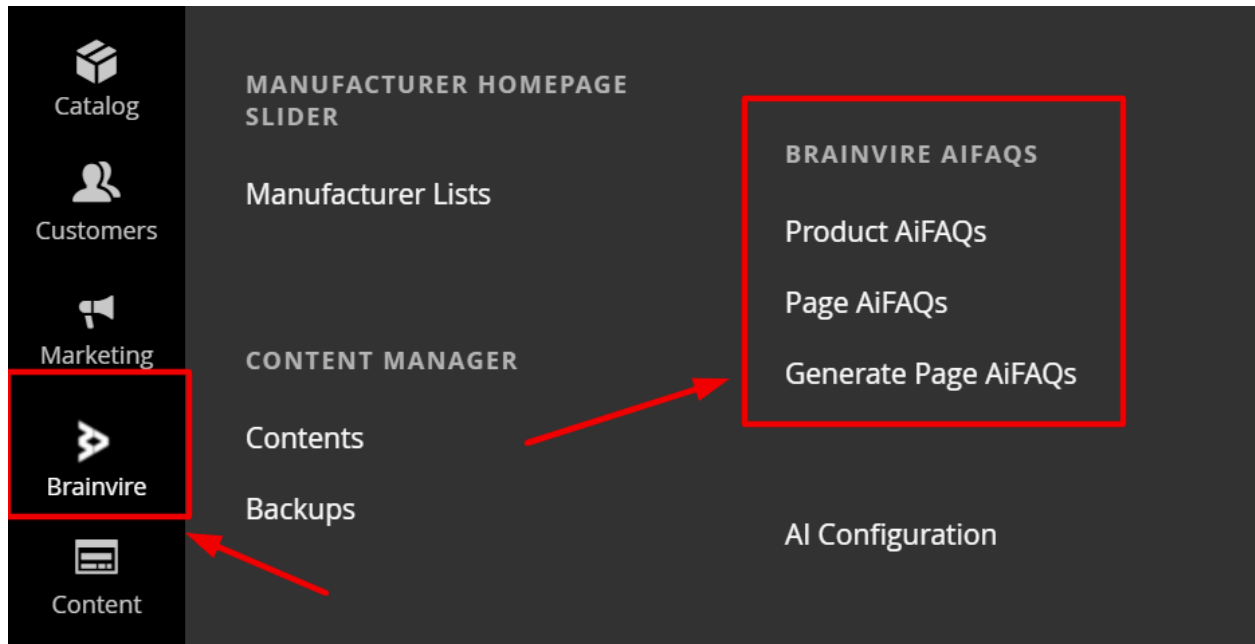
3. Benefits of Using AI FAQ Extension

- **Reduced Time & Effort:** Generate comprehensive FAQs quickly and efficiently.
- **Improved Customer Experience:** Provide clear and easily accessible answers to common questions.
- **Increased Customer Satisfaction:** Empower customers to self-serve and find solutions independently.
- **Enhanced SEO:** Well-structured FAQs can improve search engine ranking.
- **Continuous Improvement:** Optional user ratings allow for ongoing FAQ optimization.

4. General Settings:

- After clicking, the user will be **redirected to the “Brainvire AI Configuration”** of the General section.
- In the **“General”** section, the status option provides **two choices**: Enable and Disable.
- Based on the selection, other related options will be displayed accordingly.
- **Choose AI Medium** option provides a choice with the dropdown field with **two options ChatGPT and Gemini**.
- In the **"API Configuration"** section, the user needs to input the Base URL and add the key corresponding to the selected URL.
 - **Enable Module:** Activate/Deactivate the module functionality.
 - **Title:** Set the title displayed for the FAQ section on the frontend.
 - **URL Prefix:** Define the URL prefix for the FAQ page.
 - **Display Options:** Configure FAQ visibility in header, footer, and category menus.

Screenshots:



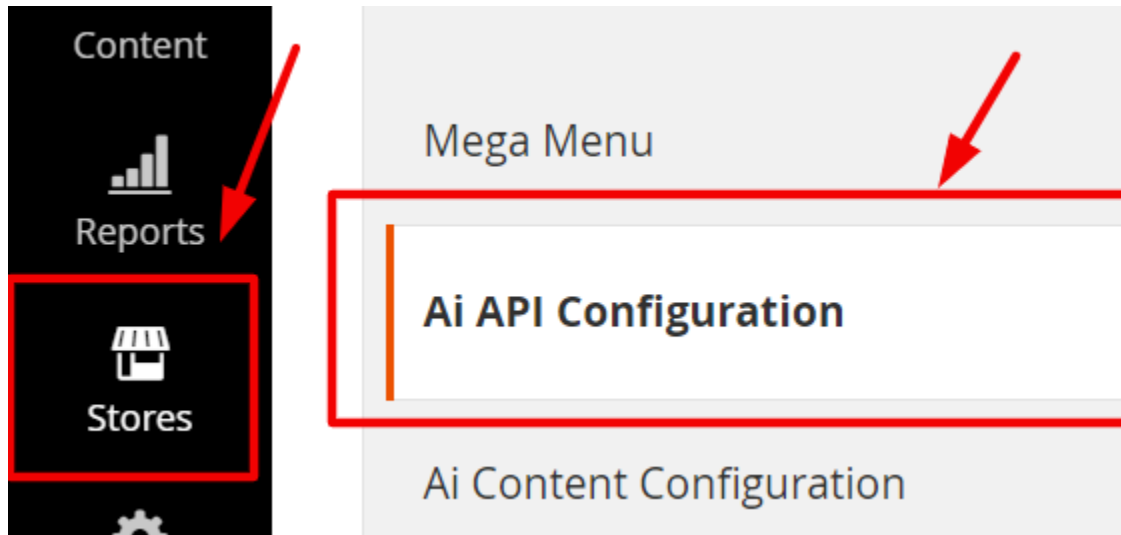
5. Navigation

Navigating to AI Configuration: From the Admin sidebar, click on 'Stores' > 'Configuration' > 'AI API Configuration'

1. AI Configuration:

- Access from Admin sidebar: Stores > Configuration > AI API Configuration.
- Enable/Disable the module.
- Choose an AI provider (ChatGPT or Gemini).
- Enter API details (Base URL and key) for the selected provider.

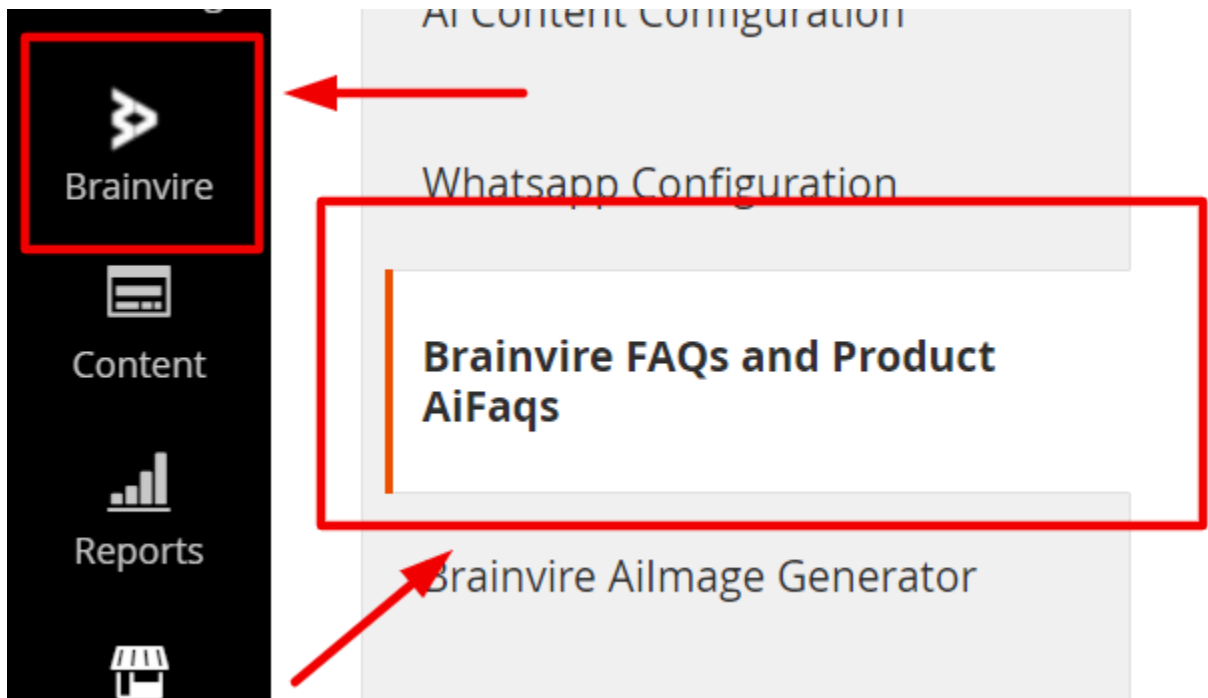
- Screenshot:



2. Brainvire FAQs and Product AiFaq:

The user clicks on “Brainvire FAQs and Product AiFaq” under the Brainvire section, which has five subsections.

- Screenshot:



- In the “General Settings” section,

- The **Enable module** option provides **two choices**: Yes/No.

Screenshot:

default Config ▾ ? Save Config

▼

ivire

^

Slider

view

ager

General Settings

Enable Module

[global]

Yes

Choose AI Medium

[store view]

No

Title

[store view]

FAQ

MidJourney AI Medium Will Not Work For FAQs Generation.

The name of the FAQ page to be used in the

- Based on the selection, other related options will be displayed accordingly.
- There is a **"Title"** section where whatever title is written in the backend will reflect on the front end.
- Screenshot:

fig ▾ ? Save Config

▼

^

General Settings

Enable Module

[global]

Yes

Choose AI Medium

[store view]

Chatgpt

Title

[store view]

FAQ

URL Prefix

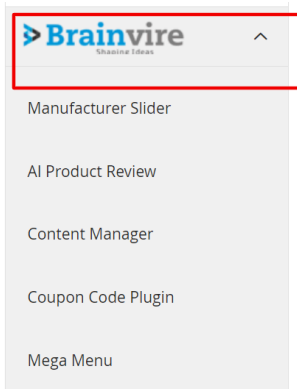
[store view]

faq

MidJourney AI Medium Will Not Work For FAQs Generation.

The name of the FAQ page to be used in the top(breadcrumbs) and bottom menu(footer)

- The **"URL prefix"** section contains the URL of that FAQ page.
- Screenshots:



Enable Module [global]

Choose AI Medium [store view]

Midjourney AI Medium Will Not Work For FAQs Generation.

Title [store view]

The name of the FAQ page to be used in the top(breadcrumbs) and bottom menu/footer

URL Prefix [store view]

route name, for example {base_store_url}/{URL prefix}/{question_url_key}

- After that, there is an option for the user to choose whether to show the **FAQ section** in the **header, footer, and category menu**. Users can select **"yes"** or **"no,"** and it will reflect accordingly on the front end.
- Screenshot:

prefix}/{question_url_key}

Add FAQ to the Toolbar [store view]

Link to the FAQ page will be added to toolbar

Add FAQ to the Categories Menu [store view]

Link to the FAQ page will be added to categories menu

Add FAQ to the Footer [store view]

Link to the FAQ page will be added to footer

- Access from Admin sidebar: Brainvire > Brainvire FAQs and Product AiFaqs.

Screenshots:

Configuration Save Config

Content Manager

Coupon Code Plugin

Mega Menu

Ai API Configuration

Ai Content Configuration

Whatsapp Configuration

Brainvire FAQs and Product AiFaqS

Brainvire AiImage Generator

Title [store view] FAQ
The name of the FAQ page to be used in the top(breadcrumbs) and bottom menu/footer

URL Prefix [store view] faq
route name, for example {base_store_url}/{URL prefix}/{question_url_key}

Add FAQ to the Toolbar [store view] Yes
Link to the FAQ page will be added to toolbar

Add FAQ to the Categories Menu [store view] No
Link to the FAQ page will be added to categories menu

Add FAQ to the Footer [store view] Yes
Link to the FAQ page will be added to footer

5. AiFaqS Homepage:

AiFaqS Homepage Section

The "AiFaqS Homepage" section is a configuration area within a Content Management System (CMS) that allows users to customize how Frequently Asked Questions (FAQs) are displayed on their website's homepage. This section provides options to enable or disable the FAQ homepage, select a specific CMS page for the FAQ display, and choose the layout of the FAQ page. Here's a breakdown of each step and option available in this section:

Step-by-Step Process:

1. Enable/Disable FAQ Homepage Display:
 - Option Name: "Use FAQ Home page"
 - Selection Options: "Yes" or "No"
 - Functionality:
 - Yes: Selecting "Yes" enables the display of FAQs directly on the homepage. This means that the FAQs will be prominently featured when visitors land on the homepage, making it easier for them to find answers to common questions without navigating through other pages.
 - No: Selecting "No" disables the FAQ display on the homepage. FAQs will not be shown on the homepage, and users will need to navigate to a different section of the site to access them.
2. Select CMS Page for FAQ Display:
 - Option Name: "CMS Page"
 - Selection Method: Dropdown menu

- Available Options: A list of CMS pages that are available within the website
 - Functionality:
 - Users can select the specific CMS page where they want the FAQs to be displayed. This allows for greater flexibility and control over where the FAQs appear, ensuring they are placed on the most appropriate page for user navigation and content organization.
 - For example, if the user wants the FAQs to appear on a dedicated "Help Center" page instead of the homepage, they can select that page from the dropdown.
3. Choose FAQ Page Layout:
- Option Name: "FAQ Page Layout"
 - Selection Method: Dropdown menu
 - Available Options: A variety of predefined layout templates
 - Functionality:
 - Users can choose from different layout options for the FAQ page. This determines how the FAQs are visually presented to visitors.
 - Layout options might include different styles such as accordion layouts, grid layouts, or list layouts. Each layout provides a unique way of organizing and displaying the FAQs, enhancing user experience based on the chosen design.
 - For example, an accordion layout allows users to click on a question to expand and view the answer, while a grid layout might display questions and answers in a tiled format.

Summary of Options:

- Use FAQ Homepage:
 - Purpose: Toggle the display of FAQs on the homepage.
 - Choices: "Yes" to enable, "No" to disable.
- CMS Page:
 - Purpose: Select the CMS page for FAQ display.
 - Choices: Dropdown list of available CMS pages.
- FAQ Page Layout:
 - Purpose: Choose the layout for the FAQ display.
 - Choices: Dropdown list of layout options.

- Screenshot:

Configuration **Save Config**

Brainvire FAQs and Product AiFaqs

Brainvire AllImage Generator

AiFaqs Home Page

CATALOG ▼ Use FAQ Home Page [store view] Yes

SECURITY ▼ Select CMS Page [store view] AiFAQ Home Page

CUSTOMERS ▼ Select FAQ Pages Layout [store view] 2 columns with left sidebar

SALES ▼

6. AiFaqs Search, Navigation, and Sorting:

AiFaqs Search, Navigation, and Sorting Section

The "AiFaqs Search, Navigation, and Sorting" section allows users to configure various settings that affect how FAQs are navigated, sorted, and displayed on the front end of a website. This section provides numerous options that can be selected either through dropdown menus or by manually typing values. Here's a detailed explanation of each option available:

Step-by-Step Process:

1. Show Breadcrumbs:

- Purpose: Enable or disable breadcrumb navigation for FAQs.
- Selection Method: Dropdown (Yes/No)
- Functionality:
 - Yes: Enabling breadcrumbs helps users navigate the FAQ section by showing a hierarchical path from the homepage to the current FAQ page. This is particularly useful for websites with complex structures, improving user experience and navigation.
 - No: Disabling breadcrumbs means that this navigational aid will not be shown, which might be suitable for simpler websites or if breadcrumbs are deemed unnecessary.

2. Sort AiFaqs By:

- Purpose: Select the criteria for sorting FAQs.
- Selection Method: Dropdown menu
- Available Options: Common sorting criteria such as date, popularity, relevance, or alphabetical order.
- Functionality:
 - Date: Sort FAQs by the date they were added or last updated, with the newest or oldest FAQs displayed first.

- Popularity: Sort FAQs by the number of views or user ratings, showing the most popular FAQs at the top.
 - Relevance: Sort FAQs based on how closely they match the user's search query or context.
 - Alphabetical: Sort FAQs alphabetically by their titles.
- 3. Limit Displayed Answer Length:
 - Purpose: Set the maximum character length for displayed answers.
 - Selection Method: Manual input (number of characters)
 - Functionality:
 - Users can specify a maximum number of characters for FAQ answers displayed on the front end. This ensures that answers are concise and that longer responses are truncated with an option to read more if necessary.
 - For example, setting a limit of 200 characters might display a brief summary of each answer, with a link to view the full response.
- 4. Show Search Box:
 - Purpose: Enable or disable a search bar for FAQs.
 - Selection Method: Dropdown (Yes/No)
 - Functionality:
 - Yes: Enabling the search box allows users to quickly search for specific FAQs using keywords, improving ease of access and user experience.
 - No: Disabling the search box means users will have to navigate through the FAQ categories or lists manually, which might be suitable for smaller FAQ sections.
- 5. No Result Text:
 - Purpose: Define the message displayed when no search results are found.
 - Selection Method: Manual input (text)
 - Functionality:
 - Users can customize the message shown when a search yields no results. This message can provide suggestions or encouragement to try different keywords.
 - For example, "No results found. Please try different keywords or browse our FAQ categories."
- 6. Limit AiFaq Number in Search Results:
 - Purpose: Limit the number of FAQs displayed in search results.
 - Selection Method: Manual input (number)
 - Functionality:
 - Users can set a maximum number of FAQs to be displayed in the search results, ensuring that the results are manageable and not overwhelming.
 - For instance, setting a limit of 10 means only the top 10 relevant FAQs will be shown in the search results.
- 7. Show Answer Behavior:
 - Purpose: Choose how answers are displayed (e.g., collapse/expand).
 - Selection Method: Dropdown menu
 - Available Options: Common display behaviors such as always show, collapse/expand, or show more/less.
 - Functionality:
 - Always Show: FAQ answers are fully displayed by default.

- Collapse/Expand: FAQ answers are initially collapsed, with an option to expand and view the full answer. This helps in maintaining a clean and organized look, especially for FAQs with long answers.
- Show More/Less: Displays a truncated version of the answer with an option to show more or less, similar to the collapse/expand behavior but with a different user interface.

Summary of Options:

- Show Breadcrumbs:
 - Purpose: Enable/Disable breadcrumb navigation for FAQs.
 - Choices: "Yes" or "No"
- Sort AiFaq By:
 - Purpose: Select sorting criteria for FAQs.
 - Choices: Date, popularity, relevance, alphabetical
- Limit Displayed Answer Length:
 - Purpose: Set the maximum character length for displayed answers.
 - Input: Number of characters
- Show Search Box:
 - Purpose: Enable/Disable a search bar for FAQs.
 - Choices: "Yes" or "No"
- No Result Text:
 - Purpose: Define the message for no search results.
 - Input: Custom text message
- Limit AiFaq Number in Search Results:
 - Purpose: Limit the number of FAQs displayed in search results.
 - Input: Number
- Show Answer Behavior:
 - Purpose: Choose how answers are displayed.
 - Choices: Always show, collapse/expand, show more/less

- Screenshot:

The screenshot shows a configuration interface for 'AiFaq Search, Navigation and Sorting'. The section title is highlighted with a red box. Below it, several settings are listed, each with a red box around the label and a red arrow pointing to it from the left. The settings are:

- Show Breadcrumbs** [store view]: Yes (dropdown)
- Sort AiFaq By** [store view]: Position (dropdown)
- Limit Displayed Answer Length** [store view]: 250 (text input)
- Show Search Box** [store view]: Yes (dropdown)
- No Results Text** [store view]: No results found (text input). Below this input is a description: 'Specifies the text to display if nothing has been found by the search results page.'
- Limit AiFaq Number in Search Results** [global]: 15 (text input)
- No Results Text** [store view]: No results found (text input). Below this input is a description: 'Specifies the text to display if nothing has been found by the search results page.'
- Limit AiFaq Number in Search Results** [global]: 15 (text input)
- Short Answer Behavior** [store view]: Show Short answer (dropdown)

7. Product Page Section:

In the “**Product Page**” Section,

- Show “Product AiFaq” Tab
- “Product AiFaq” Tab Name
- “Product AiFaq” Tab Position
- Limit AiFaq Number
- Short Answer behaviour
- These are the options users can select, and the corresponding actions will reflect on the front end.

- **Show the "Product AiFaq's" Tab:** Enable/Disable the FAQ tab on product pages.
- **"Product AiFaq's" Tab Name:** Customize the displayed name for the FAQ tab.
- **"Product AiFaq's" Tab Position:** Select the tab's position on the product page.
- **Limit AiFaq's Number:** Set the maximum number of FAQs displayed per product.
- **Short Answer Behavior:** Choose the behavior of short answers on the front end.
- Screenshot:

The screenshot shows a configuration interface for the 'Product AiFaq's' section. A red box labeled 'Product Page' has an arrow pointing to the 'Show `Product AiFaq's` Tab [store view]' dropdown, which is set to 'Yes'. Another red box highlights the '`Product AiFaq's` Tab Name [store view]' text input, which contains 'Faq'. A third red box highlights the '`Product AiFaq's` Tab Position [store view]' text input, which contains '55'. A fourth red box highlights the 'Limit AiFaq's Number [global]' text input, which contains '15'. A fifth red box highlights the 'Short Answer Behavior [store view]' dropdown, which is set to 'Show Short answer'. Below the 'Tab Name' field, there is a note: 'You can use {count} to show how many aifaqs Product has'. Below the 'Tab Position' field, there is a note: 'Sort order should be greater than 0'.

8. Rating Section:

In the "Rating" Section,

- The **Enable module** option provides **two choices**: Yes/No.
- Based on the selection, other related options will be displayed accordingly.
- Additionally, users can choose whether **guest users** can provide **ratings or not**.
- **Enable Module:** Activate/Deactivate user ratings for FAQs (optional).
- **Guest Ratings:** Allow guest users to rate FAQs (optional).
- Screenshot:

The image shows a configuration interface for 'Rating'. A red box highlights the 'Rating' title, with a red arrow pointing to it from the right. Below it, four settings are listed, each with a red box and a red arrow pointing to it from the left:

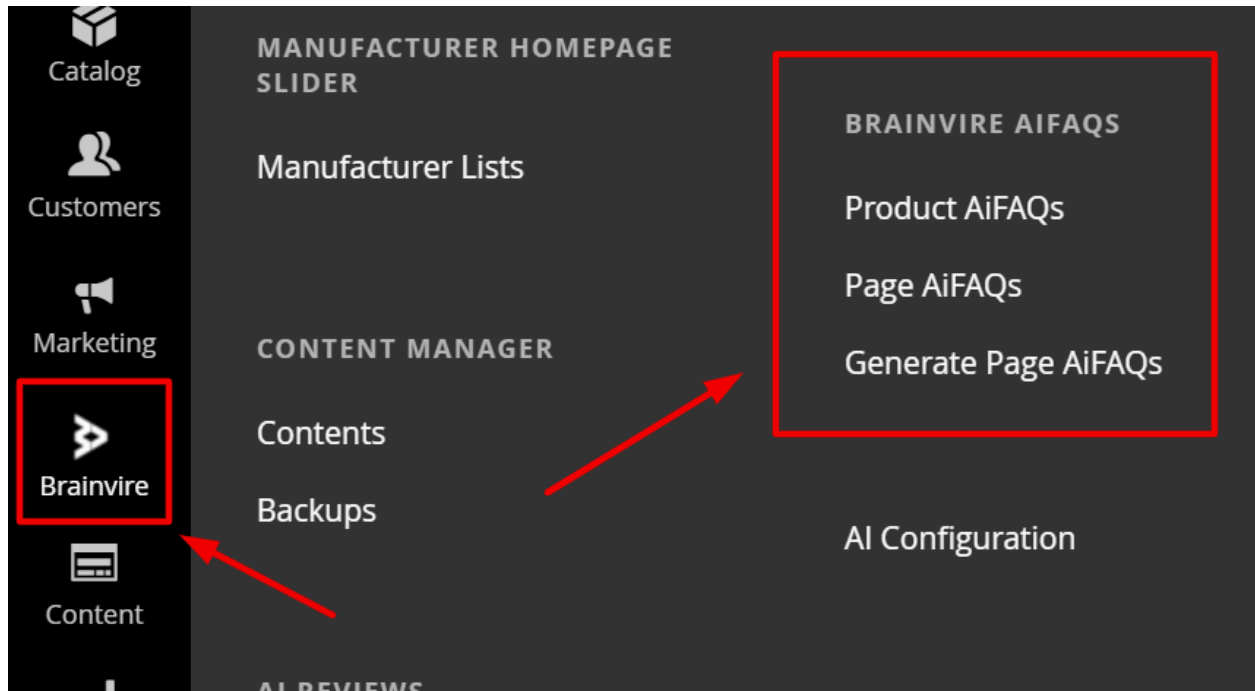
- Enabled** [store view]: A dropdown menu set to 'Yes'.
- Type** [store view]: A dropdown menu set to 'Average Rating'.
- Hide Zero Total Rating** [store view]: A dropdown menu set to 'Yes'.
- Allow Rating for Guests** [store view]: A dropdown menu set to 'Yes'.

9. Managing AiFAQs:

Brainvire AiFAQs: Access from Admin sidebar: Brainvire AiFAQs.

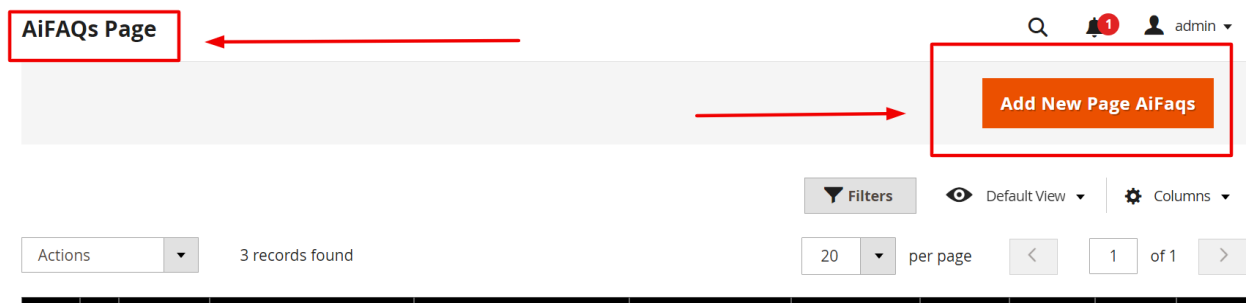
Choose the desired submenu:

- **Product AiFAQs:** Manage product-related FAQs.
- **Page AiFAQs:** Manage general FAQs for specific pages.
- **Generate Page AiFAQs:** Generate FAQs automatically based on a topic.
- Screenshots:



10. Adding New AiFAQs:

- Click "Add New Page AiFAQs" for Page AiFAQs or "Add New Product AiFAQs" for Product AiFAQs.
- Screenshots:



● General Section:

- Enter the question.
- Choose to display a URL (Yes/No).
- Add the URL key (if applicable).
- Select stores for FAQ display.
- Screenshot:

General

→ Question *

Don't show question direct URL No ▼

Set "Yes" if you want to hide "Read more" link and disable direct question URL (useful for brief answers)

→ URL Key *

→ Stores *

- All Store Views
- Main Website
- Main Website Store
- Default Store View

● **Answer:**

- Provide a short answer for the initial display.
- Edit the full answer using the page builder option.
- Screenshot:

→ Short Answer

Full Answer * → Edit with Page Builder

- **Status:** Set the status to "Pending" (hidden) or "Answered" (visible).
- Screenshot:

Status Answered ▼

- **Visibility:** Control who can see the FAQ (Public, Logged In Only, None).
- Note: Pending FAQs remain hidden regardless of visibility settings.
- Screenshot:

Visibility

For logged in only

▼

- **Ratings:** Assign positive, negative, or average ratings (optional).

New AiFaq Page

← Back

Save and Continue Edit

Save

Status

Answered

▼

Visibility

For logged in only

▼

Positive Rating

0

Negative Rating

0

Average Rating

0

Position

0

11. Product-Specific AiFAQs:

- In the ‘**Product AiFAQs**’ section, Clicking on "**Add New Product AiFAQs**" will direct the user to the respective section,
- All the processes will be the same as **Product AiFAQs**.
- The only variation in this section is the addition of a new subsection labeled "Product" at the end.
- Screenshot:

New AiFaq Product

← Back

Save and Continue Edit

Save

Positive Rating

0

Negative Rating

0

Average Rating

0

Position

0

Products

Add products

- Upon clicking it, administrators can select the specific product pages where the FAQs will be displayed, chosen from the available options. Subsequently, the FAQs selected will be reflected in the designated product sections accordingly.
- Screenshots:

4 records found (2 selected)

	ID	Thumbnail	Name	Status	Type	SKU	Price
<input checked="" type="checkbox"/>	1		TestProd	Enabled	simple	TestProd	\$100.00
<input checked="" type="checkbox"/>	2		Test Product	Enabled	simple	TP-001	\$100.00
<input type="checkbox"/>	3		plazzo	Enabled	simple	plazzo	\$130.00
<input type="checkbox"/>	4		bag	Enabled	simple	bag	\$130.00

- One - Another method to **generate FAQs for a product**: Navigate to "Catalog" > "Product."
- Screenshot:

Products

Search by keyword

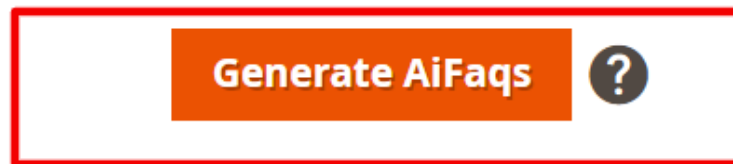
Actions 4 records found

	ID ↓	Thumbnail	Name	Type	Attribute Set	SKU	Price	Quantity	Salable Quantity	Visibility	Status	Websites	Last Updated At	Action
<input type="checkbox"/>	1		TestProd	Simple Product	Default	TestProd	\$100.00	999.0000	Default Stock: 977	Catalog, Search	Enabled	Main Website	May 28, 2024 7:03:54 AM	Edit
<input type="checkbox"/>	2		Test Product	Simple Product	Default	TP-001	\$100.00	1000.0000	Default Stock: 995	Catalog, Search	Enabled	Main Website	May 29, 2024 12:25:26 AM	Edit

- Click on the edit button to access product details.
- Scroll down to find the new backend feature named Ai FAQs.
- Screenshot:

The screenshot shows a form titled "AI FAQs" in a red box. Below the title are four input fields: "Product Name" (containing "TestProd"), "Product Description" (containing "TestProd Category: Test Products for Your Ecommerce Business"), "Product Features/Specifications" (empty), and "Total FAQs" (containing "15"). Each of these four fields is highlighted with a red box and has a red arrow pointing to it from the left. At the bottom right of the form is a red button labeled "Generate AiFaq" with a question mark icon. A red arrow points to this button from the right.

- View the product name and description already populated.
- Add product features and specifications if needed.
- Input the desired number of FAQs for that product.
- Click on "Generate AiFAQs."
- Screenshot:



- **Note:** This method is applicable only if the product has already been created; new products cannot directly generate FAQs and must be registered first.
- Follow steps 1-6 from "Adding New AiFAQs."
- **Product Selection:** Choose the specific product pages displaying the FAQ.

12. Generating AiFAQs from Products:

- Go to Catalog > Product.
 - Edit an existing product.
 - Scroll down to the "Ai FAQs" section.
 - View pre-populated product name and description
- Screenshot:

Product AiFAQs

Actions

45 records found

<input type="checkbox"/>	ID	Ai Medium	Question	Url Key	Don't show question directly URL
<input type="checkbox"/>	36	ChatGPT	What is the warranty on TestProd?	what-is-the-warranty-on-testprod-q6y	No
<input type="checkbox"/>	38	ChatGPT	Can TestProd be used indoors?	can-testprod-be-used-indoors-hxq	No
<input type="checkbox"/>	41	ChatGPT	Is TestProd environmentally friendly?	is-testprod-environmentally-friendly-ke1	No

14. Conclusion

In conclusion, the AI Product FAQ section is a vital resource designed to enhance the user experience by providing clear, concise, and easily accessible information. By leveraging the advanced customization options available, such as enabling breadcrumb navigation, sorting FAQs by various criteria, limiting displayed answer lengths, and incorporating a search box, you can tailor the FAQ section to meet the specific needs of your audience.

These configurations ensure that users can quickly find answers to their questions, navigate through content effortlessly, and enjoy a streamlined, intuitive interface. By defining custom messages for no search results and limiting the number of displayed FAQs, you further enhance the overall usability and effectiveness of the FAQ section.

Implementing these settings not only improves user satisfaction but also reduces the burden on customer support by addressing common inquiries proactively. The AI Product FAQ section, when thoughtfully configured, becomes a powerful tool for delivering excellent customer service and fostering a positive user experience.

Thank you for using our AI Product FAQ. We are committed to continually improving our tools to support your needs. If you have any feedback or further questions, please do not hesitate to reach out.