

**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<br><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                      | 2 columns with left bar | [STORE VIEW] |
| Meta Title Format                | {question}              | [STORE VIEW] |
| Meta Description Format          | {answer}                | [STORE VIEW] |
| Limit Answer In Description      | 250                     | [STORE VIEW] |
| Two-way Question Relations       | Yes                     | [STORE VIEW] |
| Strip HTML Tags in Short Answers | Yes                     | [STORE VIEW] |
| Limit Answer In Short Answers    | 250                     | [STORE VIEW] |
| Enable Social Sharing Buttons    | Yes                     | [STORE VIEW] |
| Enable Question Tags             | 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 | <input &gt;privacy="" a&gt;"="" policy&lt;="" privacy-policy"="" target="_blank" type="text" value="I agree to the &lt;a href="/> | [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><b>Main Website</b></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**.

| 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 |        |

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                                 | Upload File   | Delete File  |
| <input type="text" value="Illustration"/> | <input type="button" value="Choose File"/> data-usage.png |              |

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.

**Topics List** [Export For M2](#) [Add New](#)

Page 1 of 1 pages | View 20 per page | Total 3 records found [Reset Filter](#) [Search](#)

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions [Submit](#)

| ID                       | Topic Title                | Store View      | Action                 |
|--------------------------|----------------------------|-----------------|------------------------|
| Any                      | From: <input type="text"/> | All Store Views |                        |
| To: <input type="text"/> |                            |                 |                        |
| <input type="checkbox"/> | 1 Delivery Questions       | All Store Views | <a href="#">Action</a> |
| <input type="checkbox"/> | 2 Deals & Sale             | All Store Views | <a href="#">Action</a> |
| <input type="checkbox"/> | 3 Colors & Sizes           | All Store Views | <a href="#">Action</a> |

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.

**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: <input type="text"/>                           |            |              |                          |          | All Store View  |                        |
| To: <input type="text"/> |  |            |              |                          |          |                 |                        |
| <input type="checkbox"/> | 1 Do you delivery orders to Canada?                  | Public     |              |                          | Answered | All Store Views | <a href="#">Action</a> |
| <input type="checkbox"/> | 2 Do you change extra payments for fragile products? | Public     |              |                          | Answered | All Store Views | <a href="#">Action</a> |
| <input type="checkbox"/> | 3 Do you provide same day delivery to NY?            | Public     |              |                          | Answered | All Store Views | <a href="#">Action</a> |
| <input type="checkbox"/> | 4 Do you have discounts for bulk orders?             | Public     | Jane Green   | jane@example.com         | Answered | All Store Views | <a href="#">Action</a> |
| <input type="checkbox"/> | 5 How can I subscribe to discount notifications?     | Public     | Peter Parker | peter.parker@example.com | Answered | All Store Views | <a href="#">Action</a> |
| <input type="checkbox"/> | 6 Do you have Chelsea Tee in other colors?           | Public     | Jane Green   | jane@example.com         | Answered | All Store Views | <a href="#">Action</a> |

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.

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