

**amasty**

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

# Guide for FAQ & Product Questions for Magento 2

With the module, you can add the FAQ section to each product page and provide customers with a comprehensive knowledge base. Advanced SEO features will boost your store's search engine ranking and ensure the supply of user-generated content.

- Separate FAQ section for each product page
- Ability to assign questions to categories and products
- Advanced SEO features to enhance store SERP
- Separate short and full answers to avoid duplicate content
- GDPR compliant and fully optimized for mobile
- **NEW** | Now the extension is GraphQL compatible (read+write)
- **NEW** | Compliance with WCAG 2.1 level AA requirements (for FAQ with Luma and Hyvä Themes)

**🚨 NEW: Now the module content is available in the German language! Backend and frontend settings are translated according to the selected locale. You can download the sample file with the translated information below:**

[german\\_sample\\_file\\_faq.zip](#)

The extension is compatible with **Hyvä Theme**. You can find the '[amasty/module-faq-hyva](#)' package for installing in composer suggest. The compatibility is available as a part of an active product subscription or support subscription.

## Extension Configuration

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

### General Settings

General Settings

Enable module

[global]

Yes

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]

knowledge-base

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]

Yes

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

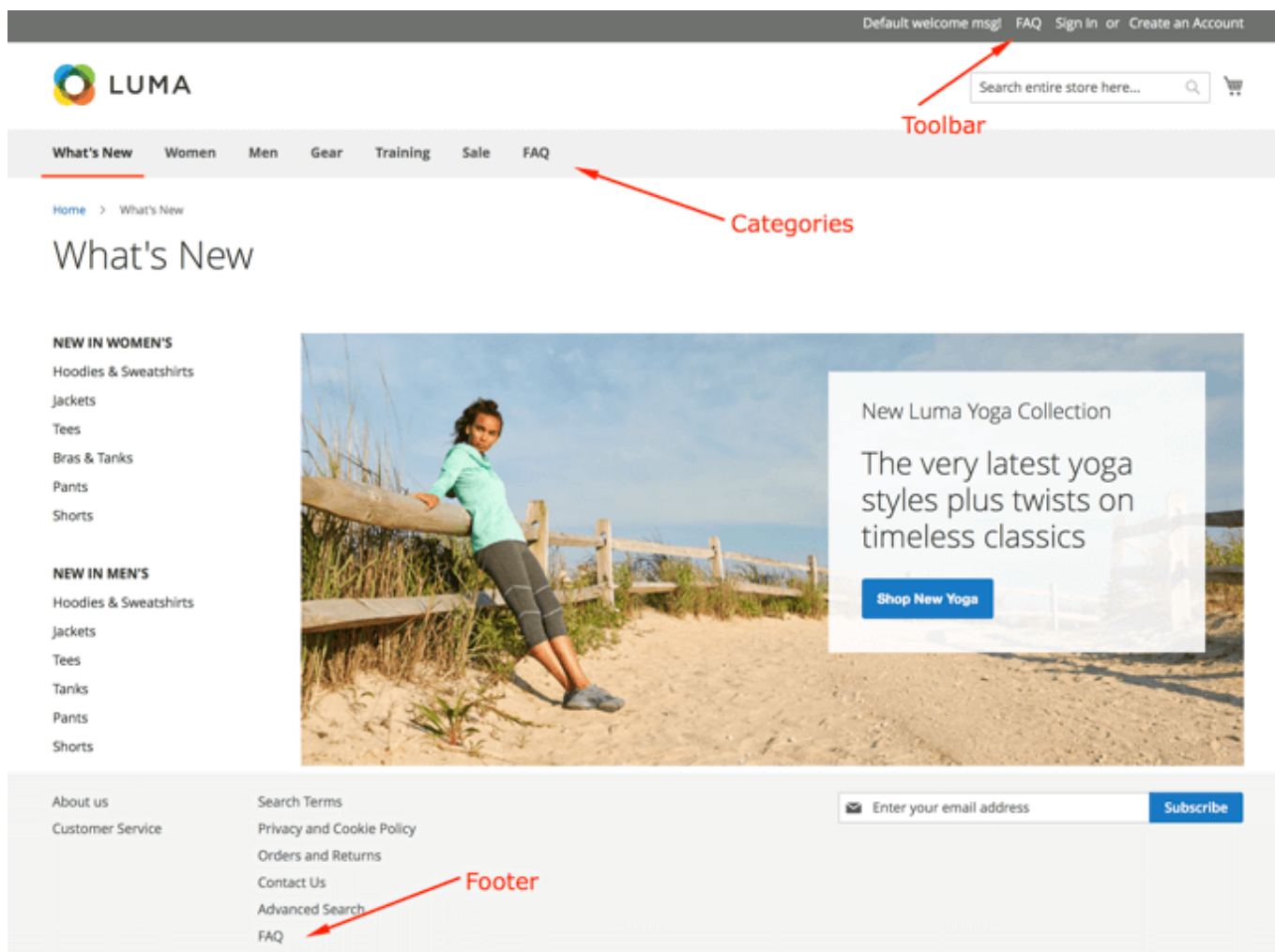
Allow unregistered customers to ask questions

[store view]

No

Not logged in customers will be permitted to submit questions if the setting is YES

- Enable module** — enable or disable the extension;
- Title** — specify the title for the FAQ section;
- URL prefix** — specify the URL prefix for all the knowledge base pages;



**Add FAQ To the Toolbar** — enable this option to add the link to FAQ to the toolbar. Please note that Hyvä Theme does not provide this functionality.

**Add FAQ To the Categories Menu** — enable this option to add the link to FAQ to the categories menu;

**Add FAQ To the Footer** — enable this option to add the link to FAQ to the footer menu. Please note that Hyvä Theme does not provide this functionality.

**Allow unregistered customers to ask questions** — enable the option if you want to allow guests to leave questions. If you want only registered customers to leave comments, set the option to **No**. In this case, unregistered customers will see the notification on the Product Questions tab:

[Home](#) > [Overnight Duffle](#)



## Overnight Duffle



### 3 Reviews

[Add Your Review](#)

**\$45.00**

**IN STOCK**

SKU#: 24-WB07

Qty

1

Add to Cart



♥ ADD TO WISH LIST



ADD TO COMPARE EMAIL



EMAIL

## Details

### More Information

Reviews (3)

### Product Questions (1)

## Customer Questions

Do you provide the same day delivery to NY?

Please, mind that only logged in users can submit questions

Proceed to the **FAQ Home Page** section.

## FAQ Home Page

## FAQ Home Page

Use FAQ Home Page <small>[store view]</small>	Yes	▼
Select CMS Page <small>[store view]</small>	FAQ Home Page	▼
Select FAQ Pages Layout <small>[store view]</small>	2 columns with left sidebar	▼

**Use FAQ Home Page** — choose **Yes** to make a CMS-page as a FAQ home page;

When the **Use FAQ Home Page** option is set to **No**, then the list of categories and questions will be displayed.

**Select CMS Page** — define a CMS-page that will be a FAQ home page. The built-in FAQ Home Page CMS-page will be set by default;

**Select FAQ Pages Layout** — specify the FAQ pages layout. You can choose to display the sidebar with search and categories on the right or on the left side.

## FAQ Search, Navigation and Sorting

## FAQ Search, Navigation and Sorting



Show breadcrumbs  
[store view]

Yes

Show Ask a Question Button  
[store view]

Yes

Sort Categories By  
[store view]

Position

Sort Questions By  
[store view]

Most Viewed

Limit Displayed Answer Length  
[store view]

250

Show Search Box  
[store view]

Yes

No Results Text  
[store view]

No results found

Specifies the text to display if nothing has been found by the search results page.

Include FAQ Categories into Searching  
[global]

Yes



Limit Categories Number in Search Results  
[global]

3

Limit Questions Number in Category  
[global]

5

Limit Questions Number in Search Results  
[global]

5

Short Answer Behavior  
[store view]

Show Short answer

Limit Tags in Menu  
[store view]

10

**Show breadcrumbs** — enable or disable the breadcrumbs display;

**Show Ask a Question button** — enable or disable the 'Ask a Question' button display. The 'Ask a Question' form will be added to the question and category pages;

**Sort Categories By** — choose how to sort categories: by position ([how to configure](#)), by name, or most viewed;

**Sort Questions By** — choose how to sort questions: by position ([how to configure](#)), by name, or most viewed;

The **Most viewed** option uses information about questions and categories visits as well as search requests that are gathered from the site visitors.

**Limit displayed answer length** — specify the number of the full answer symbols to display as preview;

Please notice the following:

1. The short answer is displayed on the product pages when it is set. In case the short answer is not set, the full answer will be shortened according to the **Limit displayed answer length** option;
2. On the category pages the full answer will be shortened according to the **Limit displayed answer length** option and used as a preview;
3. When a customer opens the question via a direct URL than the full answer is displayed.

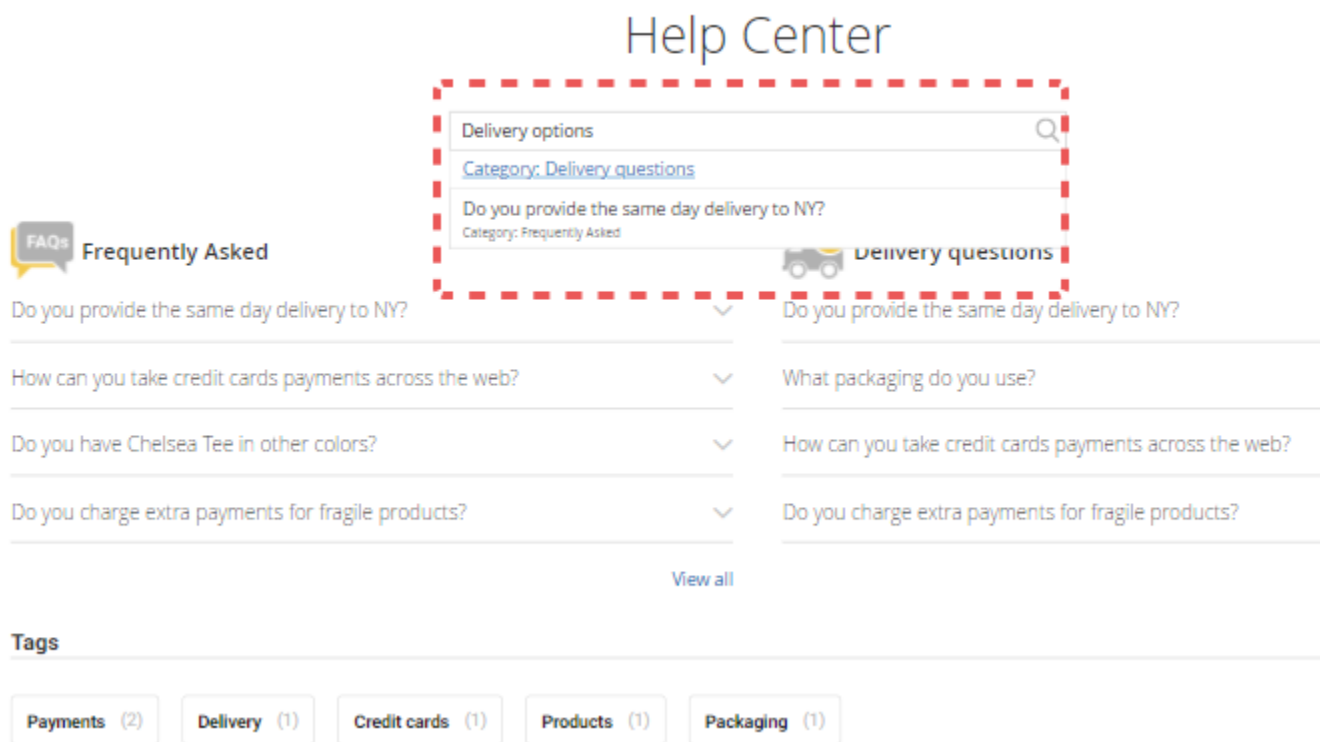
**Show Search Box** — enable or disable the search box display;

**No Results Text** — fill in the text to display when no results have been found;

**Include FAQ Categories into Searching** — enable the setting to get search results based not only on questions but also on categories, provided that the search query matches the category name.

**Limit Categories Number in Search Results** — set the maximum number of matched categories to be shown with the query in the search results. Check, how the enabled option will work on the front end:

[Home](#) > [FAQ Home Page](#)



**Limit questions number in category** — enable pagination on the question category page and display the specified number of questions per page;

**Limit questions number in search results** — enable pagination on the search results page and



display the specified number of questions per page;

**Short Answer Behavior** — choose to display a **Short Answer** or a **Cut Full Answer**. In the second case, the answer will cut using the **Limit displayed answer length** option's value.

**Limit tags in menu** — specify the maximal number of tags you want to display in the menu.

## User Notifications

### User Notifications

Notify user via email [store view]	Yes	▼
Email Sender [store view]	General Contact	▼
Email Template [store view]	Amasty Faq and Product Questions Custome	▼

**Notify user via email** — enable this option to notify a user about an answer via email;

When this option is disabled, users won't be able to specify their email when submitting a question.

**Email sender** — choose the sender of the email notification ([how to configure](#));

**Email Template** — choose the email template ([how to configure](#)).

Please notice that notifications to customers won't be sent automatically. Store admin will have to send them manually using the **Save and Send Email to Customer** button in the question settings.

## Admin Notifications

## Admin Notifications

Notify admin of a new question <small>[store view]</small>	Yes	▼
Send e-mail to <small>[store view]</small>	General Contact	▼
Email Template <small>[store view]</small>	Amasty Faq and Product Questions Admin N	▼

**Notify admin of a new question** — enable this option to notify an admin about new questions via email;

**Send e-mail to** — choose the addressee of the email notification ([how to configure](#));

**Email Template** — choose the email template ([how to configure](#)).

## Product Page


### Product Page

Show `Product Questions` Tab <small>[store view]</small>	Yes	▼
`Product Questions` Tab Name <small>[store view]</small>	FAQ {count}	
	You can use {count} to show how many questions Product has	
`Product Questions` Tab Position <small>[store view]</small>	3	
Show Ask a Question button <small>[store view]</small>	Yes	▼
Limit questions number <small>[global]</small>	2	
Short Answer Behavior <small>[store view]</small>	Show Cut Full answer	▼

**Show 'Product Questions' Tab** — enable this option to add the 'Product Questions' tab to each product page;

**`Product Questions` Tab Name** — give a unique name to a `Product Questions` tab. You can use the {count} variable to show how many questions a product has.

**`Product Questions` Tab Position** — specify the position of a `Product Questions` tab among other product tabs. This is how the `Product Questions` tab will be displayed on the frontend when the field is provided with the value'3':



# Overnight Duffle

★★★★☆

3 Reviews

Add Your Review

\$45.00

IN STOCK

SKU#: 24-WB07

Qty

1

Add to Cart

♥ ADD TO WISH LIST

📊 ADD TO COMPARE

✉ EMAIL

Details

More Information

FAQ (1)

Reviews (3)

For long weekends away, camping outings and business trips, the Overnight Duffle can't be beat. The dual handles make it a cinch to carry, while the durable waterproof exterior helps you worry less about the weather. With multiple organizational pockets inside and out, it's the perfect travel companion.

- Dual top handles.
- W 15" x H 15" x D 9".

**Show Ask a Question button** — enable this option to add the 'Ask a Question' button to product pages (this option is available only when the **Show 'Product Questions' Tab** option is enabled);

**Limit questions number** — define the number of questions to display on a product page. Please, note that no extra pages will be added, only the specified number of question will be displayed depending on their position;

**Short Answer Behavior** — choose to display a **Short Answer** or a **Cut Full Answer** on product pages. In the second case, the answer will cut using the **Limit displayed answer length** option's value.

When done, expand the **Rating** section.

## Rating

### Rating

<b>Enabled</b> [store view]	<input type="text" value="Yes"/>	▼
<b>Type</b> [store view]	<div><div>Average Rating</div><div>Yes/No</div><div>Voting</div><div>Average Rating</div></div>	
<b>Hide Zero Total Rating</b> [store view]	<input type="text" value="Yes"/>	▼
<b>Allow Rating for Guests</b> [store view]	<input type="text" value="Yes"/>	▼

**Enabled** — choose **Yes** to enable a rating for each question;

**Type** — define the rating type: **Yes/No**, **Voting** or **Average Rating**.

**Yes/No** and **Voting** samples:

Was this answer helpful? **Yes** | **No** 15 people of 18 found this answer helpful

Was this answer helpful? ^ **15** | v 3

**Average Rating** sample:

Rate the answer? ★ ★ ★ ★ ★ Total rating 4.5



You can customize the average rating from the *Edit Question* page.

Positive Rating

14

Negative Rating

3

Average Rating

4.5000

Position

1

Tags

Delivery ×

For the **Average Rating** type, you can also enable the **Hide Zero Total Rating** option.

**Allow Rating for Guests** - set to Yes to allow guest users to rate the questions (the option is available for all rating types).

Next, proceed to the **Social buttons** section.

## Social buttons

## Social buttons

<b>Enabled</b> [store view]	Yes ▼
<b>Social Networks</b> [store view]	<div>Email</div> <div>WhatsApp</div> <div>Facebook</div> <div>Twitter</div> <div>Reddit</div> <div>Tumblr</div> <div>Google+</div> <div>Digg</div> <div>StumbleUpon</div> <div>LinkedIn</div>

**Enabled** — choose **Yes** to enable social sharing buttons for each question;

**Social Networks** — define the list of the available social buttons.

## SEO

Finally, navigate to the **SEO** settings.

SEO

Enable Question and Category URL Suffix

[store view]

Yes

Please mind that changing this configuration may affect your indexing in Google.

Question and Category URL Suffix

[store view]

.html

Please notice that URL keys of FAQ questions and FAQ categories should not contain suffixes added manually earlier.

Use Canonical URL on Pages

[store view]

No

Mark Up FAQ with Structured Data

[store view]

Yes



Enable Rich Data Breadcrumbs

[store view]

Yes

The **Show breadcrumbs** setting should be enabled in the **Faq Page** section.

Enable Rich Data Organization

[store view]

No

XML Sitemap

**Enable Question and Category URL Suffix** - use this option to generate SEO-friendly URLs for categories and question pages in case you use a standard URL type (e.g. ending with **html**).

Please mind that changing this configuration may affect your indexing in Google.

**Question and Category URL Suffix** - specify the suffix to use to FAQ pages.

Please notice that URL keys of FAQ questions and FAQ categories should not contain suffixes added manually earlier.

If the **Enable Question and Category URL Suffix** option is disabled, you can remove the trailing slash from question and category URLs. Trailing URLs have an impact on SEO since Google marks such URLs as “non-standard”.

**Enable Question and Category URL Suffix**  
[store view]

No

Please mind that changing this configuration may affect your indexing in Google.

**Remove Trailing Slash from Question and Category URLs**  
[store view]

Yes



Compare:

With a trailing slash: <https://.../do-you-provide-the-same-day-delivery-to-new-york/>

Without it: <https://.../do-you-provide-the-same-day-delivery-to-new-york>

**Use Canonical URL on Pages** — enable this option to add the **Canonical URL** field to each question;

**Mark Up FAQ with Structured Data** - enable this option if you want to mark up the elements of the extension with structured data so that Google can understand the data on the page and display relevant result in search results.

Structured data will be added to product pages, FAQ home page, FAQ question pages and FAQ category pages. The feature also supports the **speakable** parameter, into which the title of the question is pulled.

**Enable Rich Data Breadcrumbs** — switch this option to **Yes** in order to utilize breadcrumbs for rich snippets;

Please, note that this option requires the **Show breadcrumbs** option to be activated in the **FAQ page** section.

**Enable Rich Data Organization** — enable this option to activate rich snippets and specify additional organization information.



Enable Rich Data Organization

[store view]

Yes

Organization Website Url

[store view]

example.com

The URL of the website associated with the logo.

Organization Logo Url

[store view]

logo-url-example

URL of a logo that is representative of the organization.

Organization Name

[store view]

Your Company

Add Contact for Organization

[store view]

Yes

Contact Type

[store view]

Customer Service

Telephone

[store view]

+12345678

The extension adds the rich data markup to the FAQ pages only.

XML Sitemap

## XML Sitemap

<b>Add FAQ urls to XML Sitemap</b> [store view]	Yes
<b>Enable Hreflang URLs</b> [store view]	Yes
<b>Language Code</b> [store view]	From Current Store Locale
<b>Country Code</b> [store view]	Don't Add
<b>Frequency</b> [store view]	Always
<b>Priority</b> [store view]	

Valid values range from 0.0 to 1.0.

**Add FAQ URLs to XML Sitemap** — choose **Yes** to equip the Magento 2 XML sitemap with the links to FAQ pages;

**Enable Hreflang URLs** - select **Yes** to notify Google which site and page to show to foreign users. This option is useful for multilingual and multi-regional sites.

**Language Code** - specify the necessary language code according to the particular store view or choose 'From Current Store Locale'.

**Country Code** - select the necessary country code (based on a store view). You may also set the code 'From Current Store Default Country' or remove code display by choosing 'Don't Add' option.

**Frequency** — define the sitemap update frequency (by default, this option utilizes the system value);

**Priority** — define the sitemap update priority (by default, this option utilizes the system value);

## GDPR Consent

To configure **GDPR Consent** settings, expand the corresponding section.

The extension stores customers' personal data: name and email. This information is used to send notifications about new answers and provide an admin with the ability to reply to users' questions directly via email.

## GDPR Consent

<b>Enabled</b> [store view]	Yes
<b>Consent Text</b> [store view]	I agree to the <a href="/faq-and-product-questions-m2/index.php/about-us" target="_blank">Privacy Policy</a>

**Enable GDPR** — choose **Yes** to add a toggle to the 'Ask a Question' form with the consent to the personal data processing;

**Consent Text** — use the default one or fill in your own request for personal data processing that will be displayed under the 'Ask a Question' form. This is an HTML field, so you can specify a text and add a link to your privacy policy.

The extension doesn't contain the Privacy Policy page. You can create your own in the **Content → Pages** section of the admin panel. Adjust a separate CMS-page and add a link to it to the **Consent Text** field.

## GraphQL compatability

With GraphQL you can get precise and multiple data in one query, as well as, modify data using mutation queries. Please, find a few examples\* below.

### Queries:

- getAmFaqSettings {...} - to configure FAQ module
- searchAmFaqCategories (filter: {...}, sort: {...}, pageSize, currentPage) {...} - to search categories
- searchAmFaqQuestions(search, filter: {...}, sort: {...}, pageSize, currentPage - to search questions

### Mutation:

- placeAmFaqQuestion (input: {...}) - to place a question from a current customer or guest (if enabled in configuration)
- ateAmFaqQuestion (input: {...}) - to rate a question

\*Full list of queries will be available with documentation upon purchase.

## Questions and Answers

To create a new question, edit the existing ones, or add an answer, please go to **Content → FAQ Question**.

FAQ Questions

admin

Add New Question

Filters

Default View

Columns

Actions

7 records found

20 per page

1 of 1

Delete

Change Status

Change Visibility

Edit

			Url Key	Don't show question direct URL	Sender Email	Store View	Status	Visibility	Position	Action
<input type="checkbox"/>		Can I deliver orders to Canada?	do-you-deliver-orders-to-canada	No	john@example.com	All Store Views	Pending	Public	6	<a href="#">Edit</a>
<input type="checkbox"/>	5	How can I subscribe to discount notifications?	how-can-i-subscribe-to-discount-notifications	No	steve@example.com	All Store Views	Pending	Public	3	<a href="#">Edit</a>
<input type="checkbox"/>	2	Do you charge extra payments for fragile products?	do-you-charge-extra-payments-for-fragile-products	No		All Store Views	Answered	Public	7	<a href="#">Edit</a>
<input type="checkbox"/>	3	Do you provide the same day delivery to NY?	do-you-provide-the-same-day-delivery-to-new-york	No	jane@example.com	All Store Views	Answered	Public	1	<a href="#">Edit</a>
<input type="checkbox"/>	4	How can you take credit cards payments across the web?	how-can-you-take-credit-cards-payments	No		All Store Views	Answered	Public	2	<a href="#">Edit</a>
<input type="checkbox"/>	6	Do you have Chelsea Tee in other colors?	chelsea-tee-other-colors	No		All Store Views	Answered	Public	5	<a href="#">Edit</a>
<input type="checkbox"/>	9	What packaging do you use?	what-packaging-do-you-use	No		All Store Views	Answered	Public	1	<a href="#">Edit</a>

On the grid, you can see all the existing questions.

Filters

Default View

Columns

Actions

7 records found (1 selected)

20 per page

1 of 1

	ID	Question	Url Key	Don't show question direct URL	Sender Email	Store View	Status	Visibility	Position	Action
<input type="checkbox"/>	1	Do you deliver orders to Canada?	do-you-deliver-orders-to-canada	No	john@example.com	All Store Views	Pending	Public	6	Edit
<input type="checkbox"/>	5	How can I subscribe to discount notifications?	how-can-i-subscribe-to-discount-notifications	No	steve@example.com	All Store Views	Pending	Public	3	Edit
<input checked="" type="checkbox"/>	2	<div>Do you charge ext</div>	<div>do-you-charge-e</div>	No	<div></div>	All Store Views	<div>Answ</div>	<div>Publ</div>	<div>7</div>	<div></div>
<input type="checkbox"/>	3	Do you provide the same day delivery to NY?	do-you-provide-the-same-day-delivery-to-new-york			All Store Views	Answered	Public	1	Edit
<input type="checkbox"/>	4	How can you take credit cards payments across the web?	how-can-you-take-credit-cards-payments	No		All Store Views	Answered	Public	2	Edit
<input type="checkbox"/>	6	Do you have Chelsea Tee in other colors?	chelsea-tee-other-colors	No		All Store Views	Answered	Public	5	Edit
<input type="checkbox"/>	9	What packaging do you use?	what-packaging-do-you-use	No		All Store Views	Answered	Public	1	Edit

You can use the **Inline edit** functionality to instantly modify question's information. Moreover, you can select multiple questions and apply the required mass actions (edit, delete, change status, or visibility).

In the **Position** column you can adjust the sort order for questions display on the frontend.

To add a new question, please click the **Add New Question** button or select one of the existing questions to edit it.

The question's configuration menu consists of five sections. Let's take a closer look.

## General

## General

Question *	<input type="text" value="Do you deliver orders to Canada?"/>
Don't show question direct URL	<div><input type="button" value="No"/> ▼</div> <p>Set "Yes" if you want to hide "Read more" link and disable direct question URL (useful for brief answers)</p>
URL Key *	<input type="text" value="do-you-deliver-orders-to-canada"/>
Stores *	<div><div>All Store Views</div><div>Main Website</div><div>Main Website Store</div><div>Default Store View</div></div>
Display for Specific Customer Groups	<div><div>NOT LOGGED IN</div><div>General</div><div>Retailer</div><div>Wholesale</div></div> <p>Leave the field empty if you would like to show this question to all customer groups</p>
Short Answer	<input type="text" value="Unfortunately, for now the same day delivery to NY is unavailable. Once the service is reactivated, the option will appear on the checkout page."/>

**Question** — fill in the question in this field or edit the existing question, e.g. to correct the misspelled words;

**Don't show question direct URL** — choose **Yes** to disable the **Read more** link and make a question unavailable via direct URL (the URL Key field will become unavailable);

**URL Key** — specify the URL key for the question here. The key is filled in automatically when the question title is set. However, you can modify the key for SEO purposes;

The URL Key field is mandatory. Also, the field validation is used to prevent URLs from being duplicated within a single store view.

**Stores** — choose the store views where the question will be displayed;






**Display for specific customer groups** - here you can limit the display for the specific customer groups;





**Short Answer** — specify the short answer here. When set, it will be used as a preview of the full answer on the Product Question tab of product pages. Using this functionality you can provide more diverse coverage of the topic and avoid duplicate content issues;

Full Answer \*

Show / Hide Editor

Paragraph

**B** *I* U     

    (x)

Yes, we do. The delivery takes about 5 days.

POWERED BY TINY

Status

Pending

Visibility

Public

Positive Rating

4

Negative Rating

1

Average Rating

4.3000

Position

6

Tags

Delivery ×

**Full Answer** — fill in the full answer using the WYSIWYG editor This field is mandatory due to answer display logic;



**Status** — choose the question's status: pending or approved;

All incoming questions automatically get the **Pending** status. When an admin answers the question, the status should be manually switched to **Answered**. This functionality is used to easily monitor the unanswered questions.

**Visibility** — define the question's visibility:

- None
- Public
- For logged in only

**Positive Rating** — when the rating functionality is enabled, you can force a custom number of positive votes;

**Negative Rating** — when the rating functionality is enabled, you can force a custom number of negative votes;

**Average Rating** - when the *Average Rating* type is enabled, you can set a custom number;

**Position** — set the position of the question in the list. The lower the value the higher the answer will be displayed.

**Tags** — specify tags that reflect the question's essence (you can use more than one tag for a question). This will help your customers to better navigate your website and easily find the relevant information.

This is how tags display on the frontend:

The screenshot displays the Amasty Help Center interface. At the top, a navigation bar includes links for 'What's New', 'Women', 'Men', 'Gear', 'Training', 'Sale', and 'FAQ' (which is highlighted). Below this, a breadcrumb trail shows 'Home > FAQ Home Page'. The main heading 'Help Center' is centered, followed by a search bar with the placeholder text 'Find answer (deliver, etc.)'. The content is divided into two columns. The left column, titled 'FAQs Frequently Asked', lists four questions with expandable dropdown arrows: 'Do you provide the same day delivery to NY?', 'How can you take credit cards payments across the web?', 'Do you have Chelsea Tee in other colors?', and 'Do you charge extra payments for fragile products?'. A 'View all' link is at the bottom of this column. The right column, titled 'Delivery questions' with a truck icon, lists the same four questions with expandable dropdown arrows. A 'View all' link is at the bottom of this column. Below these columns, a 'Tags' section shows six filterable tags: 'Payments (2)', 'Delivery (1)', 'Credit cards (1)', 'Subscription (1)', 'Products (1)', and 'Packaging (1)'.

What's NewWomenMenGearTrainingSaleFAQ

FAQ > Search

Find answer (deliver)

Categories

Frequently Asked

Delivery questions

Colors and sizes

Deals & Sale

Tags

Payments (2)

Subscription (1)

Products (1)

Do you charge extra payments for fragile products?


How can you take credit cards payments across the web?

Did you find what you were looking for?

Ask a Question

Please note, that you can fill in only the full answer. It will be shortened automatically using the **Limit display answer length** ([set it here](#)) value to display the answer preview.

SEO

SEO 

Meta title

Delivery to New York: Details

Meta description

Take a look at the latest information concerning the New York delivery options.

Exclude from XML SiteMap

Yes

Noindex

Yes

Nofollow

Yes

Canonical

new-york-delivery-importnat-things-to-know

amasty

**Meta Title** — specify the meta title for the question;

When the **Meta title** field is empty, than the **Question** field will be used.

**Meta Description** — fill in the meta description for the question;

**Exclude from XML Sitemap** — enable the option to exclude this particular question from the XML sitemap;

**Noindex** — enable to prevent this question page from being indexed;

**Nofollow** — enable to prevent this question page from sharing its weight with the links on it;

**Canonical** — specify the canonical URL for the question.

The **Canonical URL** option should be enabled in the **SEO** section.

To improve the SEO rankings, all your knowledge base can be included in the web-store XML site map. Get it easily done with the **Amasty Google XML Sitemap** extension, which is fully compatible with this module.

## Customer Info

When a customer submits a question, this section is filled in automatically. However, the admin user can edit customer information if needed. When creating a new question from the admin panel, these fields can be left empty.

Sender Name

Sender Email

**Sender Name** — the question sender name;

**Sender Email** — the question sender email.

## Categories

**Asked in**

Delivery questions
Deals & Sale
Colors and Sizes
Frequently Asked

Use the **Asked In** option to assign the question to multiple categories. This will be used to display a question in different categories in the knowledge base. You can leave a question unassigned and it will be visible from the corresponding product pages and via direct URL only.

## Products

Add products

Cancel

Add Selected Products

Filters

Default View

Columns

2032 records found (16 selected)

20







per page

<

1

of 102

>

	ID	Thumbnail	Name	Status	Type	SKU	Price
<input type="checkbox"/>	15		Affirm Water Bottle	Enabled	simple	24-UG06	\$7.00
<input checked="" type="checkbox"/>	16		Dual Handle Cardio Ball	Enabled	simple	24-UG07	\$12.00
<input checked="" type="checkbox"/>	17		Zing Jump Rope	Enabled	simple	24-UG04	\$12.00
<input type="checkbox"/>	18		Pursuit Lumaflex&trade; Tone Band	Enabled	simple	24-UG02	\$16.00
<input type="checkbox"/>	19		Go-Get'r Pushup Grips	Enabled	simple	24-UG05	\$19.00
<input type="checkbox"/>	20		Quest Lumaflex&trade; Band	Enabled	simple	24-UG01	\$19.00

Click the **Add Products** button to assign the question to products. This particular question will be displayed in the Product Questions tab on the selected product pages.








Please, note that the **XX selected** value reflects the total number of the assigned products.

You can use the **Filters** buttons to search for required products using various criteria.

Products

Add products

< 1 of 1 >

ID	Thumbnail	Name	Status	Type	SKU	Price	Actions
1		Joust Duffle Bag	Enabled	simple	24-MB01	\$34.00	<a href="#">Remove</a>
2		Strive Shoulder Pack	Enabled	simple	24-MB04	\$32.00	<a href="#">Remove</a>
3		Crown Summit Backpack	Enabled	simple	24-MB03	\$38.00	<a href="#">Remove</a>
4		Wayfarer Messenger Bag	Enabled	simple	24-MB05	\$45.00	<a href="#">Remove</a>
5		Rival Field Messenger	Enabled	simple	24-MB06	\$45.00	<a href="#">Remove</a>
6		Fusion Backpack	Enabled	simple	24-MB02	\$59.00	<a href="#">Remove</a>
7		Impulse Duffle	Enabled	simple	24-UB02	\$74.00	<a href="#">Remove</a>

When everything is set, hit the **Save** button to return to the questions grid or use the Save and Send Email to Customer button to send the notification to the question author.

← Back

Delete

Save and Send email to Customer

Save and Continue Edit


Save

Please note, that the **Customer Info** section should be filled in order to have the ability to send the email notifications.

## Categories

To add new categories to your knowledge base or edit the existing ones, please go to **Content → Categories**.

# FAQ Categories

 demouser

Add New Category

Filters

Default View

Columns

Actions

4 records found

20 per page

< 1 of 1 >

	ID	Title	Url Key	Store View	Status	Position	Action
<input type="checkbox"/>	3	Deals & Sale	deals-and-sale	All Store Views	Enabled	5	<a href="#">Edit</a>
<input type="checkbox"/>	4	Colors and sizes	colors-and-sizes	All Store Views	Enabled	3	<a href="#">Edit</a>
<input type="checkbox"/>	1	Frequently Asked	frequently-asked-questions	All Store Views	Enabled	1	<a href="#">Edit</a>
<input type="checkbox"/>	2	Delivery questions	delivery-questions	All Store Views	Enabled	2	<a href="#">Edit</a>

On the grid you can modify categories using the **Inline edit** functionality. Click on the value you need to modify to edit it. Moreover, you can select multiple categories and apply the required mass actions (edit, delete, change status).

Using the **Position** column you can adjust the categories sort order on the FAQ page.

Filters

Default View

Columns

Actions

4 records found (1 selected)

20 per page

< 1 of 1 >

Delete

Change Status

Edit

		Url Key	Store View	Status	Position	Action
<input type="checkbox"/>	Delivery questions	delivery-questions	All Store Views	Enabled	2	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Deals & Sale	deals-and-sale	All Store Views	Enabled	5	<a href="#">Edit</a>
<input type="checkbox"/>	Colors and Sizes	colors-and-sizes	All Store Views	Enabled	3	<a href="#">Edit</a>
<input type="checkbox"/>	Frequently Asked	frequently-asked-q	All Store Views	Enabled	1	<a href="#">Edit</a>

Cancel

Save

Hit the Add New Category button or select the existing category to edit it.





Category Details

Enable Category ☒ Yes

Category Name \*

Category Name on Category Page  ?

Url key \*

Store View \* 

All Store Views

**Main Website**  
**Main Website Store**  
Default Store View

Display for Specific Customer Groups 

NOT LOGGED IN

General

Retailer

Wholesale

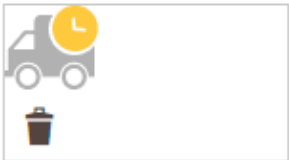
Leave the field empty if you would like to show this question to all customer groups

Position

Icon 

Upload

Image will be resized to 50x50 px. Allowed file types : jpg jpeg gif png. Gif can have only one frame



delivery.png  
49x44

Description 

Show / Hide Editor

**Enable Category** — enable or disable the category on the front-end. This option doesn't affect the categories grid;

**Category Name** — fill in the category name to display on the front-end;

**Category Name on Category Page** - fill in the field if you want to display a different category name on the category page on front end. You can use this feature in SEO purposes. Otherwise, the name specified in the 'Category Name' setting will be used.

**See how it works:**

FAQ > Delivery questions

Find answer (deliver )

#### Categories:

Frequently Asked

Delivery questions

Colors and sizes

Deals & Sale

#### Tags

Payments (2)

Packaging (1)

Delivery (1)

Credit cards (1)

Products (1)

## Delivery from Magento 2 Store

Important questions concerning delivery.

Do you provide the same day delivery to NY?

What packaging do you use?

Do you charge extra payments for fragile products?

How can you take credit cards payments across the web?

Did you find what you were looking for?

Ask a Question

Category Name on Category Page

Category Name

**URL key** — modify the category URL that is generated based on the **Category Name** field;

**Store View** — define store views where the category will be displayed;

**Display for Specific Customer Groups** - choose customers groups for which the category will be visible.

**Position** — set the position of the category in the list. The lower the value the higher the category will be displayed;

**Icon** — add the unique icon for a category (JPG, PNG, or GIF; up to 2MB);

**Description** — fill in the description of a category.

Assigning Questions to Categories

To assign questions to the category, please expand the Questions section and hit the Add Questions button.

Questions

Add questions

<1 of 1>

ID	Title	Status	Visibility	Position	Actions
3	Do you provide the same day delivery to NY?	Answered	Public	1	<a href="#">Remove</a>
1	Do you deliver orders to Canada?	Pending	Public	6	<a href="#">Remove</a>
2	Do you charge extra payments for fragile products?	Answered	Public	7	<a href="#">Remove</a>

When everything is set, please click the **Save** button to return to the categories grid.

SEO for Categories

To configure SEO settings for a particular category, expand the corresponding section.

SEO

Meta title

Delivery questions

Meta description

All questions related to shipping

Exclude from XML SiteMap

Yes

Noindex

Yes

Nofollow

Yes

Canonical

delivery-questions

**Meta title** — specify the meta title for the category;

**Meta description** — fill in the meta description for the category;

**Exclude from XML Sitemap** — enable this option to exclude this category from the XML sitemap;

**Noindex** — enable this option to prevent the category from being indexed;

**Nofollow** — enable this option to exclude the links from this category from being followed by search engines;

**Canonical** — specify the canonical URL for the category.

The **Canonical URL** setting in the SEO section should be enabled.

## FAQ Search Terms Report

To see the report on FAQ search queries, please, go to **Content → FAQ Search Terms Report**.

# FAQ Search Terms Report

Clear Grid

Filters

Default View

Columns

7 records found

20

per page

<

1

of 1

>

Search query	Store View	Result	Hits
cards	Main Website Main Website Store Default Store View	13	21
delivery	Main Website Main Website Store Default Store View	21	11
delivery terms	Main Website Main Website Store Default Store View	17	3
packaging	Main Website Main Website Store Default Store View	10	7
payment	Main Website Main Website Store Default Store View	27	45
payments	Main Website Main Website Store Default Store View	24	28
sale	Main Website Main Website Store Default Store View	16	33

Here, you can keep records and analyze search queries to make your FAQ section more effective. The report shows you search queries themselves, the number of displayed search results and the number of hits.

With the data gained, you can reach your site visitors with more relevant and useful information and thus transform them into regular customers.

## FAQ Widgets Implementation

The module comes equipped with the default FAQ Home Page CMS-page. This CMS-page consists of

three widgets that can be modified and used separately on any other CMS-page. They are:

- FAQ Questions List
- Back to Product Button
- FAQ Categories List
- FAQ Search Box

Each of the widgets has individual settings. To insert a widget, please, go to Content → Pages and select the required CMS-page. Then, enable the WYSIWYG editor and click the Insert Widget button.

## FAQ Home Page

[illegible]

Next, select the required widget from the dropdown menu. These are the available settings for the FAQ widgets:

## FAQ Questions List

The widget is used to display a list of product questions. It can be a list of specified questions as well as questions related to a product, current product, or FAQ category. In order to configure this widget, please follow the instructions below:

1. Navigate to **Content** → **Widgets** → click the button '**Add Widget**';
2. Select '**Amasty FAQ Questions List**' from the first dropdown, then select a design theme, and click '**Continue**';

# Widgets

← BackReset

WIDGET

Settings

Settings

Type \*

Amasty FAQ Questions List

-- Please Select --  
Amasty Back to Product Button  
Amasty FAQ Categories List  
Amasty FAQ Questions List  
Amasty FAQ Search Box  
Amasty FAQ Tags Block  
CMS Page Link  
CMS Static Block  
Catalog Category Link  
Catalog New Products List  
Catalog Product Link  
Catalog Products List  
Orders and Returns  
Recently Compared Products  
Recently Viewed Products

Design Theme \*

Magento Luma

Continue

3. Now we're configuring '**Storefront properties**'. Here you can specify widget title, store views, and the sort order of widget instances.



# Widgets

← BackResetSave and Continue EditSave

WIDGET

Storefront Properties

Widget Options

## Storefront Properties

Type

Amasty FAQ Questions List

Design Package/Theme

Magento Luma

Widget Title \*

Product questions about available size options

Assign to Store Views \*

All Store Views

Main Website

Main Website Store

Default Store View

Sort Order

0

Sort Order of widget instances in the same container

## Layout Updates

Add Layout Update

4. Now proceed with the '**Widget Options**'. Here you can specify the block title and select from four widget types:

- **FAQ Category** - to display on the widget questions taken from the specific FAQ Category;
- **Specific Questions** - to display on the widget some specific questions;
- **From Specific Product** - to display on the widget questions taken from the specific product;

- **From Current Product** - to display on the widget questions taken from the current product you're configuring this widget for.

# Widgets

← Back

Reset

Save and Continue Edit

Save

WIDGET

Storefront Properties

Widget Options

Widget Options

Block Title \*

FAQ: available size options

Widget Type

FAQ Category

FAQ Category

Specific Questions

From Specific Product

From Current Product

Short Answer Behavior

Show Short answer

Limit Displayed Answer Length \*

250

Show Ask a Question Button

No

FAQ Category

Not Selected

Select Category...

After choosing the widget type you can also:

- Specify whether to 'Show short answer' or 'Show cut full answer' in the '**Show answer behavior**' setting;
- Set up a limit for the '**Displayed Answer Length**' (mandatory field);

- Choose whether to '**Show Ask a Question Button**'.

### Back to Product Button

Insert Widget...

Widget

Widget Type \*

Amasty Back to Product Button

▼

Back to last viewed Product Button by Amasty

Widget Options

Back To Product button Align

Left

▼

This button is used to return to the previously viewed product.

**Back To Product button Align** — define the alignment of the **Back to Product** button.

### FAQ Categories List

## Insert Widget...

### Widget

Widget Type \* Amasty FAQ Categories List ▼  
FAQ and Product Questions Categories list widget

### Widget Options

Layout Type 2 columns ▼

Limit question number in category 5

Limit categories number 6

Categories list without questions Yes ▼

Sort Categories By Position ▼

Sort Questions By Position ▼

Short Answer Behavior Show Short answer ▼

The widget is used to display a block of categories adjusted with the following settings:

**Layout Type** — define the number of columns where the categories will be distributed;

**Limit question number in category** — set the maximal number of questions to display in each category;

**Limit categories number** — limit the number of categories to use in the block (categories will be chosen by their priority);

**Categories list without questions** — choose Yes to display the categories list only;

**Sort Categories By** — define the sorting behavior for categories;

**Sort Questions By** — define the sorting behavior for questions;

**Short Answer Behavior** — choose how to display the answer preview: a short answer or a cut full answer.

---

## FAQ Search Box

### Insert Widget...

#### Widget

Widget Type \*  ▼  
Amasty FAQ Search Box widget

#### Widget Options

Search Box Width \*   
You can use the CSS-length values for the Search Box configuration or 50%)

Search Box Align  ▼

The widget adds a separate search box to the content in the knowledge base.

**Search Box Width** — specify the search box width on the page using CSS-length values (e.g. 00px, 77pt, 20em, .5ex, or 50%);

**Search Box Align** — define the alignment of the search box inside the CMS-page.

---

When all widgets are set and configured, hit the **Save** button to save the CMS-page.

## FAQ Page Layout

What's NewWomenMenGearTrainingSaleFAQ

Home > FAQ Home Page

Help Center

Find answer (deliver, etc.)

FAQs

Frequently Asked

Do you provide the same day delivery to NY?

How can you take credit cards payments across the web?

Do you have Chelsea Tee in other colors?

Do you charge extra payments for fragile products?

View all

Delivery questions

Do you provide the same day delivery to NY?

What packaging do you use?

How can you take credit cards payments across the web?


Do you charge extra payments for fragile products?


View all


Tags

Payments (2)Delivery (1)Credit cards (1)Subscription (1)Products (1)Packaging (1)

By default, the extension uses the layout based on the pre-configured CMS-page that includes all three widgets and provides FAQ visitors with the search bar, the 'Back to Product' button and a list of categories. The first category is determined using the categories sort order values.


LUMA

Search entire store here... 



What's NewWomenMenGearTrainingSale

FAQ > Frequently Asked

Find answer (deliver, etc.) 

Categories

Frequently Asked

Delivery questions

Colors and Sizes

Deals & Sale

Frequently Asked

Do you provide the same day delivery to NY?

Please check other delivery options for alternative ways of getting your purchases in New York.

Read More

Do you have discounts for bulk orders?

Yes, we offer discounts to customers who order products in bulk. See details in the attachmnt.

Read More

Do you have Chelsea Tee in other colors?

No, we offer Chelsea Tee only in black, blue and white.

Read More

Do you charge extra payments for fragile products?

No, there are no additional payments for fragile products.

Read More


Did you find what you were looking for? 

Ask a Question

When you add tags to the questions, the list of tags will appear under the list of categories:

What's NewWomenMenGearTrainingSaleFAQ

FAQ > Search

Find answer (deliver 

Categories

Frequently Asked

Delivery questions

Colors and sizes

Deals & Sale

Tags

Payments (2)

Subscription (1)

Products (1)

Do you charge extra payments for fragile products?

How can you take credit cards payments across the web?

Did you find what you were looking for? 

Ask a Question

Using the extension settings, you can return the FAQ page to its basic view with the list of categories and the content of the highest category.

Did you find what you were looking for? [Hide form](#)

Your question: \*

I need delivery to Alaska. Can you help me?

☒ get notification on email when the answer is ready

Your e-mail: \*

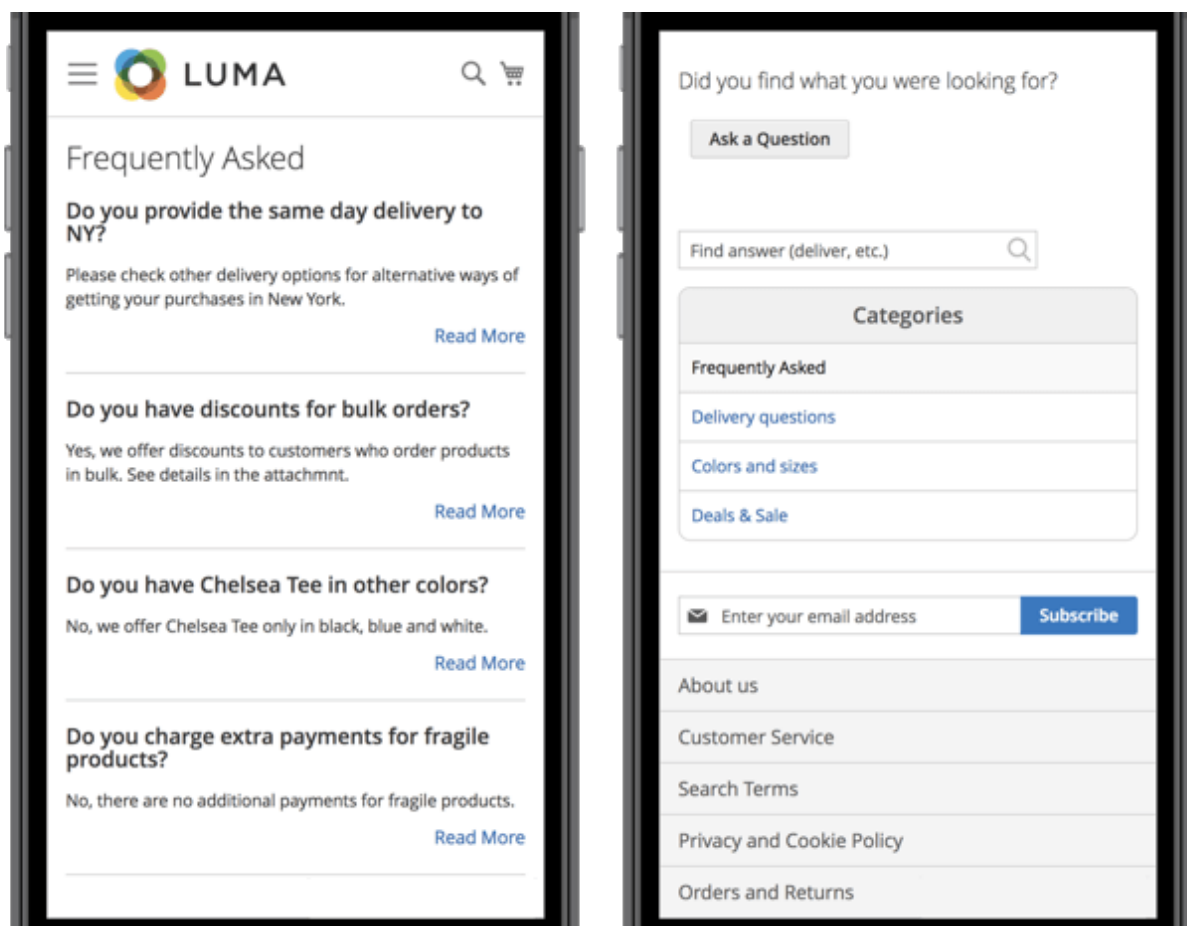
john@example.com

Your name:

John

[Send the Question](#)

The number of questions to display is not limited. The **Back to Product** button returns customers to the last viewed product.



## Email Templates



To configure the email templates for Admin/Customer notifications, please go to **Marketing → Email Templates**.

### Load default template

Template

### Template Information

Currently Used For Stores -> [Configuration](#) -> [FAQ and Product Questions](#) -> Admin Notifications -> Email Template (Default Config)

Template Name \*

Template Subject \*

Template Content \*

```
{{template config_path="design/email/header_template"}}  
  
<table>  
  <tr class="email-intro">  
    <td valign="top">  
      <p>{{trans "Customer: %name" name=$sender_name}}{{depend  
sender_email}}{{(var sender_email | escape)}}{{/depend}}</p>  
      <p>{{trans "Question:" question=$question}}</p>  
      <p>{{(var question | escape)}}</p>  
    </td>  
  </tr>  
</table>  
  
{{template config_path="design/email/footer_template"}}
```

Hit the **Add New Template** button or edit the existing ones according to your needs.

In the **Load default template** section you can load one of the built-in Magento 2 email templates.

To create a new template, configure the following options:

**Template Name** — specify the template name for internal use;

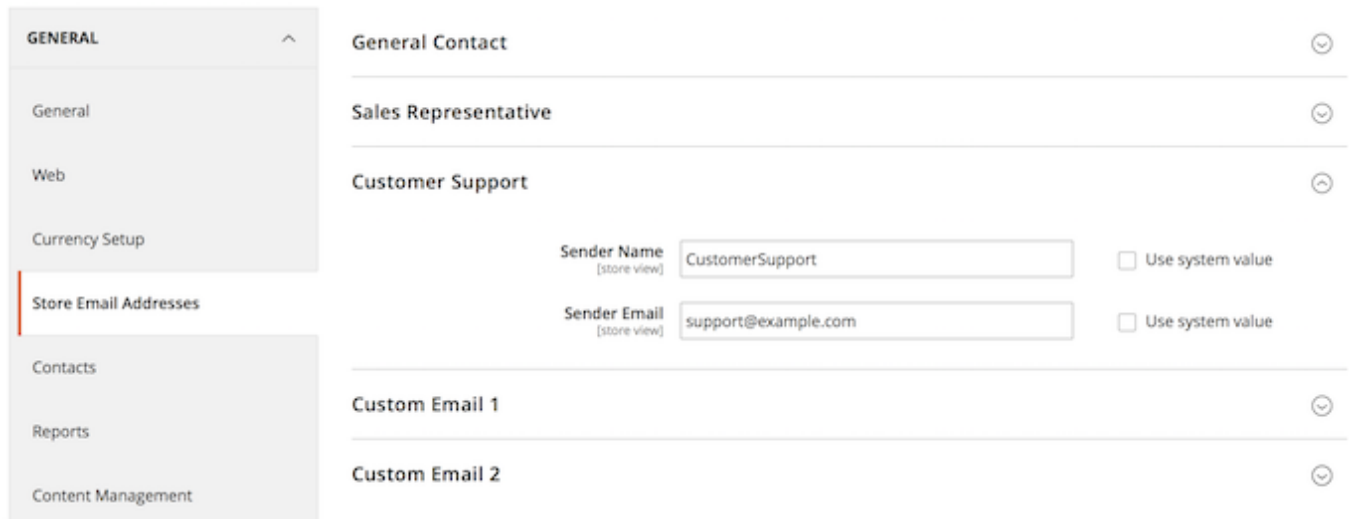
**Template Subject** — fill in the template subject for emails;

**Template Content** — fill in the content of the email template;

Template Styles — optionally, you can specify custom template styles.

Hit the **Save Template** button when everything is done. Now, you can use the created template for the admin or customer notifications.

## Email Sender



The screenshot shows the 'Store Email Addresses' configuration page in Magento 2. On the left is a sidebar menu with options: GENERAL, General, Web, Currency Setup, Store Email Addresses (highlighted with a red bar), Contacts, Reports, and Content Management. The main content area is titled 'General Contact' and includes sections for 'Sales Representative', 'Customer Support', and two 'Custom Email' entries. The 'Customer Support' section has input fields for 'Sender Name' (with a 'store view' label) and 'Sender Email' (also with a 'store view' label). The 'Sender Name' field contains 'CustomerSupport' and the 'Sender Email' field contains 'support@example.com'. To the right of each input field is a checkbox labeled 'Use system value', both of which are currently unchecked. Each section has a dropdown arrow on the right side.

The email sender can be changed at **Stores → Configuration → General → Store Email Addresses**. Please modify the required contact according to your needs.

## Questions and Categories Import

With the extension, you can easily import questions and categories to fill your knowledge base with data. Hence, you can quickly transfer the FAQ and Product Questions extension for your Magento 1 store.

When you exported questions and categories you will have the two separate files.

## Import Behavior

Import Behavior *	<div>-- Please Select --</div> <div>?</div>
Validation Strategy *	<div>Stop on Error</div>
Allowed Errors Count *	<div>10</div> <div>Please specify number of errors to halt import process</div>
Field separator *	<div>,</div>
Multiple value separator *	<div>,</div>
Empty attribute value constant *	<div>__EMPTY__VALUE__</div>
Fields enclosure	<input type="checkbox"/>

## File to Import

Select File to Import *	<div>Choose File No file chosen</div> <div>File must be saved in UTF-8 encoding for proper import</div>
Images File Directory	<div></div> <div>For Type "Local Server" use relative path to &lt;Magento root directory&gt;/var/import/images, e.g. <i>product_images</i>, <i>import_images/batch1</i>. For example, in case <i>product_images</i>, files should be placed into &lt;Magento root directory&gt;/var/import/images/<i>product_images</i> folder. If remote storage is enabled, in case <i>product_images</i>, files should be placed into &lt;Remote Storage&gt;/var/import/images/<i>product_images</i> folder.</div>

Please, go to **System → Import FAQ Categories** or **System → Import FAQ Question** (or **System → Import** and choose the **Entity Type**: *Amasty FAQ Categories* or *Amasty FAQ Questions*). Then, choose the import behavior:

- Add (add information to the existing FAQ database. During the import the existing IDs will be ignored and the new notes will be added);
- Add/Update (add information with new IDs to the existing FAQ database or update the ones with the same ID);

- Delete (delete information from the database for notes with the identical IDs).

Then, choose **Validation Strategy** and in the **Select File to Import** option choose the file with the categories you need to import and hit the **Check Data** button.

The file for categories import should contain the following:

- category\_id
- title
- url\_key
- store\_codes — valid store codes required for file validation
- status
- meta\_title
- meta\_description
- position
- question\_ids — correct values required to assign questions to categories

The file for questions import should contain the following:

- question\_id
- question
- url\_key
- store\_codes — valid store codes required for file validation
- short\_answer
- answer
- is\_show\_full\_answer — 0 for displaying a short answer with a 'Read More' link and 1 for displaying the full answer (or its part if too large)
- status — 0 for pending and 1 for answered
- visibility — 0 for none, 1 for public, and 2 for logged in only
- position
- meta\_title
- meta\_description
- name
- email
- category\_ids — correct values required to assign questions to categories
- product\_skus — correct values required to assign questions to products

For both cases you can download the **Sample files** below and unarchive them to learn more about the import structure and adjust your own CSV files:

- [faq\\_category\\_import.csv.zip](#)
- [faq\\_question\\_import.csv.zip](#)

## Export

The extension supports questions and categories export using the default Magento functionality. Please, go to System → Export. Choose **Amasty FAQ Categories** or **Amasty FAQ Questions** from the **Entity Type** dropdown menu.

Then, in the **Entity Attributes** section, you can exclude certain fields from the resulting export file.

When done, hit the **Continue** button.

The extension is compatible with Amasty Magento 2 Cross Linking extension

## Google Invisible reCaptcha

Google invisible reCaptcha is included in the FAQ package. It protects your store from spam and fraud while letting real customers pass through easily. But anyway Captcha integration takes time and coding effort. To minimize your developer's work, we created an Invisible Captcha solution. Now it's enough just to fill some settings fields to secure your store.

- Manage your captcha settings in one place
- Make changes without digging into a website code
- Protect your store with the latest security option

Check how to configure it properly [in this guide](#).

---

Find out how to install the FAQ & Product Questions extension via [Composer](#).

From:

<https://amasty.com/docs/> - **Amasty Extensions FAQ**

Permanent link:

[https://amasty.com/docs/doku.php?id=magento\\_2:faq\\_and\\_product\\_questions](https://amasty.com/docs/doku.php?id=magento_2:faq_and_product_questions)



Last update: **2024/06/19 14:52**