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
- Now the extension is GraphQL compatible (read+write)
- Compliance with WCAG 2.1 level AA requirements (for FAQ with Luma and Hyvä Themes)
- NEW | Compliance with Hyvä Theme Content Security Policies

UNEW: Now the module content is available in the <u>German</u> 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 \rightarrow Configuration \rightarrow Amasty Extensions \rightarrow 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	No
[store view]	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



ADD TO WISH LIST ADD TO COMPARE MAIL



Proceed to the FAQ Home Page section.

FAQ Home Page

5/53

FAQ Home Page

Use FAQ Home Page [store view]	Yes	•
Select CMS Page [store view]	FAQ Home Page	•
Select FAQ Pages Layout [store view]	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

 \bigcirc

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	No results found	
[store view]	Constitue the text to display if anthing has	
[2roue view]	Specifies the text to display if nothing has been found by the search results page.	
Include FAQ Categories into Searching [global]	Specifies the text to display if nothing has been found by the search results page. Yes	8
Include FAQ Categories into Searching [global] Limit Categories Number in Search Results [global]	Specifies the text to display if nothing has been found by the search results page. Yes	Ø
Include FAQ Categories into Searching [global] Limit Categories Number in Search Results [global] Limit Questions Number in Category	Specifies the text to display if nothing has been found by the search results page. Yes	0
Include FAQ Categories into Searching [global] Limit Categories Number in Search Results [global] Limit Questions Number in Category [global] Limit Questions Number in Search Results	Specifies the text to display if nothing has been found by the search results page. Yes • 3 5 5 5	0
Include FAQ Categories into Searching [global] Limit Categories Number in Search Results [global] Limit Questions Number in Category [global] Limit Questions Number in Search Results [global] Short Answer Behavior [store view]	Specifies the text to display if nothing has been found by the search results page. Yes 3 5 5 Show Short answer	0

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:

- 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:

		i ei p		
	Delivery options		Q	
	Category: Delivery que	estions		
TAO ₈	Do you provide the sa Category: Frequently Asked	Do you provide the same day delivery to NY? Cotegory: Prequently Asked		
Frequently Asked			Delivery questions	
you provide the same day delivery to NY	?	~	Do you provide the same day delivery to NY?	
ow can you take credit cards payments ac	ross the web?	~	What packaging do you use?	
you have Chelsea Tee in other colors?		~	How can you take credit cards payments across the wel	
you charge extra payments for fragile pr	oducts?	\sim	Do you charge extra payments for fragile products?	
		View all		

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 [store view]	Yes	•
Send e-mail to [store view]	General Contact	•
Email Template [store view]	Amasty Faq and Product Questions Admin No	•

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 [store view]	Yes 💌
`Product Questions` Tab Name [store view]	FAQ {count}
	You can use {count} to show how many questions Product has
`Product Questions` Tab Position [store view]	3
Show Ask a Question button [store view]	Yes
Limit questions number [global]	2
Short Answer Behavior [store view]	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':



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



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 | > 3

Average Rating sample:

Rate the answer?	****	Total rating 4.5	00	8 ⁺ in
------------------	------	------------------	----	-------------------

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

Enabled [store view]	Yes 🔻
Social Networks [store view]	Email WhatsApp Facebook Twitter Reddit Tumblr Google+ Digg StumbleUpon LinkedIn

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.

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- 1	
	E

Enable Question and Category	Yes	•	
[store view]	Please mind that changing this configuration n affect your indexing in Google.	nay	
Question and Category URL Suffix [store view]	.html		
	Please notice that URL keys of FAQ questions a FAQ categories should not contain suffixes add manually earlier.	ind led	
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 ena in the Faq Page section.	abled	
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 n affect your indexing in Google.	nay	-
Remove Trailing Slash from Ques- tion and Category URLs [store view]	Yes	•	0

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		
Organization Logo Url [store view]	The URL of the website associated with the logo. 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

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

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

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** \rightarrow **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.

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Questions and Answers

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

Q

FAQ Questions

💄 admin 🗸

								Add Nev	w Quest	ion
					T Filters	•	Default V	iew 🔻	Colu	mns 🗸
Acti	ons		/ records four	d	20 •	per pag	je <	1	of 1	>
Del Cha Cha	ete ange S ange \	5tatus /isibility	Url Key	Don't show question direct URL	Sender Email	Store View	Status ↓	Visibility	Position	Action
Edit		deliver orders to Canada?	do-you- deliver- orders-to- canada	No	john@example.com	All Store Views	Pending	Public	6	Edit
	5	How can l subscribe to discount notifications?	how-can-i- subscribe-to- discount- notifications	No	steve@example.com	All Store Views	Pending	Public	3	Edit
	2	Do you charge extra payments for fragile products?	do-you- charge-extra- payments- for-fragile- products	No		All Store Views	Answered	Public	7	Edit
	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	Edit
	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
	6	Do you have Chelsea Tee in other colors?	chelsea-tee- other-colors	No		All Store Views	Answered	Public	5	Edit
	9	What packaging do you use?	what- packaging- do-you-use	No		All Store Views	Answered	Public	1	Edit

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

						T Fi	liters 📀	Default View 🔻	🗘 Col	umns 🔻
Action	15	 ▼ 7 records f 	found (1 selected)			20	▼ per page	<	1 of 1	\rightarrow
••	ID	Question	Url Key	Don't show question direct URL	Sender Email	Store View	Status I	Visibility	Position	Action
	1	Do you deliver orders to Canada?	do-you-deliver- orders-to-canada	No	john@example.com	All Store Views	Pending	Public	6	Edit
	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
~	2	Do you charge ext	do-you-charge-e	No		All Store Views	Ansv 👻	Publ 🔻	7	/
	3	Do you provide the same day delivery to NY?	do-you-provide-the- same-day-delivery- to-new-york	Cance	al Save	All Store Views	Answered	Public	1	Edit
	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
	6	Do you have Chelsea Tee in other colors?	chelsea-tee-other- colors	No		All Store Views	Answered	Public	5	Edit
	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	• Do you deliver orders to Canada?
Don't show question direct URL	No Set "Yes" if you want to hide "Read more" link and disable direct question
URL Key	URL (useful for brief answers)
Stores	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
Short Answer	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 <u>filled in automatically</u> 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 \cdot B $I \cup$ E E E E E \cdot E \cdot
	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:

What's New Women Men Gear Training	Sale FAQ		
Home > FAQ Home Page			
	Help	Center	
Fin	nd answer (deliver, etc.)		
FAQs Frequently Asked		Delivery questions	
Do you provide the same day delivery to NY?	~	Do you provide the same day delivery to NY?	~
How can you take credit cards payments across the w	veb? ~	What packaging do you use?	~
Do you have Chelsea Tee in other colors?	~	How can you take credit cards payments across the web?	~
Do you charge extra payments for fragile products?	~	Do you charge extra payments for fragile products?	~
	View all		View all
Tags			
Payments (2) Delivery (1) Credit cards (1)	Subscription (1) Pro-	fucts (1) Packaging (1)	



Last update: mage 2025/07/28 09:16	jento_2:faq_and_product_questions https://amasty.com/docs/doku.php?id=magento_2:faq_and_produc	t_questions
What's New Women	Men Gear Training Sale FAQ	
FAQ > Search Find answer (deliver Q	Do you charge extra payments for fragile products?	~
Categories	How can you take credit cards payments across the web?	\sim
Frequently Asked	Did you find what you were looking for?	
Delivery questions	Aska Question	
Colors and sizes		
Deals & Sale		
Tags		
Payments (2)		
Subscription (1)		
Products (1)		

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 — 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	Jane Doe	
Sender Email	jane.doe@example.com	

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

2025/07/31 13:42 29/53			29/53	Guide for FAQ & Product Questions for Magento					
Add p	produ	icts					×		
					Ca	ncel Add Se	lected Products		
					Filters	 Default View 	🗸 🔅 Columns 🗸		
2032 re	cords fo	ound (16 selecte	ed)		20 • per p	age <	1 of 102 >		
	ID	Thumbnail	Name	Status	Туре	sku	Price		
	15	1	Affirm Water Bottle	Enabled	i simple	24-UG06	\$7.00		
~	16	۲	Dual Handle Cardio Ball	Enabled	i simple	24-UG07	\$12.00		
~	17	Ą	Zing Jump Rope	Enabled	i simple	24-UG04	\$12.00		
	18	ñ	Pursuit Lumaflex™ Tone Band	Enabled	i simple	24-UG02	\$16.00		
	19	22	Go-Get'r Pushup Grips	Enabled	i simple	24-UG05	\$19.00		
	20	Ŷ	Quest Lumaflex™ Band	Enabled	i 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	Туре	SKU	Price	Actions
1		Joust Duffle Bag	Enabled	simple	24- MB01	\$34.00	Remove
2	8	Strive Shoulder Pack	Enabled	simple	24- M804	\$32.00	Remove
3		Crown Summit Backpack	Enabled	simple	24- MB03	\$38.00	Remove
4		Wayfarer Messenger Bag	Enabled	simple	24- MB05	\$45.00	Remove
5	(and	Rival Field Messenger	Enabled	simple	24- MB06	\$45.00	Remove
6		Fusion Backpack	Enabled	simple	24- MB02	\$59.00	Remove
7		Impulse Duffle	Enabled	simple	24- UB02	\$74.00	Remove

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** \rightarrow **Categories**.

31/53

👤 demouser 👻

				F ilters	Default View	- 🌣 Coli	umns 👻
Action	ıs	✓ 4 records found	2	20 🔹 per page	<	1 of 1	>
▼	ID	Title	Uri Key	Store View	Status	Position	Action
	3	Deals & Sale	deals-and-sale	All Store Views	Enabled	5	Edit
	4	Colors and sizes	colors-and-sizes	All Store Views	Enabled	3	Edit
	1	Frequently Asked	frequently-asked-questions	All Store Views	Enabled	1	Edit
	2	Delivery questions	delivery-questions	All Store Views	Enabled	2	Edit

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	Oefault View - Col	lumns 👻
Actio	ns	•	4 records found (1 s	elected)		20 • p	er page < 1 of 1	1 >
Delet	e Status			Uri Key	Store View	Status	Position	Action
Edit	Re status		y questions	delivery-questions	All Store Views	Enabled	2	Edit
~	2	Deal	s & Sale	deals-and-sale	All Store Views	Enabled •	5	/
	3	Colors	and Sizes	colors-and-sizes Cancel	Save	Enabled	3	Edit
	4	Freque	ently Asked	frequently-asked-q	All Store Views	Enabled	1	Edit

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

Category Details			
Enable Category		Yes	
Category Name	*	Delivery questions	
Category Name on Category		Delivery from Magento 2 Store	?
Tage			
Url key	*	delivery-questions	
Store View	*	All Store Views	
		Main Website	
		Main Website Store	
		Default Store View	
Display for Specific Cus- tomer Groups		NOT LOGGED IN	
		General	
		Retailer	
		Wholesale	
		Leave the field empty if you would like to show this guestion to all c	ustomer
		groups	
Position		2	
Position		2	
Icon		Lipload	
icon		Improve will be assigned to 50050 and Allowed file to see a include a	- 64
		can have only one frame	g. Gli
		delivery.png	
		49x44	
Description		Show / Hide Editor	
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 \mathbb{Q}	Delivery from Magento 2 Store
Categories:	Category Name on Category
Frequently Asked	Page
Delivery questions	bo you provide the same day delivery to ivit.
Colors and sizes	What packaging do you use?
Deals & Sale	Do you charge extra payments for fragile products? 🗸 🗸 🗸
Tags	How can you take credit cards payments across the web? \sim
Payments (2) Packaging (1) Delivery (1) Credit cards (1)	Dd you find what you were looking for? Ask a Question Category Name
Products (1)	

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.

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Assigning Questions to Categories

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

Que	stions					0
Ad	d questions		<	1	of 1	>
ID	Title	Status	Visibility	Position	Actions	
3	Do you provide the same day delivery to NY?	Answered	Public	1	Remov	/e
1	Do you deliver orders to Canada?	Pending	Public	6	Remov	/e
2	Do you charge extra payments for fragile products?	Answered	Public	7	Remov	/e

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 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

			c	lear Grid
7 records found		▼ Filters 20 ▼ per page	Default View 🔻 🛛	Columns
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 \rightarrow Pages and select the required CMS-page. Then, enable the WYSIWYG editor and click the Insert Widget button.

FAQ Home Page

← Back	Delete Page	Reset	Save and Continue Edit	Save Page
Enable Page	Yes			
Page Title *	FAQ Home Page			
Content 🖌				\odot
Content Heading	FAQ			
Show / Hide Editor				
	Paragraph ・ Fo 	ont Family - For	nt Size - 2 🛃 - Marris A - 🎌 - 2 🚼 - Par T4 🔲	
	AA 😭 🖣 🛛 H			
ingeno muger	I	Help Ce	nter	
🥵 magento widget				
😢 magento widget				
🥵 magento widget				
Path:p » img				

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** \rightarrow **Widgets** \rightarrow click the button 'Add Widget';

2. Select 'Amasty FAQ Questions List' from the first dropdown, then select a design theme, and click 'Continue';

Widgets



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

Widgets

	•	Sack Reset Save and continue Ear
iET	Change from the Day	
efront Properties	Storefront Pro	perties
et Options	Туре	Amasty FAQ Questions List 🔹
	Design Package/The me	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 Update	es

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.



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



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
Widget Options	The and Froduct questions categories list widget
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;

v

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

Amasty FAQ Search Box widget

Widget Options

Search Box Width 🔸	40%	
	You can use the CSS-length values for the Search Box configuration or 50%)	
Search Box Align	Center 👻	

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

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hat's New Women Men Gear Ti	aining Sale	FAQ		
me > FAQ Home Page				
		Help (Center	
	Find answer ((deliver, etc.)		
FAQs Frequently Asked			Pelivery questions	
Do you provide the same day delivery to NY?		~	Do you provide the same day delivery to NY?	~
How can you take credit cards payments across the web? \sim		What packaging do you use?	×	
Do you have Chelsea Tee in other colors?		How can you take credit cards payments across the web?	×	
Do you charge extra payments for fragile products? \sim		Do you charge extra payments for fragile products?	~	
		View all		View a
Tags				

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.

	Caarch antira stora bara
	Search entre store here
What's New Women Men Gear Training Sale	
FAQ > Frequently Asked Find answer (deliver, etc.) Q Frequently Asked	< Back to Product
Categories	
Frequently Asked Please check other delivery options for alternative wave of setting your purchases in New York	
Delivery questions	Read More
Colors and Sizes	
Deals & Sale Deals & Sale Ves. we offer discounts to customers who order products in bulk. See details in the attachmnt	
tea, the other analoging to castorners three or der produces in ourse according in the statements	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 New Women	Men Gear Training Sale FAQ	
FAQ > Search		
Find answer (deliver $ \mathbb{Q} $	Do you charge extra payments for fragile products?	\sim
Categories	How can you take credit cards payments across the web?	\sim
Frequently Asked	Did you find what you were looking for?	
Delivery questions	Ask a Question	
Colors and sizes		
Deals & Sale		
Tags		
Payments (2)		
Subscription (1)		
Products (1)		

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.

Last update:	magento 2:fag and product questions https://amasty.com/docs/doku.php?id=magento 2:fag and product questions
2025/07/28 09:16	

Did you find what you were looking for? Hide form
Your question: *
l 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.

	2 👾	Did you find what you were looking for?
Frequently Asked		Ask a Question
Do you provide the same day delivery to NY?	•	
Please check other delivery options for alternative w	ays of	Find answer (deliver, etc.)
Read	More	Categories
		Frequently Asked
Do you have discounts for bulk orders?		Delivery questions
Yes, we offer discounts to customers who order pro- in bulk. See details in the attachmnt.	fucts	Colors and sizes
Read	I More	Deals & Sale
Do you have Chelsea Tee in other colors	5?	
No, we offer Chelsea Tee only in black, blue and whit	e.	Enter your email address Subscribe
Read	More	About us
Do you charge extra payments for fragi products?	le	Customer Service
No, there are no additional payments for fragile prov	ducts.	Search Terms
Read	l More	Privacy and Cookie Policy
		Orders and Returns

Email Templates

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

Load default template	
Template	Amasty Faq and Product Questions Admin Notification
	Load Template
Template Information	
Currently Used For	Stores -> Configuration -> FAQ and Product Questions -> Admin Notifications -> Email Template (Default Config)
Template Name	*
Template Subject	* FAQ: you received new question
Template Content	<pre>Insert Variable * {{template config_path="design/email/header_template"}}</pre>
	<to valign="top"> {{trans "Customer: %name" name=\$sender_name}}{{depend sender_email}{{{var sender_email escape}}}{/depend}}/p> {{trans "Question:" question=\$question}} {{var question escape}}</to>
	{{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

GENERAL ^	General Contact	
General	Sales Representative	0
Web	Customer Support	0
Currency Setup	Sender Name [store view] CustomerSupport	Use system value
Store Email Addresses	Sender Email support@example.com	Use system value
Contacts		
Reports	Custom Email 1	\odot
Content Management	Custom Email 2	0

The email sender can be changed at **Stores** \rightarrow **Configuration** \rightarrow **General** \rightarrow **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 *	Please Select 🔻 🕜
Validation Strategy *	Stop on Error 🔻
Allowed Errors Count *	10 Please specify number of errors to halt import process
Field separator 🔺	,
Multiple value separator *	,
Empty attribute value con- stant *	EMPTYVALUE
Fields enclosure	
File to Import	
Select File to Import *	Choose File No file chosen File must be saved in UTF-8 encoding for proper import
Images File Directory	
	For Type "Local Server" use relative path to <magento root<br="">directory>/var/import/images, e.g. <i>product_images, import_images/batch1</i>.</magento>
	For example, in case <i>product_images</i> , files should be placed into <i><magento< i=""> <i>root directory>/var/import/images/product_images</i> folder.</magento<></i>
	If remote storage is enabled, in case <i>product_images</i> , files should be placed into <i><remote storage="">/var/import/images/product_images</remote></i> folder.

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 \rightarrow 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 if compatible with Amasty Magento 2 Cross Linking extension

Google Invisible reCaptcha

Google invisible reCaptcha in 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

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