FAQ and Product Questions

Magento Extension
User Guide

Official extension page: FAQ and Product Questions

Table of contents:

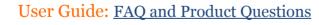To configure general extension settings please go to System -> Configuration -> Product questions & FAQ

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Product Questions & FAQ

✔ **Save Config**

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Specify URL prefix for the knowledge base page and insert the knowledge base title.

General

URL Prefix	kb	[STORE VIEW]
Knowledge Base Title	Faq	[STORE VIEW]
Add FAQ Link into the Top Menu	No	[STORE VIEW]
	Yes	
	No	

User Notifications
Admin Notifications
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Make your FAQ knowledge base more reachable for customers by placing it in the Top Menu.

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Product Questions & FAQ

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General	▾
User Notifications	▲

Notify users when store administrators answer their questions.

| Email sender | General Contact ▾ | [STORE VIEW] |
| Email template | Faq User Notification (Default Template from Lo ▾ | [STORE VIEW] |

Admin Notifications	▾
Rating	▾
Faq Page	▾
Answer Page	▾
Topic Page	▾
Product Page	▾

NOTE: To create a new email template please go to System -> Transactional Emails

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General

User Notifications

Admin Notifications

Set the option to 'yes' to notify an admin user about each new question.

Notify administrator each time user asks a question — Yes — [STORE VIEW]

Send e-mail to — demo@example.com — [STORE VIEW]

Email template — Faq Admin Notification (Default Template from l — [STORE VIEW]

Specify an email address to which notifications will be sent and select an email template.

Rating

Faq Page

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User Notifications	▼
Admin Notifications	▼
Rating	▲

> **Let customers rate product and knowledge base questions.**

| Enabled | Yes ▼ | [STORE VIEW] |
| Who allowed to rate questions | Anyone ▼ | [STORE VIEW] |

Anyone
Logged In Only

> **Specify who will be able to rate questions – either only authorized customers or all store visitors.**

Faq Page	▼
Answer Page	▼
Topic Page	▼
Product Page	▼

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General	▼
User Notifications	▼
Admin Notifications	▼
Rating	▼
Faq Page	▲

Specify layout type for the FAQ page.

| Page Layout | 1 column ▼ | [STORE VIEW] |

Empty
1 column
2 columns with left bar
2 columns with right bar
3 columns

Meta Title		[STORE VIEW]
Meta Description		[STORE VIEW]
Header	Frequently Asked Questions	[STORE VIEW]
CMS Block	Please select a static block ... ▼	[STORE VIEW]
Show Search	Yes ▼	[STORE VIEW]
No Results Text	No results found	[STORE VIEW]
Columns	1 ▼	[STORE VIEW]
Sort Topics By	Position ▼	[STORE VIEW]
Sort Questions By	Position ▼	[STORE VIEW]
Show Ask a Question Form	Yes ▼	[STORE VIEW]
Show Answers	Collapsed Under Question ▼	[STORE VIEW]
Questions Per Topic	10	[STORE VIEW]

Answer Page	▼
Topic Page	▼
Product Page	▼

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Support: http://amasty.com/contacts/

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User Notifications	⊙
Admin Notifications	⊙
Rating	⊙
Faq Page	⊙

Page Layout	1 column ▼	[STORE VIEW]
Meta Title	FAQ	[STORE VIEW]
Meta Description	Frequently Asked Questions	[STORE VIEW]
Header	Frequently Asked Questions	[STORE VIEW]
CMS Block	Please select a static block ... ▼	[STORE VIEW]
Show Search	Yes ▼	[STORE VIEW]
No Results Text	No results found	
Columns	1 ▼	
Sort Topics By	Position ▼	[STORE VIEW]
Sort Questions By	Position ▼	[STORE VIEW]
Show Ask a Question Form	Yes ▼	[STORE VIEW]
Show Answers	Collapsed Under Question ▼	[STORE VIEW]
Questions Per Topic	10	[STORE VIEW]

Enable the display of a search window and let customers search questions by topics and by tags.

Write a text for cases when no results for specified parameters will be found.

Answer Page	⊙
Topic Page	⊙
Product Page	⊙

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Rating	⊙
Faq Page	⊙

Page Layout	1 column ▾	[STORE VIEW]
Meta Title	FAQ	[STORE VIEW]
Meta Description	Frequently Asked Questions	[STORE VIEW]
Header	Frequently Asked Questions	[STORE VIEW]
CMS Block	Please select a static block ... ▾	[STORE VIEW]
Show Search	Yes ▾	[STORE VIEW]
No Results Text	No results found	[STORE VIEW]
Columns	1	
Sort Topics By	Position ▾	
Sort Questions By	Position ▾	[STORE VIEW]
Show Ask a Question Form	Yes ▾	[STORE VIEW]
Show Answers	Collapsed Under Question ▾	[STORE VIEW]
Questions Per Topic	10	[STORE VIEW]

Specify whether to sort topics and questions display by position or by name.

Specify the number of columns for topics and questions on the FAQ page.

Answer Page	⊙
Topic Page	⊙
Product Page	⊙

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Rating	⊙
Faq Page	⊙

Page Layout	1 column ▾	[STORE VIEW]
Meta Title	FAQ	[STORE VIEW]
Meta Description	Frequently Asked Questions	[STORE VIEW]
Header	Frequently Asked Questions	[STORE VIEW]
CMS Block	Please select a static block ... ▾	[STORE VIEW]
Show Search	Yes ▾	[STORE VIEW]
No Results Text	No results found	[STORE VIEW]
Columns	1 ▾	[STORE VIEW]
Sort Topics By	Position ▾	[STORE VIEW]
Sort Questions By	Position ▾	[STORE VIEW]
Show Ask a Question Form	Yes ▾	
Show Answers	Collapsed Under Question ▾	
Questions Per Topic	10	

> **Display a question form to let customers ask questions from product and FAQ pages.**

> **Choose how many questions per topic will be shown on the FAQ page.**

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Answer Page	⊙
Topic Page	⊙
Product Page	⊙

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Admin Notifications	▾
Rating	▾
Faq Page	▴

Page Layout	1 column ▾	[STORE VIEW]
Meta Title	FAQ	[STORE VIEW]
Meta Description	Frequently Asked Questions	[STORE VIEW]
Header	Frequently Asked Questions	[STORE VIEW]
CMS Block	Please select a static block ... ▾	[STORE VIEW]
Show Search	Yes ▾	[STORE VIEW]
No Results Text	No results found	[STORE VIEW]
Columns	1 ▾	[STORE VIEW]
Sort Topics By	Position ▾	[STORE VIEW]
Sort Questions By	Position ▾	[STORE VIEW]
Show Ask a Question Form	Yes ▾	[STORE VIEW]
Show Answers	Collapsed Under Question ▾	[STORE VIEW]
Questions Per Topic	Collapsed Under Question	[STORE VIEW]
	Scroll	
	In Separate Page	

Specify the way answers will be displayed.

Answer Page	
Topic Page	▾
Product Page	▾

Ⓐ

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Sales Emails

PDF Print-outs

General	⊙
User Notifications	⊙
Admin Notifications	⊙
Rating	⊙
Faq Page	⊙
Answer Page	⊙

Specify layout type for answer pages.

Specify format variables to automatically take meta data from titles and descriptions.

Page Layout	2 columns with left bar ▾	
Meta Title Format	{question}	
Meta Description Format		
Limit Answer In Description	250	[STORE VIEW]
Two-way Question Relations	Yes ▾	[GLOBAL]
Strip HTML Tags in Short Answers	Yes ▾	[GLOBAL]
Limit Answer In Short Answers	100	[STORE VIEW]

| Topic Page | ⊙ |
| Product Page | ⊙ |

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User Notifications ⊙

Admin Notifications ⊙

Rating ⊙

Faq Page ⊙

Answer Page ⊙

Page Layout	2 columns with left bar ▾	[STORE VIEW]
Meta Title Format	{question}	[STORE VIEW]
Meta Description Format		[STORE VIEW]

> **Specify maximal allowed number of characters for answers.**

Limit Answer In Description	250	[STORE VIEW]
Two-way Question Relations	Yes ▾	[GLOBAL]
Strip HTML Tags in Short Answers	Yes	

> **The two-way relation option automatically makes selected questions mutually related to each other.**

| Limit Answer In Short Answers | 100 | |

Topic Page ⊙

Product Page ⊙

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User Notifications	▾
Admin Notifications	▾
Rating	▾
Faq Page	▾
Answer Page	▲

Page Layout	2 columns with left bar ▾	[STORE VIEW]
Meta Title Format	{question}	[STORE VIEW]
Meta Description Format		[STORE VIEW]
Limit Answer In Description	250	[STORE VIEW]
Two-way Question Relations	Yes ▾	[GLOBAL]
Strip HTML Tags in Short Answers	Yes ▾	[GLOBAL]
Limit Answer In Short Answers	100	[STORE VIEW]

> **Limit the number of characters for short answers visible as a preview under product questions.**

Topic Page	▾
Product Page	▾

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User Notifications	⊙
Admin Notifications	⊙
Rating	⊙
Faq Page	⊙
Answer Page	⊙
Topic Page	⊙

Choose the layout type for the topic page.

Page Layout   2 columns with left bar ▾

Specify format variables to automatically take meta data.

Meta Title Format   {topic}

Meta Description Format   {topic}

[STORE VIEW]

Not Existing Topic Title   Other questions

[STORE VIEW]

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Admin Notifications	▼
Rating	▼
Faq Page	▼
Answer Page	▼
Topic Page	▼
Product Page	▲

Let customers ask questions on product pages.

| Show "Ask a question" Link | Yes ▼ | [STORE VIEW] |
| Show "Product Qustions" Tab | Yes ▼ | [STORE VIEW] |

Enable the display of product questions on product pages.

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Support: http://amasty.com/contacts/

To create a new topic please go to CMS -> Product Questions & FAQ -> Topics

Click here to add a new topic.

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Pages
Static Blocks
Widgets
Polls
Product Questions & FAQ

Topics List

Page ◁ 1 ▷ of 1 pages | View 20 ▾ per page | Total 3 records found

Topics
Questions

Reset Filter   **Search**

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

Actions ▾ **Submit**

⊕ Add New

	ID ↑	Topic Title	Store View	
Any ▾	From:		All Store Views	
	To:			
☐	1	Delivery Questions	All Store Views	▾
☐	2	Deals & Sale	All Store Views	▾
☐	3	Colors & Sizes	All Store Views	▾

See and edit all already created topics on the grid.

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	? Get help for this page

Topic Information

Main Info

Meta Tags

Delivery Questions

◀ Back   Reset   ✖ Delete   ✔ Save

Main Info

Topic Title *   Delivery Questions

Url Key *   delivery-questions

Store View *
All Store Views
Main Website
  Madison Island
   English
   French
   German

> **Specify the topic title, URL key and a store view for which the topic will be available.**

Position   1

> **Specify the position for topic display on the page.**

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Topic Information

Delivery Questions

◀ Back   Reset   ⊗ Delete   ✓ Save

Main Info

Meta Tags

Meta Tags

Meta Title

```
product delivery
```

Meta Description

```
product delivery questions
```

> **Specify meta data for each new topic.**

On the grid you'll find all questions asked by customers and created by admin users.

To manage and create questions go to CMS -> Product Questions & FAQ -> Questions

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- Widgets
- Polls
- Product Questions & FAQ
  - Topics
  - Questions

Questions List

⊕ Add New

Page ◁ 1 ▷ of 1 pages | View 20 ▾ per page | Total 6 records found   **Reset Filter** **Search**

Select All | Unselect All | Select Visible | Unselect Visible | **0** items selected   ctions ▾ **Submit**

☐	ID ↑	Question Title	Visibility	Sender Name	Sender Email	Status		
Any ▾	From: ___ To: ___	___	▾	___	___	▾		
☐	1	Do you delivery orders to Canada?	Public				All Store Views	▾
☐	2	Do you charge extra payments for fragile products?	Public				All Store Views	▾
☐	3	Do you provide same day delivery to NY?	Public				All Store Views	▾
☐	4	Do you have discounts for bulk orders?	Public	Jane Green	jane@example.com	Answered	All Store Views	▾
☐	5	How can I subscribe to discount notifications?	Public	Peter Parker	peter.parker@example.com	Answered	All Store Views	▾
☐	6	Do you have Chelsea Tee in other colors?	Public	Jane Green	jane@example.com	Answered	All Store Views	▾

See customer data on the grid.

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Questions List

> Click here to create a new question.

⊕ **Add New**

Page ◄ | 1 | ► of 1 pages | View 20 ▼ per page | Total 6 records found

Reset Filter   **Search**

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

Actions ▼ **Submit**

	ID ↑	Question Title	Visibility	Sender Name	Sender Email	Status	Store View	Action
Any ▼	From: ___ To: ___		▼			▼	All Stor ▼	
☐	1	Do you delivery orders to Canada?	Public					▼
								Edit / Delete
☐	2	Do you charge extra payments for fragile products?	Public				All Store Views	▼
☐	3	Do you provide same day delivery to NY?	Public				All Store Views	▼
☐	4	Do you have discounts for bulk orders?	Public	Jane Green	jane@example.com	Answered	All Store Views	▼
☐	5	How can I subscribe to discount notifications?	Public	Peter Parker	peter.parker@example.com	Answered	All Store Views	▼
☐	6	Do you have Chelsea Tee in other colors?	Public	Jane Green	jane@example.com	Answered	All Store Views	▼

> You can edit or delete any question on the grid.

| Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | CMS | Reports | System | ⑦ Get help for this page |

Question Information

Main Info

Topics

Related Questions

Products

Customer Info

Files

Meta Tags

Do you have discounts for bulk orders?

◄ Back | Reset | ⊗ Delete | ✓ Save | ✓ Save and Continue Edit | ✓ Save and Notify User

Main Info

Store View *

All Store Views
Main Website
  Madison Island
    English
    French
    German

> **Specify main info for each new question and write the answer.**

Question *   Do you have discounts for bulk orders?

Url Key *   discounts-for-bukl-orders

Answer *   👁 Show / Hide Editor   ⚙ Insert Widget...   🖼 Insert Image...
{ⱴ} Insert Variable...

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

Visibility *   Public ▼

Position   0

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Question Information

Main Info

Topics

Related Questions

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Customer Info

Files

Meta Tags

Do you have discounts for bulk orders?

◄ Back   Reset   ⊗ Delete   ⊘ Save   ⊘ Save and Continue Edit   ⊘ Save and Notify User

Topics

Topics

Delivery Questions
Deals & Sale
Colors & Sizes

Assign questions to appropriate topics.

| Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | **CMS** | Reports | System | ⓘ Get help for this page |

Question Information

- Main Info
- Topics
- *Related Questions* 💾
- Products
- Customer Info
- Files
- Meta Tags

Do you have discounts for bulk orders?

◀ Back | Reset | ⊗ Delete | ✔ Save | ✔ Save and Continue Edit | ✔ Save and Notify User

Page ◀ 1 ▶ of 1 pages | View [20 ▾] per page | Total 5 records found   Reset Filter | Search

☐	ID	Title
Any ▾		
☑	1	Do you delivery orders to Canada?
☑	2	Do you charge extra payments for fragile products?
☐	3	Do you provide same day delivery to NY?
☐	5	How can I subscribe to discount notifications?
☐	6	Do you have Chelsea Tee in other colors?

Assign related questions.

NOTE: Chosen questions will automatically become mutually related.

| Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | CMS | Reports | System | ? Get help for this page |

Question Information

- Main Info
- Topics
- *Related Questions* 🖫

Products

- Customer Info
- Files
- Meta Tags

Do you have discounts for bulk orders?

◄ Back | Reset | ⊗ Delete | ✓ Save | ✓ Save and Continue Edit | ✓ Save and Notify User

Page ◄ | 1 | ► of 1 pages | View 20 ▼ per page | Total 1 records found | Reset Filter | Search

☑	ID ↓	Name	Type	Attrib. Set Name	Status	Visibility	SKU	Price	Position
Yes ▼			▼	▼	▼	▼		From: / To:	From: / To:
☑	378	Body Wash with Lemon Flower Extract and Aloe Vera	Simple Product	Home & Decor	Enabled	Catalog, Search	hdb000	$28.00	

NOTE: If you edit the question asked by a customer from a particular product page it will be automatically assigned to the corresponding product. While editing such a question you can reassign it to other products.

Assign questions to specific products. In this case the question will be visible on a product page in the Product Questions tab.

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Question Information

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Topics
Related Questions 🖺
Products
Customer Info
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Meta Tags

Do you have discounts for bulk orders?

[◀ Back] [Reset] [✖ Delete] [✔ Save] [✔ Save and Continue Edit] [✔ Save and Notify User]

Customer Info

Name	Jane Green
Email	jane@example.com

> **If the question is asked by a customer, these fields will be automatically filled in. You can easily delete and edit customer info.**

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	⑦ Get help for this page

Question Information

- Main Info
- Topics
- *Related Questions*
- Products
- Customer Info
- **Files**
- Meta Tags

Do you have discounts for bulk orders?

◁ Back | Reset | ⊗ Delete | ✓ Save | ✓ Save and Continue Edit | ✓ Save and Notify User

Upload Files ⊕ Add New File

⊗ Delete File

File Name
Discounts
Discounts

Upload File
Browse... No file selected.

> **Attach documents of necessary formats right to question answers.**

⊗ Delete File

File Name

Browse... No file selected.

NEW PRODUCTS

LAFAYETTE
CONVERTIBLE
DRESS

$340.00

TORI TANK

$60.00

LINEN BLAZER

$455.00

ELIZABETH KNIT
TOP

$210.00

CHELSEA TEE

$75.00

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The link to the FAQ section will be automatically displayed in the footer.

You may as well place the link to the FAQ section in the Top menu. See **page 4** for settings.

User Guide: FAQ and Product Questions

FAQ page example.

FREQUENTLY ASKED QUESTIONS

SEARCH BY TAG

delivery, discounts, product color

[   ] **SEARCH TOPIC**

or search frequently asked questions:

Customers can search by tags or by topics.

DELIVERY QUESTIONS

delivery

▶ Do you delivery orders to Canada?

▶ Do you charge extra payments for fragile products?

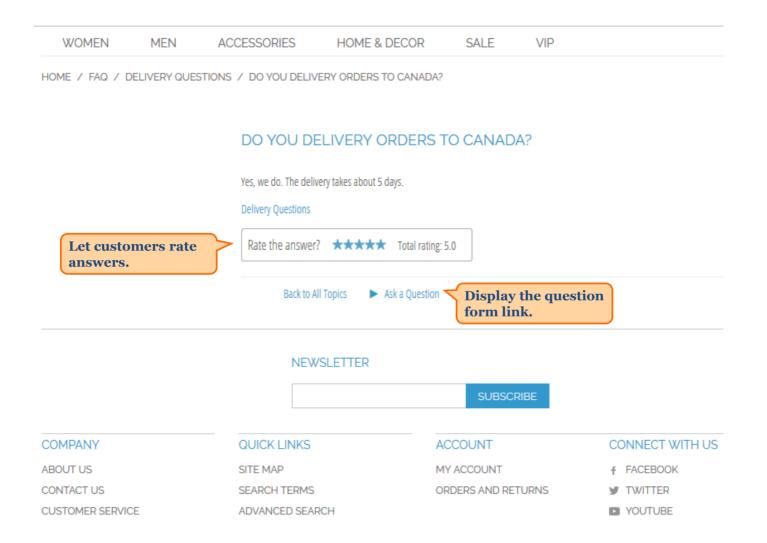▶ Do you provide same day delivery to NY?

DEALS & SALE

discounts

▶ Do you have discounts for bulk orders?

WOMEN   MEN   ACCESSORIES   HOME & DECOR   SALE   VIP

HOME / FAQ / DELIVERY QUESTIONS / DO YOU DELIVERY ORDERS TO CANADA?

DO YOU DELIVERY ORDERS TO CANADA?

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

Delivery Questions

Let customers rate answers.

Rate the answer?   ★★★★★   Total rating: 5.0

Back to All Topics   ▶ Ask a Question

Display the question form link.

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HOME / FAQ / DEALS & SALE / DO YOU HAVE DISCOUNTS FOR BULK ORDERS?

DO YOU HAVE DISCOUNTS FOR BULK ORDERS?

Jane Green

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

Attachments: Discounts

Deals & Sale

Rate the answer? ★★★★★ Total rating: 5.0

RELATED QUESTIONS

Show related questions.

▶ How can I subscribe to discount notifications?

Back to All Topics   ▶ Ask a Question

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User Guide: FAQ and Product Questions

See the example of the product question tab on a product page.

DESCRIPTION	ADDITIONAL INFORMATION	REVIEWS	PRODUCT QUESTIONS

ASK A QUESTION

— Do you have discounts for bulk orders?

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

Attachments: Discounts

Rate the answer? ★★★★★   Total rating: 5.0

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Support: http://amasty.com/contacts/

Thank you!

Should you have any questions or feature suggestions, please contact us at:
http://amasty.com/contacts/

Your feedback is absolutely welcome!