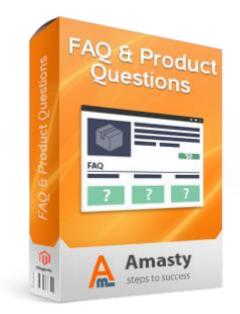
# **FAQ and Product Questions**



# Magento Extension User Guide

# **Official extension page:** <u>FAQ and Product Questions</u>



User Guide: FAQ and Product Questions

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	Answer page settings
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	Frontend examples



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

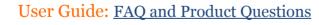
# 1. General Settings

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	🔞 Get help for this page
Current Configu Default Config		pe:	Produ	ct Questions	& FAQ					Save Config
Manage Stores			Gener	al						۲
0 ( (		_	Userl	Notifications						•
Configuration			Admir	1 Notifications						•
GENERAL			Rating	J						•
General			Faq Pa	age						•
Web			Answ	er Page						•
Design			Торіс	Page						•
Currency Setu	р		Produ	ict Page						۲
Store Email Ac	dresses									
Contacts										
Reports										

Content Management

AMASTY EXTENSIONS

**Product Questions & FAQ** 



# 1. General Settings

Dashboard Sales Catalog	Mobile Customers Promotion	ns Newsletter CMS	Reports System		😯 Get help for this page
Current Configuration Scope: Default Config <u>Manage Stores</u>	Product Questions & FAQ General		knowledge	L prefix for the base page and insert edge base title.	Save Config
Configuration	URL Prefix	kb		[STORE VIEW]	
► GENERAL	Knowledge Base Title	Faq		[STORE VIEW]	
General	Add FAQ Link into the Top Menu	No	•	[STORE VIEW]	
Web		Yes			
Design	User Notifications	No			•
Currency Setup	Admin Notifications				•
Store Email Addresses	Rating				•
Contacts	Faq Page	Make your FAQ k	nowledge base		•
Reports	Answer Page	more reachable fo			•
Content Management	Topic Page	placing it in the T	op Menu.		•
	Product Page				•



# 2. User and admin notifications

Dashboard Sales Catalog	Mobile Customers	Promotions	Newsletter	CMS	Reports	System	🕑 Get help for th	is page
Current Configuration Scope:	Product Questions	& FAQ					⊘ Save	Config
Default Config 📃 👽					s when sto			
Manage Stores	General			ministra estions.	tors answ	er their		
Configuration	User Notifications		qu				)	٢
Configuration GENERAL	Email sender		General Conta	ct		•	[STORE VIEW]	
General	Email template		Faq User Notif	ication (De	fault Templa	te from Lo 💌	[STORE VIEW]	
Web								
Design	Admin Notifications							
Currency Setup	Rating							
Store Email Addresses	Faq Page							
Contacts	Answer Page							•
Reports	Topic Page							
•	Product Page							
Content Management								
AMASTY EXTENSIONS		NOTE. To or	aata a maru a		enlete			
Product Questions & FAQ		<b>NOTE:</b> To cr please go to Emails						



# User Guide: FAQ and Product Questions

# 2. User and admin notifications

Dashboard Sa	ales	Catalog	Mobile	Customers	Promotions	New	sletter	CMS	Reports	System	③ Get help for this page
Current Configuration	on Scope:		Produ	ct Questions	& FAQ						Save Confi
Manage Stores			Gener	al			Set	the onti	on to 'yes'		•
0			User I	lotifications			to n	otify an	admin		•
Configuration			Admin	Notifications				r about ( stion.	each new		۹
GENERAL			Noti	fy administrator (	each time	Yes	que				[STORE VIEW]
General				r asks a questio		100					
Web			Sen	d e-mail to		demo(	@examp	le com			[STORE VIEW]
Design											
Currency Setup			Ema	ail template		Faq A	dmin Not	tification (E	Default Temp	late from l 👻	[STORE VIEW]
Store Email Addre			Define								
Contacts			Rating					fy an em			
Reports			Faq Pa	age er Page				ess to wh cations			•
Content Managem	Content Management		Topic					nd selec			
AMASTY EXT	ENSION	s		ct Page			emall	templat	e.		•
Product Question	s & FAQ										



#### User Guide: FAQ and Product Questions

# 3. Rating settings

Dashboard Sales Catalo	g Mobile Customers Promotic	ons Newsletter	CMS Reports	System	🔞 Get help for this page
Current Configuration Scope:	Product Questions & FAQ				Save Config
Manage Stores	General				•
	User Notifications				•
Configuration	Admin Notifications				
▶ GENERAL	Rating		tomers rate prod dge base questio		۵
General					
Web	Enabled	Yes			[STORE VIEW]
Design	Who allowed to rate questions	Anyone		-	[STORE VIEW]
Currency Setup		Anyone Logged In Only			
Store Email Addresses	Faq Page		Specify who wi	ill be able	•
Contacts	Answer Page		to rate questio	ns –	•
Reports	Topic Page		either only aut customers or a		•
Content Management	Product Page		visitors.	0	

#### AMASTY EXTENSIONS

**Product Questions & FAQ** 



	Product Questions & FAQ		Save Config
Default Config 📃 💌 🎯			
lanage Stores	General		•
nfiguration	User Notifications		۲
miguration	Admin Notifications		•
GENERAL	Rating	Specify layout type for	•
General	Faq Page	the FAQ page.	•
Web	·· Page Layout	1 column	[STORE VIEW]
Design		Empty	
Currency Setup	Meta Title	1 column	[STORE VIEW]
Store Email Addresses	Meta Description	2 columns with left bar 2 columns with right bar	[STORE VIEW]
Contacts		3 columns	J
Reports			-
Content Management	Header	Frequently Asked Questions	[STORE VIEW]
oontent management	CMS Block	Please select a static block	[STORE VIEW]
AMASTY EXTENSIONS	Show Search	Yes	[STORE VIEW]
Product Questions & FAQ	No Results Text		-
	No Results Text	No results found	[STORE VIEW]
SALES	Columns	1	[STORE VIEW]
Sales		Position	[STORE VIEW]
Sales Emails	Sort Questions By	Position	
PDF Print-outs			-
Tax	Show Ask a Question Form	Yes	[STORE VIEW]
Checkout	Show Answers	Collapsed Under Question	[STORE VIEW]
Shipping Settings	Questions Per Topic	10	[STORE VIEW]
Shipping Methods			1
Google API	Answer Page		C



# User Guide: FAQ and Product Questions

Dashboard Sales Catalog	Mobile Customers Promotio	ons Newsletter CMS Reports System ③ Get help for this page
	Product Questions & FAQ	Save Config
Current Configuration Scope:	Froduct Questions & FAQ	
Default Config 📃 👽		
Manage Stores	General	•
	User Notifications	0
onfiguration	Admin Notifications	•
GENERAL	Rating	•
General	Faq Page	٥
Web		Specify meta data
	Page Layout	1 column I column
Design		
Currency Setup	Meta Title	FAQ <b>base.</b>
Specify the header for	Meta Description	Frequently Asked Questions [STORE VIEW]
Specify the header for	meta Decemption	
your knowledge base		
pages.		
O	Header	Frequently Asked Questions [STORE VIEW]
Content Management	CMS Block	Please select a static block
	CMS BIOCK	Please select a static block [STORE VIEW]
AMASTY EXTENSIONS	Show Search	
Product Questions & FAQ		Promotional Banner
	No Results Text	Homepage Image Carousel CMS block where the
SALES	Columns	Home & Decor knowledge base
	Columns	Dresses & Skirts section will be
Sales	Sort Topics By	Travel Gear For Every Occasion Category Landing Bottom Promo Block
Sales Emails		Category Landingpage Accessories Links Block
PDF Print-outs	Sort Questions By	Category Landing Page Accessories - Main Block [STORE VIEW]
T DI TIMEOUIS	Show Ask a Question Form	Category Landing Page Accessories [STORE VIEW]
Тах		Main image 404 Page PLP Header
Checkout	Show Answers	Couponing [STORE VIEW]
Obianian Ontinan	Questions Per Tonio	Category Landing Page Home
Shipping Settings	Questions Per Topic	Category Landing Page Home - Main Block
Shipping Methods		Category Landingpage Home Links Block
Google API	Answer Page	Category Landing Page Men Category Landing Page Men - Main Block
_	 Topic Page	Category Landingpage Men Links Block
Payment Methods	Product Page	



# User Guide: FAQ and Product Questions

						_	er o	
Dashboard Sales Catalog	Mobile Customers	Promotions	Newsletter	CMS	Reports	System	📀 Get help for	this page
								0.5
Current Configuration Scope:	Product Question	ns & FAQ					Sav	e Config
Default Config 📃 🔍								
Manage Stores	General							
	User Notifications							
Configuration	Admin Notifications							$\odot$
GENERAL	Rating							•
General	Faq Page							
Web								
Design	Page Layout		1 column			•	[STORE VIEW]	
Currency Setup	Meta Title		FAQ				[STORE VIEW]	
	Meta Description		Frequently Aske	d Question			[STORE VIEW]	
Store Email Addresses	meta Description		Frequency Aske	u Question	15		[orone rien]	
Contacts								
Reports	Header	Header Frequently					[STORE VIEW]	
Content Management								
	CMS Block		Please select a	static bloc	:k	•	[STORE VIEW]	
AMASTY EXTENSIONS	Show Search		Yes				Enable	the display of a so
Product Questions & FAQ	No Results Text		No results found	d				and let custome
e a text for cases when no								questions by topic
lts for specified	Columns		1			•	and by t	tags.
meters will be found.	Sort Topics By		Position			•	[STORE VIEW]	
Sales Emails	Sort Questions By		Position			-	[STORE VIEW]	
PDF Print-outs								
Tax	Show Ask a Quest	tion Form	Yes			•	[STORE VIEW]	
Checkout	Show Answers		Collapsed Und	er Questior	n	-	[STORE VIEW]	
Shipping Settings	Questions Per Top	bic	10				[STORE VIEW]	
Shipping Methods								
Google API	Answer Page							$\odot$
Payment Methods	Topic Page							•
	Product Page							$\odot$



# User Guide: FAQ and Product Questions

								- <b>X P</b> - <b>8</b> -				
Dashboard Sales Cat	alog Mobi	ile Customers	Promotions	Newsletter	CMS	Reports	System	③ Get help for this page				
		oduct Questions						Save Config				
Current Configuration Scope:		oduct Questions	S & FAQ					<b>U</b> our coming				
Manage Stores		ieneral						•				
Configuration		User Notifications										
_		dmin Notifications										
GENERAL		ating										
General	F	aq Page						۵				
Web		Page Layout		1 column			•	[STORE VIEW]				
Design		Moto Title		<b>F</b> 40				[STORE VIEW]				
Currency Setup		Meta Title		FAQ				[STORE VIEW]				
Store Email Addresses		Meta Description		Frequently Ask	ed Questio	ns		[STORE VIEW]				
Contacts												
Reports												
Content Management		Header		Frequently Ask	ed Questio		[STORE VIEW]					
		CMS Block		Please select	a static blo	•	[STORE VIEW]					
AMASTY EXTENSIONS		Show Search		Yes		•	[STORE VIEW]					
Product Questions & FAQ		No Describe Text										
		No Results Text		No results four	10			[STORE VIEW]				
SALES		Columns		1			$\neg$	Specify the number of				
cify whether to sort to	nice	Sort Topics By		Position				columns for topics an				
questions display by		Sort Questions By		Position				questions on the FAQ				
tion or by name.		Soft Questions By		Position			-	[STORE VIEW]				
Тах		Show Ask a Questio	n Form	Yes			•	[STORE VIEW]				
Checkout		Show Answers		Collapsed Un	der Questio	n	•	[STORE VIEW]				
Shipping Settings		Questions Per Topic	:	10				[STORE VIEW]				
Shipping Methods												
Google API	A	nswer Page						•				
Payment Methods	Т	opic Page						•				
	P	roduct Page						•				



# User Guide: FAQ and Product Questions

								ly page settings
Dashboard Sales Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	③ Get help for this page
Current Configuration Scope: Default Config		t Questions	& FAQ					Save Config
Manage Stores	Genera	al						•
onfiguration		otifications Notifications						0
GENERAL	Rating							•
General	Faq Pa	ge						٥
Web Design	···· Page	e Layout		1 column			•	[STORE VIEW]
Currency Setup	Meta	Title		FAQ				[STORE VIEW]
Store Email Addresses	Meta	Description		Frequently Ask	ed Questio	ns		[STORE VIEW]
Contacts								
Reports	···· Head	der		Frequently Ask	ed Questio	ns		[STORE VIEW]
Content Management	CMS	Block		Please select	a static blo	ck	•	[STORE VIEW]
AMASTY EXTENSIONS	Shov	v Search		Yes			•	[STORE VIEW]
Product Questions & FAQ	No R	esults Text		No results four	nd			[STORE VIEW]
SALES	Colu	mns		1			•	[STORE VIEW]
Sales		Topics By		Position			•	[STORE VIEW]
Sales Emails	Sort	Questions By		Position			•	[STORE VIEW]
Display a question form to let customers	Shov	v Ask a Questio	n Form	Yes			•	Choose how many
ask questions from	Shov	v Answers		Collapsed Uno	der Questio	n	•	questions per topic
product and FAQ pages.	Ques	stions Per Topic		10				be shown on the FA
Snipping memous								
Google API		er Page						•
Payment Methods	Topic F	Page ct Page						



# User Guide: FAQ and Product Questions

			4. TAQ page sett				
Dashboard Sales Catalog	Mobile Customers	Promotions	Newsletter	CMS	Reports	System	🕑 Get help for this page
	Product Questio	nc & EAO					Save Config
Current Configuration Scope:	Product Questio						
Default Config 🔍 🔍							
Manage Stores	General						<u>•</u>
onfiguration	User Notifications Admin Notifications						•
GENERAL	Rating	,					•
General	Faq Page						•
Web	i aq i ago						
	Page Layout		1 column				[STORE VIEW]
Design Currency Setup	Meta Title		FAQ				[STORE VIEW]
Store Email Addresses	Meta Description		Frequently Ask	ed Question	ıs		[STORE VIEW]
Contacts						.41	
Reports	Header		Frequently Ask	ed Question	ıs		[STORE VIEW]
Content Management	CMS Block		Please select	a static bloc	:k	•	[STORE VIEW]
	Show Search		Yes			•	[STORE VIEW]
AMASTY EXTENSIONS	No Results Text		No results four	nd			[STORE VIEW]
Product Questions & FAQ	Columns		1				ISTORE VIEW
SALES	Columns		1			•	[STORE VIEW]
Sales	Sort Topics By		Position			-	[STORE VIEW]
Sales Emails	Sort Questions By	1	Position			•	[STORE VIEW]
PDF Print-outs	Show Ask a Ques	tion Form	Yes			•	[STORE VIEW]
Tax	Show Answers		Collapsed Un			-	[STORE VIEW]
Checkout	Questions Per To	pic	Collapsed Und Scroll	ler Questior	1		ISTORE VIEWI
Shipping Settings			In Separate Pa	ge			Specify the wa
Shipping Methods	Answer Page						be displayed.
Google API	Topic Page						•
Payment Methods	Product Page						۲
Payment Services							

A

# User Guide: FAQ and Product Questions

# 5. Answer page settings

Dashboard Sales Catalog	Mobile Customers	Promotions	Newsletter	CMS	Reports	System	🔞 Get help for this pag	ge
Current Configuration Scope: Default Config	Product Questions	& FAQ					Save Config	
Configuration	User Notifications Admin Notifications						•	
▶ GENERAL	Rating		Speci	ify layou	t		0	ķ
General	Faq Page		type	for answ			•	}
Web	Answer Page		pages	s.		(	Specify format	
Design	Page Layout		2 columns with	left bar		-	variables to automatically	
Currency Setup Store Email Addresses	Meta Title Format		{question}			<	take meta data from titles and	
Contacts	Meta Description For	mat					descriptions.	
Reports								
Content Management	Limit Answer In Desc	ription	250				[STORE VIEW]	
AMASTY EXTENSIONS	Two-way Question Re	elations	Yes			•	[GLOBAL]	
Product Questions & FAQ	Strip HTML Tags in S Answers	hort	Yes			•	[GLOBAL]	
SALES	Limit Answer In Short	Answers	100				[STORE VIEW]	
Sales								
Sales Emails	Topic Page						•	b
PDF Print-outs	Product Page						•	8



# User Guide: FAQ and Product Questions

# 5. Answer page settings

Dashboard Sales Catalog	Mobile Customers Promot	ions Newsletter	CMS Reports	System	🚱 Get help for this page
Current Configuration Scope: Default Config Manage Stores	Product Questions & FAQ General				Save Config
Configuration	User Notifications Admin Notifications				•
▶ GENERAL	Rating				•
General	Faq Page				•
Web	Answer Page				۲
Design Currency Setup	Page Layout	2 columns with	left bar	•	[STORE VIEW]
Store Email Addresses	Meta Title Format	{question}	Specify maxi		
Contacts Reports	Meta Description Format		number of cl answers.	haracters fo	STORE VIEW]
Content Management	Limit Answer In Description	250			[STORE VIEW]
AMASTY EXTENSIONS	Two-way Question Relations	Yes			[GLOBAL]
Product Questions & FAQ	Strip HTML Tags in Short Answers	Yes		option a	-way relation utomatically
SALES Sales	Limit Answer In Short Answers	100			elected questions y related to each
Sales Emails	Topic Page				•
PDF Print-outs	Product Page				•



#### User Guide: FAQ and Product Questions

# 5. Answer page settings

Dashboard Sales Catalog	Mobile Customers F	Promotions	Newsletter	CMS	Reports	System	② Get help for this page
Current Configuration Scope: Default Config Manage Stores	Product Questions &	FAQ					Save Config
Configuration	User Notifications Admin Notifications						•
GENERAL	Rating						•
General Web	Faq Page Answer Page						•
Design	Page Layout		2 columns with	left bar		•	[STORE VIEW]
Currency Setup Store Email Addresses	Meta Title Format		{question}				[STORE VIEW]
Contacts	Meta Description Forma	at					[STORE VIEW]
Reports							
Content Management	Limit Answer In Descrip	tion	250				[STORE VIEW]
A AMASTY EXTENSIONS	Two-way Question Rela	tions	Yes			•	[GLOBAL]
Product Questions & FAQ	Strip HTML Tags in Sho Answers	rt	Yes			•	[GLOBAL]
SALES Sales	Limit Answer In Short Ar	nswers	100	cha		r short ans	
Sales Emails	Topic Page				ble as a pi duct ques	eview und tions.	er
PDF Print-outs	Product Page						Ō



# User Guide: FAQ and Product Questions

# 6. Topic page settings

Dashboard Sales Catalog	Mobile Customers	Promotions	Newsletter	CMS	Reports	System	② Get help for this page
Current Configuration Scope: Default Config	Product Questions 8	k FAQ					Save Config
Manage Stores	General						•
Configuration	User Notifications						•
-	Admin Notifications						•
GENERAL	Rating						0
General	Faq Page						•
Web	Answer Page	Choose the	a layout type				•
Design	Topic Page	for the top	ic page.	J			٩
Currency Setup	Page Layout		2 columns with	n left bar		•	Specify format
Store Email Addresses							variables to automatically
Contacts	Meta Title Format		{topic}				take meta data.
Reports	Meta Description Form	at	{topic}				[STORE VIEW]
Content Management							
AMASTY EXTENSIONS						.4	
Product Questions & FAQ	Not Existing Topic Title		Other question	s			[STORE VIEW]



# User Guide: FAQ and Product Questions

# 7. Product page settings

Dashboard Sales Catalog	Mobile Customers Pro	motions Newsletter	CMS Reports	System	③ Get help for this page
Current Configuration Scope:	Product Questions & F/	٨Q			Save Config
Manage Stores	General				۲
	User Notifications				۲
Configuration	Admin Notifications				•
▶ GENERAL	Rating				•
General	Faq Page				•
Web	Answer Page		1		•
Design	Topic Page	Let customers as questions on pro			•
Currency Setup	Product Page	pages.			۲
Store Email Addresses	Show "Ask a question" Lin	k Yes		•	[STORE VIEW]
Contacts	Show "Product Qustions"	Tab Yes		<b>_</b>	[STORE VIEW]
Reports					()
Content Management			he display of pro		
AMASTY EXTENSIONS		Arcouol	proundt put		
Product Questions & FAQ					



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

	bard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	СМЗ	Reports	System		Click here to add a new topic.
								Pages				
Topic	s List							Static E				Add New
_			_					Widget	5			
age 📧 1	1	of 1 page	es   View	20 🔻 pe	r page   Total 3	records found		Polls			Reset Filt	er Search
Select All	Unsel	lect All	Select Visible	Unselect \	/isible   0 items s	selected		Produc	t Questions		Actions	Submit
	ID	†	Topic Title			Store	e View		T	opics		
Any - F	From:					All S	Store Views			uestions		
T	To :											
		1	Delivery Qu	estions		All St	tore Views					•
		2	Deals & Sa	le		All St	tore Views					•
		3	Colors & S	izes		All St	tore Views					•

See and edit all already created topics on the grid.



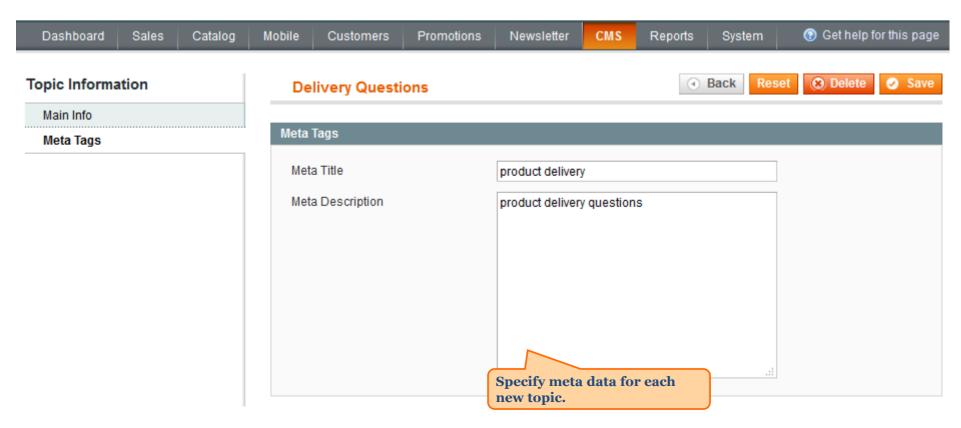
# 8. Topic creation

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	🔞 Get help for this page
Topic Informa	tion		De	livery Quest	ons			۹	Back Res	et 🛞 Delete 🥑 Save
Main Info										
Meta Tags			Main	Info						
			Тор	ic Title *		Delivery Quest	ions			
			Url	Key*		delivery-questi	ons			
			Stor	re View *		All Store Views	5		Sp	ecify the topic title,
						Main Website Madison Is English		-	UF vie	RL key and a store ew for which the pic will be available.
						French				
						German				
									Ţ	
			Pos	ition		1				
						cify the positi lay on the pag		pic		



# User Guide: FAQ and Product Questions

#### 8. Topic creation





User Guide: FAQ and Product Questions

# 9. Questions management

Dasht	oard	Sales	Catalog	Mobile	Custo	mers	Promoti	ions N	lewsletter	СМЗ	Repor	ts Syste	m 💿	Get help fo	or this page	
Que	stions	List								Page Stati	es c Blocks			Đ	Add New	
Page 🕢	1		es   View 2	) 💌 pe	er page	Total 6	records fo	und		Wid <u>o</u> Polls	3	0 540	R ctions	eset Filter	Search Submit	
Any -	ID From:	t f	Select Visible   Question Tit	e que	estions	asked	ll find a by cus dmin u	tomers	nail	Prod	Status	Topics Questions			Submit	
Ally	To:			un					)		<b></b>				,	
		1	Do you delive orders to Canada?	ery Put	blic							fo manag juestions Product Q	go to C Juestio	CMS ->	<b>↓</b>	
		2	Do you charged extra payment for fragile products?		blic							<b>Juestions</b> Views	5			
		3	Do you provi same day delivery to N		blic							All Store Views			•	
		4	Do you have discounts for bulk orders?		blic	Jane G	reen	jane@ex	ample.com		Answered	All Store Views			•	
		5	How can I subscribe to discount notifications'		blic	Peter P	arker	peter.par	ker@exampl	e.com	Answered	All Store Views			•	
		6	Do you have Chelsea Tee other colors?		blic	Jane G	reen	jane@ex	ample.com		Answered	All Store Views			•	



# User Guide: FAQ and Product Questions

# 9. Questions management

Dasht	ooard Sales	Catalog Mob	ile Custo	mers Promot	ions News	letter CMS	Report	ts System	③ Get help for	this page
Que	stions List						jes ic Blocks		. 😯 /	Add New
Page 📧	1 of 1 page	s   View 20 🗖	per page	Total 6 records fo	ound		lgets		Reset Filter	Search
	II   Unselect All   S	elect Visible   Unse	elect Visible	0 items selected			s duct Questie	ns & FAO	ctions 🔍 S	Submit
	ID †	Question Title	Visibility	Sender Name	Sender Email		Status	Topics		
Any 👻	From: To:		-				<b>.</b>	Questions		
	1	Do you delivery orders to Canada?	Public					All Store [ Views		•
	2	Do you charge extra payments for fragile products?	Public					All Store [		v
	3	Do you provide same day delivery to NY?	Public	See custom on the grid				All Store Views		•
	4	Do you have discounts for bulk orders?	Public	Jane Green	jane@exampl	e.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@exampl	e.com	Answered	All Store Views		•



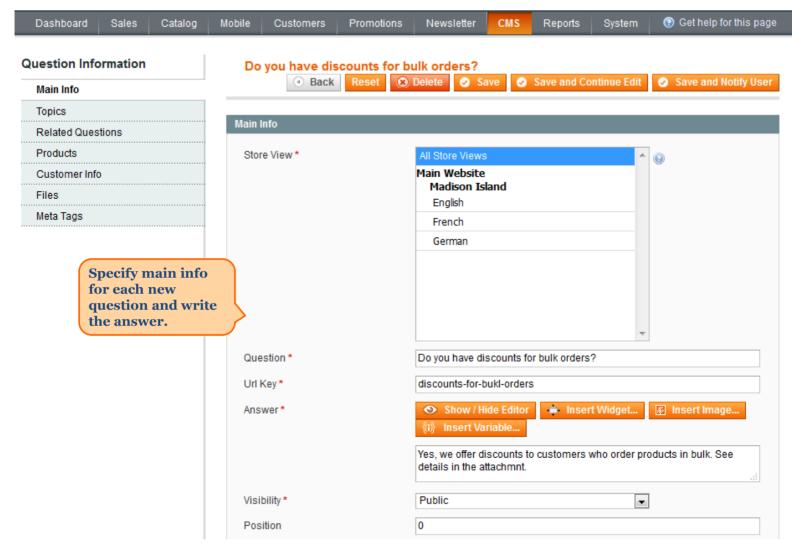
# User Guide: FAQ and Product Questions

# 9. Questions management

Dasht	ooard Sales	Catalog Mot	oile Custo	mers Promot	ions Newsletter	CMS	Report	s Syster	n 📀 Get help for this page
Que	stions List							k here to questior	
Page 📧	1 of 1 page	es   View 20	• perpage	Total 6 records fo	ound				Reset Filter Search
Select A	II   Unselect All   S	elect Visible   Uns	elect Visible	0 items selected					Actions Submit
	ID †	Question Title	Visibility	Sender Name	Sender Email		Status	Store View	Action
Any 🗸	From:		-				-	All Stor 👻	
	To:				(				
	1	Do you delivery orders to Canada?	Public				n edit o any que grid.	-	▼ Edit
	2	Do you charge extra payments for fragile products?	Public					All Store Views	Delete
	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.cor	n	Answered	All Store Views	
	5	How can I subscribe to discount notifications?	Public	Peter Parker	peter.parker@exan	nple.com	Answered	All Store Views	
	6	Do you have Chelsea Tee in other colors?	Public	Jane Green	jane@example.cor	n	Answered	All Store Views	

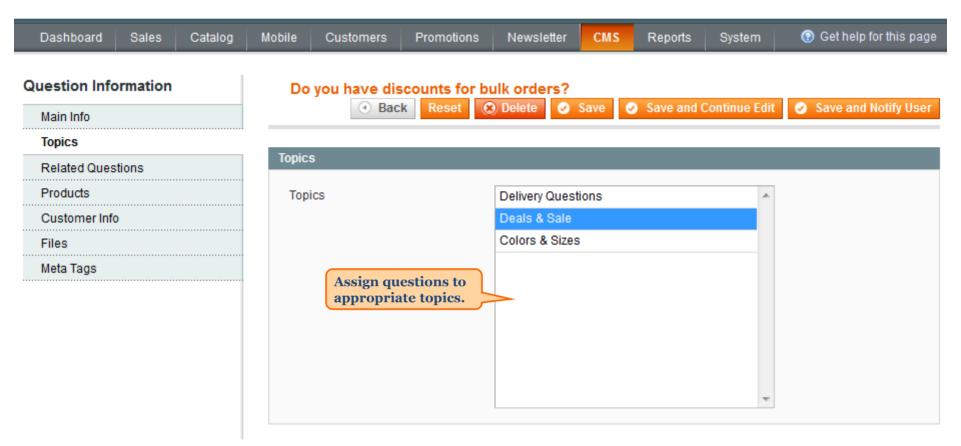


# User Guide: FAQ and Product Questions





#### User Guide: FAQ and Product Questions





User Guide: FAQ and Product Questions

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	СМЅ	Reports	System	🕑 Get help for this page
Question Info	ormation		Do	vou have o	liscounts for b	ulk orders?				
Main Info				-			Save	Save and	Continue Edit	Save and Notify User
Topics			_							
Related Ques			Page 🖂	1 of	1 pages   View	20 💌 per pag	ge   Total	5 records fou	ind	Reset Filter Search
Products				ID	Title					
Customer Info			Any 👻							
Files				1	Do you delivery or	ders to Canada?				
Meta Tags			<b>V</b>	2	Do you charge extr	ra payments for f	ragile proc	ducts?		
				3	Do you provide sa	me day delivery t	o NY?			
				5	How can I subscril	be to discount no	otifications		ssign related estions.	
				6	Do you have Chels	sea Tee in other	colors?	qu		

**NOTE:** Chosen questions will automatically become mutually related.



User Guide: FAQ and Product Questions

Dashboard Sales Catalog	Mobile Do y	Custor		romotion unts for	s Newsletter	CMS	Reports S	System		et help for	
Main Info		(	Back	Reset	🛞 Delete 🥝 S	ave 🥑 🤅	Save and Con	tinue Edit	🥑 Sav	e and No	tify User
Topics											
Related Questions	Page 🕢	1	of 1 pag	es   Vie	w 20 🗸 perpag	e   Total 1	records found	1	Rese	t Filter	Search
Products		ID 🖡	Name	Туре	Attrib. Set Name	Status	Visibility	SKU	Price		Position
Customer Info	Yes 💌			•	<b>.</b>	-	•		From:		From:
Files									To:		To :
Meta Tags NOTE: If you edit the question asked by a customer from a particular product		378	Body Wash with Lemon Flower Extract and Aloe Vera	Simple Product	Home & Decor	Enabled	speci In th ques visib	fic proc is case t tion wil	he l be product	\$28.00	



#### User Guide: FAQ and Product Questions

customer info.

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	СМЅ	Reports	System	🔞 Get help for this page
Question Information		Do	-	scounts for b						
Main Info				Image: Background B	k Reset 🤅	3) Delete 🥝	Save	Save and	Continue Edit	Save and Notify User
Topics										
Related Ques	stions	<b>:</b>	Custo	mer Info						
Products			Nan	ne		Jane Green				
Customer Inf	ō		Ema	ail		jane@example	com			
Files			Line	211		Jane@example				
Meta Tags									<u> </u>	
								asked custor fields auton in. Yo	question is by a ner, these will be natically fill u can easily and edit	



User Guide: FAQ and Product Questions

Dashboard	Sales	Catalog	Mobile	Customers	Promotions	Newsletter	CMS	Reports	System	🔞 Get help for this page
Question Info	Question Information		Do you have discounts for bulk orders? Back Reset      Delete      Save      Save and Continue Edit      Save and Notify User							
Main Info										Save and Notify User
Topics										
Related Ques		<b></b>	Uploa	id Files						Add New File
Products										
Customer Inf	D									🛞 Delete File
Files			Fi	le Name		Uple	oad File			
Meta Tags				Discounts iscounts le Name		Atta of n form que	rowse ach docu necessar mats rig stion an rowse	y ht to		Delete File



#### User Guide: FAQ and Product Questions

#### **11. Frontend examples**

# **NEW PRODUCTS**



LAFAYETTE

CONVERTIBLE

DRESS





\$340.00



LINEN BLAZER \$455.00

NEWSI ETTER



ELIZABETH KNIT TOP

\$210.00



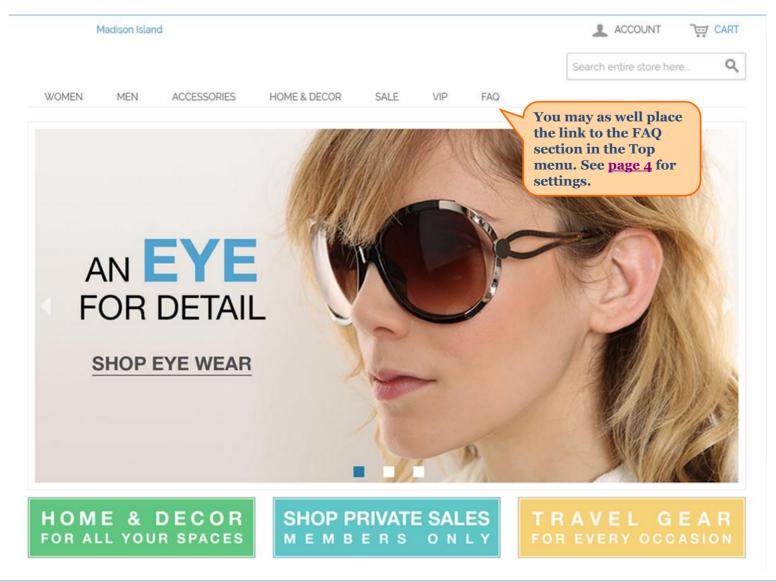
> DCC

	HE WOLLT	(LIX	
		SUBSCRIBE	
COMPANY	QUICK LINKS	ACCOUNT	CONNECT WITH US
ABOUT US	SITE MAP	Y ACCOUNT	F FACEBOOK
CONTACT US	CEADCLITEDN	ink to the FAQ on will be	Y TWITTER
CUSTOMER SERVICE	ADVANCED S auto	matically	YOUTUBE
PRIVACY POLICY	FAQ displ	ayed in the	Ø PINTEREST



#### User Guide: FAQ and Product Questions

#### 11. Frontend examples





User Guide: FAQ and Product Questions

FAQ page example.

#### **11. Frontend examples**

# FREQUENTLY ASKED QUESTIONS

#### SEARCH BY TAG

delivery, discounts, product color

	SEARCH TOPIC
or search frequently asked questions:	Customers can
DELIVERY QUESTIONS	search by tags or by topics.

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

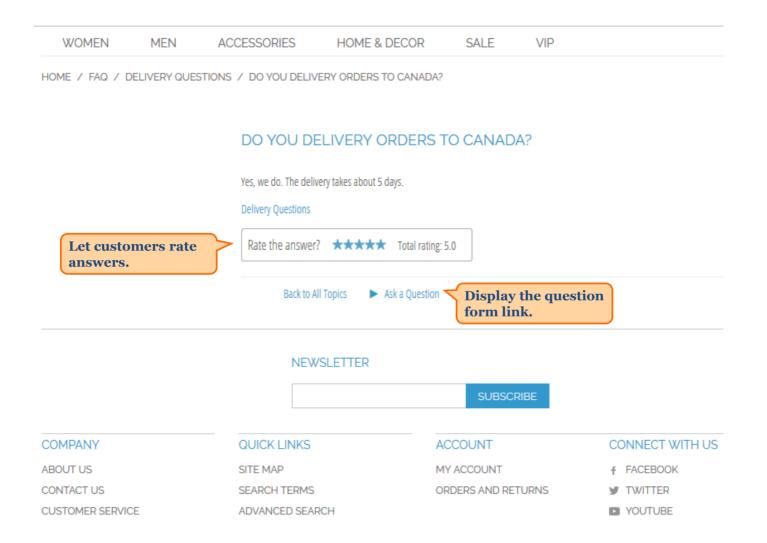
discounts

Do you have discounts for bulk orders?



#### User Guide: FAQ and Product Questions

#### 11. Frontend examples





#### User Guide: FAQ and Product Questions

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? $\star \star \star \star$ Total rating: 5.0
RELATED QUESTIONS Show related questions.
How can I subscribe to discount notifications?
Back to All Topics 🔹 🕨 Ask a Question
NEWSLETTER



User Guide: FAQ and Product Questions

# 11. Frontend examples

			See the example of the product question tab on a product page.	a
DESCRIPTION	ADDITIONAL INFORMATION	REVIEWS	PRODUCT QUESTIONS	
Yes, we offer discou Attachments: Discou	ounts for bulk orders? nts to customers who order pro unts ? ★★★★ Total rating: 5.0	oducts in bulk. S	ASK A QUESTION	

	NEWSLETTER					
		SUBSCRIBE				
COMPANY	QUICK LINKS	ACCOUNT	CONNECT WITH US			
ABOUT US	SITE MAP	MY ACCOUNT	FACEBOOK			
CONTACT US	SEARCH TERMS	ORDERS AND RETURNS	y TWITTER			
CUSTOMER SERVICE	ADVANCED SEARCH		YOUTUBE			
PRIVACY POLICY	FAQ		PINTEREST			
			RSS			



#### User Guide: FAQ and Product Questions

# Thank you!

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

Your feedback is absolutely welcome!



User Guide: FAQ and Product Questions