

# **Product FAQ Extension**

by CedCommerce Products Documentation

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## 1. Overview

Product FAQ (Frequently Asked Question) extension by CedCommerce for Magento 2 offers an interactive open-source interface on the product detail page. The extension allows customers to ask questions related to the product to the store owners with the help of the customer email id. When a question is asked, store owners post replies in the admin panel.

The store owners can view the questions in the admin panel and answer them accordingly. Product FAQ extension is a great way to connect with the target audience and is an excellent tool for building trust between sellers and buyers. Additionally, the extension improves navigation and organic traffic, increasing the store's popularity.

### Key Features of Product FAQ Extension

1. Store owners can view the question posted by the customers in its detail page.
2. Store owners can answer the question in the admin panel.
3. Notification is sent to the store owner when a question is posted through a customer email.
4. Customers will receive emails from the store owners when a question posted by them is answered.

## 2. Installation of Product FAQ Extension

*To install the extension*

- Log in the **ftp**, and then go to Magento 2 root folder (generally present under the *public\_html* folder).
- Create a new folder named *code* under the *app* folder; under *code* folder, create a folder named *Ced*.
  - a. Upload or Drag and Drop *app/code/Ced* directory.
  - b. After successfully uploading the directory, the extension will be installed/upgraded.
  - c. Now run the following upgrade command in *cmd*

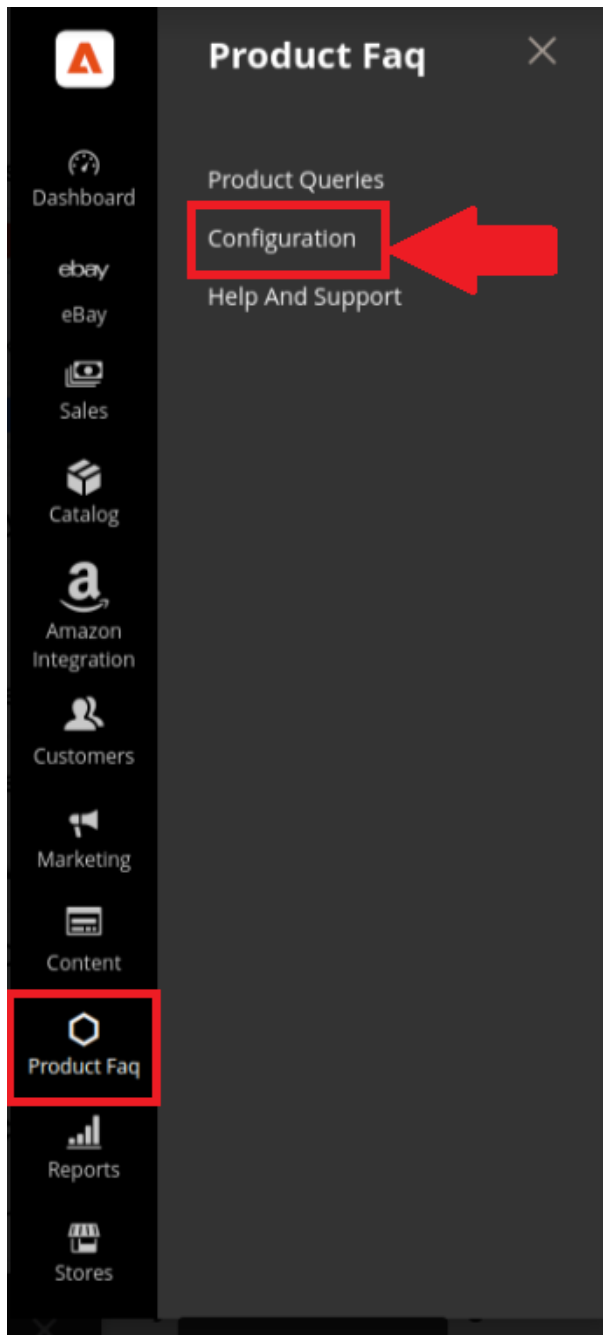
```
php bin/magento setup:upgrade
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy -f
php bin/magento index:reindex
php bin/magento cache:flush
```

## 3. Product FAQ Extension Configuration Settings

For enabling the features of the Product FAQ extension on the Magento 2 store, the admin has to set up the configuration settings.

**To configure the settings:**

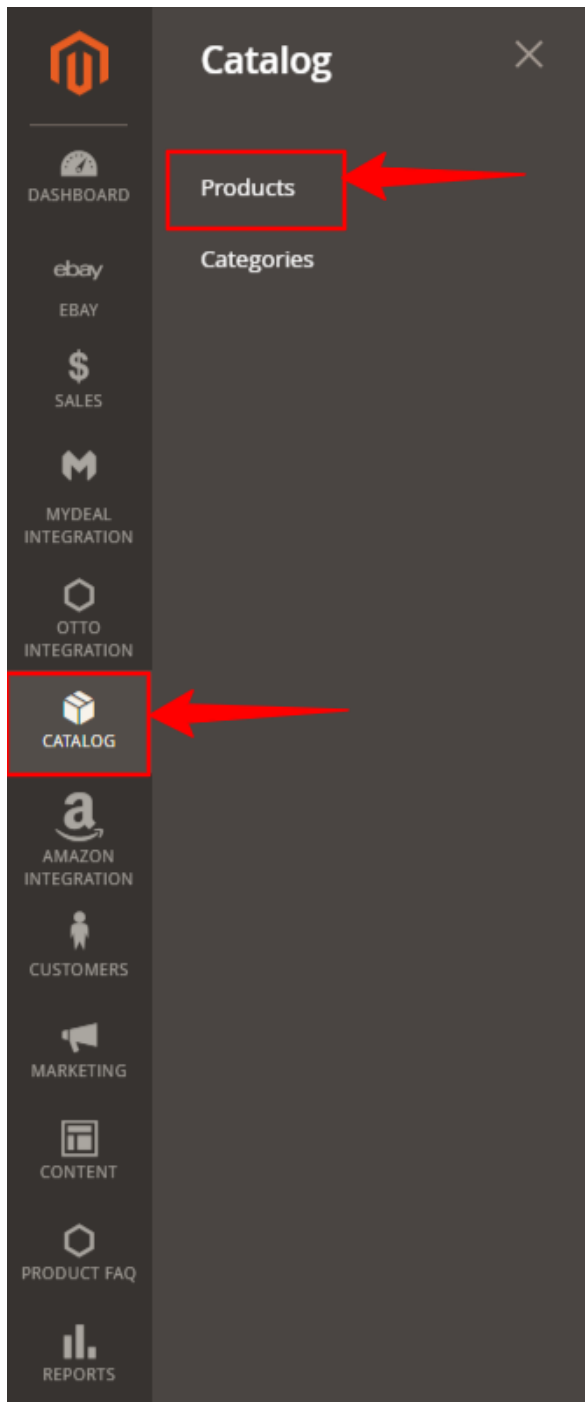
1. Go to the **Admin** panel.
2. Select the **Product FAQ** option and then click on **Configuration** as pointed by arrow.



3. After clicking on **Configuration** the following page opens up.

The screenshot shows the Magento Configuration interface. At the top, the 'Configuration' title is visible, along with a search icon and a user profile 'admin123'. Below the title, the 'Scope' is set to 'Default Config'. On the right side, there is a red-bordered box around the 'Save Config' button, with a red arrow pointing to it from the left. On the left side, there is a vertical sidebar menu with various integration options. The 'CEDCOMMERCE' section is expanded, and 'Cedcommerce FAQ' is highlighted with a red-bordered box and a red arrow pointing to it from the right. The main content area is titled 'Module General Settings' and contains two settings: 'Enable / Disable (store view)' with a dropdown menu set to 'Yes' and a note 'Reflection can be see on Product detail page.', and 'Show FAQ page on frontend (store view)' with a dropdown menu set to 'No' and a note 'If set Yes, then copy this url and set it in your FAQ link: "/>Configuration

4. From the left grid, choose the **CedCommerce** FAQ option.
5. In Module General Setting, there is option to **Enable/Disable**, for enabling the extension select **YES** from the drop down box.
6. Save the changes by clicking on **Save Config**, present on the top right side of the page.
7. Go back to the dashboard and select **Catalog**, and then click on **Products** as pointed by arrow.



8. On the following page, go to the **admin123** option at the top right side and click "**Customer View**" from the drop-down box.

Products

Search by keyword

2 records found

ID	Thumbnail	Name	Type	Attribute Set	SKU	Price	Quantity	Salable Quantity	Visibility	Status	Websites	Action
1		vans_tiktok	Simple Product	Default	vans_tiktok	\$100.00	100.0000	Default Stock: 99	Catalog, Search	Enabled	Main Website	<a href="#">Edit</a>
2		vans	Simple Product	Default	vans	\$100.00	100.0000	Default Stock: 97	Catalog, Search	Enabled	Main Website	<a href="#">Edit</a>

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9. A new page opens from where you can search the product's store by typing its name in the box as shown below . For example store name "vans" is entered, as shown by the arrow.

LUMA

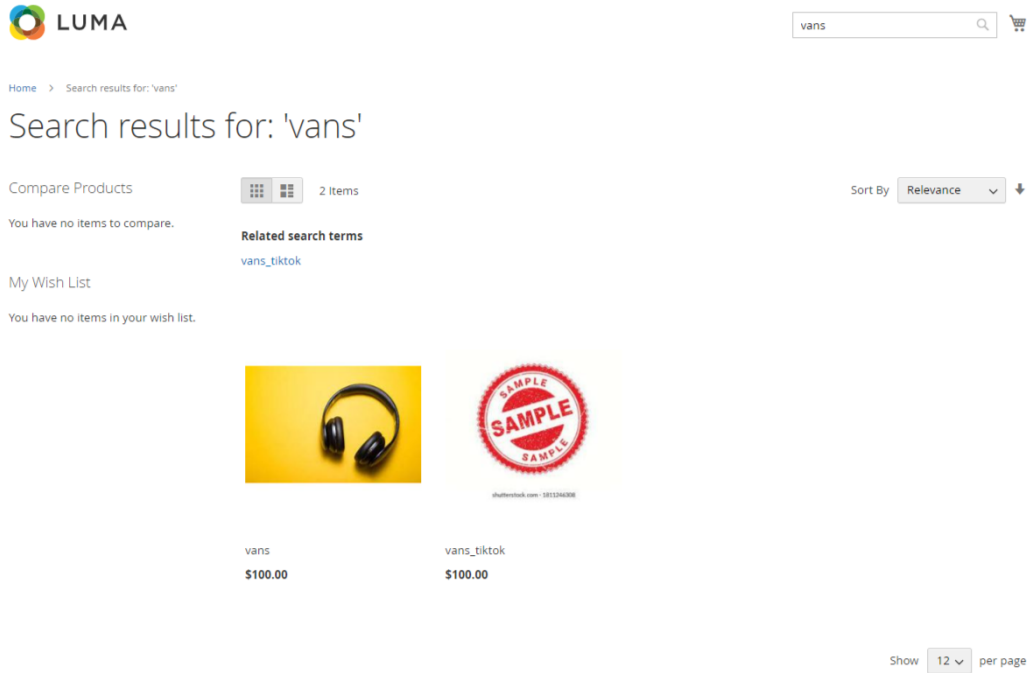
Home Page

CMS homepage content goes here.

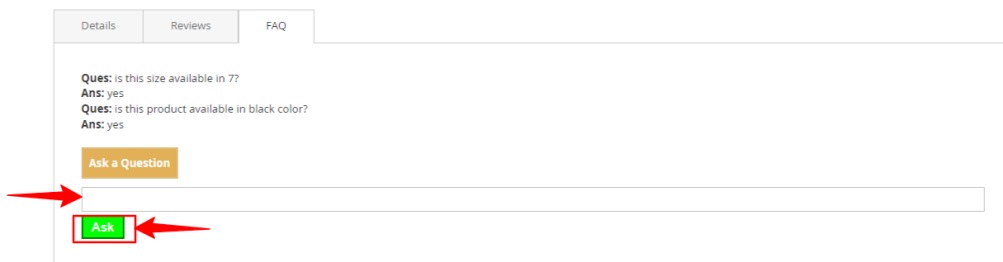
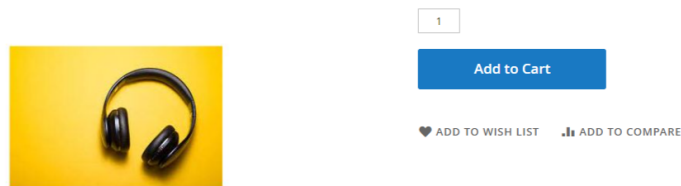
Search Terms  
 Privacy and Cookie Policy  
 Advanced Search  
 Orders and Returns  
 Contact Us

Enter your email address [Subscribe](#)

10. Search results of your store appear on the following page.
11. Click on the product you wish to review.



12. Afterward, a new page opens up; scroll down and click on the **FAQ** section. Then click on **“Ask a Question”** , proceed further by typing question in the space provided.



13. In case the FAQ panel is not visible on the product page, then you must create the FAQ tab for customers' queries.

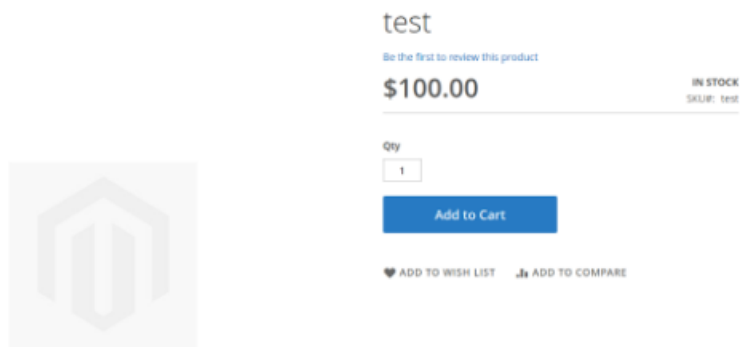
13.1. Initially when we create a product then by default a product the design layout setting within the product is set as shown in below screenshot.



## Design

Theme <small>[store view]</small>	-- Please Select -- ▾
Layout <small>[store view]</small>	Product -- Full Width ▾
Display Product Options In <small>[store view]</small>	Block after Info Column ▾
Custom Layout Update <small>[store view]</small>	No update ▾

13.2. The product details visible in the frontend is displayed without tabs, as shown in the screenshot below.



## Reviews

You're reviewing:  
**test**

Nickname \*

Summary \*

Review \*

13.3. In order to make tabs visible in the frontend, we have to change the design setting before saving the product details. A message on the new page stating, "You saved the product."

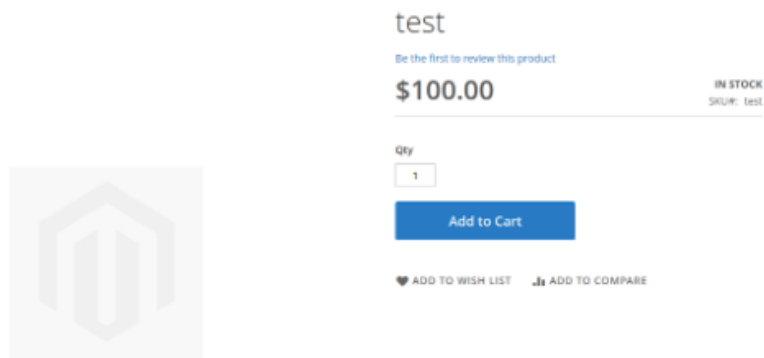
13.4. On the same page, scroll down and select **design**; a drop-down box opens; enter the required specification for the requisite setting, as shown in the screenshot.

**Design**

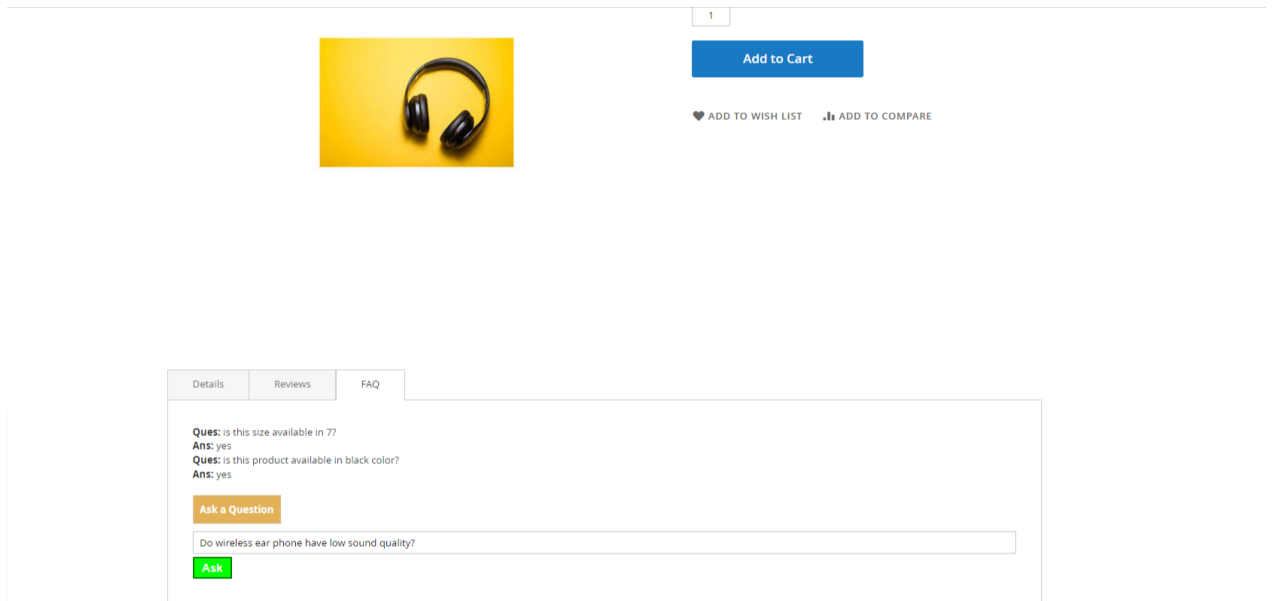
Theme <small>[store view]</small>	-- Please Select -- ▾
Layout <small>[store view]</small>	No layout updates ▾
Display Product Options In <small>[store view]</small>	Product Info Column ▾
Custom Layout Update <small>[store view]</small>	No update ▾

13.5. Save the changes, go to cache management and then cache flush.

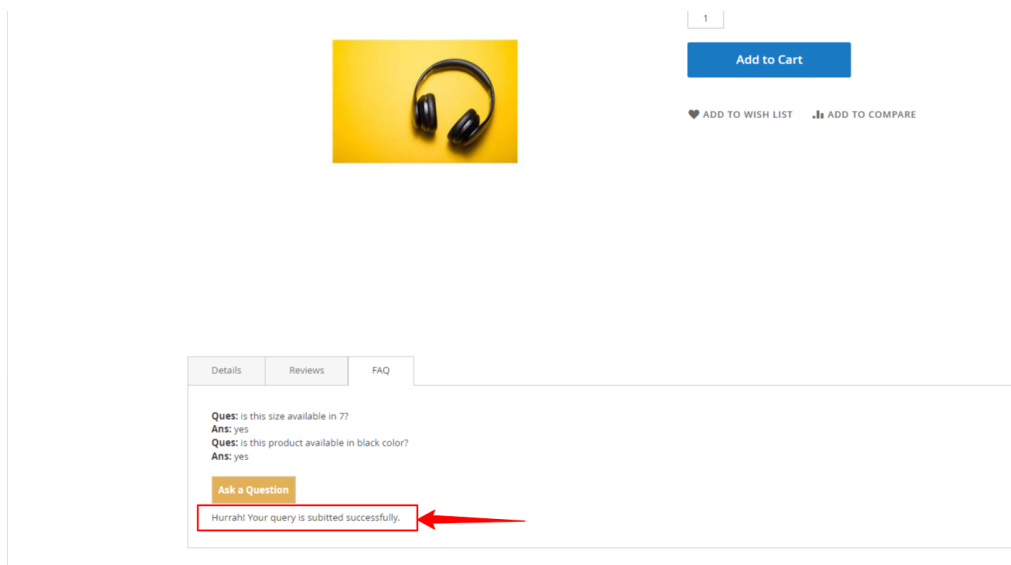
13.6. Go to the product detail page and then check the product in the frontend. The product details, along with the FAQ tabs, are visible on the page to address the queries of customers.



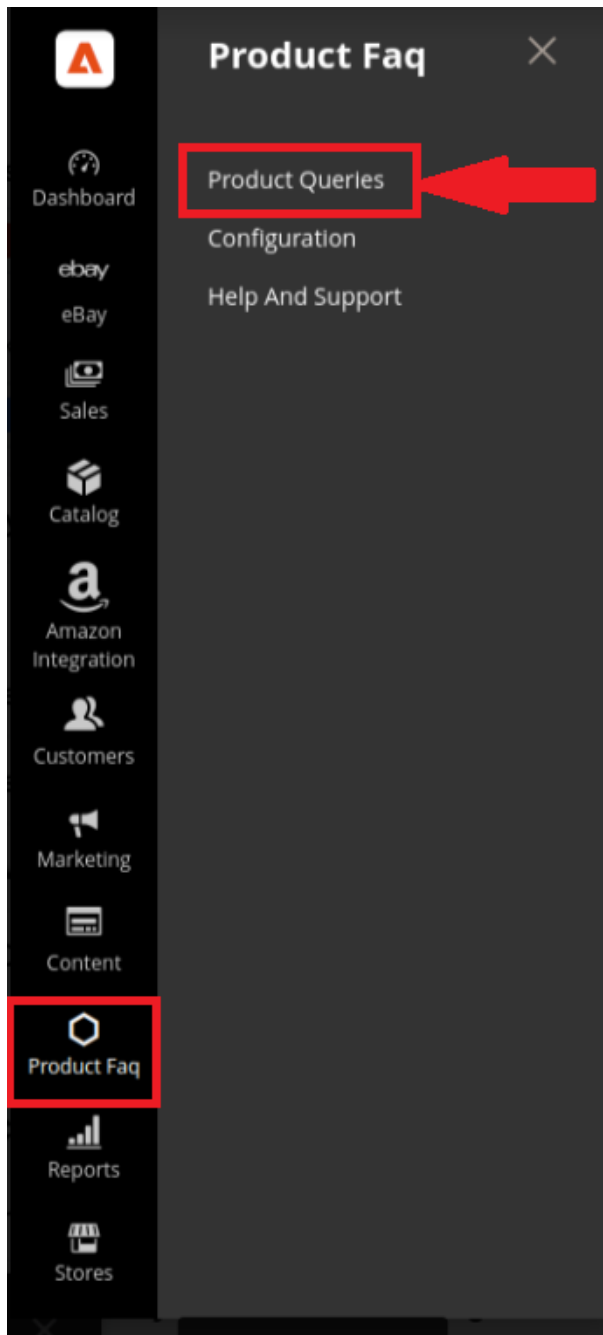
14. After typing your query, click on **“ASK.”**



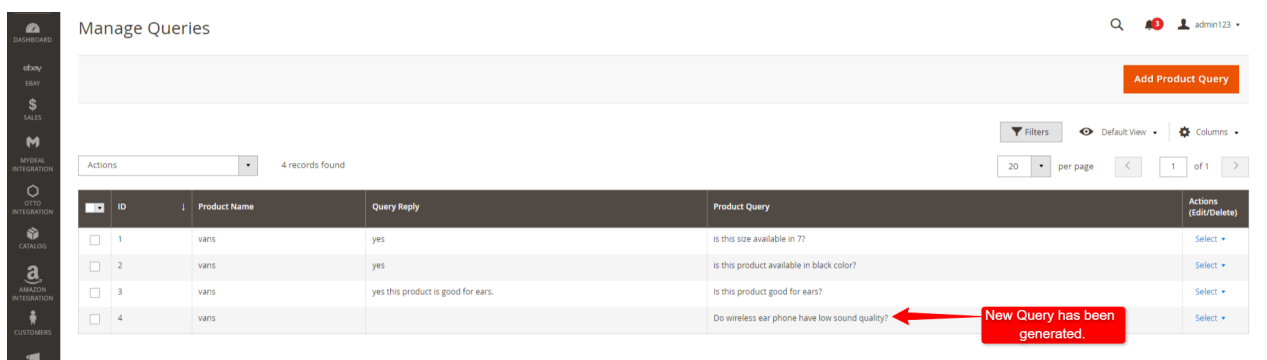
15. A message will appear stating that **“Hurray! Your query has been submitted successfully”** as shown by the arrow.



16. After successfully submitting the query, move back to the **Admin panel** , go to **Product FAQ**, and then click on **Product Queries**.



17. A new page opens where you can view your query listed (as shown by arrow).



18. On the right side of the generated query, click on the **View** option; a drop-down box will appear with two options: **Edit** and **Delete**.

19. Click on **Edit**, and move on to the next page.

Manage Queries

System Messages: 1

Search, Notifications, admin123

Add Product Query

Filters, Default View, Columns

Actions: 4 records found

20 per page, 1 of 1

ID	Product Name	Query Reply	Product Query	Actions (Edit/Delete)
1	vans	yes	is this size available in 7?	Select
2	vans	yes	is this product available in black color?	Select
3	vans	yes this product is good for ears.	Is this product good for ears?	Select
4	vans		Do wireless ear phone have low sound quality?	Select Edit Delete

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20. An **FAQ Form** will appear write answer to the query, and save your reply by clicking on the **Save** option on the top right side of the page.

vans

Search, Notifications, admin123

Back, Delete, Save

FAQ Form

Question: Do wireless ear phone have low sound quality?

Answer: No, the headphone has premium sound quality.

Product SKU: vans

Here you can write answer for the query generated.

21. Get back to the **Manage Queries** page, here you can view the response to the query with a message **“Query saved successfully.”**

Manage Queries

Query Saved Successfully!

ID	Product Name	Query Reply	Product Query	Actions (Edit/Delete)
1	vans	yes	is this size available in 7?	Select
2	vans	yes	is this product available in black color?	Select
3	vans	yes this product is good for ears.	is this product good for ears?	Select
4	vans	No, wireless ear phones have good sound quality.	Do wireless ear phone have low sound quality?	Select

22. Question and answer is successfully posted in the **FAQ section** of the product, enclosed in a square bracket.

Qty: 1

Add to Cart

ADD TO WISH LIST ADD TO COMPARE

Details Reviews **FAQ**

**Ques:** is this size available in 7?  
**Ans:** yes  
**Ques:** is this product available in black color?  
**Ans:** yes  
**Ques:** Is this product good for ears?  
**Ans:** yes this product is good for ears.  
**Ques:** Do wireless ear phone have low sound quality?  
**Ans:** No, wireless ear phones have good sound quality.


Ask a Question

23. There is an option for “**Showing FAQ page on frontend**” select YES, copy this url, and set it in the FAQ link: “<magento-base-url>/cedfaq/query/index.”

## Configuration



 admin123

Scope: Default Config 

**Save Config**

**CEDCOMMERCE** ^

Cedcommerce FAQ

eBay Configuration

Integrator

Otto Configuration

MyDeal Configuration

Amazon Configuration

General Setting

Delete Order Configuration

Installed Extensions

**GENERAL** v

Module General Settings

**Enable / Disable**  
(store view)

Yes


Reflection can be see on Product detail page.



**Show FAQ page on frontend**  
(store view)

Yes

If set Yes, then copy this url and set it in your FAQ link: "cedfaq/query/index"

24. The **FAQ link** will create a separate **FAQ page** with all the questions and answers listed in sequence.



## FAQ

**Ques:** Product Name: vans - is this size available in 7?

**Ques:** Product Name: vans - is this product available in black color?

**Ques:** Product Name: vans - is this product good for ears?  
**Ans:** yes this product is good for ears.

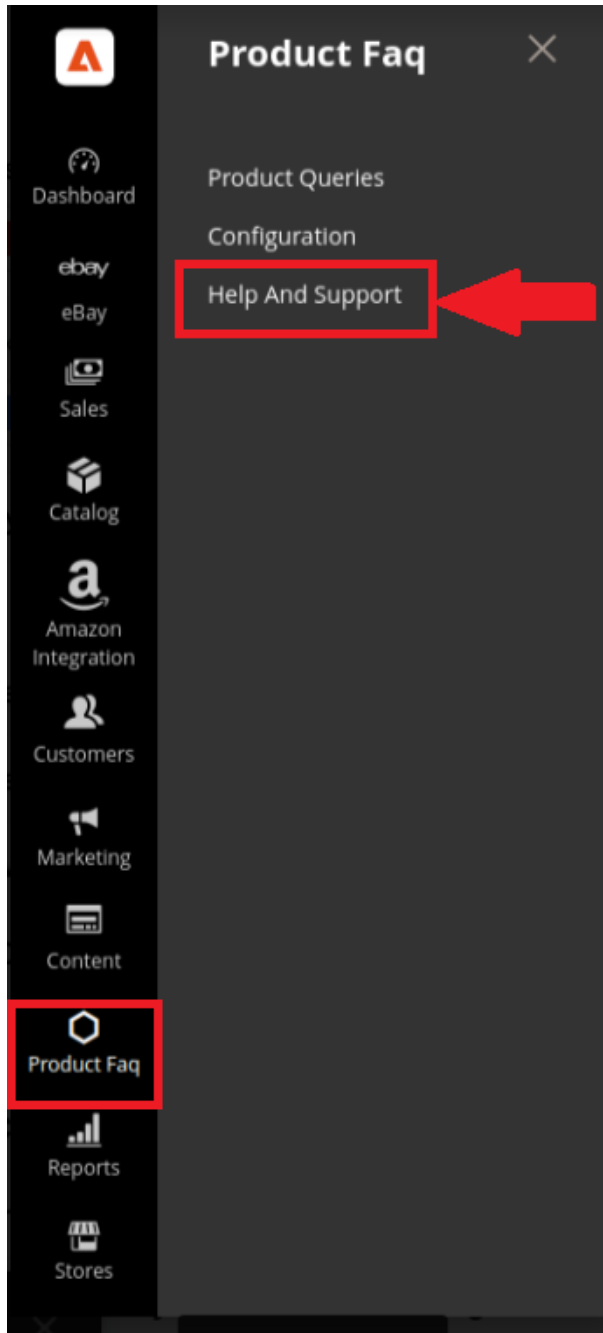
**Ques:** Product Name: vans - Do wireless ear phone have low sound quality?  
**Ans:** No, wireless ear phones have good sound quality.

Question and answer appear in different in different FAQ page.

## 4. Help & Support

*To view help & support section,*

1. Go to the **Admin** panel.
2. On the left navigation bar, click the **Product FAQ**.
3. Click on **Help & Support**.



#### 4. CedCommerce Support

1. Click **CedCommerce Support** and avail help and support from our competent team.
2. Click **Product FAQ Extension Knowledge Base** and you will be navigated to our product page



#### 5. Documentation

1. Click on **Documentation**.
2. On clicking the **Product FAQ Extension User Guide By CedCommerce**, user will be navigated to the guide/document for enabling the extension.


#### 6. Connect with us through the following available mediums.

1. Click **Contact Us via Below Available Mediums** and the section will expand as:




Product Faq Knowledge Base Q   admin ▾


Quick Support



**CALL US**  
888-882-0953  
USA TOLL-FREE



**SEND US  
AN E-MAIL**



**CONNECT  
VIA SKYPE**

Cedcommerce Support ⊙

Product Faq Knowledge Base

2. In the “**Contact Us**” section you can connect with us through the three different mediums mentioned below:

3. Click “**Call Us**” and instantly connect with us via a call to get solutions for your query.
4. Click on the “ **Send an E-mail**” option, and your mailbox will open, mail your question to us.
5. Click “ **Connect via Skype,**” and you will stay connected **24x7** with our team.