Product FAQ Extension

by CedCommerce Products Documentation

1. Overview 3
2. Installation of Product FAQ Extension 3
3. Product FAQ Extension Configuration Settings 3
4. Help & Support 15

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

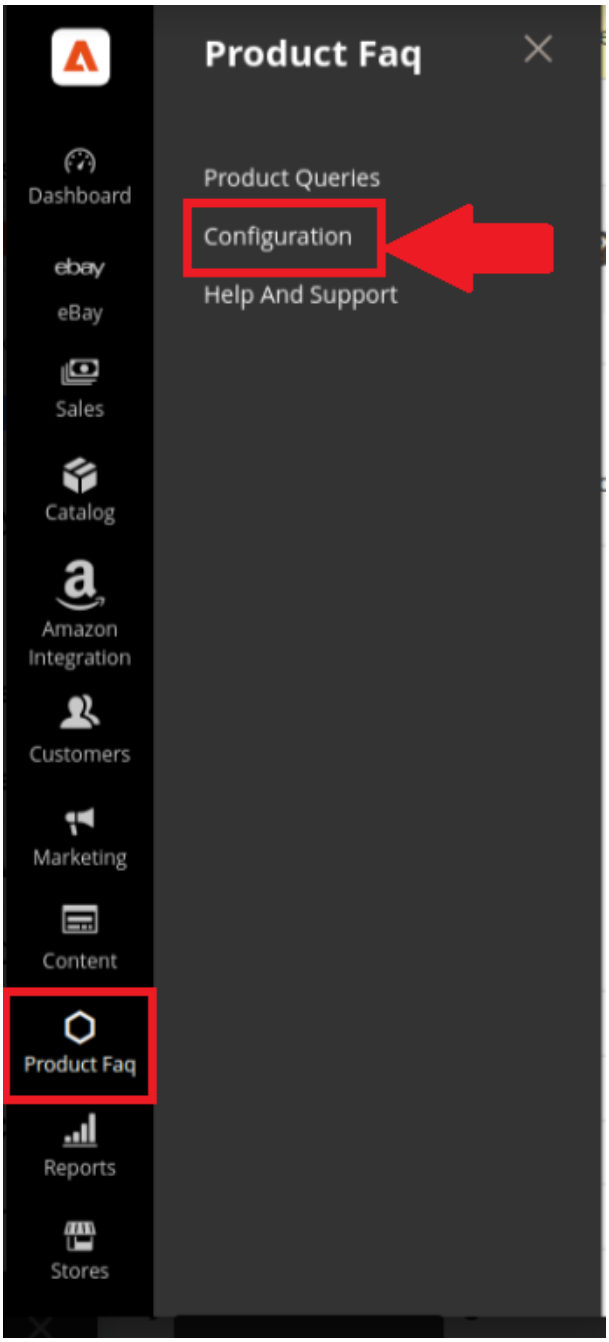
- Log in the **ftp**, and then go to Magento 2 root folder (generally present under the *public_html* folder).
- Create a new folder named *code* under the *app* folder; under *code* folder, create a folder named *Ced*.
    a. Upload or Drag and Drop *app/code/Ced* directory.
    b. After successfully 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

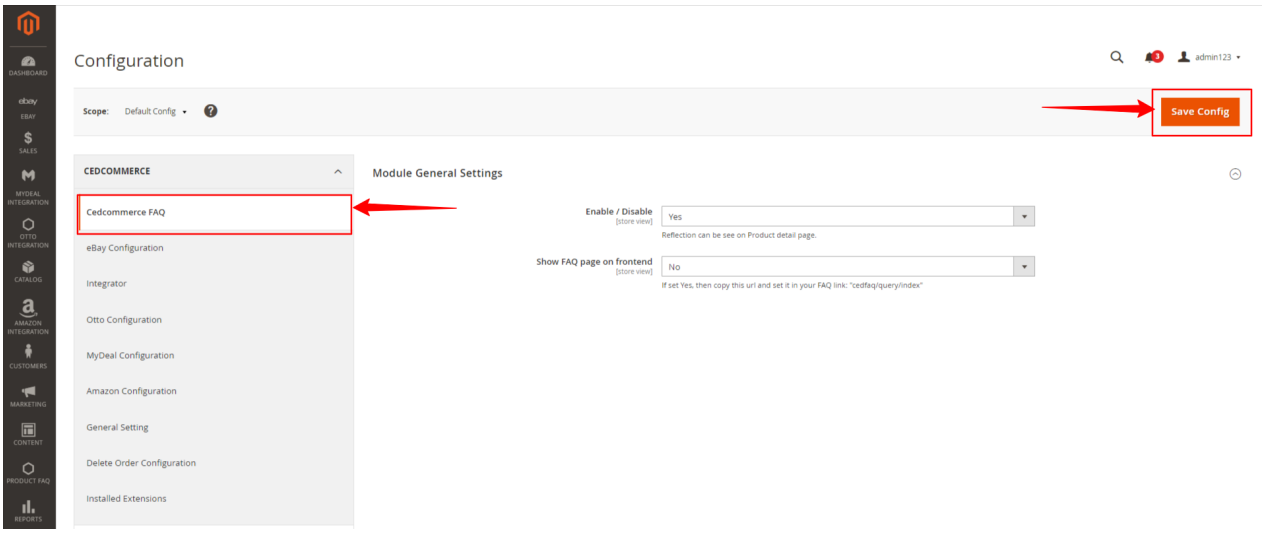
For enabling the features of the Product FAQ extension on the Magento 2 store , the admin has to set up the configuration settings.

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.



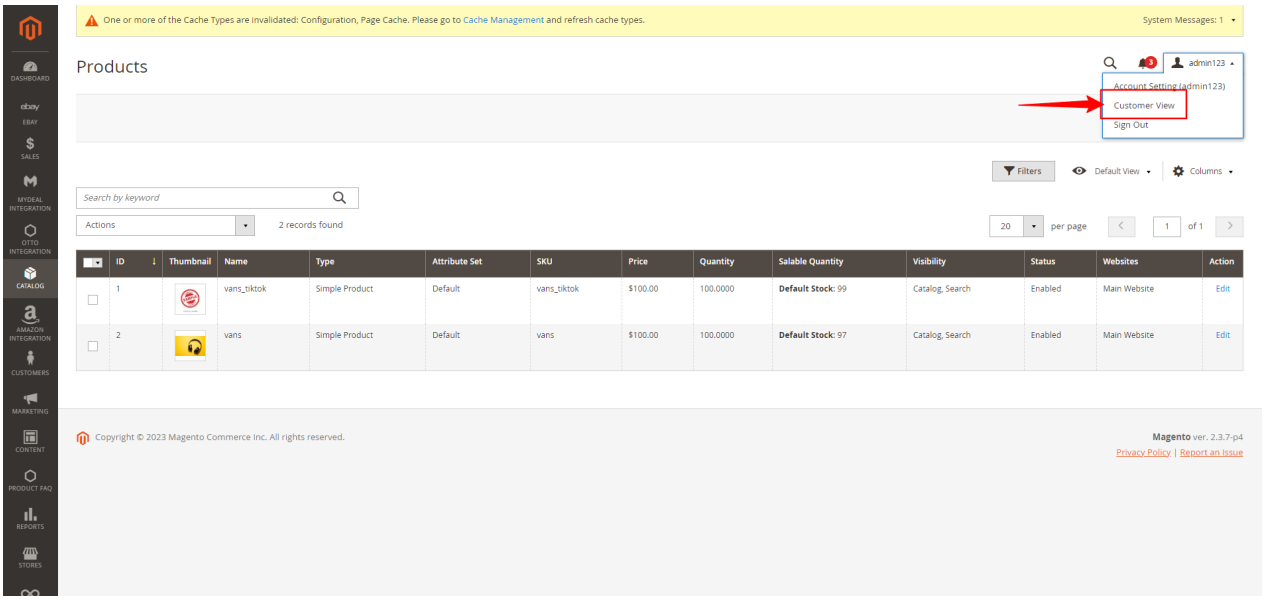
3. After clicking on **Configuration** the following page opens up.



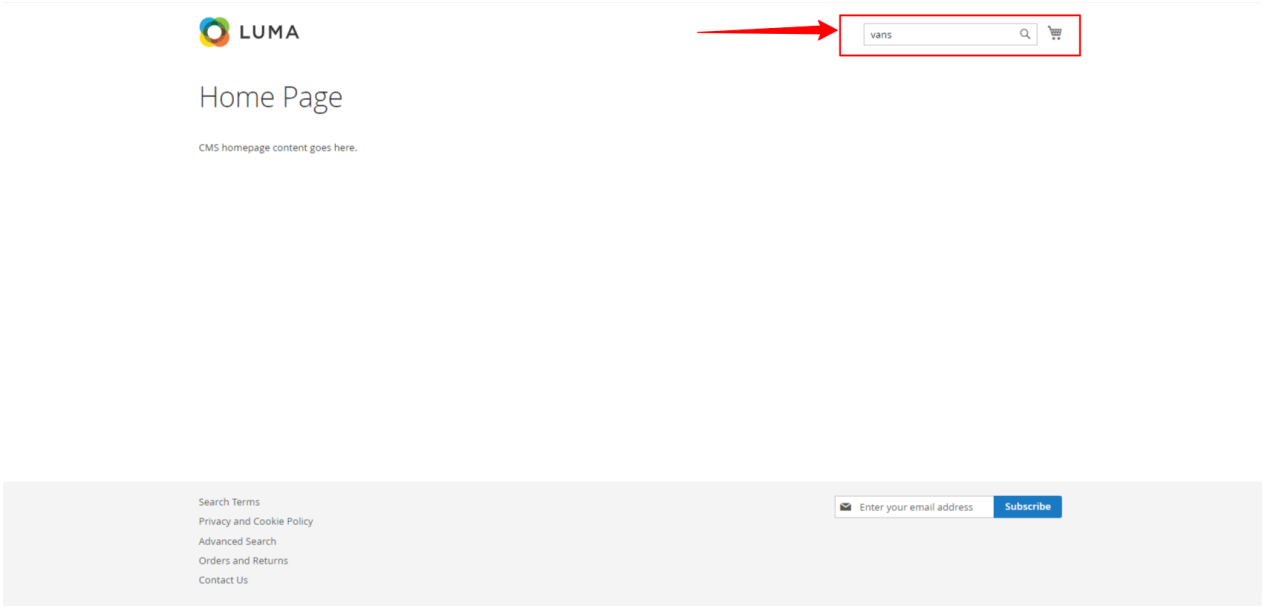
4. From the left grid, choose the **CedCommerce** FAQ option.
5. In Module General Setting, there is option to **Enable/Disable,** for enabling the extension select **YES** from the drop down box.
6. Save the changes by clicking on **Save Config**, present on the top right side of the page.

7. Go back to the dashboard and select **Catalog**, and then click on **Products** as pointed by arrow.

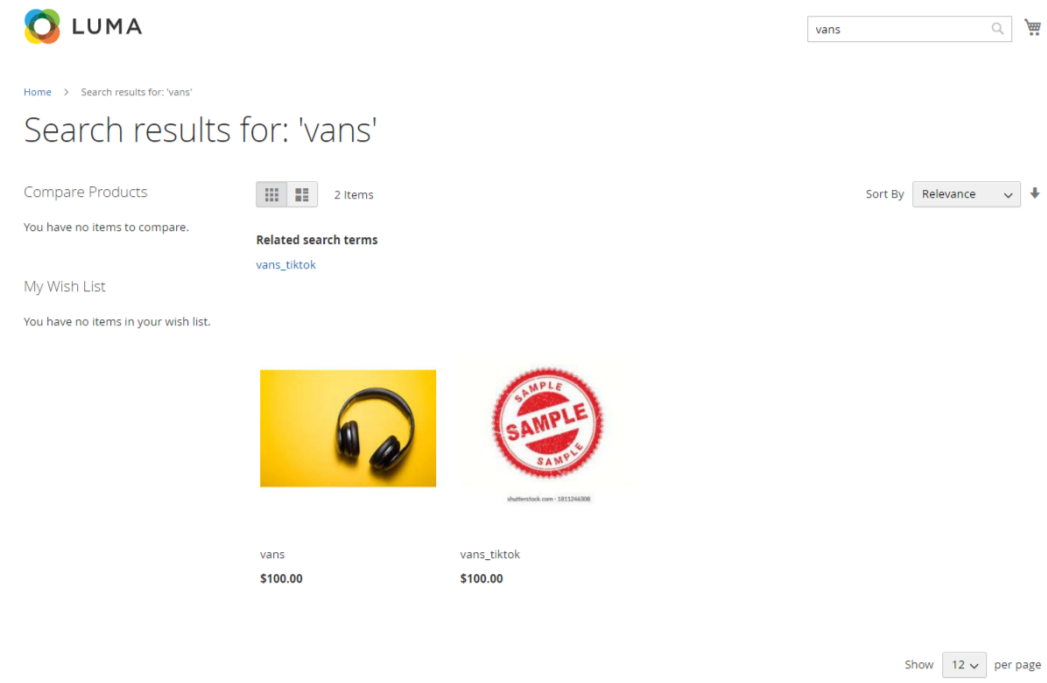
8. On the following page, go to the **admin123** option at the top right side and click “**Customer View**” from the drop-down box.



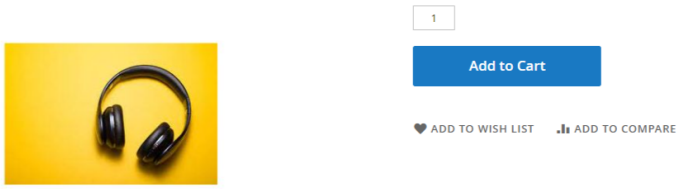
9. A new page opens from where you can search the product's store by typing its name in the box as shown below . For example store name "vans" is entered, as shown by the arrow.

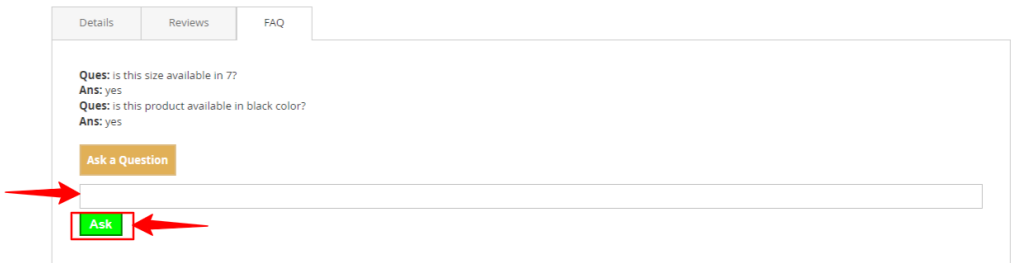


10. Search results of your store appear on the following page.
11. Click on the product you wish to review.



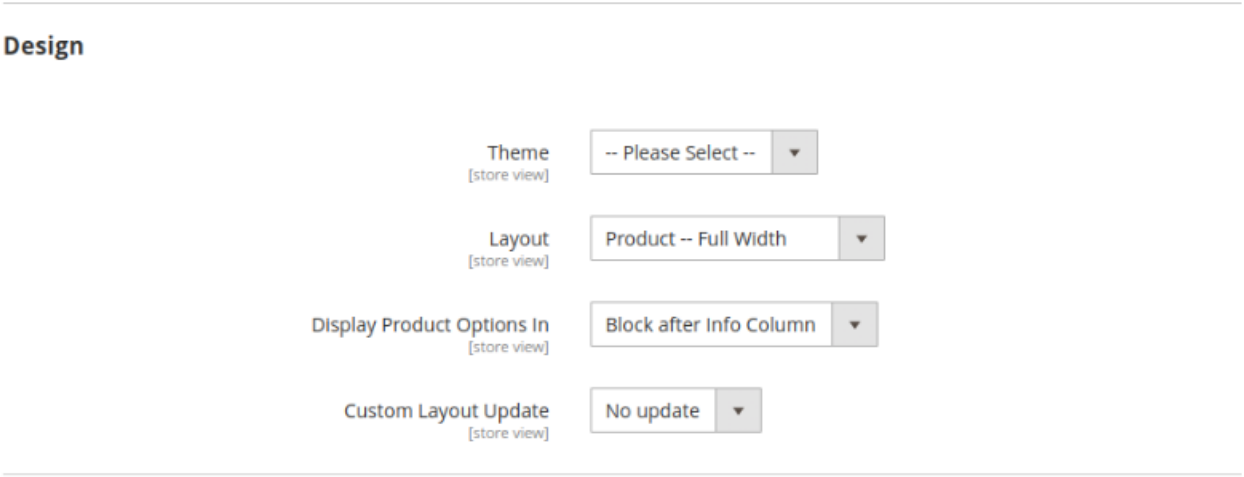
12. Afterward, a new page opens up; scroll down and click on the **FAQ** section. Then click on **"Ask a Question**" , proceed further by typing question in the space provided.



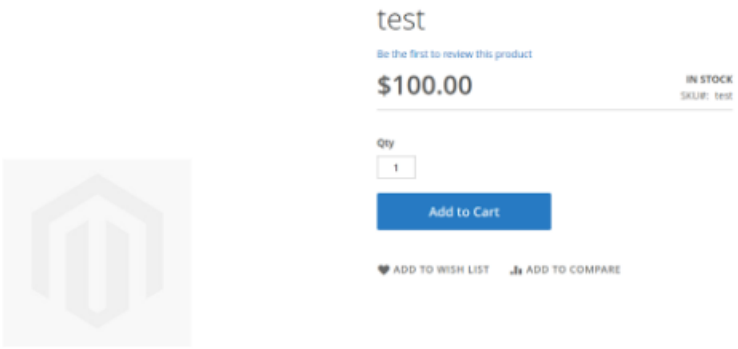


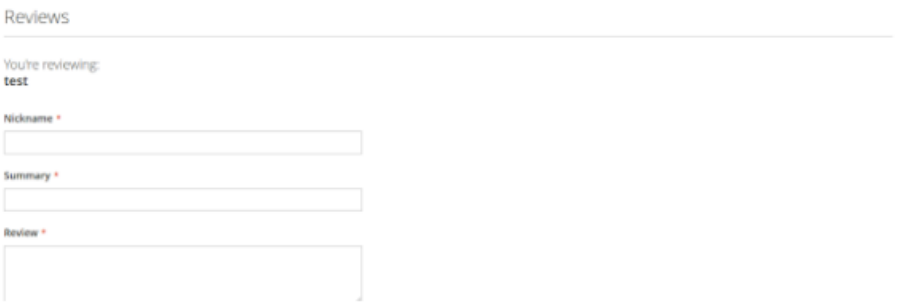
13. In case the FAQ panel is not visible on the product page, then you must create the FAQ tab for customers' queries*.*

    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.



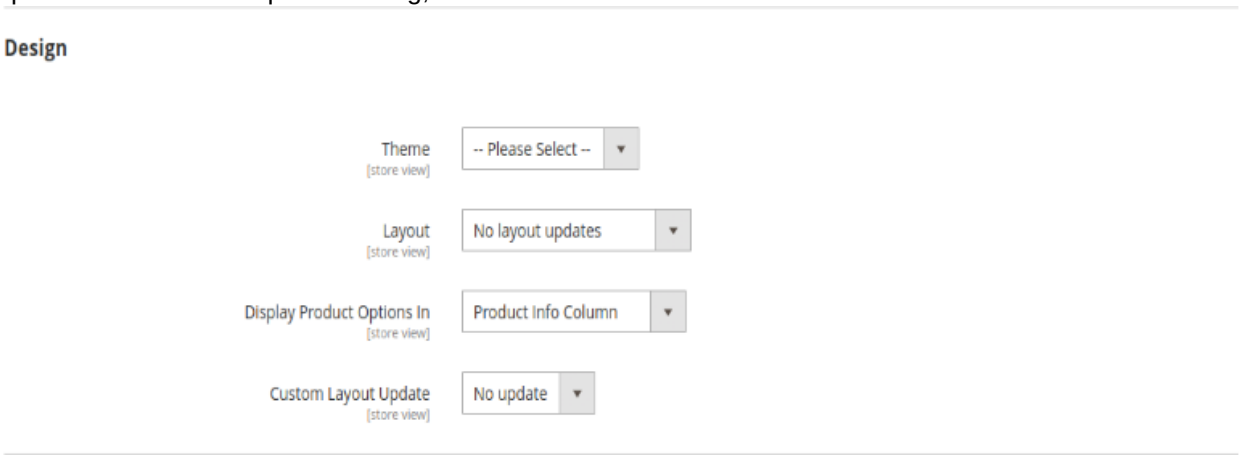
13.2. The product details visible in the frontend is displayed without tabs, as shown in the screenshot below.





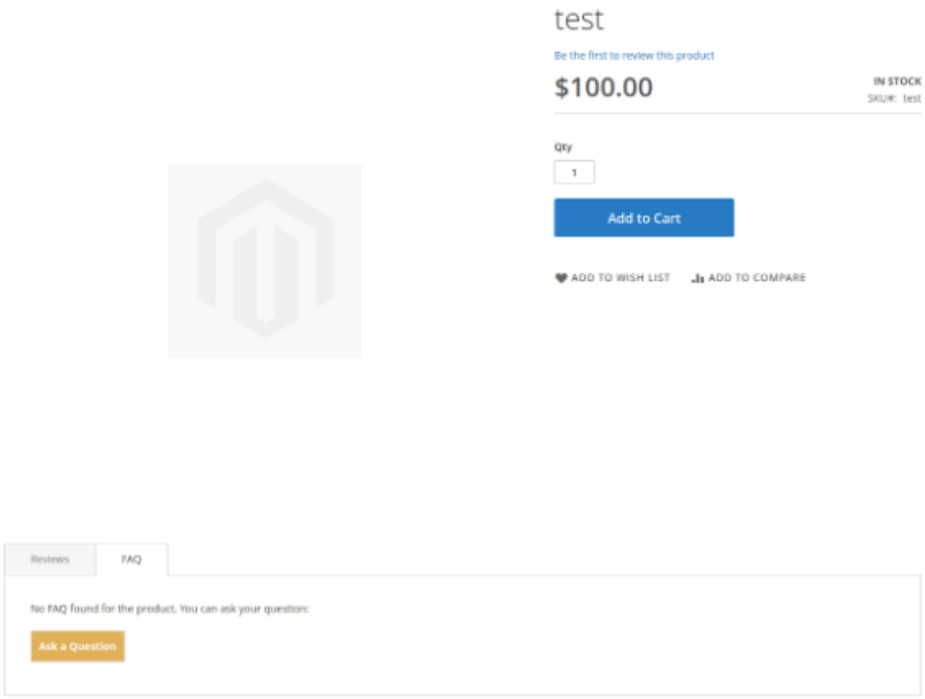
13.3. In order to make tabs visible in the frontend, we have to change the design setting before saving the product details. A message on the new page stating, “You saved the product.”

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.

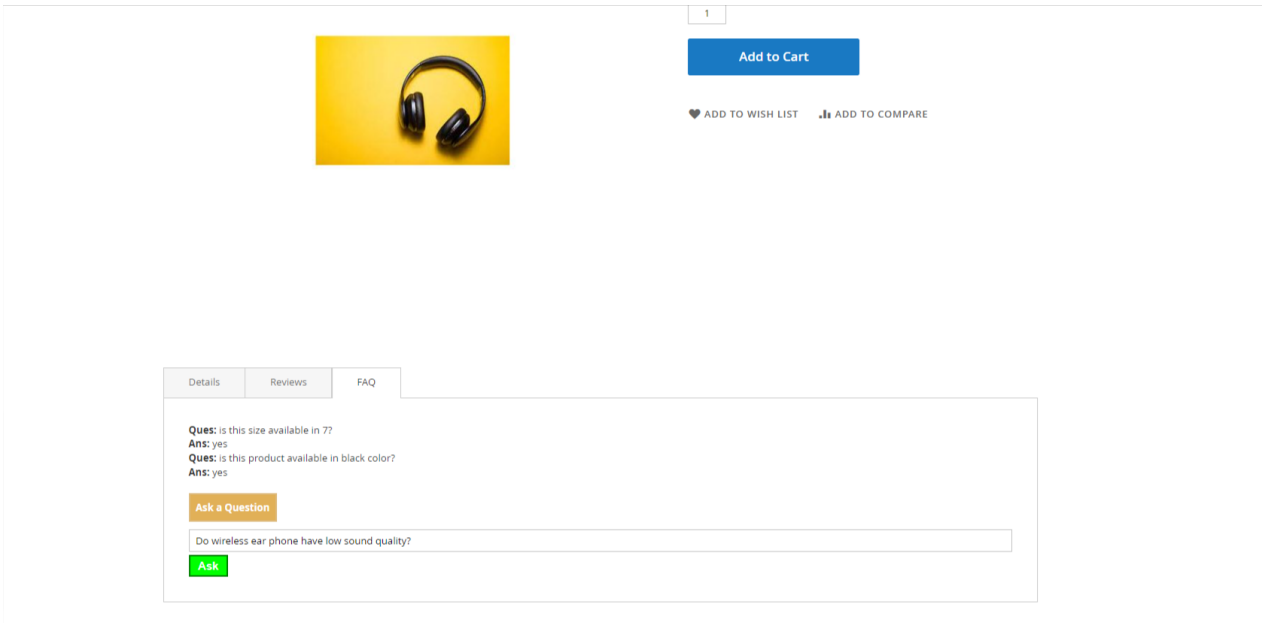


13.5. Save the changes, go to cache management and then cache flush.

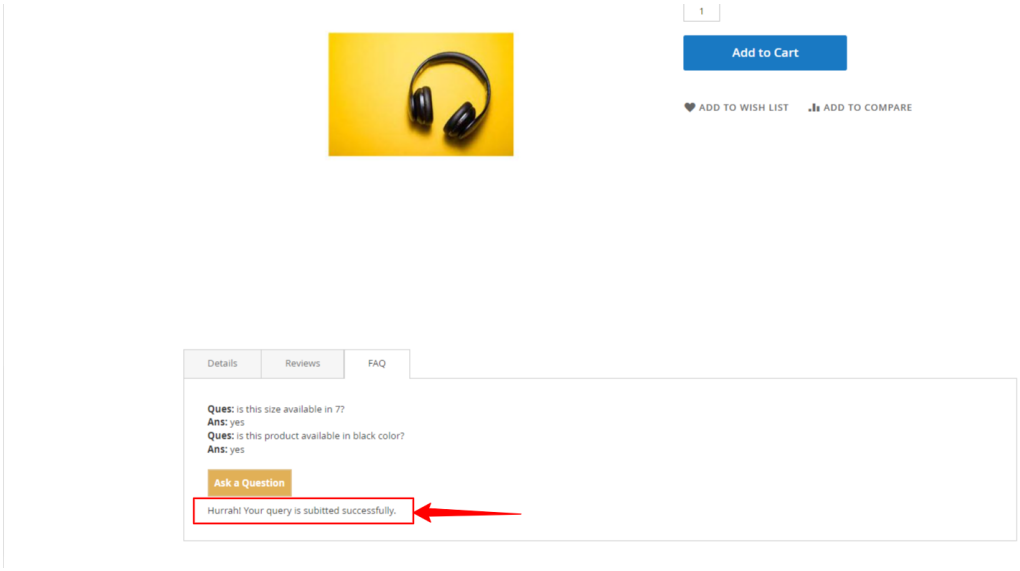
13.6. Go to the product detail page and then check the product in the frontend. The product details, along with the FAQ tabs, are visible on the page to address the queries of customers.



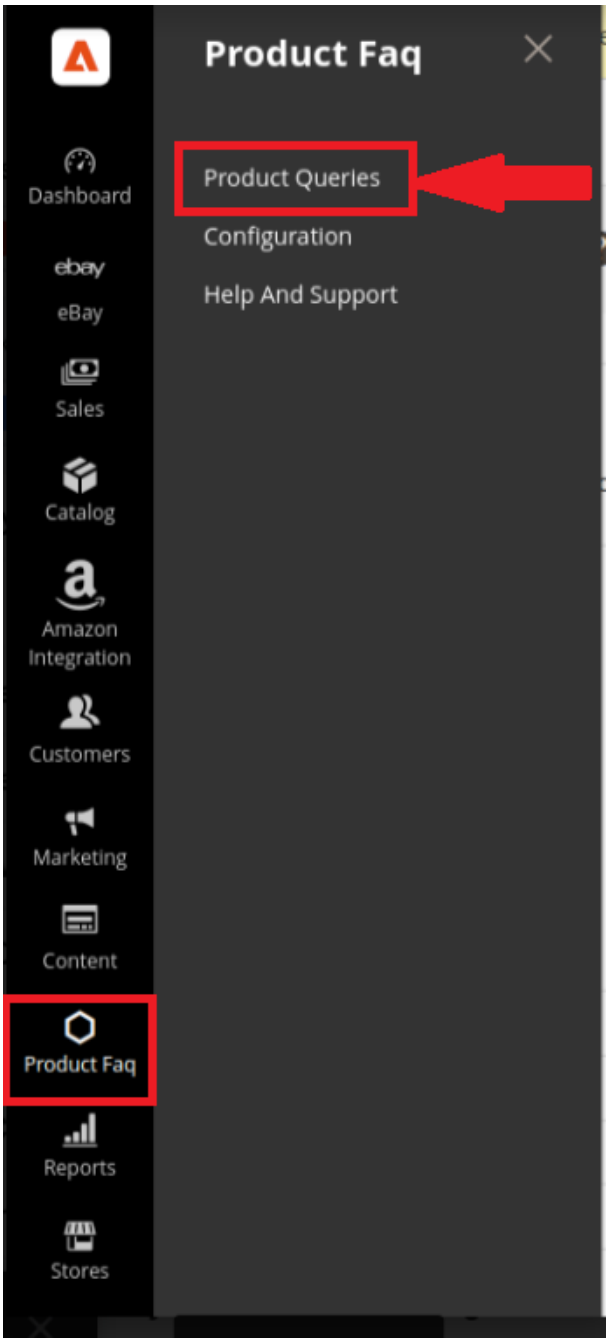
14. After typing your query, click on **“ASK.”**



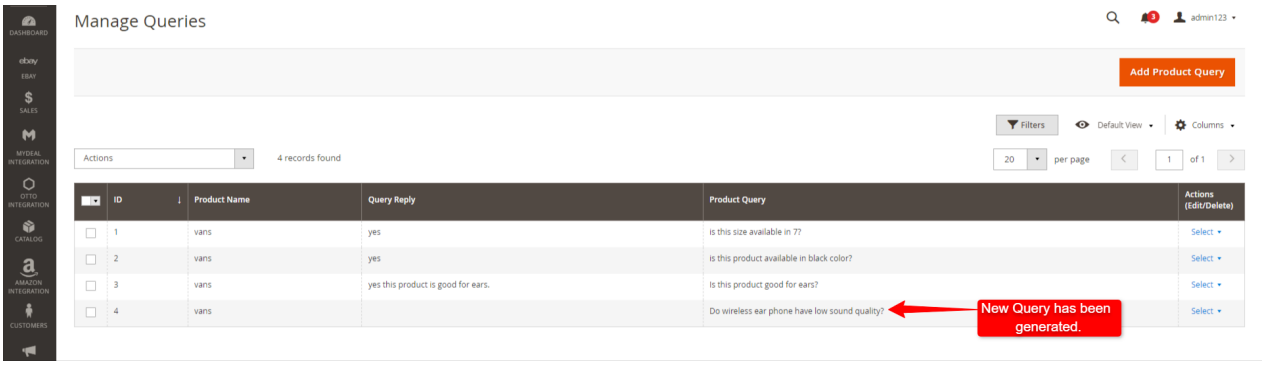
15. A message will appear stating that “**Hurray! Your query has been submitted successfully**” as shown by the arrow.



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

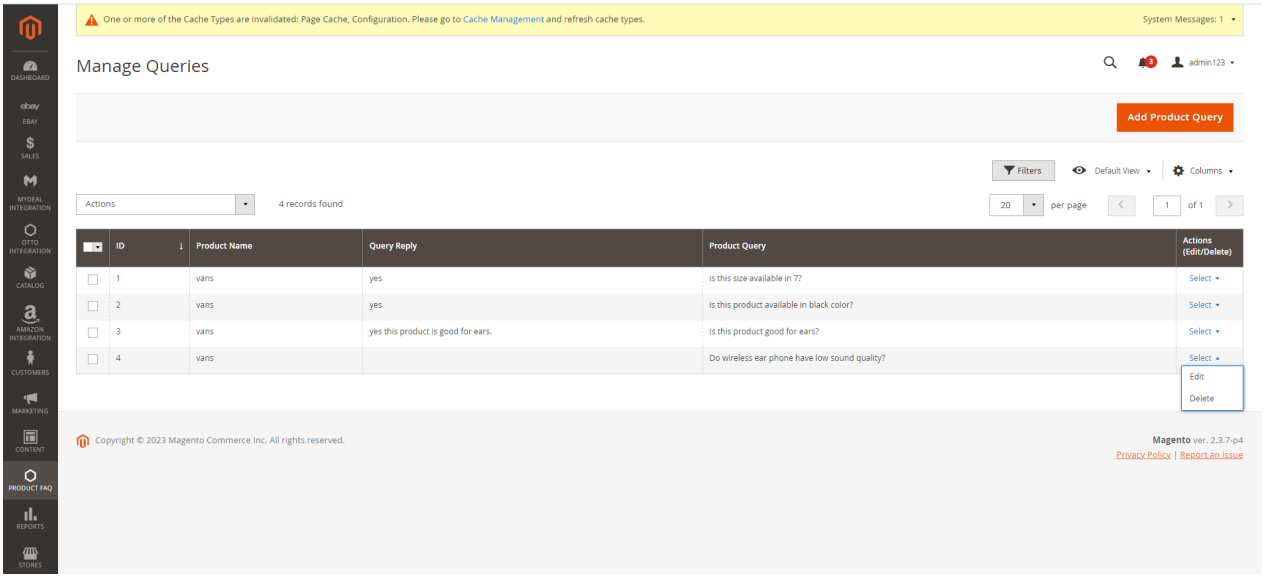


17. A new page opens where you can view your query listed (as shown by arrow).

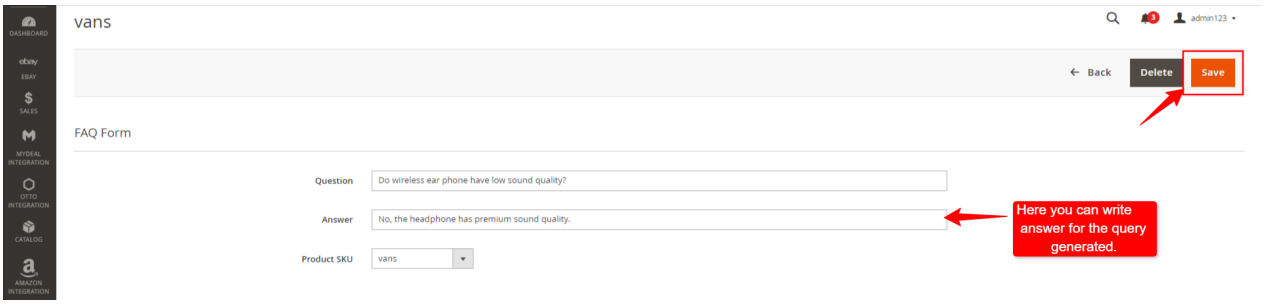


18. On the right side of the generated query, click on the **View** option; a drop-down box will appear with two options: **Edit** and **Delete**.

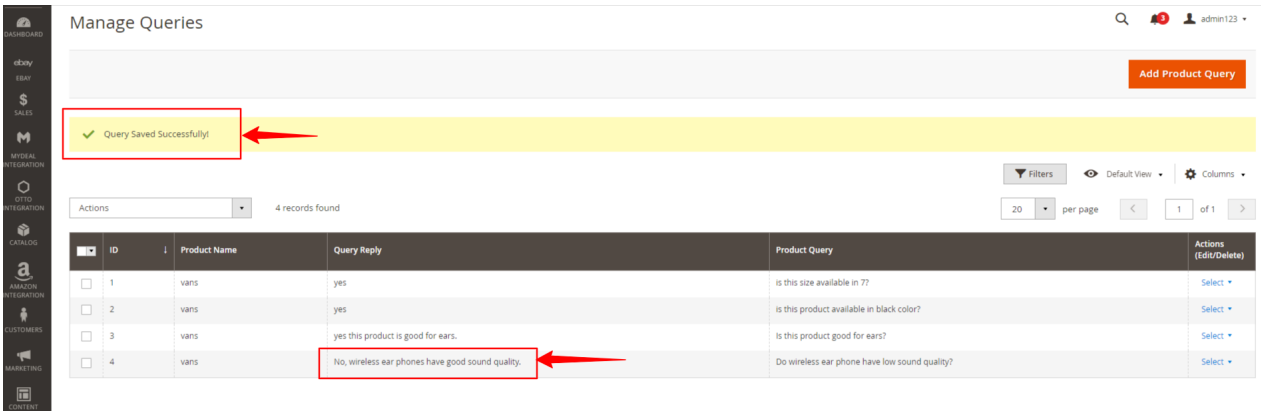
19. Click on **Edit**, and move on to the next page.



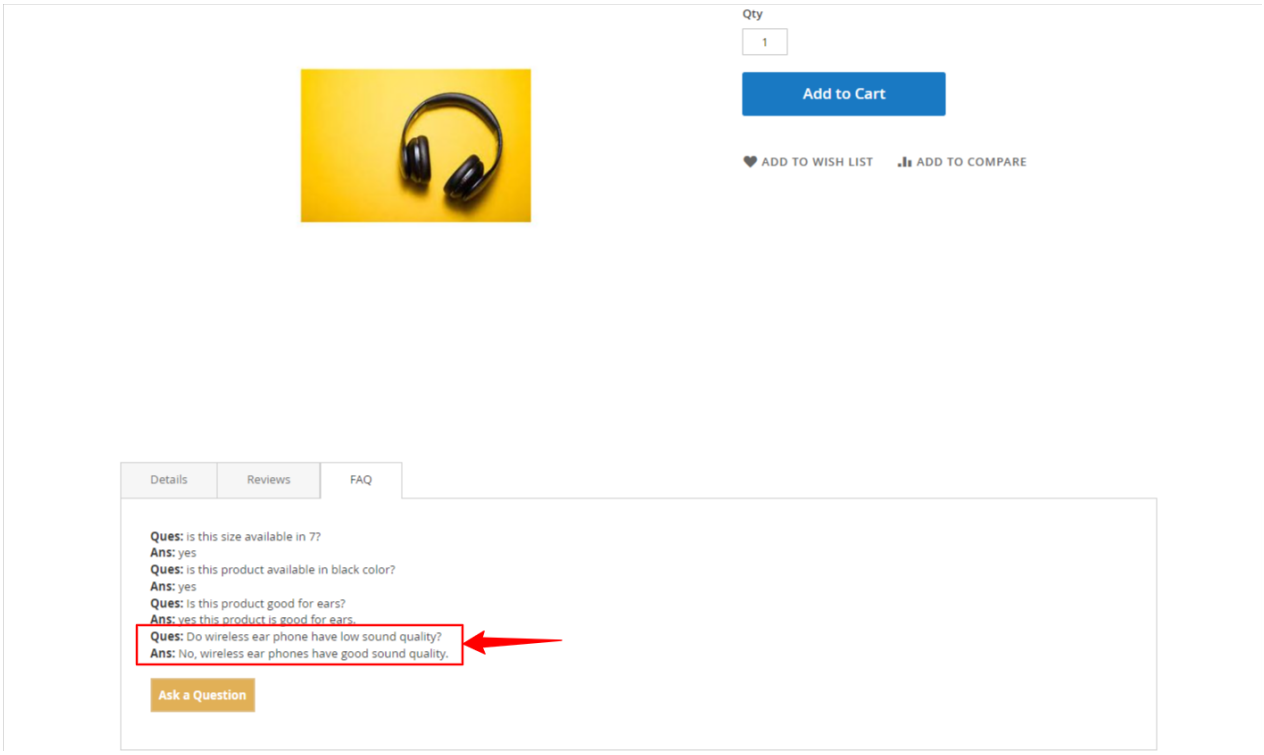
20. An **FAQ Form** will appear write answer to the query, and save your reply by clicking on the **Save** option on the top right side of the page.



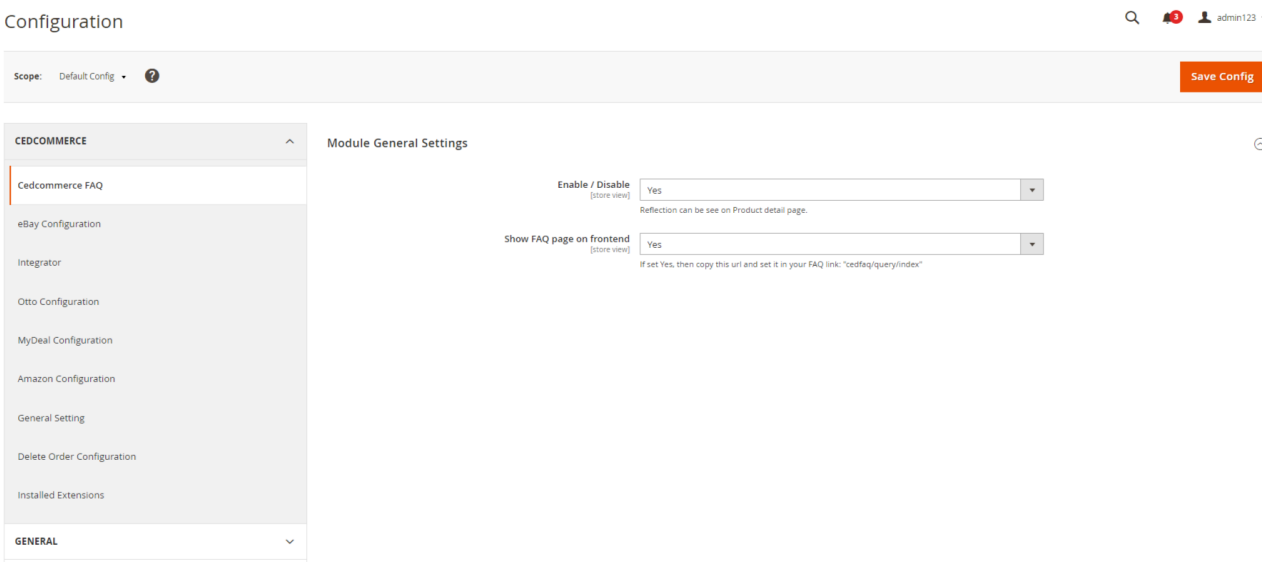
21. Get back to the **Manage Queries** page, here you can view the response to the query with a message "**Query saved successfully**."



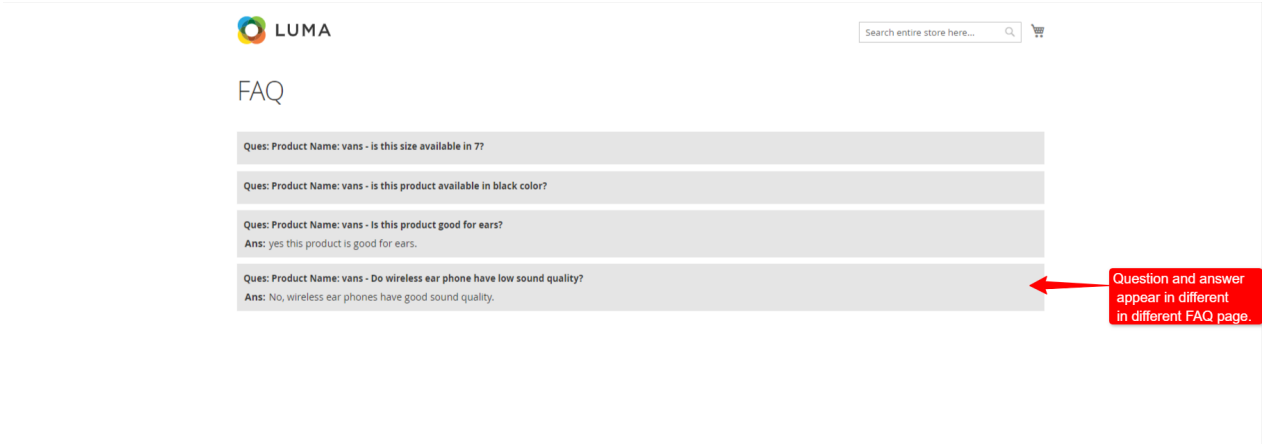
22. Question and answer is successfully posted in the **FAQ section** of the product, enclosed in a square bracket.



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.**"



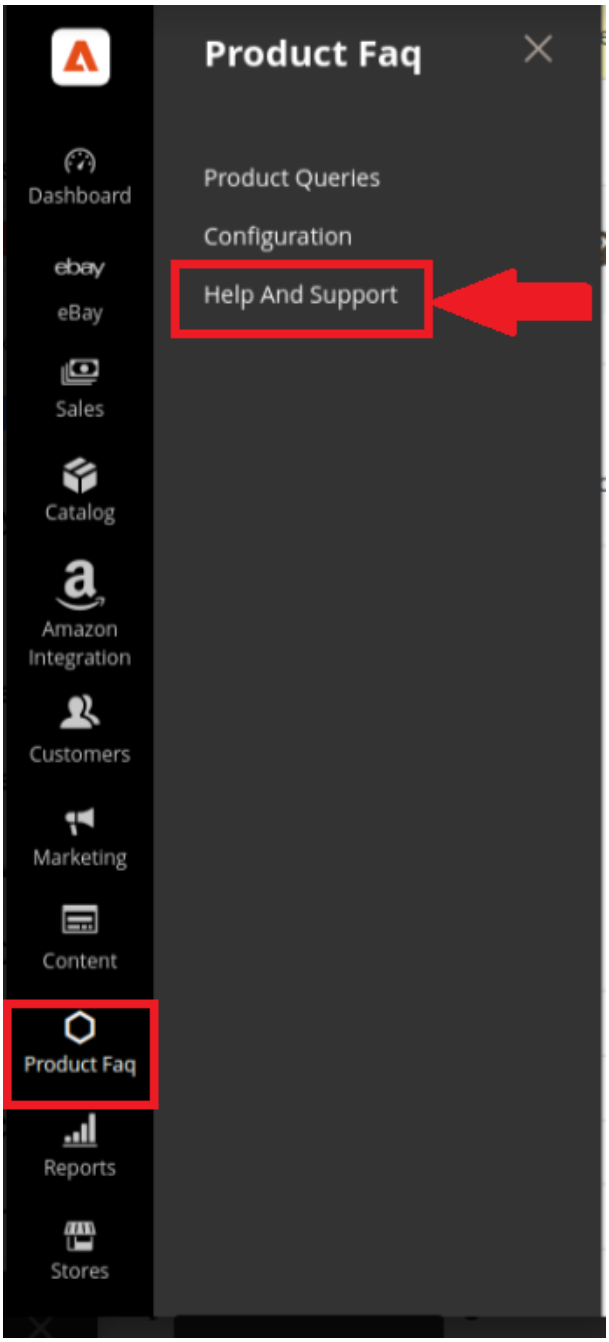
24. The **FAQ link** will create a separate **FAQ page** with all the questions and answers listed in sequence.



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

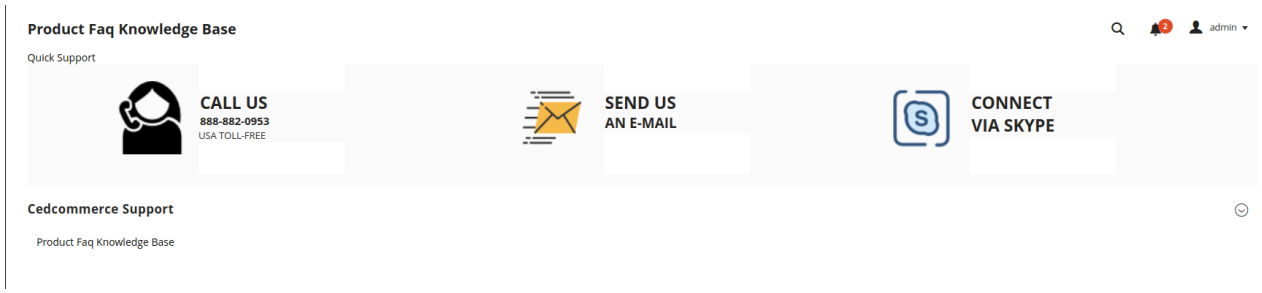
1. Click **CedCommerce Support** and avail help and support from our competent team.
2. Click **Product FAQ Extension Knowledge Base** and you will be navigated to our product page

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:



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 **24×7** with our team.