



[FAQ – Magento 2](#)

[USER MANUAL](#)

Supported Version: 2.0, 2.1, 2.2, 2.3

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## **Preface:**

- Today customers have numbers of questions on products or stores.
- Mageants provides an extension which allows you to display number of questions to answer as a frequently asked questions in front.
- The advantage of this extension is that admin can post FAQs category wise and the Ajax system saves the time of page rendering.
- The faster Ajax system used in FAQs search and pagination system which allows customers to search faster.
- Admin also can display promotional cms block in the front page of FAQ.

## Installation:

There are two ways of installing extension in magento2.

- 1) Using COMMAND LINE.
- 2) Manually install extension.

**Option 1:** Magento 2 install extension using COMMAND LINE (Recommended).

Follow below steps to install extension from the command line.

**Step 1:** Download the extension and unzip it.

**Step 2:** Upload it to code directory in your magento installation's app directory.  
If code directory does not exists then create.

**Step 3:** Disable the cache under System → Cache Management.

**Step 4:** Enter the following at the command line:  
php bin/magento setup:upgrade  
php bin/magento setup:static-content:deploy

**Step 5:** Once you complete above steps log out and log in back to the admin panel and switch to Stores → Configuration → Mageants → FAQ.  
The module will be displayed in the admin panel.

**Option 2:** Magento 2 install extension manually.

**Step 1:** Download the extension and unzip it.

**Step 2:** Upload it to code directory in your magento installation's app directory. If code directory does not exist then create.

**Step 3:** Disable the cache under System → Cache Management Edit app/etc/config.php file and add one line code: 'Mageants\_FAQ' → 1

**Step 4:** Disable the cache under System → Cache Management

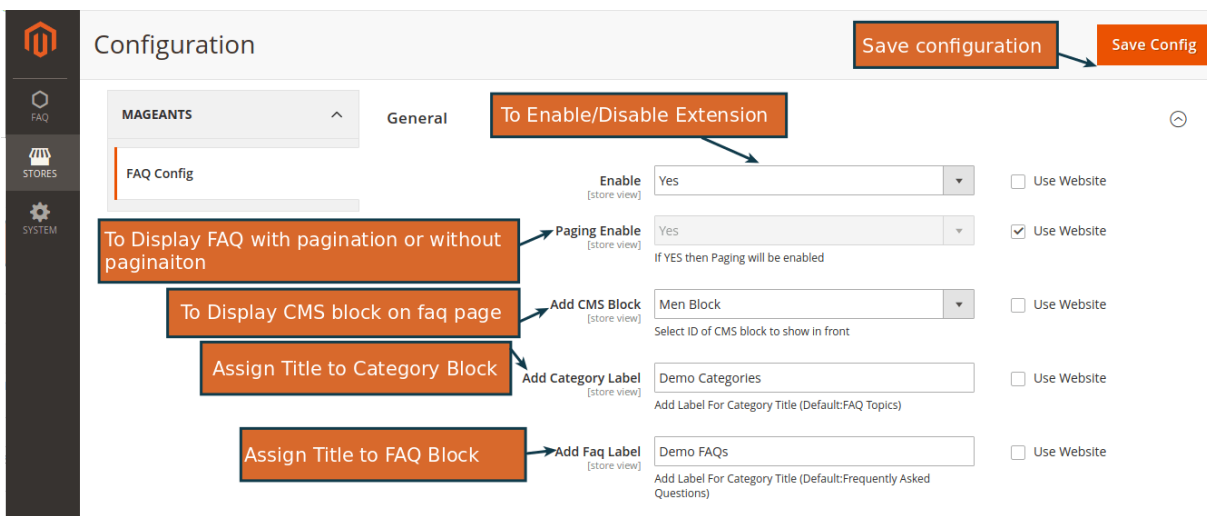
**Step 5:** Once you complete above steps log out and log in back to the admin panel and switch to Stores → Configuration → Mageants → FAQ, the module will be displayed in the admin panel.

## Backend Example

After Installation of Extension login to magento admin panel to set configuration of the extension.

## Extension Configuration

As per below screen shot you can set all the settings here.



Configuration

MAGEANTS

General

To Enable/Disable Extension

Enable [store view] Yes  Use Website

Paging Enable [store view] Yes  Use Website  
If YES then Paging will be enabled

To Display FAQ with pagination or without pagination

Add CMS Block [store view] Men Block  Use Website  
Select ID of CMS block to show in front

To Display CMS block on faq page

Assign Title to Category Block

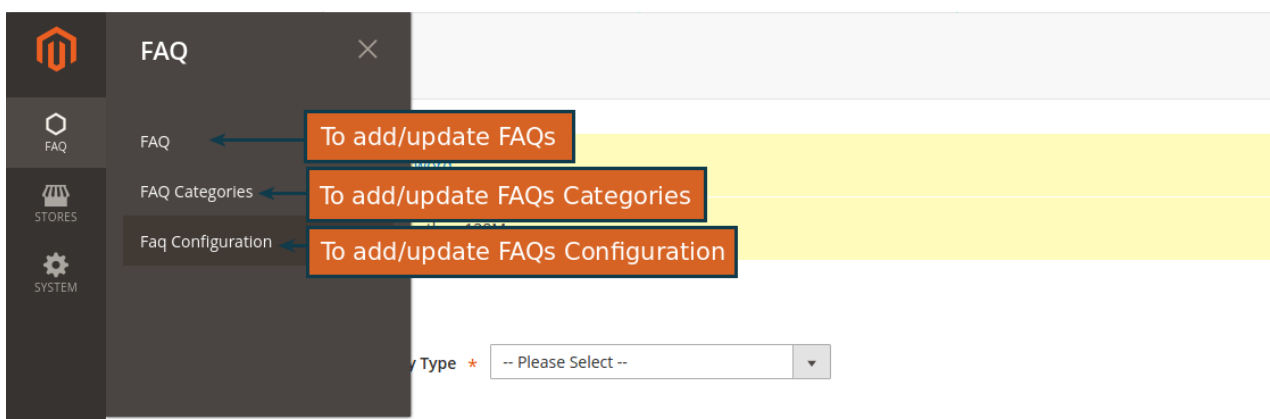
Add Category Label [store view] Demo Categories  Use Website  
Add Label For Category Title (Default:FAQ Topics)

Assign Title to FAQ Block

Add Faq Label [store view] Demo FAQs  Use Website  
Add Label For Category Title (Default:Frequently Asked Questions)

Save configuration Save Config

## Extension menu and submenu To manage FAQ here



FAQ

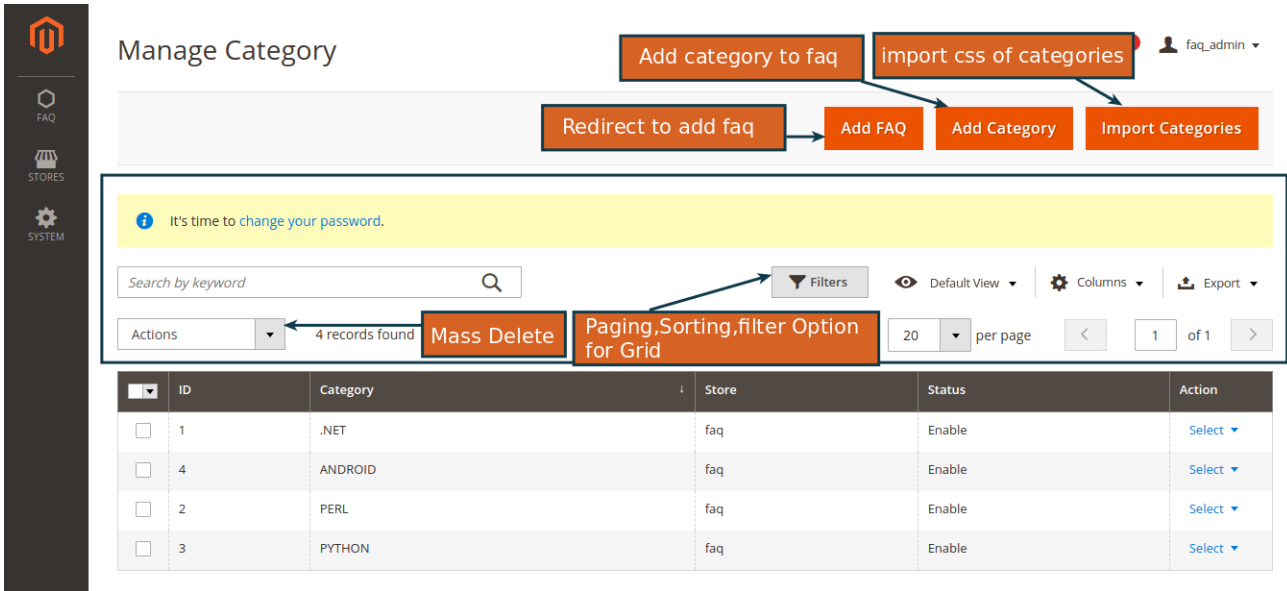
To add/update FAQs

To add/update FAQs Categories

To add/update FAQs Configuration

Type \* -- Please Select --

## Manage Category



Manage Category

faq\_admin

Add category to faq import css of categories

Redirect to add faq Add FAQ Add Category Import Categories

It's time to change your password.

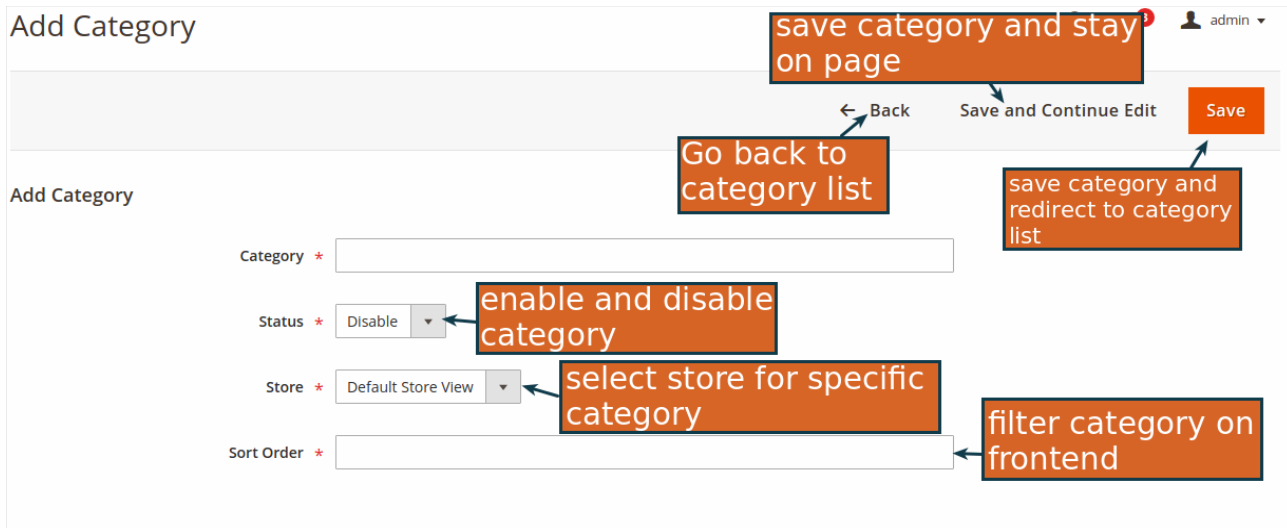
Search by keyword

Filters Default View Columns Export

Actions 4 records found Mass Delete Paging, Sorting, filter Option for Grid 20 per page 1 of 1

| ID | Category | Store | Status | Action |
|----|----------|-------|--------|--------|
| 1  | .NET     | faq   | Enable | Select |
| 4  | ANDROID  | faq   | Enable | Select |
| 2  | PERL     | faq   | Enable | Select |
| 3  | PYTHON   | faq   | Enable | Select |

## Add category



Add Category

admin

save category and stay on page

Back Save and Continue Edit Save

Add Category

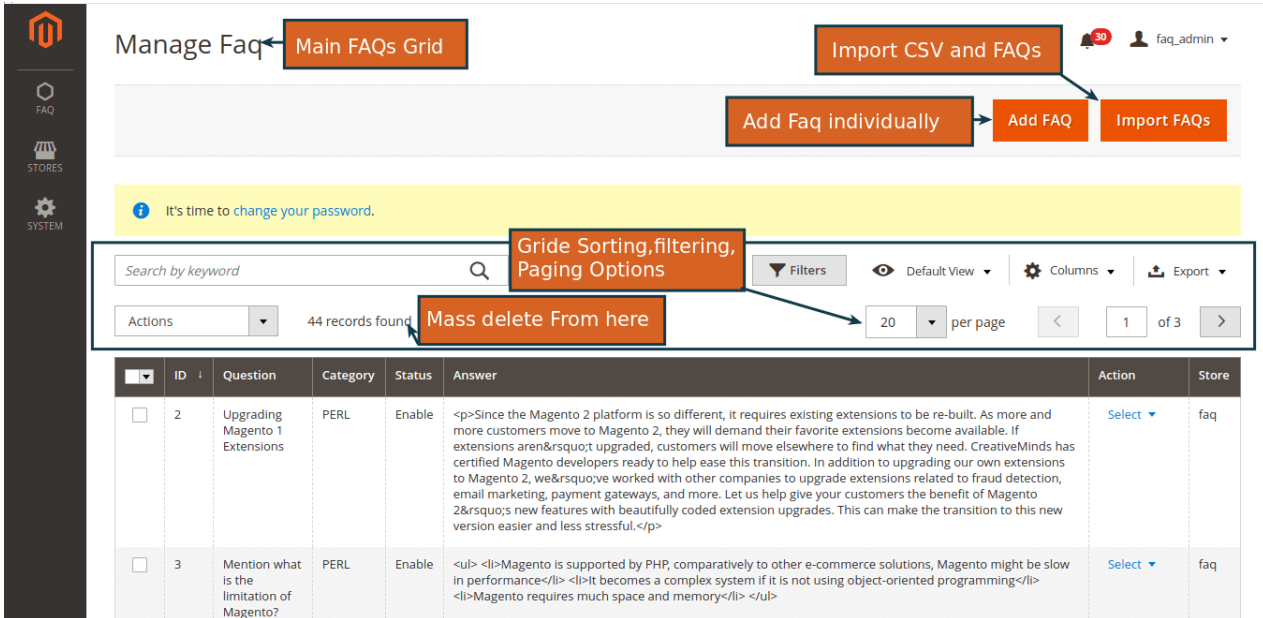
Category \*

Status \* Disable enable and disable category

Store \* Default Store View select store for specific category

Sort Order \* filter category on frontend

## Manage Faq



**Manage Faq** ← Main FAQs Grid

Import CSV and FAQs

Add Faq individually → Add FAQ → Import FAQs

It's time to change your password.

Grid Sorting, filtering, Paging Options

Search by keyword

Filters

Default View

Columns

Export

Actions

44 records found

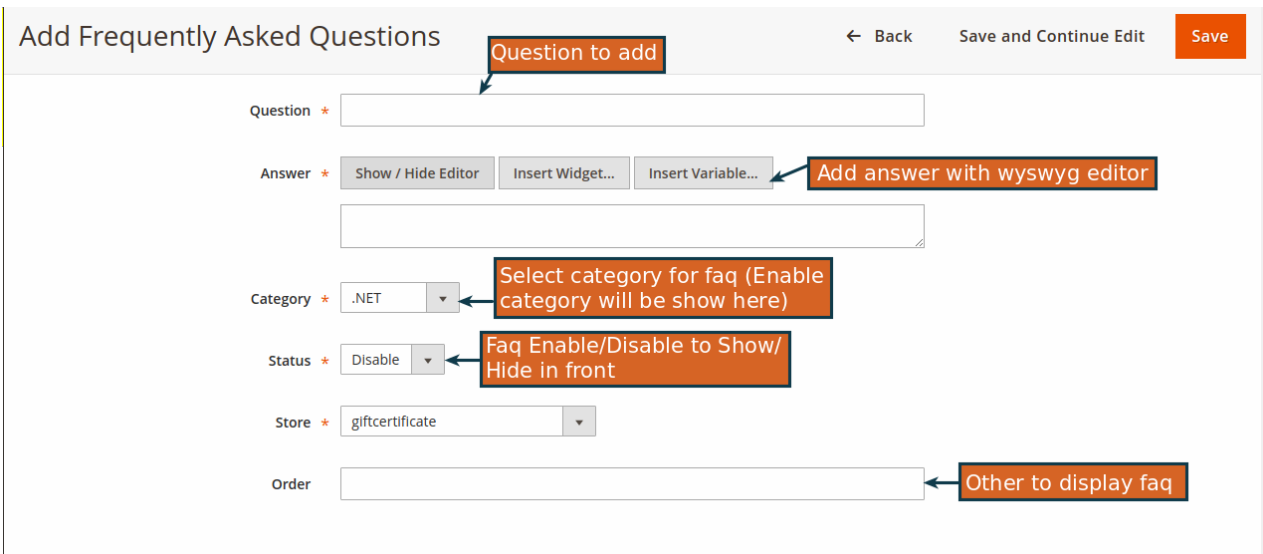
Mass delete From here

20 per page

1 of 3

| <input type="checkbox"/> | ID | Question                                   | Category | Status | Answer  | Action | Store |
|--------------------------|----|--|----------|--------|---|--------|-------|
| <input type="checkbox"/> | 2  | Upgrading Magento 1 Extensions             | PERL     | Enable | <p>Since the Magento 2 platform is so different, it requires existing extensions to be re-built. As more and more customers move to Magento 2, they will demand their favorite extensions become available. If extensions aren't upgraded, customers will move elsewhere to find what they need. CreativeMinds has certified Magento developers ready to help ease this transition. In addition to upgrading our own extensions to Magento 2, we've worked with other companies to upgrade extensions related to fraud detection, email marketing, payment gateways, and more. Let us help give your customers the benefit of Magento 2's new features with beautifully coded extension upgrades. This can make the transition to this new version easier and less stressful.</p> | Select | faq   |
| <input type="checkbox"/> | 3  | Mention what is the limitation of Magento? | PERL     | Enable | <ul><li>Magento is supported by PHP, comparatively to other e-commerce solutions, Magento might be slow in performance</li><li>It becomes a complex system if it is not using object-oriented programming</li></ul>   | Select | faq   |

## Add new faq



Add Frequently Asked Questions

← Back Save and Continue Edit Save

Question to add

Question \*

Answer \* Show / Hide Editor Insert Widget... Insert Variable... Add answer with wyswyg editor

Category \* .NET Select category for faq (Enable category will be show here)

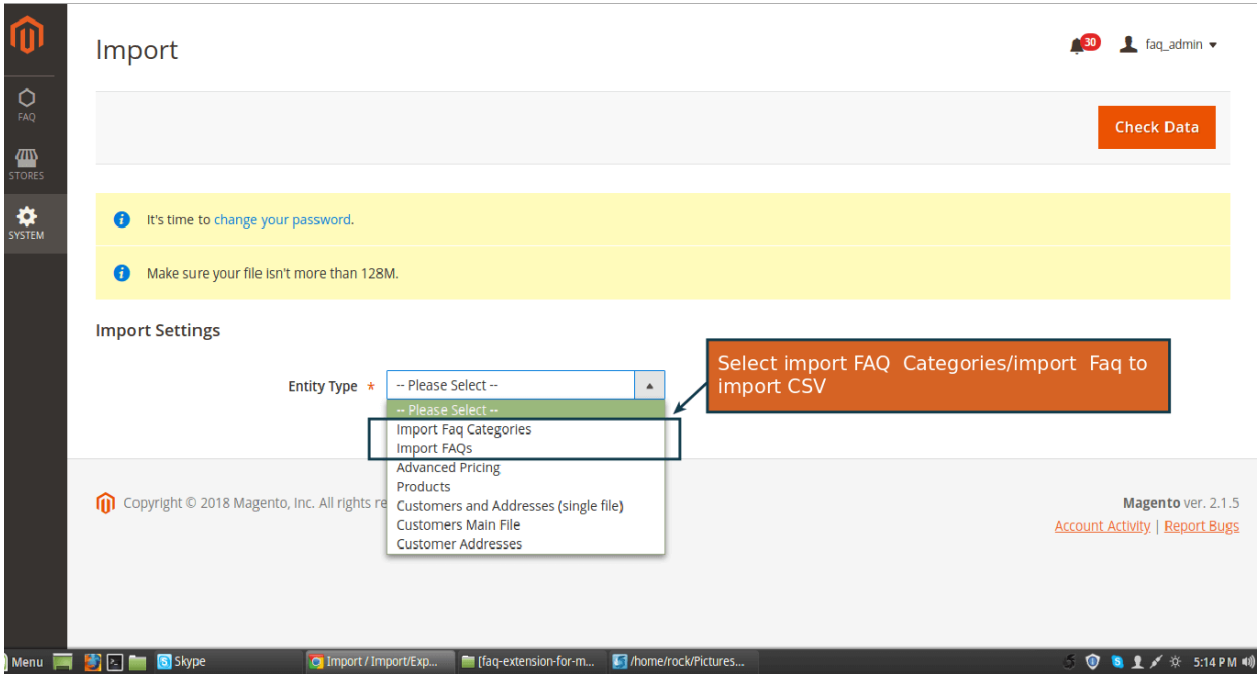
Status \* Disable Faq Enable/Disable to Show/Hide in front

Store \* giftcertificate

Order Other to display faq

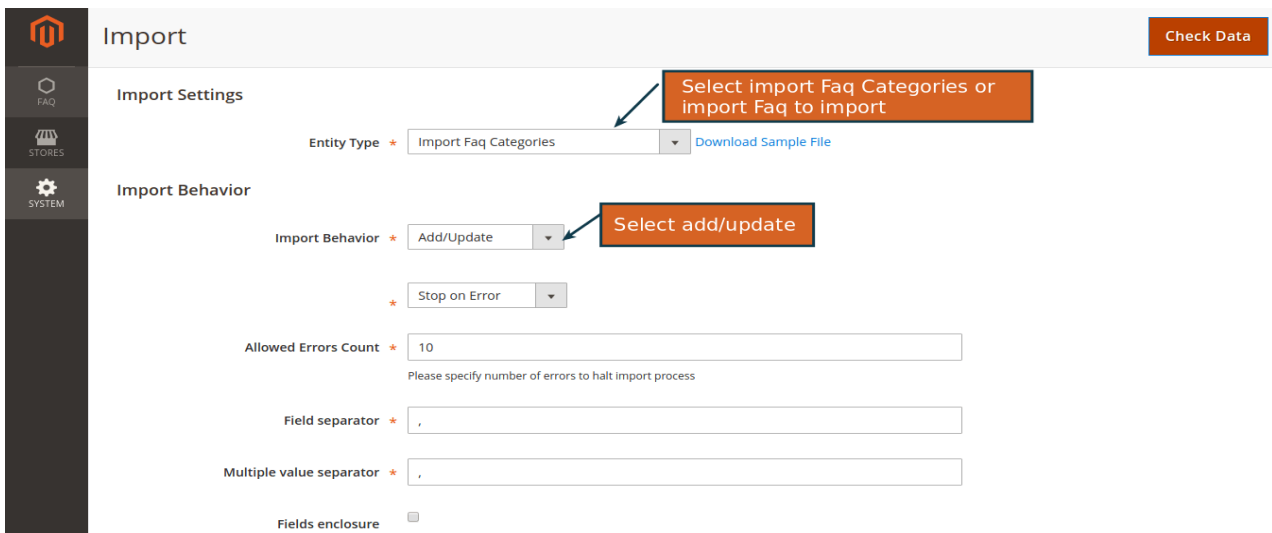


## Import Faq



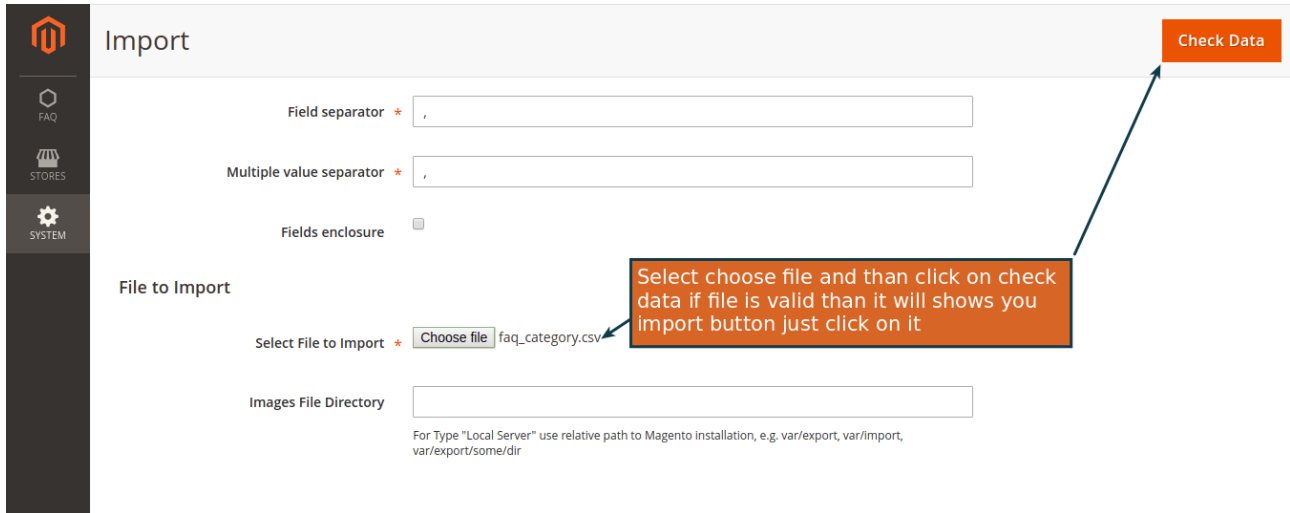
The screenshot shows the 'Import' page for the 'FAQ' entity. The 'Entity Type' dropdown menu is open, showing options: 'Import Faq Categories', 'Import FAQs', 'Advanced Pricing', 'Products', 'Customers and Addresses (single file)', 'Customers Main File', and 'Customer Addresses'. An orange callout box points to the first two options with the text: 'Select import FAQ Categories/import Faq to import CSV'. The page also features a 'Check Data' button, two informational messages, and a sidebar with 'FAQ', 'STORES', and 'SYSTEM' options. The footer includes 'Copyright © 2018 Magento, Inc. All rights reserved' and 'Magento ver. 2.1.5'.

## Import behaviour



The screenshot shows the 'Import Behaviour' settings for the 'FAQ' entity. The 'Entity Type' is set to 'Import Faq Categories', with an orange callout box pointing to it that says 'Select import Faq Categories or import Faq to import'. The 'Import Behavior' dropdown is set to 'Add/Update', with an orange callout box pointing to it that says 'Select add/update'. Other settings include 'Stop on Error' (set to 'Stop on Error'), 'Allowed Errors Count' (set to '10'), 'Field separator' (set to ','), 'Multiple value separator' (set to ','), and 'Fields enclosure' (unchecked).

## Select file and import it



**Import** **Check Data**

Field separator \* ,

Multiple value separator \* ,

Fields enclosure

**File to Import**

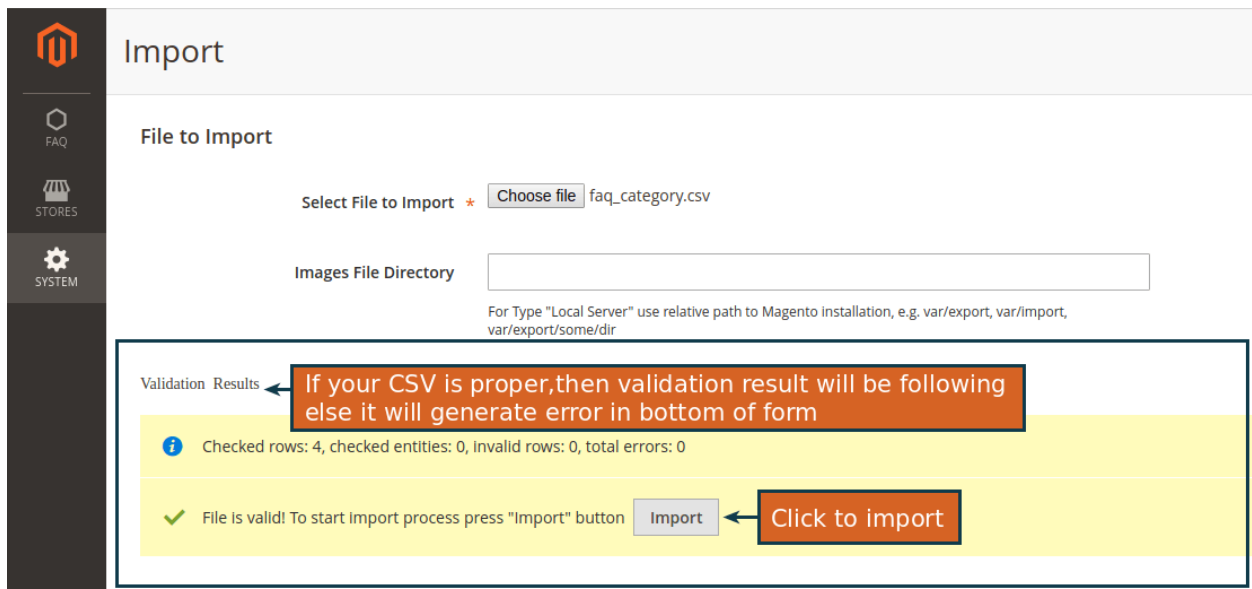
Select File to Import \*  faq\_category.csv

Images File Directory

For Type "Local Server" use relative path to Magento installation, e.g. var/export, var/import, var/export/some/dir

**Select choose file and then click on check data if file is valid than it will shows you import button just click on it**

## Display message after successful import



**Import**

**File to Import**

Select File to Import \*  faq\_category.csv

Images File Directory

For Type "Local Server" use relative path to Magento installation, e.g. var/export, var/import, var/export/some/dir

**Validation Results**

**If your CSV is proper, then validation result will be following else it will generate error in bottom of form**

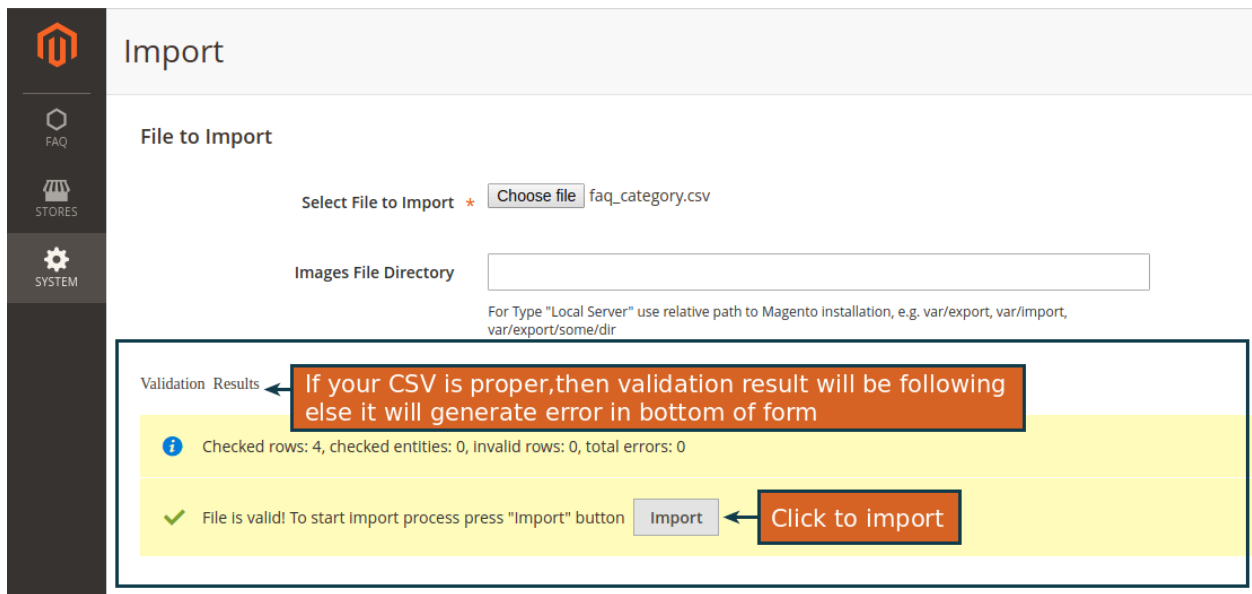
**Checked rows: 4, checked entities: 0, invalid rows: 0, total errors: 0**

**File is valid! To start import process press "Import" button**

**Click to import**

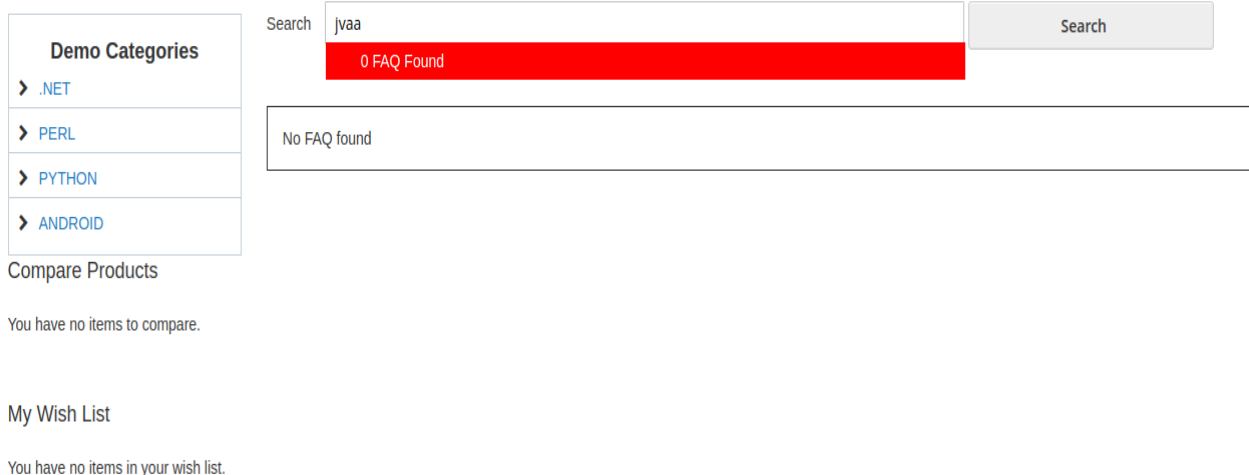
## Frontend Example

### Display on toplink



The screenshot shows the 'Import' section of the MageAnts interface. On the left is a sidebar with icons for 'FAQ', 'STORES', and 'SYSTEM'. The main area is titled 'Import' and contains a 'File to Import' section. A 'Select File to Import' button is followed by a text input containing 'faq\_category.csv'. Below this is an 'Images File Directory' text input field. A note below the field reads: 'For Type "Local Server" use relative path to Magento installation, e.g. var/export, var/import, var/export/some/dir'. A 'Validation Results' section is highlighted with a yellow background. It contains a blue information icon and the text: 'Checked rows: 4, checked entities: 0, invalid rows: 0, total errors: 0'. Below this is a green checkmark icon and the text: 'File is valid! To start import process press "Import" button'. An 'Import' button is visible. A red callout box with white text says: 'If your CSV is proper, then validation result will be following else it will generate error in bottom of form'. Another red callout box with white text says: 'Click to import' with an arrow pointing to the 'Import' button.

## Search result



The screenshot shows a search interface. On the left is a 'Demo Categories' sidebar with links for '.NET', 'PERL', 'PYTHON', and 'ANDROID'. Below the sidebar are sections for 'Compare Products' (with the text 'You have no items to compare.'), 'My Wish List' (with the text 'You have no items in your wish list.'), and a search bar. The search bar contains the text 'java' and a 'Search' button. Below the search bar is a red banner with the text '0 FAQ Found'. Below the banner is a white box with the text 'No FAQ found'.



Performant Magento Extensions

## **Thank you!**

if you have any questions or feature suggestions, please contact us at:  
<https://www.mageants.com/contact>

Your feedback is absolutely welcome!