

## Sigma Solve FAQ Module

FAQ is a most important section of every website. Because before deciding to buy any products in online shop, customers have many questions in mind. It lets your customer to find the answers for most common and frequently asked questions without waiting for help support to respond. This Frequently Asked Questions Extension allows admin to add Question and Answer along with the Category from the admin side which can be displayed on front-end using accordion style.

### **Features:**

- **Backend**
  - Easy to create and manage FAQ items and Categories.
- **Frontend**
  - Question and Answer display category wise.
  - Load more Question/Answer on category wise.

### **STEPS FOR INSTALLATION**

#### **1. Installation**

- Magento FAQ Module installation is super easy you need to copy-paste app and skin folders in Magento root directory.

#### **2. Create/Manage Faq Category**

- Go to admin panel sigmasolve -> Faqs -> Manage Category. Here you can add/edit and manage categories.

#### **3. Create/Manage Faq**

- Go to admin panel sigmasolve -> Faqs -> Manage Faqs. Here you can add/edit and manage Faqs.

#### **4. Configure Faq Settings**

- Go to admin panel sigmasolve -> Faqs -> Setting. Here you can Enable/Disable Module, set default title and set record per page (category wise).

To Install FAQ module follow bellow step:

- **Create/Manage the FAQ settings**

- Add the name of the Module – this shall be displayed on the Frontend
- Define the number of records you wish to show per page
- General Settings allows you to Enable or Disable the Module

- After the above mentioned configurations are done

- Click on Save Config. to save the settings
- Once saved, user can move to step 2 of adding the category.

- **Add/Manage Category**

- Category Information has to be saved as general information for the new category
- Add the name of the category
- Add URL Key
- Enable the status of the category

- Once all done, Save the category OR save and continue to edit.

- After the general category information is saved

- Add Meta information of the saved category

- Add Meta Title, Meta Description and Keywords for the category

**Category Information** Back Reset Save Category Save And Continue Edit

**Add Category**

**Meta Information**

Meta Title

Meta Description

Meta Keywords

**Add Meta Information**

- Save the information and continue to the next step.

- **Managing FAQ categories**

- Users can search categories from here
- Search criteria: Search by Category Name, URL Key, Status, Created Date or updated date.
- New category can be added from this screen

**Manage Faq Categories** Add Category

Page 1 of 1 pages | View 20 per page | Total 2 records found | Export to CSV Export Reset Filter Search Submit

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

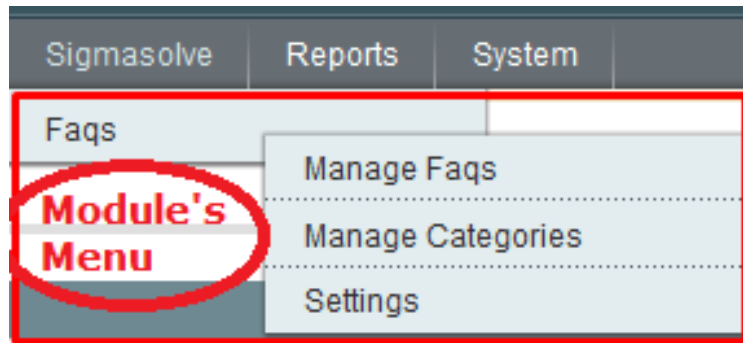
| ID | Category Name     | URL key         | Status  | Created at               | Updated at               | Action |
|----|-------------------|-----------------|---------|--------------------------|--------------------------|--------|
| 2  | Other Frameworks  | other-framework | Enabled | Mar 23, 2017 11:44:56 PM | Mar 24, 2017 12:15:37 AM | Edit   |
| 1  | Magento Questions | mage-que        | Enabled | Mar 16, 2017 10:32:06 PM | Mar 24, 2017 12:13:37 AM | Edit   |

*Note: A red circle highlights the search criteria (Category Name, URL key, Status, Created at, Updated at) with arrows pointing to the text: "User can search via these Fields(enter value on Field's text box)".*

**FAQ Module Main Menu:**

- Manage FAQs
- Manage Categories

- General Settings



- This menu item allow the user to perform different actions on the module items

## Manage FAQs

The screenshot shows the 'Manage FAQs' interface. A red oval highlights the search fields (From, To, Question) with the text 'User can search via these Fields(enter value on Field's text box)'. The interface includes a table with columns for ID, Question, Status, and Action, and buttons for 'Add Faq', 'Export', 'Reset Filter', 'Search', and 'Submit'.

| ID | Question              | Status  | Action |
|----|-----------------------|---------|--------|
| 4  | Other Questios        | Enabled | Edit   |
| 3  | Test Question         | Enabled | Edit   |
| 2  | What is Magento Store | Enabled | Edit   |
| 1  | What is Magento       | Enabled | Edit   |

- By clicking on Manage FAQs, it displays the managing screen
- User can search FAQs and perform the desired actions
- User can edit the details of the FAQ by clicking on Edit button

**Faq Information** Edit '1' Back Reset Delete Faq Save Faq Save And Continue Edit

**General Information**

General information

Question \*

Answer \*

Category \*

Status

Enable or Disable Faq

**Annotations:**

- Delete Faq on Edit Mode
- Save or save & continue with Edit Faq
- Add Question and Answer
- Select Category for this Question/Answer

### Edit FAQs

- Edit FAQ and add questions/answers for the selected FAQ
- Change category from the category drop down
- Delete the FAQ or Save the FAQ as required.