F.A.Q for Magento 2
User Guide
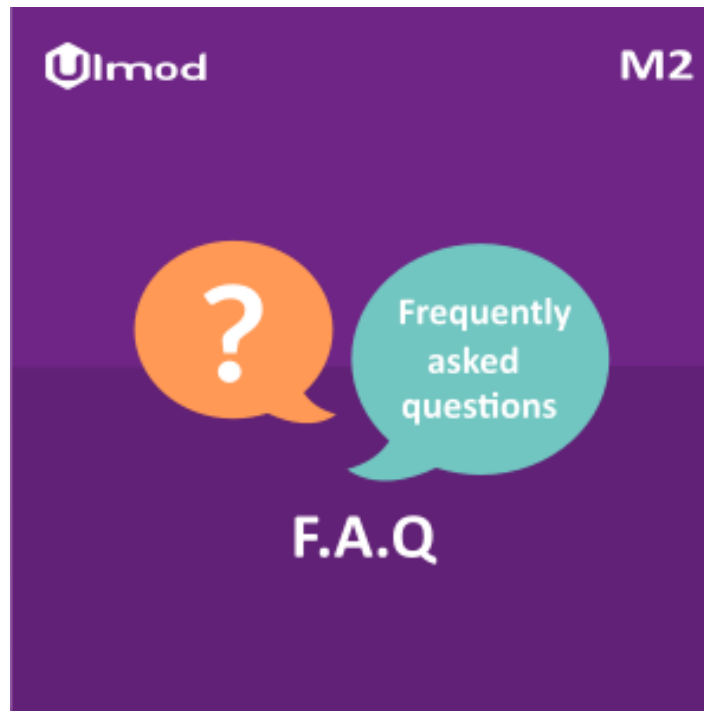
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1. Faqs Configuration

Once you are finished with installing the extension it is time to proceed to your Magento 2 backend to finalize the Faqs setup.

Before creating your first Faq we suggest running through the Faqs extension settings and other options available to adjust the Faqs look and behaviour. This will help in better understanding of how the extension functions and what can you expect your frequently asked questions to look and feel like.

Ulmod

Stores ✕

Settings

All Stores

Configuration

Terms and Conditions

Order Status

Taxes

Tax Rules

Tax Zones and Rates

Currency

Currency Rates

Currency Symbols

Attributes

Product

Attribute Set

Rating

Reload Data

disabled. To enable the chart, click here.

| | Tax | Shipping | Quantity |

To access the configuration settings for this extension, go to
Stores > Configuration > Ulmod Extensions > Faqs.

Quantity

Track Tote — $32.00 — 4

essenger Bag — $45.00 — 4

oulder Tote — $24.00 — 2

Fitness IV — $14.00 — 1

Weather Tank-L-Gray — $22.00 — 1

1.1. Accessing the Extension Main Settings

From here, you can manage all the main extension settings.
Just select the tab you want to configure, and tweak its features as you need.

Configuration

Save Config

GENERAL ⌄

CATALOG ⌄

CUSTOMERS ⌄

SALES ⌄

SERVICES ⌄

ULMOD EXTENSIONS ⌃

Faqs

ADVANCED ⌄

Faqs Information ⌄

Faqs Index Page ⌄

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Permalink Settings ⌄

Social ⌄

1.2. Faq Index Page

Configuration

🔍 🔔 👤 m2demo ▼

Store View: Default Config ▼ ❓   **Save Config**

> Optimize the Faqs for search engines by adding well-thought meta title, keywords, and description.

GENERAL ⌄

CATALOG ⌄

CUSTOMERS ⌄

SALES ⌄

SERVICES ⌄

Ⓤ ULMOD EXTENSIONS ⌃

Faqs

ADVANCED ⌄

Faqs Information ⌄

Faqs Index Page ⌃

Title
[store view]   `Faqs`

Meta Keywords
[store view]   `Faqs keword`

Meta Description
[store view]   `Faqs meta desc`

Ⓤlmod

1.3. Faq List and Faq View

Configuration

CUSTOMERS ⌄

SALES ⌄

SERVICES ⌄

🔶 **ULMOD EXTENSIONS** ⌃

Faqs ⌃

ADVANCED ⌄

Save Config

Faq List ⌃

Specify the number of faqs to display in faq list page.

Set **Enabled Ask Questions Form On List Page ?** option to '**Yes**' to display the ask question form in faq list page (so customers or visitors will ask question on faq list page if they didn't found the answer of their question) or to '**No**' to disable this functionality.

Faqs Per Page
[store view]
`5`

Enabled Ask Questions Form On List Page ?
[store view]
`Yes`

Faq View ⌃

Enabled Ask Questions Form On View Page?
[store view]
`Yes`

Set **Enabled Ask Questions Form On View Page ?** option to '**Yes**' to display the ask question form in faq view page (so customers or visitors will ask question on faq view page if they didn't found the answer of their question) or to '**No**' to disable this functionality.

1.4. Ask Questions Notifications

Set **Enable Question Notification** option to **'Yes'** to enable ask questions notification or to **'No'** to disable this functionality .

Choose the **Email Template** for notification.

Specify the **Admin Email ID** to which email will be delivered

Configuration

SERVICES

ULMOD EXTENSIONS

Faqs

Ask Questions Notifications

Enable Question Notification [store view]	Yes
Question Email Template [store view]	Ulmod Faq Questions Notifications (Default)
Admin Email ID [store view]	test@gmail.com
Bcc Email ID (Admins/Users) [store view]	example@gmail.com
Email Sender Name [store view]	Ulmod Tech
Email Sender Email [store view]	hello@ulmod.com
Success Message for Customer [store view]	Your question has been submitted successfully.
Error Message for Customer [store view]	We can't process your request right now. Sorry, that's

Specify the **Bcc Email ID**, more than one email id allowed, separate email ids by comma(,).

Define the **Email Sender Name** .

Define the **Email Sender Email.**

Define the **Success Message for Customer**. The message displayed after successfully submitted question .

Define the Error **Message for Customer.** The message displayed in case of error after submitted question.

1.5. Sidebar(Categories and Rss Feed)

Configuration

Save Config

Faqs

ADVANCED

Sidebar

⊙ **Categories**

Set **Enabled** option to **'Yes'** to enable Categories in sidebar or to **'No'** to disable this functionality .

Specify the **Sort order** of categories block in sidebar.

Enabled
[store view]   Yes

Sort Order
[store view]   10

⊙ **Rss Feed**

Set **Enabled** option to 'Yes' to enable RSS Feed in sidebar or to 'No' to disable this functionality .

Specify the sort order of RSS Feed in sidebar.

Specify the **Title** and Description of the Faqs Feed.

Enabled
[store view]   Yes

Sort Order
[store view]   20

Feed Title
[store view]   Demo Feed Title

Feed Description
[store view]   Demo Feed Description

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1.6. Widget (Recent Faqs Widget)

Set **Enabled** option to 'Yes' to enable Recent Faqs Widget in order to display recent faqs on any page
or to 'No' to disable this functionality .

Specify the number of recent faq to display on specified page.

To Create the recent faq widget go to **Content → Element → Widgets** , hit **'Add Widget'** , on settings tab, choose **'Ulmod Recent/Newest Faqs'** widget type and complete the needed settings to create the widget. The recent faqs will be displayed on specified page(s).

Configuration

Save Config

ADVANCED ⌄

Widget

⌃ **Recent Faqs Widget**

| Enabled | Yes |
| [store view] | |

| Faqs Number | 4 |
| [store view] | |

1.7. Permalink and Social

Configuration

Permalinks are the permanent URLs to your individual faqs, faq, category and search.

Save Config

Permalink Settings

Choose Permalink Type :
• 'Default' to use the longest url possible.
• 'Short' to use the shortest url possible
Specify the Faqs, Faq, Category, Search Route for the accessibility.

Permalink Type
[store view]
Short: mystore.com/{faqs_route}/faq-title/

Faqs Route
[store view]
faqs

E.g.: "faqs" will make the faqs accessible from mystore.com/faqs/

Social

AddThis Enabled?
[store view]
Yes

If Yes, addthis social sharing tool will be shown on faq view page.

AddThis ID (optional)
[store view]
ra-5847bbb20dbe181d

Please, specify your addthis publisher ID (pubid), if you wish use your addthis settings (optional).

Set **AddThis Enabled** option to 'Yes' to display the addthis social sharing tool in faq view page or to 'No' to disable this functionality.

AddThis ID – Specify your addthis pubid , if you wish to use your addthis settings (optional).

2. Faqs Management

Categories

Categories are aimed to help readers easier navigate in your faqs and find the necessary faq faster. To view, edit and create categories, please go to **Content → FAQ by Ulmod → Categories.** You can view the current faqs categories with their main parameters on the grid. You can use the 'Edit' action to make the needed changes or click the 'Add New Category' button to create a category.

FAQ

Reach features of the extension allow you to create faq adding question, author name and profile, short and full answer, urls and much more.

To view, edit and create faq, please go to **Content → FAQ by Ulmod → FAQ**. A convenient grid displays all your frequently asked questions. Discover mass actions to manage faqs faster.

To create new faq, please click the **'Add New Faq'** button in the upper right corner of the page.

Questions

Let store visitors ask questions right from faq list and view pages, with a handy question form. Show an additional "Ask a Question" link on faq list and view page to help customers quickly find and fill in the question form.

All questions asked by visitors or customers are displayed on the backend. To view, complete, reject, delete or edit them, please go to **Content → FAQ by Ulmod → Questions**. To create new question on behalf of customer, please click the **'Add New Question'** button in the upper right corner of the page.

To create a new category, hit the **Add New Category** button.

Manage Category

Add New Category

Search   **Reset Filter**

| Actions ▲ | 7 records found | | 20 ▼ per page | | < | 1 | of 1 | > |

Actions
Enable
Disable
Delete

		Title	URL Key	Store View	Status
				All Store Views ▼	▼
☐	1	General Questions	general-questions	All Store Views	ENABLED
☐	2	Order	order	All Store Views	ENABLED
☐	3	Payment	payment	All Store Views	ENABLED
☐	4	Shipping and Delivery	shipping-and-delivery	All Store Views	ENABLED
☐	5				ENABLED
☐	6				ENABLED
☐	7				ENABLED

On this convenient grid , you can manage all your categories :
• 'Add New Category '
• 'Edit the existing ones or delete the categories you no longer need.'
• ' Mass enable/disable /delete the selected categories'

2.1.1. Edit Category : Information

General Questions

← Back   Delete   Reset   Save and Continue Edit   **Save**

CATEGORY INFORMATION

Category Information

Meta Data

Category Information

Category Title *   General Questions

Status *   Enabled ▾

URL Key   general-questions

Relative to Web Site Base URL

Store View *   All Store Views ❓

     Main Website

       French Store

         French Store View

       German Store

         German Store View

       Main Website Store

         Default Store View

Parent Category   Please select

Position   1

Category Title - Specify the category title.

Status - enable or disable the category

URL Key – specify the url key or leave empty to generate it from the category title.

Store view - Select the store view of the category.

Parent category - Select the parent category of the current one.

Position - Specify the position or sort order of the category in frontend. .

2.1.2. Edit Category : Meta Data

General Questions

← Back   Delete   Reset   Save and Continue Edit   Save

CATEGORY INFORMATION

Category Information

Meta Data

Meta Data

Meta Title   General Questions

Meta Keywords   General Questions

Meta Description   General Questions

Meta Title - Specify the meta title of the category

Meta Keywords - Write keywords and phrases by which visitors can find the faq category in search engines.

Meta Description - Add a brief description of the topics, which are covered in all faq of the category.

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To create a new faq, hit the **Add New Faq** button.

Manage Faq

Add New Faq

Search   Reset Filter

| Actions ▼ | 8 records found | | | 20 ▼ per page | ‹ | 1 | of 1 | › |

☐ ▼	ID	Question	URL Key	Store View	Created	Modified ↑	Status
Any ▼				All Store ▼	From 📅	From 📅	▼
					To 📅	To 📅	
☐	7	here are many variations of passages of Lorem Ipsum available, but the majority have suffered.	here-are-many-variations-of-passages-of-lorem-ipsum-available-but-the-majority-have-suffered-alterat	All Store Views	Sep 28, 2016 4:11:01 PM	Jan 22, 2017 10:49:58 AM	ENABLED
☐	8	Contrary to popular belief, Lorem Ipsum is not simply random text.	contrary-to-popular-belief-lorem-ipsum-is-not-simply-random-text-it-has-roots-in-a-piece-of-classica	All Store Views	Sep 28, 2016 4:12:58 PM	Dec 25, 2016 9:45:28 AM	ENABLED
☐	6	How do I unsubscribe from the newsletter?	how-do-i-unsubscribe-from-the-newsletter	All Store	Sep 28, 2016 7:26:20 AM	Dec 25, 2016 9:43:59 AM	ENABLED
☐	5	I do h			Sep 28, 2016 7:24:51 AM	Dec 25, 2016 9:43:42 AM	ENABLED

On this convenient grid , you can manage all your faqs :
• 'Add New Faq '
• 'Edit the existing ones or delete the faqs you no longer need.'
• ' Mass enable/disable /delete the selected faqs'

← Back   Delete   Reset   Save and Continue Edit   **Save**

FAQ INFORMATION

Faq Information ✏

Meta Data

Faq Information

Faq question *   here are many variations of passages of Lorem Ipsum available, but the ma

Author Name   Jason Miller

Author Profile   https://plus.google.com/109412257237874861202

Please enter a valid url for Author profile ,Example: https://plus.google.com/109412257237874861202

Faq Short Answer *   Show / Hide Editor

here are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly believable. If you are going to use a passage of Lorem Ipsum, you

Faq answer *   Show / Hide Editor

here are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly believable. If you are going to use a passage of Lorem Ipsum, you here are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly believable. If you are going to use a passage of Lorem Ipsum, you

Faq Question - Specify the question to display on faq list and view page.

Author Name - Specify the author name of the created faq.

Author Profile - Specify the author profile of the created faq.

Faq Short Answer - Specify the short answer of the question to display in faq list page.

Faq Answer - Specify the full answer of the question to display in faq view page.

2.2.1. Edit Faq : Information

URL Key

here-are-many-variations-of-passages-of-lorem-ipsum-available-but-the-ma

Relative to Web Site Base URL

Store View *

- All Store Views
- **Main Website**
  - **French Store**
    - French Store View
  - **German Store**
    - German Store View
  - **Main Website Store**
    - Default Store View

URL Key - Specify the url key of the faq or leave empty to generate it from question.

Store view – Select the store view from which the faq will be published.

Categories – Choose the faq categories .

Status - enable or disable the faq.

Publish At – The faq will automatically be published at the time that you define in *Publish At* field .

Categories

Please select

- --- Voucher
- Newsletter
- General Questions
- --- Policy
- Order
- Payment
- Shipping and Delivery

Status * Enabled

Publish At 9/28/16

2.2.2 Edit Faq : Meta Data

Save   ← Back   Delete   Reset   **Save and Continue Edit**   **Save**

FAQ INFORMATION

Faq Information ✎

Meta Data ✎

Meta Data

Title

here are many variations of passages

Keywords

variations

Description

here are many variations of passages of Lorem Ipsum available, but the majority have suffered.

Meta Title - Specify the meta title of the faq

Meta Keywords - Write keywords and phrases by which visitors can find the faq in search engines.

Meta Description - Add a brief description of the faq.

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To create a new faq, hit the **Add New Faq** button.

Questions

Add New Question

Search by keyword 🔍

Filters | 👁 Default View ▾ | ⚙ Columns ▾

Actions ▲ | 2 records found

20 ▾ per page | ‹ | 1 | of 1 | ›

	Email	Question	Store View	Created Date	Status	Action
Delete						
Pending	js@gmail.com	Can I test an Ulmod extension on a staging site before transferring it to a live one?	All Store Views	2016-12-25 00:00:00	Pending	Select ▾
Completed						
Rejected	bm@gmail.com	What is the license policy? On how many websites can I use Ulmod extensions?	Main Website German Store German Store View	2016-12-25 00:00:00	Pending	Select ▾

On this convenient grid , you can manage all the questions asked in your store :
• 'Add New Question '
• 'Edit the existing ones or delete the questions you no longer need.'
• ' Mass enable/disable /delete the selected questions'

2.3.1. Edit Question : Information

← Back   Delete Question   Save and Continue Edit   **Save Question**

QUESTION INFORMATION

Question Information

General Information

Name *****   Jason

Email *****   js@gmail.com

Source Url   http://demo-m2.ulmodersdev.com/faqs/

The Page where question has been asked

Question *****   Can I test an Ulmod extension on a staging site before transferring it to a live one?

> On the question edit page, you can change the name, email, source url (the page from which question was asked), question content.

Ulmod

2.3.1. Edit Question : Information

← **Back**   **Delete Question**   **Save and Continue Edit**   **Save Question**

Store View *

All Store Views
Main Website
French Store
French Store View
German Store
German Store View
Main Website Store
Default Store View

On the question edit page, you can change the store view, publish date and status

Publish Date   12/25/16

Status *   Pending ▼

3. Support

Need Help?

Ulmod Support team is always ready to assist you, no matter which part of the world you are in. If something does happen and you think you might be experiencing an issue or bug, please contact us via **support@ulmod.com** and we will help you out.

Got Questions ?

Should you have any questions or feature suggestions, please contact us at: **http://ulmod.com/contact/**
Your feedback is absolutely welcome!