



# FME MODULES



## STORE FAQs AND PRODUCT QUESTIONS

PRESTASHOP MODULE

USER GUIDE



## INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors and others of **Store FAQs and Product Questions** Prestashop Module. A step by step instruction has been added to this document to help users to install the module on Prestashop.

As a safe practice always backup your files and database before installing any module on PrestaShop. If you are looking for someone to install the module we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Once you have installed please see the User Guide to help you understand on how to use the module to its full capacity. If you still have questions feel free to contact us on the support platform where you bought this module.

If you have any custom requirements feel free to touch base with us.



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## INSTALLATION INSTRUCTIONS

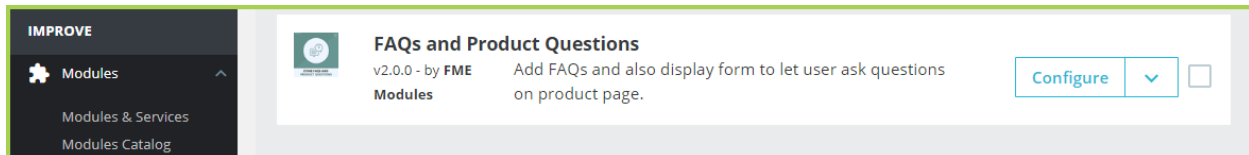
1. Log into **PrestaShop** administration panel, go to **Modules** → Click Add new module
2. Select **faqsandproductquestions.zip** which you downloaded and click upload this Module
3. Scroll down and find **FAQs and Product Questions** and click **Install**.
4. **Clear Cache** in **Advance Parameters** → **Performance**



## USER GUIDE

### HOW TO CONFIGURE THE MODULE

At the back office, go to **Configurations**. You can go there from **IMPROVE > Modules > Modules & Services**. Scroll down the find **FAQs and Product Questions**. Click on **Configure** to continue.



### GENERAL SETTINGS

**GENERAL SETTINGS**

Page Title:  en ▼

META Keywords:  en ▼

META Description:  en ▼

Display Topics:  All  
 Selected  
*Display selected OR all topics on main page*

Number of Questions:

Sort By:  Latest  
 HelpFull  
 Order  
*Sorting option for faqs of main page*

ReCaptcha?:  YES  NO

Google captcha SiteKey:   
[Click to get your Key...](#)

Enable Accordion?:  YES  NO

Enable Like/Unlike?:  YES  NO

Topics Display Type:  Without Icons  
 With Icons  
*Display Topics with or without icons*

Allow Faqs Rating:  All  
 Registered Customers  
 None  
*allow faq rating for customers*



- **Page Title:** Dedicated FAQ page title
- **META Keywords**
- **META Description**
- **Display Topics:** Display selected OR all topics on main page
  - All
  - Selected
- **Number of Questions:** Select the number of questions you want to show
- **Sort By:** Sorting option for FAQs of main page
- **ReCaptcha?:**
- **Google Captcha Site Key:** Enter captcha key her
- **Enable Accordion?:** If enabled accordion style will be applied
- **Enable Like/Unlike?**
- **Topics Display Type:** Display Topics with or without icons
- **Allow FAQs Rating:** Allow FAQs rating for customers



## PRODUCT QUESTIONS SETTINGS

**PRODUCT QUESTIONS SETTINGS**

Enable Product Faqs?  YES  NO

Heading Title  en ▾

Product Faqs Rating?  YES  NO

Enable Accordion?  YES  NO

Sort By  Latest  
 HelpFull  
 Order  
 Position  
*Sorting option for faqs of product page*

Enable Like/Unlike?  YES  NO

Enable Reply/Comments?  YES  NO

Admin Approval Reply?  YES  NO  
*Admin approval needed for replies of faqs*

- **Enable Product FAQs?:** Enable if you want to show FAQs on product page
- **Heading Title:**
- **Product FAQs Rating?:** Allow rating on FAQs
- **Enable Accordion?:** Allow accordion theme
- **Sort By:** Sorting option for FAQs of product page
- **Enable Like/Unlike?**
- **Enable Reply/Comments?**
- **Admin Approval Reply?:** If enabled validation will be put on replies
- **Admin approval needed for replies of FAQs**

## ASK QUESTION SETTINGS




**ASK QUESTION SETTINGS**

Enable?  YES  NO  
enable/disable - ask a question

Reply Button Text  en ▼

Allowed Customers  All  
 Registered Customers  
 None  
allow customers to ask question

 Save


- **Enable:** Enable/Disable - ask a question
- **Reply Button Text**
- **Allowed Customers:** Choose which customers will be able to question
  - All
  - Registered Customers
  - None

**ASK QUESTION SETTINGS**

Enable?  YES  NO  
enable/disable - ask a question

Reply Button Text  en ▼

Allowed Customers  All  
 Registered Customers  
 None  
allow customers to ask question

 Save

## HOME BLOCK SETTINGS

Option to show FAQs on homepage.

- **Enable Block?**




- **Maximum No of FAQs in block**

**HOME BLOCK SETTINGS**

Enable Block?  YES  NO

Maximum No of FAQs in block


 Save

## THEME

- **Select Theme**

**THEME**

Select Theme  Theme 1  Theme 2

 Save

## FAQs BLOCK SETTINGS


- **Enable?**
- **FAQs Search Block?: Allow users to search questions**
- **Maximum No of topics**

**FAQS BLOCK SETTINGS**

Enable?  YES  NO

FAQs Search Block?  YES  NO

Maximum No of topics


 Save

## FAQs E-MAIL SETTINGS


- **E-mail Sender:**



- **Enable Notification For Moderator?**
- **E-mail of FAQ Moderator:** Enter email where you want the notification to come
- **E-mail Subject for Moderator**
- **Enable Notification for Client?**
- **E-mail Subject for Client**

 **FAQS E-MAIL SETTINGS**

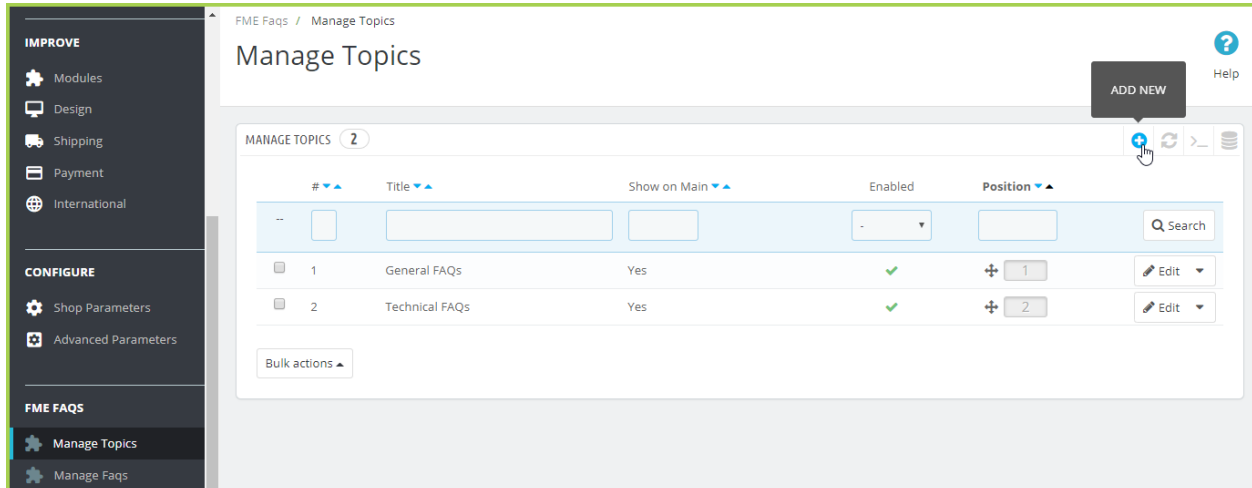
E-mail Sender	<input type="text" value="New Question Posted"/>
Enable Notification For Moderator?	<input checked="" type="radio"/> YES <input type="radio"/> NO
E-mail Of FAQ Moderator	<input type="text" value="support@fmemodules.com"/>
E-mail Subject For Moderator	<input type="text" value="NEW QUESTION POSTED"/>
Enable Notification For Client?	<input checked="" type="radio"/> YES <input type="radio"/> NO
E-mail Subject For Client	<input type="text" value="QUESTION POSTED"/>

 Save



## HOW TO MANAGE TOPICS

At the back office, go to **Manage Topics**. You can go there from **FME FAQs > Manage Topics**. Here you will find the list of all the topics, click on **+** to continue.



Here you will find the following configurations

### FAQS TOPICS

- **Title:** Give title of the topic
- **Icon**
- **Add Picture:** If you want you can also include an image
- **Description:** Enter description for this image
- **Meta title**
- **Meta description**
- **Meta keywords:** To add "tags" click in the field, write something, then press "Enter"
- **Enable**
- **Show on Main**



FAQS TOPICS FAQS TOPICS

Title:  en ▼

Icon: ADD PICTURE

The file must be image.

image file  Choose a file

*Upload Picture or Icon from your computer*

Description:  en ▼

Meta title:  en ▼

Meta description:  en ▼

Meta keywords:  en ▼

*To add "tags" click in the field, write something, then press "Enter"*

Enable: YES NO

Show on Main: YES NO



## HOW TO MANAGE FAQs

At the back office, go to **Manage FAQs**. You can go there from **FME FAQs > Manage FAQs**. Here you will find the list of all the FAQs, click on **+** to continue.

The screenshot displays the 'Manage FAQs' page. The breadcrumb trail is 'FME FAQs / Manage FAQs'. The page title is 'Manage FAQs'. Below the title, there is a 'MANAGE FAQs' header with a count of 4. A table lists the FAQs with the following data:

#	Title	Show on Main	Topic	Enabled	Position	
1	What is Lorem Ipsum?	Yes	General FAQs	✓	1	Edit
2	Where does it come from?	Yes	General FAQs	✓	2	Edit
3	Why do we use it?	Yes	Technical FAQs	✓	2	Edit
4	hello world, how are you all....	Yes	General FAQs	✓	2	Edit

At the bottom of the table, there is a 'Bulk actions' dropdown menu.

Here you will find the following configurations:

### FAQs

- **Question Type:** Select if you want to show this question on a product page or on dedicated FAQ page
- **Question?:** Enter question here
- **Status**
- **Add in Topic :** All the topics created by admin will be shown here. Select the topic for this question.
- **Show on Main**
- **Visibility :** Private questions will only be visible to registered customers
- **Mark as Featured?**
- **Open In Accordion**
- **Answer:** Enter the answer here





## DISCLAIMER

It is highly recommended to backup your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

**It is recommended you install on a test server initially to carry out your own testing.**

## SUPPORT

If you need more information or have any questions or problems, please refer to our support helpdesk:

You can log a ticket and a support technician can assist you further.

## CUSTOMIZATION

If you have requirements that are not covered by our module and you need to have our module customized, feel free to contact us through support helpdesk.