



FME MODULES



ADVANCE FAQ MODULE

PRESTASHOP MODULE

USER GUIDE



INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors and others of **Advance FAQ** 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 **advancefaqs.zip** which you downloaded and click upload this Module
3. Scroll down and find **Advance FAQs** and click **Install**. You are done
4. **Clear Cache** in **Advance Parameters** → **Performance**

USER GUIDE

HOW TO CONFIGURE THE MODULE

At the back office, go to **Advance FAQs**. You can go there from **MODULE > Module & Services > Advance FAQs**. Click on **Configure** to continue.

Module manager

Connect to Addons marketplace Help

	v2.0.0 - by PrestaShop	Allows you to add information about your brand's social networking accounts. ... Read more	<input type="checkbox"/>
	Social media share buttons v2.0.1 - by PrestaShop	Displays social media sharing buttons (Twitter, Facebook, Google+ and Pinterest) on every product page. ... Read more	<input type="checkbox"/>

Specialized Platforms

You do not have module in « Specialized Platforms ». Discover the best-selling modules of this category in the [Specialized Platforms](#) page.

Other

	Advance Faqs v2.0.0 - by FMM Modules	User can ask question and get answer to those questions.	Configure <input type="checkbox"/>
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Now here admins will configure the following:



SETTINGS

- Page Title
- META Keywords
- META Description
- Display Topics
 - All
 - Selected
- Number of Questions
- Enable Accordion?
- Reply Comments?
- Admin Approval?
- Enable Like/Unlike?
- reCAPTCHA?
- Google Captcha Site Key



SETTINGS

Page Title: en ▼

META Keywords: en ▼

META Description: en ▼

Display Topics: All Selected

Number of Questions:

Enable Accordion?: YES NO

Reply Comments?: YES NO

Admin Approval?: YES NO

Enable Like/Unlike?: YES NO

ReCaptcha?: YES NO

Google captcha SiteKey:
[Get your key here](#)

Save

RATING SETTINGS

- **FAQs Rating?**
- **Allow FAQs Rating:** Option to allow the selected user groups to rate.
 - All
 - Registered Customers
 - None
- **Star Rating Color:** Option to change the star rating colors.

RATING SETTINGS

Faqs Rating? YES NO

Allow Faqs Rating: All Registered Customers None

Star Raating Color:

Save



FAQs BLOCK SETTINGS

- FAQs Block?
- FAQs Search Block?
- Maximum No of topics in block

A screenshot of the 'FAQS BLOCK SETTINGS' configuration page. The page has a white background with a light blue header bar containing the title and a pencil icon. Below the header, there are three settings: 'FaqS Block?' with 'YES' selected, 'FAQs Search Block?' with 'YES' selected, and 'Maximum No of topics in block' with a text input field containing the number '5'. A 'Save' button with a floppy disk icon is located in the bottom right corner.

ASK QUESTION SETTINGS

- Enable?
- **Show Customer name on Front Office:** Admin can enable the option to allow customer's name on the front end.
- Reply Button Text
- **Allow Customers:** All, Registered Customer, or None

A screenshot of the 'ASK QUESTION SETTINGS' configuration page. The page has a white background with a light blue header bar containing the title and a pencil icon. Below the header, there are four settings: 'Enable?' with 'YES' selected, 'Show Customer Name in Front Office!' with 'Disabled' selected, 'Reply Button Text' with a text input field containing 'Reply' and a language dropdown set to 'en', and 'Allowed Customers' with 'All' selected. A 'Save' button with a floppy disk icon is located in the bottom right corner.



THEME

- **Select Theme:** Theme 1 or Theme 2

THEME

Select Theme Theme 1 Theme 2

Save

HOME BLOCK SETTINGS

- **Enable Block?**
- **Maximum No of FAQs in block**

HOME BLOCK SETTINGS

Enable Block?

Maximum No of FAQs in block

Save

EMAIL SETTINGS

- **E-mail Sender**
- **Enable Notification For Moderator?**
- **E-mail Of FAQ Moderator**
- **E-mail Subject For Moderator**
- **Enable Notification For Client?**
- **E-mail Subject For Client**

EMAIL SETTINGS

E-mail Sender

Enable Notification For Moderator?

E-mail Of FAQ Moderator

E-mail Subject For Moderator

Enable Notification For Client?

E-mail Subject For Client

Save



HOW TO MANAGE TOPICS

At the back office, go to **Manage Topics**. You can go there from **ADVANCE FAQs > Manage Topics**. Here you will find the list of all the topics. Click on **+** to add new topic.

#	Title	Show on Main	Enabled	Position	
5	Updates	Yes	✓	1	Edit
1	Support Questions	Yes	✓	2	Edit
2	Technical Questions	Yes	✓	3	Edit
3	Installation Questions	Yes	✓	4	Edit
4	Payment	Yes	✓	5	Edit

Here you will find the following configurations:

ADVANCE FAQS TOPICS

- Title
- Description
- Meta title
- Meta description
- Meta keywords
- Enable
- Show on Main



ADVANCE FAQS TOPICS

* Title: en ▼

Description: en ▼

Meta title: en ▼

Meta description: en ▼

Meta keywords: en ▼

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

Enable: Enabled
 Disabled

Show on Main: Enabled
 Disabled

HOW TO MANAGE FAQS

At the back office, go to **Manage FAQs**. You can go there from **ADVANCE FAQs > Manage FAQs**. Here you will find the list of all the FAQs. Click on + to add new FAQ.

Stats

IMPROVE

- Modules
- Design
- Shipping
- Payment
- International

CONFIGURE

- Shop Parameters
- Advanced Parameters

ADVANCE FAQS

- Manage Topics
- Manage FAQs

Advance Faqs / Manage Faqs

Manage Faqs

Help

MANAGE FAQS (8)

#	Title	Show on Main	Topic	Enabled	
1	Duis autem vel eum iriure?	Yes	Support Questions	✓	Edit
2	Claritas est etiam processus dynamicus consuetudium?	Yes	Support Questions	✓	Edit
3	Ut a fermentum libero. Nulla tempus magna ac purus commodo placerat a eget arcu?	Yes	Support Questions	✓	Edit
4	What is Lorem Ipsum?	Yes	Technical Questions	✓	Edit
5	What type of payment options are available?	Yes	Payment	✓	Edit
6	Lorem ipsum dolor sit amet, consectetur adipiscing elit?	Yes	Payment	✓	Edit
7	Sed porttitor luctus viverra?	Yes	Updates	✓	Edit
8	Nunc consectetur turpis ac quam ullamcorper?	Yes	Updates	✓	Edit

Here you will find the following configurations:

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ADVANCE FAQS

- Question?
- Status
- Add in Topic
 - Support Questions
 - Technical Questions
 - Installation Questions
 - Payment
 - Updates
- Visibility: Public or Private
- Mark as Featured
- Open In Accordion
- Answer
- Notify Customer by Email

Products Question Comments



ADVANCE FAQs

* Question? en ▾

Status: Enabled
 Disabled

* Add in Topic: Support Questions ▾

Show on Main: Yes
 No

* Visibility: Public ▾

* Mark as Featured?: No ▾

Open In Accordion: Yes
 No

Answer: Paragraph ▾ en ▾

Notify Customer by Email Yes
 No

Products Question Comments



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.