Advance FAQ

for Magento 2

Module & User Documentation



Version 1.0.0

Vendor: Magexweb I info@magexweb.com I www.magexweb.com

Module code: Magexweb_Advancefaq

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1. Overview

The Magexweb Advance FAQ extension adds a complete, SEO-friendly FAQ and help center to your Magento 2 store. Customers find answers themselves on a dedicated FAQ page, on category and single question pages, in a product page tab and in a floating help widget — and when they cannot find an answer, they can ask a question that your team answers from the Admin Panel.

Answering common questions before customers contact you reduces support requests, removes doubts that stop customers from buying, and gives search engines useful, well-structured content about your store.

1.1 Key Features

- *Unlimited FAQ categories with subcategories, icons and banner images*

- *Questions & answers with a WYSIWYG editor; a question can belong to several categories and be assigned to products*

- *Two page styles: Help Center (banner, search, category tiles, category sidebar) and Classic (category cards with answers)*

- *Dedicated pages: FAQ landing page, category pages, single question pages and search results, with a configurable URL and URL suffixes (old URLs are redirected automatically)*

- *Instant FAQ search with suggestions while typing*

- *FAQ tab on product pages showing the questions assigned to that product*

- *"Was this helpful?" voting, helpfulness statistics in the admin grid and "Most Helpful" sorting*

- *"Ask a Question" enquiry form on FAQ pages, search results, the product tab and the help widget, with Google reCAPTCHA, privacy consent and rate limiting*

- *Enquiry management: statuses, internal notes, answer by email and one-click "Convert to FAQ"*

- *Email notifications to the admin and the customer, using editable email templates*

- *Floating help widget on CMS, category, search, product and cart pages*

- *Three CMS widgets: All FAQs, Category FAQs and Product FAQs*

- *Related questions on single question pages*

- *SEO: meta tags per page, canonical URLs, FAQPage and Breadcrumb structured data, Open Graph / Twitter tags and XML sitemap*

- *Store view and customer group visibility for every category and question*

- *FAQ link in the top menu and in the header links*

- *Import and export through System → Data Transfer, with sample CSV files and grid shortcuts*

- *Admin permissions (ACL) for every action, and full page cache support*

1.2 How It Works

You organise your FAQ into categories (optionally nested) and add questions to them in the Admin Panel. The extension then builds the storefront pages automatically:

- ***FAQ landing page*** *– lists the top-level categories with their questions (for example www.yourstore.com/faq).*

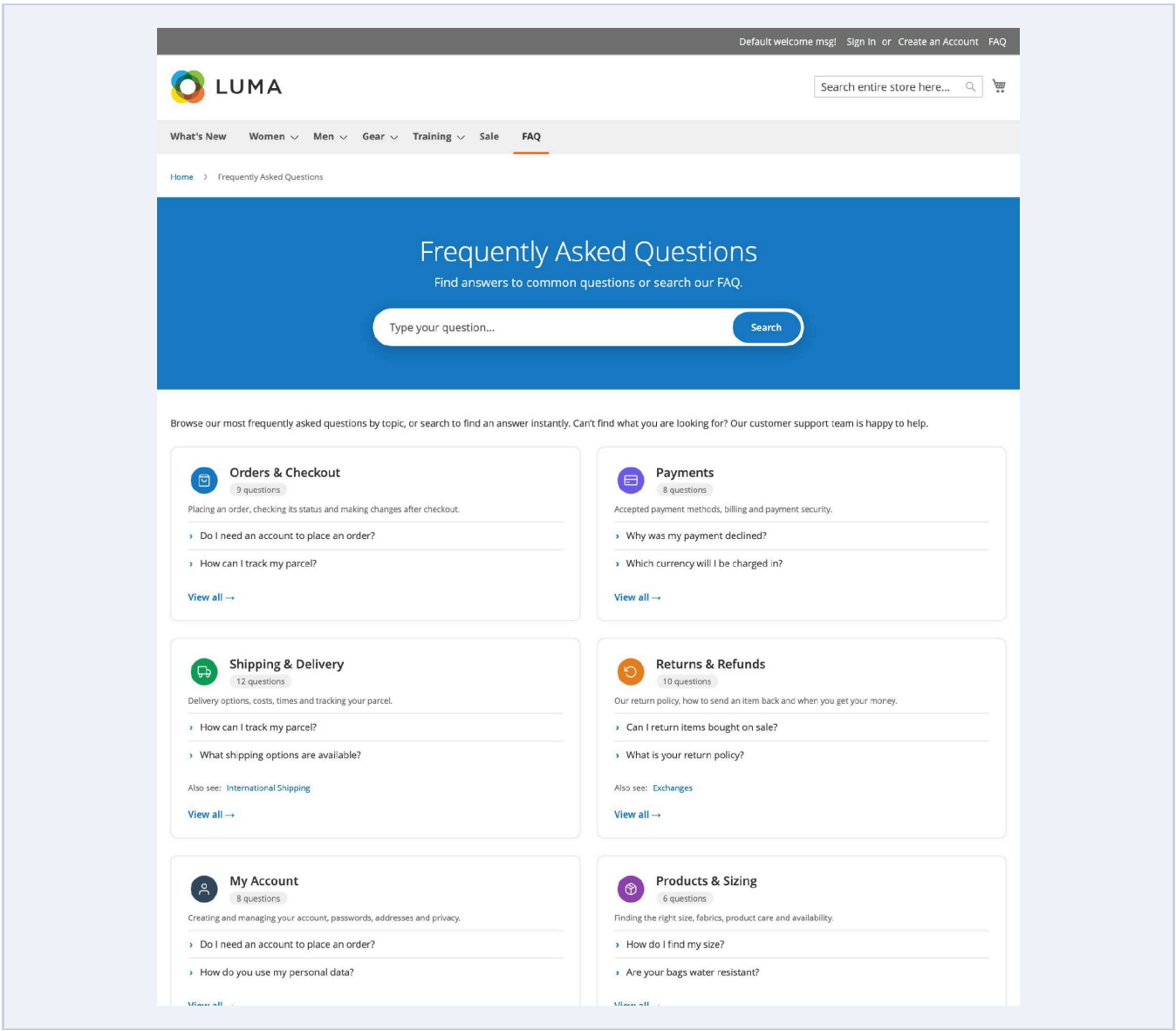
- ***Category pages*** *– the questions of one category, followed by its subcategories.*

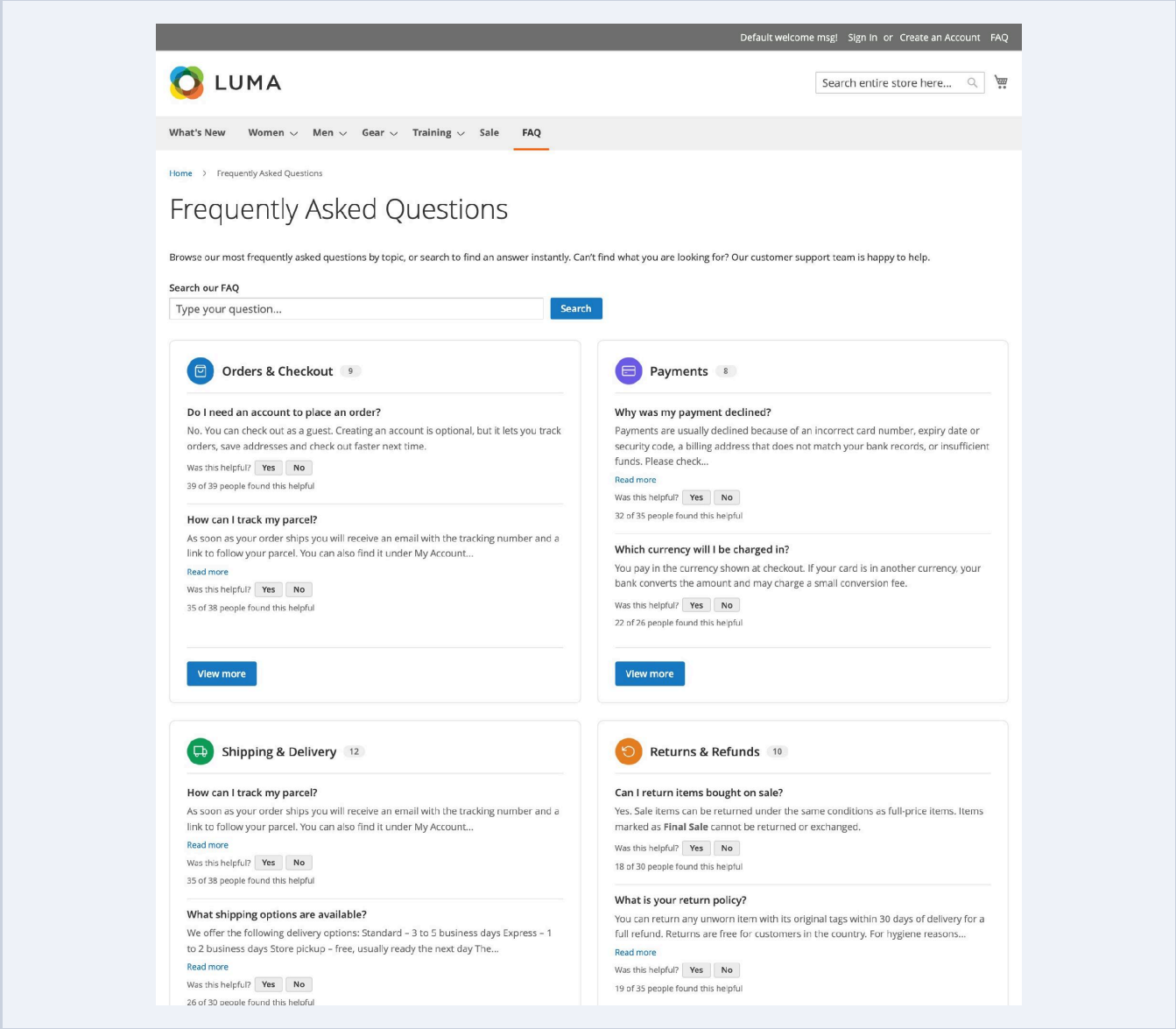
- ***Single question pages*** *– one question and its full answer, with related questions and voting.*

- ***Search results*** *– questions matching the customer's search text.*

- ***Product FAQ tab, help widget and CMS widgets*** *– show the same questions in other places of your store.*

Every category and question can be limited to specific store views and customer groups, so each shopper only sees the content meant for them. If a shopper cannot find an answer, the enquiry form sends the question to your team; it appears under Advance FAQ → Enquiries, where you can answer it by email and turn it into a new FAQ with one click.





2. Requirements & Compatibility

Item	Detail
Platform	Magento Open Source 2.4.8 and 2.4.9
PHP	The PHP version(s) supported by your Magento version (verify against composer.json before deploying to production)
Theme	Luma, Blank and themes based on them
Required Magento modules	Standard modules included in every Magento installation: Catalog, CMS, Widget, Import/Export, Sitemap, URL Rewrite and Google reCAPTCHA
License	GPL-3.0-or-later
Module code	Magexweb_Advancefaq
Composer package	magexweb/advancefaq

3. Installation

3.1 Composer Installation (Recommended)

1. Place the extension in your project (via private Composer repository, Packagist, or by copying it under app/code).

2. From the Magento root, run the following commands:

Command	Purpose
composer require magexweb/advancefaq	Only if distributed via a Composer repository
php bin/magento module:enable Magexweb_Advancefaq	Registers and enables the module
php bin/magento setup:upgrade	Creates the FAQ database tables and registers the module
php bin/magento setup:di:compile	Recommended for production mode
php bin/magento setup:static-content:deploy -f	Required in production mode
php bin/magento cache:flush	Clears Magento cache

3.2 Manual (ZIP) Installation

- *Copy the Advancefaq folder to app/code/Magexweb/Advancefaq in your Magento installation*

- *Run the same bin/magento commands listed in section 3.1 (module:enable, setup:upgrade, di:compile, static-content:deploy, cache:flush)*

- *Verify the module is active: php bin/magento module:status Magexweb_Advancefaq*

> ⚠ ***NOTE: After installation, a new Advance FAQ menu appears in the Admin Panel. Enable the extension under Advance FAQ Configuration → General (section 5.1) and add your first categories and questions. The FAQ page is then available at www.yourstore.com/faq.***

4. Setting Admin Permissions

Advance FAQ registers its own Access Control List (ACL) resources, so you can decide exactly which admin roles may view, edit or delete FAQ content, handle enquiries and change the configuration.

- *Go to System → Permissions → User Roles and open (or add) a role.*

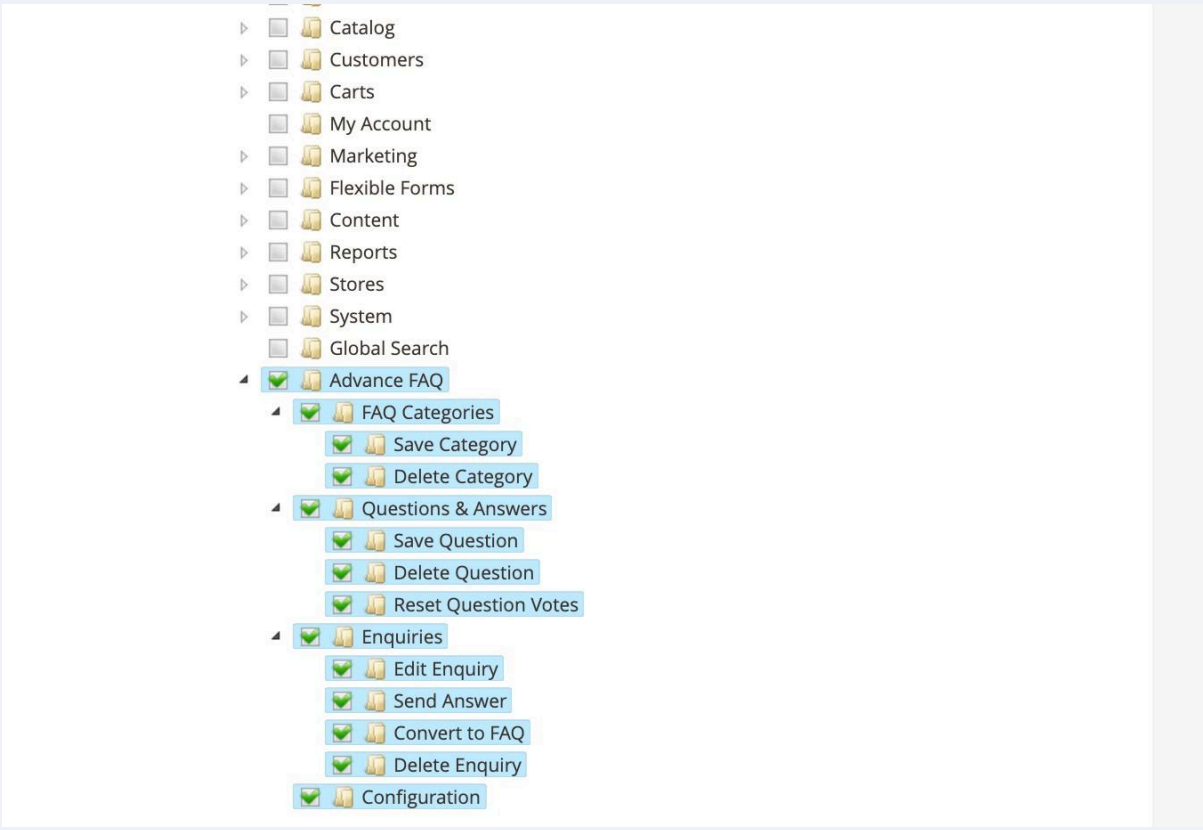
- *Click Role Resources.*

- *In the permissions tree, locate Advance FAQ and check the resources the role needs.*

- *Click Save Role.*

Resource	Allows
Advance FAQ	Access to the Advance FAQ menu
FAQ Categories	View the category grid. Sub-permissions: Save Category, Delete Category
Questions & Answers	View the question grid. Sub-permissions: Save Question, Delete Question, Reset Question Votes
Enquiries	View the enquiry grid. Sub-permissions: Edit Enquiry, Send Answer, Convert to FAQ, Delete Enquiry
Configuration	Access to Stores → Configuration → Magexweb Extensions → Advance FAQ Configuration

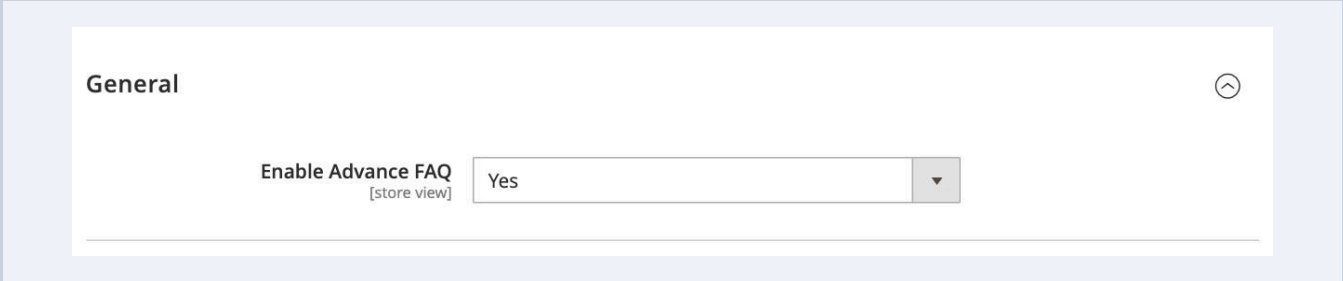
⚠ ***NOTE: The Import button on the FAQ grids is only shown to roles that also have System → Data Transfer → Import permission and the Save permission of that grid.***



5. Admin Configuration Guide

All settings live under Stores → Settings → Configuration → Magexweb Extensions → Advance FAQ Configuration (also available from Advance FAQ → Advance FAQ Configuration). Most settings can be set per website and per store view.

5.1 General



Field	Description
Enable Advance FAQ	Master switch. Set to Yes to enable the FAQ pages, product tab, help widget and enquiry form on the storefront, or No to hide them completely.

5.2 SEO Settings

Search engine settings for the FAQ page, category pages and single question pages.

SEO Settings

FAQ Page URL Suffix
[store view]

Example: **.html** gives /faq.html. Leave empty for no suffix. Old URLs are redirected (301) to the new ones.

Category Page URL Suffix
[store view]

Example: **.html** gives /faq/payments.html. Leave empty for no suffix. Old URLs are redirected (301) to the new ones.

Single Question Page URL Suffix
[store view]

.html

Example: **.html** gives /faq/question/how-to-pay.html. Leave empty for no suffix. Old URLs are redirected (301) to the new ones.

Use Canonical Link Meta Tag for FAQ Pages
[store view]

Yes

Adds <link rel="canonical"> with the clean URL (no query string) to the FAQ page, category pages and single question pages.

Enable FAQ Structured Data
[store view]

Yes

Adds schema.org FAQPage data (JSON-LD) to the FAQ page, category pages, single question pages and the product FAQ tab. Note: since 2023 Google shows FAQ rich results only for well-known government and health websites; other search engines and AI assistants still read this data.

Enable Breadcrumb Structured Data
[store view]

Yes

Adds schema.org BreadcrumbList data (JSON-LD) to the FAQ page, category pages and single question pages, so search engines can show the page path in results.

Enable Open Graph & Twitter Tags
[store view]

Yes

Adds og:* and twitter:* meta tags to the FAQ page, category pages and single question pages for rich previews when links are shared.

Default Share Image
[store view]

Choose file No file chosen

Used as og:image / twitter:image. Category pages use the category icon when one is set. Recommended size 1200 x 630 px (jpg, jpeg, gif, png).

Twitter Card Type
[store view]

Summary

Twitter / X Username
[store view]

Optional, e.g. @yourstore. Output as twitter:site.

Include FAQ in XML Sitemap
[store view]

No

Adds the FAQ page, category pages and single question pages to the sitemap generated in Marketing > Site Map.

Field	Description
FAQ Page / Category Page / Single Question Page URL Suffix	Optional suffix for each page type, e.g. .html gives /faq.html, /faq/payments.html and /faq/question/how-to-pay.html. Old URLs are redirected (301) to the new ones.
Use Canonical Link Meta Tag for FAQ Pages	Adds a canonical link with the clean URL (no query string) to the FAQ pages.
Enable FAQ Structured Data	Adds schema.org FAQPage data (JSON-LD) to the FAQ pages and the product FAQ tab.
Enable Breadcrumb Structured Data	Adds schema.org BreadcrumbList data so search engines can show the page path in results.
Enable Open Graph & Twitter Tags	Adds og:* and twitter:* meta tags for rich previews when FAQ links are shared.
Default Share Image	Image used for social previews (recommended 1200 x 630 px). Category pages use the category icon when one is set.
Twitter Card Type / Twitter / X Username	Card format and your optional @username (twitter:site).
Include FAQ in XML Sitemap	Adds the FAQ pages to the sitemap generated in Marketing → Site Map.
Change Frequency / Priority	Sitemap change frequency and priority (0.0 – 1.0) for the FAQ page, category pages and single question pages.

> ⚠ ***NOTE: Since 2023 Google shows FAQ rich results only for well-known government and health websites. The structured data is still valid and used by other search engines and AI assistants.***

5.3 FAQ Page Settings

Settings of the FAQ landing page, and the design settings shared by all FAQ pages.

FAQ Page Settings

Page Title [store view]
Frequently Asked Questions

Page Style [store view]
Help Center

"Help Center": full-width banner with title and search, category tiles with question titles, and a "Still need help?" card.
"Classic": category cards with answers.

Primary Color [store view]
#1979c3

Accent color of the Help Center page: count badges, icon placeholders, links and buttons. Text on it is black or white automatically.

Show Banner on FAQ Page [store view]
Yes

Banner Subtitle [store view]
Find answers to common questions or search our

Short text under the title, e.g. "Answers to common questions about orders, shipping and returns."

Banner Background Color [store view]

Used by the banners of all FAQ pages that have no background image. Leave empty to use the Primary Color.

Banner Background Image [store view]
Choose file No file chosen

Optional (jpg, jpeg, gif, png). Background of the FAQ page banner, with a dark overlay so the white text stays readable. Without an image the Banner Background Color is used. Recommended at least 1920 x 400 px.

Page URL [store view]
faq

Show FAQ Link in Top Menu [store view]
Yes

Adds a link to the FAQ page to the storefront top menu (category navigation), also in the mobile menu.

Menu Link Label [store view]
FAQ

E.g. "FAQ". Leave empty to use the FAQ Page Title.

Menu Link Position [store view]
Last (after categories)

Show FAQ Link in Header Links
[store view]

Yes

Adds a link to the FAQ page to the header link bar (next to "Sign In" / "Create an Account").

Header Link Label
[store view]

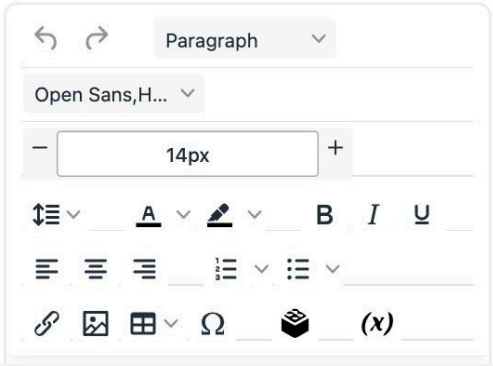
FAQ

Header Link Position
[store view]

Last

Page Description
[store view]

Show / Hide Editor



Browse our most frequently asked questions by topic, or search to find an answer instantly. Can't find what you are looking for? Our customer support team is happy to help.

p Press ⌥0 for help Powered by Hug

This description shows on the FAQ page

Display Search Box
[store view]

Yes

Display FAQ Count
[store view]

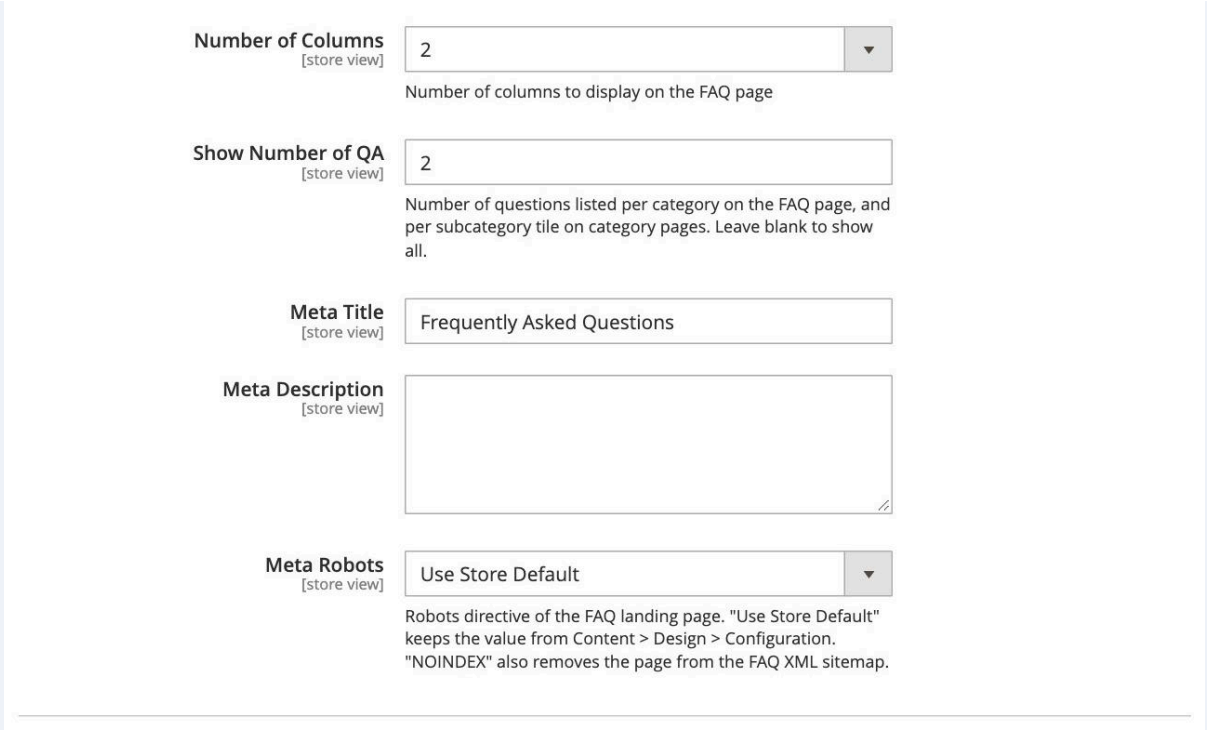
Yes

Show the number of FAQs available in a particular category.

Page Layout
[store view]

Simple Layout

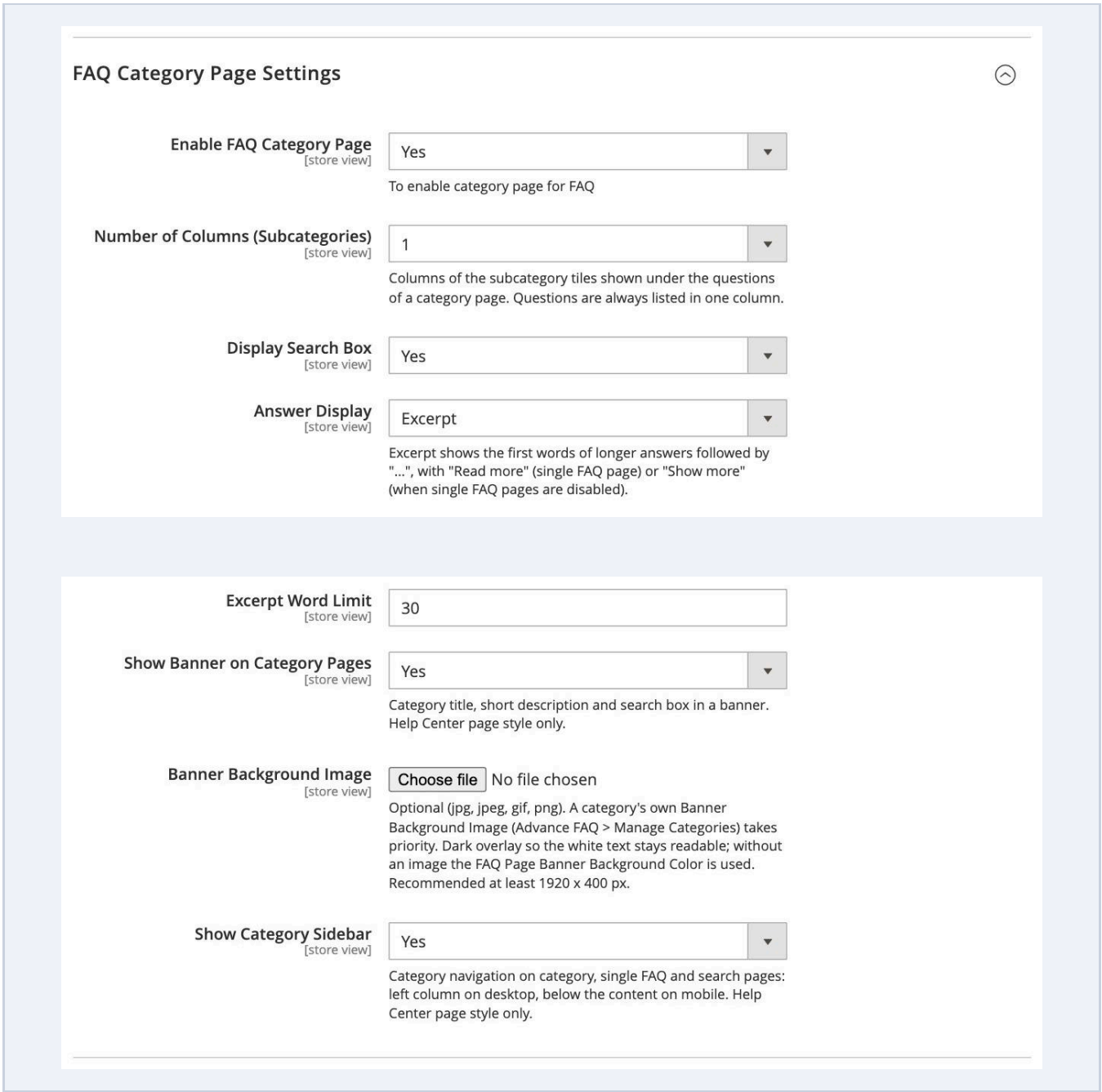
Simple shows every answer; Accordion shows questions that expand on click. Applies to the FAQ page, category pages and search results.



Field	Description
Page Title	Title of the FAQ page (heading, browser title and menu link fallback).
Page Style	Help Center: full-width banner with title and search, category tiles with question titles, category sidebar and a "Still need help?" card. Classic: category cards with answers.
Primary Color	Help Center only. Accent color for badges, links and buttons. Text on it is set to black or white automatically.
Show Banner on FAQ Page	Help Center only. Shows the banner with title, subtitle and search box.
Banner Subtitle	Short text under the banner title.
Banner Background Color	Background color of all FAQ banners that have no background image. Leave empty to use the Primary Color.
Banner Background Image	Optional background image of the FAQ page banner (at least 1920 x 400 px). A dark overlay keeps the text readable.
Page URL	URL key of the FAQ page, e.g. faq gives www.yourstore.com/faq.
Show FAQ Link in Top Menu	Adds a FAQ link to the top menu (also in the mobile menu), with its own Menu Link Label and Menu Link Position (first or last).
Show FAQ Link in Header Links	Adds a FAQ link next to "Sign In" / "Create an Account", with its own Header Link Label and Header Link Position.
Page Description	Optional text shown on the FAQ page.
Display Search Box	Shows the FAQ search box with instant suggestions.

Display FAQ Count	Shows the number of questions of each category.
Page Layout	Simple shows every answer; Accordion shows questions that expand on click. Applies to the FAQ page, category pages and search results.
Number of Columns	Number of category columns on the FAQ page.
Show Number of QA	Questions listed per category on the FAQ page (and per subcategory tile on category pages). Leave blank to show all.
Show Voting on FAQ Page	Classic only. Shows "Was this helpful?" under the answers on the FAQ page.
Answer Display / Excerpt Word Limit	Classic only. Full Text, or an Excerpt of the first words followed by "Read more" (single question page) or "Show more".
Meta Title / Meta Description / Meta Robots	SEO meta data of the FAQ page. "NOINDEX" also removes the page from the FAQ XML sitemap.

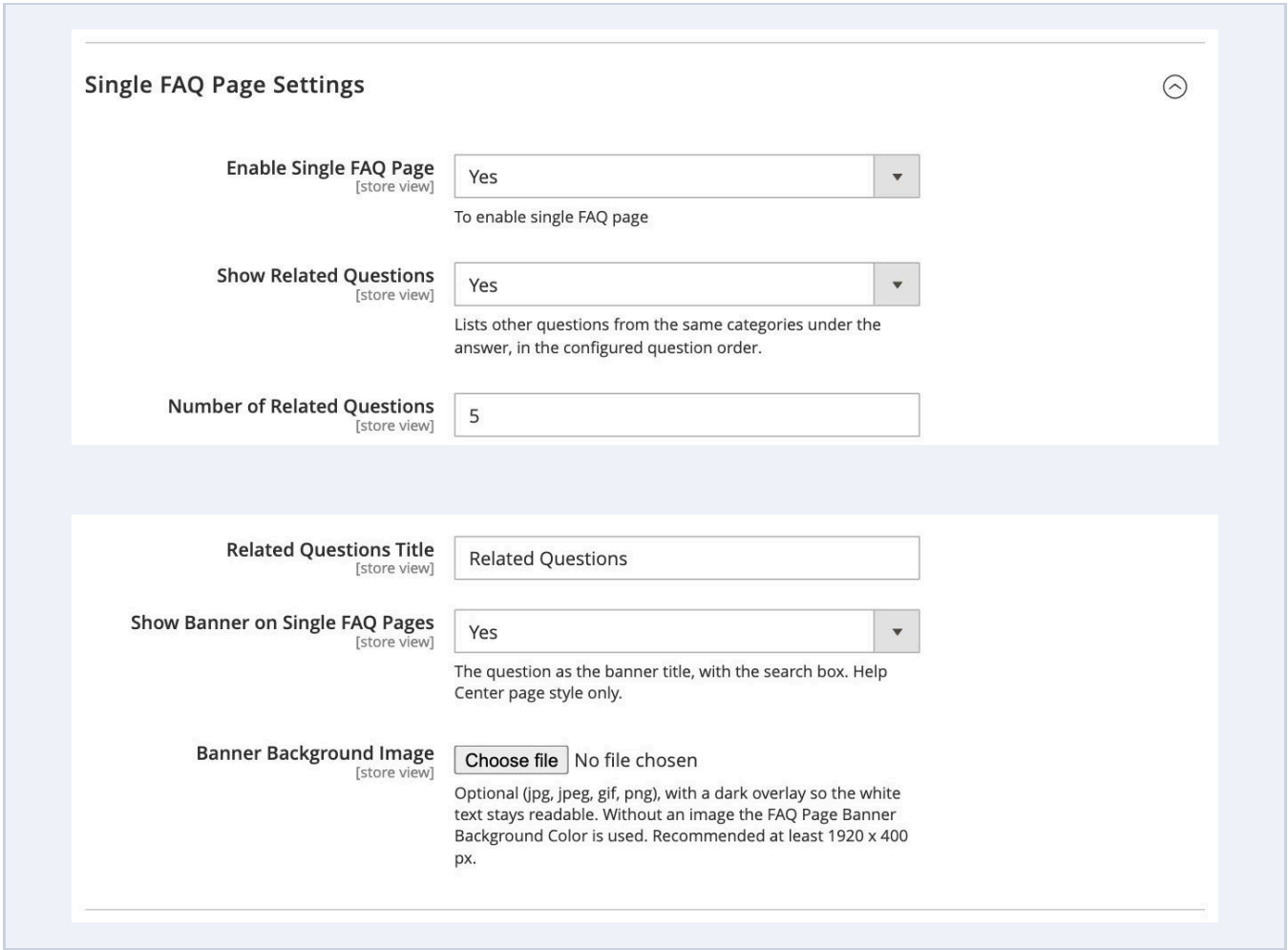
5.4 FAQ Category Page Settings



Field	Description
Enable FAQ Category Page	Enables a separate page for each category. When disabled, categories are only shown on the FAQ page.
Number of Columns (Subcategories)	Columns of the subcategory tiles shown under the questions of a category page.
Display Search Box	Shows the search box on category pages (searching within the category).
Answer Display / Excerpt Word Limit	Full Text or Excerpt of the answers on category pages.
Show Banner on Category Pages	Help Center only. Category title, short description and search box in a banner.

Banner Background Image	Default banner image of category pages. A category's own Banner Background Image (set in the category) takes priority; without any image the Banner Background Color is used.
Show Category Sidebar	Help Center only. Category navigation on category, single question and search pages (left column on desktop, below the content on mobile).

5.5 Single FAQ Page Settings

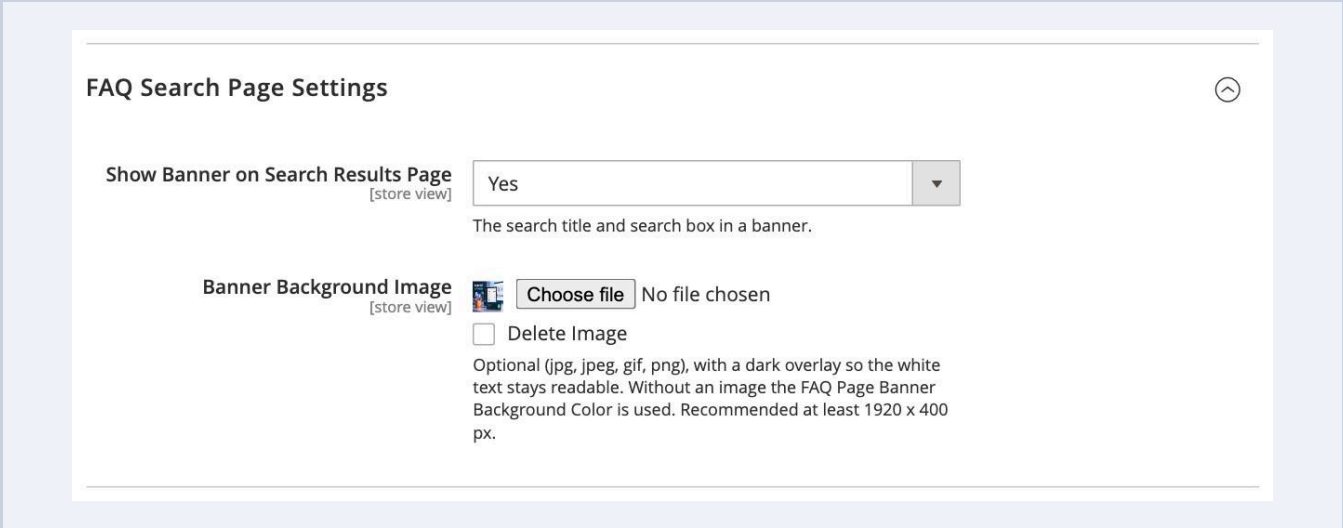


Field	Description
Enable Single FAQ Page	Gives every question its own page. When disabled, questions are only shown in lists.
Show Related Questions	Lists other questions from the same categories under the answer.
Number of Related Questions / Related Questions Title	How many related questions to show, and the section title.
Show Banner on Single FAQ Pages	Help Center only. The question as the banner title, with the search box.

Banner Background Image	Optional banner image of single question pages. Without an image the Banner Background Color is used.

5.6 FAQ Search Page Settings

This section is only shown when Page Style is Help Center.



Field	Description
Show Banner on Search Results Page	The search title and search box in a banner.
Banner Background Image	Optional banner image of the search results page. Without an image the Banner Background Color is used.

5.7 Product Page FAQ Settings

Shows the questions assigned to a product (Questions & Answers → Products) in a tab on the product page.

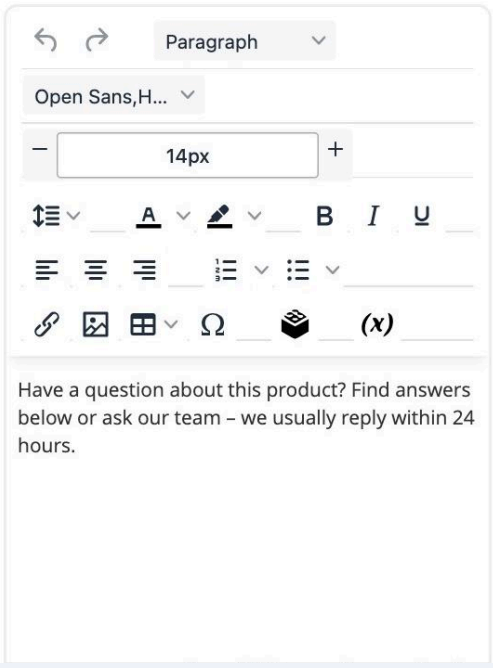
Product Page FAQ Settings

Enable Product FAQ Tab
[store view]
Yes

Shows the questions assigned to a product (Q&A edit form > Products) in a tab on the product page.

Tab Title
[store view]
Ask me a Question

Tab Description
[store view]
Show / Hide Editor



Shown at the top of the product tab, above the questions and the form. Leave empty to show none.

Tab Layout
[store view]
Accordion Layout

Simple shows every answer; Accordion shows questions that expand on click.

Show Question Count in Tab Title
[store view]
Yes

Example: Ask me a Question (3)

Tab Position
[store view]
40

Sort order among the product tabs (Details 10, More Information 20, Reviews 30).

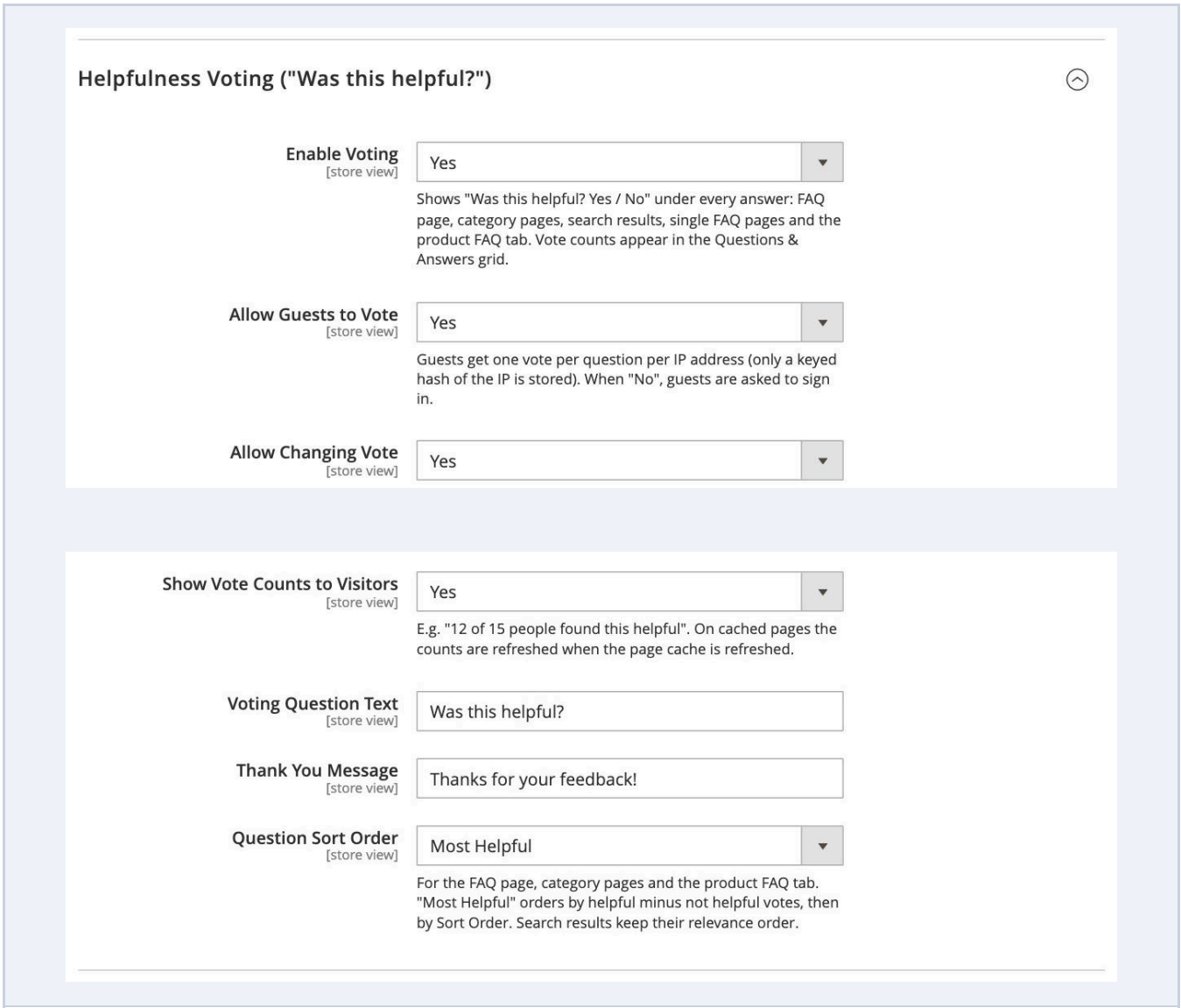
Show Tab When Product Has No Questions
[store view]
Yes

If "Yes", the tab shows only the "Ask a question" form (when the enquiry form is enabled for product pages).

Field	Description
Enable Product FAQ Tab	Shows the FAQ tab on product pages.
Tab Title	Title of the tab, e.g. "Ask me a Question".
Tab Description	Optional text at the top of the tab.
Tab Layout	Simple or Accordion.
Show Question Count in Tab Title	E.g. "Ask me a Question (3)".
Tab Position	Sort order among the product tabs (Details 10, More Information 20, Reviews 30).
Show Tab When Product Has No Questions	If Yes, the tab shows only the "Ask a question" form (when the enquiry form is enabled for product pages).

5.8 Helpfulness Voting

"Was this helpful? Yes / No" under every answer on the FAQ pages, search results and the product FAQ tab.



Field	Description
Enable Voting	Shows the voting block. Vote counts appear in the Questions & Answers grid.
Allow Guests to Vote	Guests get one vote per question per IP address (only a keyed hash of the IP is stored). When No, guests are asked to sign in.
Allow Changing Vote	Lets shoppers change their vote.
Show Vote Counts to Visitors	E.g. "12 of 15 people found this helpful".
Voting Question Text / Thank You Message	Texts of the voting block.
Question Sort Order	Position (Sort Order), or Most Helpful (helpful minus not-helpful votes, then Sort Order). Search results keep their relevance order.

5.9 Floating Help Widget

A floating help button that opens a panel where visitors can search the FAQ, read answers and ask a question without leaving the page. It is never shown on checkout or on the FAQ pages themselves.

Floating Help Widget

Enable Help Widget [store view]: Yes

Adds a floating help button to the selected storefront pages. Visitors can search the FAQ, read answers and ask a question without leaving the page. Never shown on checkout or on the FAQ pages themselves.

Show On [store view]:

- CMS Pages (incl. Homepage)
- Product List (Search Results)
- Category Pages
- Product Pages
- Shopping Cart

Show on Mobile [store view]: Yes

Button Position [store view]: Bottom Right

Button Label [store view]: Need help?

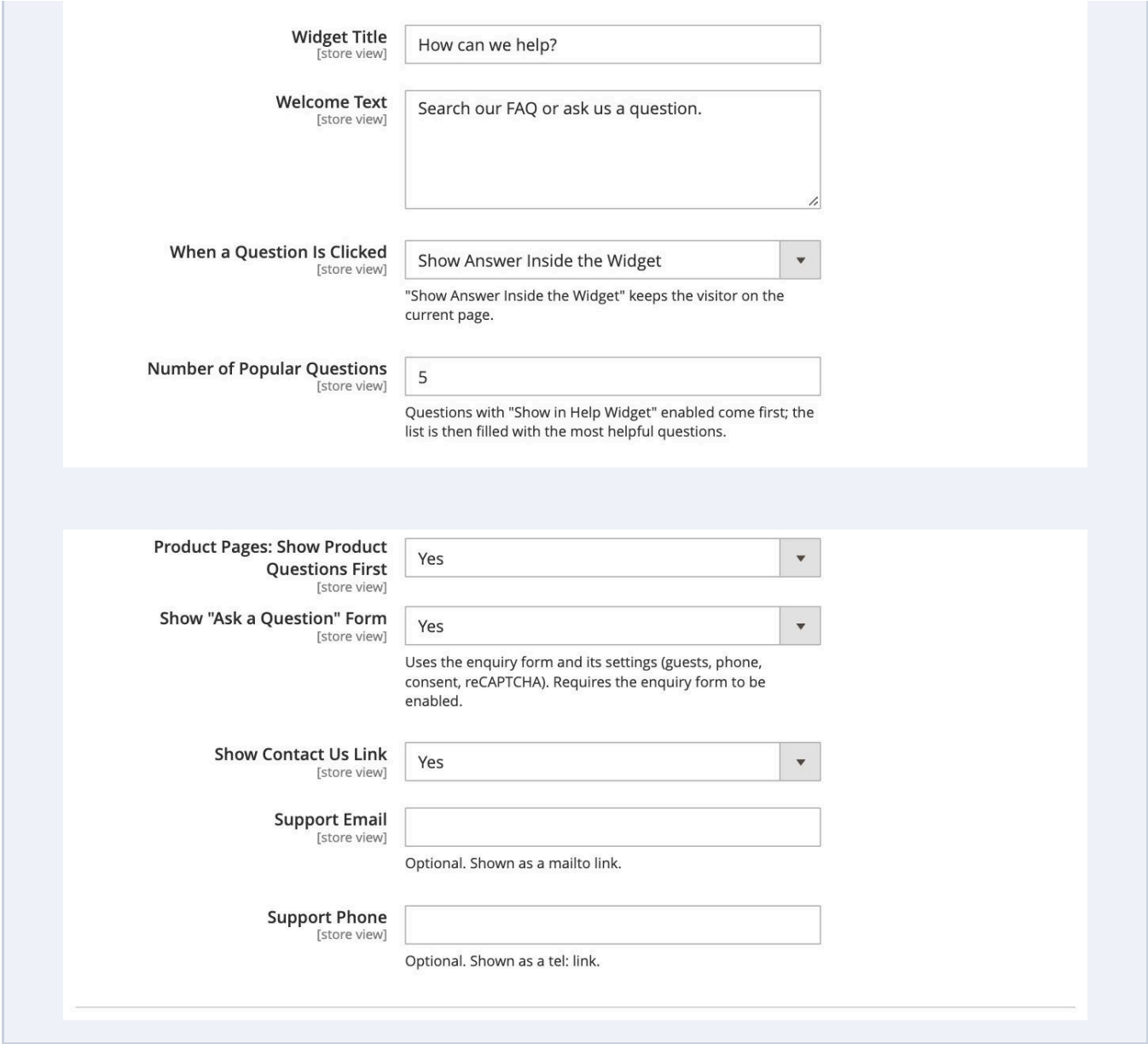
Text next to the icon, e.g. "Need help?". Leave empty for an icon-only round button.

Button Icon [store view]: Choose file No file chosen

Optional. Replaces the built-in question-mark icon (jpg, jpeg, gif, png). A square image of at least 48 x 48 px with a transparent background works best.

Widget Color [store view]: #1979c3

Background of the button and the panel header, as a hex code such as #1979c3. The text color (white or black) is chosen automatically for good contrast.



Field	Description
Enable Help Widget	Shows the help button on the selected pages.
Show On	CMS Pages (incl. Homepage), Product List (Search Results), Category Pages, Product Pages, Shopping Cart.
Show on Mobile	Shows the widget on small screens.
Button Position	Bottom right or bottom left.
Button Label	Text next to the icon, e.g. "Need help?". Leave empty for a round icon-only button.
Button Icon	Optional custom icon (square, at least 48 x 48 px, transparent background).
Widget Color	Background of the button and the panel header. Text color is chosen automatically.

Widget Title / Welcome Text	Texts at the top of the panel.
When a Question Is Clicked	Show Answer Inside the Widget, or Open the FAQ Page.
Number of Popular Questions	Questions with "Show in Help Widget" enabled come first; the list is then filled with the most helpful questions.
Product Pages: Show Product Questions First	On product pages, the product's own questions are listed first.
Show "Ask a Question" Form	Uses the enquiry form and its settings. Requires the enquiry form to be enabled.
Show Contact Us Link / Support Email / Support Phone	Contact options shown under "Still need help?".

5.10 Enquiry Form (Ask a Question)

Lets shoppers send a question when they cannot find an answer. Enquiries are listed under Advance FAQ → Enquiries.

Enquiry Form (Ask a Question)

Enable Enquiry Form [store view]: Yes

Lets shoppers send a question when they cannot find an answer. Enquiries are listed under Advance FAQ > Enquiries.

Show on FAQ Page [store view]: Yes

Show on Category Pages [store view]: Yes

Show on Single FAQ Page [store view]: No

Show on Product Pages [store view]: Yes

Inside the product FAQ tab. The enquiry records which product was asked about.

Show on Search Results Page [store view]: Yes

The question is pre-filled with the search text.

Only When No Results Found [store view]: Yes

Allow Guests to Ask Questions [store view]: Yes

If "No", guests see a login prompt instead of the form. To return customers to the FAQ page after login, set Customer Configuration > Login Options > "Redirect Customer to Account Dashboard after Logging in" to "No".

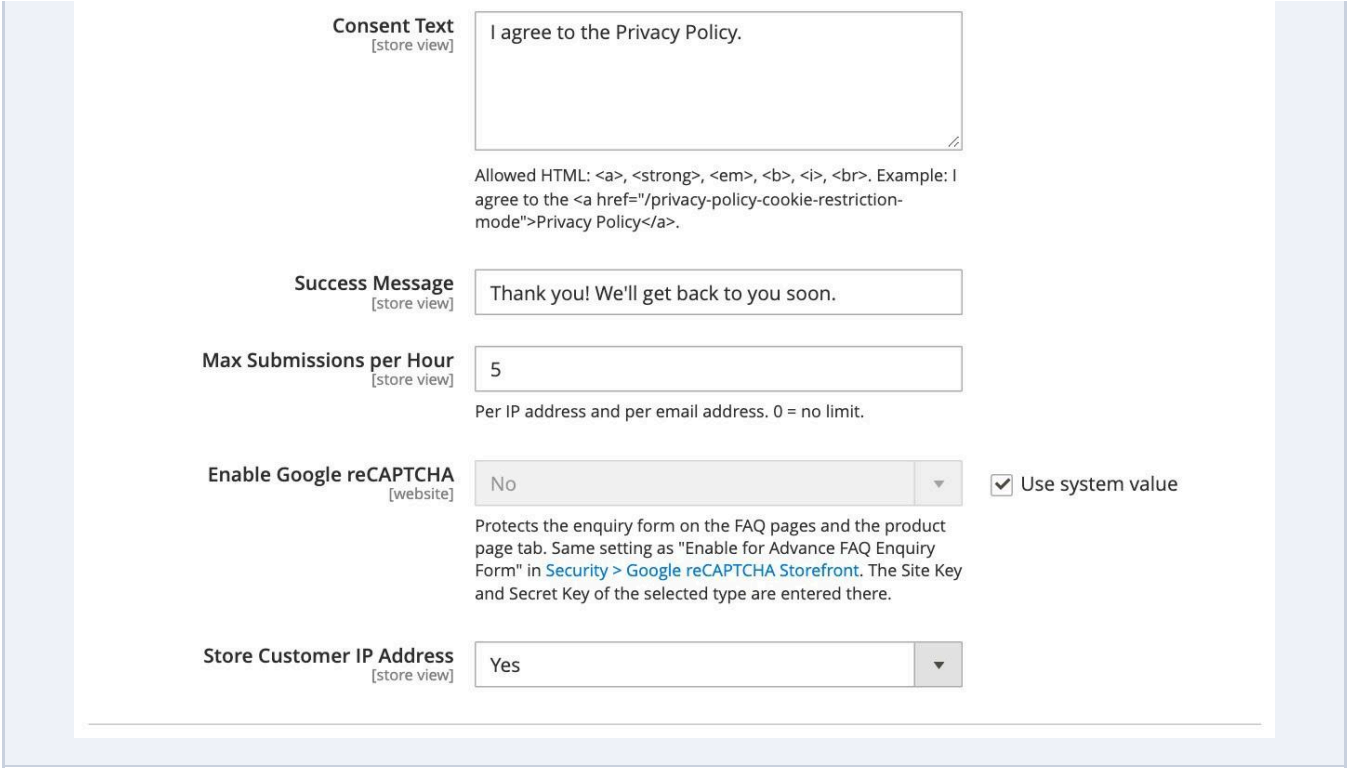
Form Title [store view]: Didn't find your answer? Ask us

Form Description [store view]: Send us your question and we will get back to you by email.

Phone Field [store view]: Optional

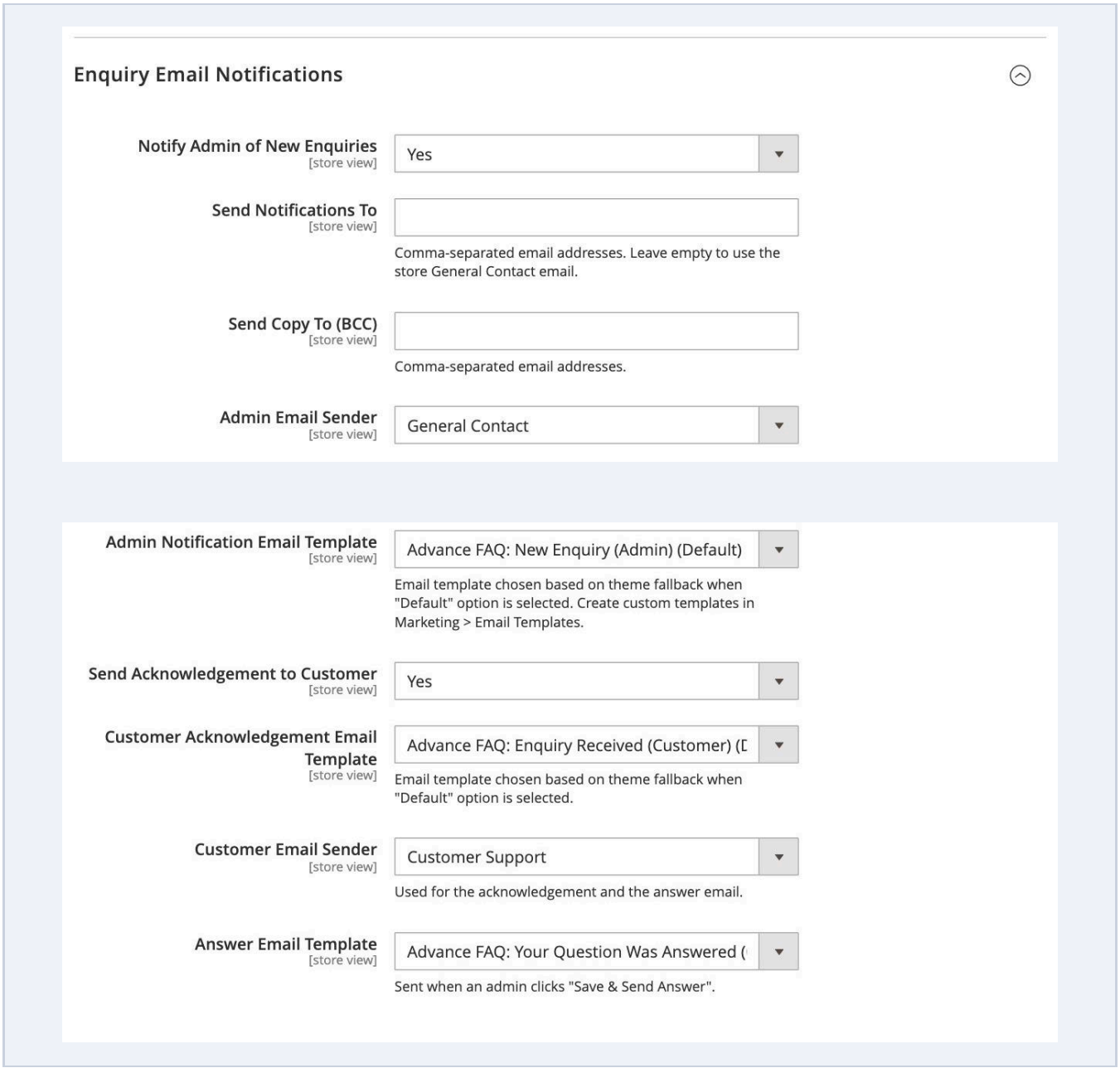
Show Privacy Consent Checkbox [store view]: Yes

When shown, the checkbox must be ticked to submit.



Field	Description
Enable Enquiry Form	Master switch for the form.
Show on FAQ Page / Category Pages / Single FAQ Page	Where the form is shown.
Show on Product Pages	Inside the product FAQ tab. The enquiry records which product was asked about.
Show on Search Results Page / Only When No Results Found	The question is pre-filled with the search text; optionally only when nothing was found.
Allow Guests to Ask Questions	If No, guests see a login prompt instead of the form.
Form Title / Form Description	Texts above the form.
Phone Field	Hidden, Optional or Required.
Show Privacy Consent Checkbox / Consent Text	A checkbox that must be ticked to submit. The text may contain links (e.g. to your Privacy Policy).
Success Message	Message shown after sending.
Max Submissions per Hour	Spam protection per IP address and per email address. 0 = no limit.
Enable Google reCAPTCHA	Adds Google reCAPTCHA to the form (keys are set in Stores → Configuration → Security → Google reCAPTCHA Storefront).
Store Customer IP Address	Saves the sender's IP address with the enquiry.

5.11 Enquiry Email Notifications



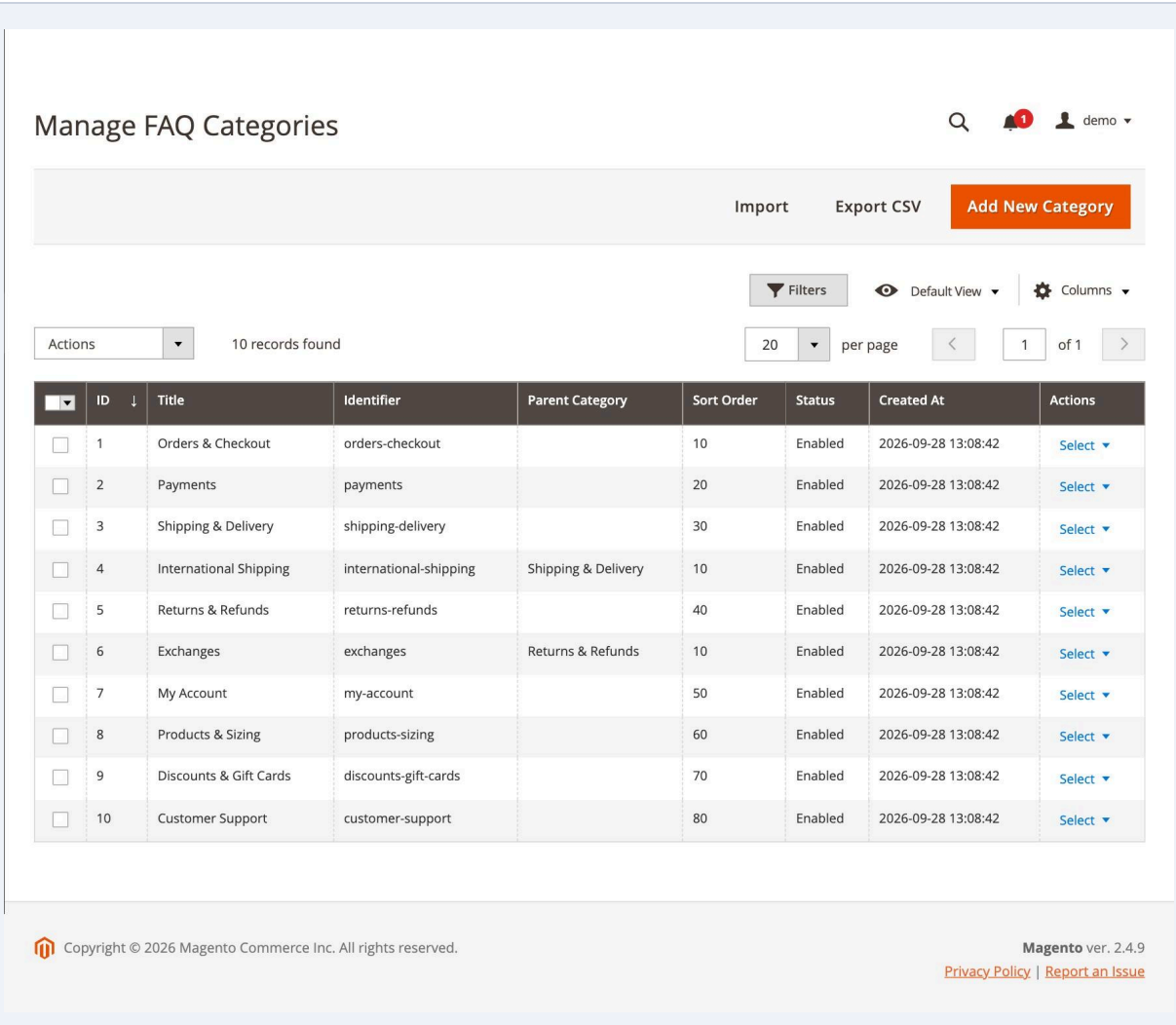
Field	Description
Notify Admin of New Enquiries	Sends an email to your team for each new enquiry.
Send Notifications To / Send Copy To (BCC)	Comma-separated email addresses. Leave empty to use the store General Contact email.
Admin Email Sender / Admin Notification Email Template	Sender identity and template of the admin email.
Send Acknowledgement to Customer / Customer Acknowledgement Email Template	Confirms to the customer that the question was received.
Customer Email Sender	Sender of the acknowledgement and the answer email.

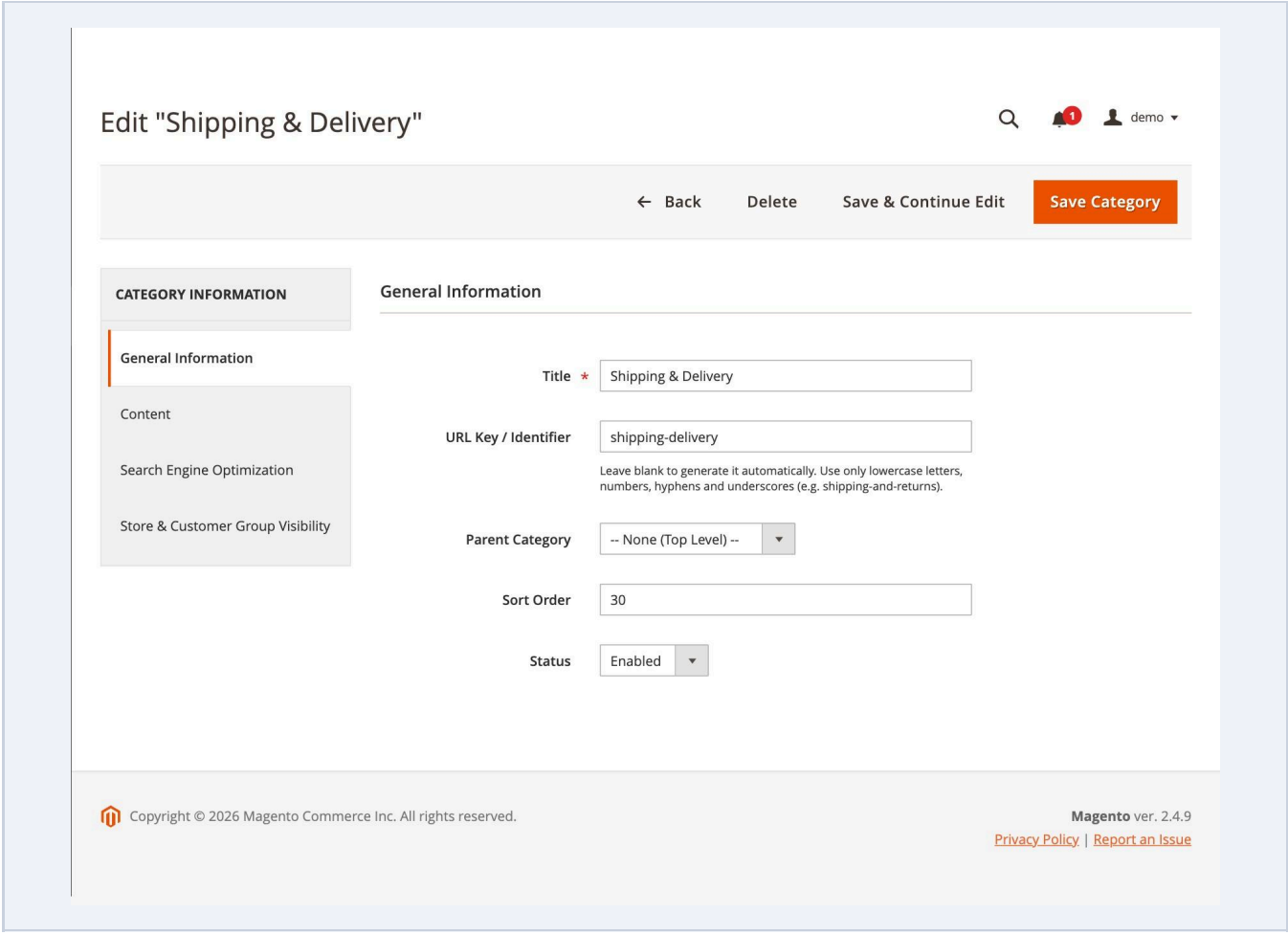
Answer Email Template	Email sent when an admin clicks "Save & Send Answer".

> ⚠ ***NOTE: The email templates "Advance FAQ: New Enquiry (Admin)", "Enquiry Received (Customer)" and "Your Question Was Answered (Customer)" can be customised in Marketing → Email Templates (Add New Template → Load Template).***

6. Managing FAQ Categories

Go to Advance FAQ → FAQ Categories. The grid lists all categories with their parent category, sort order and status. Use Add New Category to create one, the Actions column to edit or delete, and the Import / Export CSV buttons as shortcuts to the import and export (section 10).

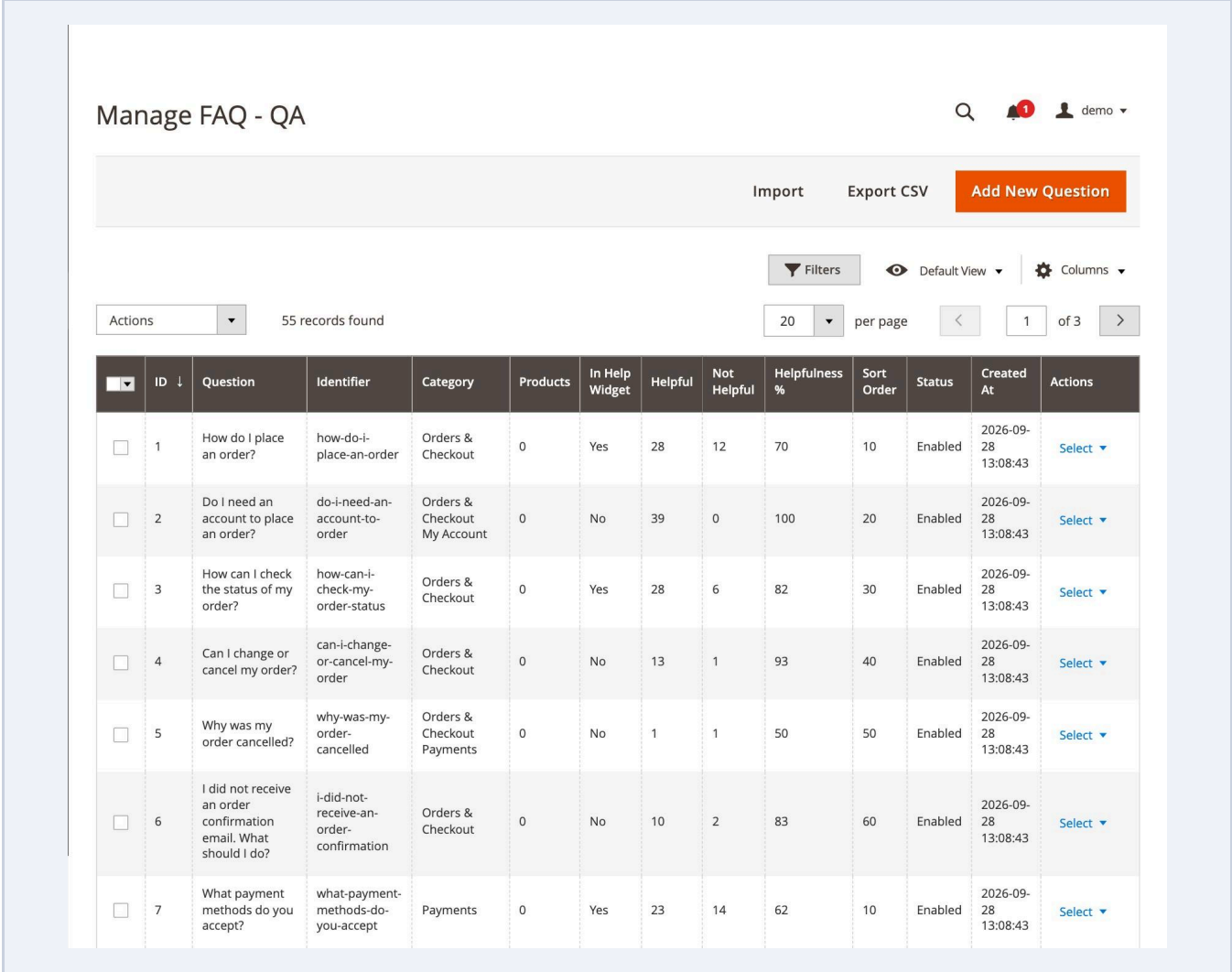




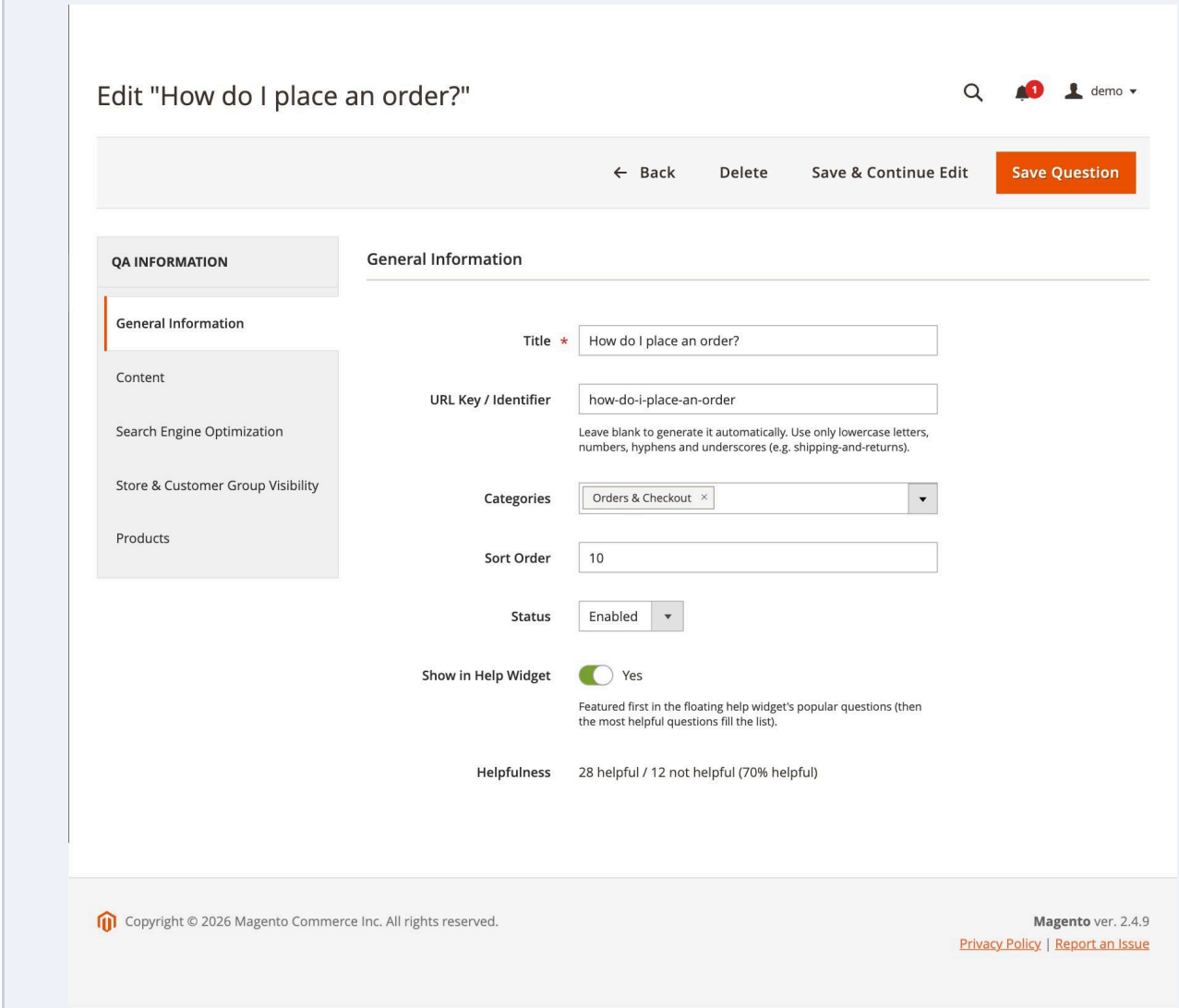
Field	Description
Title	Name of the category.
URL Key / Identifier	Used in the category page URL (www.yourstore.com/faq/<url-key>). Generated from the title when left empty.
Parent Category	Makes the category a subcategory. Top-level categories are shown on the FAQ page; subcategories are shown on their parent's page.
Sort Order / Status	Position among the categories, and Enabled / Disabled.
Icon	Optional icon shown on category cards and tiles.
Banner Background Image	Optional banner image of this category's page (Help Center style). Overrides the image in FAQ Category Page Settings.
Description	Optional text shown on the category page and tiles.
Meta Title / Meta Description / Meta Robots	SEO meta data of the category page.
Store Views / Customer Groups	Where and for whom the category is visible.

7. Managing Questions & Answers

Go to Advance FAQ → Questions & Answers. Besides the question and its categories, the grid shows the number of assigned products and the helpfulness votes (Yes, No and Helpful %), so you can quickly find answers that need improvement. Select rows and use Actions → Delete or Reset Votes for mass actions.



ID	Question	Identifier	Category	Products	In Help Widget	Helpful	Not Helpful	Helpfulness %	Sort Order	Status	Created At	Actions
1	How do I place an order?	how-do-i-place-an-order	Orders & Checkout	0	Yes	28	12	70	10	Enabled	2026-09-28 13:08:43	Select
2	Do I need an account to place an order?	do-i-need-an-account-to-order	Orders & Checkout My Account	0	No	39	0	100	20	Enabled	2026-09-28 13:08:43	Select
3	How can I check the status of my order?	how-can-i-check-my-order-status	Orders & Checkout	0	Yes	28	6	82	30	Enabled	2026-09-28 13:08:43	Select
4	Can I change or cancel my order?	can-i-change-or-cancel-my-order	Orders & Checkout	0	No	13	1	93	40	Enabled	2026-09-28 13:08:43	Select
5	Why was my order cancelled?	why-was-my-order-cancelled	Orders & Checkout Payments	0	No	1	1	50	50	Enabled	2026-09-28 13:08:43	Select
6	I did not receive an order confirmation email. What should I do?	i-did-not-receive-an-order-confirmation	Orders & Checkout	0	No	10	2	83	60	Enabled	2026-09-28 13:08:43	Select
7	What payment methods do you accept?	what-payment-methods-do-you-accept	Payments	0	Yes	23	14	62	10	Enabled	2026-09-28 13:08:43	Select

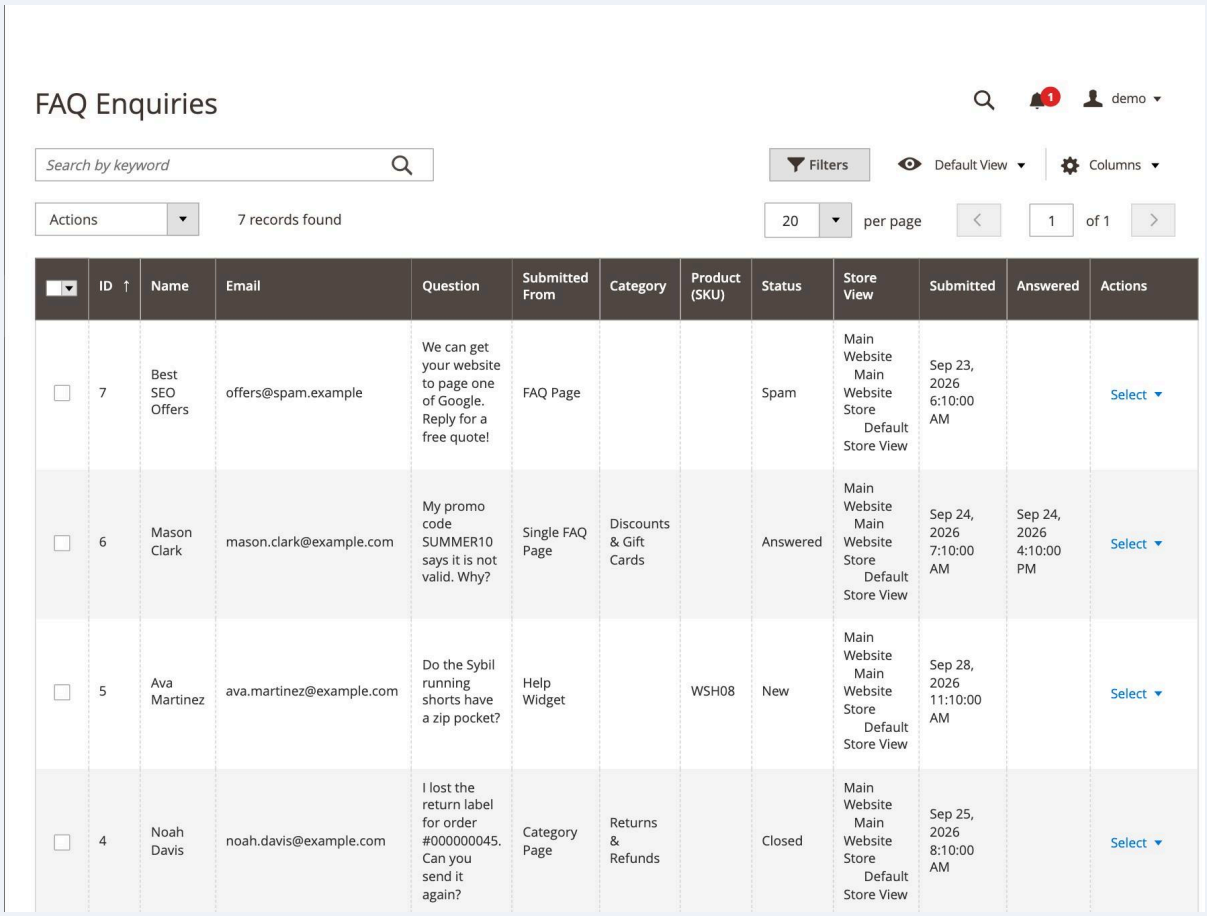


Field	Description
Title	The question.
URL Key / Identifier	Used in the single question page URL (www.yourstore.com/faq/question/<url-key>). Generated from the question when left empty.
Categories	One or more categories the question belongs to (searchable list).
Sort Order / Status	Position within its categories, and Enabled / Disabled.
Show in Help Widget	Lists the question first among the popular questions of the help widget.
Helpfulness	Read-only vote statistics of the question.
Answer	The answer, edited with the WYSIWYG editor (images, links and formatting are supported).
Meta Title / Meta Description / Meta Robots	SEO meta data of the single question page.

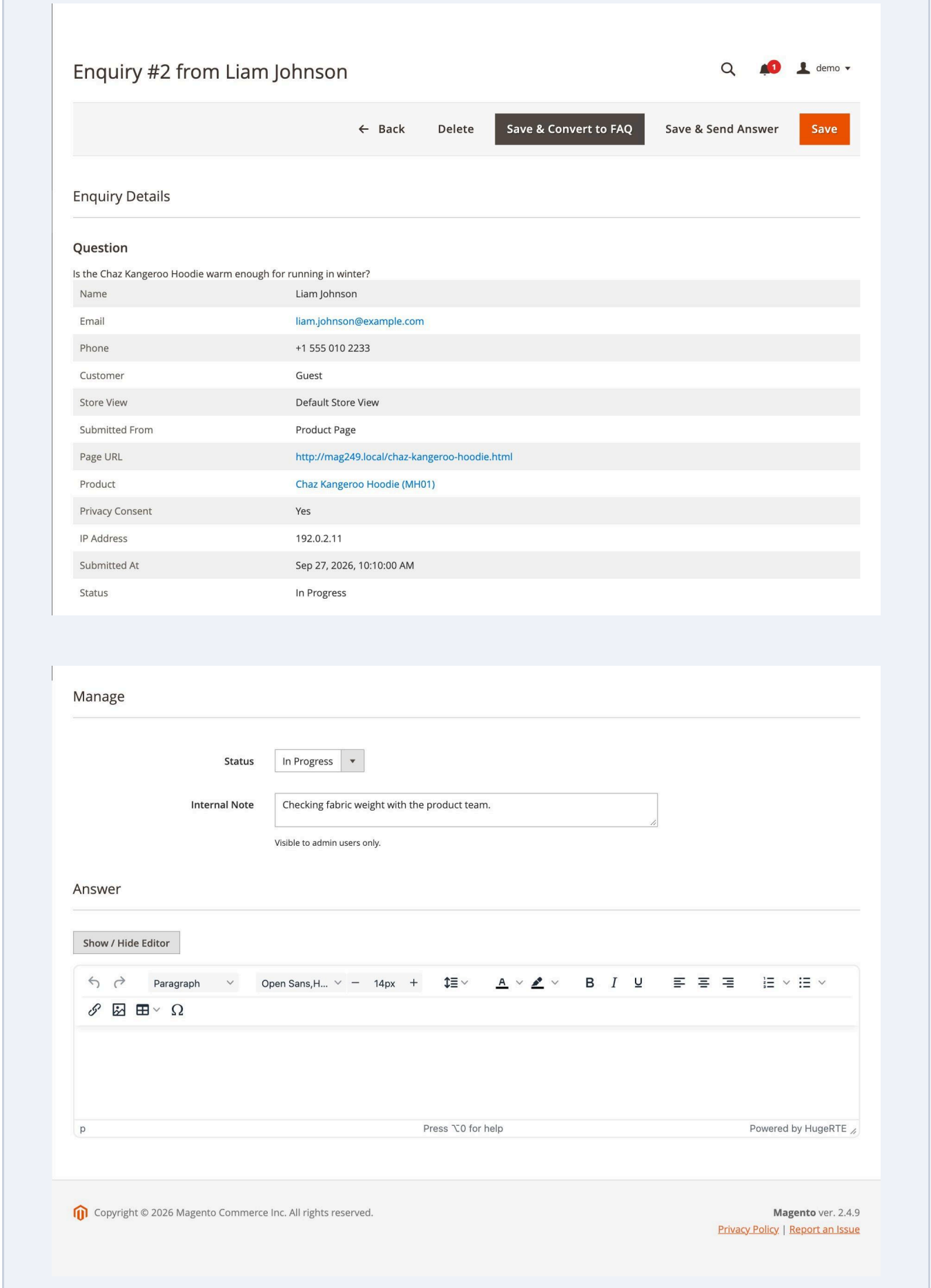
Store Views / Customer Groups	Where and for whom the question is visible.
Products	Assign products; the question then appears in their product FAQ tab.

8. Managing Enquiries

Questions sent through the "Ask a Question" form are listed under Advance FAQ → Enquiries, with the customer details, where the question was asked (FAQ page, category page, single FAQ page, search results, product page, help widget or FAQ widget) and its status.



ID	Name	Email	Question	Submitted From	Category	Product (SKU)	Status	Store View	Submitted	Answered	Actions
7	Best SEO Offers	offers@spam.example	We can get your website to page one of Google. Reply for a free quote!	FAQ Page			Spam	Main Website Main Website Store Default Store View	Sep 23, 2026 6:10:00 AM		Select
6	Mason Clark	mason.clark@example.com	My promo code SUMMER10 says it is not valid. Why?	Single FAQ Page	Discounts & Gift Cards		Answered	Main Website Main Website Store Default Store View	Sep 24, 2026 7:10:00 AM	Sep 24, 2026 4:10:00 PM	Select
5	Ava Martinez	ava.martinez@example.com	Do the Sybil running shorts have a zip pocket?	Help Widget		WSH08	New	Main Website Main Website Store Default Store View	Sep 28, 2026 11:10:00 AM		Select
4	Noah Davis	noah.davis@example.com	I lost the return label for order #000000045. Can you send it again?	Category Page	Returns & Refunds		Closed	Main Website Main Website Store Default Store View	Sep 25, 2026 8:10:00 AM		Select


Enquiry #2 from Liam Johnson
demo
Back
Delete
Save & Convert to FAQ
Save & Send Answer
Save
Enquiry Details
Question
Is the Chaz Kangeroo Hoodie warm enough for running in winter?
Name
Liam Johnson
Email
liam.johnson@example.com
Phone
+1 555 010 2233
Customer
Guest
Store View
Default Store View
Submitted From
Product Page
Page URL
http://mag249.local/chaz-kangeroo-hoodie.html
Product
Chaz Kangeroo Hoodie (MH01)
Privacy Consent
Yes
IP Address
192.0.2.11
Submitted At
Sep 27, 2026, 10:10:00 AM
Status
In Progress
Manage
Status
In Progress
Internal Note
Checking fabric weight with the product team.
Visible to admin users only.
Answer
Show / Hide Editor
Paragraph
Open Sans,H...
14px
p
Press ⌥0 for help
Powered by HugeRTE
Copyright © 2026 Magento Commerce Inc. All rights reserved.
Magento ver. 2.4.9
Privacy Policy | Report an Issue

Status	Meaning
New	Received and not handled yet.
In Progress	Your team is working on it.
Answered	An answer was sent to the customer.
Closed	Handled without an answer email.
Spam	Marked as spam.

Open an enquiry to see all details (name, email, phone, store view, the page, category or product it came from, the search text, consent and IP address if stored). You can then:

- ***Save*** *– change the status or add an Internal Note (never shown to the customer).*

- ***Save & Send Answer*** *– emails your answer to the customer and sets the status to Answered.*

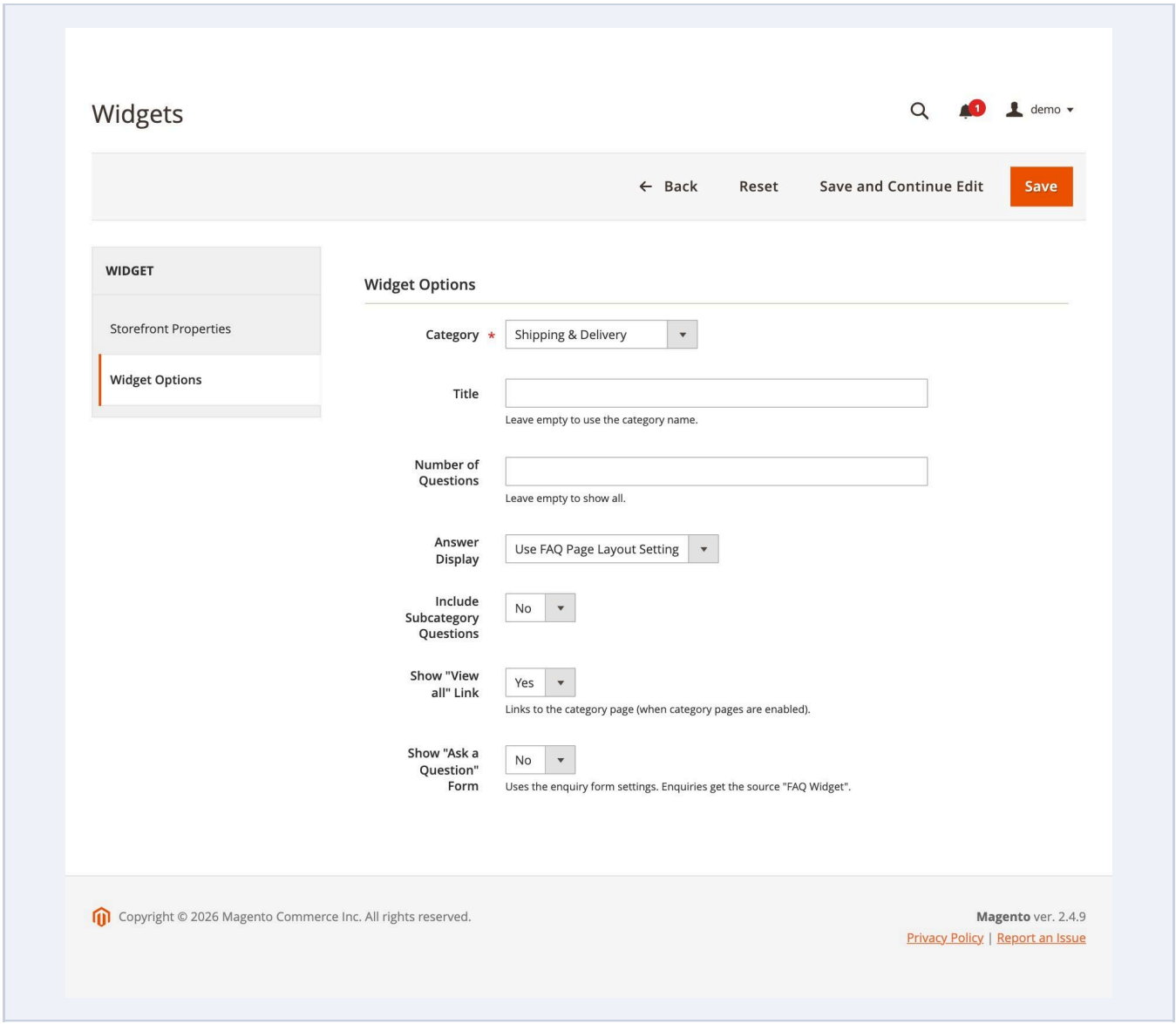
- ***Save & Convert to FAQ*** *– creates a new question from the enquiry (with its category and product) so other shoppers benefit from the answer.*

- ***Delete*** *– removes the enquiry. In the grid you can also change the status of, or delete, several enquiries at once.*

9. CMS Widgets

Show FAQs on any CMS page or block: go to Content → Widgets → Add Widget, or click Insert Widget in the CMS page / block editor, and choose one of the Advance FAQ widgets.

Widget	Shows
Advance FAQ - All FAQs	All categories with their questions, like the FAQ page. Options: title, style (Cards / Tiles), columns, questions per category, answer display, search box and "Ask a Question" form.
Advance FAQ - Category FAQs	The questions of one category. Options: category, title, number of questions, answer display, include subcategory questions, "View all" link and "Ask a Question" form.
Advance FAQ - Product FAQs	The questions assigned to a product, chosen with the product picker or by product ID / SKU (or the current product when placed on a product page). Options: title, number of questions, answer display and "Ask a Question" form.



10. Import & Export

FAQ categories and questions can be imported and exported as CSV files through Magento's standard System → Data Transfer tools. Rows are matched by url_key, so you can export, edit and import the file again. Enquiries can be exported.

10.1 Importing

- *Go to System → Data Transfer → Import (or click Import on the FAQ Categories / Questions & Answers grid).*

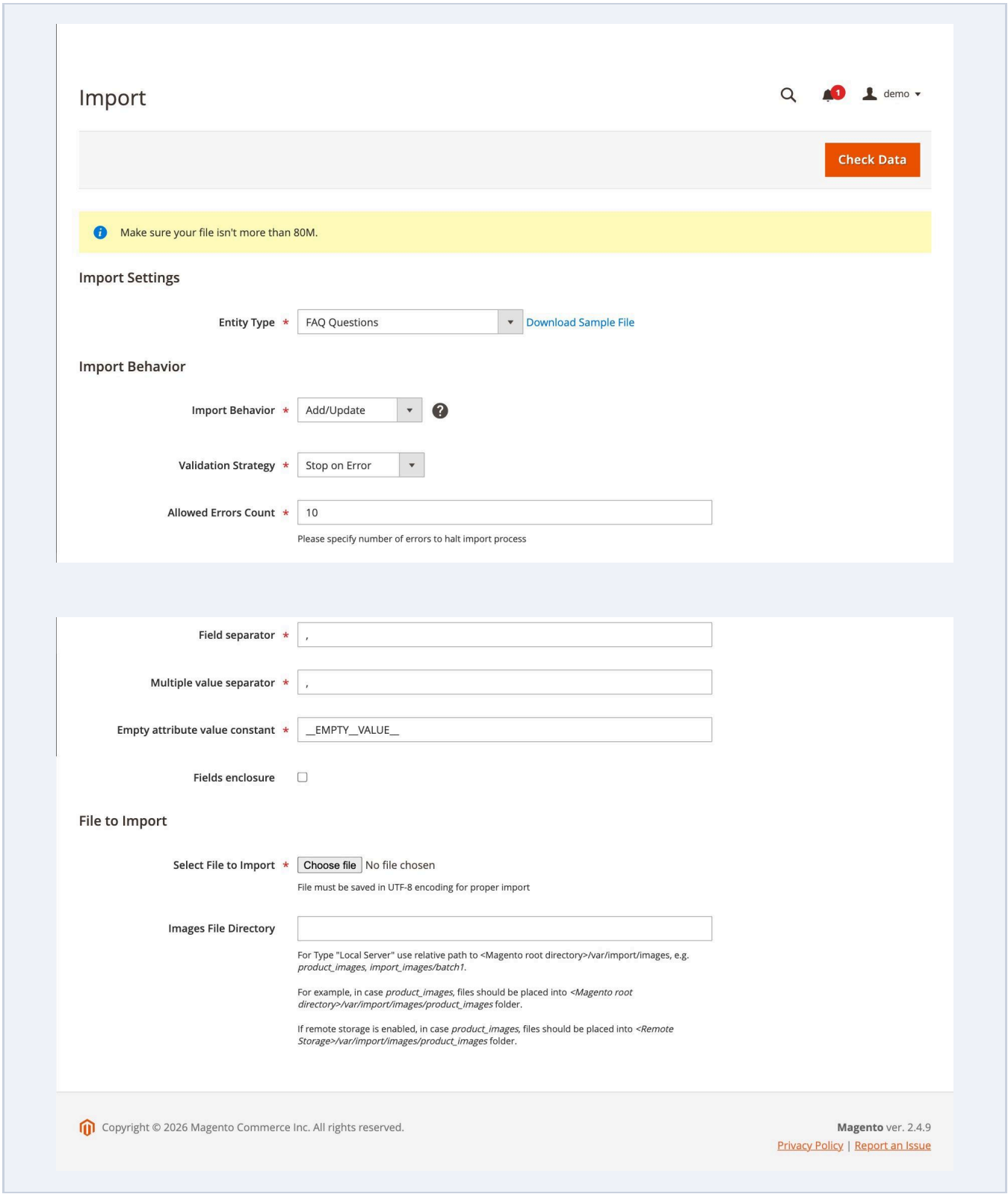
- *Select Entity Type FAQ Categories or FAQ Questions. Click Download Sample File to get an example CSV.*

- *Choose the Import Behavior: Add/Update, Replace or Delete.*

- *Select your CSV file and click Check Data. Fix any errors reported, then click Import.*

Behavior	Result
Add/Update	Creates new entries and updates existing ones. Empty cells keep the current value.
Replace	Overwrites existing entries with the values in the file. Empty cells clear the value.
Delete	Deletes the entries whose url_key is listed in the file.

Column	Format
url_key	Required. Identifies the category or question (lowercase letters, numbers, hyphens and underscores).
parent_url_key	Categories: url_key of the parent category. It must exist or appear in an earlier row of the file.
categories	Questions: comma-separated category url_keys.
products	Questions: comma-separated product SKUs. Unknown SKUs are skipped with a warning; the rest of the row is imported.
store_views	Comma-separated store view codes, or "all".
customer_groups	Comma-separated customer group names or IDs, or "all".
status / sort_order / show_in_widget	1 = enabled / yes, 0 = disabled / no; sort order as a whole number.
icon / banner_image	Categories: image file names. The files must already exist in the category media folders.



10.2 Exporting

- ***Grid shortcut:*** *click Export CSV on the FAQ Categories or Questions & Answers grid to download all entries immediately, in the import format.*

- ***System → Data Transfer → Export:*** *select FAQ Categories, FAQ Questions or FAQ Enquiries, optionally filter or exclude columns, and click Continue. The file is created in the background and appears in the export file list.*

> ⚠ ***NOTE: Exports from System → Data Transfer → Export are processed by Magento's message queue, so the Magento cron (or the exportProcessor consumer) must be running. The grid Export CSV buttons do not need cron.***

11. Storefront Behaviour

Once enabled and configured, shoppers experience the FAQ as follows:

- *The FAQ page lists the top-level categories and their questions. Each category links to its own page, which shows its questions followed by its subcategories.*

- *Typing in the search box shows matching questions instantly; pressing Enter opens the full search results page.*

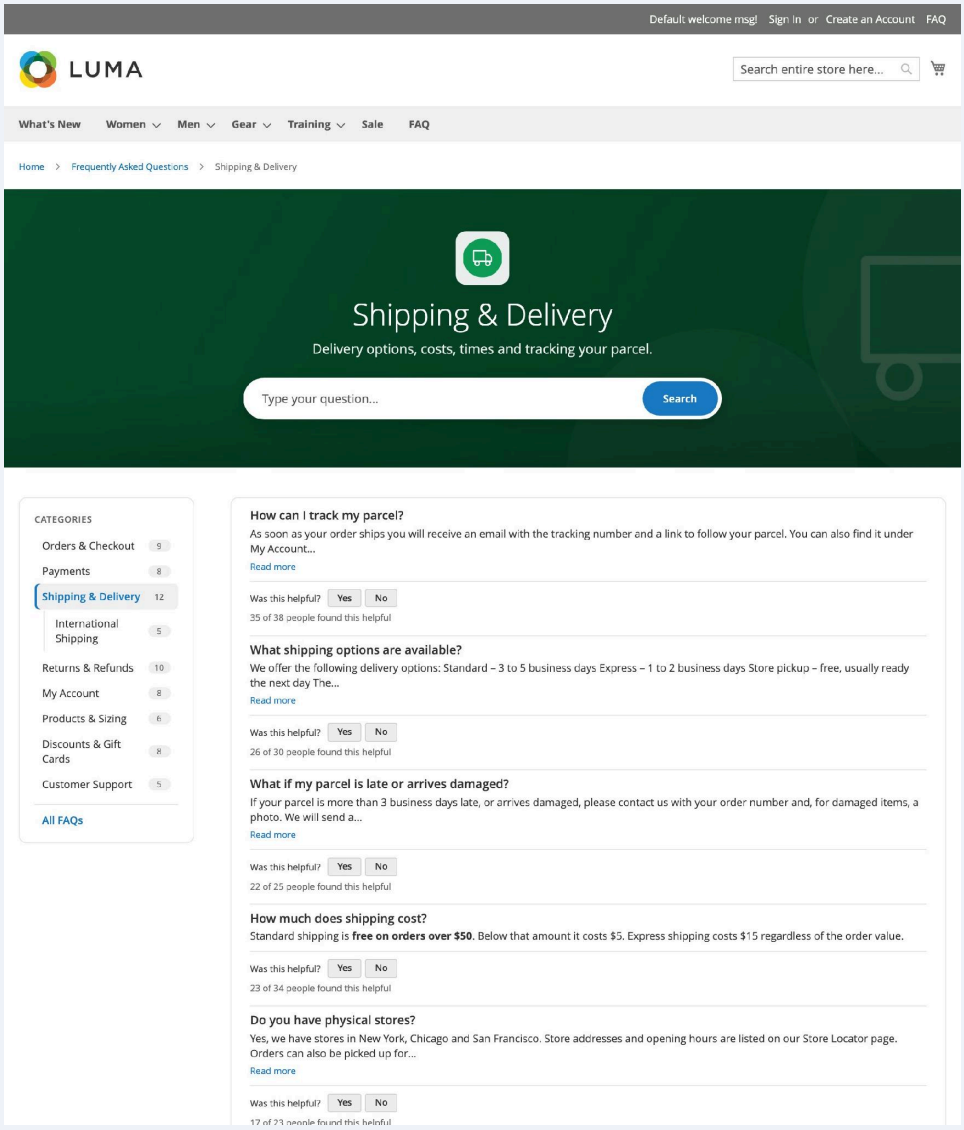
- *Answers open in an accordion or are shown in full, depending on the Page Layout, and long answers can be shortened to an excerpt with "Read more" / "Show more".*

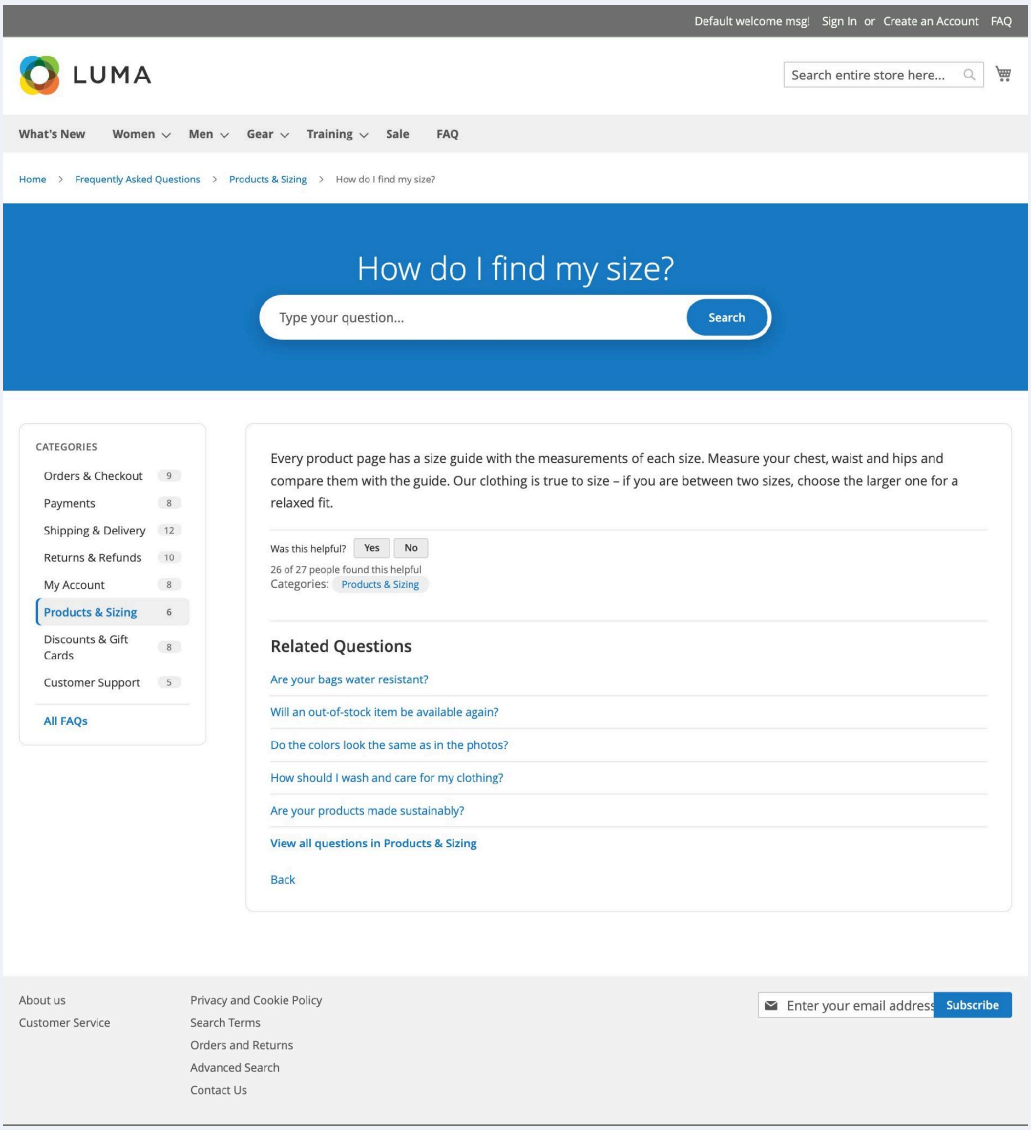
- *Each question has its own page with related questions, breadcrumbs and "Was this helpful?" voting.*

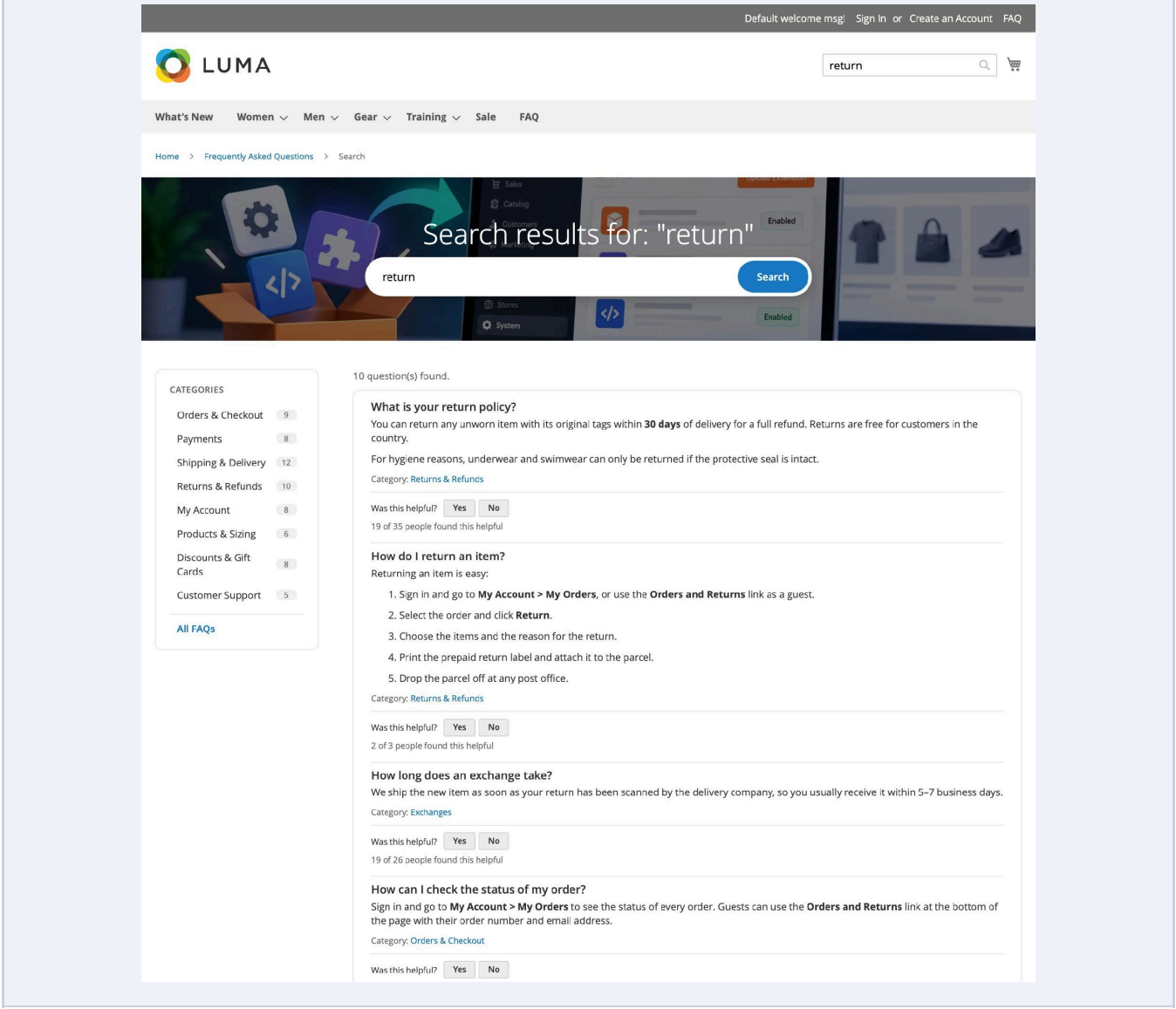
- *Products with assigned questions show them in the product FAQ tab, together with the "Ask a question" form.*

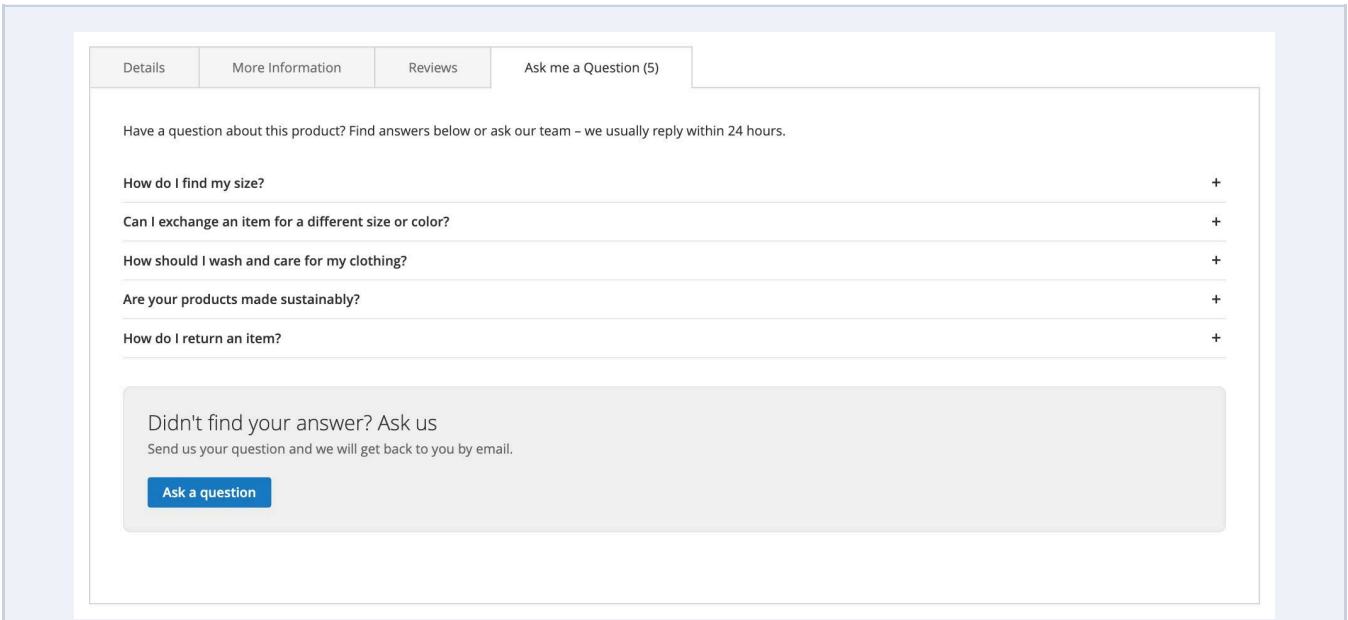
- *The floating help widget lets shoppers search and read answers on any selected page without leaving it.*

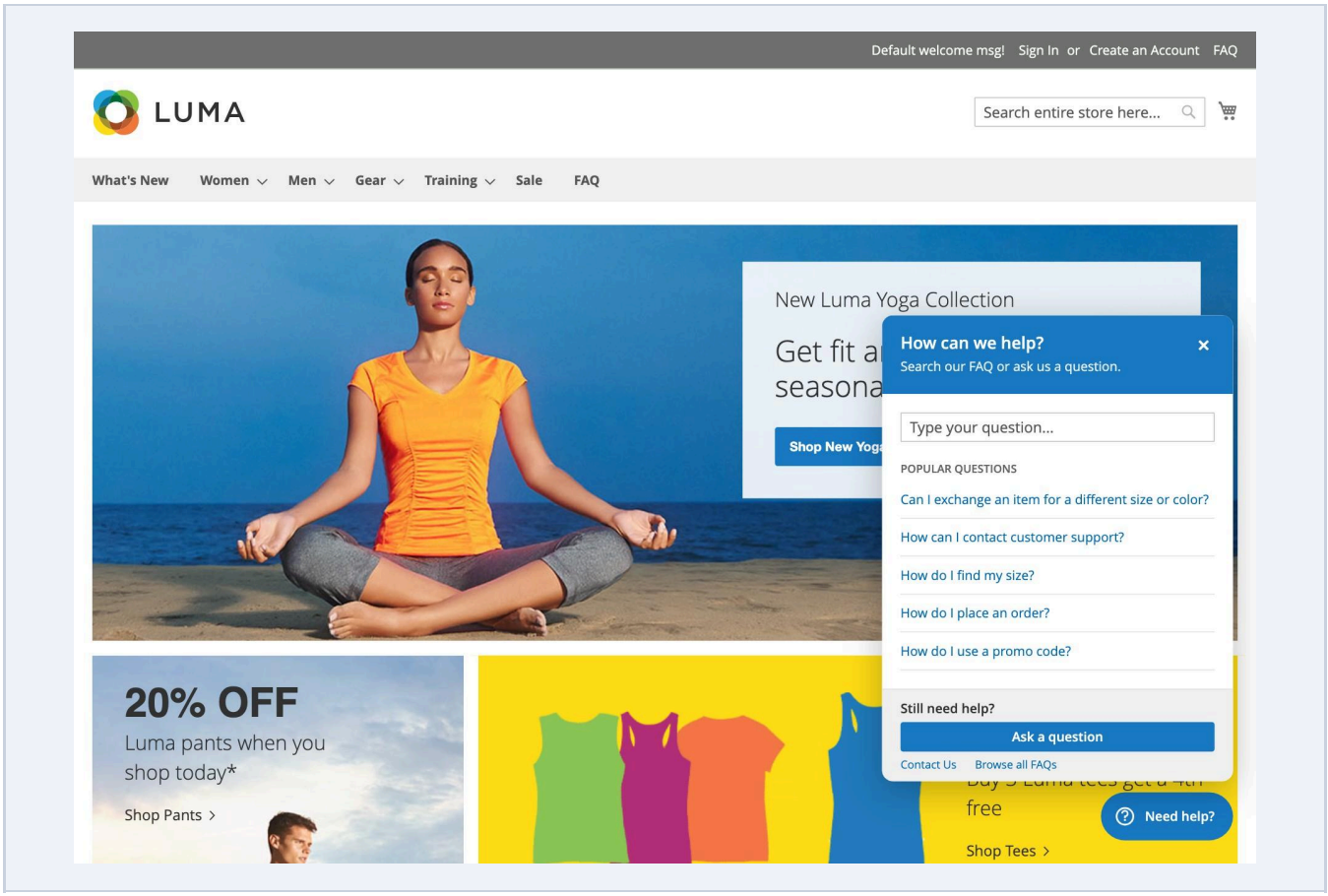
- *Shoppers only see categories and questions assigned to their store view and customer group.*

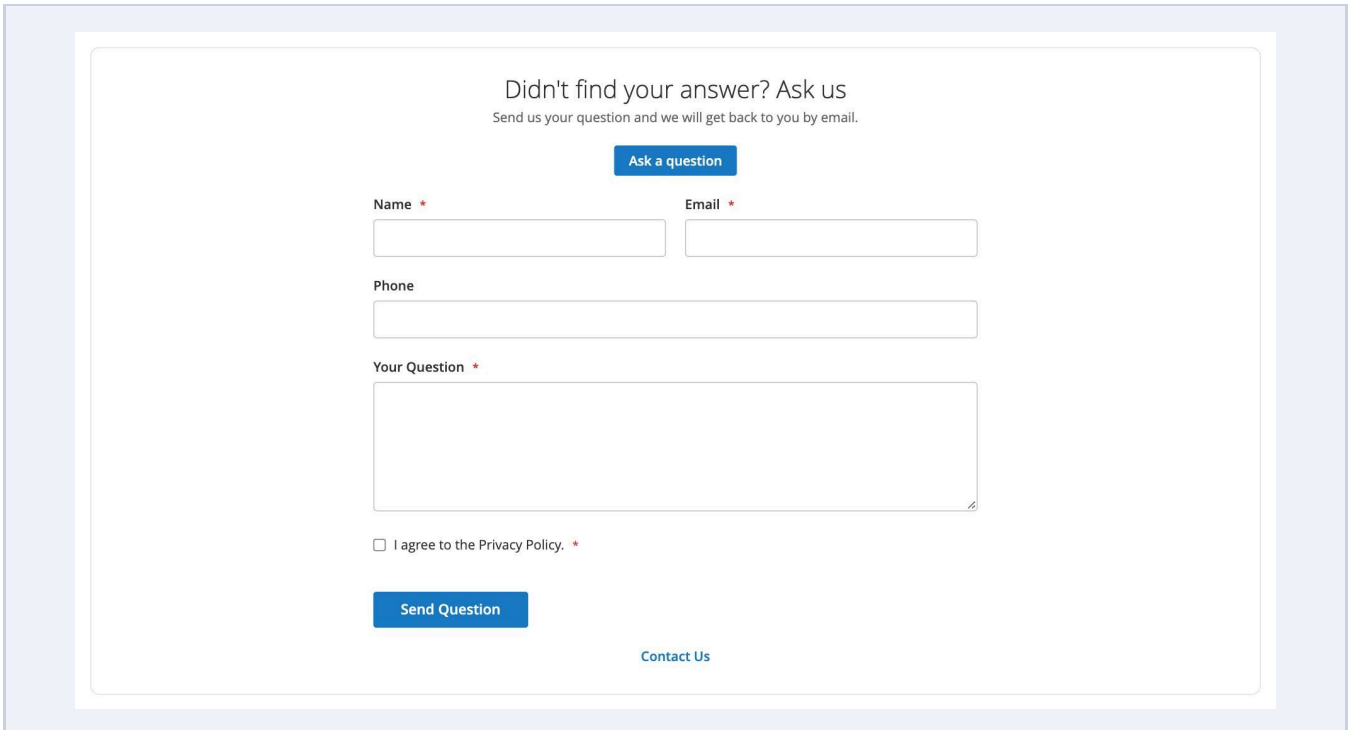



Default welcome msg! Sign In or Create an Account FAQ
LUMA
Search entire store here...
What's New Women Men Gear Training Sale FAQ
Home > Frequently Asked Questions > Products & Sizing > How do I find my size?
How do I find my size?
Type your question...
Search
CATEGORIES
Orders & Checkout 9
Payments 8
Shipping & Delivery 12
Returns & Refunds 10
My Account 8
Products & Sizing 6
Discounts & Gift Cards 8
Customer Support 5
All FAQs
Every product page has a size guide with the measurements of each size. Measure your chest, waist and hips and compare them with the guide. Our clothing is true to size – if you are between two sizes, choose the larger one for a relaxed fit.
Was this helpful? Yes No
26 of 27 people found this helpful
Categories: Products & Sizing
Related Questions
Are your bags water resistant?
Will an out-of-stock item be available again?
Do the colors look the same as in the photos?
How should I wash and care for my clothing?
Are your products made sustainably?
View all questions in Products & Sizing
Back
About us
Customer Service
Privacy and Cookie Policy
Search Terms
Orders and Returns
Advanced Search
Contact Us
Enter your email address
Subscribe


Default welcome msg! Sign In or Create an Account FAQ
LUMA
return
What's New Women Men Gear Training Sale FAQ
Home > Frequently Asked Questions > Search
Search results for: "return"
return
Search
CATEGORIES
Orders & Checkout 9
Payments 8
Shipping & Delivery 12
Returns & Refunds 10
My Account 8
Products & Sizing 6
Discounts & Gift Cards 8
Customer Support 5
All FAQs
10 question(s) found.
What is your return policy?
You can return any unworn item with its original tags within 30 days of delivery for a full refund. Returns are free for customers in the country.
For hygiene reasons, underwear and swimwear can only be returned if the protective seal is intact.
Category: Returns & Refunds
Was this helpful? Yes No
19 of 35 people found this helpful
How do I return an item?
Returning an item is easy:
1. Sign in and go to My Account > My Orders, or use the Orders and Returns link as a guest.
2. Select the order and click Return.
3. Choose the items and the reason for the return.
4. Print the prepaid return label and attach it to the parcel.
5. Drop the parcel off at any post office.
Category: Returns & Refunds
Was this helpful? Yes No
2 of 3 people found this helpful
How long does an exchange take?
We ship the new item as soon as your return has been scanned by the delivery company, so you usually receive it within 5–7 business days.
Category: Exchanges
Was this helpful? Yes No
19 of 26 people found this helpful
How can I check the status of my order?
Sign in and go to My Account > My Orders to see the status of every order. Guests can use the Orders and Returns link at the bottom of the page with their order number and email address.
Category: Orders & Checkout
Was this helpful? Yes No


Details
More Information
Reviews
Ask me a Question (5)
Have a question about this product? Find answers below or ask our team – we usually reply within 24 hours.
How do I find my size?
Can I exchange an item for a different size or color?
How should I wash and care for my clothing?
Are your products made sustainably?
How do I return an item?
Didn't find your answer? Ask us
Send us your question and we will get back to you by email.
Ask a question





12. Uninstallation

- *php bin/magento module:disable Magexweb_Advancefaq*

- *Remove the module files (composer remove magexweb/advancefaq, or delete app/code/Magexweb/Advancefaq)*

- *php bin/magento setup:upgrade && php bin/magento cache:flush*

> ⚠ ***NOTE: Your FAQ data stays in the database (tables starting with magexweb_advancefaq_) so nothing is lost if you reinstall. Remove these tables manually only if you no longer need the data, and back up your database first.***

13. Troubleshooting & FAQ

The FAQ page shows "404 Not Found". What should I check?

- *Check that Enable Advance FAQ is set to Yes for the store view, that the Page URL is not used by a CMS page or product, and flush the Magento cache.*

Why is a category or question not visible on the storefront?

- *Check that it is enabled and assigned to the current store view and customer group. A question must also belong to at least one enabled category that is visible to the shopper.*

I don't see the banner, sidebar or banner images.

- *These are features of the Help Center page style. Set FAQ Page Settings → Page Style to Help Center and check the banner settings of each page type.*

The FAQ link does not appear in the top menu.

- *Check Show FAQ Link in Top Menu in FAQ Page Settings, then flush the cache (the menu is cached as a block).*

Enquiry emails are not received.

- *Check the Enquiry Email Notifications settings and that your store can send emails (Stores → Configuration → Advanced → System → Mail Sending Settings). Enquiries are always saved in the admin, even if an email fails.*

Google reCAPTCHA is not shown on the enquiry form.

- *Enable it in Enquiry Form → Enable Google reCAPTCHA and enter your reCAPTCHA keys in Stores → Configuration → Security → Google reCAPTCHA Storefront.*

My export file does not appear in System → Data Transfer → Export.

- *Exports run through the message queue. Make sure the Magento cron is running, or use the Export CSV buttons on the FAQ grids for an immediate download.*

Can I show FAQs on a CMS page?

- *Yes. Use the Advance FAQ CMS widgets described in section 9.*

Does the extension support multiple stores and languages?

- *Yes. Most settings can be set per store view, and every category and question can be limited to specific store views and customer groups.*

14. Support

Item	Detail
Vendor	Magexweb
Support email	info@magexweb.com
Website	https://www.magexweb.com