



magestore

Realize your idea

support@magestore.com

sales@magestore.com

Phone: 084.4.8585.4587

FAQ

USER GUIDE

Version 0.1.3

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1. INTRODUCTION

Magento currently do not provide FAQ (Frequently Asked Question), whereas in fact it is an indispensable function for any e-commerce systems. With the aim of improving your website, we have released a beneficial extension named FAQ. Your customers will find the answers for their inquiries in the most aggressive way, enabling them to save more time; especially when they are busy or not interested in calling or visiting your store. Don't miss any potential customers just because of lacking FAQ. Add this extension to your cart right now!

Outstanding features:

- ✓ Provide customers with common questions while they are using the system.
- ✓ Optimum search function makes it easier for customers to find answers for common questions
- ✓ Content-based search tool for both questions and answers ensure the accuracy of the results.
- ✓ Manage groups of questions professionally.
- ✓ The administration in the back-end seems to be easy and convenience
- ✓ Display the most frequently asked questions on the top of the page
- ✓ Support friendly URD, good for SEO
- ✓ Support multi languages
- ✓ Support multi stores

2. HOW TO INSTALL

- After purchasing, you can download the file at once, license key will be sent to your email. The file that you download normally is a zip file. Unzip it to a folder.
- Use FTP client (like Filezilla, WinSCP, cuteFtp) to upload (copy) all folders in the zip package to your Magento site root folder. This will not overwrite any existing files, it only add new files to the folder structure.
- After uploading is done, Log in your Magento administration panel to refresh cache. Go to System > Cache Management. Select all caches and take action “Refresh” then submit.
- Navigate to System > Configuration, if you can see the extension tab, it is installed properly. Remember to put your license key to the License key management so that the module could be activated.
- Now if you get Access denied error when click on the extension tab, you need to log out admin panel and log in again.
- Go to front-end and try to process, make sure that everything is OK.

3. HOW TO USE

3.1. Overview page

Overview is known as a table of contents of a FAQ system. Customers can find the list of most frequently asked questions on the top of the page. You can choose questions or number of questions to be displayed in this area.

Following the most frequently asked questions is the search bar which allows customers to look for the questions relevant to what they are interested in. There is a list of items and relevant questions at the bottom of the page. You can set up the number of questions for each category on display in the backend.

3.2. How to search answers

Customers can search the questions or answers relating to what they concern about by various ways:

- ✓ Searching questions in the most frequently asked questions (MFAQ).
- ✓ Searching questions according to categories
- ✓ Using the search bar

❖ Search in the most frequently asked questions

You can find the link to FAQ from the homepage or any page of the system.



Click the FAQ link to open the overview page of the system. Such a page allows customers to find MFAQ on the top:

Most Frequently Asked Questions

1. How much money I can get when I join to MageStore Affiliate system?
2. What is the affiliate program on Magestore
3. Privacy Policy ← Click on the question's title to view it's answer
4. Refund Policy
5. How to join to the affiliate program on Magestore
6. Do I get discount when I click on Affiliate banner from Magestore?

Suppose that a customer wants to find the answers relating to policies on money refund. Here it is - the question No. 4. To search the answer to this question, he only needs to click the mouse on its topic. Wow, the answer has been found.

Category

- Contact
- Installation Service
- Ordering and Delivery
- Partners
- Payment
- Policies**

Policies

Search FAQ 🔍

Refund Policy

We offer 30-day money back guarantee for all our extensions. You can get a full refund if you are not satisfied with our extension during 30 days after your purchase. You can use our customer services system to request refund. All refund requests after 30 days are not accepted. Please remember that we will not refund any fee you paid for installation and customization services.

Other Answers in the Category "Policies"

1. Privacy Policy
2. Policy & Agreement

A detail page enables customers to find the answers they want together with other answers relating to the question. Meanwhile, customers can view the questions of another category on the left of the page.

❖ How to search questions according to categories

Suppose that a customer is now in the overview page and he wants to search information relevant to partnership policies displayed on your site. He can simplify the step by looking for the questions in the partner-related category which can be easily found here.

FAQ Topics

Policies

1. Privacy Policy
2. Refund Policy
3. Policy & Agreement

[more](#)

Payment

1. How can I pay for my Magestore purchase?
2. Is the Magestore website secure? What security features are in place to safeguard my information?

[more](#)

Installation Service

1. Can I request refund for the installation services?
2. When do I get a free installation services from Magestore?

[more](#)

Contact

1. How can I unsubscribe from the Magestore Newsletter?
2. How can I subscribe to the Magestore Newsletter?
3. How do I contact Magestore?

[more](#)

Ordering and Delivery

1. Where can I find the download package of download able product on Magestore?
2. Why I need to provide my domain when order from Magestore?
3. How long does it take to get my purchased items after I placed order?

[more](#)

Partners

1. How much money I can get when I join to MageStore Affiliate system?
2. What is the affiliate program on Magestore
3. How to join to the affiliate program on Magestore

[more](#)

Click here to view all questions of this category

By clicking the link [more](#), customers can view all questions in the category “Products”

Category

Contact

Installation Service

Ordering and Delivery

Partners

Payment

Policies

Partners

Search FAQ

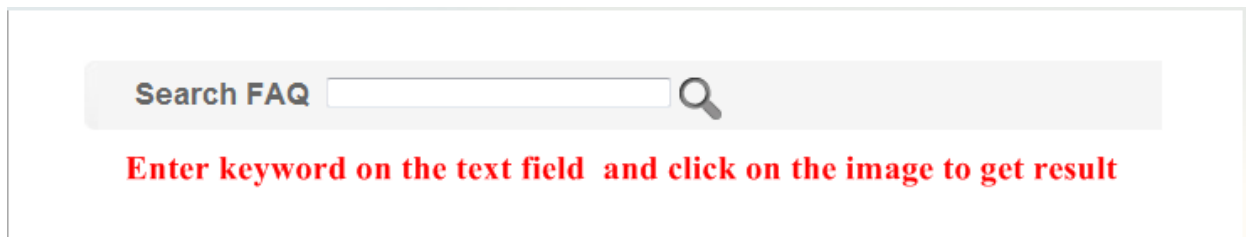
Answers in the Category "Partners"

1. How much money I can get when I join to MageStore Affiliate system?
2. What is the affiliate program on Magestore
3. How to join to the affiliate program on Magestore
4. Do I get discount when I click on Affiliate banner from Magestore?

We can see a list of questions in the Category “Partner”. Similarly, we can view the answer to each question by clicking on the topic of that question.

❖ How to use search bar

Searching method according to the MFAQ and categories seems extremely hard when there are too many questions and topics in the system. A majority of customers are not patient enough to read every topic or question to find answers. Luckily, FAQ extension provides a search tool based on key words. Such a tool can be easily found in every FAQ pages.



For example, a customer is wondering how to contact you and he can use the keyword “contact” for his search. Here are the results:

FAQ Search Results

Keywords: "contact" (3 Matches)

How do I contact Magestore?

Please use the following link to contact us at Magestore: Customer Service

What is Newegg.com's Software Return Policy?

Retail Boxed software may only be returned for refund within 30 days of the invoice date if the packaging is unopened and factory sealed. Opened retail boxed software can only be returned for replacement if it is defective or damaged. You may exchange defective software for an identical replacement by contacting Newegg.com Customer Service and acquiring an RMA number. No software returns will be accepted after 30 days. All OEM software including Operating Systems is non-refundable once purchased and delivered. OEM versions are intended for system builders only and cannot be transferred to another PC once it is installed. Purchasers of this software are required to comply with the terms of the System Builder License, including responsibility for providing all end-user support. Newegg.com is not responsible for system/software incompatibility, and incompatibility issues do not qualify software as damaged or defective. Customers are encouraged to contact the respective software publisher for answers to technical questions, such as minimum system requirements, prior to purchase.

What is the standard return policy for Newegg.com products?

Products sold by Newegg.com are supported by our Standard Return Policy unless otherwise indicated. Merchandise covered by our Standard Return Policy may be returned within 30 days of the original invoice date for a refund or replacement. All returns require an RMA (Return Merchandise Authorization) number. Because many companies offer additional factory coverage, you should contact the manufacturer directly for information regarding eligibility and specific Terms and Conditions.

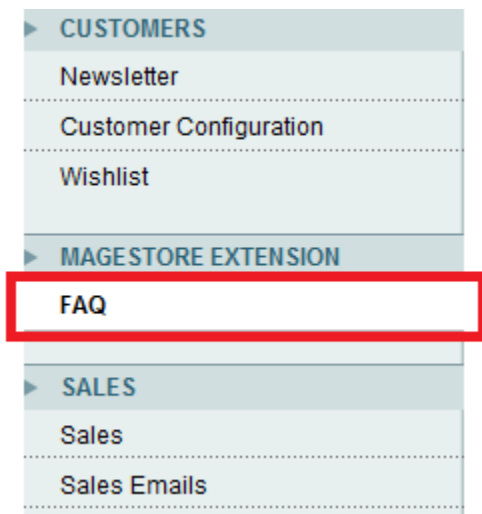
Simply, customers can view the questions they need on the top of the page. The searching method based on the question topic and answer content ensures the output results to be accurate.

4. HOW TO CONFIGURE

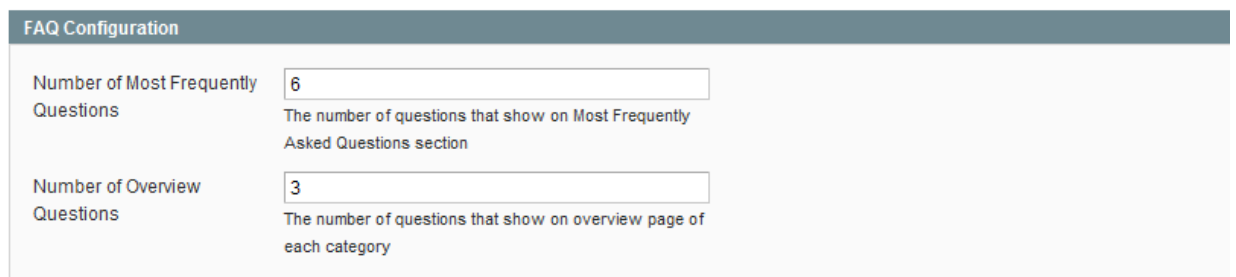
In this part, we plan to guide you how to configure module and manage questions and topics in Admin.

4.1. Configuration

You can find out the parameter configuration in module by opening the link **System > Configuration**.



You will see the configuration for module once clicking the FAQ link.

A screenshot of the 'FAQ Configuration' page in the Magento Admin. The page has a dark header with the title 'FAQ Configuration'. Below the header, there are two configuration fields. The first field is labeled 'Number of Most Frequently Questions' and has a text input field containing the number '6'. Below this field is a description: 'The number of questions that show on Most Frequently Asked Questions section'. The second field is labeled 'Number of Overview Questions' and has a text input field containing the number '3'. Below this field is a description: 'The number of questions that show on overview page of each category'.

Here, you can configure two parameters for the module and such a configuration will affect the display of module in the frontend.

- ✓ Number of Most Frequently Asked Questions: The number of most frequently asked questions you want to be displayed on the overview page of FAQ. At the moment, the value is set to be 6, so the result in the frontend will be:

Most Frequently Asked Questions

1. The shipping carrier has returned my order/package to Magestore. What happens now?
2. How do refunds/credits work? How is a refund/credit applied? Does Magestore offer in-store credit?
3. What types of exclusive promo codes are available to Magestore Newsletter subscribers?
4. I have unsubscribed from the Magestore Newsletter already; why am I still receiving newsletters from you?
5. How do I get my FedEx tracking number?
6. What is Newegg.com's Software Return Policy?

- ✓ Number of overview question: The number of questions to be displayed for each category in the overview page.

Extended Warranty

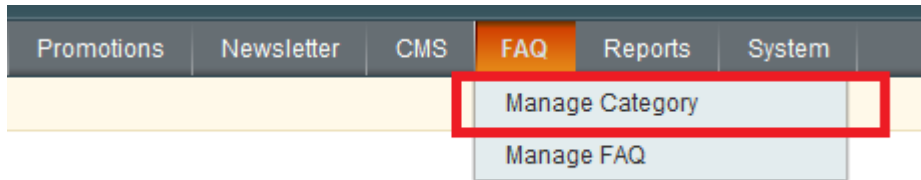
1. Service Net Day 1 Camera ADH Warranty Plan
2. Service Net Plasma TV Extended Warranty Plan
3. Service Net LCD TV Extended Warranty Plan

[more](#)

4.2. How to add question topic

In order to create the list of questions in the system, it is necessary for you to define their topic.

At first, log in the backend by using an allowed account for FAQ module. Open the link **FAQ > Manage Category**.



Now you will see a list of categories you have created (In case the module have just been installed, no category can be found).


Category Manager + Add category

Page 1 of 1 pages | View 20 per page | Total 10 records found Export to: CSV Export Reset Filter Search

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

| ID | Name | Url Key | Description | Ordering | Status | Action |
|----|----------------------|----------------------|----------------------|----------|---------|--------|
| 1 | Contact | contact | Contact | 1 | Enabled | Edit |
| 2 | Extended Warranty | extended-warranty | Extended Warranty | 2 | Enabled | Edit |
| 3 | Ordering | ordering | Ordering | 3 | Enabled | Edit |
| 4 | Products | products | Products | 4 | Enabled | Edit |
| 5 | Shipping | shipping | Shipping | 5 | Enabled | Edit |
| 6 | Credit | credit | Credit | 6 | Enabled | Edit |
| 7 | Installation Service | installation-service | Installation Service | 7 | Enabled | Edit |
| 8 | Payment | payment | Payment | 8 | Enabled | Edit |
| 9 | Returns(RMA) | returns(rma) | Returns(RMA) | 9 | Enabled | Edit |
| 10 | Policies | policies | Policies | 10 | Enabled | Edit |

So as to create a new category, click **Add category on the top of the page**.

A screenshot of the 'Add category' button, which is a blue button with a white plus sign and the text 'Add category'. The button is highlighted with a red rectangular box. Below the button, there are links for 'Export to: CSV', 'Export', 'Reset Filter', and 'Search'.

In the next page, you will see a form in which you can fill necessary information for categories.

Category information

Name *

Url Key

Ordering *

Status

Description *

You need to add information to the asterism sections. Note that:

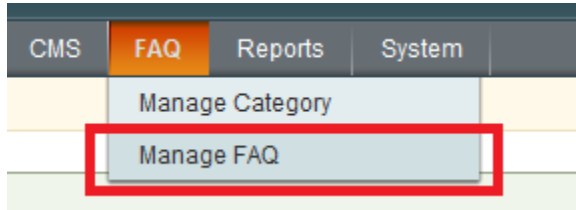
- ✓ Url key is a relative link on the browser and automatically created according to the name of categories..
- ✓ Ordering: The order of categories in the frontend. The category with the smaller order number will be displayed first.

After filling all necessary information, you will have two options including **Save** and **Save and Continue**, both of which help you to save the category.



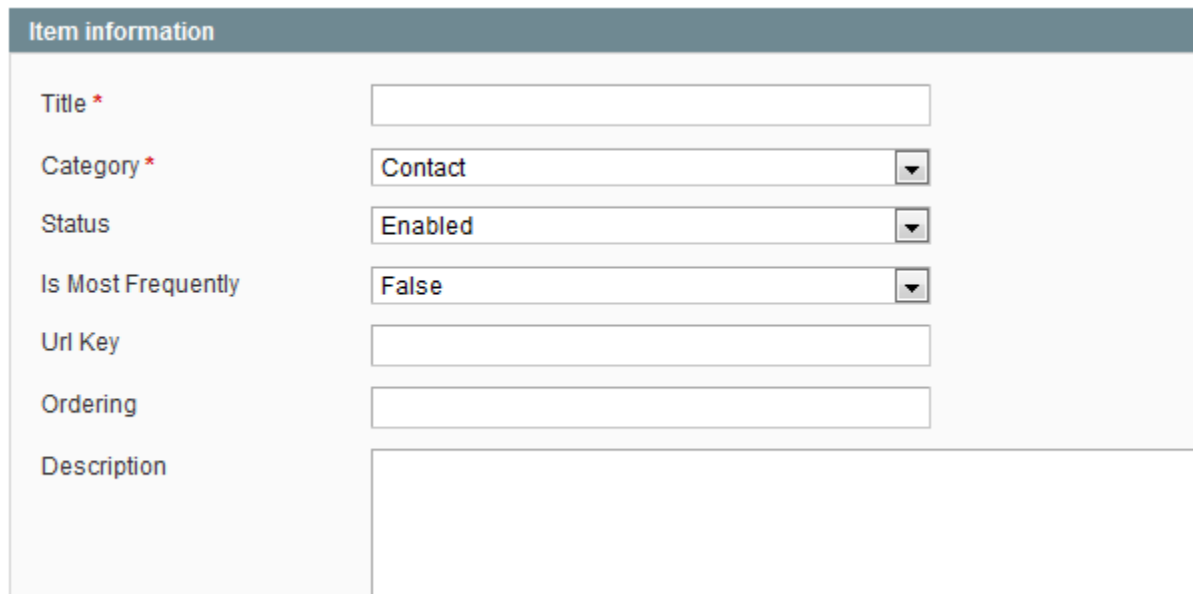
4.3. How to add questions

After creating appropriate categories, you can begin to develop questions for each category. Open the menu **FAQ > Manage FAQ**:



Similar to the category management, you can view the list of questions. Here, the button **Add FAQ** can be found.

After clicking **Add FAQ**, you will find a form to add information for FAQ.

A screenshot of a form titled 'Item information'. The form contains several fields: 'Title *' (text input), 'Category *' (dropdown menu with 'Contact' selected), 'Status' (dropdown menu with 'Enabled' selected), 'Is Most Frequently' (dropdown menu with 'False' selected), 'Url Key' (text input), 'Ordering' (text input), and 'Description' (text area).

- ✓ Title: Be consistent with question contents
- ✓ Category: Category of questions (that you have made according to the instructions above)

- ✓ Is Most Frequently: Select True if you want this question to be displayed in the most frequently asked questions.
- ✓ Url key: You can leave it empty. Url Key will be automatically created based on the question content.
- ✓ Description: Answers to the question

Click **Save** to save the question.

5. SAMPLES

Now it's time for us to introduce to you some Magento websites which are using our FAQ module.

The screenshot shows the 'MOST FREQUENTLY ASKED QUESTIONS' section of the StyleTrek website. At the top, there is a search bar labeled 'Search FAQ' with a magnifying glass icon. Below this, the 'FAQ Topics' are listed in three columns:

- Assistance - Social Media**
 1. Signing Up
 2. Membership
 3. Getting Started[more](#)
- Assistance - eCommerce**
 1. Placing Orders
 2. Shipping Rates
 3. Delivery Status[more](#)
- Policies**
 1. Privacy Policy[more](#)

The footer contains the following text: Mission | About StyleTrek | News | Terms of Use | Privacy | FAQ | Assistance@StyleTrek.com | ©2010 StyleTrek. Social media links for Facebook and Twitter are also present.

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The screenshot shows the Noble Janitorial Supply website's FAQ page. At the top, there is a navigation bar with links for 'My Account', 'FAQ', 'My Cart', 'Checkout', and 'Log In'. The main header features the 'NOBLE Janitorial Supply' logo and a search bar with the text 'Search entire store here...' and a 'SEARCH' button. Below the header is a dark navigation bar with categories: 'JANITORIAL & CLEANING', 'FACILITY MAINTENANCE', 'OFFICE SUPPLIES', 'FOOD SERVICE', 'SMALLWARES & EQUIPMENT', and 'SAFETY SUPPLIES'. A green banner below this contains the text 'EASY ONLINE ORDERING', 'SECURE SHOPPING', and '100% SATISFACTION GUARANTEE'. The main content area starts with 'Home | FAQ' and a section titled 'Most Frequently Asked Questions' containing five numbered questions. Below this is a 'Search FAQ' search bar. The 'FAQ Topics' section is divided into four columns: 'Ordering' (with 4 questions and a 'more' link), 'Privacy & Security' (with 1 question and a 'more' link), 'My Account' (with 2 questions), and 'Shipping' (with 2 questions).

NOBLE
Janitorial Supply

My Account | [FAQ](#) | [My Cart](#) | [Checkout](#) | [Log In](#)

0 item - \$0.00

Search entire store here... **SEARCH**

JANITORIAL & CLEANING | FACILITY MAINTENANCE | OFFICE SUPPLIES | FOOD SERVICE | SMALLWARES & EQUIPMENT | SAFETY SUPPLIES

EASY ONLINE ORDERING | SECURE SHOPPING | 100% SATISFACTION GUARANTEE

Home | [FAQ](#)

Most Frequently Asked Questions

1. Do I need to register in order place orders on your website?
2. How do I create an account?
3. How do I know if I qualify for free shipping?
4. What steps do you take to protect my information?
5. When will my order ship?

Search FAQ

FAQ Topics

Ordering

1. Can I cancel my order?
2. Do I need to register in order place orders on your website?
3. Do you offer net terms to your customers?
4. Do you offer volume discounts?

[more](#)

My Account

1. How do I create an account?
2. I forgot my password. What should I do?

Privacy & Security

1. What steps do you take to protect my information?

[more](#)

Shipping

1. Can I pick up my order locally?
2. Do you ship internationally?

Ask David a question 🔍



Most Frequently Asked Questions

1. [Can I change my order?](#)
2. [Can I mix and match?](#)
3. [How can I track my order\(s\)?](#)
4. [How do I cancel my order?](#)
5. [How do I know if my order has been received?](#)
6. [How long does delivery take?](#)

Dauids' FAQ Topics

Fireplaces

1. [Can I mix and match?](#)
- [see all questions in the topic](#)

Order Processing

1. [Can I change my order?](#)
 2. [How can I track my order\(s\)?](#)
 3. [How do I cancel my order?](#)
- [see all questions in the topic](#)

Stoves

1. [How big should my stove be?](#)

Fitting

Solid Fuel Fireplaces

1. [Do you need permission from your local Council to use a fire stove?](#)
- [see all questions in the topic](#)

Payments

1. [What payment methods do you accept?](#)

<http://www.victorianfireplaces.com/faq>

END

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