



Product FAQ for Magento2

Product Specification

The FAQ Extension for Magento 2 enables store administrators to easily manage Frequently Asked Questions and associate them with products. It also supports adding product-specific FAQs directly from the product add/edit page in the admin panel. This guide will help you configure and use the extension effectively.

Features

Here is a comprehensive list of the features included in the FAQ extension:

- **Add, edit, and delete FAQs from the admin panel.**
- **Assign FAQs to one or multiple products.**
- **Add product-specific FAQs from the product add/edit page.**
- **Support for multiple store views.**
- **Enable or disable FAQs.**
- **Mass delete functionality in FAQ grid.**

Admin Panel Configuration

Stores -> Configuration -> Pits Extensions -> Product FAQs

General Configuration

Module Enable <small>[global]</small>	Yes	▼
List sort Order <small>[store view]</small>	Alphabetical	▼
FAQs Tab Title <small>[store view]</small>	FAQ <small>Used for product pages. If empty, the 'FAQ' title will be used</small>	
Tab Sort Order <small>[store view]</small>	50 <small>Product page FAQ tab sort order.</small>	

Figure 1: General Configuration



General Configuration

- **Module Enable** – Enable / Disable module.
- **List sort Order** – Sort Order to display the FAQ list in product view page.
- **FAQs Tab Title** – Tap title name.
- **Tab Sort Order**– Sort Order to display the tab list in product view page. Following are the sorting options:
 - **Alphabetical** – Sorts FAQs in ascending order based on the question title.
 - **Created Date** – Sorts FAQs by their creation date, showing the most recently added items first.
 - **Position** – Sorts FAQs according to their position as defined in the product details FAQ grid, where items can be rearranged using drag-and-drop functionality.

How It Works in Backend

Administrators can set the font faces through the **Catalog menu** in the **admin panel** (Figure 2). Within this menu, a dedicated submenu for the FAQ is available. This submenu includes distinct links for FAQ. When administrators select the FAQ link, they are redirected to the FAQ List page, where specific details and configurations related to FAQ can be managed.

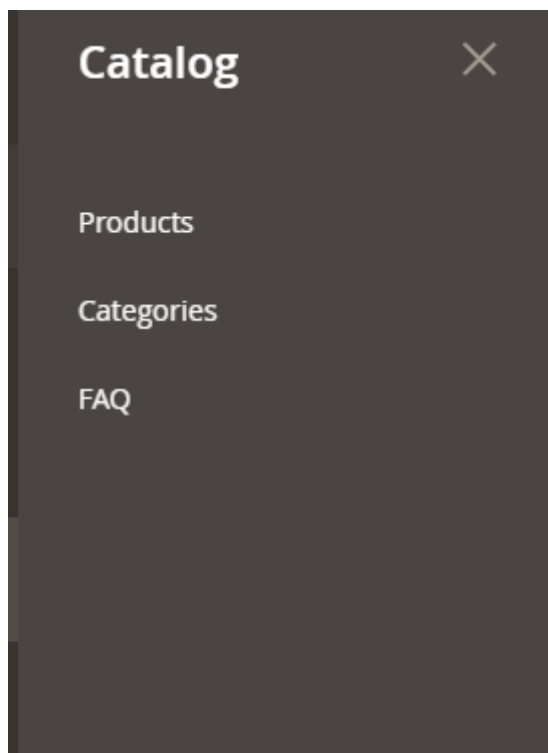


Figure 2: FAQ menu



FAQ Management

admin

Add New FAQ

✓ FAQ was saved successfully.

Filters Default View Columns
20 per page 1 of 1

1 records found

Actions

	ID	Question	Answer	Date Added	Is Active	Action
<input type="checkbox"/>	9	What is the product made of?	Our product is made from high-quality, durable materials including [insert materials], ensuring long-lasting use and comfort.	2025-05-13 18:04:44	Yes	Edit

Figure 3: FAQ List page

The admin can view all the added FAQs in the FAQ listing page, as shown in Figure 3. This page displays key information such as the question, answer, status, and assigned store views for each FAQ. Action options are available for each entry, allowing the admin to edit or delete an FAQ individually. Additionally, the admin can select multiple FAQs and use the "Mass Delete" action to remove them in bulk. To create a new FAQ, the admin can click the "Add New FAQ" button at the top of the listing page, which redirects to a UI form for adding a new entry. In this form (see Figure 4), the admin can input the question and answer, select one or more store views, set the FAQ's status to enabled or disabled, and assign it to specific products if needed. Once saved, the FAQ appears in the listing grid and, if enabled, is visible on the storefront. If no FAQs are added or all are disabled, no FAQ section will be displayed on the storefront by default.

Add FAQ

admin

Back Save FAQ

FAQ Details

Question

Answer

Store View

Is Active

Figure 4: Add FAQ



Product Add/Edit Page

In the product edit page, a dedicated FAQ section is available, allowing the admin to manage product-specific FAQs directly from within the product form. This section provides two options: the admin can either create a new FAQ specific to that product or choose from the list of general FAQs previously created in the main FAQ listing. For product-specific FAQs, the admin can add a question and answer that will appear only on that particular product's page. Alternatively, the admin can select one or more global FAQs to associate with the product, enabling FAQ reuse across multiple products. This functionality provides flexibility to maintain both shared and unique FAQs across the catalog, enhancing the customer experience on product detail pages.

Note:

To display FAQs on the product page, make sure they are assigned to the product—either by adding product-specific FAQs or by linking existing global FAQs from the FAQ list.

FAQs

Add New FAQ

Please add new FAQ for this product.

Create New FAQ

Choose From General List

Please choose FAQs from general list.

Choose From General List

Figure 5: Product Edit Page with FAQ options

Choose From General List

Cancel

Add Selected FAQs

1 records found

20 per page

< 1 of 1 >

	ID	Question	Answer	Date Modified	Store View	Enable
<input type="checkbox"/>	9	What is the product made of?	Our product is made from high-quality, durable materials including [insert materials], ensuring long-lasting use and comfort.	2025-05-13 18:04:44	All Store Views	Yes

Figure 6: Adding a FAQ for product



How It Works in Frontend

Once FAQs are assigned to a product—either as product-specific entries or by linking general FAQs—they will be displayed on the product page frontend. The FAQ section appears alongside other standard product tabs such as the Description and Reviews. This allows customers to quickly find answers to common questions related to the product without needing to contact support. Only FAQs with status set to "Enabled" and assigned to the current store view will be visible. This improves customer experience and can help reduce pre-sale inquiries by providing instant, relevant information directly on the product page. It is compatible with Luma Theme.

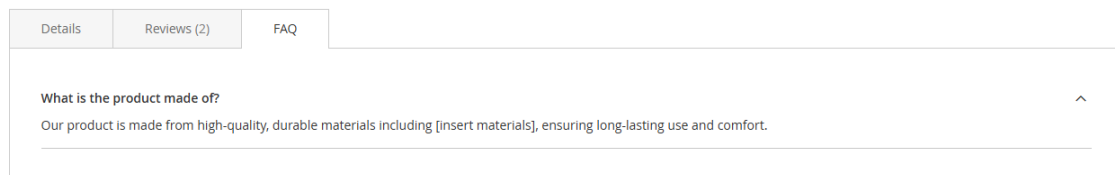


Figure 7: FAQ in the frontend

Technical Requirements / Compatible with:

- Magento Open Source (CE) 2.4.4-2.4.8
- Adobe Commerce (EE & Cloud) 2.4.4-2.4.8

Installation Steps

To install the Product FAQ module, follow the steps below.

1. Download the module.
2. Access your web server directories and unzip and upload the content of the zip file to app/code directory.
3. Run the below commands on terminal
 - `php bin/magento setup:di:compile`
 - `php bin/magento setup:upgrade`
 - `php bin/magento setup:static-content:deploy -f`
 - `php bin/magento cache:clean`



Supported Languages

English, German, Italian

Change Log / Release Notes

Version: 1.0.0: October, 2025

- Add, edit, and delete FAQs from the admin panel.
- Add product-specific FAQs.
- Assign FAQs to one or multiple products.
- Support for multiple store views.
- Enable or disable FAQs.
- Mass delete functionality in FAQ grid.
- Compatible with Adobe Commerce (EE & Cloud) for version 2.4.4-2.4.8.

Support

If you have questions, use our contact form in <https://www.webshopextension.com/> or email to support@webshopextension.com