



FAQ

Create FAQ page and FAQ tab on the product page – 2 IN 1

PrestaShop FAQ module

A product by PrestaHero

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I. WELCOME

Thank you for purchasing our product. We hope to guide you through all the aspects of the module installation and the module setup within this document. If you have any questions that are beyond the scope of this documentation, please feel free to contact us.

* **FAQ** is compatible with PrestaShop 1.6.x, 1.7.x and PrestaShop 8.x

II. INSTALLATION

1. Navigate to **“Modules / Module manager”**, click on **“Upload a module / Select file”**
2. Select the module file **“ets_faq.zip”** from your computer then click on **“Open”** to install
3. Click on **“Configure”** button of the module you just installed to open the module's configuration page

Quick Access - Search

Modules / ets_faq / Configure

Configure
FAQ PRO Frequently asked questions

Back Translate Check update Manage hooks

Configuration

General

Products

Refund product

+ Add group (1)

What are the Delivery Charges for Orders from the Online shop? (2)

What exactly happens after ordering?

Which payment methods are accepted in the Online shop?

How many months will I get free guarantee for Apple's product?

+ Add question (3) Edit group

1. Separate questions and answers by group to manage them easily.

2. All questions and answers that customers frequently ask.

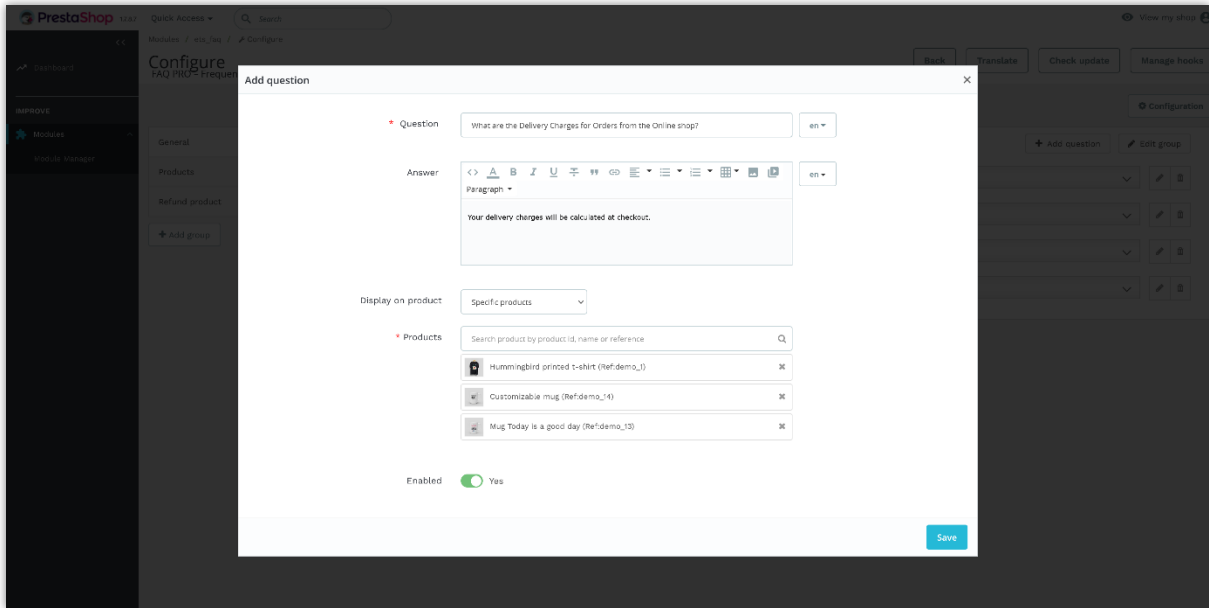
3. Add a question into current question group.

III. CONFIGURATION

❖ Add a question and answer

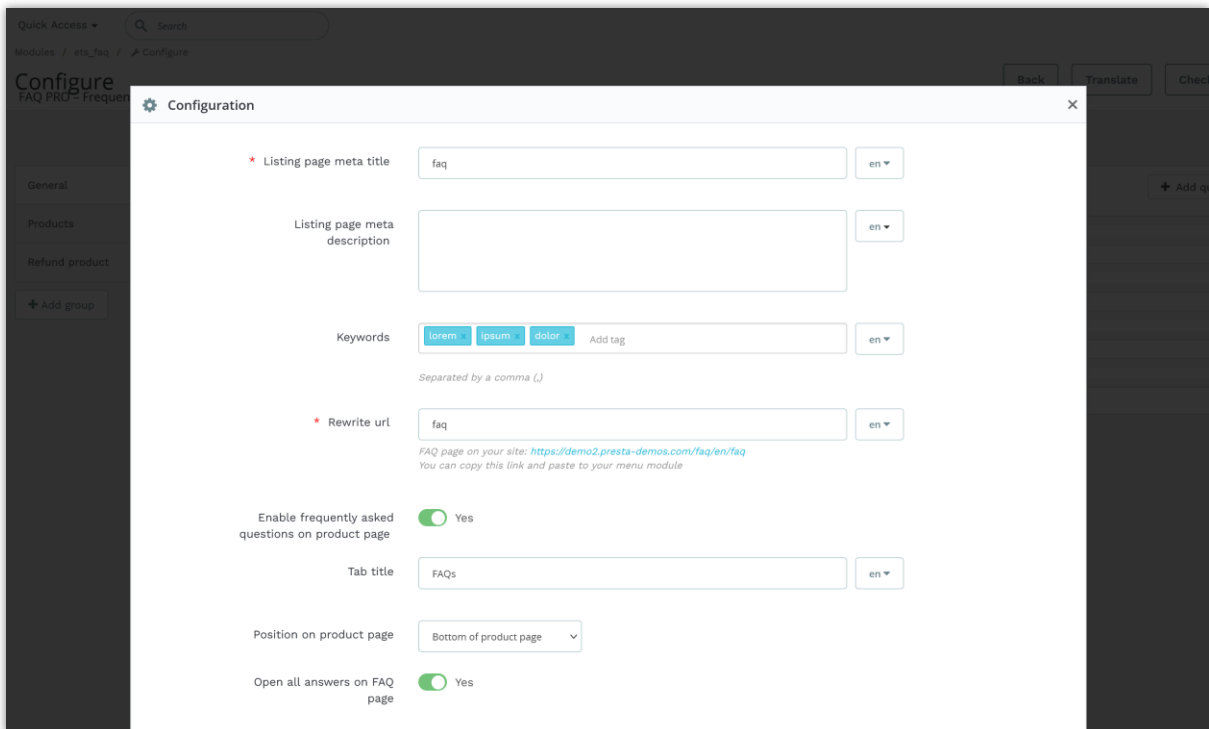
You can display the question on:

- None: only display question in the private FAQ page.
- All products: show this question in every product detail pages.
- Specific products: show this question in the product detail pages of specific select products. You can search for products by product name, product ID, or reference.



- **Configuration popup**

Click on “Configuration” button on the top – right corner to open “Configuration” popup. You will find the options to set up general information for the FAQ private page and “Ask a question” form.



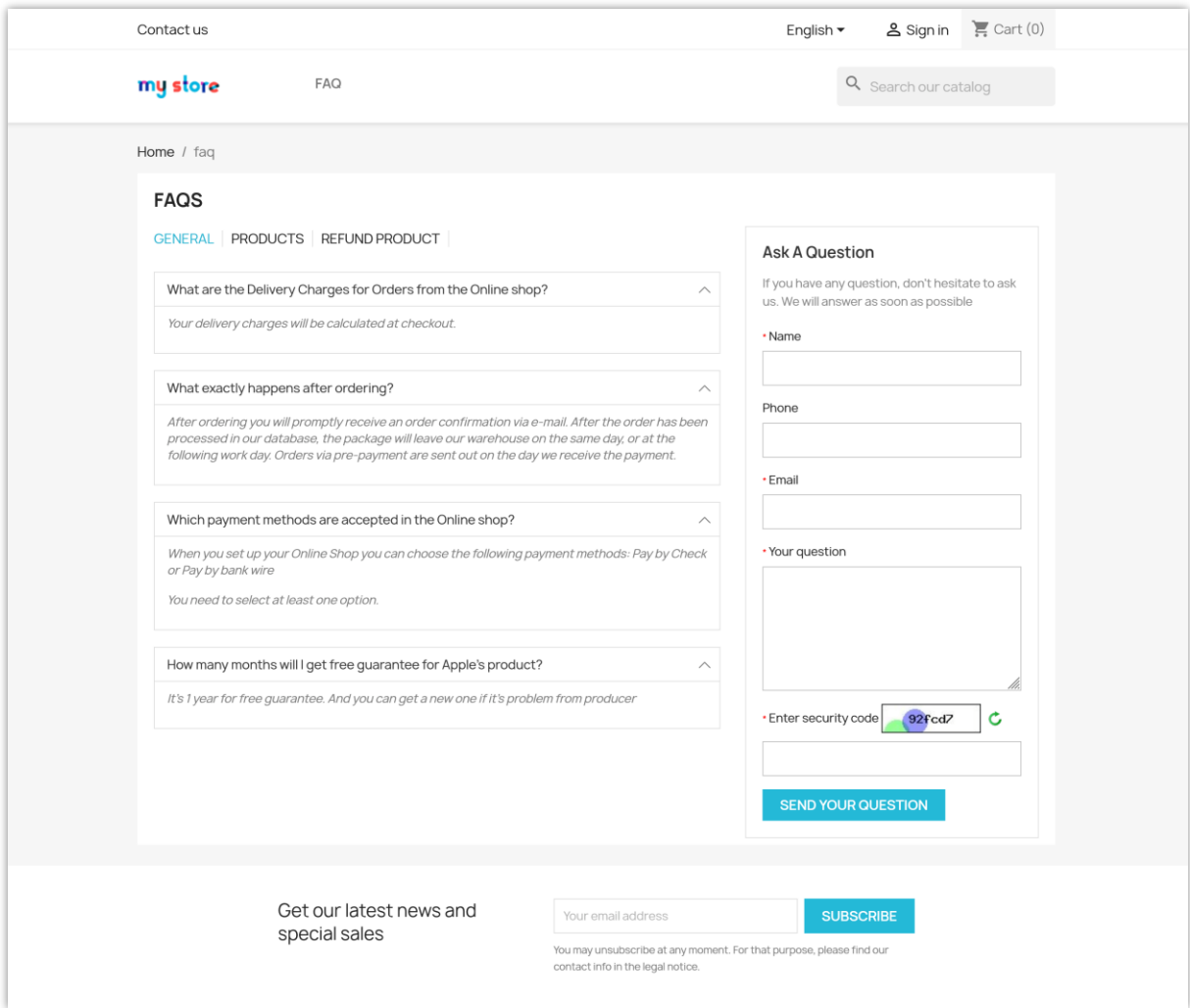
- You can use rewritten URL to create a FAQ link on your site. Put the link in the menu or footer to help your customers access FAQ page easily.

- This module supports 3 types of CAPTCHA to help prevent spam messages sent through “Ask a question” form: CAPTCHA image, Google reCAPTCHA v2 and Google reCAPTCHA v3.

IV. DISPLAY IN THE FRONT OFFICE

The private FAQ page with “Ask a question” form:

- All frequently asked questions will be displayed on a private page. Questions and answers are shown in separate groups.
- Title and description of "Ask a question" form are editable in "Configuration" popup.
- The question will be sent to admin email assigned in “Configuration” popup.



Show frequently asked questions on the product detail page:

- FAQ section can be displayed at bottom of the product detail page, or on the left/right column of the product detail page.
- Visitors can click on the arrow icon to see an answer.
- Click on "Ask a question" button to open the popup form and send a question.

Contact us English Sign in Cart (0)

my store FAQ Search our catalog

Home / Accessories / Home Accessories / Hummingbird cushion

HUMMINGBIRD CUSHION

\$18.90

Cushion with removable cover and invisible zip on the back. 32x32cm

Color: White

Quantity
 1

Share [f](#) [t](#) [p](#)

- Security policy (edit with the Customer Reassurance module)
- Delivery policy (edit with the Customer Reassurance module)
- Return policy (edit with the Customer Reassurance module)

Description Product Details

The hummingbird cushion will add a graphic and colorful touch to your sofa, armchair or bed. Create a modern and zen atmosphere that inspires relaxation. Cover 100% cotton, machine washable at 60° / Filling 100% hypoallergenic polyester.

FAQs

What are the Delivery Charges for Orders from the Online shop?

What exactly happens after ordering?

Which payment methods are accepted in the Online shop?

When you set up your Online Shop you can choose the following payment methods: Pay by Check or Pay by bank wire

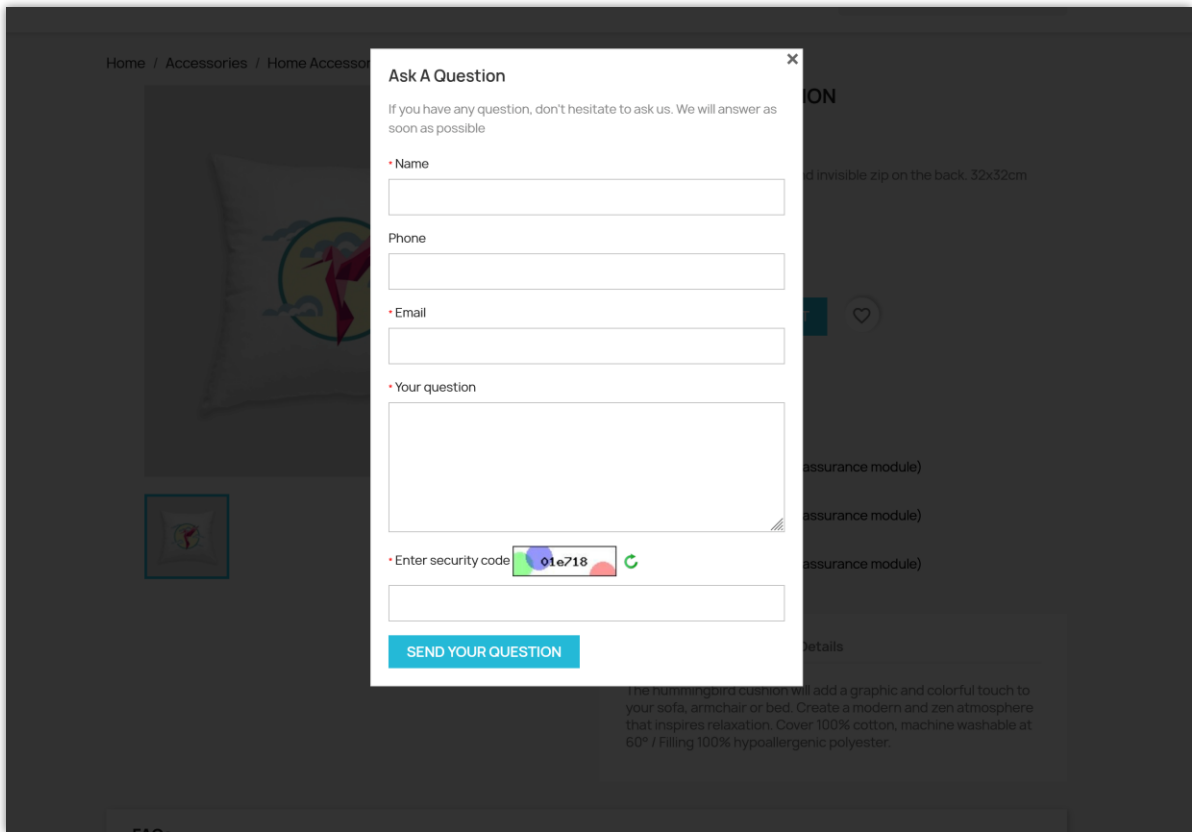
You need to select at least one option.

Get our latest news and special sales

Your email address

You may unsubscribe at any moment. For that purpose, please find our contact info in the legal notice.

“Ask a question” popup:



V. THANK YOU

Thank you again for purchasing our product and going through this documentation. We hope this document is helpful and efficient in the installation and usage of **FAQ** module. If you have any questions for which the answer is unavailable in this document, please feel free to contact us.