magmodules



CLI Commands

FAQ Manager for Magento 2

Command line tools for managing the FAQ Manager for Magento 2. Use these for bulk import/export of FAQ data, migrating content between environments, or automating FAQ management in deployment pipelines.

Available Commands

Command	Description
`faq:export`	Export FAQ questions with translations to CSV
`faq:import`	Import FAQ questions from CSV (create or update)

faq:export

Exports all FAQ questions with their translations to a CSV file. Useful for backup, migration, or bulk editing in a spreadsheet.

```
bin/magento faq:export --file /path/to/export.csv
```

Output:

```
Exported 42 FAQ questions to /path/to/export.csv
```

Options

Option	Required	Description
`--file`	Yes	Full path to the output CSV file

CSV Format

The exported CSV includes:

- FAQ question and answer content
- Topic assignment
- Multi-store translations
- Sort order and status
- The SKUs of the linked products (`product_skus`)

When to Use

- **Backup before changes** - Export current state before bulk modifications
- **Migration** - Move FAQ content between staging and production
- **Bulk editing** - Export, edit in a spreadsheet, then re-import
- **Content review** - Share FAQ content with stakeholders for review

Example: Backup Before Import

```
# Create backup
bin/magento faq:export --file var/export/faq-backup-$(date +%Y%m%d).csv

# Then safely import new data
bin/magento faq:import --file var/import/new-faqs.csv
```

faq:import

Imports FAQ questions from a CSV file. Creates new questions or updates existing ones based on matching criteria.

```
bin/magento faq:import --file /path/to/import.csv
```

Output:

```
Imported 15 FAQ questions (10 created, 5 updated)
```

Options

Option	Required	Description
`--file`	Yes	Full path to the input CSV file

CSV Format

Use the same format as the export. The easiest way to get the correct format is to first export existing data:

```
# Export to see the format
bin/magento faq:export --file var/export/faq-template.csv
```

Then use the exported file as a template for your import data.

Create vs Update

- **New questions:** Rows without a matching ID create new FAQ entries
- **Existing questions:** Rows matching an existing ID update that entry

Linking Products

The `product_skus` column links the FAQ to the products it belongs on, by SKU:

```
question,answer,product_skus
"How do I wash this jacket?","<p>Cold wash, no tumble dryer.</p>","24-MB01,24-MB04"
```

The column replaces the links of that FAQ; an empty cell leaves them untouched. A SKU no product carries is skipped and named in the command output:

```
Import complete: 1 created, 0 updated
Skipped 1 unknown SKU(s): 24-GHOST
```

When to Use

- **Initial content load** - Import FAQ content prepared in a spreadsheet
- **Bulk updates** - Update many questions at once
- **Environment sync** - Import content exported from another environment
- **Content migration** - Move FAQ data from another system

Example: Import from Spreadsheet

```
# Prepare CSV in correct format, then import
bin/magento faq:import --file var/import/faqs.csv
```

Tips for Successful Imports

- Always export first to understand the expected CSV format
- Use UTF-8 encoding for the CSV file
- Verify required fields are populated: question, answer, topic
- Create a backup export before importing to allow rollback
- Test with a small batch first before importing large datasets

Exit Codes

Code	Meaning
0	Success
1	Error during execution

Automation Examples

Deployment Script

```
#!/bin/bash
# Export FAQ data as part of deployment backup
bin/magento faq:export --file var/export/faq-pre-deploy.csv
```

Environment Migration

```
# On source environment
bin/magento faq:export --file /tmp/faq-data.csv

# Transfer file to target environment
scp /tmp/faq-data.csv target-server:/tmp/

# On target environment
bin/magento faq:import --file /tmp/faq-data.csv
bin/magento cache:flush
```

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the FAQ Manager extension on magmodules.eu

All articles for FAQ Manager

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Configuration Guide
2	Quick Start Guide
3	FAQ Manager for Magento 2

Troubleshooting

1	Troubleshooting

Other

1	Import & Export
2	REST API

Usage Guide

1	Managing FAQs
2	Managing Pages
3	Managing Topics

Background

1	Best Practices
2	**CLI Commands (current)**

