



Frequently Asked
Questions

Managing FAQs

FAQ Manager for Magento 2

This guide covers how to create and manage individual FAQ questions in the [FAQ Manager](#). FAQs are the core content of the module — each one has a question, a short answer, and a full answer. You can assign FAQs to topics, link them to products and categories, and translate all text content per store view. Everything you create here automatically gets Schema.org FAQPage markup on the frontend.

Location: Content → FAQ → FAQ Questions

FAQ Grid

The FAQ grid shows all your questions with columns for ID, question text, topic name, sort order, status, linked product count, linked category count, and timestamps. Use filters and the store switcher to find specific FAQs.

Mass actions available:

- Delete
- Enable
- Disable

Creating a FAQ

Click **Add New FAQ** in the FAQ grid.

General Fields

Is Active Toggle the FAQ on or off. Inactive FAQs won't appear anywhere on the frontend.

Sort Order Controls the display order within a topic. Lower numbers appear first. Use increments of 10 for easy reordering later.

Question The FAQ question text. This is translatable per store view and appears as the accordion heading on the frontend. Keep it natural — write it the way a customer would actually ask it (e.g., "How long does delivery take?" rather than "Delivery timeframe information").

Short Answer A brief summary or teaser for the full answer. This is shown as intro text on FAQ pages and in the widget. It's optional but recommended — it gives visitors a quick preview before they expand the accordion.

Full Answer The complete answer with full WYSIWYG editor support. You can use formatting, images, links, and CMS directives (like `{or}`). This content is rendered inside the accordion when expanded.

Topic Assignment

Select which topic this FAQ belongs to from the dropdown. A FAQ can belong to one topic (or none). If you haven't created any topics yet, do that first at Content → FAQ → FAQ Topics.

Product Linking

Link this FAQ to specific products so it appears on their product detail pages.

1. Open the **Products** tab
2. Click **Select Products**
3. Use the product grid to search and select products (by name, SKU, or other attributes)
4. Click **Add Selected Products**
5. The selected products appear in a list below the button — you can remove individual products with the delete icon

A single FAQ can be linked to multiple products, and a product can have multiple FAQs. The FAQ only appears on product pages if **Enable FAQs on Product Pages** is set to **Yes** in the module configuration.

Category Linking

Link this FAQ to specific categories so it appears on those category pages.

1. Open the **Catalog Categories** tab
2. Use the category tree to select one or more categories

The FAQ only appears on category pages if **Enable FAQs on Category Pages** is set to **Yes** in the module configuration.

Multi-Store Translations

Question, short answer, and full answer can all be translated per store view:

1. Switch to the desired store view using the store switcher
2. Override the translatable fields (question, short answer, full answer) with localized content
3. Save the FAQ

Fields like sort order, topic assignment, product links, and category links are global — they apply across all store views.

Schema.org Markup

Every active FAQ automatically outputs Schema.org structured data on the frontend:

- The page wrapper uses `FAQPage` itemtype
- Each question uses `Question` itemtype
- Each answer uses `Answer` itemtype

This enables Google FAQ rich snippets without any additional configuration. You can verify the markup using Google's Rich Results Test tool.

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	Install through FTP and SSH

Configuration

1	Configuration Guide
2	Quick Start Guide

Troubleshooting

1	Troubleshooting
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Usage Guide

1	Managing FAQs (current)
2	Managing Pages
3	Managing Topics

Background

1	Best Practices
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