



Frequently Asked
Questions

Managing Topics

FAQ Manager for Magento 2

This guide explains how to create and manage FAQ topics in the [FAQ Manager](#). Topics are the main way to organize your FAQ questions into logical groups like "Shipping", "Returns", or "Product Care". Each topic can have its own icon and can be assigned to one or more FAQ pages. Topic names support multi-store translations, so you can maintain a single topic structure across all your store views.

Location: Content → FAQ → FAQ Topics

Topic Grid

The topic grid shows all your topics with columns for name, URL key, position, status, and the number of linked FAQs. Use the grid to quickly find, filter, and manage topics.

Mass actions available:

- Delete
- Enable
- Disable

Creating a Topic

Click **Add New Topic** in the topic grid.

General Fields

Name The display name of the topic, shown on FAQ pages and in the widget. This field is translatable — when editing in a specific store view, you can override the default name with a localized version.

Icon Upload an image to use as the topic icon. Supported formats: JPG, JPEG, PNG, GIF, SVG. Maximum file size: 2 MB. Icons are displayed when using the "With Topic Icons" design theme on FAQ pages.

Tip: Use SVG icons for the sharpest result across all screen sizes.

URL Key A URL-safe identifier for the topic. This is used internally and does not create a standalone page. Keep it short and descriptive (e.g., "shipping", "returns").

Position Controls the display order of topics on FAQ pages. Lower numbers appear first. We recommend using increments of 10 (10, 20, 30) so you can easily insert new topics later without renumbering everything.

Is Active Toggle the topic on or off. Inactive topics and their linked FAQs won't appear on the frontend.

Linked FAQ Questions

When editing an existing topic, the **FAQ Questions** tab shows a grid of all FAQs assigned to this topic. This gives you a quick overview of which questions belong to the topic without having to navigate to the FAQ grid.

Multi-Store Translations

Topic names can be translated per store view:

1. Switch to the desired store view using the store switcher in the top-left
2. The **Name** field will show the default value — override it with the localized name
3. Save the topic

The module uses a fallback system: if no translation exists for a specific store view, the default (All Store Views) value is used.

Tips

- Keep topic names short and clear — they're used as section headings on the frontend
- Create topics before creating FAQs, so you can assign them right away
- A topic with no active FAQs won't display on the frontend, even if the topic itself is active
- You can reuse the same topic across multiple FAQ pages with different position values per page

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
2	Managing Pages
3	Managing Topics (current)

Background

1	Best Practices
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