Shopware 6 Product FAQ

Introduction :

Shopware 6 Sprinix Product FAQ lets admins show commonly asked questions about a product on its page. You'll find the Product FAQ tab below the reviews. Each question has a straightforward answer. Admins can set FAQs for any specific product.

Features :

- Product FAQ Menu in Catalogs : Added a new Product FAQ menu under Catalogs.
- **Customer-Friendly FAQs :** Customers can easily access FAQs related to products on the product detail page.
- Customizable Q&A : Admins can set specific questions and answers for any product.
- **FAQ Tab Placement :** Positioned the FAQ tab after the reviews tab on the product detail page, displaying an active list of FAQs.
- Unlimited FAQs : Admins can add any number of FAQs as needed.
- **Resolve Customer Queries :** Helps customers resolve any doubts they have about the product.
- Latest FAQ Visibility : The most recently added FAQs appear at the top of the list for easy access.

Installation :

Shopware offers two methods to upload the plugin to your server:

- Using Command Line: Upload the plugin using the command line interface.
- Manual Installation: Manually install the plugin onto your server.

Installation using commands :

Customers will receive a zip folder containing the plugin. They should extract the contents of this zip folder on their system. Once the **SprinixProductFAQ** folder is extracted, customers need to transfer this folder to the **custom > plugins** directory on their server, following the instructions shown in the image below:



After successfully installing the plugin, you need to run these commands in the Shopware root directory.

Go to your Shopware installation root directory and run this command to install and activate the plugin -:

./bin/console plugin:install --activate SprinixProductFAQ

To installing the assets(CSS/JS) -:

./bin/console assets:install

To clear the cache run this command -:

./bin/console c:c

Manual Installation

To manually install the plugin, follow these steps:

- 1. Extract the zip file of the plugin.
- 2. Go to your Shopware 6 installation backend panel and navigate to **Extensions -> My Extensions**. Here, you will see a list of all installed plugins.

	My extensions	Uploa	dextension
R Customers	Charles Control of The Market State of the Second State of the Sec		
Overview	Apps Themes Recommendations Shopware Account		
Content			
📢 Marketing	Shopware Store	Version: 3.0.3 Update Installad: 23/05/2024	
• Extensions			
Store	Migration Assistant	Version: 11.0.1 Installed: 23/05/2024	
My extensions			
 Settings 	Language pack	Version: 4,3.0 Installed: 23/05/2024	22 0
Sales Channels 🕀 🕀		Version: 2.0.1	

3. To install the plugin, click on the **Upload Extension** button. Upload the plugin zip file (e.g., **SprinixProductFAQ**).

6	Administration	Extensions 👻 Find extensions	ی لی م
		My extensions	
2	Customers	wy extensions	Upload extension
		Apps Themes Recommendations Shopware Account	
<u>1</u>	Content		
V	Marketing	Shopware Store Version: 3.0. Installat:	3 Update 23/05/2024
	Extensions		
		Migration Assistant Ve	rsion: 11.0.1 23/05/2024
	My extensions		
	Settings	Language pack	rsion: 4,3.0 23/05/2024
Sale	s Channets 💮	Shopware 6 Demo data	ersilon: 2.0.1 23/05/2024
<u> </u>	admin	Sprinix Product FAQ	rsion: 1.0.0 11/06/2024
	Administrator		

- 4. After uploading the plugin zip, you will see the extension in the list.
- 5. Click on the install icon to install the Sprinix Product FAQ Extension.

Administration	Extensions 👻 Find extensions		P 13 0
	My extensions		
Customers	wy extensions	Орюа	d extension
Overview	Apps Themes Recommendations Shopware Account		
Content			
A Marketing	O bopware Store	Version: 3.0.3 Update Installed: 23/05/2024	
C Extensions			
Store	Migration Assistant	Version: 11.0.1 Installed: 23/05/2024	
My extensions			
Settings	Language pack	Version: 4,3.0 Installed: 23/05/2024	*** -)
ales Channels 🕘	Sharman & Dame data	Version: 2.0.1	
		Installed: 23/05/2024	
/ Collapse menu		Version: 1.0.0	
admin "	Sprink Product PAQ	Installed: 11/06/2024	

6. Once installed, click to activate the extension.

After the installation process and plugin configuration, if the Sprinix Product FAQ icon option is not visible, you can clear the cache by running this command:

```
bin/console cache:clear
```

This command clears the cache for your Shopware installation, which can resolve visibility issues with newly installed plugins or updates.

Workflow :

Once the module is installed, a new option will appear in the product tab labeled "Product FAQ". Here's how you can set it up:

1. Navigate to **Settings >> Extensions >> Product FAQ** where the admin can manage FAQs.

6	Administration	•	All ~	Find products, customers, orders			0 🞝 ۹
G	Content						
Ø	Marketing			Settings			
	Extensions		Chan				
			System				
	My extensions		Extensions	Language pack	Migration Assistant	Co Product FAQ	
	Settings						
Sale	s Channels	⊕					
۵	Headless						
8	Storefront	٥					

2. To add a new FAQ, click on Add FAQ.

6	Administration v6.4.3.0 Stable Version			Find products, customers, orders		٩	5
Ø	Marketing		< @	Settings > Product FAQ (6)		Add FAQ	
	Extensions		101	Product name	Question -	Answer	
	Store			Main product	Is it 100% pure cotton 7	Yes it is 100% pure cotton.	
	My extensions			Main product	is gift wrapping is available ?	Yes, available but it will be charged extra	
	Settings			Main product	In how many times will we exchange ?	We will exchange with in week.	à
				Main product, free shipping with highlighting	is it 100% pure cotton 7	Yes it is 100% pure cotton.	
Sales	Channels	Ð		Main product, free shipping with highlighting	Is gift wrapping is available ?	Yes, available but it will be charged extra	
@	Collapse menu			Main product, free shipping with highlighting	In how many times will we exchange ?	We will exchange within the week.	4

3. Fill in the FAQ details such as selecting the product, entering the question, answer, and setting the status.

Administration		All 💉 Find products, customers, orders			ۍ کې م
Content	×	New Product FAQ	English	~ Cancel	Save
Marketing					
Extensions		Product FAQ			
Store					
My extensions		Select a Product			<u> </u>
3 Settings		Question *			
ales Channels	⊕	Enter a question			
) Headless		Answer *			
Storefront	٢	Enter a answer			
		Creation			

- 4. Click **Save** to save the FAQ.
- 5. The admin can view the list of all added FAQs for the product and can edit or delete them as needed.

	particle in	-						
G	Administration v6.4.3.0 Stable Version			Find products, customers, orde	(S.a.		Q	4
V			< 0	Settings > Product FAQ (7)		Add F	AQ	
e	Extensions		G	Product name	Question	Answer -	Active	
	Store		151	Main modurt	ts it 100% sure cotton ?	Ves. it is 100% none cotton.	0	
	My extensions				Containe a por containe	Teach is a pay of part cannot	-	
1144			0	Main product	Is gift wrapping is available ?	Yes, available but it will be charged extra.	~	
٢	Settings		0	Main product	In how many times will we exchange ?	We will exchange with in week.	×	
Sales	Channels	æ		Main product	tait 100% pure cotton?	Yes, it is 100% pure cotton.	~	
2500000		-	0	Main product, free shipping with highlighting	Is it 100% pure cotton 7	Yes it is 100% pure cotton.	×	
ಯೆ	Headless							
æ	Webkul Shop			Main product, free shipping with highlighting	ts gift wrapping is available 7	Yes, available but it will be charged extra.	×	
			0	Main product, free shipping with highlighting	In how many times will we exchange ?	We will exchange within the week.	1	
O	Collapse menu							

6. The added FAQs will be displayed on the product detail page, specifically after the reviews tab, showing the active FAQ list.

	PLN 2,147.46* Content: 1 Prices incl. VAT plus shipping costs
	- 1 + Add to shopping cart
	Product number: SWDEM010001
Ŀ	
·	
Ŀ	
Description Reviews Product FAQ	
Description Reviews Product FAQ Q 1. Is it 100% pure cotton ?	
Description Reviews Product FAQ 9.1.1s it 100% pure cotton ? Yes It is 100% pure cotton.	
Description Reviews Product FAQ Q 1. Is it 100% pure cotton ? Yes It is 100% pure cotton. Q 2. Is gift wrapping is available ?	
Description Reviews Product FAQ Q 1. Is it 100% pure cotton ? Yes It is 100% pure cotton. Q 2. Is gift wrapping is available ? Yes, available but it will be charged extra.	

This is how our Shopware 6 Product FAQ module operates, providing an organized way to manage and display frequently asked questions related to products.

Supported Framework Version - ~6.6.0