



Sunovisio Corporation

Sunovisio Extension Documentation

User manual to install and use easily Faq Extension from Sunovisio

Version 2.0.0
9/20/2012

Introduction

Faq extension allows you to create some faq easy to use for your client and to group them into categories.

FAQ Categories

Item Manager + Add Item

Page 1 of 1 pages | View 20 per page | Total 2 records found Export to: CSV Export Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Title	Status	Created By	Created At	Updated By	Updated At	Action
1	Shipping	Enabled	loic@sunovisio.com	2012-09-18 11:33:24	loic@sunovisio.com	2012-09-18 11:33:24	Edit
2	Warranty	Enabled	loic@sunovisio.com	2012-09-18 11:34:32	loic@sunovisio.com	2012-09-18 11:34:32	Edit

The categories of your faq are displayed in a grid for easy management. Just click on “Edit” to open the detail of the FAQ category.

Item information

Title *

Status

Description *

If you have any question about Magento development, you may find the answer in the list below.

Picture Delete Image

You can see there that for each category, you can add a title, a status, a description and a picture.

FAQ Items

Item Manager [Add Item](#)

Page 1 of 1 pages | View 20 per page | Total 2 records found Export to: CSV [Export](#) [Reset Filter](#) [Search](#)

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions [Submit](#)

ID	Title	Status	Created By	Created At	Updated By	Updated At	Action
1	Free Shipping	Enabled	loicd@sunovisio.com	2012-09-18 11:44:46	loicd@sunovisio.com	2012-09-18 11:44:46	Edit
2	Free Return	Enabled	loicd@sunovisio.com	2012-09-18 11:45:01	loicd@sunovisio.com	2012-09-18 11:45:01	Edit

You can find the list of all your faq very easily and change their status.
Click on an item to open the detail of the faq which allows you to edit the current item.

[Edit Item 'How to add a product in Magento?'](#) [Back](#) [Reset](#) [Delete Item](#) [Save Item](#) [Save And Continue Edit](#)

Item information

Title *	<input type="text" value="How to add a product in Magento?"/>
Category	<input type="text" value="Administration"/>
Status	<input type="text" value="Disabled"/>
Content *	<div style="border: 1px solid #ccc; padding: 5px; min-height: 200px;">To fill later</div>

Configuration

The extension is fully configurable through its configuration panel.

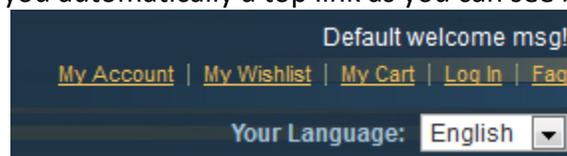
Sunovisio help		
Layout Parameters		
Title of the page	<input type="text" value="FAQ"/>	[STORE VIEW]
Display Faq Menu in Sidebar	<input type="text" value="Yes"/>	[STORE VIEW]
Always display categories on top	<input type="text" value="Yes"/>	[STORE VIEW]
Picture width for category	<input type="text" value="200"/>	[STORE VIEW]
Display Form Answer Not Found bellow items list	<input type="text" value="Yes"/>	[STORE VIEW]
Title of the form	<input type="text" value="You didn't find the answer of your question here? J"/>	[STORE VIEW]
Send mail to when user asks a question	<input type="text" value="contact@sunovisio.com"/>	[STORE VIEW]
Search Parameters		
Enable Search in FrontEnd	<input type="text" value="Yes"/>	[STORE VIEW]
Search in Question	<input type="text" value="Yes"/>	[STORE VIEW]
Search in Answer	<input type="text" value="Yes"/>	[STORE VIEW]

Let's describe field by field what will it change:

- Title of the page: this field will update the Title of the page
- Display Faq Menu in Sidebar: this field allows you to add a menu with Faq Categories in the left sidebar.
- Always display categories on top: this field allows you to keep the categories list block on the top of each page of the FAQ module so the client can switch easily from one category to an other.
- Picture width for category: this fields will be used to set the width you need for your categories pictures
- Display Form Answer Not Found bellow items list: this field allows you to add a contact form bellow the FAQ module where client can ask a question if he cannot find any answer in your FAQ.
- Title of the Form: which title would you like to get for your contact form.
- Send mail to when user asks a question: set your contact email address there to let you receive an email when someone asks a question in your FAQ module form.
- Enable Search in FrontEnd: would you like to add a search field in your frontend
- Search in Question: does the search must search in the question.
- Search in Answer: does the search must search in the answer.

Frontend

The FAQ module will add you automatically a top link as you can see bellow:



Clicking on this link will allow your client to access the faq. As you can see if you enable the search functionality, a search form is displayed on the top of the faq page.

Did you know?

Our customer service is available 24/7

(555) 555-0123

Hold on, help is on the way.



POPULAR TAGS

[Camera](#) [Hahaha](#) [SEXY](#)
[Test](#) [bones](#) [COOL](#) [cool t-shirt](#)
[crap](#) [good](#) [green](#) [hip](#) [laptop](#)
[mobile](#) [nice](#) [notebook](#) [phone](#) [red](#)
[right](#) [trendy](#) [young](#)

FAQ

Search:



COMPARE PRODUCTS
You have no items to compare.

MY CART
You have no items in your shopping cart.



COMMUNITY POLL
What is your favorite Magento

As well, a left menu has been added to this page



Clicking on a category will send you to the list of items of this category

In this section, you will find all questions related to shipping.

- [Free Shipping](#)
- [Free Return](#)

You didn't find the answer of your question here? Just ask it bellow

Question

Name *

Email *

Question *

Click on an item of this category will display your client the answer for this question

- [Free Shipping](#)
- [Free Return](#)

Free Shipping

Shipping is free for all orders over 50 usd in France. Don't hesitate to contact us contact@sunovisio.com to know if you are in the free delivery area.

You didn't find the answer of your question here? Just ask it bellow

Question

Name *

As you can see as well, a breadcrumbs has been implemented to let your customer come back to the previous page easily.

[Home](#) / [Faq](#) / [Shipping](#) / [Free Shipping](#)

Help your customer to find the answer of their questions by using a FAQ system will reduce your support time and allow your company to make more benefits.

Support

If you have any problem with installing the extension, you can contact us via your account on <http://ecommerce.sunovisio.com> using the ticket system or the chat. You can use as well our contact email address contact@sunovisio.com or skype farge.loic.

Thanks for your trust in Sunovisio Corporation.