

FAQ for Magento 2

Overview

Magebytessoft_Faq is a comprehensive FAQ management module for Magento 2 that lets merchants attach curated question-and-answer content directly to products, categories, and CMS pages — without any third-party page builders or workarounds.

Unlike generic FAQ extensions that maintain a single global FAQ list, this module binds FAQ entries at the entity level. Each product, category, or CMS page carries its own independent set of questions and answers, stored in dedicated database tables and retrieved only when that specific entity is viewed. This means a "Waterproof Hiking Boots" product shows hiking-specific FAQs, while a "Running Shoes" product shows an entirely different set – with zero configuration beyond adding the entries.

The module also ships a built-in OpenAI integration that can generate contextually accurate FAQ content on demand, directly inside the standard Magento admin edit forms. Admins click one button, review the AI-generated suggestions, make any edits, and save — reducing the time to publish useful FAQ content from hours to minutes, even for large catalogs.

FAQ bulk import functionality is also available in this module.

AI-Powered FAQ Generation Features

- **AI FAQ Generation via OpenAI Chat Completions**
 - Automatically generates relevant, context-aware FAQs using advanced language models.
- **Multiple AI Model Support**
 - Choose between:
 - GPT-4o
 - GPT-4o Mini
 - GPT-4 Turbo
 - GPT-3.5 Turbo
 - Balance quality, speed, and cost.
- **Context-Aware FAQ Generation**
 - AI uses product attributes, category data, or CMS content to generate accurate and relevant FAQs.
- **Product Attribute Selector for AI Context**
 - Control which product data is passed to AI, improving answer precision.
- **Topic-Based AI Generation Mode**
 - Generate FAQs based on custom themes like shipping, returns, usage, or SEO topics.

- **Configurable FAQ Count Per Request**
- Define how many FAQs AI generates per request to manage output size and cost.

Multi-Page AI Content Deployment

- **Product Page FAQs (AI-Generated)**
- Dynamic FAQs tailored to individual products.
- **Category Page FAQs**
- Broader AI-generated questions for product listings.
- **CMS Page FAQ Integration**
- Embed AI-generated FAQs into informational or marketing pages.

Control & Management Features

- **Enable/Disable Configuration**
- FAQs can be enabled or disabled independently for:
 - Products
 - Categories
 - CMS pages
- Toggle AI generation for products, categories, or CMS pages independently.
- **FAQ Status Management**
- Review, approve, or disable generated FAQs before publishing.
- **Sorting and Display Order**
- Custom sort order can be applied to control FAQ positioning on the frontend
- **ACL Permission Control**
- Restrict access to FAQ management and AI generation via a single permission layer.

Technical & Performance Features

- **Magento Native Accordion Rendering**
- Clean, user-friendly FAQ display on the frontend.
- **Dedicated Database Tables**
- Store AI-generated FAQs efficiently.
- **Indexed Lookups for Fast Retrieval**
- Optimized performance for frontend loading.

- **Repository Service Layer & API Interfaces**

- Enables scalable integration, automation, and extension of AI FAQ generation.

These features turn your system into a **scalable AI-driven FAQ content engine**—capable of generating, managing, and displaying high-quality FAQs across your store with minimal manual effort.

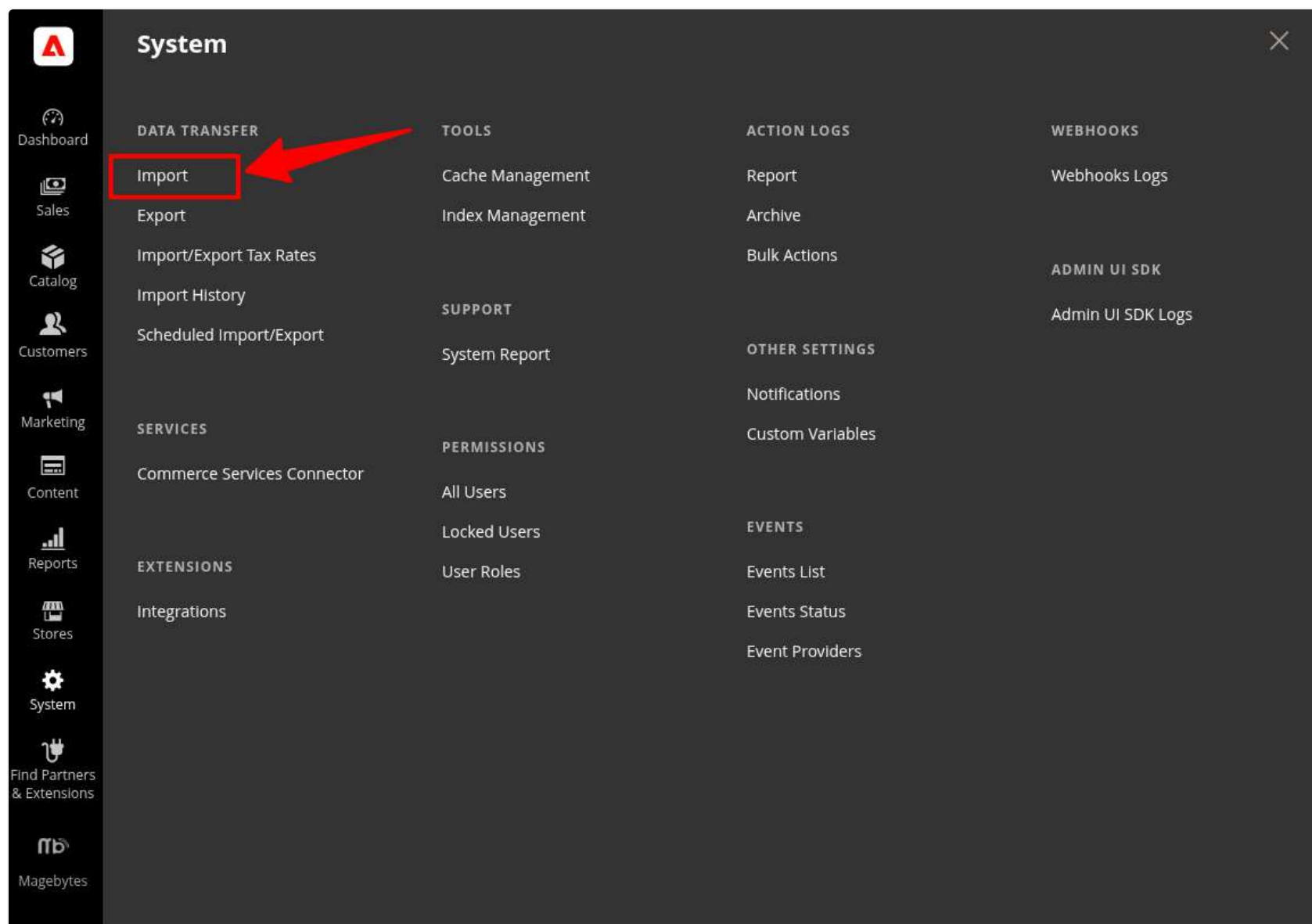
FAQ Bulk Import Functionality

How It Works

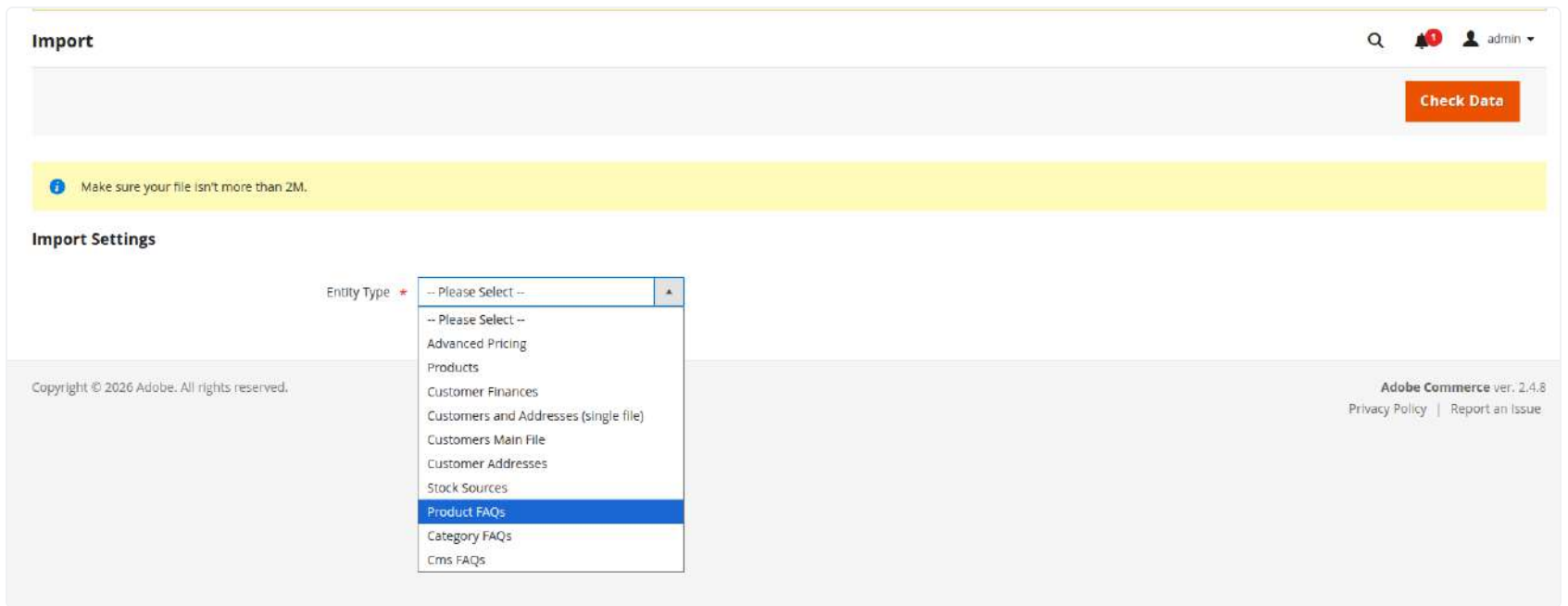
The FAQ module integrates with Magento's native **System → Data Transfer → Import** pipeline. You prepare a CSV file, upload it, validate it, and Magento inserts/updates/deletes records in the FAQ database tables in bulk — no manual data entry needed.

Step 1 — Navigate to Import

Go to: **Admin Panel → System → Data Transfer → Import**



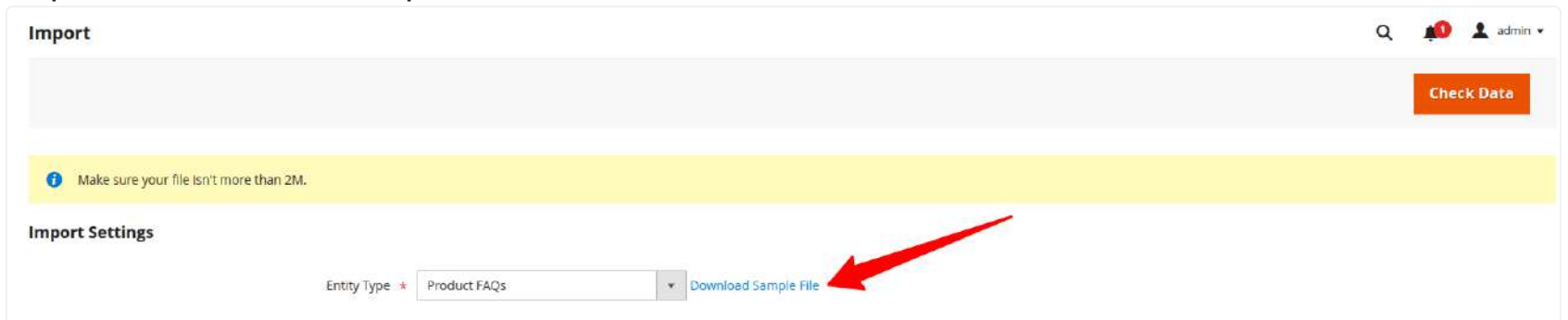
Step 2 — Select Entity Type



Open the **Entity Type** dropdown. You will see three FAQ options at the bottom:

Option	What it imports
Product FAQs	FAQs linked to specific products
Category FAQs	FAQs linked to specific categories
Cms FAQs	FAQs linked to specific CMS pages


Step 3 — Download the Sample File



Click "**Download Sample File**" next to the Entity Type dropdown. This gives you a ready-made CSV with the correct column headers for that entity type.

Step 4 — Choose Import Behavior

Import Behavior

Import Behavior * Add/Update 

Validation Strategy * Stop on Error

Allowed Errors Count * 10
Please specify number of errors to halt import process.

Field separator * ,

Multiple value separator * ,

Empty attribute value constant * __EMPTY_VALUE__


Fields enclosure

Behavior	What it does
Add/Update	Inserts new rows; updates existing ones if they match
Replace	Deletes all existing FAQs for matched IDs, then inserts fresh from CSV
Delete	Deletes FAQs matching the IDs found in the CSV

Step 5 — Upload Your CSV File

Under **Select File to Import**, click **Choose File** and select your prepared CSV. The file must be **under 2MB**.

File to Import

Select File to Import * product_faq.csv 



File must be saved in UTF-8 encoding for proper import

Images File Directory

For Type "Local Server" use relative path to <Magento root directory>/var/import/images, e.g. *product_images*, *import_images/batch1*.
For example, in case *product_images*, files should be placed into <Magento root directory>/var/import/images/*product_images* folder.
If remote storage is enabled, in case *product_images*, files should be placed into <Remote Storage>/var/import/images/*product_images* folder.

Step 6 — Click "Check Data"


Magento validates every row before importing. It will report:


-  **Valid rows** — ready to import
-  **Invalid rows** — shows the exact row number and error reason

Step 7 — Click "Import"

After successful validation, click the **Import** button. Magento processes the CSV in batches and inserts/updates/deletes the FAQ records in the database tables:

Validation Results

 Checked rows: 6, checked entities: 6, invalid rows: 0, total errors: 0

 File is valid! To start import process press "Import" button

SYSTEM REQUIREMENTS

- PHP 8.1 or higher
- Magento Open Source / Adobe Commerce 2.4.x
- `magento/framework` ^103.0
- `magebytesoft/module-base` ^1.0.0

Where FAQ Appears

- **Product pages:** inserts a new FAQ tab in the product detail page tab block.
- **Category pages:** display FAQs at the bottom of the category listing page.
- **CMS pages:** injects FAQ content into CMS pages.

INSTALLATION

Composer Installation

Run the following commands from the Magento root:

```
composer require magebytesoft/module-faq
php bin/magento module:enable Magebytesoft_Faq
php bin/magento setup:upgrade
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy
php bin/magento cache:flush
```

Manual Installation

1. Copy the module directory to `app/code/Magebytesoft/Faq/`.
2. Enable and install the module:

```
php bin/magento module:enable Magebytesoft_Faq
php bin/magento setup:upgrade
php bin/magento setup:di:compile
php bin/magento setup:static-content:deploy
php bin/magento cache:flush
```

Admin Configuration

After installation, configure the module in the Magento admin under **Stores → Configuration → Magebytes → FAQ Settings**.

The screenshot shows the Magento Configuration interface. On the left, a sidebar lists various configuration sections: GENERAL, SECURITY, CATALOG, CUSTOMERS, SALES, MAGEBYTES (highlighted), Quick View, FAQ Settings (highlighted with a red box), Save for Later, ADOBE SERVICES, SERVICES, and ADVANCED. The main content area is titled 'OpenAI Configuration' and contains the following settings:

- Enable AI FAQ Generation**: A dropdown menu set to 'Yes'.
- OpenAI API Key**: A text input field containing '.....' with a note: 'Enter your OpenAI API key from platform.openai.com'.
- OpenAI Model**: A dropdown menu set to 'GPT-4o (Recommended)' with a note: 'gpt-4o is recommended for best quality'.
- Number of FAQs to Generate**: A text input field set to '5' with a note: 'How many FAQs to generate per request (1-20)'.
- Product Attributes for FAQ Generation**: A list of product attributes with checkboxes, including: Active From [custom_design_from], Active To [custom_design_to], Activity [activity], Allow Gift Message [gift_message_available], Allow Gift Wrapping [gift_wrapping_available], Amount [giftcard_amounts], Base [Image], Card Type [giftcard_type], Categories [category_ids], and Category Gear [category_gear]. A note below reads: 'Select which product attributes are sent to AI for FAQ generation. Hold Ctrl/Cmd to select multiple.'

At the top right of the configuration page, there is a 'Save Config' button and a user profile icon labeled 'admin'.

OpenAI Configuration

- **Enable AI FAQ Generation:** Enable or disable AI suggestions.
- **OpenAI API Key:** Set your OpenAI API key.
- **OpenAI Model:** Select the model used for generation.
- **Number of FAQs to Generate:** Choose how many FAQ pairs to generate per request.
- **Product Attributes for FAQ Generation:** Pick product attributes that should be sent to OpenAI as context.

FAQ Display Settings

- **Enable Product FAQ:** Show or hide FAQs on product pages.
- **Enable Category FAQ:** Show or hide FAQs on category pages.
- **Enable CMS FAQ:** Show or hide FAQs on CMS pages.

FAQ Display Settings

Enable Product FAQ [store view] Yes Show/hide the Product FAQs tab on the product detail page.

Enable Category FAQ [store view] Yes Show/hide Category FAQs at the bottom of the product listing page.

Enable CMS FAQ [store view] Yes Show/hide FAQs on CMS pages.

HOW TO USE

Add FAQs Manually

1. Open a product, category, or CMS page in the admin.
2. Go to the **FAQs** tab in the edit form.
3. Add FAQ entries manually with question, answer, status, and sort order.
4. Save the entity.

Product FAQs.

Proteus Fitness Jackshirt ← Back Add Attribute Save

Search Engine Optimization

Related Products, Up-Sells, and Cross-Sells

Customizable Options

Product in Websites

Design

Product FAQs

+ Add FAQ Manually Generate from Product Enter a topic... Generate from Topic Save All FAQs

Sort	Question *	Answer	Status	Action
0	What activities is the Proteus Fitness Jackshirt suitable for?	The Proteus Fitness Jackshirt is ideal for outdoor training, camping, or casual wear on crisp days.	Enabled	
0	Does the Proteus Fitness Jackshirt offer any UV protection?	Yes, the Jackshirt features natural Cocona technology, which provides UV protection.	Enabled	
0	How should I care for the Proteus Fitness Jackshirt?	The Jackshirt is machine washable and can be dried in a dryer.	Enabled	
0	What features does the Proteus Fitness Jackshirt have for cycling?	It has a drop-tail hem that provides extra coverage when riding a bike.	Enabled	
0	Does the Proteus Fitness Jackshirt help with odor management?	Yes, it includes odor management as part of its Cocona technology benefits.	Enabled	

FAQ Show in Product Detail Page in Frontend.

Proteus Fitness Jackshirt

Be the first to review this product

\$45.00

IN STOCK
SKU#: MJ12



Size

- XS
- S
- M
- L
- XL

Color



Qty

Add to Cart

♥ ADD TO WISH LIST .i ADD TO COMPARE



- Details
- More Information
- Reviews
- Product FAQs**

- 1. What activities is the Proteus Fitness Jackshirt suitable for?** ^
The Proteus Fitness Jackshirt is ideal for outdoor training, camping, or casual wear on crisp days.
- 2. Does the Proteus Fitness Jackshirt offer any UV protection?** ∨
- 3. How should I care for the Proteus Fitness Jackshirt?** ∨
- 4. What features does the Proteus Fitness Jackshirt have for cycling?** ∨
- 5. Does the Proteus Fitness Jackshirt help with odor management?** ∨

Category FAQs.

Currently Active

Enable Category Yes
[store view]

Include in Menu Yes
[store view]

Category Name *
[store view]

Content

Display Settings

Search Engine Optimization

Products in Category

Design

Category FAQs

+ Add FAQ Manually

Generate from Category

Enter a topic...

Generate from Topic


Save All FAQs

FAQs saved successfully.

Sort	Question *	Answer	Status	Action
0	What is the history behind the text used in the jackets category description?	The text is a standard Lorem Ipsum, a dummy text used for centuries in the printing and typesetting industry.	Enat <input type="button" value="v"/>	<input type="button" value="trash"/>
0	Why is Lorem Ipsum text used in the Jackets category?	Lorem Ipsum is used as a placeholder to demonstrate the visual form of a page without relying on meaningful content.	Enat <input type="button" value="v"/>	<input type="button" value="trash"/>
0	Has the Lorem Ipsum text changed over the years?	Lorem Ipsum has remained essentially unchanged since its creation in the 1500s, despite advancements in typesetting technology.	Enat <input type="button" value="v"/>	<input type="button" value="trash"/>
0	What made Lorem Ipsum popular in the 1960s?	The release of Letraset sheets containing Lorem Ipsum passages helped popularize it during the 1960s.	Enat <input type="button" value="v"/>	<input type="button" value="trash"/>
0	Is Lorem Ipsum used in modern digital publishing?	Yes, Lorem Ipsum is still used in desktop publishing software like Aldus PageMaker.	Enat <input type="button" value="v"/>	<input type="button" value="trash"/>

FAQ Show in the Category page in the frontend.

Frequently Asked Questions

- 1 . What is the history behind the text used in the Jackets category description? 
The text is a standard Lorem Ipsum, a dummy text used for centuries in the printing and typesetting industry.
- 2 . Why is Lorem Ipsum text used in the Jackets category? 
- 3 . Has the Lorem Ipsum text changed over the years? 
- 4 . What made Lorem Ipsum popular in the 1960s? 
- 5 . Is Lorem Ipsum used in modern digital publishing? 

Generate FAQs with AI

1. Make sure AI FAQ generation is enabled and your OpenAI API key is configured.
2. Open a product, category, or CMS page in admin.
3. Go to the **FAQs** tab and click **AI Suggest**.
4. For product FAQs, the module uses selected product attributes or a custom topic to generate questions and answers.
5. For category FAQs, it uses category title and description.
6. For CMS FAQ, it uses page title and page content.
7. Review and save the generated FAQ entries.

CMS FAQs.

Design

Cms FAQs

+ Add FAQ Manually | + Generate from Page Content | Enter a topic... | + Generate from Topic | **Save All FAQs**

Sort	Question *	Answer	Status	Action
0	How many stores does Luma have?	Luma has more than 230 stores spanning 43 states.	Enabled	
0	What sets Luma apart from other active wear brands?	Luma differentiates itself through a combination of unique designs and styles merged with unequal standards of quality and authenticity.	Enabled	
0	Who can benefit from Luma's products?	Luma's selections serve both amateur practitioners and professional athletes, embracing active lifestyles regardless of age or gender.	Enabled	
0	Where can I find more information about Luma's privacy policy?	You can find more information about Luma's privacy policy by visiting the 'Luma Privacy Policy' link on the About Us page.	Enabled	
0	How can I contact Luma?	You can contact Luma by following the 'Contact Luma' link on the About Us page.	Enabled	

CMS Embedding Code

Luma embed code

```
[[block class="Magebytestsoft\Faq\Block\CmsFaq" page_id="8" template="Magebytestsoft_Faq::cms_faq.phtml"]]
```

[Copy](#)

Hyva embed code

```
[[block class="Magebytestsoft\Faq\Block\CmsFaq" page_id="8" template="Magebytestsoft_FaqHyva::cms_faq.phtml"]]
```

[Copy](#)

Paste the appropriate code into any CMS page or static block content to render FAQs at a specific location.

FAQ Show in the CMS page in the frontend.

[Home](#) > [About us](#)

About us

With more than 230 stores spanning 43 states and growing, Luma is a nationally recognized active wear manufacturer and retailer. We're passionate about active lifestyles – and it goes way beyond apparel.

At Luma, wellness is a way of life. We don't believe age, gender or past actions define you, only your ambition and desire for wholeness... today.

We differentiate ourselves through a combination of unique designs and styles merged with unequal standards of quality and authenticity. Our founders have deep roots in yoga and health communities and our selections serve amateur practitioners and professional athletes alike.

Frequently Asked Questions

- How many stores does Luma have?**
Luma has more than 230 stores spanning 43 states.
- What sets Luma apart from other active wear brands?**
- Who can benefit from Luma's products?**
- Where can I find more information about Luma's privacy policy?**
- How can I contact Luma?**

[Contact Luma](#)
[Customer Service](#)
[Luma Privacy Policy](#)
[Shop Luma](#)

SECURITY AND PERFORMANCE

- Admin API keys are stored encrypted using Magento's backend encryption.

- AI requests are only performed when the feature is explicitly enabled.
- FAQ entries are loaded only when the relevant frontend display is enabled.
- The module uses Magento repository interfaces and collection models for efficient data access.
- Frontend output uses Magento's native accordion UI, minimizing custom JavaScript overhead.

COMPATIBILITY

- Compatible with Magento 2.4.x.
- Requires any theme that supports Magento standard layout processing.
- Works with any Magento installation that has `Magebytessoft_Base` available.
- Should not conflict with extensions that do not override the standard product/category/CMS FAQ layout blocks.

Benefits

- Improves customer self-service by surfacing common questions directly where customers shop.
- Saves admin time by enabling AI-generated FAQ content.
- Supports consistent FAQ management across products, categories, and CMS pages.
- Enhances SEO with structured question-and-answer content.
- Provides flexible control over which FAQ types appear on the frontend.

FAQ: Hyva Compatibility

SYSTEM REQUIREMENTS

- PHP 8.1 or higher
- Magento Open Source / Adobe Commerce 2.4.x
- `magebytessoft/module-faq` ^1.0.0
- `hyva-themes/magento2-theme-module` ^1.1

Installation

Via Composer (recommended)

```
composer require magebytessoft/module-faq-hyva
php bin/magento module:enable Magebytessoft_FaqHyva
php bin/magento setup:upgrade
php bin/magento setup:di:compile
php bin/magento cache:flush
```

Both `Magebytessoft_Faq` and `Magebytessoft_FaqHyva` must be enabled. The base `Magebytessoft_Faq` module handles all admin, repositories, and configuration. This module only overrides frontend output.

How It Works

Product FAQ

Description / **Marco Lightweight Active Hoodie**

For cold-weather training or post-game layering, you need something more than a basic fleece. Our Marco Lightweight Active Hoodie brings both style and performance to the plate, court, or touchline. The smooth-faced, brushed-back fabric blocks wind and traps body heat, while integrated Cocona® fibers pull moisture away.

- Light blue heather full zip hoodie.
- Fitted flatlock seams.
- Matching lining and drawstring.
- Machine wash/dry.

More Information

Material	Cocona® performance fabric, Fleece
Pattern	Solid
Climate	All-Weather, Cool, Indoor, Spring, Windy

Product FAQs

Is the Marco Lightweight Active Hoodie suitable for cold weather? ^

Yes, the hoodie is designed for cold-weather training, with fabric that blocks wind and traps body heat.

What material is the hoodie made from? v

How should I care for the Marco Lightweight Active Hoodie? v

Does the hoodie have a full zip feature? v

What color is the Marco Lightweight Active Hoodie? v

Category FAQ

Frequently Asked Questions

What sizes are available for your tops? v

What materials are the tops made from? v

How should I care for my tops? v

Do you offer international shipping for tops? v

Can I return a top if it doesn't fit? v

CMS FAQ

About us


With more than 230 stores spanning 43 states and growing, Luma is a nationally recognized active wear manufacturer and retailer. We're passionate about active lifestyles – and it goes way beyond apparel.

At Luma, wellness is a way of life. We don't believe age, gender or past actions define you, only your ambition and desire for wholeness... today.

We differentiate ourselves through a combination of unique designs and styles merged with unequalled standards of quality and authenticity. Our founders have deep roots in yoga and health communities and our selections serve amateur practitioners and professional athletes alike.

Frequently Asked Questions



What makes Luma different from other activewear brands? 

How many stores does Luma have? 

What is Luma's approach to wellness? 

What are the roots of Luma's founders? 

How can I contact Luma for customer service? 

[Contact Luma](#)

[Customer Service](#)

[Luma Privacy Policy](#)

[Shop Luma](#)

Notes

- All admin functionality (FAQ grid, AI generation, system config) is unchanged and lives entirely in `Magebytessoft_Faq`.
- This module is safe to install even on mixed Luma/Hyvä multi-store setups — it only affects frontend templates and the `tabs` layout block, which only exist in Hyvä themes.

Conclusion

`Magebytessoft_Faq` is a Magento 2 module designed to help merchants publish useful FAQs across product, category, and CMS pages. It combines manual FAQ content management with AI-assisted generation, giving stores a fast path to richer help content and better customer experience.

For additional integration details, review the module files under `app/code/Magebytessoft/Faq/`.