



### Nach Fragen und Antworten suchen



#### Versand

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#### Kundenkonto

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#### Zahlarten

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#### Shopfunktion

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### Wir haben immer die richtige Antwort!



FAQs durchsuchen...

#### Wie hoch sind die Versandkosten?

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#### Wie lange dauert der Versand?

#### Wie kann ich meine Bestellungen einsehen?

# Shopware FAQ- Manager

by Martini Webdesign

*Installation, adjustment and modification of contents*



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# 1 Installation manuell

## 1.1 System requirements

For the installation of our Shopware FAQ - Manager Plugin at least the following system configuration is required:

- PHP 7.2 or higher
- Shopware 6.3.0 or higher

## 1.2 Installation

There are two ways to install the plugin:

- *Adding via the Plugin Manager in the backend*  
To do so, you must first connect the Plugin Manager to your Shopware account. After that you can use the plugins purchased for this domain. You can now add the plugin via "Load Plugin".
- *Adding over SFTP*  
Download the .zip file of the plugin from your Shopware account and unzip it on your PC / laptop. Then you have to start a SFTP client and copy the unzipped folder into the following directory of your Shopware installation:  
SHOPWARE\_ROOT\_FOLDER/custom/plugins/

After both variants you still have to install the plugin. You can find the added plugin under "My plugins" and can install it by clicking the context button and then activate it.



Abbildung 1: Plugin installation



Abbildung 2: Plugin activation

## 2 Setup of the plugin

### 2.1 Adding to an experience world (CMS-Page)

Open or create the Experience World page where you want the FAQs to appear. Then open the block editor and select the "Text & Image" tab from the "Block Category" drop-down menu. There you will find the block "FAQ area for CMS pages". Drag'n'Drop this block into the desired page area.

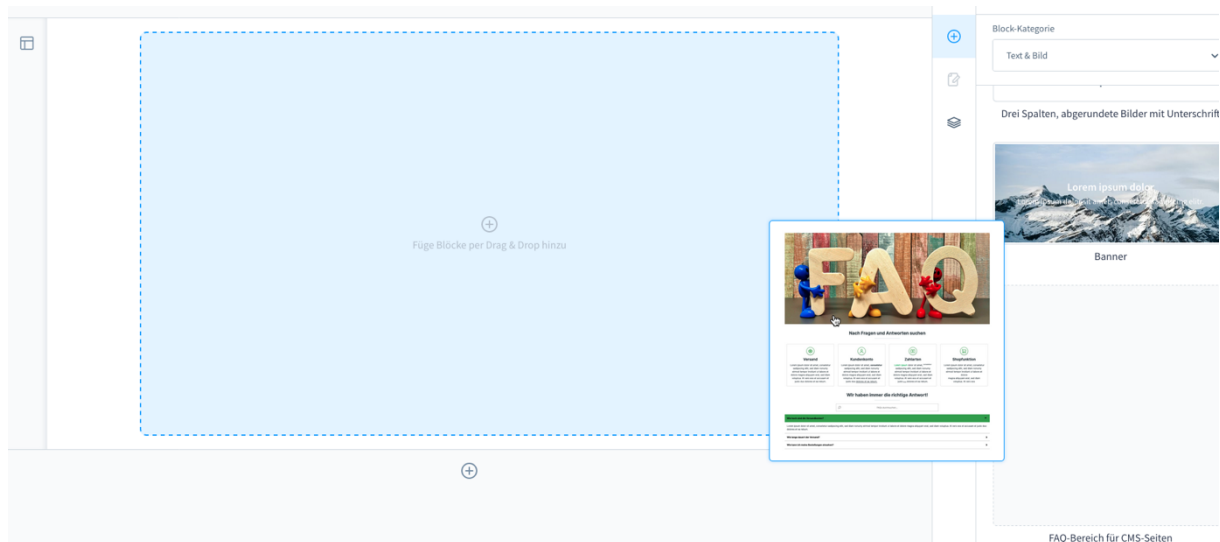


Abbildung 3: Include block in CMS-Page

### 2.2 Open Settings

Open of block settings

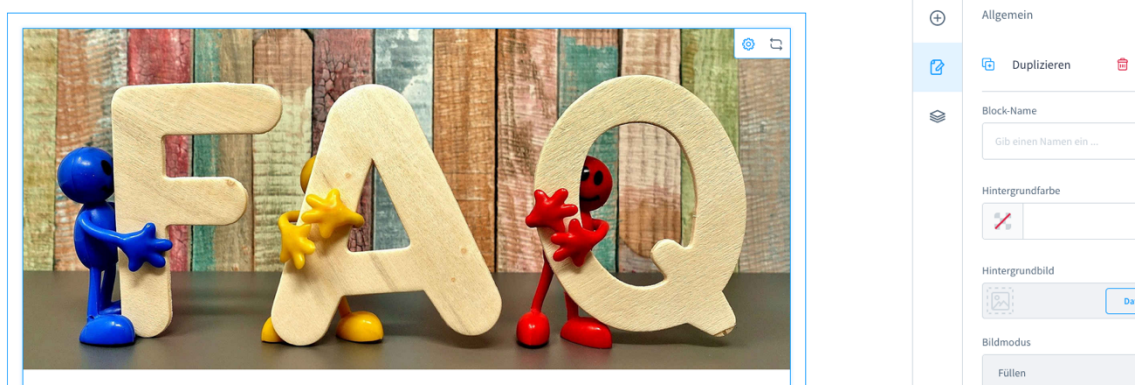


Abbildung 4: Open settings

## 2.3 Basic settings

In the tab "Basic settings" you can switch various elements generally on / off, enter headings and define the number of categories and questions and answers.

Element-Einstellungen ×

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< Grundeinstellungen Inhalt - Kategorien Inhalt - Fragen und Antworten Lay >

Anzeige der Elemente

Bild im Frontend anzeigen?

---

Suche im Frontend anzeigen? ?

---

Kategorien im Frontend anzeigen?

---

Überschrift über den Kategorien anzeigen?

---

Überschrift der Kategorien

---

Überschrift bei den Fragen und Antworten anzeigen

---

Überschrift Fragen und Antworten - Bereich

---

Anzahl Kategorien ?

---

Icons oder Bilder bei den Kategorien anzeigen? ?

▼

---

Anzahl FAQ-Fragen ?

---

Abbildung 5: Basic settings

## 2.4 Content for categories

Depending on the value entered in the field "Number of categories" in the tab "Basic settings" you will find the corresponding number of input masks for the categories. You can change / extend the number of input masks at any time in the tab "Basic settings". The entered data for the categories will be kept even if you reduce the number of categories after you have entered the data for the category. As soon as you increase the number of categories, the previously entered data will be visible again.

Choose an icon or image for the category, a headline and a description text which you can customize with the editor.

Element-Einstellungen ×

---

Grundeinstellungen **Inhalt - Kategorien** Inhalt - Fragen und Antworten Layouteitr

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**Einstellungen für Kategorie 1**

Icon für Kategorie


Überschrift Kategorie 1

Beschreibung Kategorie 1



0 Zeichen

**Fertig**

Abbildung 6: Content categories with icon

### Einstellungen für Kategorie 1


**Bild für Kategorie**

 demostore-logo.png 

**Überschrift Kategorie 1**

Kat 1

**Beschreibung Kategorie 1**





Test 1

7 Zeichen

### Einstellungen für Kategorie 2

**Bild für Kategorie**

 favicon.png 

**Überschrift Kategorie 2**

Kat 2

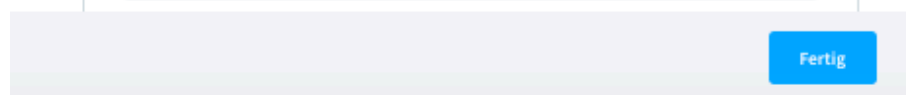


Abbildung 7: Content categories with image



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## 2.5 Content question and answers

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Depending on the value entered in the field "Number of questions and answers" in the tab "Basic settings" you will find the corresponding number of input masks for the questions. You can adjust / extend the number of input masks at any time in the tab "Basic settings". The entered data for the categories will be kept even if you reduce the number of questions after you have entered the data for the category. As soon as you increase the number of questions, the previously entered data will be visible again.

Choose one of the categories you entered before, a headline and a description text which you can customize with the editor.

The screenshot shows a dialog box titled "Element-Einstellungen" with a close button (x). It has four tabs: "Grundeinstellungen", "Inhalt - Kategorien", "Inhalt - Fragen und Antworten" (which is active), and "Layouteir".

**FAQ 1**

Kategorie für FAQ 1  
Bitte FAQ-Kategorie auswählen

Frage FAQ 1  
z.B Was mache ich wenn...

Antwort zu Frage FAQ 1

Rich text editor toolbar: A, B, I, U, T, X, X, list, link, unlink, undo, redo, source.

0 Zeichen

**FAQ 2**

Kategorie für FAQ 2  
Bitte FAQ-Kategorie auswählen

Fertig

Abbildung 8: Content question and answers

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## 2.6 Layout settings

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In the layout settings you can upload your own image for the FAQ section or select from your already uploaded images and specify the display mode in the "Display Mode" field when selecting. It is also recommended to enter a meaningful description of the image in the field "Image description". This will be displayed if the image cannot be loaded.

You can also use the color settings for the layout. You can select the colors and also define the transparency of the color.

Please note that the settings for "Background color of the questions when the mouse hovers" and "Text color of the questions when the mouse hovers" are only visible on the store page and not in the backend.

Element-Einstellungen x

Grundeinstellungen Inhalt - Kategorien Inhalt - Fragen und Antworten Layouteinstellungen

Bild für den FAQ-Bereich

\*\*\*

Dateien hochladen

Medien öffnen

Anzeigemodus

Beinhalten

Bildbeschreibung ?

z.B. FAQ-Image Bild

Farbe der Icons und Kategorierahmen

#44a74c

Hintergrundfarbe der Fragen

#FFFFFF

Textfarbe der Fragen

Fertig

Abbildung 9: Layout settings

### 3 Contact details

You can reach our service for this plugin under: [support@martini-webdesign.de](mailto:support@martini-webdesign.de)

You can find our imprint here: <https://www.martini-webdesign.de/impressum.html>