

BrandCrock Product Questions & FAQ TAB

Installation guide

Version 3.1.0

Compatibility verified on: 28.10.2024

Supported versions: 6.2.0 to 6.6.7.0

Version	Date	Remarks
3.1.0	06.06.2024	Compatibility fix for 6.6.X versions
3.0.3	11.03.2024	Product Questions & FAQ TAB
3.0.2	12.04.2023	Compatibility issue for 6.5.0.0 fixed.
3.0.1	11.10.2021	Fixed the base.CSS changes and added the color picker in configuration
3.0.0	08.10.2021	Updated the manufacturer and support link tags in composer file
2.0.0	14.05.2020	The custom field is set to Null after deinstallation. Now default Shopware behavior applied
1.0.2	07.02.2020	Updated the old SNIPPETS codes
1.0.1	13.12.2019	Made compatible with the new Shopware 6 file structure
1.0.0	11.11.2019	Initial release

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1. ABOUT BrandCrock GmbH

BrandCrock GmbH is a one-stop software solution provider for all your business needs in more than 15 countries worldwide. We create sales-oriented corporate websites, internet-based software and web services. We are stationed in Munich, Germany, with other offices in Karachi and Chennai.

BrandCrock GmbH is one of Germany's leading and trusted offshore and outsourcing software solution providers for web designing and software development.

Since 2015 we have been in the field of information technology and software development; providing reliable and cost-effective solutions to individuals, business owners, start-ups, small to medium size companies (SME's) on-line retailers, production companies, Software and Design Agencies. BrandCrock is fulfilling a greater demand of software development at a reasonable cost for anyone interested in our professional skills especially the European and German based Market.

We have passionate teams and multi-talented individuals who are extremely committed to their work. At BrandCrock we are achieving robust, reliable, high quality IT solutions by practicing industry-proven methods cum standards in software development, project management and quality assurance methodologies.

For further information, please refer to the hyperlink www.brandcrock.com

2. MANAGING PLUGIN & CONTACT DETAILS

☛ This document relates to the BrandCrock plugin for **Product Questions & FAQ TAB** and contains important information about installation and usage of the plugin. At the same time, this document serves as performance and functional specification for features available in the plugin.

☛ If you face any issue or problems on installing or testing our plugin please contact our [Support team](#).

☛ Please don't change or modify the plugin without having any experience or understanding.

2.1 About this Plugin

Product FAQ Tab plugin closes the information gap that customers would find on the product detail page by facilitating them to search the answer from FAQ. Hence the FAQ tab on every product detail page creates a comprehensive knowledge base for users. Various notifications for admin and customers help them maintain long lasting relationships which in turn increases customer satisfaction and hence, store revenue.

3. PLUGIN INSTALLATION

The initial step is the **Installation** of the plugin. The following screenshots will explain you in detail about the installation process,

Step 1: Login to shop backend, navigate to **Extensions** ▯ **My extensions**.

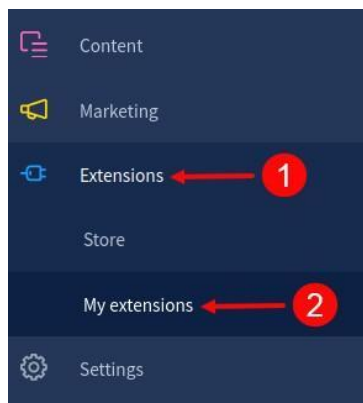


Figure 1

Step 2: Click on **Upload extension** button to browse the **BrandCrockProductFaq.zip** file and then click on **Open** button to upload the app.

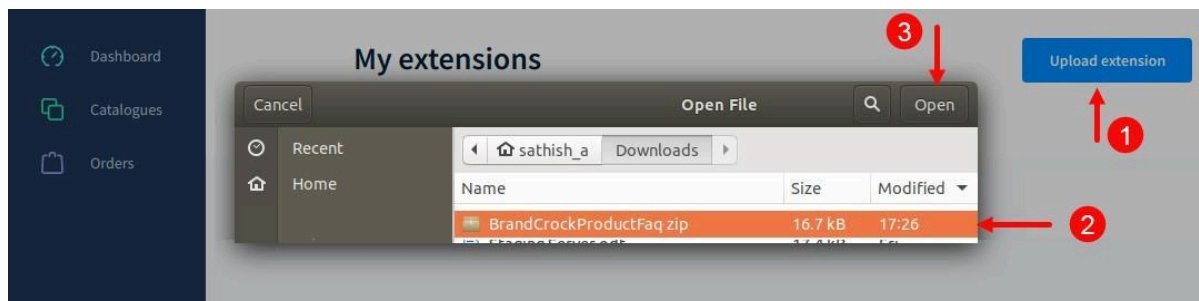


Figure 2

Step 3: After uploading the **Product Questions & FAQ TAB** app, it will be shown on **Apps** under **My extensions** tab.

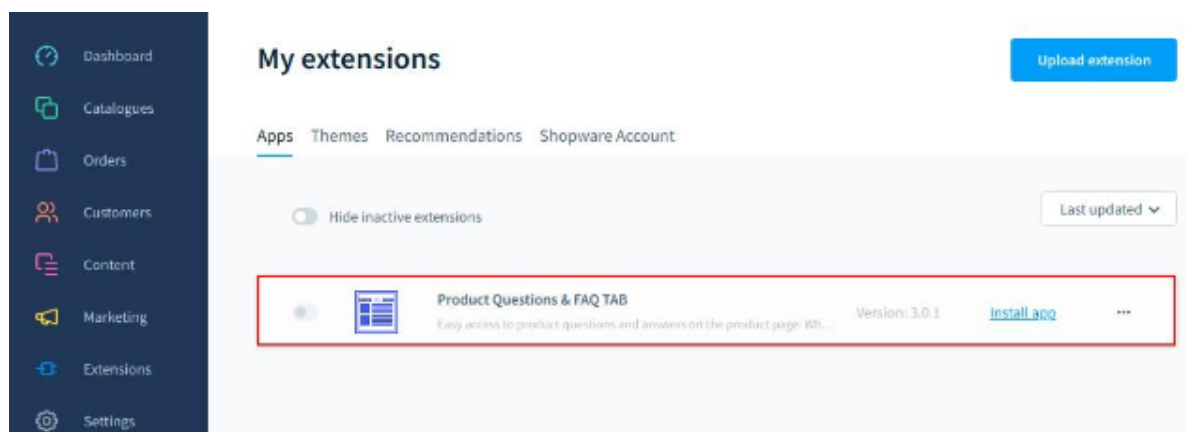


Figure 3

Step 4: Now install the **Product Questions & FAQ TAB** app by clicking on **Install app** link.

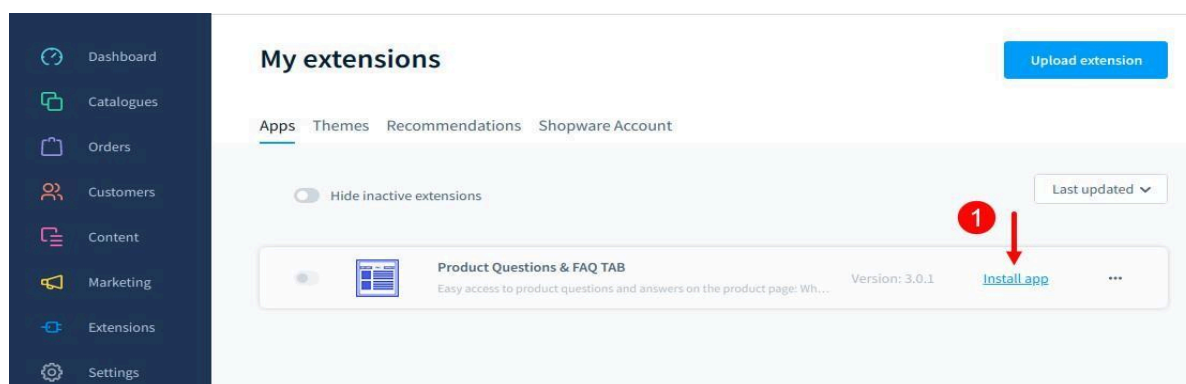


Figure 4

Step 5: Now click on  icon to activate the **Product Questions & FAQ TAB** app.

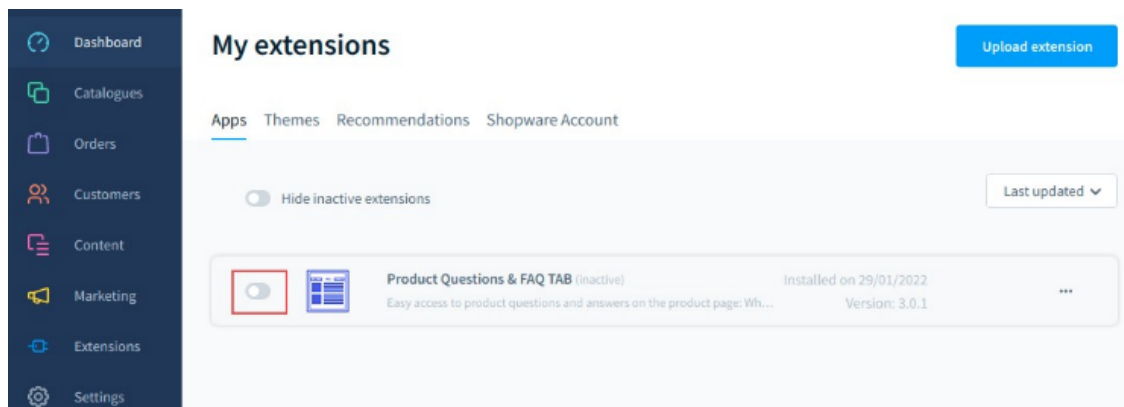


Figure 5

4. GENERAL CONFIGURATION

Step 1: Click  edit button to configure the general configuration of the plugin as informed below,

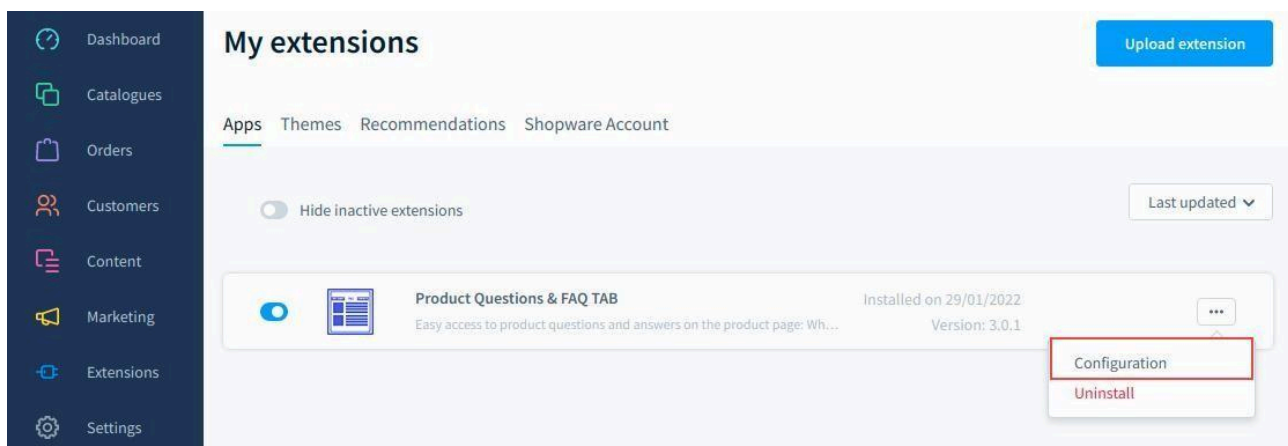


Figure 6

Step 2: Select the color for the respective fields and click **Save** button to update / Save the changes,

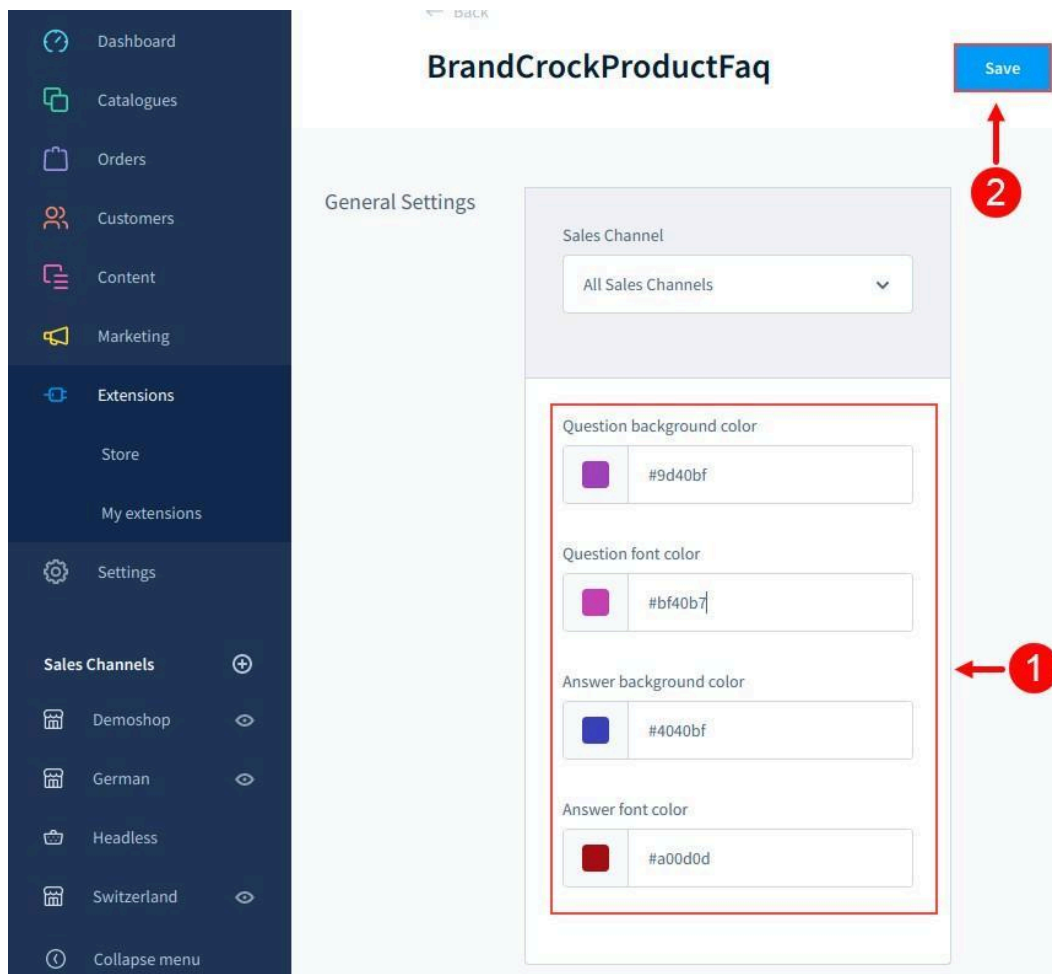


Figure 7

5. FAQ CONFIGURATION

Go to **Specifications** in the respective product then select the **Product FAQ** as value in **Custom field sets** add the FAQ questions and answers as shown in below,



BrandCrock
Gateway To Digital Brand

Custom fields

Select custom field sets

Custom field sets

Product FAQ

< Product FAQ >

FAQ Description

[Rich text editor toolbar]

|

0 characters

Question 1

Question 1

Answer 1

[Rich text editor toolbar]

Answer 1

0 characters

Figure 8

Once Questions and answers are added for the product. In Webshop the details will be shown as below,



BrandCrock
Gateway To Digital Brand

Demostore

Search all categories...

€0.00*

Home Clothing **Free time & electronics**

Free time & electronics

Main product

Shopware Fashion



€495.95*

Content: 1
Prices incl. VAT plus shipping costs

1

Product number: SWDEMO10001

Description Reviews **Product FAQ**

Product FAQ Tab plugin closes the information gap that customers would find on the product detail page by facilitating them to search the answer from FAQ. Hence the FAQ tab on every product detail page creates a comprehensive knowledge base for users. Various notifications for admin and customers help them maintain long-lasting relationships which in turn increases customer satisfaction and hence, store revenue. Easy access to product questions and answers on the product detail page: When product details are not enough to answer all the product related queries, then customers can view the product questions and answers tab for more details about the product on the product detail page.

How to buy this product?

1. Go to the respective product.
2. Click Add to cart to add the product in the cart
3. And proceed checkout and select the payment

Any variant product available?

Figure 9

6. PLUGIN UNINSTALLATION

To deactivate the plugin, navigate to **Extensjions** **My extensions** **App** and click on the **Product Questions & FAQ TAB** as shown below.

 icon to deactivate

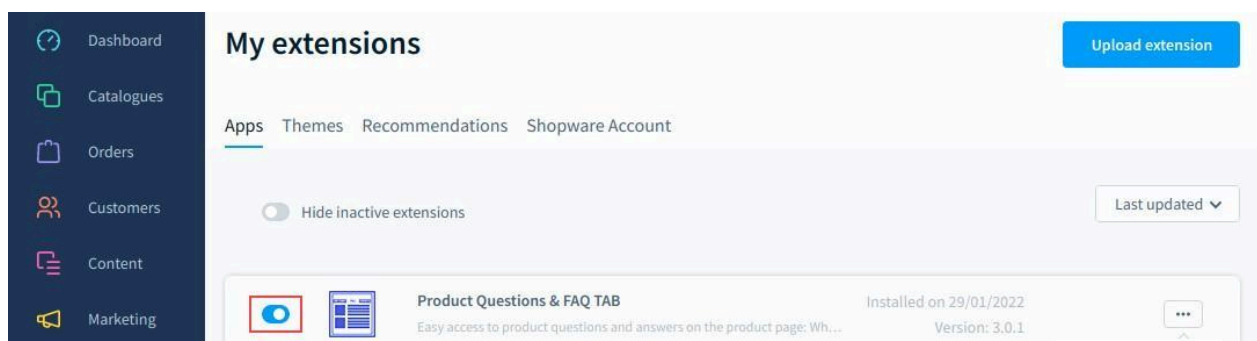


Figure 10

Now **Uninstall** the **Product Questions & FAQ TAB** app, navigate to  **Edit** option and click on **Uninstall** link.

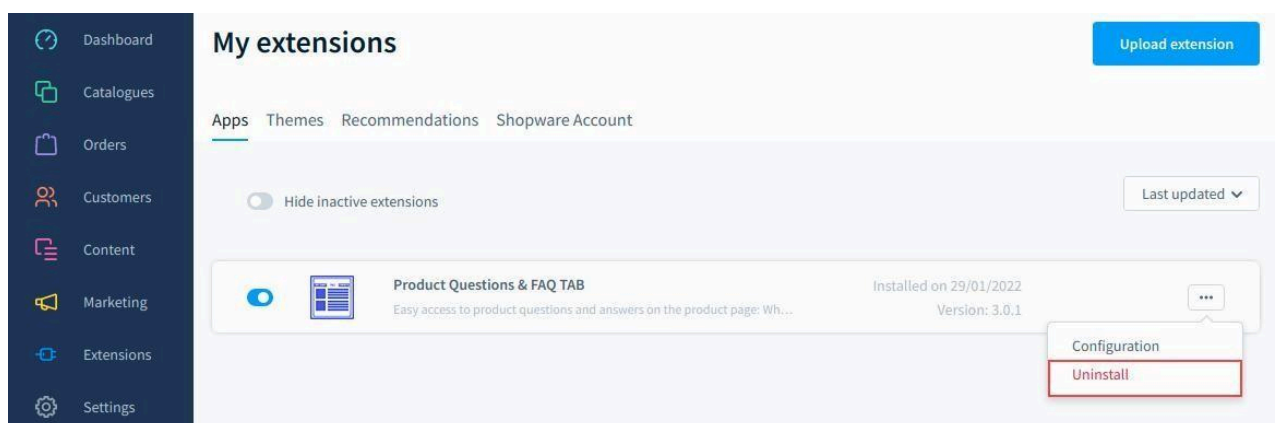


Figure 11

To **Remove** the **Product Questions & FAQ TAB** Plugin, click the **Remove** link as shown below.

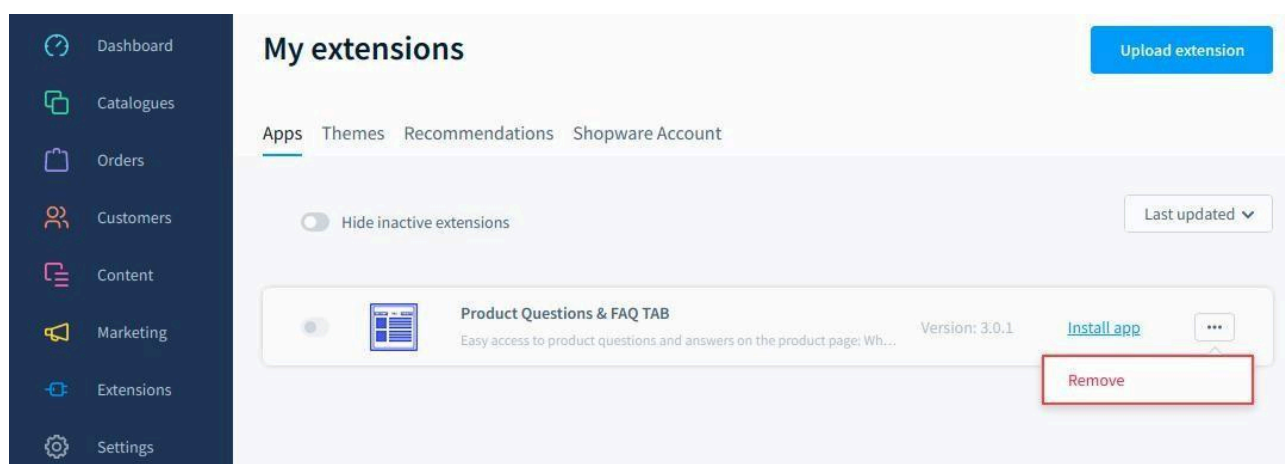


Figure 12



BrandCrock
Gateway To Digital Brand

7. IMPRINT AND CONTACT

BrandCrock (Private limited)

Address:

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Munich district
Bavaria, Germany

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Tel:+ 49 (0) 89 374 27878

Email:support@brandcrock.com

Website:
www.brandcrock.com

Managing Director/CEO:

Bhavani Johnson

Legal form:

Company with limited liability

Jurisdiction:

Amtsgericht München

Commercial register number:

HRB 226 742

VAT No:

DE 308 776 517

Line of Business:

Delivery of services in Information Technology, software development and solutions.

BrandCrock GmbH

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Geschäftsführer:

Bhavani Johnson

Rechtsform:

Gesellschaft mit beschränkter Haftung

Gerichtsstand:

Amtsgericht München

Handelsregister:

HRB 226742

Ust-ID-Nr:

DE 308 776 517

Gegenstand des Unternehmens:

Erbringung von Dienstleistungen der Informationstechnologie, Softwareentwicklung und -lösungen.