

Smart FAQ — Product & Store

cll_faq · v1.3.0 · PrestaShop module

Positionable FAQ groups with Q&A, ratings and SEO structured data for products and the whole store.

Overview

Smart FAQ adds positionable FAQ groups to a PrestaShop store, with automatic aggregation on product pages, customer Q&A, ratings, comments, anti-spam and SEO structured data. Each group is a reusable block you place where it is needed and style independently.

Hooks only — no core overrides. Multistore and multilanguage, ships with 12 languages, and is GDPR-ready (export and delete of customer-submitted data).

Key features

- **FAQ groups:** reusable, positionable blocks for the home page, footer, product page, category, brand, CMS page, or a standalone FAQ page with a custom URL.
- **Per-group display:** accordion, list or grid; columns; search box; title; open-first; accent colour.
- **Automatic product aggregation:** on a product page the module merges global groups, the product's own group, its categories (including ancestors) and its brand.
- **schema.org FAQPage** JSON-LD output for rich SEO results.
- **Customer Q&A:** visitors can ask questions, with optional moderation and e-mail notification.
- **Ratings and votes:** star ratings and helpful (yes/no) votes, comments on answers, with anti-double-vote.
- **Anti-spam:** none / math / JS browser check / Google reCAPTCHA, plus honeypot and CSRF-protected AJAX.

Frequently Asked Questions

How long does shipping take? ^

Orders placed before 2 PM are dispatched the same business day. Standard delivery within the EU takes **2 to 4 working days**. You receive a tracking link by email as soon as your parcel ships.

★★★★★ (13)

What is your return policy? v

Which payment methods do you accept? v

The FAQ accordion block on the storefront

Requirements & compatibility

PrestaShop

1.6.0.14 → 9.0

PHP	5.6 or newer
Languages shipped	12 (EN, FR, ES, IT, DE, NL, PL, PT, RU, ZH, AR, TR)
Architecture	Hooks only — no core overrides; multistore

Installation

- 1 Upload the ZIP from the Modules page, or copy the `cli_faq` folder into `/modules/` and install it.
- 2 Open **Smart FAQ > FAQ groups** and create your first group.
- 3 Add questions and answers, then assign the group's targets where relevant.

Use & configuration

- 1 Create a group and pick its type (home / product / category / brand / CMS / standalone page / footer) and placement.
- 2 Choose the display (accordion / list / grid), columns, accent colour and which features the group allows (ratings, helpful, comments, questions).
- 3 Add the questions and answers, then assign targets (products / categories / brands / CMS).
- 4 In **Settings** toggle schema.org output, the standalone FAQ page and its slug, the anti-spam type and the notification e-mail.

The screenshot shows the 'FAQ groups' management page in the back office. The page title is 'FAQ groups' and it includes a 'Help' button. Below the title, there's a section for 'FAQ groups' with a table listing the groups. The table has columns for ID, Name, Type, Placement, Position, and Displayed. One group is listed with ID 1, Name 'Shop FAQ (home)', Type 'Home page', Placement 'displayHome', Position 0, and a checked 'Displayed' status. An 'Edit' button is located to the right of the table row.

FAQ groups management in the back office

Support & live demo

See the FAQ block in action on the live demo store: psdemo.cavallini.net. For assistance contact luca@cavallini.net.