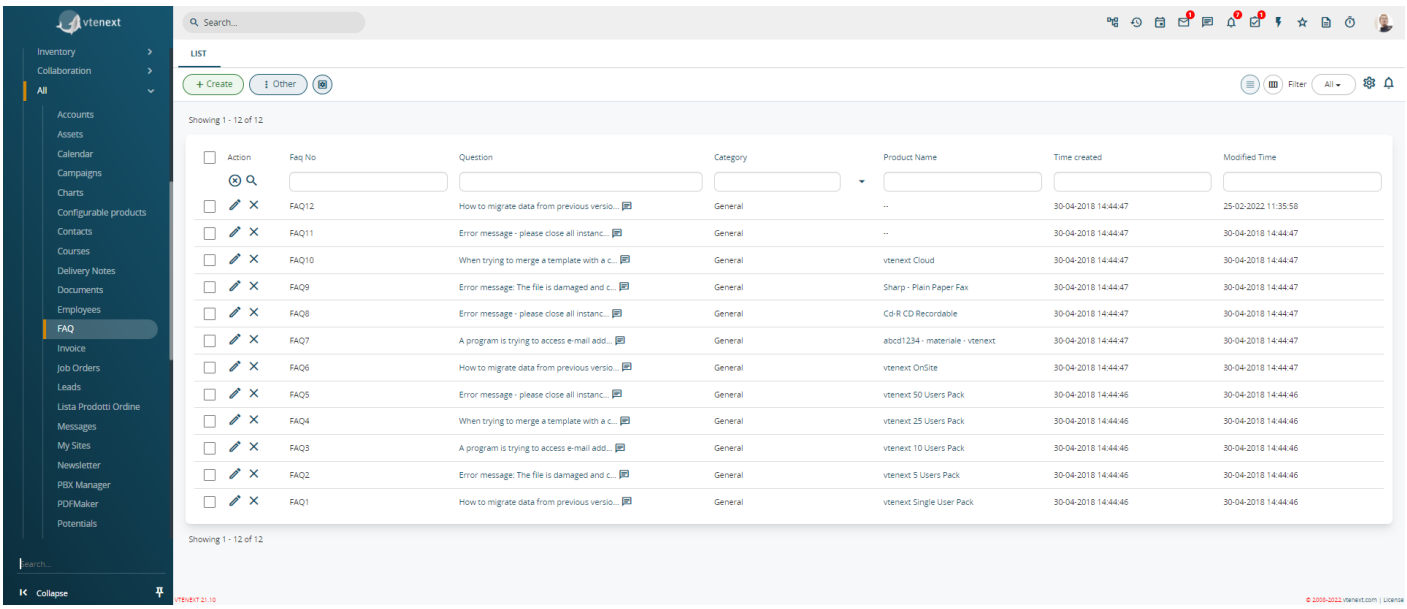
10.7 FAQs

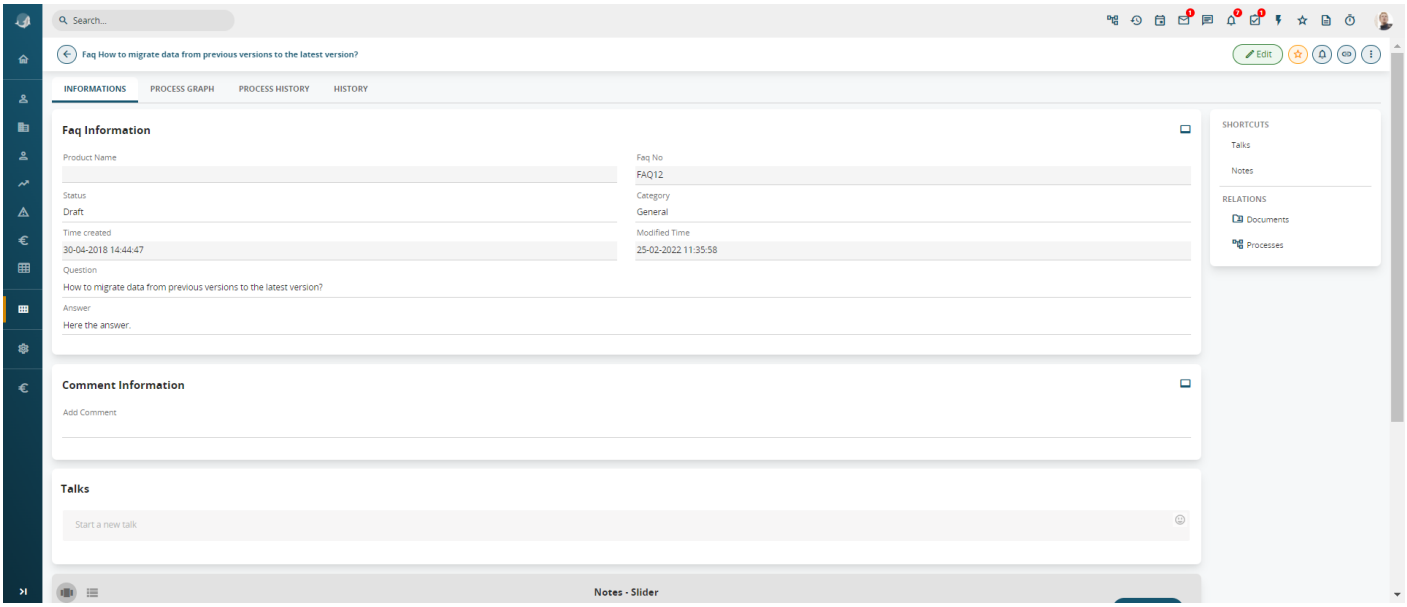
FAQs (Frequently Asked Questions) refers to typical questions relating to the standard scenario, with answers that provide guidelines that can be consulted in a list. In vtenext they can be used:

As basic knowledge provided to your customer on a certain product, service or procedure, through the sharing of FAQs on the Customer Portal;

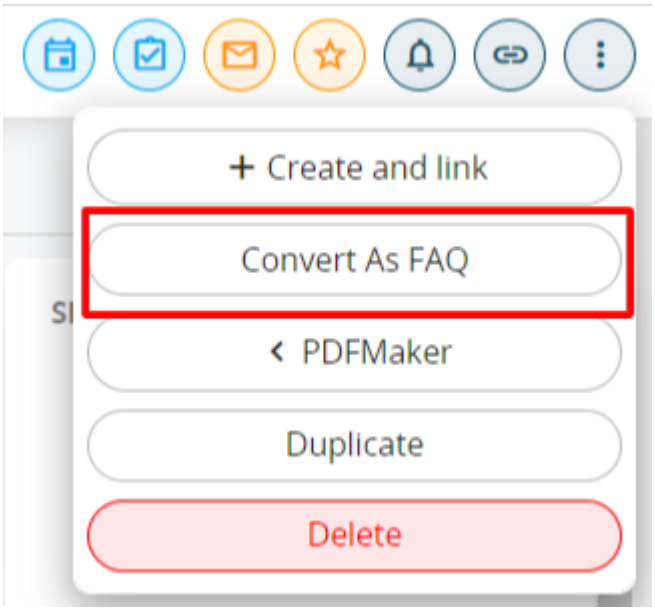
They can also be used to inform your employees about internal procedures and how to respond to the customer.

The FAQ tab includes fields for linking the question-answer to a product data sheet, categorising it by type and filtering its contents to a list (using Filters, also applicable on the FAQ module), for finding out the status (active or not active) of the question-answer, and more (customisable).





N.B.: FAQs can be generated very quickly by directly converting a ticket into a FAQ. To do this, just enter details of a ticket, click on the OTHER button in the top right corner and then click on the CONVERT AS FAQ button (see figure below).



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