

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:

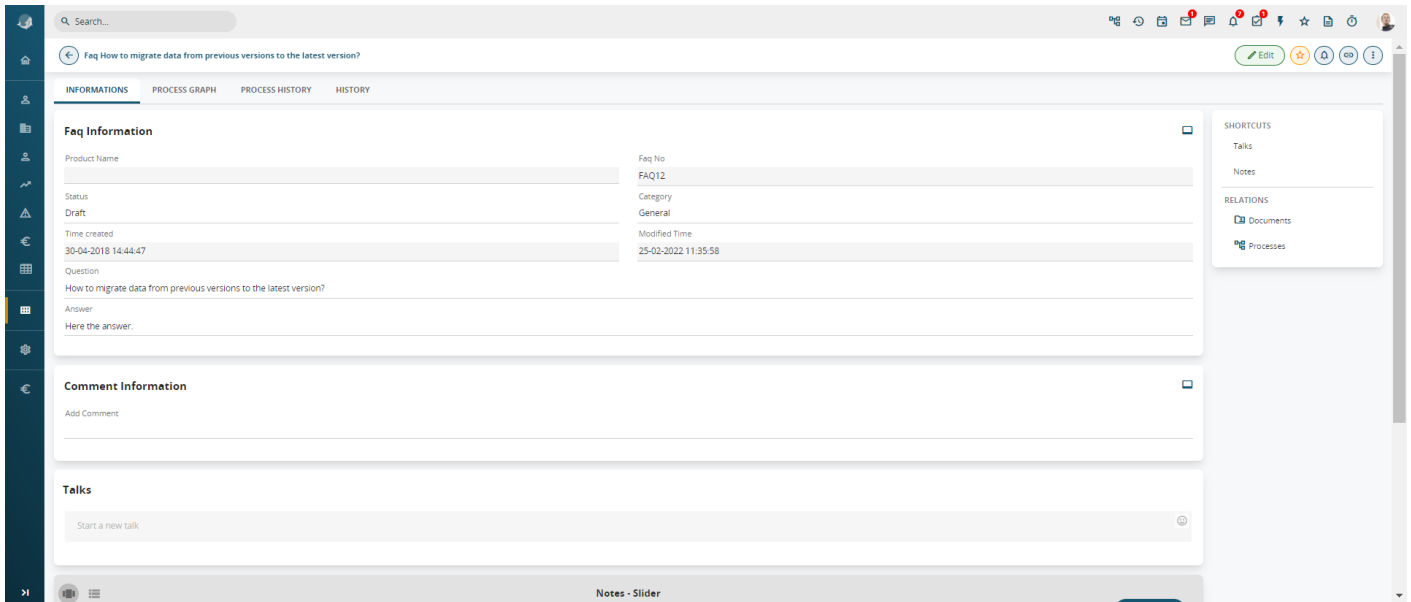
As basic knowledge provided to your customer on a certain product, service or procedure, through the sharing of FAQs on the Customer Portal;

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

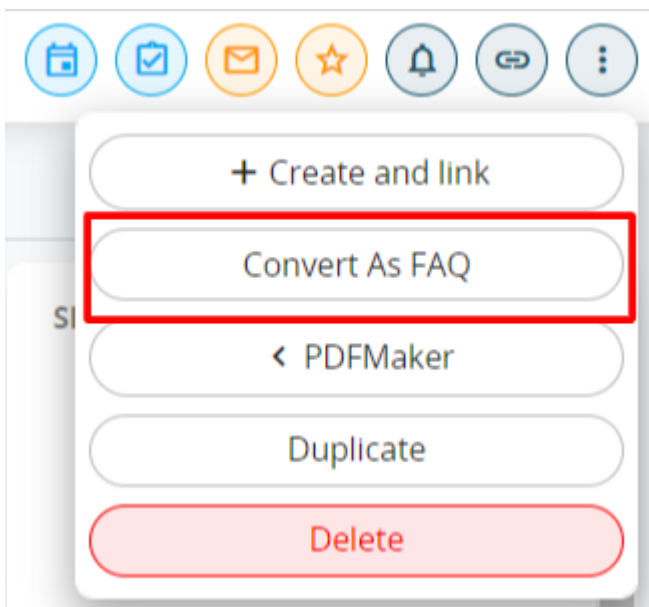
The FAQ tab includes fields for linking the question-answer to a product data sheet, categorising it by type and filtering its contents to a list (using Filters, also applicable on the FAQ module), for finding out the status (active or not active) of the question-answer, and more (customisable).

The screenshot displays the vtenext application interface, specifically the FAQ (Frequently Asked Questions) module. On the left is a dark sidebar with a list of navigation items: Inventory, Collaboration, All, Accounts, Assets, Calendar, Campaigns, Charts, Configurable products, Contacts, Courses, Delivery Notes, Documents, Employees, FAQ (highlighted), Invoice, Job Orders, Leads, Lista Prodotti Ordine, Messages, My Sites, Newsletter, PBX Manager, PDFMaker, and Potentials. The main content area has a top header with a search bar and a 'LIST' tab. Below the header are filters: '+ Create', 'Other', and a 'Filter' button. The FAQ list itself shows 12 items, each with an 'Action' column (checkbox, edit icon, delete icon), 'Faq No', 'Question', 'Category', 'Product Name', 'Time created', and 'Modified Time'. The questions range from 'How to migrate data from previous version...' to 'Error message: please close all instances...'. The footer of the interface includes 'Showing 1 - 12 of 12' and a copyright notice '© 2020-2022 vtenext.com | License'.

Action	Faq No	Question	Category	Product Name	Time created	Modified Time
<input type="checkbox"/>	FAQ12	How to migrate data from previous version...	General	...	30-04-2018 14:44:47	25-02-2022 11:35:58
<input type="checkbox"/>	FAQ11	Error message: please close all instances...	General	...	30-04-2018 14:44:47	30-04-2018 14:44:47
<input type="checkbox"/>	FAQ10	When trying to merge a template with a c...	General	vtenext Cloud	30-04-2018 14:44:47	30-04-2018 14:44:47
<input type="checkbox"/>	FAQ9	Error message: The file is damaged and c...	General	Sharp - Plain Paper Fax	30-04-2018 14:44:47	30-04-2018 14:44:47
<input type="checkbox"/>	FAQ8	Error message: please close all instances...	General	Co-R CD Recordable	30-04-2018 14:44:47	30-04-2018 14:44:47
<input type="checkbox"/>	FAQ7	A program is trying to access e-mail add...	General	abcd1234 - materiale - vtenext	30-04-2018 14:44:47	30-04-2018 14:44:47
<input type="checkbox"/>	FAQ6	How to migrate data from previous version...	General	vtenext Ordite	30-04-2018 14:44:47	30-04-2018 14:44:47
<input type="checkbox"/>	FAQ5	Error message: please close all instances...	General	vtenext 50 Users Pack	30-04-2018 14:44:46	30-04-2018 14:44:46
<input type="checkbox"/>	FAQ4	When trying to merge a template with a c...	General	vtenext 25 Users Pack	30-04-2018 14:44:46	30-04-2018 14:44:46
<input type="checkbox"/>	FAQ3	A program is trying to access e-mail add...	General	vtenext 10 Users Pack	30-04-2018 14:44:46	30-04-2018 14:44:46
<input type="checkbox"/>	FAQ2	Error message: The file is damaged and c...	General	vtenext 5 Users Pack	30-04-2018 14:44:46	30-04-2018 14:44:46
<input type="checkbox"/>	FAQ1	How to migrate data from previous version...	General	vtenext Single User Pack	30-04-2018 14:44:46	30-04-2018 14:44:46



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).



Revision #1

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Updated 2 September 2024 07:59:05 by Admin