

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:

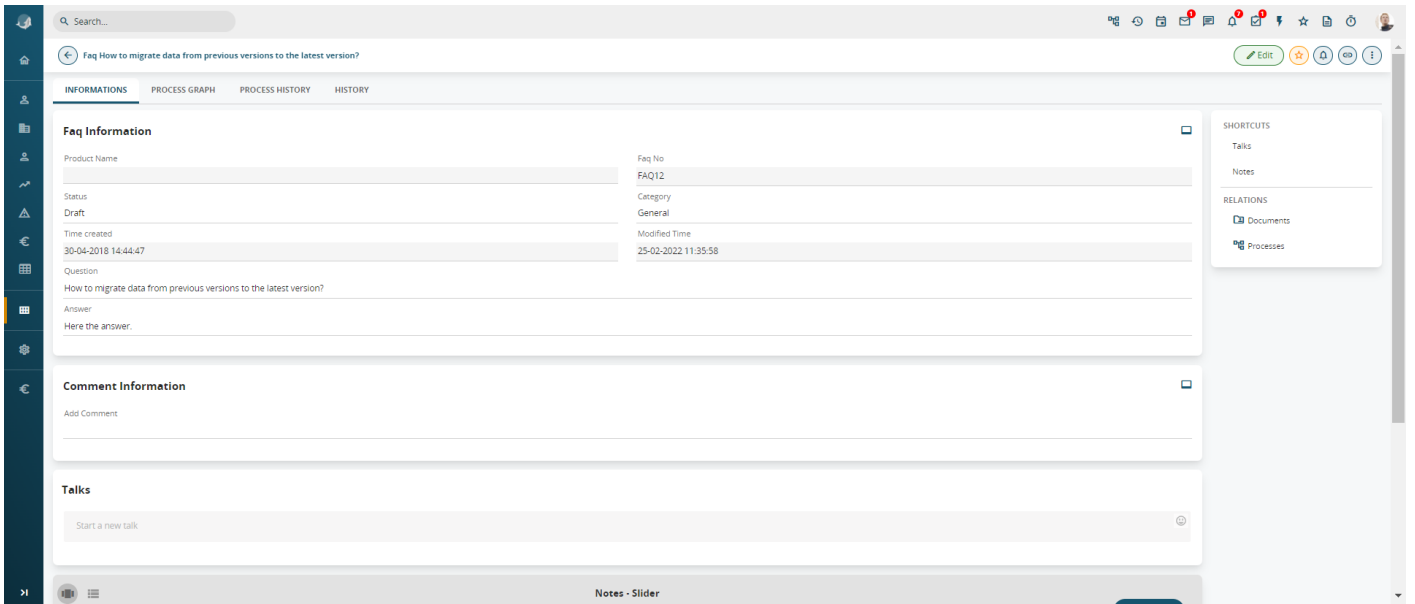
As basic knowledge provided to your customer on a certain product, service or procedure, through the sharing of FAQs on the Customer Portal;

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

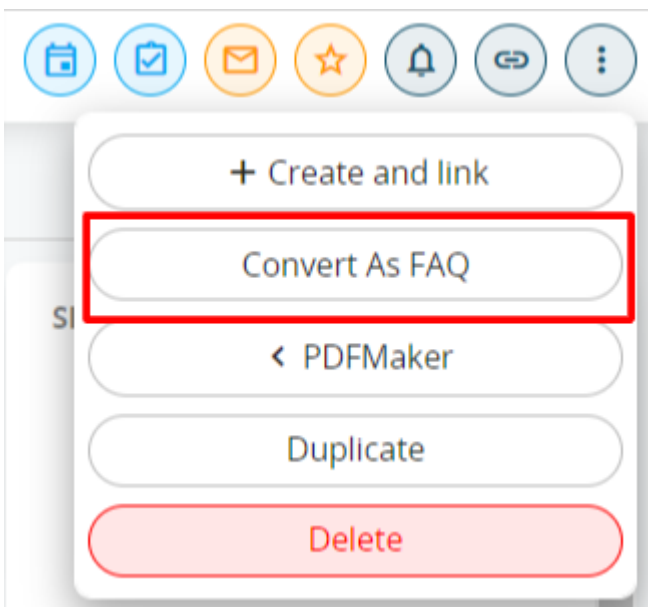
The FAQ tab includes fields for linking the question-answer to a product data sheet, categorising it by type and filtering its contents to a list (using Filters, also applicable on the FAQ module), for finding out the status (active or not active) of the question-answer, and more (customisable).

The screenshot displays the vtenext interface for managing FAQs. On the left is a dark sidebar with a navigation menu including: 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 is titled 'LIST' and features a search bar at the top. Below the search bar are buttons for '+ Create' and 'Other'. A filter icon is also present. The table below shows 12 FAQ items, each with a checkbox for selection, an edit/delete icon, and a question mark icon. The columns are: Action, Faq No, Question, Category, Product Name, Time created, and Modified Time.

Action	Faq No	Question	Category	Product Name	Time created	Modified Time
<input type="checkbox"/>	FAQ12	How to migrate data from previous versio...	General	--	30-04-2018 14:44:47	25-02-2022 11:35:58
<input type="checkbox"/>	FAQ11	Error message - please close all instanc...	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 instanc...	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 versio...	General	vtenext OnSite	30-04-2018 14:44:47	30-04-2018 14:44:47
<input type="checkbox"/>	FAQ5	Error message - please close all instanc...	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 versio...	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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