



FAQ Manager

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Description

This interactive module allows the site visitors to search FAQs for responses to common questions and also allows them to ask a question through an interactive form if they cannot find what they are looking for. Answers to submitted questions can be posted on the site for all to see or responded to directly. Questions can be categorized to make searching easier!

ProFusion Products | View Website

ProFusion

Website Backend | Profile | Quick Links | About Us | Logout

CONTENT

- Home Page
- Inner Pages
- Sitemap
- Terms and Conditions
- Privacy Policy
- Vertical Column Section
- Footer Section

SECURE USERS

- Register Page
- Login Page
- Registered Users
- Users Page Content
- Secure Zones/Pages

WEBMASTER

- Change Profile
- Change Password
- Settings
- Flash Images
- Header Images

ADVANCED FEATURES

- FAQ Manager
- Form Builder

Welcome to the backend of ProFusion Products

Please follow the links on the left column to proceed

The Date and Time on the servers is currently 9/8/2011 9:48:47 AM

Storage

Free Space	Used Space
1025.26 MB	24.74 MB
File System : 979.32 MB	File System : 20.68 MB
Database : 45.94 MB	Database : 4.06 MB

Quick Links

- User Manuals and Product Videos
- Support Center
- Editor Help
- License Agreement

Finding the Module

At the bottom of the main administrative page on the left side is the Advanced Features section under which all ProFusion Ultra IS add-on modules are listed like you can see in the figure above.

Add Topic

The first step in creating FAQs is to create topics first. Topics are like categories under which you can group FAQs of a similar nature. The ProFusion Ultra IS FAQ module comes with a default General FAQs topic to start with. You can edit it or delete and create new ones that suit your requirements.

1. Click on FAQ Manager link under the Advanced Features section heading, and then click the FAQ link at the top of the page.
2. This action takes you to the FAQ main menu page screen which looks like the figure below.

Figure 1.1

The screenshot displays the FAQ Manager interface. On the left is a navigation menu with sections: CONTENT (Home Page, Inner Pages, Sitemap, Terms and Conditions, Privacy Policy, Vertical Column Section, Footer Section), SECURE USERS (Register Page, Login Page, Registered Users, Users Page Content, Secure Zones/Pages), WEBMASTER (Change Profile, Change Password, Settings, Flash Images, Header Images), and ADVANCED FEATURES. The main content area shows a breadcrumb trail: Home » FAQ » Search. Below this are navigation links: FAQ, Topics, New FAQ, Search, and Options. A search filter section titled 'SEARCH / VIEW QUESTIONS :' includes fields for Text, Posted By (e-mail), Topic (dropdown), Status (dropdown), Rating (dropdown), and FAQ availability (dropdown). It also has date range filters for 'Posted Between' and 'Modified Between' with DD/MM/YYYY format. A 'View FAQ's' button is on the right. Below the filters, it shows 'Questions Found : 1' and 'Page 1 of 1'. A table lists the questions with columns: #, QUESTION, POSTED, MODIFIED, STATUS, RATING, HITS, VIEW, EDIT, and DELETE. The first question is '1. Why is the sky blue?' posted by Patrice Vaelntine on 09/07/2011, with a status of 'Unanswered', a rating of '-', and 0 hits. The table also includes icons for viewing, editing, and deleting the question. At the bottom, there is a 'Go to Page : 1' dropdown.

Note: From this main screen you can navigate to various functionalities of the FAQ manager module using the links placed on top.



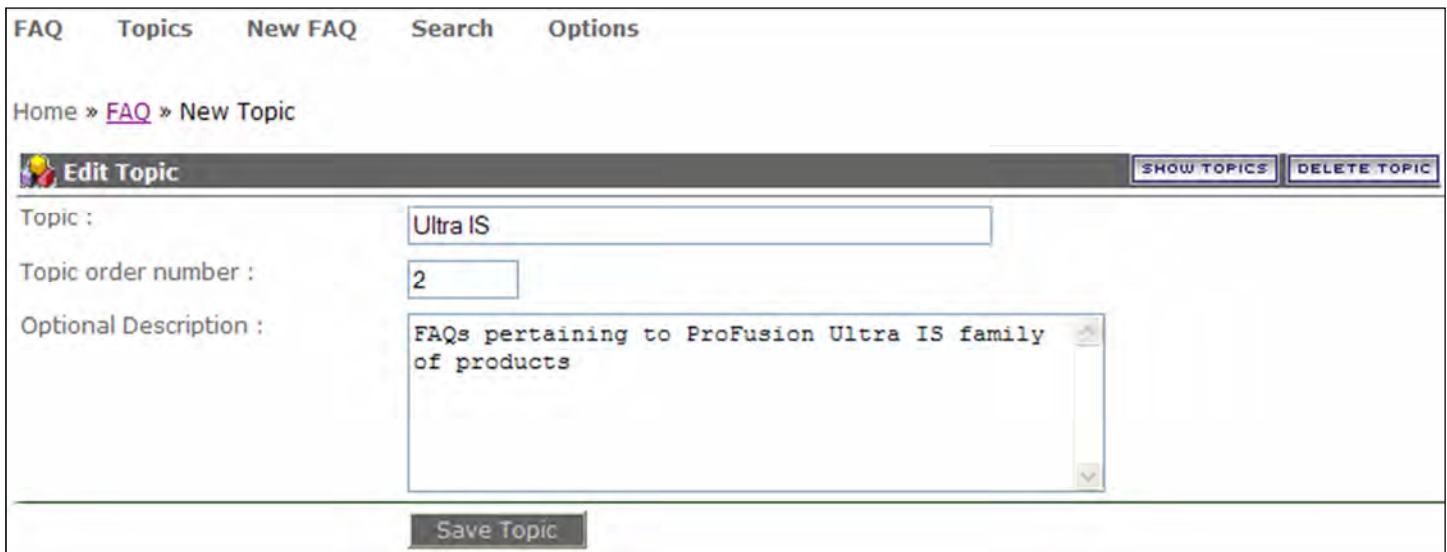
3. Click Topics link on top of the page to view the topic menu page screen, see [figure 1.2](#).
4. Click  to view/edit the topic or  to delete it.

Figure 1.2



5. To add a new topic, Click **ADD NEW TOPIC** button. This action will open up a new topic page screen which looks something like the one shown below.



6. **Topic – Type** the name of the topic you want to create inside this box. The topic name will be displayed on the frontend of your website as well. For this tutorial, we shall type “Ultra IS.”

Note: The naming convention to a large extent depends on the nature of the FAQs that you intend to display inside this topic. For example, you can have topics like Technical, Sales, Services, etc., depending on the nature of your business. Similarly, you can have FAQs pertaining to the technical aspects of your business or your products grouped under “Technical FAQs” topic.

7. **Topic Order Number** – You can define the order in which your topics are displayed on your website by **Typing** in the order number here. In this case, we shall enter “2” as the order for this Ultra IS topic that we are creating.

8. **Optional Description** – You can type in a description for the topic here which is optional. The description entered here will not be displayed on your website. It is provided for you to identify and differentiate different topics.
9. Click **Save Topic** to save your topic.
10. To create more topics, simply repeat steps 5 through 9 until you are done adding topics.

After creating topics, the topic menu page screen would now look like something like the one below compared to what you had earlier, see [figure 1.2](#). You now have topics in which you can add your FAQs.

Figure 1.3

#	Topic Name / Description	Questions	View / Edit	Delete
1.	General FAQs - ID : 3 - Description : General FAQs	0		
2.	Ultra IS - ID : 5 - Description : FAQs pertaining to ProFusion Ultra IS family of products	0		
3.	Mailer - ID : 6 - Description : FAQs pertaining to ProFusion Mailer	0		

Add FAQs

1. Click New FAQ link placed on top of this page screen.
2. This action takes you to the new FAQ page screen like the one in [figure 2.1](#) where you can type in the question and answer for the intended FAQ.
 - a) **Question** – **Type** in the question for the FAQ inside this text area box. Try to come up with questions that your customers would most likely shoot at you or that you have come across in your business regarding your products or services. For this tutorial, we shall type “How many pages can you create with the Ultra IS?”

b) **Answer** – In this box, **Type** in the answer or solution pertaining to the FAQ. Try to provide an answer as best as you can that your customers are seeking regarding your business or its products and services.

Figure 2.1

Home » FAQ » New FAQ

FAQ Topics New FAQ Search Options

EDIT FAQ **DELETE FAQ**

*Question : How many pages can you create with the Ultra IS?

Answer :

The Ultra IS Basic comes with a Home page and 5 main pages. Using the Ultra Is Pro, you can have an unlimited number of main, secondary, and tertiary level pages.

*Topics : General Questions
Mailer
Ultra IS

Keywords : Ultra IS, UIS, page, pages, limit, Pro, Basic
Type any keywords relevant to this FAQ for more accurate search results

Status : Answered

Options : Make publicly available in the FAQ

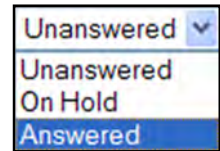
Submit

Note: You can use any of the standard functionalities of the page editor to create your answers. Audiovisual tools come in handy when trying to explain technical details of your products or services.

c) **Topics** – From the drop down list of topics, select the topic(s) for the FAQ to display in. For this tutorial, we shall select Ultra IS from the topic list drop down.

d) **Keywords** – Type in those words that your customers would likely to use while searching the FAQ on your website. It also helps having keywords relevant to the FAQ as this would return more accurate search results.

e) **Status** – Select the status as appropriate for your FAQ from this drop down. If the status selected is either Unanswered or On Hold, the FAQ would not display on your website. Only FAQs having Answered status would display on your website.



f) **Options** – Click inside the check box to make it publicly available in the FAQ section of your website.

3. Click **Submit** button to save your FAQ.

Home » FAQ » New Topic

FAQ Topics New FAQ Search Options

7 View FAQ

EDIT FAQ PRINT FAQ DELETE FAQ

FAQ PROPERTIES
FAQ ID # 2
Date Posted : 09/08/2011
Date Modified : 09/08/2011
Date Answered : 09/08/2011
Status : <input checked="" type="checkbox"/> Answered
FAQ Availability : Publicly Available
Hits :
Overall Rating : -
Topics : Ultra IS
Keywords : Ultra IS, UIS, page, pages, limit, Pro, Basic

QUESTION :
How many pages can you create with the Ultra IS?

ANSWER :
The Ultra IS Basic comes with a Home page and 5 main pages. Using the Ultra Is Pro, you can have an unlimited number of main, secondary, and tertiary level pages.

Notes : CLEAR NOTES

Update Notes

4. You can now see the FAQ you have just created in the FAQ details page which should look like the one shown here. This page allows you to edit, print, or delete an FAQ.

5. To create more FAQs, simply repeat steps 1 through 10 till you have created all your FAQs.

After creating FAQs, your topics menu page screen would now look like the one shown below as compared to before (figure 1.3). This page lists all the topics created thus far with number of FAQs in each topic.

Home » FAQ » New Topic

FAQ Topics ADD NEW TOPIC

#	Topic Name / Description	Questions	View / Edit	Delete
1.	General FAQs - ID : 3 - Description : General FAQs	2		
2.	Ultra IS - ID : 5 - Description : FAQs pertaining to ProFusion Ultra IS family of products	2		
3.	Mailer - ID : 6 - Description : FAQs pertaining to ProFusion Mailer	2		

Settings/Options

1. Click Options link placed on top of the page and Click **OK** button on the confirmation browser window.

Figure 3.1

Home » FAQ » Options

FAQ Topics New FAQ Search Options

CONFIGURATION SETTINGS

Topic display: Display the top most requested questions per topic

Notifications : Notify admin by e-mail when a new question is submitted
Notification work only if new questions are posted through the system

Notification Subject :

Question Replies : Automatically send the reply to the customer
Send an e-mail to the customer with the answer to his question once it has been answered

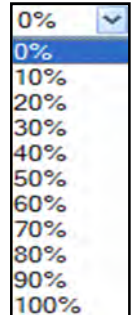
Reply Subject :

Reply Message Template :

2. This action takes you to the configuration settings page screen of the application which looks something like the one figure 3.1. This is the admin control panel of the FAQ manager module.
3. **Topic Display – Type** inside the box the number of the top most requested questions per topic to be displayed on your website. If you type 5, the top 5 requested question per topic will be displayed.

Note: Leaving the box empty will display all the FAQs.

4. **Notifications – Click** inside the check box to notify the admin of any new question posted by a user.
5. **Notification Subject** – The text entered here will be displayed as the subject of the notification e-mail.
6. **Question Replies – Click** inside the check box to send out replies to users when their questions have been answered.
7. **Reply Subject** – The text entered here will be displayed as the subject of the reply e-mails sent out by the admin.
8. **Reply Message Template** – You can **Type** in a custom standard e-mail message here which will be used in all e-mails sent out by the admin in reply to the questions.
9. Click **Save Settings** once you have finished configuring the FAQ settings.



Place FAQ

1. **Click** Inner Pages link on the left hand section of the main administrative page screen.
2. This action takes you to the Main Pages screen where all your web pages will be listed as shown in the figure below.
3. **Click** the page on which you want to display the FAQ. For this tutorial, we will **Select** Ask Us page. This takes you to the Ask Us page edit screen like shown in figure 4.1.

Home » Main Pages

[Add Page]

Showing 1 - 7 of 7 « First | Previous Page 1 of 1 Next | Last »

	<input type="checkbox"/>	Section Title	Order	Secondary Pages
✓	<input type="checkbox"/>	About Us	↑ ↓	➔ [0]
✓	<input type="checkbox"/>	Services	↑ ↓	➔ [0]
✓	<input type="checkbox"/>	Team	↑ ↓	➔ [1]
✓	<input type="checkbox"/>	Contact	↑ ↓	➔ [0]
✓	<input type="checkbox"/>	Events	↑ ↓	➔ [0]
✓	<input type="checkbox"/>	Guest Book	↑ ↓	➔ [0]
✓	<input type="checkbox"/>	Ask Us	↑ ↓	➔ [0]

Activate Page(s)

4. **Position** the cursor inside the text area and **Select** FAQ from the Template Variables drop down menu.

Figure 4.1

Content

Section Title*

Short Name*

Page Content

Font Name Size Paragraph

Template Variables Forms

- Sitemap
- Register
- Top 3 News Articles
- News Articles
- FAQ**

[TPL_FAQ]

<BODY> <P>

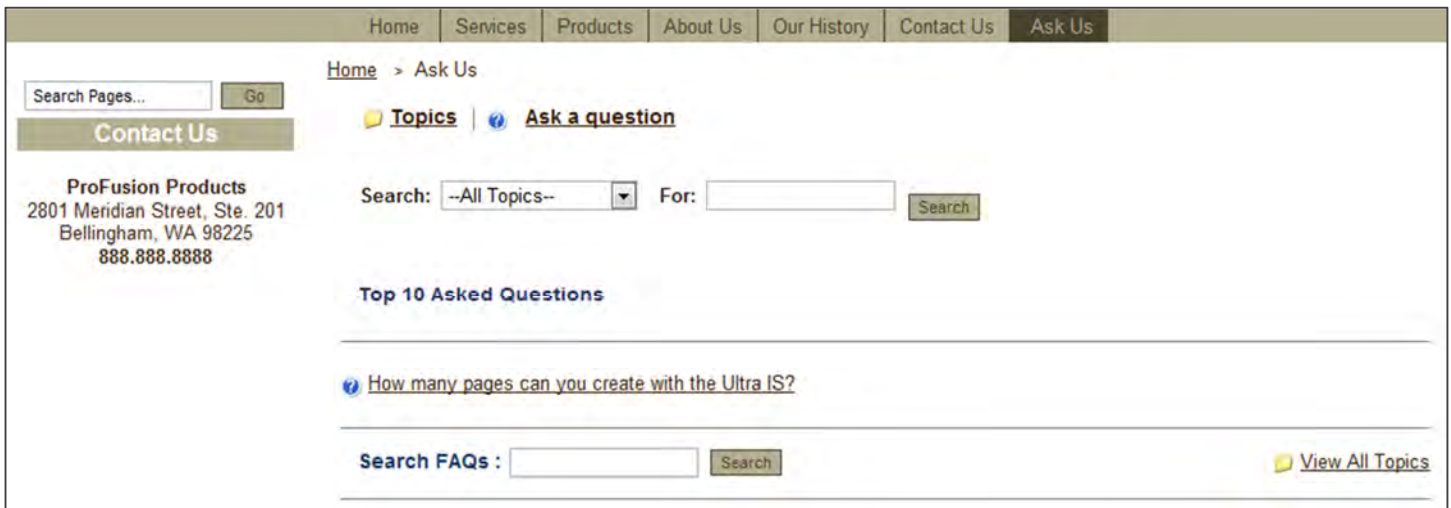
Active Yes No


Save Save and Continue Cancel

5. Now you will see something like [TPL_FAQ] inside the page editor area. This command instructs the system to merge in the FAQ you have just placed on the page.
6. Click **Save** button to save the page edits.


You have now successfully placed the FAQ manager on your web page. What you see below is how the FAQ will be displayed on your website.

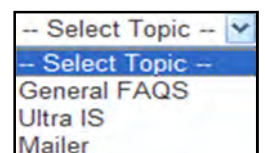
Figure 4.2



The FAQs will display inside the page with a little  next to them. Clicking on an FAQ will take you to the FAQ details page.

Submit FAQ

1. Click on the  [Ask a question](#) link on top of the FAQ, shown in figure 4.2.
2. This action takes you to the submit FAQ page screen which would look something like the one in figure 5.1. This screen allows you to post your question to the systems knowledge base.
 - a) **Your Question** – Type your question inside the box that is provided here. For this tutorial, we will type a question “Where can I get more technical information about Ultra IS?”
 - b) **Topic** – Select the topic for your question if you like from the drop down. We will select Ultra IS as the topic.
 - c) **Your E-Mail Address** – Type in your e-mail address inside the text box.



3. Click **Submit Question** button to post your question.

Figure 5.1

[Home](#) > [Ask Us](#)

[Topics](#) | [Ask a question](#)

Submit your Question

If you could not find an answer to your question, you can use this form to submit your question to us and receive an answer by e-mail.

***Your Question:**

Where can I get more technical information about the Ultra IS?

Topic :

Ultra IS

***Your e-mail address :**

DavicC.Townsend@mailinator.com

Your First Name :

David

Your Last Name :

Townsend

Access Code

1 9 7 1 9 7

***Please Enter the Access Code**

197197

** Designates a Required Field*

Review User-Submitted FAQ

1. Click FAQ Manager link from the Advanced Features section on the admin panel. Then click the FAQ link at the top of the page.

Home » FAQ » Search

FAQ Topics New FAQ Search Options

SEARCH / VIEW QUESTIONS :

Text : Search Notes

Posted By (e-mail) :

Topic : -- Any --

Status : -- Any --









Rating : -- Any --

FAQ availability : -- Any --


Posted Between: (DD/MM/YYYY) : 08 / 09 / 2011 And 08 / 09 / 2011

Modified Between: (DD/MM/YYYY) : 08 / 09 / 2011 And 08 / 09 / 2011

Questions Found : 3
Page 1 of 1

#	QUESTION ▲▼	POSTED ▲▼	MODIFIED ▲▼	STATUS ▲▼	RATING ▲▼	HITS ▲▼	VIEW	EDIT	DELETE
1.	Where can I get more technical information about the Ultra IS? - Posted by : David Townsend DavidC.Townsend@mailinator.com - Availability : Not Available	09/08/2011	-	 Unanswered	-	0			
3.	How many pages can you create with the Ultra IS? - Posted by : - Availability : Publicly Available	09/08/2011	09/08/2011	 Answered	-				

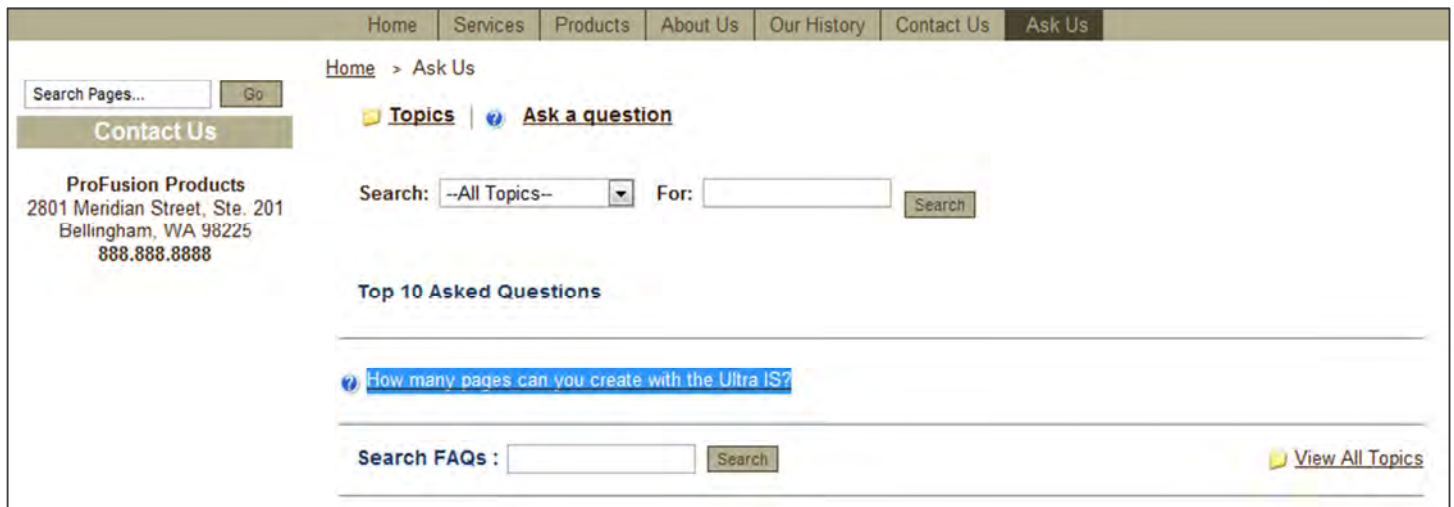
Go to Page : 1

2. The FAQ menu page will now list any user-submitted questions to the system as shown in [figure 2.1](#).
3. To reply to the FAQ, Click the Edit icon  for the FAQ you wish to edit.
4. This action takes you to the Edit FAQ page screen which allows you to type in a reply. Follow the steps given in the section [Add FAQ](#) above to edit the FAQ.
5. Click **Submit** button to save the page edits and display this FAQ on your website.

User Ratings

Using ProFusion Ultra IS FAQ Manager module, you can now have website users rate your FAQs. This provides critical feedback as how effective your knowledge base actually is and pointers to improvements if any needed to make it better. For this tutorial, let us take the FAQ that was created previously and see how a user rates it.

1. The user will have to **Click** on the corresponding FAQ on your website. In this case, we will select “How many pages can you create with the Ultra IS?”



Home | Services | Products | About Us | Our History | Contact Us | **Ask Us**

Home > Ask Us

Search Pages...

Contact Us

ProFusion Products
2801 Meridian Street, Ste. 201
Bellingham, WA 98225
888.888.8888

Topics | **Ask a question**

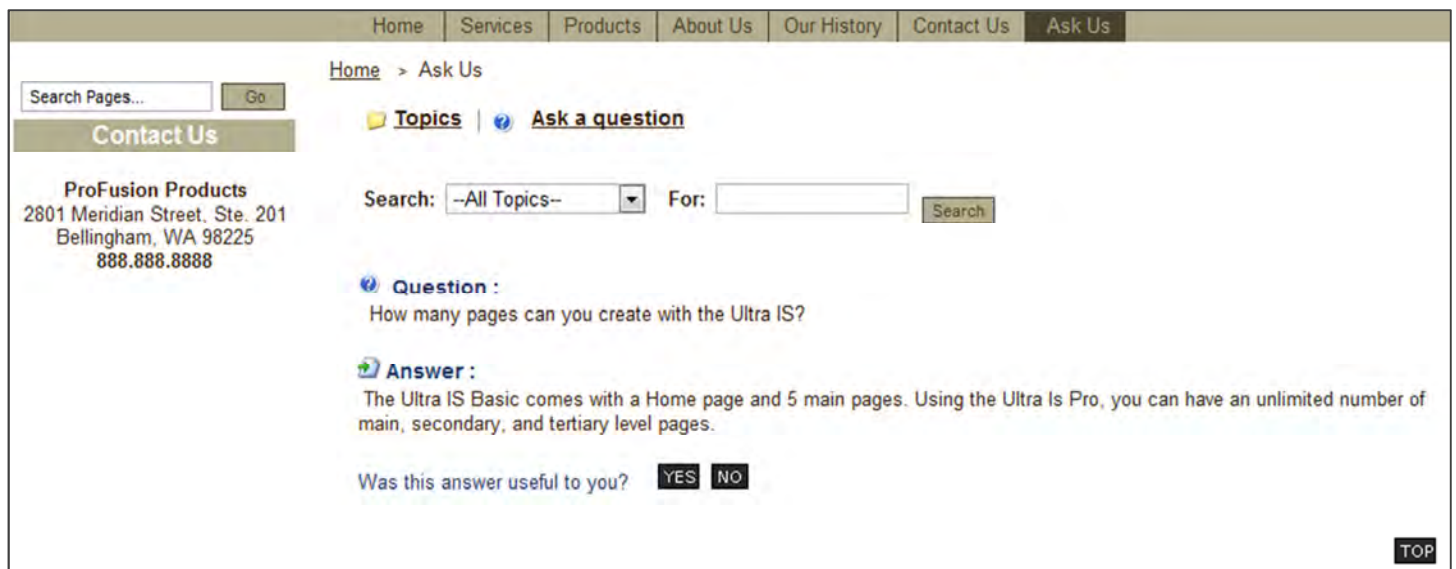
Search: --All Topics-- For:

Top 10 Asked Questions

[How many pages can you create with the Ultra IS?](#)

Search FAQs: [View All Topics](#)

2. This action takes the user to the FAQ details page screen which will look something like the one below.



Home | Services | Products | About Us | Our History | Contact Us | **Ask Us**

Home > Ask Us

Search Pages...

Contact Us

ProFusion Products
2801 Meridian Street, Ste. 201
Bellingham, WA 98225
888.888.8888

Topics | **Ask a question**

Search: --All Topics-- For:


Question :
How many pages can you create with the Ultra IS?

Answer :
The Ultra IS Basic comes with a Home page and 5 main pages. Using the Ultra Is Pro, you can have an unlimited number of main, secondary, and tertiary level pages.















Was this answer useful to you?

TOP

3. The user will rate this FAQ by **Clicking** either the **YES** or the **NO** button placed on the bottom of this page screen. In this case, let us **Click** the “Yes” button.

Now this FAQ has been rated by the user. On the admin panel of your website, you can see the ratings of your FAQs. Click on the Search link on the FAQ manager menu page screen. The FAQ details will be displayed on the lower portion of the page, see figure below. To go to the individual FAQ details page, simply click on the  button of the corresponding FAQ.

Questions Found : 7
Page 1 of 1

#	Question ▲ ▼	Posted ▲ ▼	Modified ▲ ▼	Status ▲ ▼	Rating ▲ ▼	Hits ▲ ▼	View	Edit	Delete
1.	Can I automatically send out emails after a specific time, such as after an hour, or a day etc? - Posted by : - Availability : Publicly Available	09/22/2008	09/22/2008	 Answered	-				
2.	Where can I get more technical information about Ultra IS? - Posted by : David.C.Townsend@mailinator.com - Availability : Publicly Available	09/22/2008	09/22/2008	 Answered	-	3			
3.	How many pages can you create with the Ultra IS? - Posted by : - Availability : Publicly Available	09/18/2008	09/18/2008	 Answered	 100% (1 of 1 users)				
4.	What does hosting mean? - Posted by : - Availability : Publicly Available	09/18/2008	09/22/2008	 Answered	-				
5.	I have a website now, but I need some minor changes made to it. Can you make changes to my existing site? - Posted by : - Availability : Publicly Available	09/18/2008	09/18/2008	 Answered	-				
6.	Can I have more than one gallery on a web page? - Posted by : - Availability : Publicly Available	09/18/2008	09/18/2008	 Answered	 100% (1 of 1 users)				
7.	Why should I choose ProFusion Mailer over one of the competitors? - Posted by : - Availability : Publicly Available	09/18/2008	09/18/2008	 Answered	 100% (1 of 1 users)				

Go to Page :