



# FAQs User Guide

<https://digidesk.citrustelecom.net/app2> (Optimised for Google Chrome)

## Configuration

### FAQs Relevant Agent Permissions

Access FAQ Articles	Define whether Agents can access FAQ Articles
Access Internal FAQs	Define whether Agents can access Internal FAQs

### FAQs Settings

Anchor Point	Set position of FAQs to right or left of web page
Article List Length	Set maximum articles to display on returned lists
Article Priority	Based on either article-level Article Priority setting, number of visits (popularity) or hybrid (a mixture of both)
Comment on Rating	Yes / No
Colour Settings	For body text, heading text, label text, main and second level settings.
FAQs Delay	Before displaying FAQs, in seconds
Home Page Elements	Choose between category icons or top articles
Font Settings	Set font family and font include
Internal FAQs Settings	Define whether to allow new windows and article ratings
Max Article on H/Page	Set maximum articles to display on FAQs home page
Max New Windows	Set maximum number of new windows that can be opened
Max Related Articles	Set maximum number of Related Articles to show under each article
No. Stars For Comment	If set to 3, ratings of 1-3 would ask for user comment. 4-5 would not
Rate Article	Define whether to show the article rating option
FAQs Search Settings	Assign a relevant percentage to keyword matches on searches, across Article extracts, Tags, Titles, Keyword Tables, or Article Priority
Phonetic Matching	Define whether to use phonetic matching on searches
Plural & Partial Matches	Define whether to include keyword plurals & partial keyword matching on searches
Show Chat Options	Define whether to include the Chat option within the FAQs roll-over menu
Show Internal FAQs	Define whether Internal FAQs are available within your DigiDesk account
FAQ Tab Text	Enter the text for the FAQs tab

### FAQs Articles

Search	Search for partially matching keywords within articles
Copy	Copy existing article, renamed as copy of...
Delete	Delete an existing article after a 'Yes / No' confirmation

# Configuration continued...



## Add New FAQs

Page Title	Title of Article
Page URL	Auto generated through defined URL and page title
Schedule	Define potential future Release and/or Expiry dates for each article
Customer	Define whether Article displays within Customer facing FAQs
Internal	Define whether Article displays within Internal FAQs
Top Article	Define whether Article displays on FAQs Home Page
No Match Article	Define whether Article displays within No-Match search terms
Priority	Define Article priority using a 1-10 scale, where 10 equals the highest priority
Assign Tags	Create Tags to match web page Meta-Tags and provide Related Articles
Assign Category	Assign article to selected Category or Sub Category
Article Elements	Select from a range of WYSIWYG elements, like; Heading, Text Box, Link, Image, Video, and Agent Notes (Only relevant to Internal FAQs articles)
Article Options	Save, Cancel and Preview articles

## Categories

Delete	Delete category
Add New Category	Define the following options; Name, Icon, Internal (will Category display Internally), Customer (will Category display for Customers), Priority (10 = high priority 1 = low)

## Sub Categories

Delete	Delete sub category
Add New Sub Category	Define the following options; Name, Icon, Internal (will Category display Internally), Customer (will Category display for Customers), Priority (10 = high priority 1 = low), Parent Category.

## FAQs Keywords

Name	Enter name for explicit Keyword search
Keywords	Enter query for keyword match
FAQ Article	Choose single or multiple articles to match specific keyword search