



The **FAQ Manager v4.5** is a ready-built information solution that manages the Frequently Asked Questions (FAQ) section of your website. The FAQ is a section that needs to be frequently updated—the FAQ Manager makes this easy for you to do. As a Site Administrator, you can add, modify, and delete questions and answers, organize question and answer entries into categories for easy searching, and assign sort order options to categories and questions.

Not only does FAQ Manager allow you to manage FAQ content with ease, it also allows you to modify and configure its graphic elements to suit the look and feel of the rest of your website, enhancing your site visitors' entire website browsing experience, as they navigate through a well-organized FAQ area that provides relevant answers to their questions about your website, products and services.

The FAQ Manager allows the Site Administrator full control of module settings through the Admin Panel, which uses the familiar and easy-to-learn Graphical User Interface (GUI) of our full suite of products.

FaqManager v4.5 Main Features

Keyword Search: This powerful search function gives users who already know what they are looking for the ability to go directly to the most relevant questions in the Questions List by simply entering a keyword for their question. This is especially useful if your FAQ section holds a large number of FAQ entries.

The screenshot shows the 'The Ketchens' Kitchens' FAQ page. At the top, there is a navigation menu with links for Home, About Us, Products, Services, Contact Us, and Careers. Below the menu is a search bar labeled 'Search Our FAQ' with a 'Search' button. The main content area is titled 'Catering Services' and includes a sub-header 'Got questions on our catering services? We've got it all covered.' followed by a list of FAQ questions with blue underlined links: 'Do you offer low-fat/low-calorie entrees?', 'What methods of payment do you accept?', 'Where can I buy Ketchens' products?', 'Is your food Kosher?', 'Can you accommodate guests with special dietary needs?', 'What is the difference between lactose free & dairy free? Are they the same?', 'How far in advance do you need to make reservations?', 'Is there a reduced cost for my child(ren)?', and 'Why do you require a credit card to hold a reservation?'. Each question is followed by its answer. For example, the answer to 'Do you offer low-fat/low-calorie entrees?' states: 'We make every effort to incorporate some healthier entrees each month, as well as offer recipe options to keep calories down. (i.e. skim milk vs. whole, etc.) Call us at 555.222.4141 and speak with one of our service reps if you have any concerns.' Below each answer is a 'Back to top' link. At the bottom of the page, there is a copyright notice: 'All rights reserved. Copyright 2007. Ketchens' Kitchens Inc.'



FAQ's

English (NA)

ArtID	Question	Answer	Categories			
3	Can I display PCR results in 3D using Gene-o-Trak 5.0?	Yes. Select Table Options.	Software FAQs	Add and Drop Categories	True	
2	How can I connect the J23 cable to my Xi.24 port?	Keep the green side of the J23 cable or	Hardware FAQs	Add and Drop Categories	True	
1	Where is the multiple bio-sample intake valve on the PCR Genie?	The PCR Genie uses a osmosis hydration	Hardware FAQs	Add and Drop Categories	True	

Add New FAQ

FAQ Categories: this organizational tool provides the structure for all FAQ entries, which gives the Site Administrator management capabilities to structure the FAQ content in a logical manner, making it easily searchable and efficiently organized.

Choice of Display Modes: Display the question and answer on the same page or have the answer in a definable pop-up window.

Anchor List or Single Entry: Questions and answers can be in one document, with answers linked via an anchor tag or each answer can be its own page (helpful for answers that require detailed, complex, image laden explanations).

SEO: Category, question, and answer pages allow you to directly configure Search Engine Optimization information like keyword/description meta tags, title bar text, and create a customized descriptive URL.

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