

## 20. FAQ Categories

The dashboard features two summary cards: 'TOTAL CATEGORIES' (value 2) and 'FAQ BUSIEST CATEGORY'. Below these are tabs for 'Chat Departments', 'Support Departments', and 'FAQ Categories'. The main section is titled 'Current Categories' and contains a table with columns: #, Title, Description, Edit, SubCat, and Active. The table lists two categories: 'FAQ' (description: 'Edit this text to your needs...') and 'HelpDesk 3'. A 'Save' button is located at the bottom left of the table.

1

All FAQ Categories are shown in the main table. Each row is drag and drop capable for changing the order.

2

With FAQ Categories you can create sub categories. You can access the sub categories by clicking on the "SubCat" button.

3

After changing the order you will need to save it by clicking in the "Save" button.

This view shows a detailed table of FAQ categories. The columns are: Edit, SubCat, Active, Delete, and Order. The first row has an 'Edit' button (pencil icon), a 'SubCat' button (document icon), an 'Active' checkbox (checked), a 'Delete' button (trash icon), and an 'Order' input field with the value '1'. The second row has similar buttons, with the 'Active' checkbox unchecked and the 'Order' input field with the value '2'. A 'Save' button is visible at the bottom left.

4

You can edit each FAQ category with the "Edit" button or click on the chat department title.

5

The next two buttons will allow you to deactivate / activate or delete the department.

6

The order input field will give you the option to change the order of your categories. You can also drag and drop the complete row and the order number will be automatically updated.

## New FAQ Category

The 'Add Category' form includes fields for: Title, Email Address, Style (dropdown menu), FAQ Categories (dropdown menu), Main Category (dropdown menu), Guest Access (radio buttons for Yes/No), and Description. A 'Save' button is at the bottom. A sidebar on the left shows a table with columns: Active, Delete, and Order.

7

With the "Add Category" form you can add another FAQ category. The email address can be set if this email address should be informed on a new client.

8

You can set a custom style to each category. It will add a custom colour to each category. With the next dropdown you choose if this is a main or sub category.

9

When "Guest Access" is denied only logged in clients can use this department. Add a description for more information.

## Edit FAQ Category

The 'Edit' form shows the same fields as the 'Add Category' form, but with pre-filled data: Style (Default), FAQ Categories (FAQ), Title (Live Chat 3), and Guest Access (Yes). A 'Go Back' button and a 'Save' button are at the bottom.

10

All available fields can be changed and saved again in the database.

11

You can change the category into another category or make a sub category out of it. This prevents deleting categories that have already articles signed too.

12

The "Go Back" button brings you back to all chat departments, the "Save" button will save all changes to the database.

The 'Translations' form allows for multilingual content. It has sections for: CN (Chinese), TW (Taiwanese), NL (Dutch), and PL (Polish). Each section contains fields for Title and Description.

13

HelpDesk 3 is multilingual capable, therefore you have the option to translate: Title and the description into the language you are using.

14

The title can be changed to reflect the correct phrase on a different language.

15

The description can be changed as well to make sure everything is translated correctly.