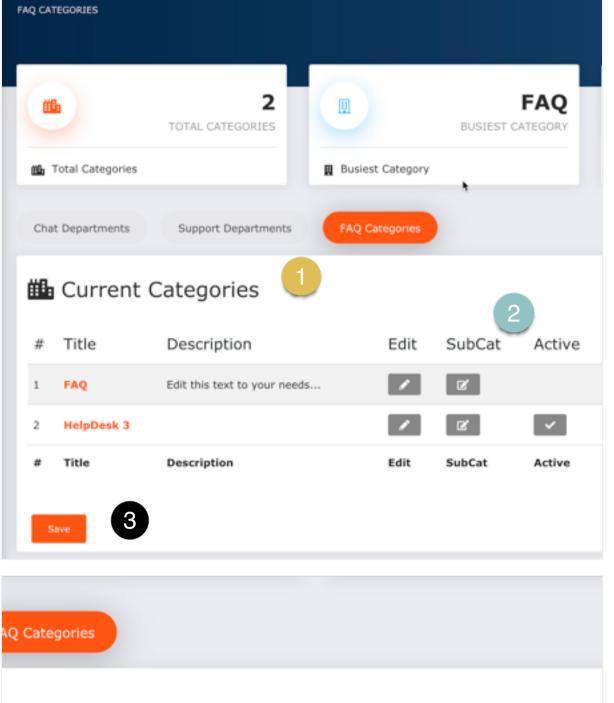
## 20. FAQ Categories



Edit

Edit

SubCat

B,

SubCat

Active

Active

Delete

Delete

Order

1

2

Order

6

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

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.

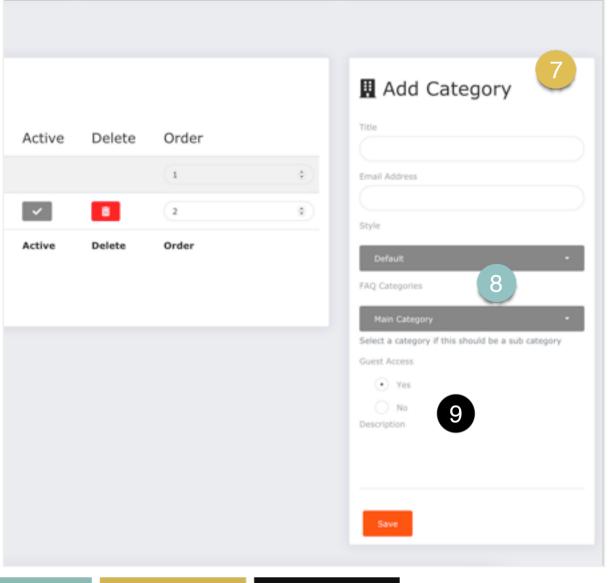
You can edit each FAQ category with the "Edit" button or click on the chat department title.

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

#### $6 \equiv$

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



# 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.

### You can set a custom style to each category. It

8 =

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.

CN - Description

TW - Title

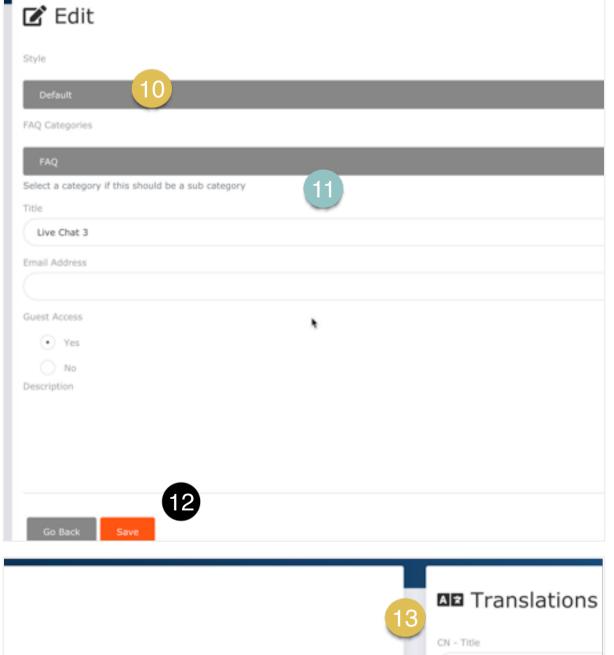
NL - Title

PL - Title

NL - Description

TW - Description

Edit FAQ Category



### All available fields can be changed and

10

saved again in the database.

### You can change the category into another

11 ==

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.



13

therefore you have the option to translate: Title and the description into the language you are using. 14=

HelpDesk 3 is multilingual capable,

# The title can be changed to reflect the

correct phrase on a different language.

### 15

15

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