



# Vormats Helpcenter

User Manual

---

last edited: 11-01-2021

Version: 1



**Content**

<b>Content</b>	<b>1</b>
<b>Introduction</b>	<b>2</b>
<b>FAQ article list</b>	<b>3</b>
<b>Chatting with an expert</b>	<b>4</b>
<b>Contact</b>	<b>5</b>
<b>Navigation</b>	<b>6</b>

## 1. Introduction

Hello and welcome to the User Manual of the Vormats Helpcenter!

The Helpcenter should be able to help you with any problem you encounter in the Vormats app with the following features;

- various articles in a FAQ to help you find a solution
- a chatbot which can help you narrow down the problem and possible solutions
- live chat with a Vormats employee to help you with your issue in real time
- a contact form to allow Vormats employees to contact you to help you with your issue

Having trouble navigating through the Helpcenter? This User Manual will help you understand how the Helpcenter works and how to navigate it.

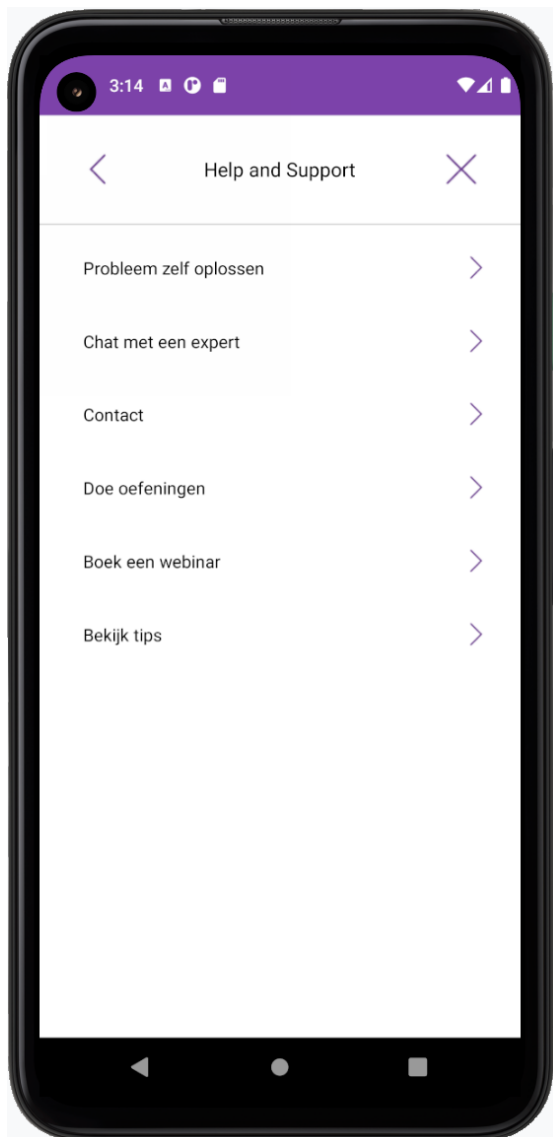


## 2. FAQ article list

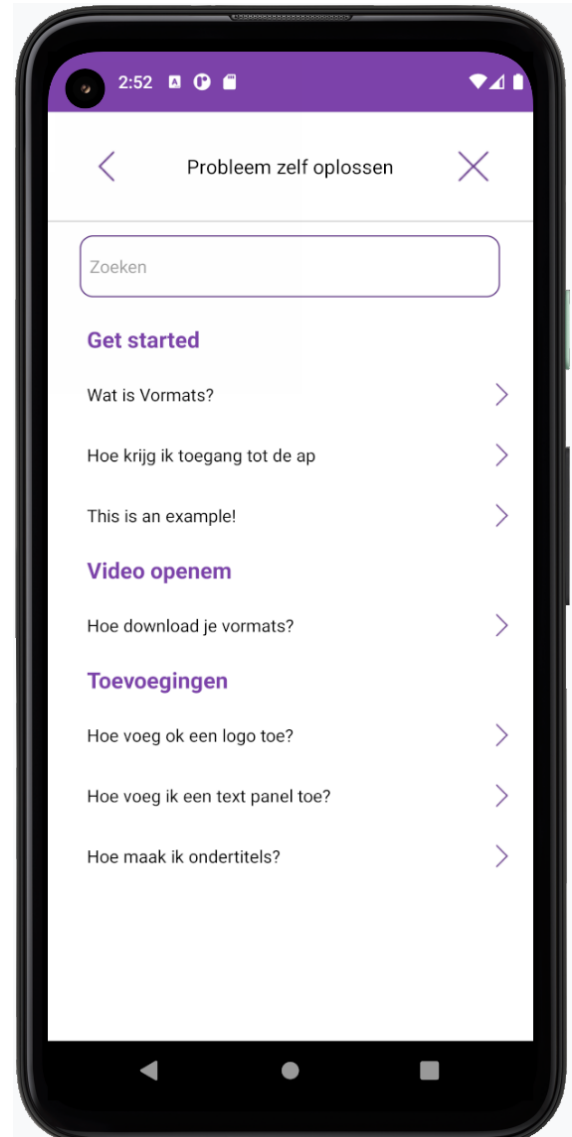
When you open the Helpcenter you will see the Help and Support menu. (*Image 1*)

The 3 buttons at the top of the list are the only relevant buttons for this manual, the others are not functional at the time of writing this manual.

The first button reads 'Probleem zelf oplossen' which means 'Solve the problem yourself'. If you press this button you will see a list of frequently asked questions, sorted by themes. (*Image 2*) Each of these contains an article that can explain how to solve the issue related to the question. You can filter these articles using the searchbar at the top of the screen.



*Image 1*



*Image 2*

### 3. Chatting with an expert

The second button on the Help and Support menu is the 'Chat met een expert' button, which translates to 'Chatting with an expert'. When you press this button, a chat will open with a chatbot. (*Image 3*)

This chatbot will ask you questions which you can answer to help it determine your issue. You can answer these questions by pressing one of the purple-bordered buttons with a response to the chatbots' questions. If it can't determine or solve your issue, it will give you the option to have a live chat with an employee from Vormats. (*Image 4*)



Image 3



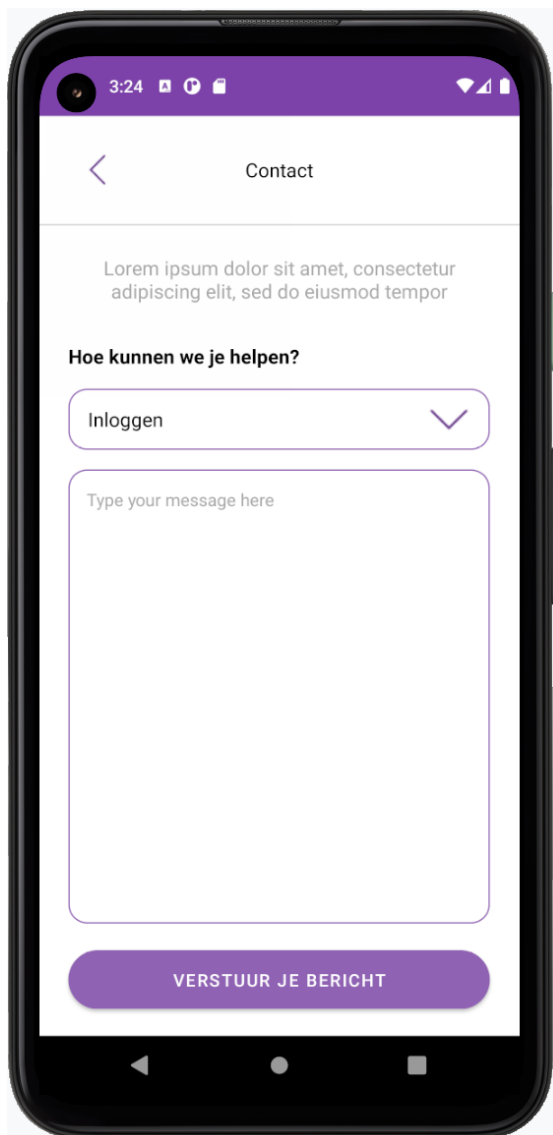
Image 4

## 4. Contact

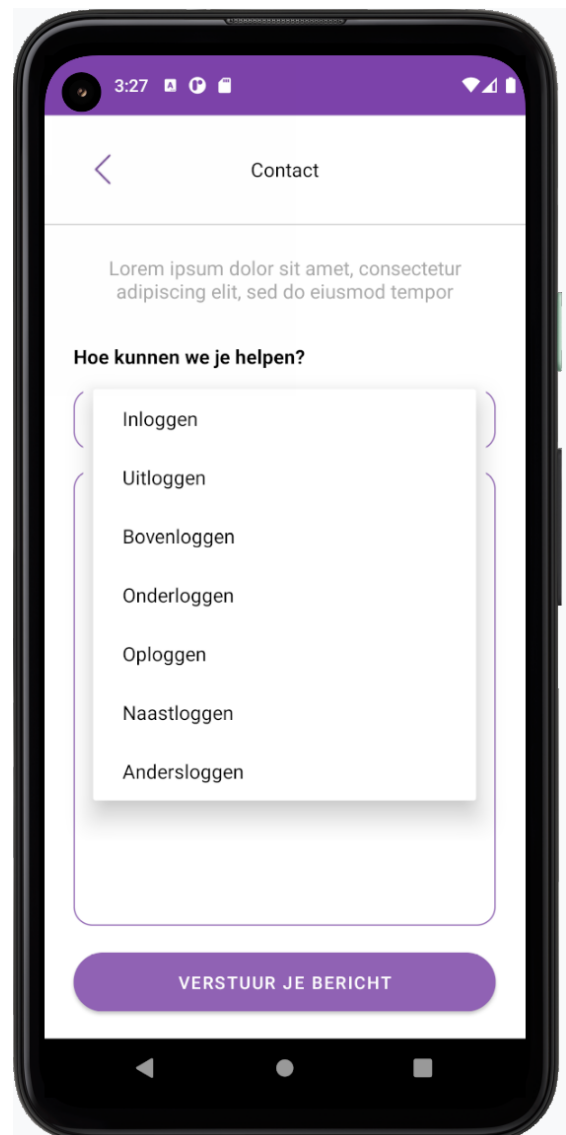
The third button in the Help and Support menu is the 'Contact' button. When you press this button, it will open a contact form. (*Image 5*)

In this contact form, you can select a subject which you have an issue with in the dropdown above the empty text box, after which you can elaborate and specify the details of your particular issue. (*Image 6*)

When you click the button which says 'VERSTUUR JE BERICHT', which translates to 'SEND YOUR MESSAGE', it will send the form to Vormats. There, an employee will have a look at your issue and contact you to help you with your issue.



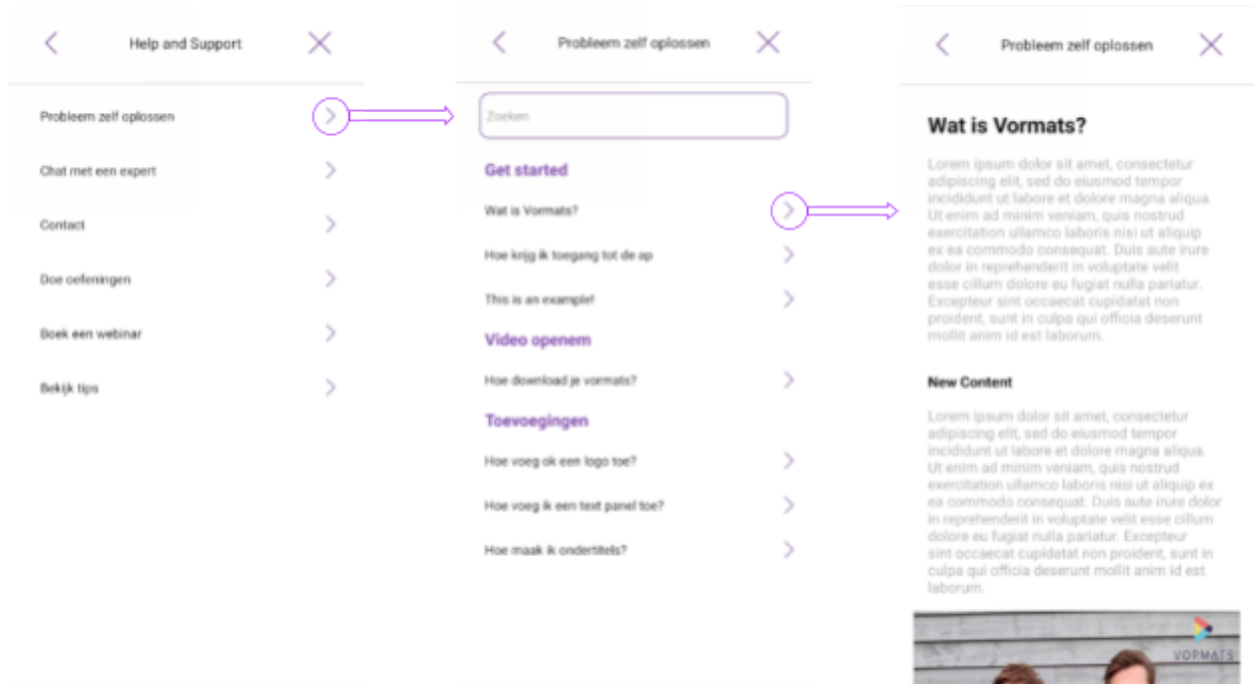
*Image 5*



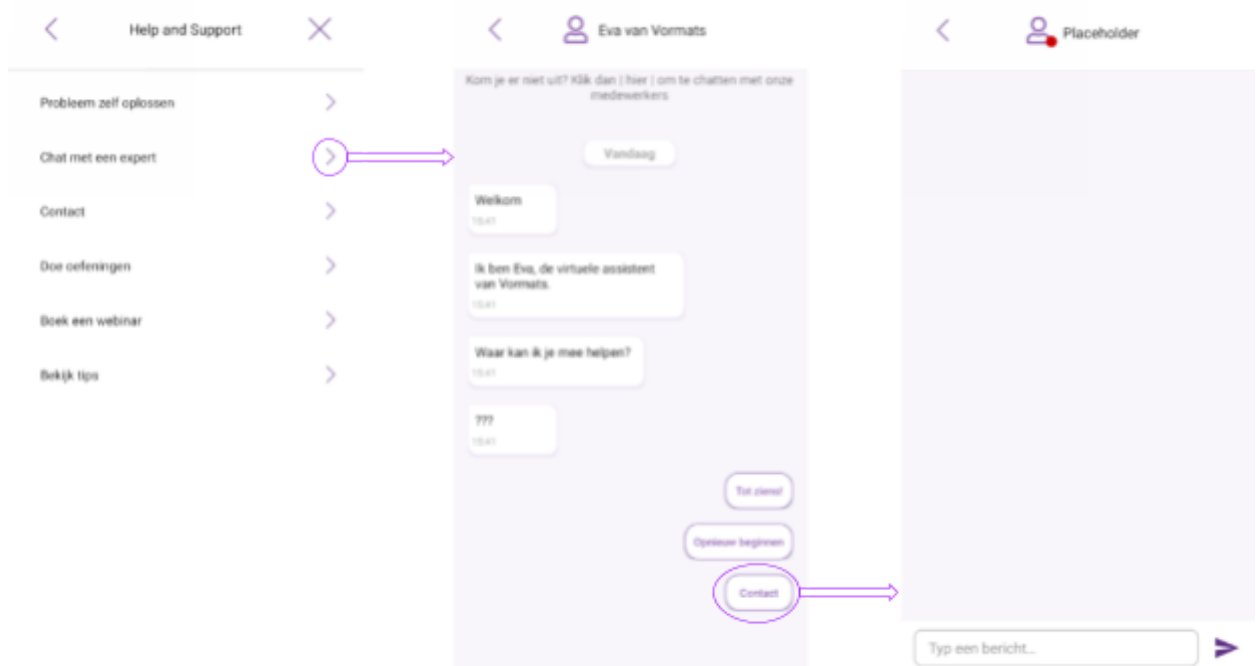
*Image 6*

## 5. Navigation

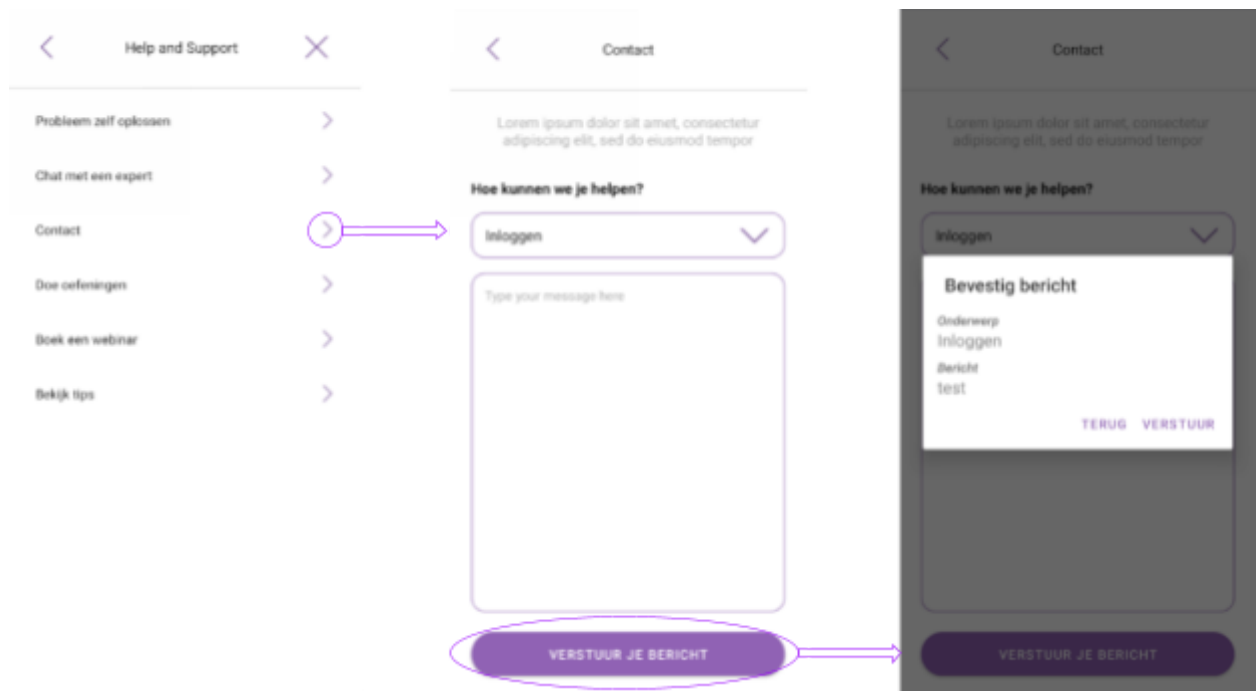
In the images below, you will find several diagrams that should hopefully give you a better understanding of how to navigate through the Helpcenter;



FAQ articles diagram



Chatbot and chatting with an expert diagram



Contact form diagram