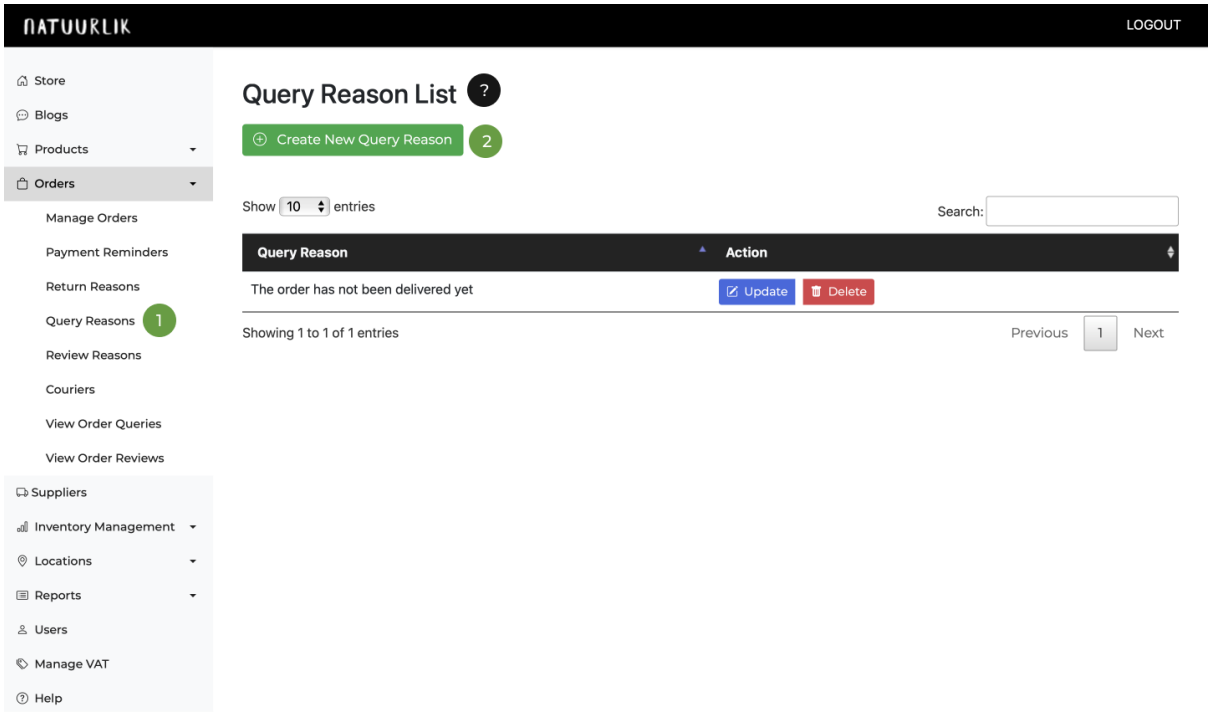
ByteXpress

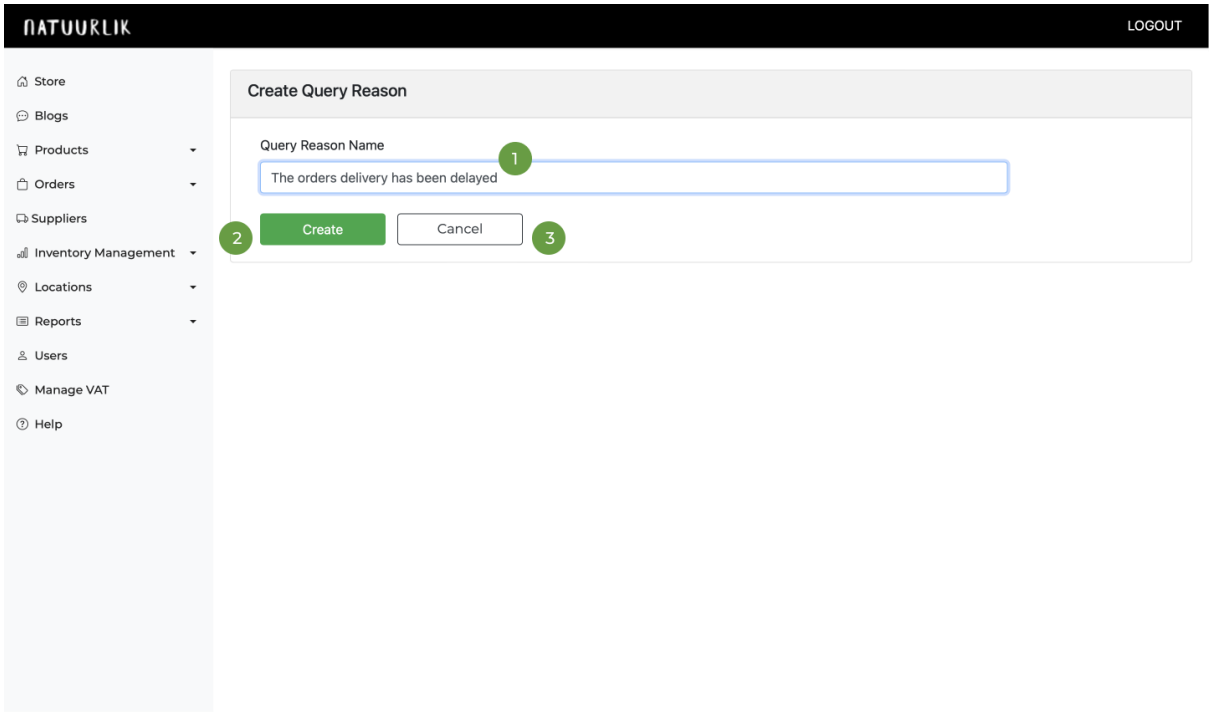
Admin Help Document

Query Reason Subsystem

Add a Query Reason



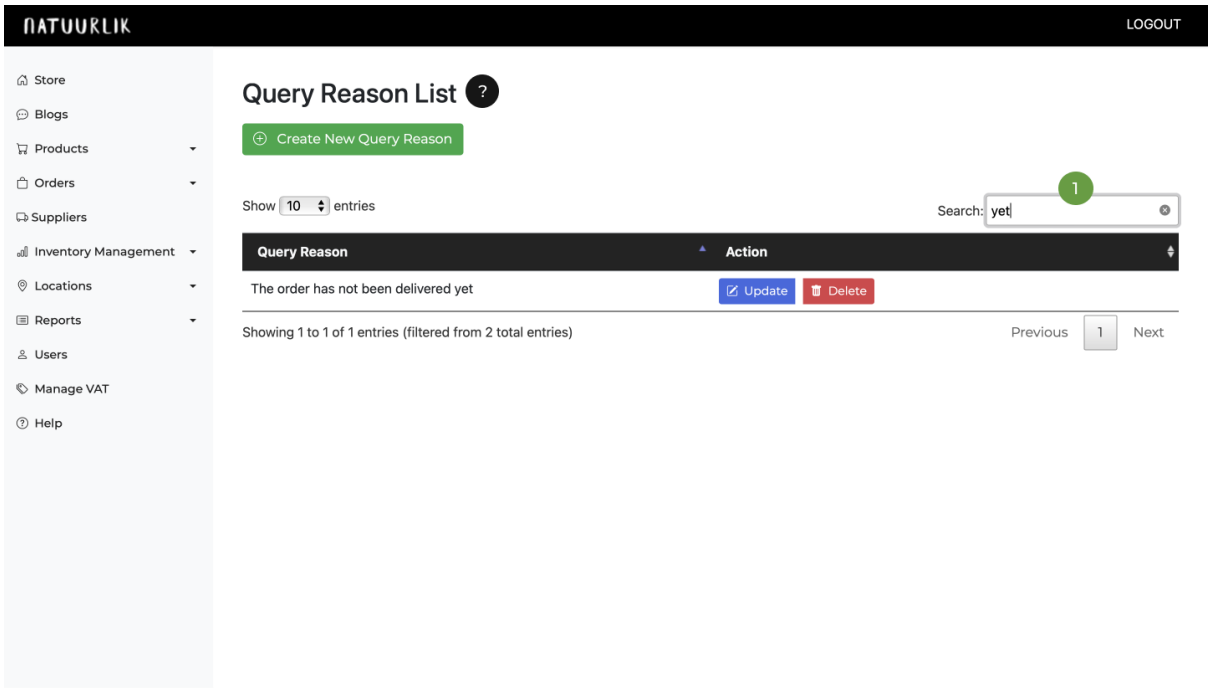
Step 1 – Click on the “Query Reasons” nav item (1) then, click on the “Create New Query Reason” (2) button



Step 2 – Add the name of the Query Reason into the textbox (1)

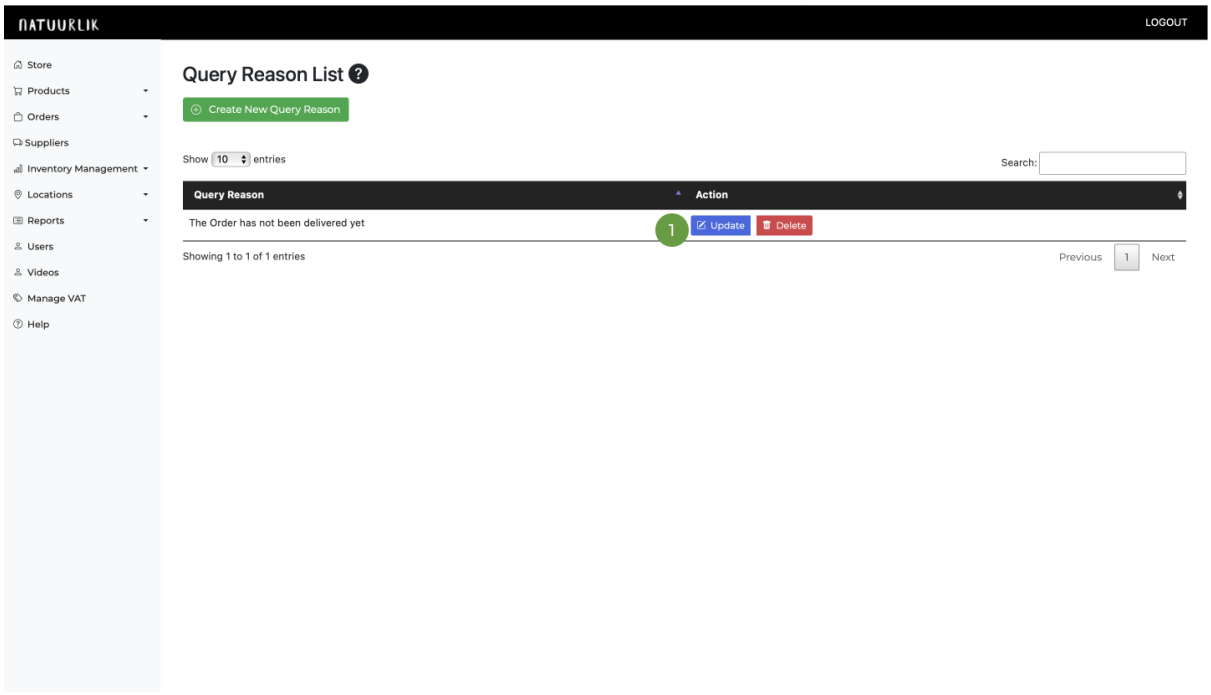
Step 3 – Click on the “Create” button to add the Query Reason (2) or the Cancel button (3) to return to the Query Reasons List screen

Search for a Query Reason

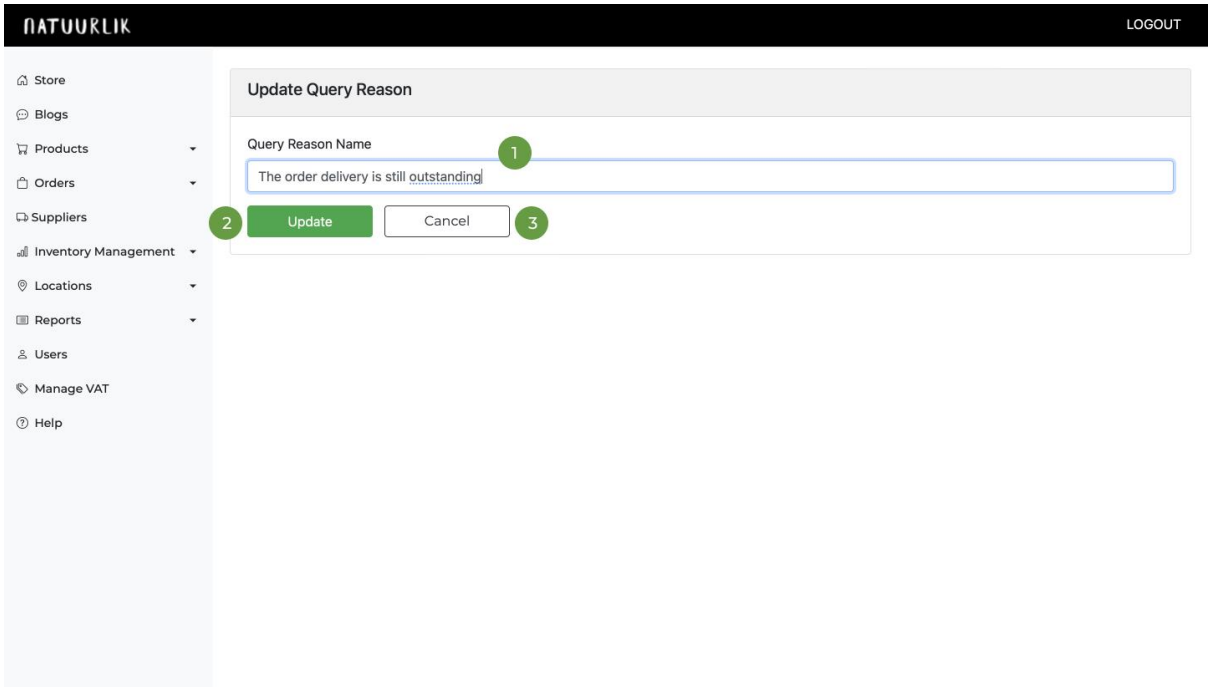


Step 1 – Type the name of the Query Reason you are searching for in the search bar (1)

Update a Query Reason

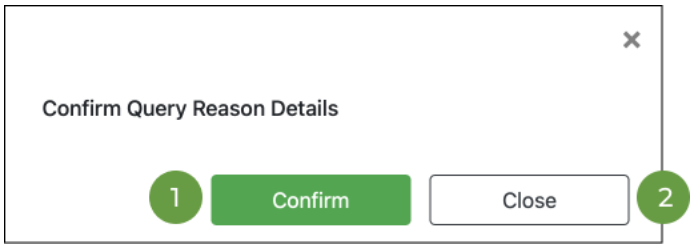


Step 1 – Click on the “Update” button (1)



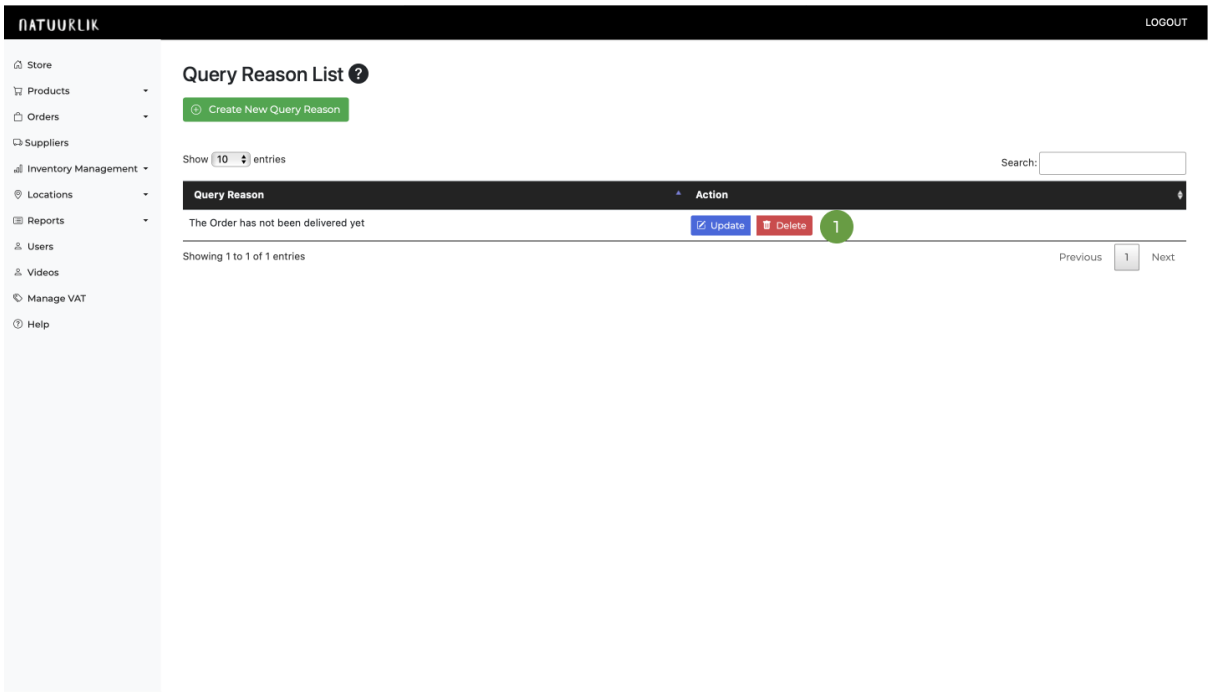
Step 2 – Fill in the Query Reason details (1)

Step 3 – Click on the “Update” button (1) to update the Query Reason details or “Cancel” button (2) to return to the Query Reasons List screen

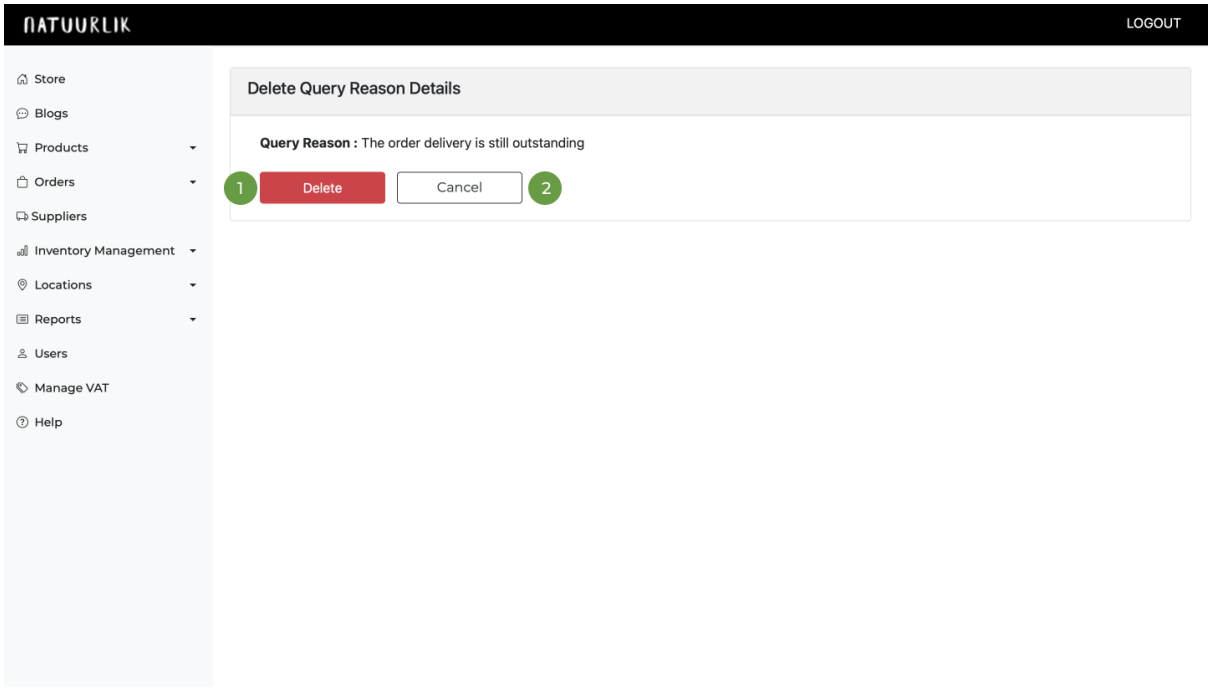


Step 4 – Click on the “Confirm” button (1) to proceed with the update or the “Close” button (2) to return to the Query Reasons List screen

Delete a Query Reason



Step 1 – Click on the “Delete” button (1)



Step 2 – Click on the “Delete” button to delete the Query Reason (1) or the “Cancel” button (2) to return to the Query Reasons List screen

Step 3 – Click on the “Confirm” button (1) to confirm the deletion Query Reason or the “Cancel button (2) to return to the Query Reasons List screen