Next Aspect FAQs

FREQUENTLY ASKED QUESTIONS

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Content

Next Aspect FAQs

Our intuitive and responsive FAQ Add-in is designed to enhance user experience by making it easier to search for answers to common questions. It helps organizations compile and categorize frequently asked questions, presenting them to users in a clear and comprehensible format.

With its clean and user-friendly interface, users or employees can quickly find relevant information when they need it. The organized grouping of questions and answers ensures that users can efficiently locate the information they seek.

BODACIOUS APP FEATURES

- Easy configurations for the SharePoint administrators.
- The app uses Modern development, which supports classic and modern pages.
- App properties are restricted to end users and can only be configured by Site Admins.
- Supports as a web part or Full-page app.
- The questions and answers can be mapped to **multiple categories**.
- The answers to the questions can be Enhanced Rich HTML Content.
- **Categorized search** – Search for questions and answers within the category.
- Manage FAQ option to create a new Categories & Questions.
- Responsive design for multiple device access.
- Ability to Activate or Inactivate categories or Q&A at any time to make it hidden from the regular users.
- Able to find the information within1-2 clicks.
- Most simple, responsive UI with easy administration.
- The web part is provided with sample data for your reference.
- Supports on Multiple browsers like IE, Edge, Firefox, and Chrome.
- Supports multiple administrators to manage the web part properties.
- **Regular Updates**: Stay informed with the latest updates and announcements within the app.

APP BENEFITS

- Reduce support calls.
- Reduce emails from users requesting assistance on operations or procedures.
- Publishing the rules and procedures as a web page instead of providing a lengthy document.
- One FAQ for the entire organization by categorizing the questions.

SUPPORTED SHAREPOINT VERSIONS

- SharePoint Online.

CONFIGURATION

Once you have acquired the app from the SharePoint app store, the app will be installed. Once installed, please follow the steps below to configure the app.

Note: The app can be added as a web part and a full-page app.

- Once the app is added to the page or created as a full-page app, it will check for the current user role and proceed only if the current user is a Site Administrator.

Figure 1: App Start up page

After configuring the app, only administrators can see the settings icon for managing FAQs, categories, and activating licenses.

Admins to manage – For the initial setup of the web part, Site Administrator is required to add the web part and once the other admins are configured. They will also be able to Manage FAQs.
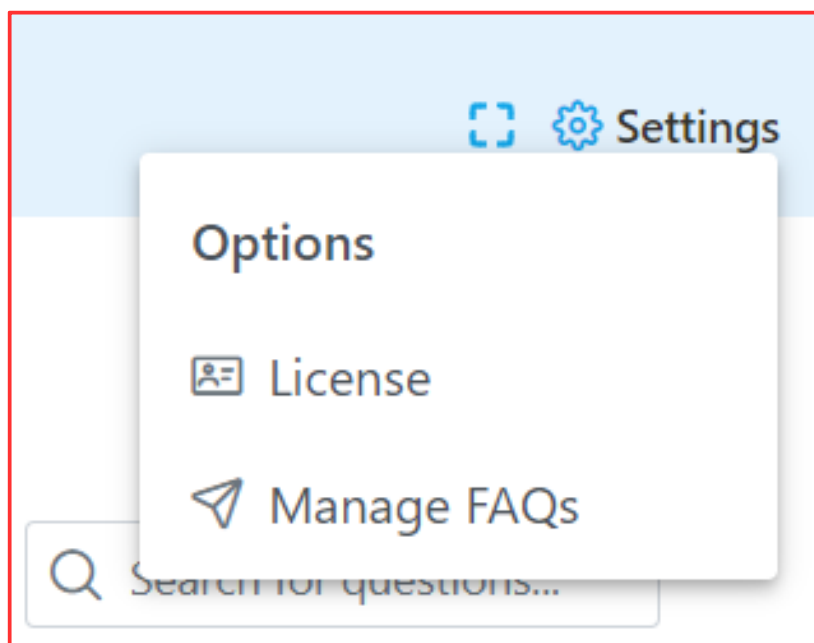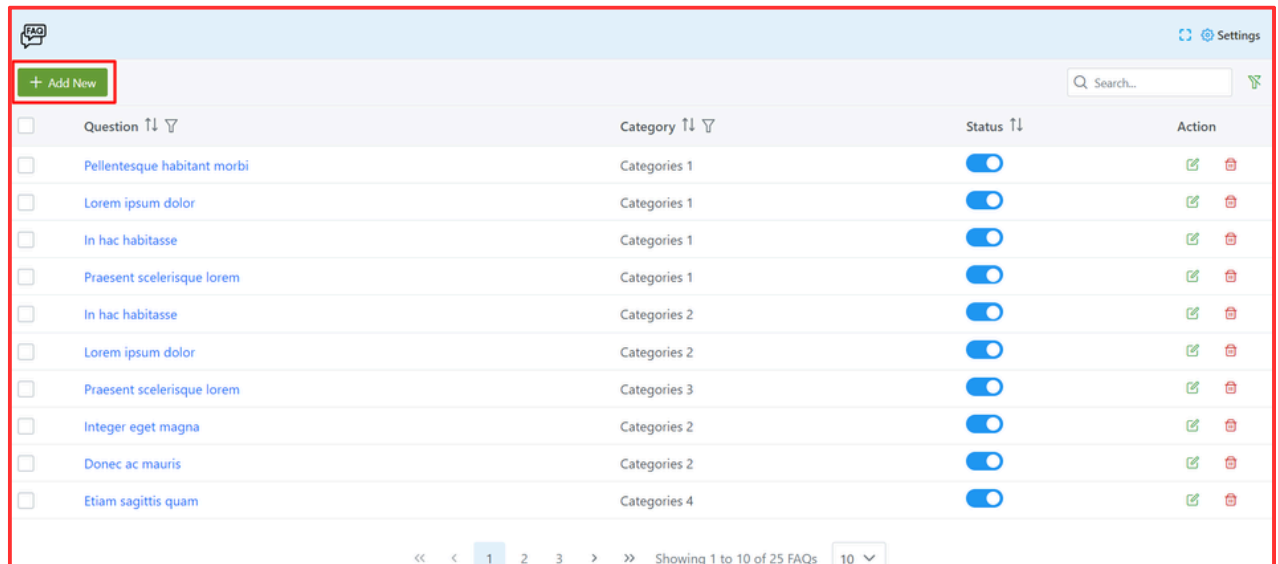
Figure 2: Manage FAQs and License

ADMIN SETTINGS FOR FAQ MANAGEMENT

The admin settings provide administrators with comprehensive tools to manage the Frequently Asked Questions (FAQs) section efficiently. Below is an overview of the key functionalities available to administrators:

Add New FAQ

- **Functionality:** Allows administrators to create new FAQ entries.

Figure 3: Add New FAQ

- **Details:** Administrators can enter a question and provide a detailed answer. They can also assign the FAQ to a specific category, and set the visibility status.
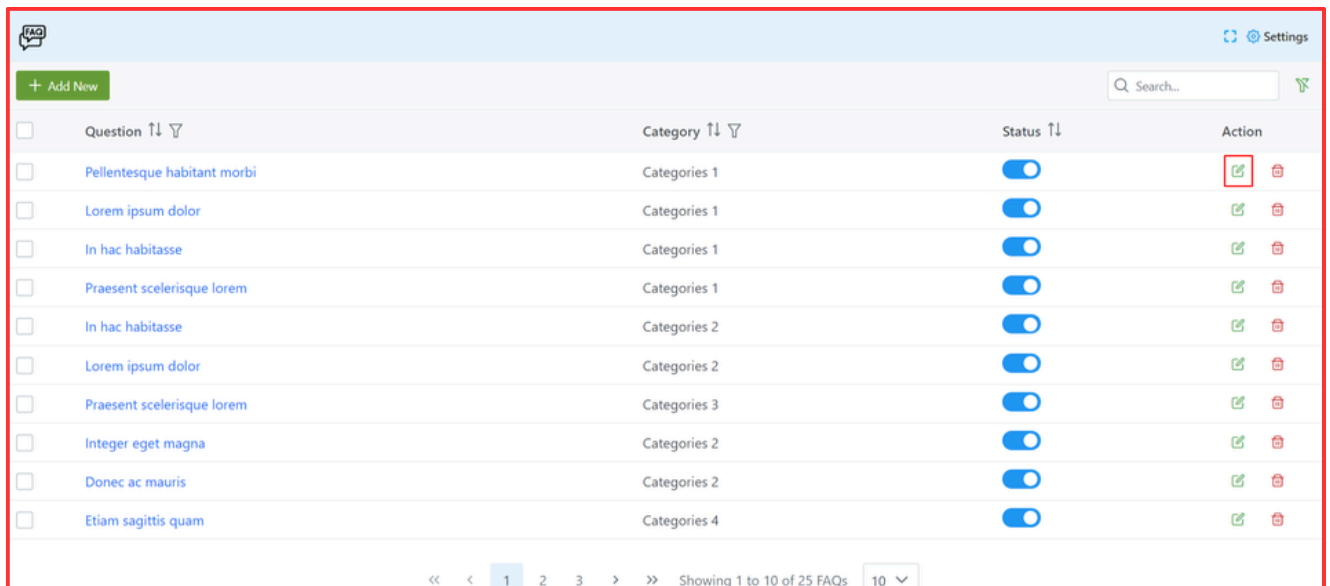
Figure 4: Add New FAQ Form

Edit Existing FAQ

- **Functionality:** Enables administrators to update or modify existing FAQ entries.

Figure 5: Edit FAQ

- **Details:** Administrators can edit the question and answer text, change the category, and modify the visibility status.

Figure 6: Update FAQ Form

Delete FAQ

- **Functionality:** Provides the ability to remove outdated or irrelevant FAQs.

Figure 7: Delete FAQ

- **Details:** Administrators can permanently delete an FAQ. This helps in maintaining a clean and relevant FAQ section.
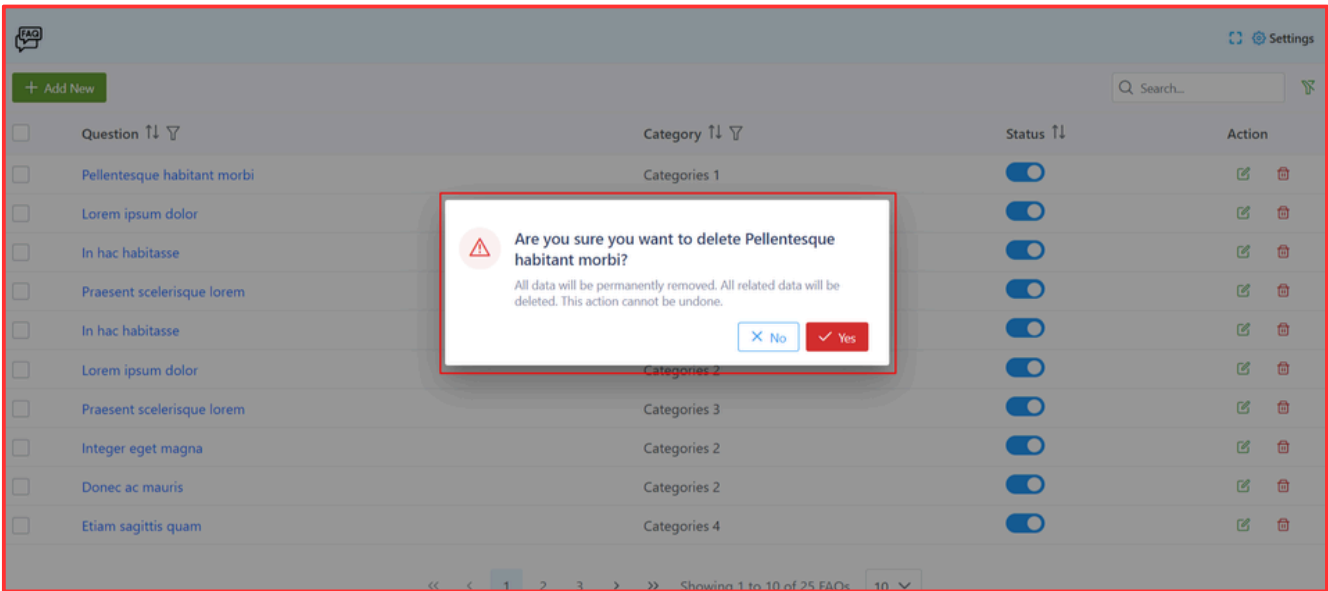
Figure 8: Confirm Dialog for Delete Selected FAQ

Delete All FAQs

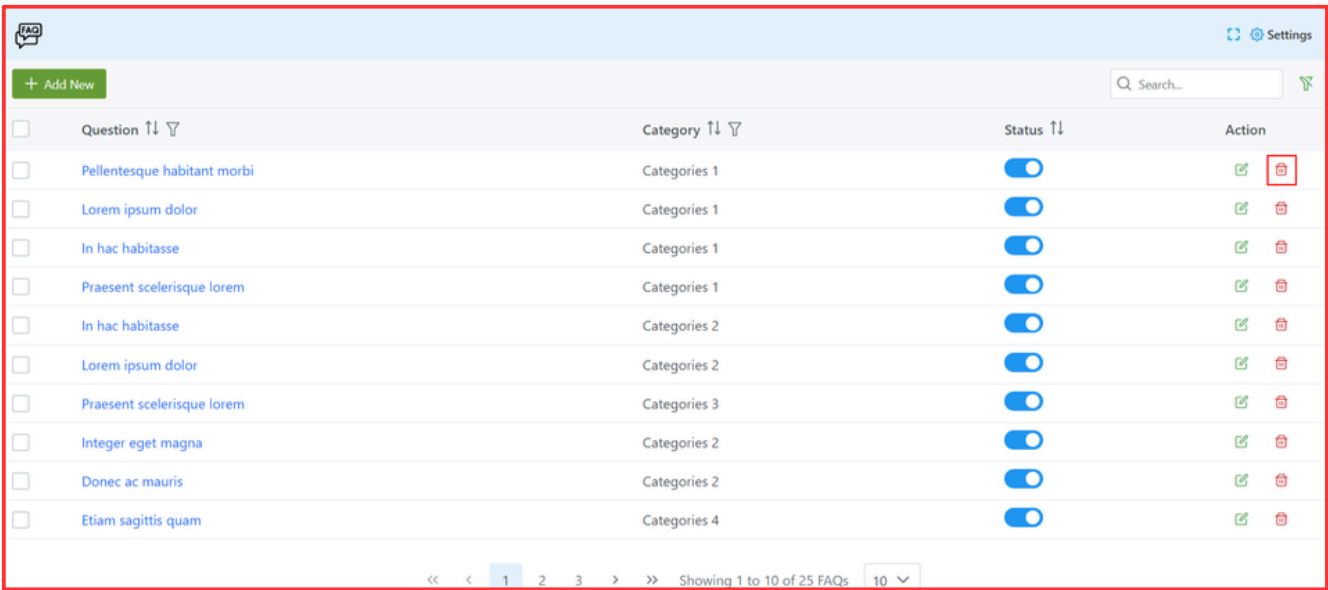- **Functionality:** Provides the ability to remove all FAQs at once.
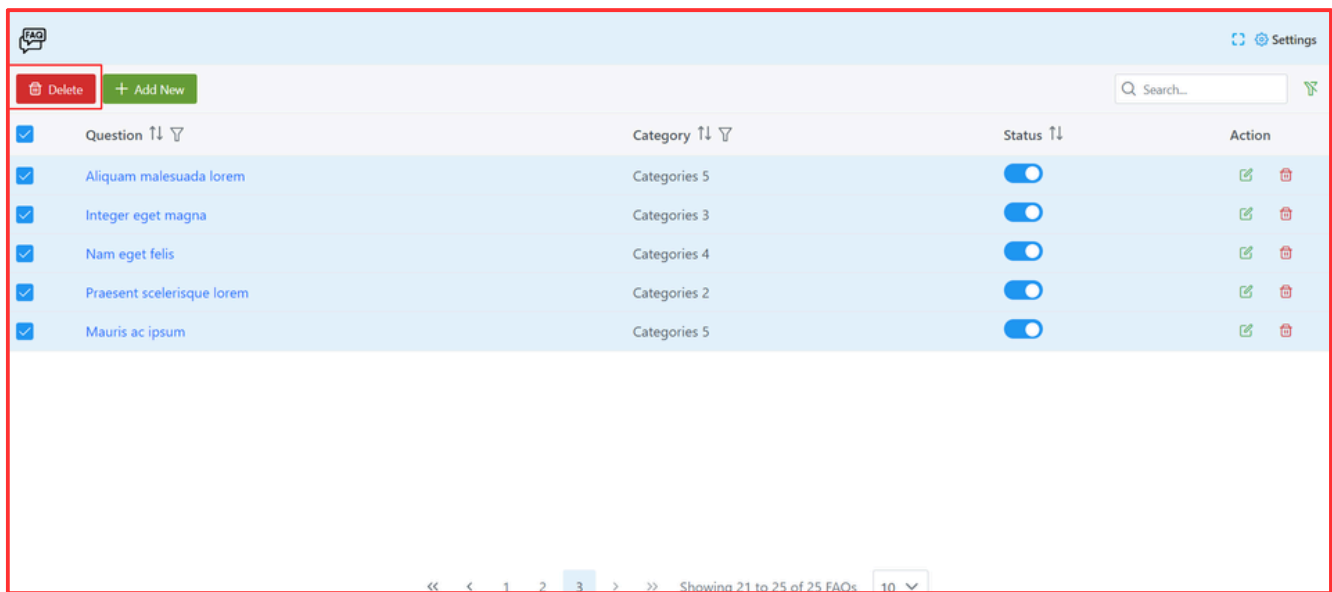
Figure 9: Delete All FAQs

- **Details:** Administrators can permanently delete all FAQs. This helps in maintaining a clean and relevant FAQ section.

Figure 10: Confirm Dialog for Delete All Selected FAQs

Search and Filter FAQ

- **Functionality:** Facilitates quick location and management of specific FAQs.
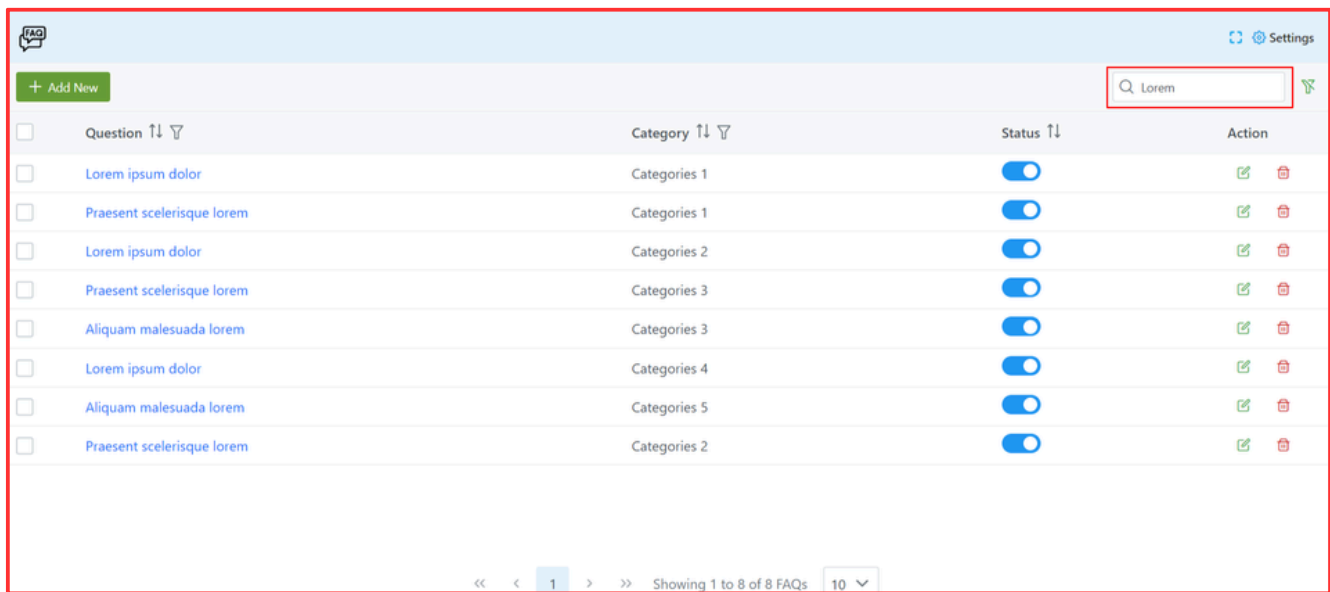
Figure 11: Global Search

- **Details:** Administrators can search for FAQs using keywords and apply filters based on Question, categories. This feature streamlines the management process.

Figure 12: Filter FAQs Based on Question and Categories

ADMIN SETTINGS FOR CATEGORY MANAGEMENT

- **Functionality:** Enables the creation, editing, or deletion of FAQ categories.

Figure 13: Add New Categories

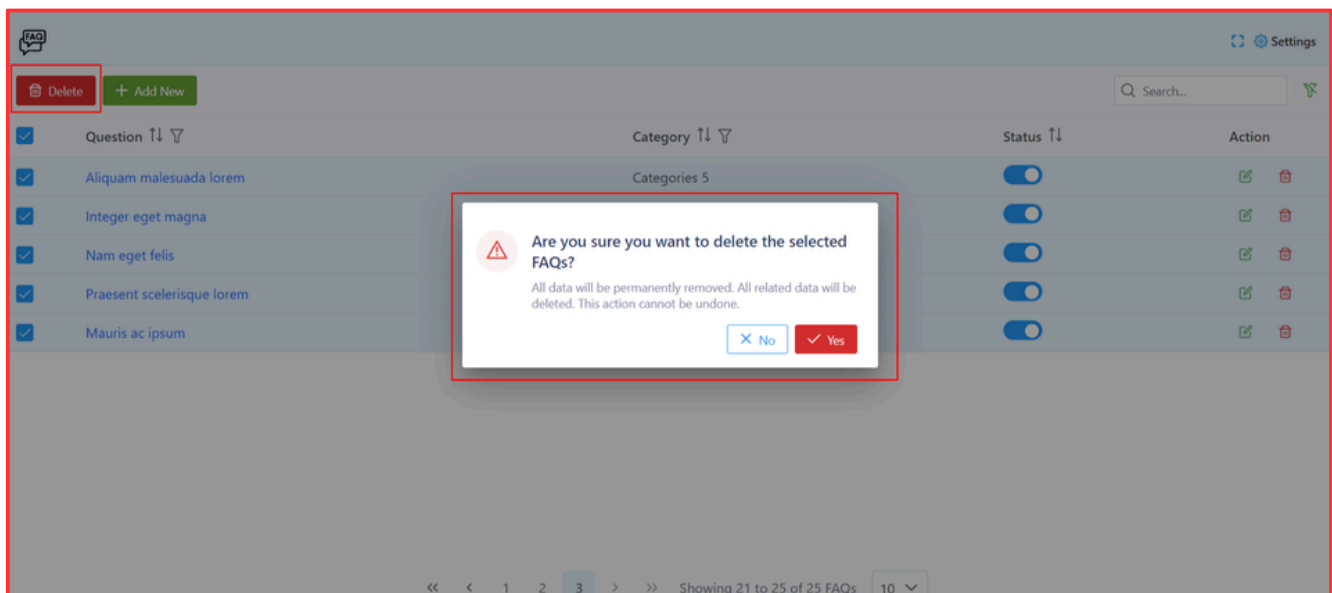- **Details:** Administrators can organize FAQs into categories for better navigation. Categories can be created, renamed, or removed as needed.

Figure 14: Manage Categories

END USER VIEW FOR FAQ DASHBOARD

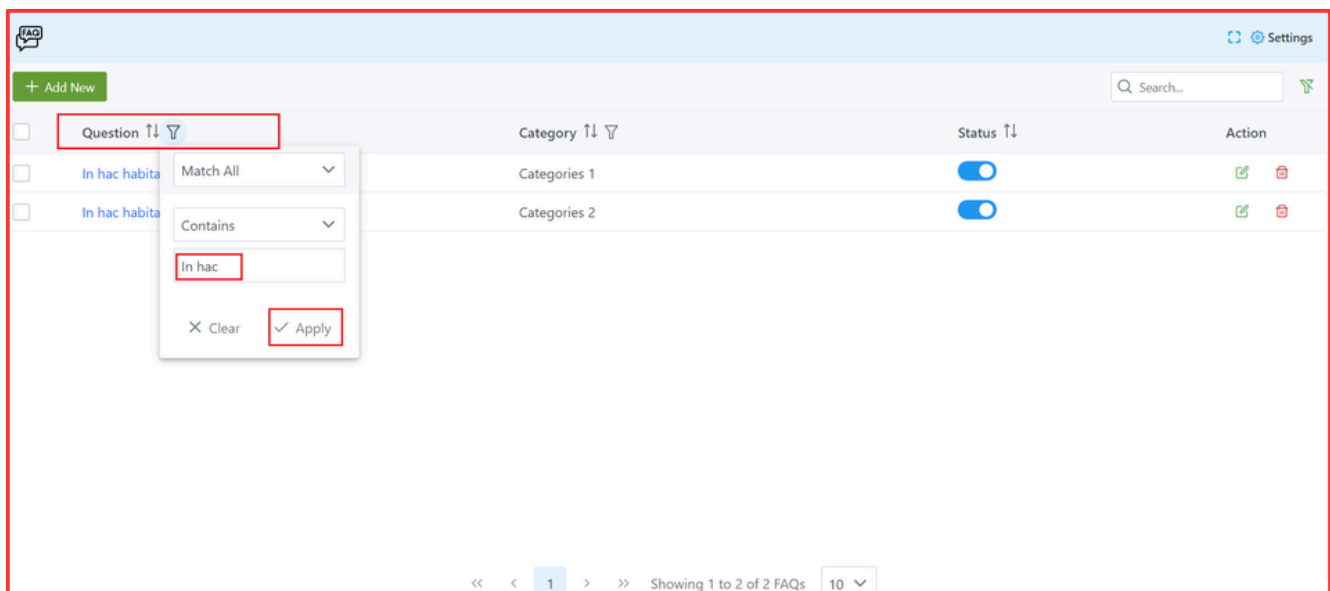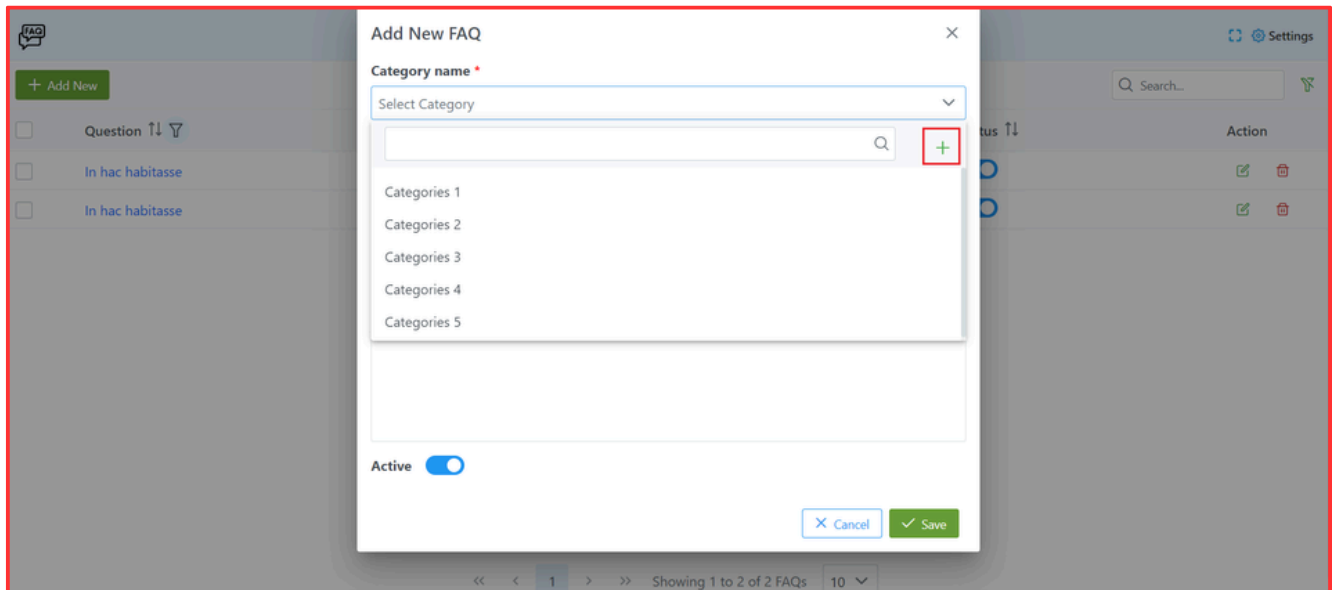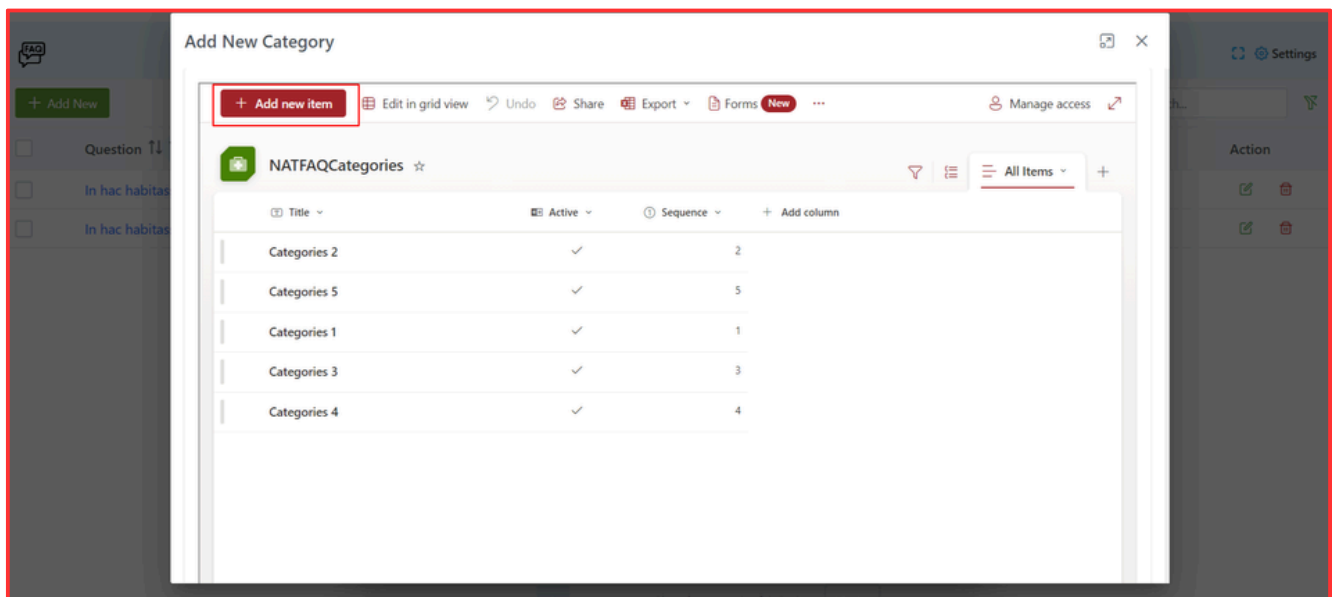The FAQ section is designed to provide users with quick and easy access to commonly asked questions and their answers. Below is an overview of the key features and functionalities available to end users:

Browse FAQs

- **Functionality:** Users can browse through the list of frequently asked questions.
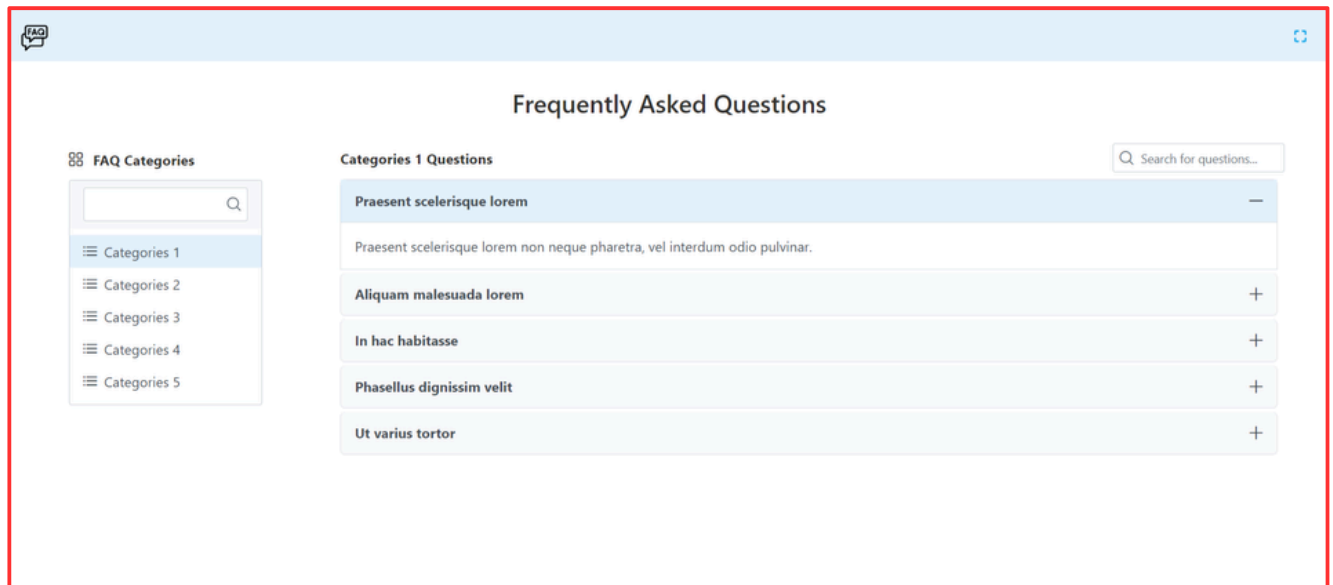

Figure 15: FAQ Dashboard

- **Details:** The FAQs are categorized for easy navigation. Users can click on a category to see the relevant questions and answers.
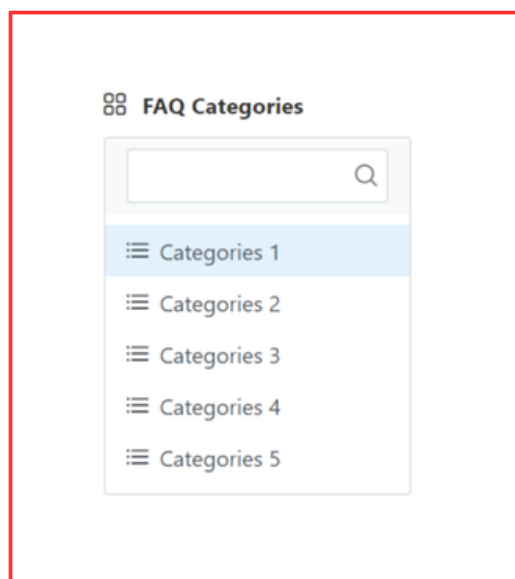

Figure 16: Filter FAQs Based on Categories

Search FAQs

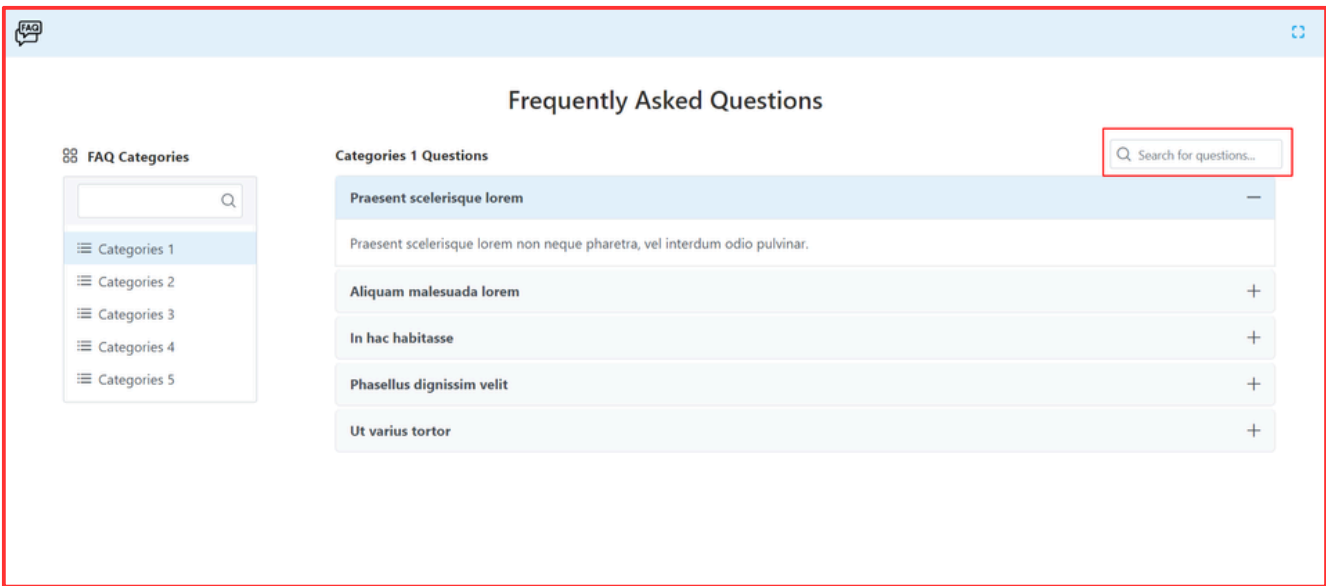- **Functionality:** Users can search for specific questions using keywords.

Figure 17: Search FAQ

- **Details:** The search bar allows users to type in keywords related to their query. The system will display a list of FAQs that match the search criteria, making it easy to find the needed information.
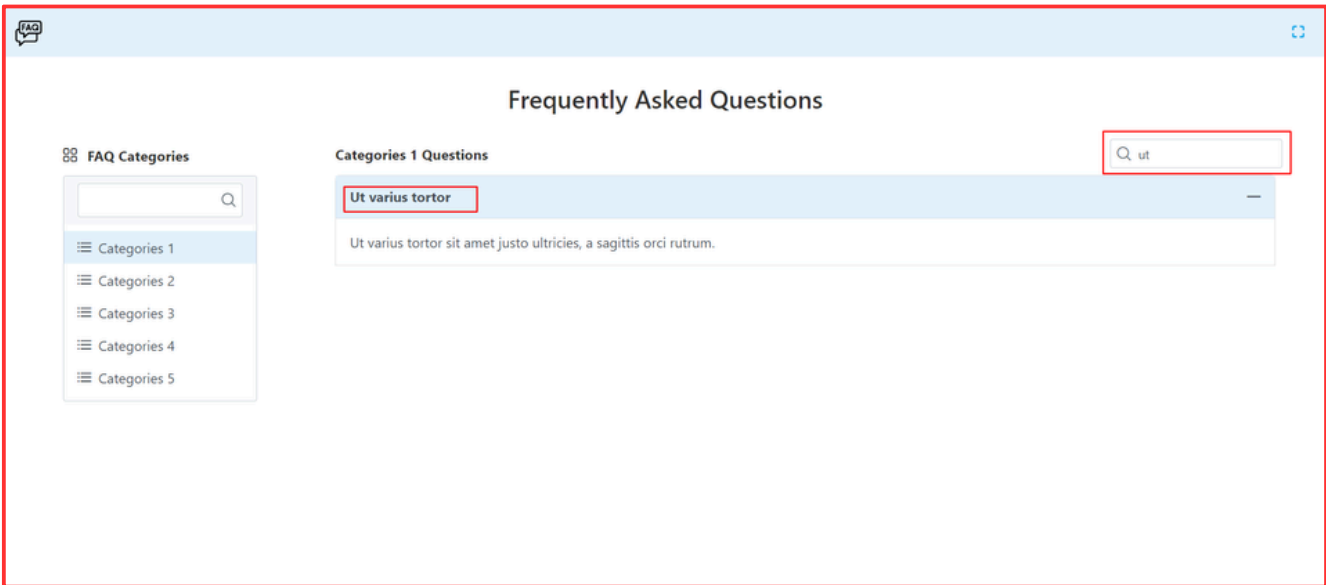

Figure 18: Search Result

View FAQ Details

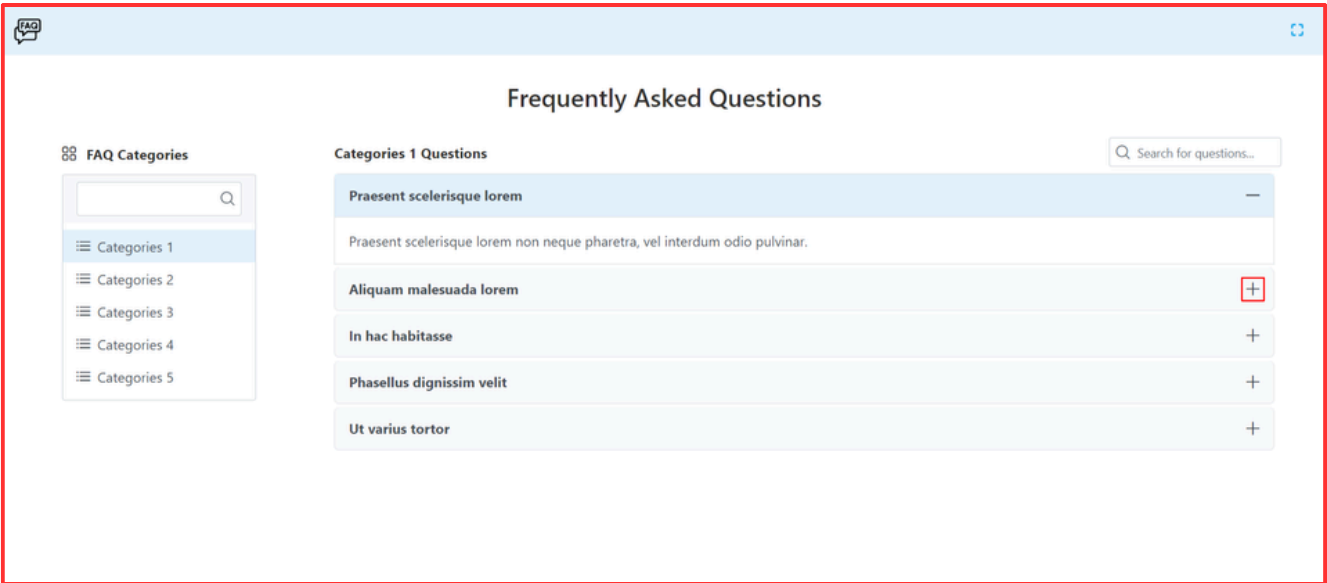- **Functionality:** Users can click on a question to view the detailed answer.

Figure 19: Select FAQ

- **Details:** Clicking on a question will expand it to show the full answer. This ensures that users get detailed and comprehensive information to their queries.
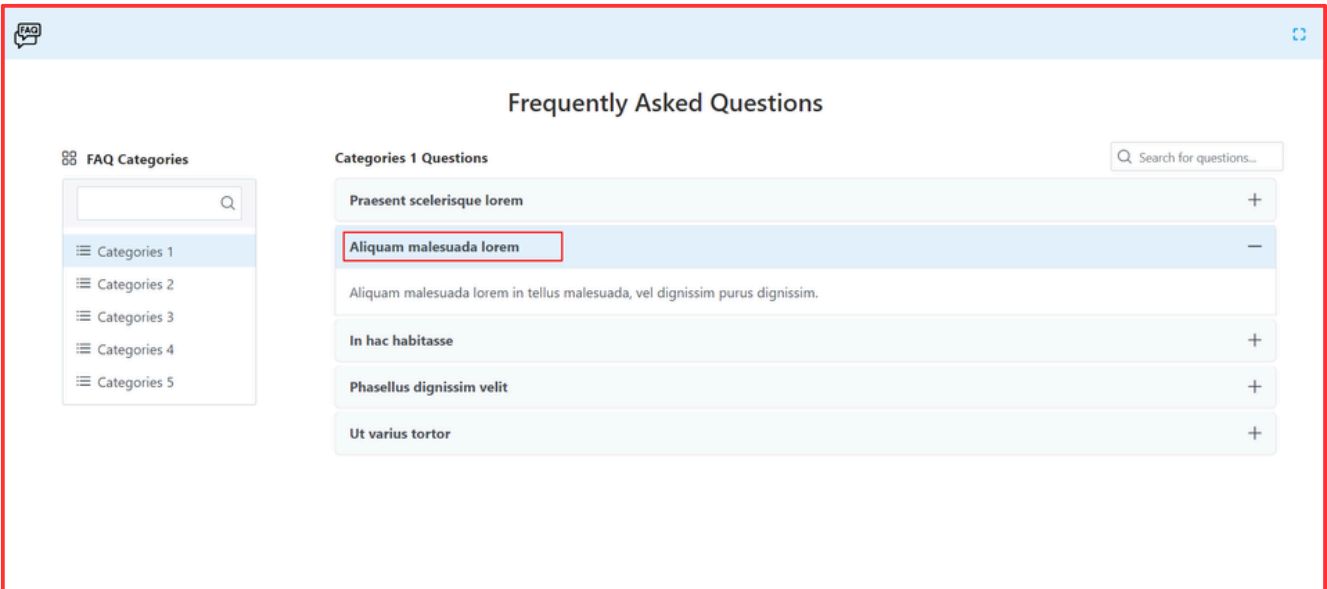

Figure 20: Expand Selected FAQ

Show FAQs by Categories

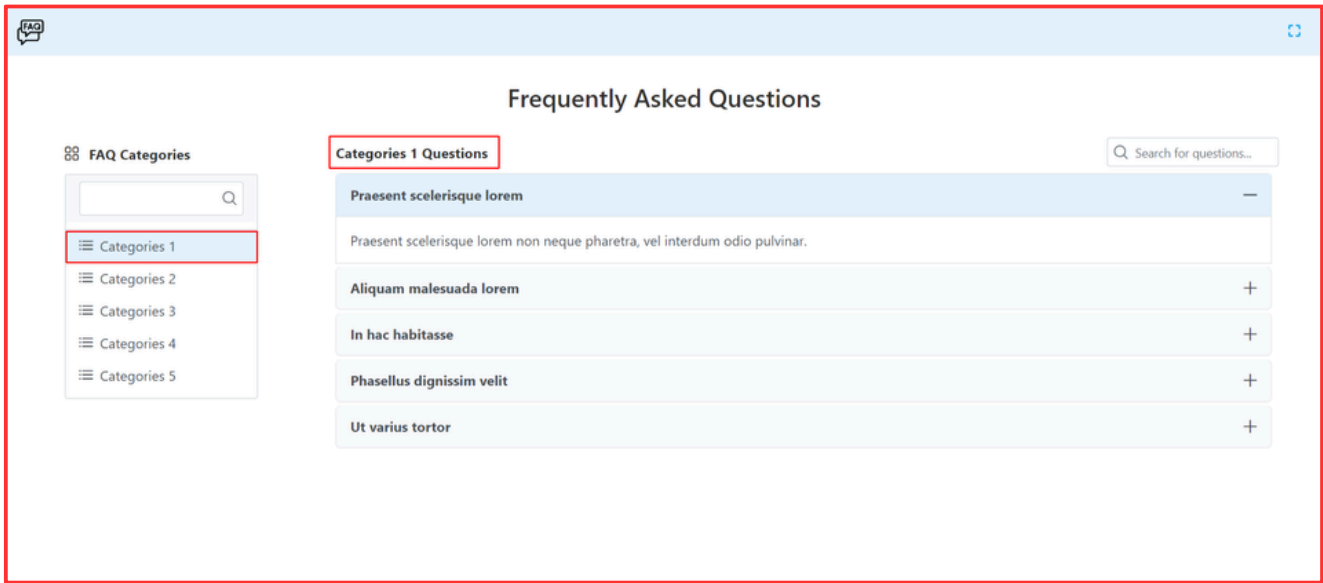- **Functionality:** Users can view FAQs organized by categories.

Figure 19: FAQs organized by categories.

- **Details:** The FAQ section displays questions under their respective categories. This helps users easily find information within specific topics or areas of interest. Categories are clearly labeled, and users can click them to see the relevant FAQs.

Reach Us Out

Please email to below email address if you have any trouble installing or configuring this add-in.

✉ NEXTASPECTTECH@GMAIL.COM