

VERSION 4.0



# MODERN FAQ

FREQUENTLY ASKED QUESTIONS

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## MODERN FAQ

Modern FAQ (Frequently Asked Questions) plays a pivotal role in all the organization to support different levels of users with daily operations, protocols, policies and others.

This FAQ app is to support Organization's using SharePoint as a primary or secondary platform. The app uses the default SharePoint authentication and authorization. All the questions and answers are stored inside the SharePoint lists.

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### BODACIOUS APP FEATURES

- ✓ Easy configurations for the SharePoint administrators.
- ✓ The app uses Modern development, which supports classic and modern pages.
- ✓ The web part can be utilized for External Users (not part of the organization). They need the least privilege of reading access to the questions & answers and categories list.
- ✓ 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 (From v2.0.0.0)**.
- ✓ The answers to the questions can be Enhanced Rich HTML Content.
- ✓ Searching questions and answers can be in any of the below methods (managed via web part settings)
  - Categorized search – Search for questions and answers within the category.
  - Global search – Search for questions across all the categories (**From v2.0.0.0**)
- ✓ Webpart can be re-used multiple times with different lists.
- ✓ Settings option to create a new **Categories & Questions** list for reusability.
- ✓ 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 within 1-2 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 paging (**From v4.0.0.0**)
- ✓ Supports display of list attachments (**From v4.0.0.0**)
- ✓ Supports multiple administrators to manage the web part properties (**From v4.0.0.0**)



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## 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.

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## SUPPORTED SHAREPOINT VERSIONS

- ✓ SharePoint Online.

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## SUPPORTED LANGUAGES

- ✓ English
- ✓ German
- ✓ Dutch
- ✓ Japanese

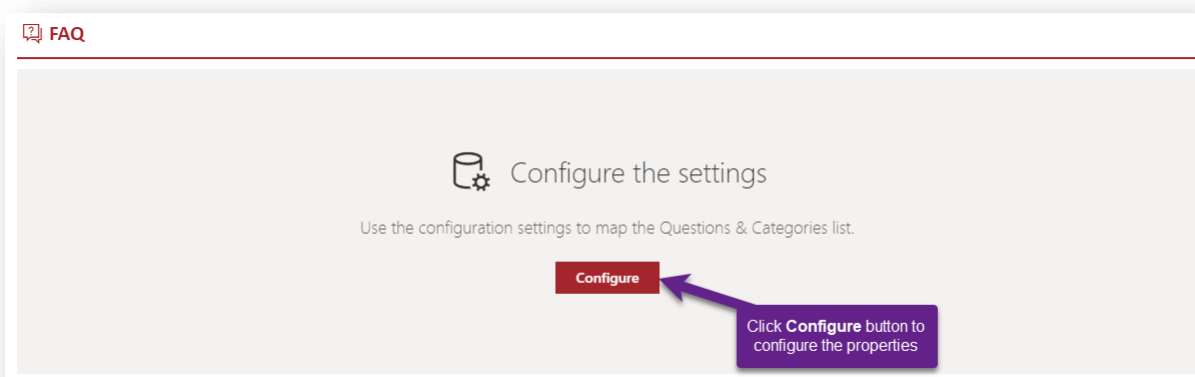
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## CONFIGURATION

Once you have acquired the app from the SharePoint app store, the app will be installed. Once installed, please follow the below steps 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**.
- ❖ There are two lists named **FAQCategories** & **FAQQuestions** lists that will be created automatically with some sample items.
- ❖ The above created two lists will have all the default features of the SharePoint Online list.
- ❖ Once the above lists and items are added, you will be provided with the screen below.

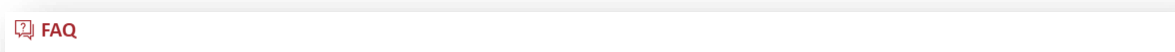


**FIGURE 1: APP START UP PAGE**

- ❖ The web part properties are configured in to 4 sections as described below
  - General Settings
  - List Settings
  - Category Section Settings
  - About

## GENERAL SETTINGS

Settings that are applied generally to the entire web part



**FIGURE 2: WEBPART HEADER**

- ❖ **Webpart Title** – The title of the web part that will be displayed to all the end users.
- ❖ **Sort Questions By** – By default, the question & answers are displayed based on the sequence defined in the list. This sorting order can be changed to any one of the below
  - **Sequence**
  - **Modified** – The latest updated item will be displayed.
  - **View Count** – The most viewed item will be displayed.
- ❖ **Sort Order** – By default, it will be sorted in **Ascending** order with the choice of field selected in the above setting. You can choose either **Ascending** or **Descending** at any time.

- ❖ **Enable Global Search** – The search is applied to the question within the selected category by default. Once the global search is enabled, the search key will search for questions and answers across all the categories and display the results.

**Note:** While displaying the global search results, there won't be any category selected and once the search is cleared, the first category will be selected and the question and answers to that category will be displayed.

- ❖ **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 update the web part properties. Administrators who will update the web part properties must have contribute permission for the page. Site administrators can assign **Individual Users** or **SharePoint Groups**.

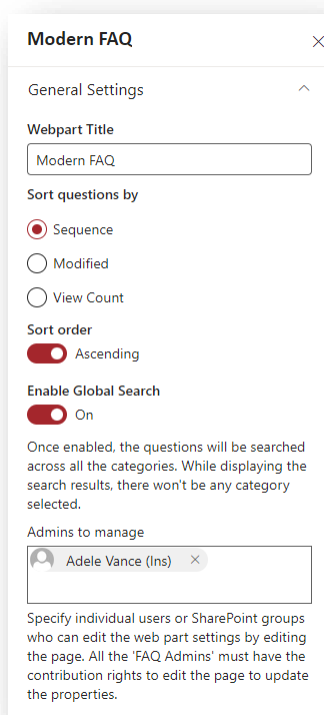


FIGURE 3: GENERAL SETTINGS - WEBPART PROPERTIES

## DISPLAY SETTINGS

- ❖ **Date Format** – The default format is **DD/MM/YYYY**. You can change the format using the following [link](#) for the format guidelines. The change can be made at any point of time.
- ❖ **Show Header** – Enable / Disable to show or hide the Title.

- ❖ **Show Header Icon** – Enable / Disable to show or hide the header icon.
- ❖ **Select Header Icon** – A list of icons is displayed in a panel for selection.
- ❖ **Show Modified Date** – Enable / Disable to show or hide the modified date in the content section.
- ❖ **Show View Count** – Enable / Disable to show or hide the view count in the content section.
- ❖ **Show Attachments** – Enable / Disable to show or hide the attachments that are bound to the question items.
- ❖ **Show Paging** – Enable / Disable to show or hide the paging for the questions and answers.
- ❖ **Items per page** – Number of questions and answers displayed per page. The minimum page size is 5 and the maximum is 30 per page.
- ❖ **Paging Position** – Whether to display the paging numbers at the top or bottom or both.

Display Settings

Date format

DD/MM/YYYY

The date format use **momentjs** date format. Please [click here](#) to get more info on how to define the format. By default the format is 'DD, MMM YYYY hh:mm A'

Show Header

☒ Show

Show Header Icon

☒ Show

Select Header Icon

☒ Header Icon

Show Modified Date

☒ Show

Show View Count

☒ Show

Show Attachments

☒ Show

Show Paging

☒ Show

Items per page

10

Paging Position

☐ Top

☒ Bottom

☐ Top & Bottom

FIGURE 4: DISPLAY SETTINGS

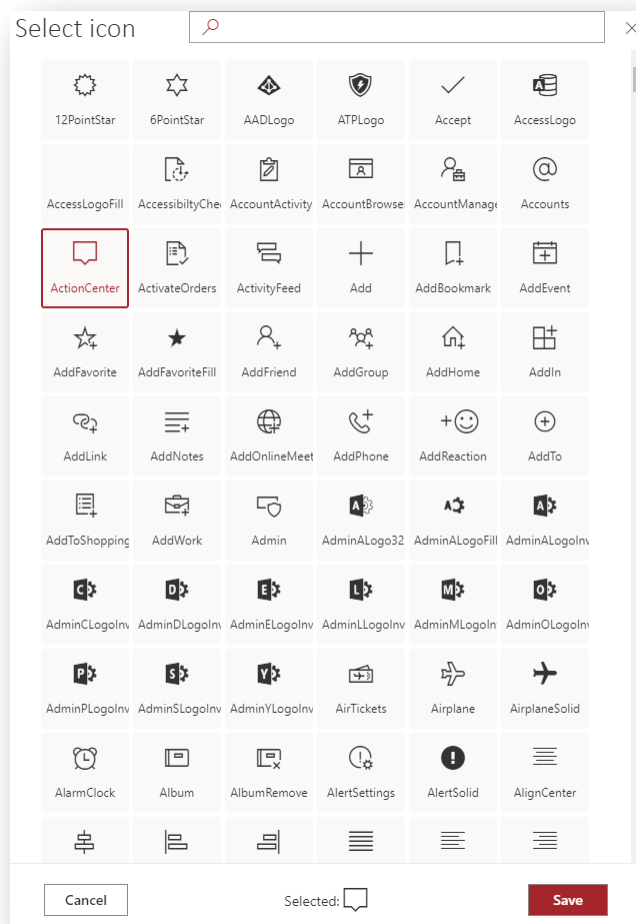


FIGURE 5: HEADER ICON LIST

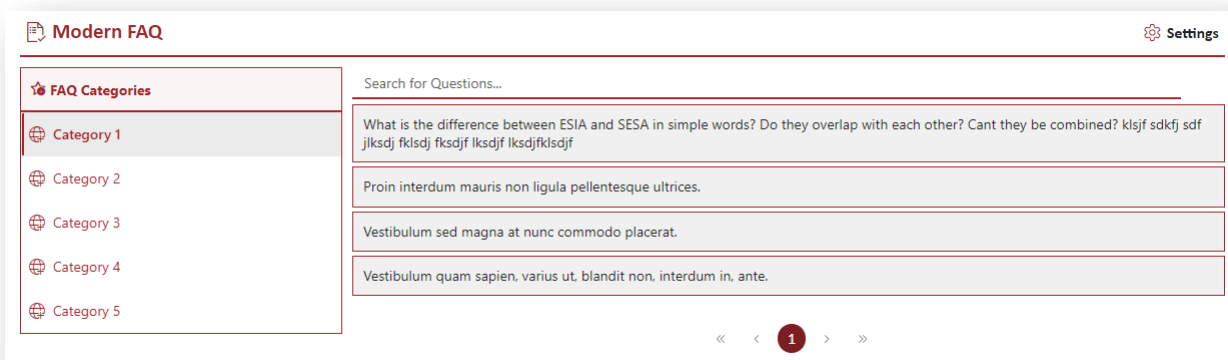


FIGURE 6: PAGING AT THE BOTTOM

What is the difference between ESIA and SESA in simple words? Do they overlap with each other? Cant they be combined? klsjf sckfj sdf jlkdsj fklksdj fksdjf lkksdjf lkksdjf

68

Nullam porttitor lacus at turpis. Donec posuere metus vitae ipsum. Aliquam non mauris. Morbi non lectus. Aliquam sit amet diam in magna bibendum imperdiet. Nullam orci pede, venenatis non, sodales sed, tincidunt eu, felis. Fusce posuere felis sed lacus. Morbi sem mauris, laoreet ut, rhoncus aliquet, pulvinar sed, nisl. Nunc rhoncus dui vel sem. Sed sagittis. Nam congue, risus semper porta volutpat, quam pede lobortis ligula, sit amet eleifend pede libero quis orci. Nullam molestie nibh in lectus. Pellentesque at nulla. Suspendisse potenti. Cras in purus eu magna vulputate luctus. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Vivamus vestibulum sagittis sapien. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Etiam vel augue. Vestibulum rutrum rutrum neque.

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800px\_COLOURBOX11753946.jpg

Attachments:

- [Broken Link Issue.png](#)
- [Falcon-isolated.png](#)
- [GradyA@o365practice.onmicrosoft.com.jpg](#)
- [HenriettaM@o365practice.onmicrosoft.com.jpg](#)
- [Invoice\\_M6U84D.pdf](#)

Modified: 26/09/2023

FIGURE 7: QUESTION & ANSWER WITH ATTACHMENTS

## LIST SETTINGS

- ❖ **Select a Category list** – Choose the **FAQCategories** list from the dropdown.
- ❖ **Select a Questions list** – Choose the **FAQQuestions** list from the dropdown.



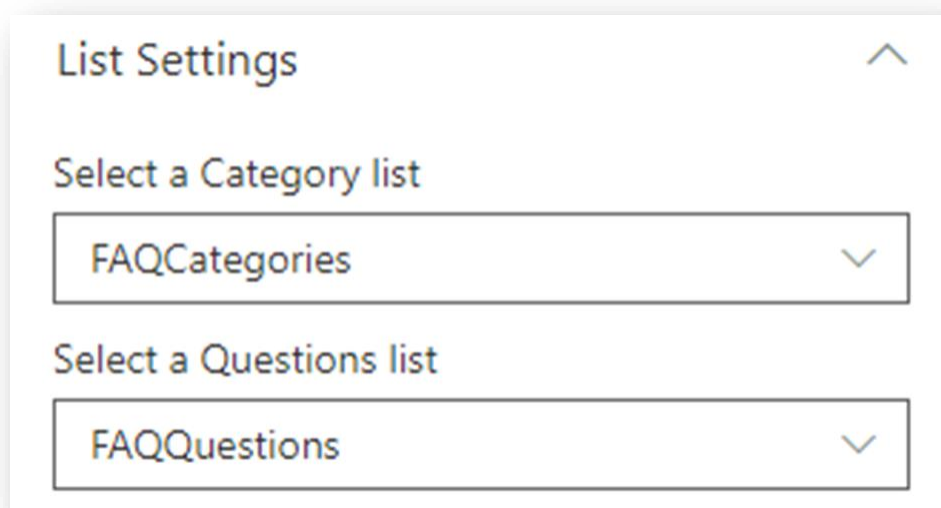


FIGURE 8: CONFIGURATION SECTION - WEBPART PROPERTIES

**Note:** If you want to use the FAQ app with the different list, you can create the Categories and Questions list using the option “Create from existing list” and then choose the **FAQCategories** & **FAQQuestions** list created with the app.

## CATEGORY SECTION SETTINGS

The settings is entirely for the Categories section.

- ❖ **Show / Hide Categories selection** – You can choose to display or hide the category selection section.
- Note:** If the category section is not selected, the **Sequence** sorting will display the list based on a random order since for each category, we have a sequence. So the better option is to choose either **Modified** or **View Count** when there is no **Category** selection section.
- ❖ **Use Cache** – If the categories are not changed frequently then you can use this feature to reduce the hit to SharePoint list and to increase the web part performance. If this setting is enabled, all the categories are stored in browser’s local cache.
- ❖ **Cache Duration** – This setting is applicable only if you use cache. The duration until the local cache is refreshed with the latest Categories from the list.
- ❖ **Section Title** – Title of the Categories section
- ❖ **Show Section Title** – Enable / Disable to show or hide the section title.
- ❖ **Show Section Header Icon** – To show a separate icon for the Categories section



- ❖ **Section Header Icon** – List of icons displayed for the section header.
- ❖ **Same as Header Icon** – You can have the same web part header icon or a different for the Categories section
- ❖ **Show Item Icon** – Enable / Disable to show or hide the individual item with icons.
- ❖ **Item Icon** – List of icons to choose for the individual category item.

Category Section Settings
^

Show / Hide Categories selection

☒ Show

If the categories section is hidden, the 'Sequence' sorting will return the list of questions based on a random order. So choose the other sorting options.

Use Cache

☐ No

Cache Duration

10

Use cache to store the categories in browsers cache. This will increase the performance based on the cache duration. For every configured cache duration, the data will be refreshed with the actual data from SharePoint.

Section Title

Categories


Show Section Title

☒ Show

Show Section Header Icon

☒ Show

Section Header Icon

 Header Icon

Same as Header Icon

☐ No

Show Item Icon

☒ Show

Item Icon


 Item Icon

FIGURE 9: CATEGORY SECTION SETTINGS - WEBPART PROPERTIES

## ABOUT

This section is for information and guidance purposes. It will display the version installed on the tenant and **More Info**, which will navigate to the page where you can find the detailed documentation of the app.

## HOW TO USE

The app is straightforward to use. No more complicated process or workflow to configure or add items to publish to the end user. Very user-friendly and a handy app.

- Make sure the above configurations are done before using the app. If the above designs aren't done, the screen below will be shown for the regular users.

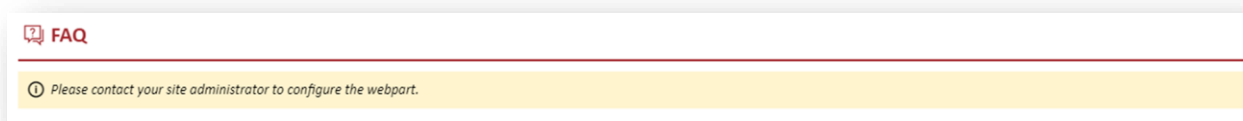


FIGURE 10: USER VIEW - CONFIGURATIONS NOT DONE

- Once the administrator does the configurations. The following screen will be shown will be displayed.

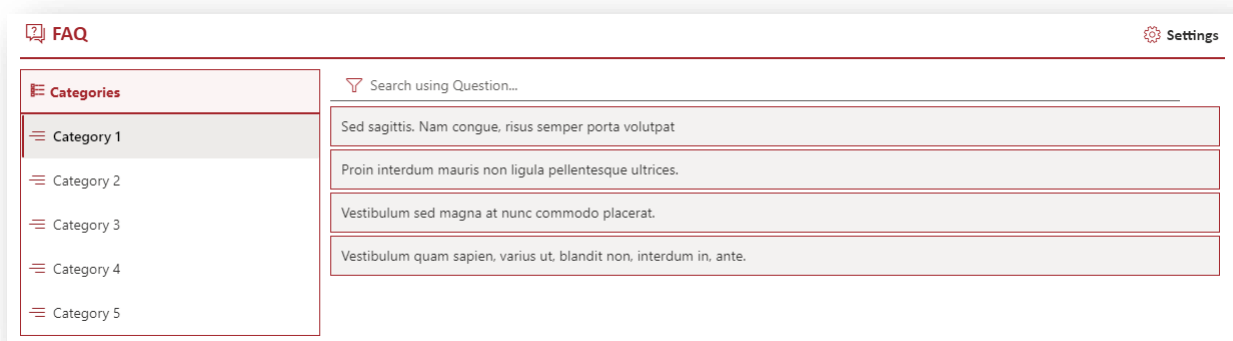


FIGURE 11: FAQ - ALL SETTINGS CONFIGURED

- The User Dashboard has the following features
  - Category Selection** – Users can see all the categories, and they can select the categories to view the questions for that category. Based on the category selected, the questions are filtered and display on the right pane.

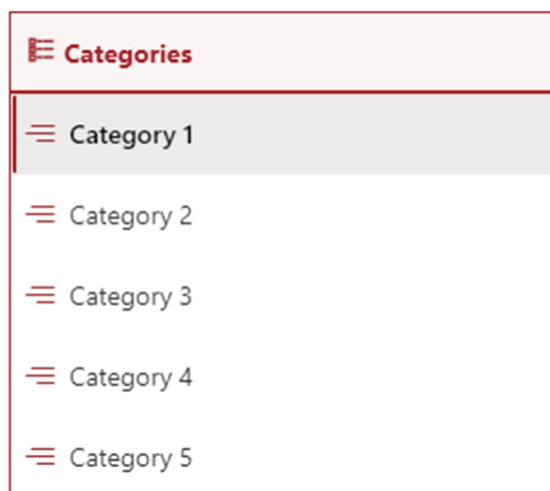


FIGURE 12: CATEGORIES SECTION

- **Questions View** – The questions and answers are displayed on the right pane, with all the questions collapsed for the users to view the full list. Clicking on the question will expand the section to show the corresponding answer. Each question also has a view section to display the number of views by the users.

Sed sagittis. Nam congue, risus semper porta volutpat	7
<p>Nullam porttitor lacus at turpis. Donec posuere metus vitae ipsum. Aliquam non mauris. Morbi non lectus. Aliquam sit amet diam in magna bibendum imperdiet. Nullam orci pede, venenatis non, sodales sed, tincidunt eu, felis. Fusce posuere felis sed lacus. Morbi sem mauris, laoreet ut, rhoncus aliquet, pulvinar sed, nisl. Nunc rhoncus dui vel sem. Sed sagittis. Nam congue, risus semper porta volutpat, quam pede lobortis ligula, sit amet eleifend pede libero quis orci. Nullam molestie nibh in lectus. Pellentesque at nulla. Suspendisse potenti. Cras in purus eu magna vulputate luctus. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Vivamus vestibulum sagittis sapien. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Etiam vel augue. Vestibulum rutrum rutrum neque.</p>	
Vestibulum sed magna at nunc commodo placerat.	2
<p>Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Donec pharetra, magna vestibulum aliquet ultrices, erat tortor sollicitudin mi, sit amet lobortis sapien sapien non mi. Integer ac neque. Duis bibendum. Morbi non quam nec dui luctus rutrum. Nulla tellus. In sagittis dui vel nisl. Duis ac nibh. Fusce lacus purus, aliquet at, feugiat non, pretium quis, lectus. Suspendisse potenti. In eleifend quam a odio. In hac habitasse platea dictumst. Maecenas ut massa quis augue luctus tincidunt. Nulla mollis molestie lorem. Quisque ut erat. Curabitur gravida nisi at nibh. In hac habitasse platea dictumst. Aliquam augue quam, sollicitudin vitae, consectetuer eget, rutrum at, lorem. Integer tincidunt ante vel ipsum. Praesent blandit lacinia erat. Vestibulum sed magna at nunc commodo placerat.</p>	
Proin interdum mauris non ligula pellentesque ultrices.	
Vestibulum quam sapien, varius ut, blandit non, interdum in, ante.	

FIGURE 13: QUESTION AND ANSWER VIEW

- **Questions Search:** Users can search for the questions using the question title and the search is bound to be within the selected category.

ves	×
Vestibulum sed magna at nunc commodo placerat.	
Vestibulum quam sapien, varius ut, blandit non, interdum in, ante.	

FIGURE 14: SEARCH QUESTIONS

- **View Count:** This will display the count of users viewed the answer for this question. The count will increase when the user view the answer for a question.
- 👤 Below is the user dashboard with no category selection. All the features that are mentioned above will be available for the **Questions & Answers** section

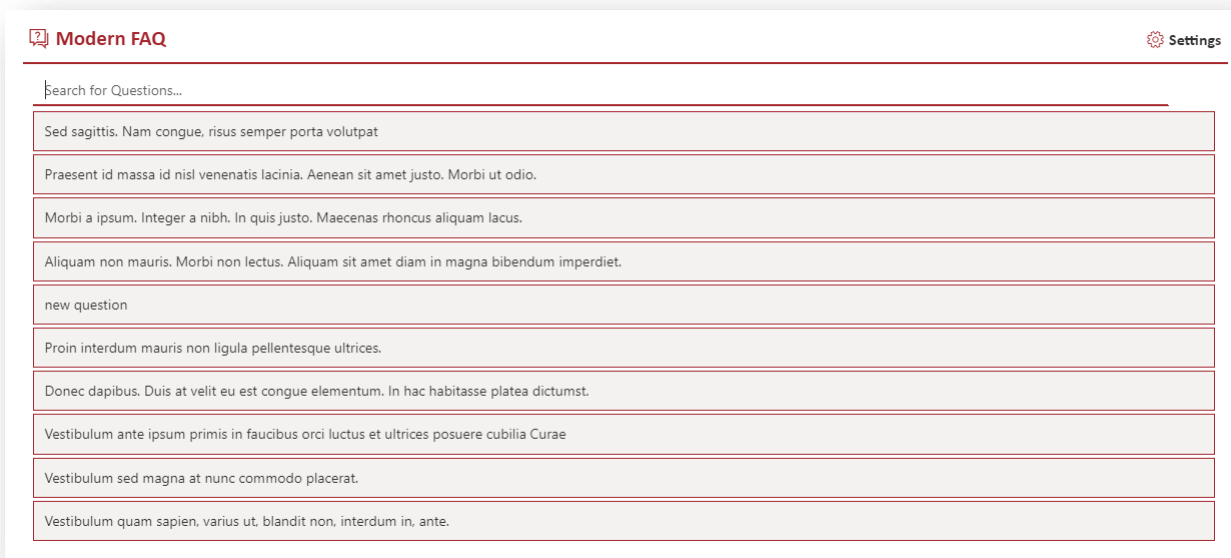


FIGURE 15: QUESTIONS & ANSWERS WITHOUT CATEGORY SELECTION

- Searching for the question and answers is now across all the categories.

## SETTINGS

The settings menu will provide additional properties to configure or create a new list.

**Note:** This feature is available only for the site administrators.

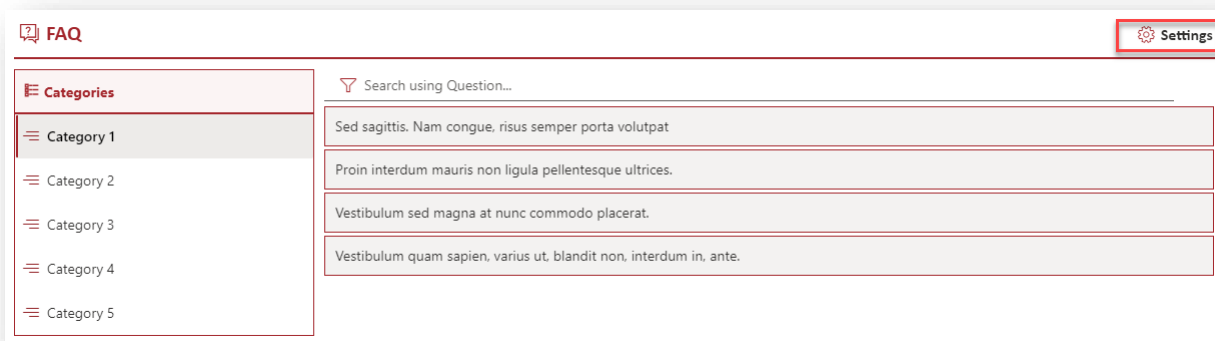


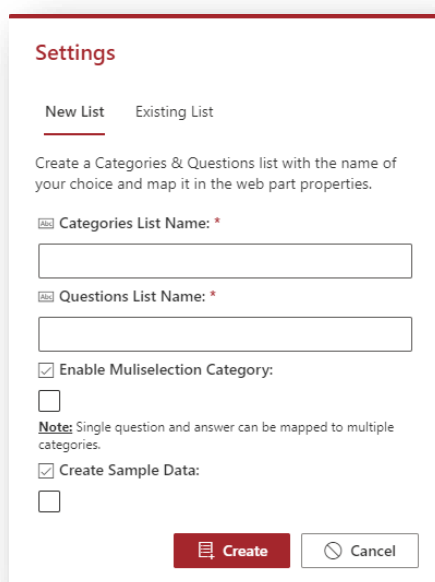
FIGURE 16: SETTINGS OPTION

## HOW TO REUSE WITH DIFFERENT LISTS

This app can be reused more than once with different categories and question lists. I have seen customers using FAQ as an organization-wide, department-specific or branch-specific. The good news is Modern FAQ supports re-use and it can be re-used multiple and there is no limit in it.

Please follow the steps mentioned below to re-use the app with different lists.

- 👉 Access the **Settings** menu from the header of the web part.
- 👉 Select the **New List** tab from the settings menu
- 👉 Create the new **Categories & Questions** list with the name of your choice and also with the below options
  - **Enable Muliselection Category** – Choosing this option will make the question and answers to be mapped to multiple categories
  - **Create Sample Data** – Sample categories and questions will be added to the new list



The screenshot shows a 'Settings' dialog box with two tabs: 'New List' (selected) and 'Existing List'. Below the tabs, there is a text prompt: 'Create a Categories & Questions list with the name of your choice and map it in the web part properties.' There are two input fields: 'Categories List Name: \*' and 'Questions List Name: \*'. Below these, there are two checkboxes: 'Enable Muliselection Category:' (checked) and 'Create Sample Data:' (checked). A note states: 'Note: Single question and answer can be mapped to multiple categories.' At the bottom, there are two buttons: 'Create' (red) and 'Cancel' (grey).

FIGURE 17: SETTINGS DIALOG

- 👉 Following are some of the validation checks implemented
  - Both the list names are mandatory
  - Both the list names should not be same
  - You can choose an option to create sample data or create an empty lists.



- 👍 Once the above lists are created, edit the web part properties and map the new lists. Please refer [List Settings](#).

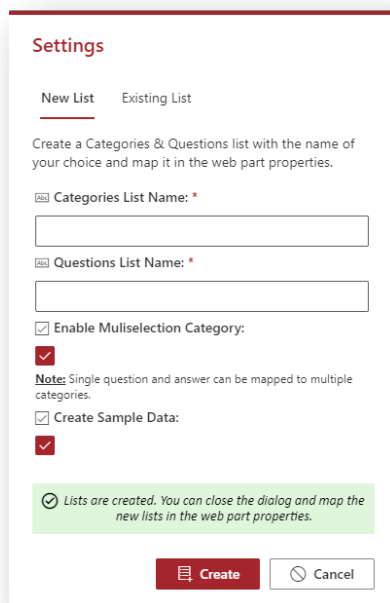


FIGURE 18: LISTS CREATION SUCCESSFUL

## UPDATE EXISTING LIST

Use the **Existing List** tab to update the list to enable or disable multiple category mapping. Once the mapping is enabled, the questions list can map multiple categories.

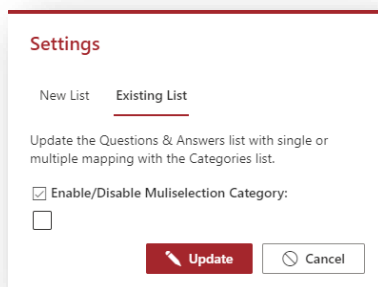


FIGURE 19: UPDATE EXISTING LIST

## SUPPORT

Please email to [SUDHARSAN\\_1985@LIVE.IN](mailto:SUDHARSAN_1985@LIVE.IN) if you have any trouble installing or configuring this add-in.