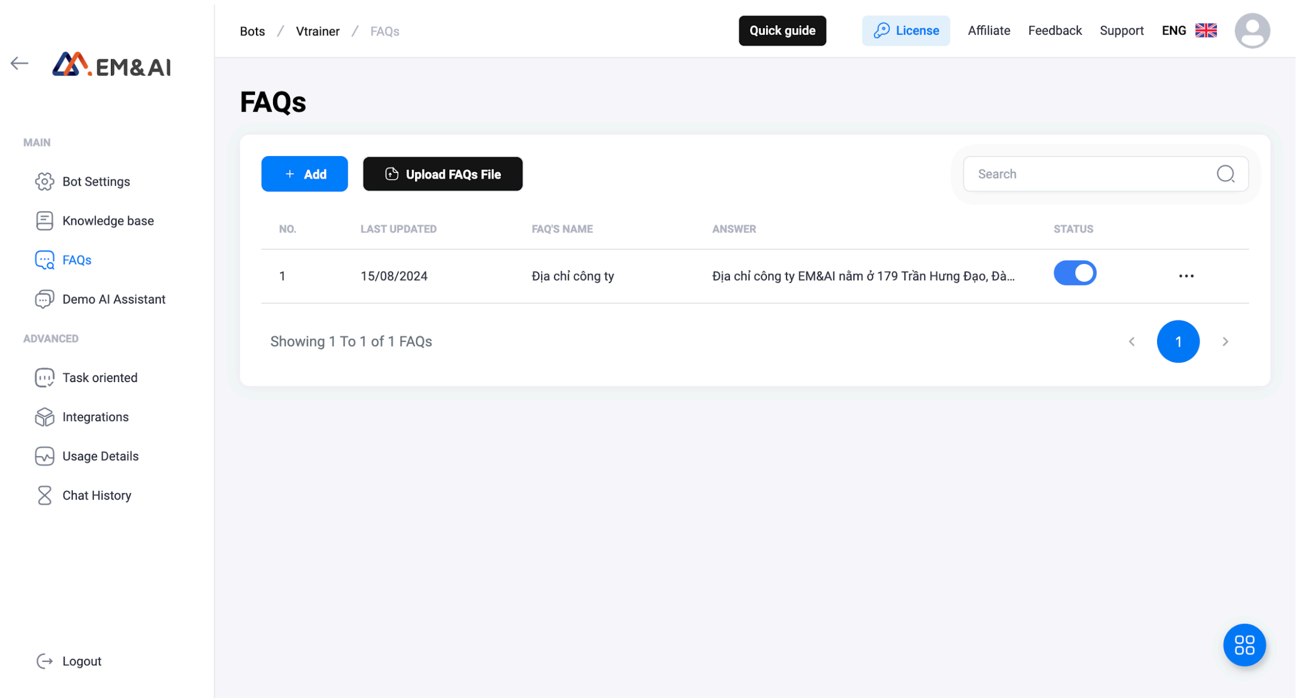
Frequently Asked Questions (FAQ)

The FAQ section is a collection of commonly asked questions related to topics most system users are likely to inquire about repeatedly. Users are responsible for providing the system with FAQ information. Each FAQ should clearly define the question and its intended audience. While the system allows users to add multiple FAQs, it is essential to ensure that each FAQ is distinct in its purpose and target audience. Avoid using similar or identical questions phrases or semantics in FAQs.

To access the FAQs, click on the "FAQs" tab on the left menu bar of the screen. This will open the page where you can add new questions and answers.



Actions Available on the FAQ Page

- FAQ Information Table:
    - Last Updated: Displays the time of the last update.
    - FAQ's Name: The name of the frequently asked question.
    - Answer: The response to each FAQ.
    - Status: Indicates whether the FAQ is active or inactive. Users can toggle the activation status of an FAQ.

    - More Options: Allows users to interact with added FAQs, including:
        - Edit: Modify the FAQ information.
        - Delete: Remove the FAQ from the table.
- Additional Table Actions:
    - Search: Users can search for FAQs based on the question name and answers in the created FAQs database.
- Adding FAQ Data
    - Add: Users can directly add a new FAQ to the system.
    - Upload FAQ File: Users can upload a prepared FAQ file from their device directly into the system. Ensure the uploaded file follows the required structure.

Guidelines for Adding an FAQ

- Question:
    - The length of a question should not be less than four words. For shorter questions, consider placing them in a business navigation section.
    - Ensure the question content is clear and provides context. Avoid abbreviations, spelling mistakes, or using filler words like "um," "yeah," or "well."
    - Do not duplicate the same question across multiple FAQs.
    - FAQs should be distinct, with clear differentiation in question topics. Avoid creating multiple FAQs with similar meanings.
- Answer**:** The answer must be appropriate for responding to all questions within the same FAQ or those with similar meanings.

Add FAQs manual

To manually add an FAQ, users should follow these steps:

Step 1: Click on the "Add" button to open the FAQ addition form.

Step 2: Fill in the required information as specified in the form.

FAQ's Name: This represents the content of the frequently asked question. (Example: Tourist Attractions in Da Nang)

Sample Questions: These are different questions that inquire about the same topic or intent. The system allows users to type multiple questions to clarify a single FAQ. Each FAQ can include up to 10 questions.

- Example:
    - What are the famous tourist spots in Da Nang?
    - What are the popular sightseeing spots in Da Nang?
    - Can you suggest some tourist attractions in Da Nang?

(As shown in the examples above, all questions pertain to the subject of “tourist attractions” and specifically target “Da Nang.”)

Answer: Each FAQ is limited to a single answer. In the above example, the answer could be:

- Example:
    - Some of the famous spots in Da Nang include:
        - Son Tra Peninsula
        - My Khe Beach
        - Marble Mountains
        - Dragon Bridge
        - Asia Park

For detailed guidance on adding an FAQ, please refer to the help section [here].

Step 3: To save the FAQ information, select "Save." Alternatively, users can click "Cancel" to discard the information entered.

Step 4: After selecting "Save," the system will display a confirmation form for the upload action.

- Confirm: Agree to skip invalid FAQs and upload only valid ones.
- Cancel: Decline the upload confirmation.

Once the confirmation is completed, the system will begin the upload process. Upon successful upload, a success notification will be displayed.

Upload FAQs file

To bulk upload a list of FAQs to the system, users should follow these steps:

Step 1: Select “Upload FAQs File” to open the upload form.

Step 2: Upload the prepared file from your device to the system.

To view the sample file, users should click on the download link provided here. Then, click “CHOOSE FILE” to select the FAQs file from your device that you want to upload.

Note:

- The uploaded file must match the sample file attached to the form.
- The file must be in the correct format: .xlsx or .xls.

Step 3: After completing the file selection, click “Upload.”

Alternatively, users can click “Cancel” if they wish to abort the FAQs file upload.

Step 4: After selecting “Upload,” the system will display a confirmation form for the upload action.

- In addition to the upload confirmation, the system will also display information about the number of invalid FAQs.
  - **Confirm:** Agree to ignore invalid FAQs and upload only the valid ones.
  - **Cancel:** Abort the upload confirmation.

Once confirmation is completed, the system will start the upload process. After the upload is successful, a notification of successful upload will be displayed.

Auto-Reply comment

The Auto-Reply comment feature allows automatic responses to customer comments on designated posts. Users can either reply to comments or send messages through comments.

Note: This feature will only function if users have integrated Messenger in the Integration tab.

Add new task

Step 1: In the Integrations tab, choose Messenger and then click on the "Auto-Reply comment" tab

Click the "Auto-Reply comment" tab to enter the setup page.

Step 2: Click "Add" to start creating a new comment task. At the showing pop, enter the name of the comment task. For Example Customer Consultant, Quotation, or Send Promotion. Enter the task name and click "Save" and then it will be displayed on the reply list screen.

Click the "Add" button to proceed with adding a comment reply.

Enter the business task name and click "Add" to include the business in the list.

Step 3: In the list of tasks (showing the posts under review), click to edit the post information and reply content.

Click on the task to edit the details.

Step 4: Choose the post-interaction options. Users can select from the following three options:

- **All Posts:**
  - Selecting this option will have the system check all posts on the page and respond if they meet the established conditions
- **Posts Containing Hashtag:**
  - Selecting this option will have the system check all posts containing the entered hashtags and respond if they meet the established conditions.
  - To input hashtags, type the hashtag and press Enter. Multiple hashtags can be entered.
- **Specific Posts:**
  - Selecting this option will have the system check posts with the specified ID and respond if they meet the established conditions.

Step 5: Enter keywords to check in the posts.

- To input keywords, type the keyword and press Enter. Multiple keywords can be entered.

Step 6: Select the comment response options and send messages:

- **Reply to Comments:**
  - Choosing this option will have the system respond to comments with the content entered below if the comments meet the established conditions.
- **Send Message:**
  - Choosing this option will have the system send a message to the commenter with the content entered below if the comments meet the established conditions.

You can add response conditions for other keywords within the same post by clicking "Add." The system will display a new tab to enter additional keywords and response content.

- Click "Add" to include response conditions for additional keywords.
- You can delete an added tab by clicking "Delete this tab."
- Click "Delete this tab" to remove the condition tab.

Step 7: Click "Save" to save the configured information.

- Click "Save" to save the details.

Editing Task Name

Step 1: In the list of replies, click the "..." button. The system will display options.

- Popup for task options.

Step 2: Click "Edit." The system will display the reply information, allowing you to edit the content.

- Click "Edit" to modify the task name.

Step 3: Make the necessary edits to the reply.

- Enter the updated task name.

Step 4: Click "Edit" to save the changes.

- Click "Edit" to save the changes.

Editing Reply Information

Step 1: In the list of replies, click on the task you want to edit. The system will display a detailed screen for editing the task.

- Click on the task to edit details.

Step 2: Adjust the necessary information.

Step 3: Click "Save" to save the changes.

- Click "Save" to finalize the edits.

Deleting a Reply

Step 1: In the list of replies, click the "..." button. The system will display options.

- Popup for task options.

Step 2: Click "Delete." The system will show a confirmation popup for deleting the reply.

- Click "Delete" to proceed.

Step 3: Click "Confirm" to finalize the deletion of the reply.

- Click "Confirm" to complete the deletion.

Chat History

The Chat History Management page is designed to record BOT responses to user queries, allowing users to review and assess the accuracy of these responses. It also facilitates the addition of questions from chat history into the FAQ list.

Information Available on the Page:

- **Creation Date:** The timestamp when the conversation occurred.
- **Question:** The user's query submitted to the BOT.

- **Answer:** The BOT's response corresponding to the user's question.
- **Source Reference:** The source from which the BOT referenced information to respond to the customer.

Additional Actions Available on the Page:

- **Add FAQ**
  - **Add Individual FAQ:** Click “Add FAQ” for each row to include the response in the FAQ list.
  - **Add in Bulk:** Select the checkboxes for the questions you want to add, then click “Add FAQ” at the top of the table to add multiple questions to the FAQ list simultaneously.
- **Filter Responses**: Filter the responses based on the source reference used by the BOT.
- **Search Responses**: Search for responses based on the questions and answers.

Adding FAQs from Chat History

There are two methods for adding FAQs from the Chat History page:

1. Add Individual FAQ: Click “Add FAQ” for each row to include the response in the FAQ list.

2. Add in Bulk:

Follow these steps:

Step 1: Select the questions you want to add to the FAQ.

Step 2: Click “Add FAQ” to open the form for editing information before adding.

Step 3: Edit the information before adding to the FAQ.

Additional Information You Can Add or Edit:

- **FAQ's Name:** There are two options for adding this information:
  - **Choose from Existing FAQ List:** Select from the FAQ list created on the “Frequently Asked Questions” page.
  - **Add a New FAQ:** Click “Add FAQ” to switch to the mode for creating a new FAQ, then enter the desired FAQ's Name.
- **Questions:** The system allows you to edit or delete questions from the list of added questions.

  Note:
  - Duplicate questions or those matching existing FAQ questions are not permitted.
  - The total number of questions for an FAQ cannot exceed 10.
- For example, if you have previously added 3 questions to the FAQ “Tourist Spots in Da Nang,” you can add a maximum of 7 more questions to that FAQ in this instance.
- **Answer:** To edit the answer, click the pencil icon.

  You may choose suggested answers to replace or adjust the answers in the FAQ being added.

Step 4: After editing the information, click “Save” and then confirm to add the FAQ to the Frequently Asked Questions list.