

FAQ

CONTENT MANAGEMENT

GX WEBMANAGER 9

Date

February 26, 2008

Target audience

Casual User (Chapter 3 only)

Editor (Chapter 3 only)

Application Manager

Developer

Target GX WebManager version

GX WebManager 9.1.4 and later

Document ID and version

GXD0006_en, version 2.01

SUMMARY

GX WebManager provides a central manageable 'Frequently Asked Questions (FAQ)' module. Questions and answers can be maintained systematically using this FAQ module by categorizing them. Also the categories itself can be maintained. Once categorized, the question-and-answer combinations can be placed on a page and can be directly approached from the selected category.

PREREQUISITES

Content Management

- Basic Content Management

RELATED TOPICS

Content Management

- Advanced Content Management

VERSION CONTROL

Version	Date	Description
1.0	February 21, 2006	Initial version
1.1	March 28, 2006	Corrections implemented
1.2	July 14, 2006	Updated to GX WebManager 8.3
2.0	June 29, 2007	Updated to GX Webmanager 9.1.0
2.01	February 26, 2008	Added document ID on title page

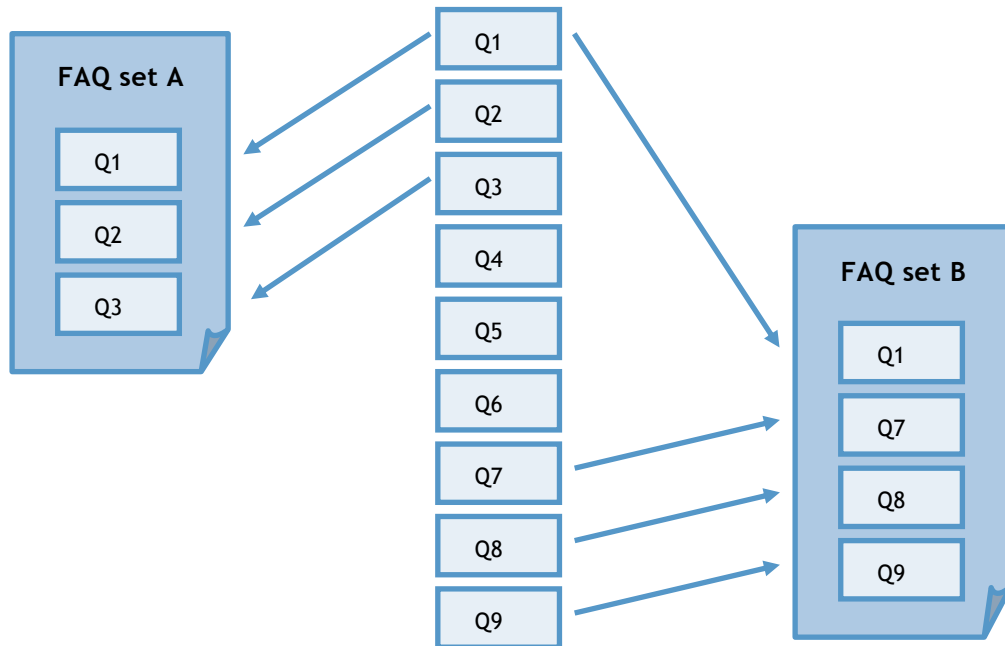
TABLE OF CONTENTS

1	Introduction	5
2	Creating a FAQ set	7
3	Placing a FAQ.....	11

1 INTRODUCTION

Use the *FAQ* content element to show frequently asked questions centrally maintained. These frequently asked questions are grouped in FAQ sets. A FAQ set is placed on a page.

The fact that one question can be in several FAQ sets is a unique feature of GX WebManager. The questions are maintained separately from the FAQ sets:



Using the FAQ content element, one or more FAQ sets can be shown on a page.

2 CREATING A FAQ SET

A FAQ set can be created and maintained by selecting the `Maintain > FAQs` menu. A new FAQ set can be created on the `[Sets]` tab; questions can be created and changed on the `[Questions]` tab. Questions can be assigned to a FAQ set on both tabs.

⇒ Select 'New FAQ' on the `[Sets]` tab and give the new FAQ set a name:



No questions are entered yet and, therefore, questions cannot yet be assigned to this new FAQ.

⇒ Save the new FAQ set.

⇒ Create new questions on the [Questions] tab:

- Select 'New question' (see **A** in the image below) and give the question a 'Title' (see **B**). The title appears on the page above the question.
- The 'Publication date' is entered by default with the current date but can be modified. The 'Expiration date' is optional.
- Enter the question and the associated answer.
- Select the FAQ sets to contain this question (see **C**):

- Click [Apply]. The selected FAQ sets are now moved to 'This question is assigned to ...' and removed from 'Assign question to FAQ':

Enter the next questions the same way.

All these questions appear on the [Sets] tab. The order of the questions can still be changed using the row numbers (see **A** in the image below):

http://doc-manage.gxwebmanager.com - MyWeb - FAQs - Microsoft Internet Explorer

Maintain - FAQs

Sets Questions

Select Select Digital television Delete

Edit FAQ FAQ Digital television Check spelling:

Assigned questions:

1 **Broadcasting:** (Published) Delete

I've heard that all television broadcasts must be digital by 2006, True?
The FCC's plan for DTV implementation commenced in November 1998 with 26 "pioneer" DTV stations. 40 network DTV stations were supposed to be on air by May 1999, with remaining commercial and non-commercial stations by May 2003. At this writing (03/04) there are about 1200 DTV stations broadcasting, depending on whether you read the NAB or FCC lists. the scheduled date for analog TV to "go dark" is January 1 January, 2007 - but 85% of tv homes must have access to digital TV before that can happen. Digital cable and satellite TV services already reached. Some industry experts think the digital TV signal might be pushed as far back as 2015! However, the FCC indicated in March 2004 that they might count digital cable TV signal penetration to speed up the transition and stay on the original 1/1/07 schedule

2 **Goals:** (Published) Delete

What are the goals of digital television?
The primary goals are to offer better picture and sound quality through the use of digital signal processing, and to allow the introduction of new digital services such as multicasting (transmitting multiple streams of video on a single channel) and datacasting. The FCC has mandated that DTV signals be freely available over the air in every locality nationwide that had analog television.

3 **Difference:** (Published) Delete

What's the difference between LCD Flat-Panel and Plasma Flat-Panel?
In all the ways that really matter, there isn't that much of a difference between the two. Both types of Flat-Panel TVs are thin enough to be placed virtually anywhere, and produce a picture that is startlingly clear, sharp, and bright. The only difference that really matters is the screen size. The majority of LCD TVs have a screen that measures 30" and smaller. TVs with a screen of 32" and larger are typically the domain of the Plasmas. Technically, LCD and Plasma TVs are entirely different approaches to the same result, because they create images using completely different technologies.

Add a question
Internet TV
Pay TV

Apply Close

Done Internet

3 PLACING A FAQ

The FAQ content element can now be placed on a page. Select one or more FAQ sets and save the changes:

FAQ ⌵ ⌵ ⌵ ⌵

Titel:

Toegewezen FAQ's: 1 ▼ Digital television (gepubliceerde vragen: 2) Verwijder

Voeg een FAQ toe: ⌵
⌴

The result will look like this:

<GX>
OPEN FOR BUSINESS

Content without configuration
Content with configuration
Website maintenance
External databases
Forms
Personalization
Design
Log in

Home > Content with configuration > Overview > FAQ
< Nederland

- > Banners
- > MS Office imports
- > PDF Generator
- > Check spelling
- > Language switch
- > Media Repository
- > ObjectManager
- > Overview
 - > FAQ
 - > Calendar overview
 - > Folder
 - > Page collection
 - > Products
 - > Query
 - > Meetings & Papers
 - > Who-is-Who
- > User interaction
- > Connectors
- > Page sections
- > Page templates

FAQ

[Broadcasting](#)
[Goals](#)
[Difference](#)

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⬆️ [Back to top](#)

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⬆️ [Back to top](#)

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⬆️ [Back to top](#)

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