FAQs

Answer your Frequently Asked Questions.

- Summary

Summary

Use this section to create, edit and manage FAQs. These Frequently Asked Questions will be output on your website at www.yourdomain.co.uk/faqs.

> You can insert additional content to this page via the Modular Blocks; just look for the relevant page under the Content section of your CMS

Key to icons

Live = is live

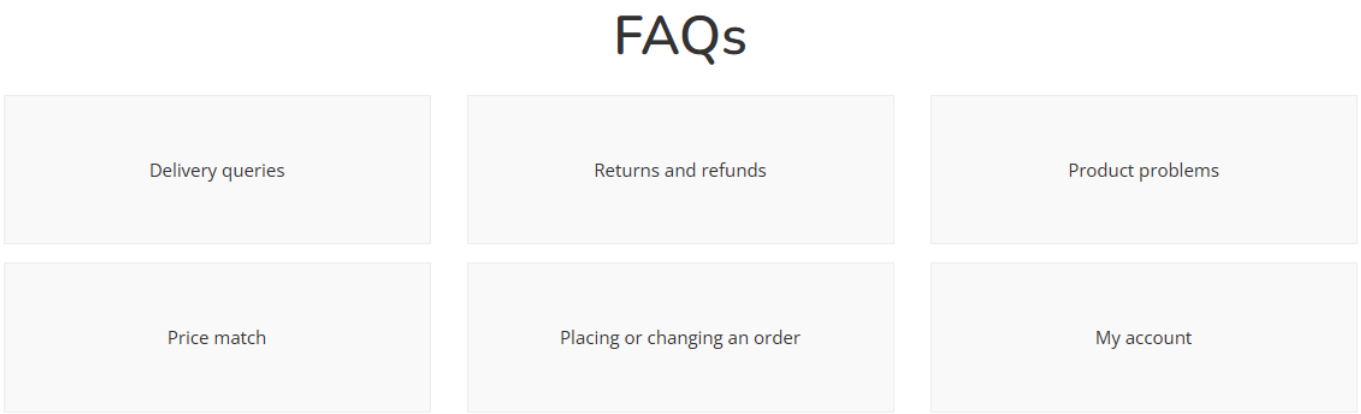
Not Live = is disabled

Edit = edit

= delete

Setup

Categories



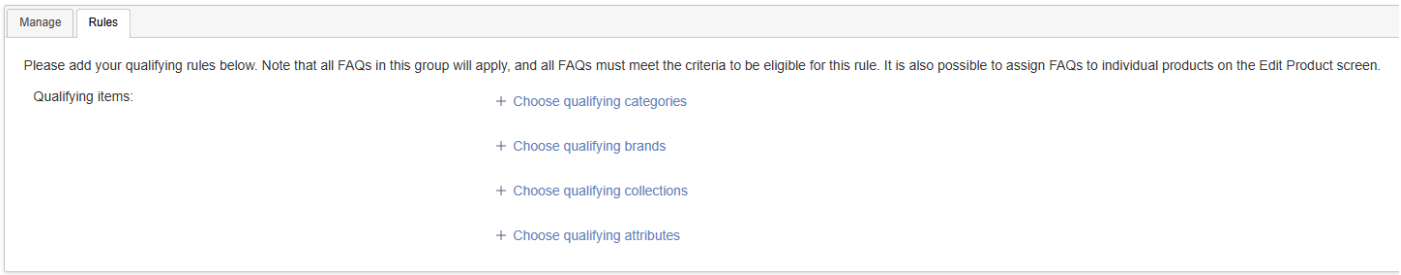
You can set up as many FAQ Categories as you wish; these will be used to streamline the customer journey.

Field	Purpose
Category Name	*This will be displayed to the customer*
Live	*Toggle between yes and no*

Rules

It is possible to attach rules to FAQs. These will then output against individual Products that meet those criteria.

> They will be output below Product level FAQs, and in the sequence of the FAQs, which may be altered via drag and drop



How Assignment Rules Work

The user sets up several rules, by which the website can check whether any product qualifies for FAQs.

Through this method, when products become eligible, those FAQswill apply immediately.

When a product ceases to be eligible, those FAQs will immediately be removed.

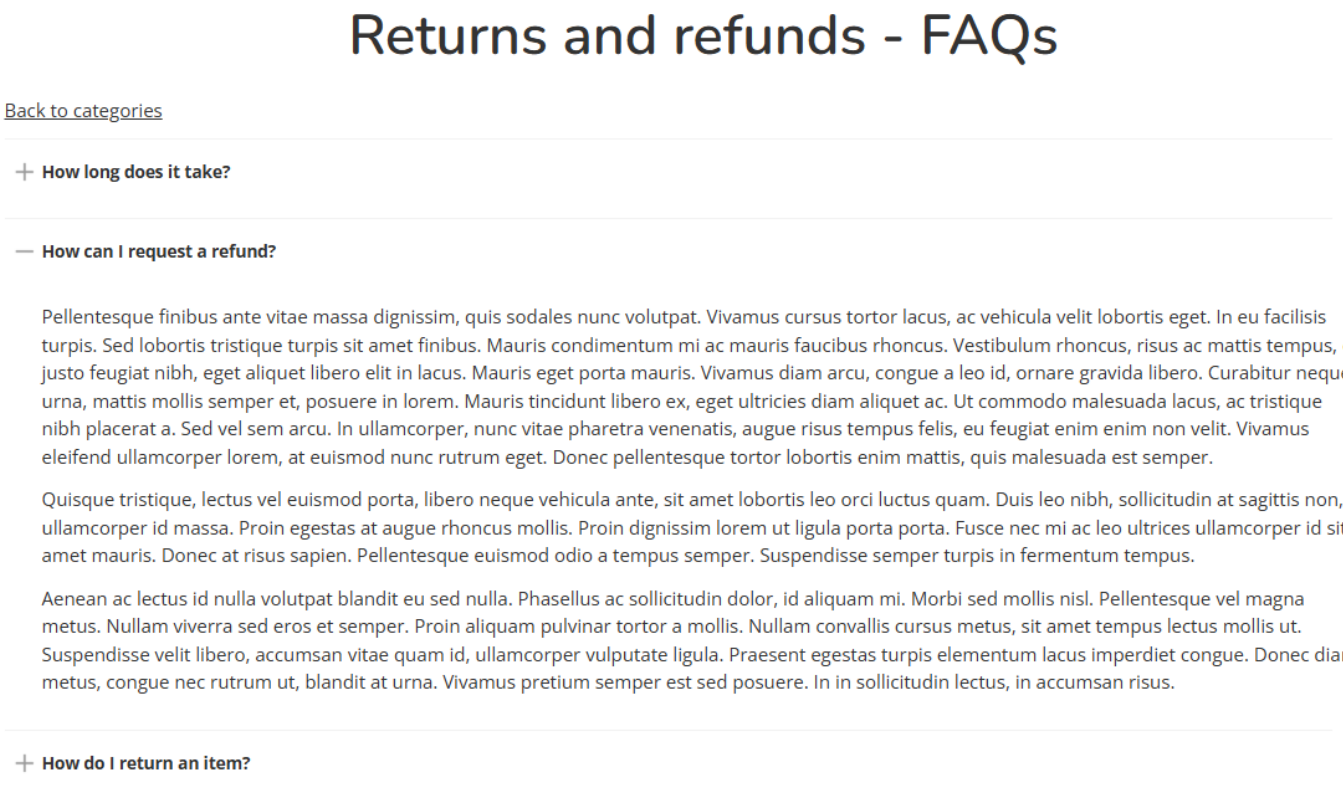
> Rules are linked to an FAQ group, and not to individual FAQs

Simply select the criteria that you wish to apply to your Rule.

> Assignment Rules work on an **AND** basis. That means that in order for a rule to be applied, all criteria must be met.
>
> E.g. Products in the 'Sofa' category that also have the 'Leather' attribute

Once added, this will be automatically active, and all live Products will display the relevant selections.

Questions



You can add as many questions as you like within a Category.

Field	**Purpose**
Question	*Enter a question*
Answer	*Enter the answer*
Live	*Toggle between yes/no*