

AHOY.COM™

FAQ Manager Solution

Feature List

The AHOY.COM FAQ Manager Web Solution adds Frequently Asked Questions (FAQs) and answers to your Web site. Access to a comprehensive set of FAQs is a valuable resource to visitors to your Web site and will reduce the incidence of time-consuming telephone calls and email messages. FAQ items can be organized chronologically and by popularity and they are easily maintained from an intuitive administration interface.

Like all AHOY.COM solutions, the FAQ Manager Web solution pages are integrated seamlessly into a new or existing Web site design and are built to evolve in unison with the rest of the Web site. The FAQ Manager database is administered from an interface that is accessible from any Web browser so the Web site's administrator can easily manage categories and FAQ items – all in real time.

Viewing FAQs on the Web Site

- The FAQ Manager index page displays the most recently added FAQs, the most frequently viewed FAQs, a search interface and a link to an 'ask a new question' form.
- FAQs can be categorized, which facilitates both browsing and searching for specific content.
- If a visitor to your Web site completes the 'ask a new question' form the question is sent via email to the administrator who can then add it (and the answer) to the FAQ Manager database.
- The search form allows visitors to search all FAQs for specific words or topics.

FAQ Database Administration

- The FAQ Administrator can add, edit or delete FAQs from an intuitive interface.
- An unlimited number of categories can be created.
- A FAQ can be associated with one or more categories.
- The administrator can access a report that summarizes the number of times each FAQ was viewed.

Standard Customization

- Your logo is inserted into the upper left hand corner of FAQ Manager Web pages.
- Choose the number of FAQ items displayed in the lists of recently added and most frequently viewed FAQs.

Enhanced Customization

- In addition to the standard configuration options, we can adjust the templates that control the appearance and layout of the FAQ pages to your specific requirements to match the style of the Web site.
- FAQ Manager information can be integrated into other pages in Web site.
- NOTE: Since a client's needs are unique, the fee for each enhanced customization effort varies.

For additional information about an AHOY.COM FAQ Manager Web Solution please contact:

Fishnet NewMedia
AHOY.COM Web Solutions Team
180 State Road, Suite 3U
Sagamore Beach, MA 02562
508-888-3456

Custom AHOY.COM Web Solutions:

eCatalog & eCommerce
Recipe Manager
FAQ Manager

Contact & Broadcast Email Manager
Photo Library
News Manager

eCalendar
Document Library
GeoJobs