

FAQ MANAGEMENT APPLICATION

Developed in HCL Domino Volt

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INTRODUCTION

1 Project Overview

Government Application is to fulfil frequently asked questions. It includes the cycle of categories, subcategories, and question & answers to create a positive user experience. The government application starts with selecting the category. The application was designed using HCL Domino Volt 1.0.3 and built by HCL Lab Services team.

It also involves keeping the record of user-which may include their logins, feedback they posted and like and dislikes for the articles. Admin department will give the response to the user feedback and fulfil their comments.

Although this process seems straightforward, it is rather complex because it involves different departments and people to get their doubts clarified and their feedback about the article is being recorded such as number of likes and dislikes.

APPLICATION SETUP

1 NAB User.

Create the following Users in Domino NAB.

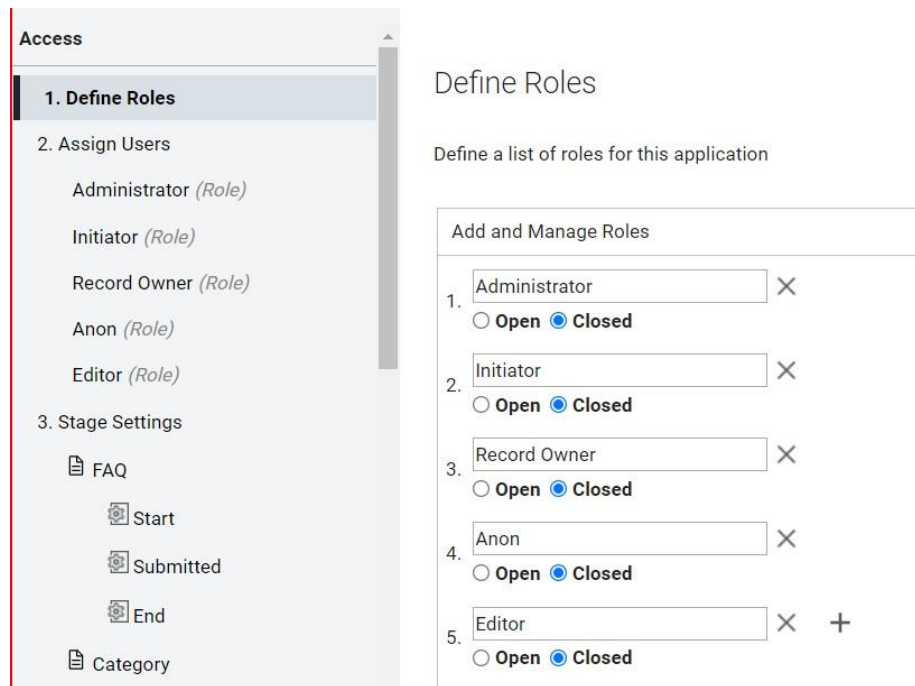
- Domino Administrator
- Editor

2 Import Application

Import the application in your environment and uncheck the “Remove previously defined users and groups from this application” option to maintain the assigned roles.

Application Roles:

- Domino Administrator
- Editor
- Anon



Add the Domino Administrator to the Admin role, Editor to Editor role and Anonymous user access to User.

APPLICATION DESIGN

1 Admin form

1.1 Manage Categories.

Admin will do the CRUD operations for the desired category and list of subcategories.

The screenshot displays the GeneriQ Admin interface. At the top, there is a navigation bar with the GeneriQ logo, the user name 'Rashmi Vandhan', and a 'Log Out' button. The main content area is divided into two columns. The left column contains a 'Modify table' section with a 'Category' dropdown menu (currently showing 'Immigration Services') and three buttons: 'Add', 'Edit', and 'Delete'. Below this is a 'User Feedback' section with a table of user comments and their responses. The right column features a 'List of Categories' section with a pie chart showing the distribution of 16 submissions across various categories. The pie chart data is as follows:

Category	Percentage
Other	43.8%
Travel	6.3%
Business	6.3%
Immigration	6.3%
National Defense	6.3%
Health	6.3%
Immigration Servi...	6.3%
Business and Indu...	6.3%
Jobs	6.3%
Travel and Touris...	6.3%

Below the pie chart, it states: 'From 16 submission(s) there were 16 response(s)'. The 'User Feedback' table is as follows:

Name	Email	Comments	Admin Answer
Rashmi	mulpurveerava.rao@hcl.com	Add Category	I Don't Add
Jogi	anagani@gmail.com	Testing	Ok NO Problem
Jogi	anagani@gmail.com	Hi	okk
Jogi	anagani@gmail.com	okkk	

2 Category form

2.1 Enter Categories.

Admins need to add the desired category and list of subcategories.

The screenshot shows the 'Load Category' form in the GeneriQ Admin interface. The form has a dark blue header with the GeneriQ logo and the title 'Load Category'. The form fields include: a required 'Category' text input, an 'Upload Image' section with a 'Choose File' button and the text 'No file chosen', and a required 'Description' text area. Below these fields is an 'Add Sub Categories' section with a 'sub categories' input field and the text 'There are no submissions.' At the bottom of the form are 'Submit' and 'Cancel' buttons.

3. Editor Form

3.1. Manage Question & Answers

Editors need to add Question & Answers for the desired categories and subcategories.

1. Select the category. 2. Select the Sub Categories. 3. Add/Edit/Delete Q & A to the selected Sub Category.

Category
Immigration Services

List Of Sub Categories

Sub category
Express Entry
Family Sponsorship
Provincial Nominees
Self - Employed
Start-up Visa

Selected sub category
Express Entry

Add Question & Answer

Question	Answer
What documents we need	Application process and eligibility, including work experience, education and language skills for each program
How to submit my Express Entry profile	If you want to come to Canada as a skilled immigrant, your first step is to submit your profile to the Express Entry pool.
How to apply for permanent residence if I'm Invited	
How Express Entry works	Application process and eligibility, including work experience, education and language skills for each problem

Add >>

4. Q&A Form

4.1. Enter Question & Answers

Editor by clicking on any of the cards mentioned in the above image (View Button) will display Details of the respective Product.

GeneriQ Q & A

Selected Sub Category
Express Entry

Question

Answer

Description 1

Description 2

desc 3

Submit Cancel

5. FAQ Form

5.1. Displayed All Categories

Used to display all the categories in the grid view. On the left side of the page new topics and categories are displayed.

GeneriQ
Help Center / Categories

How can we help?

Type your Category

Categories

- Immigration Services**
Visit, work, study, immigrate, refugees, permanent residents, apply, check status
- Business and Industry**
Starting a business, permits, copyright, business support, selling to government
- Jobs**
Find a job, training, hiring programs, work permits, Social Insurance Number
- Travel and Tourism**
In US or abroad, advice, advisories, passports, visit Canada, events, attractions
- Health**
Food, nutrition, diseases, vaccines, drugs, product safety and recalls
- National Defense**
Military, transportation and cyber security, securing the border, counter-terrorism
- Immigration**
Visit, work, study, immigrate, refugees, permanent residents, apply, check status
- Business**
Starting a business, permits, copyright, business support, selling to government

Recent Topics

- Covid19
- Tourism
- Industry
- Citizenship
- Jobs Search
- National Security
- Health Care
- Travel

Categories

- Immigration and citizenship
- Business and industry
- Jobs
- Travel and tourism
- Health
- National security
- Immigration

5.2. Displayed All Subcategories.

By clicking on any of the cards mentioned in the above image (Anywhere on the Card) will display Subcategories of the respective Category.

GeneriQ
Help Center / Categories / Sub Categories

How can we help?

Type your Sub Categories

Immigration Services

- Express Entry
- Family Sponsorship
- Provincial Nominees
- Self - Employed
- Start-up Visa
- Health-care workers permanent residence pathway
- Rural and northern Immigration Pilot

Back to home

Need more Help ? [Contact Us](#)

Contact us
About
Services

Website Polle
Terms of Use
Site Map

Address
Address Line 1
Address Line 2

Phone
Email

5.3. Display All Question & Answers (Accordion Style)

By clicking on the any of the card (Anywhere on the Card) will display page willdisplay the Question and Answers for the related Subcategory.

The screenshot shows the GeneriQ help center interface. At the top, there is a dark blue header with the GeneriQ logo. Below the header, a breadcrumb trail reads "Help Center / Categories / Sub Categories / Questions". The main heading is "How can we help?". Below this is a search bar with the placeholder text "Type your Sub Categories" and a magnifying glass icon. The main content area is titled "Express Entry" and contains an accordion-style list of questions. The questions are: "What documents we need", "How to submit my Express Entry profile", "How to apply for permanent residence if I'm invited", "How Express Entry works", "What is the conditional permanent residence", "Can I work in the U.S., while waiting for my green card", and "How long does it take to get a green card". The "How Express Entry works" card is expanded, showing the text: "Application process and eligibility,including work experience,education and language skills for each problem". A "Back to home" link is located at the bottom right of the accordion list.

The screenshot shows the footer area of the GeneriQ help center. It features a dark blue background with a light blue "Contact Us" button on the left. Below the button, there are four columns of links: "Contact us", "About", "Services"; "Website Polic", "Terms of Use", "Site Map"; "Address", "Address Line 1", "Address Line 2"; and "Phone", "Email".

5.4. Display Detailed Article

The detailed Article will be displayed by clicking on the selected question.

The screenshot shows the GeneriQ help center interface displaying a detailed article. At the top, there is a dark blue header with the GeneriQ logo. Below the header, a breadcrumb trail reads "Help Center / Categories / Sub Categories / Questions / Topics". The main heading is "How Express Entry works?". Below this is the article content, which consists of three paragraphs of placeholder text. At the bottom of the article, there is a "Was this article helpful?" question with a thumbs up icon and a speech bubble icon. A "Back to home" link is located at the bottom right of the article content. The footer area is identical to the one shown in the previous screenshot.

6. All in One Search Form

This form enables the user to search Question and Answers with the help of keywords irrespective of Categories and Subcategories.

How can we help?

Express

< Back

How to submit my Express Entry profile

How Express Entry works

Provincial Nominee Programs and Express Entry

How to submit my Express Entry profile

How Express Entry works

Provincial Nominee Programs and Express Entry

7. Contact Us Form

To enter the “Contact us Form “, user need to click on the contact us button in the Footer.

Need more Help ?

Contact Us

Contact us
About
Services

Website Polic
Terms of Use
Site Map

Address
Address Line 1
Address Line 2

Phone
Email

7.1. Sign in.

If User has an account, he can Sign in with his credentials, otherwise by clicking on the Signup here he can create new account.

If the user forgets his password, by clicking on the Forget password, he can recover his password.

1. Please create your permanent login id and password of your choice after the first login.

2. In case you have forgotten the password/login id, use Forgot Password link to get the same through answering few questions.

Your Email

Password

[Sign In](#) [Forgot your password?](#)

Don't have an account? [Sign up here](#)

[Back to home](#)



[Contact us](#)
[About](#)
[Services](#)

[Website Policy](#)
[Terms of Use](#)
[Site Map](#)

[Address](#)
[Address Line 1](#)
[Address Line 2](#)

[Phone](#)
[Email](#)

7.2. Signup

To create new account, user need to Signup by providing his credentials.

1. In case your account is not opened due to repeated use of wrong password, use Sign In with different account.

2. In case you have forgotten the password/login id, use Forgot Password link to get the same through answering few questions.

* Name

▲ This value is required

* Email

▲ This value is required

* Phone Number

▲ This value is required

* Password

▲ This value is required

* Confirm Password

▲ This value is required

[Answer few Question](#)

Already have an account? [Sign in here](#)

[Back to home](#)

Few Security questions are asked before submitting, which are further useful for password recovery.

1. In case your account is not opened due to repeated use of wrong password, use Sign In with different account.

2. In case you have forgotten the password/login id, use Forgot Password link to get the same through answering few questions.

* What is your pet name?

* what is your place of birth?

* what is your favorite place?

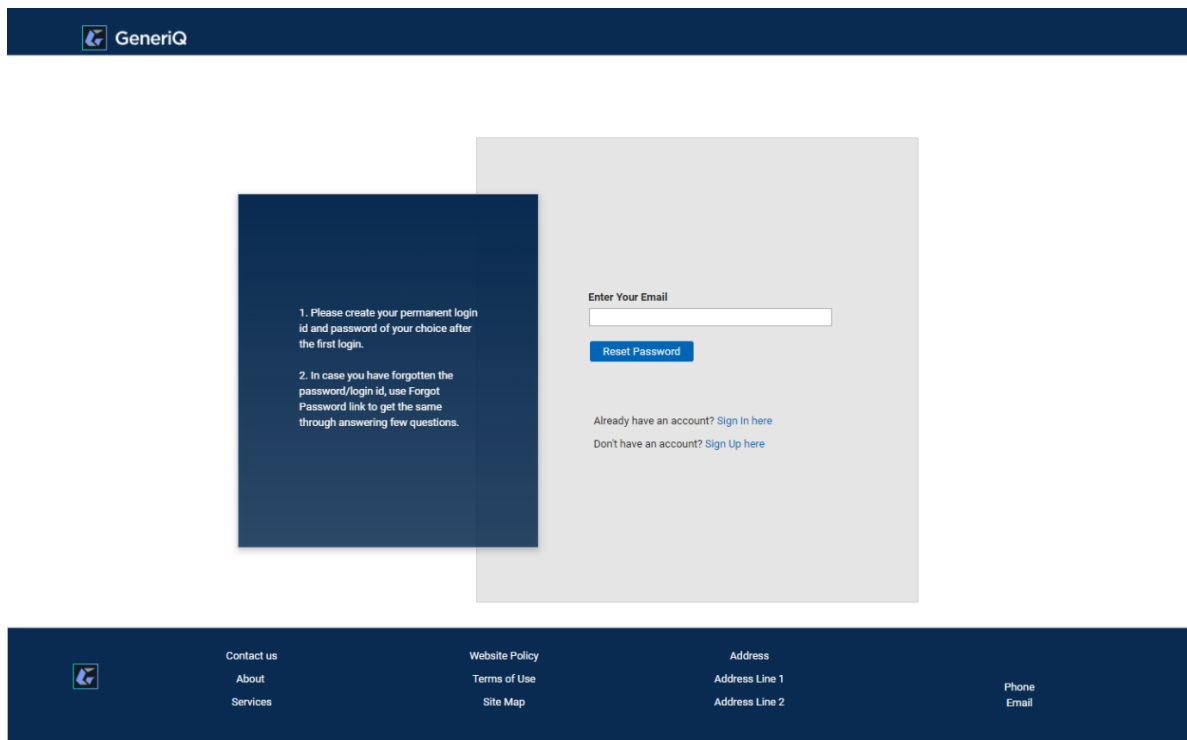
[Sign Up](#) [cancel](#)

Already have an account? [Sign in here](#)

[Back to home](#)

7.3. Forget Password

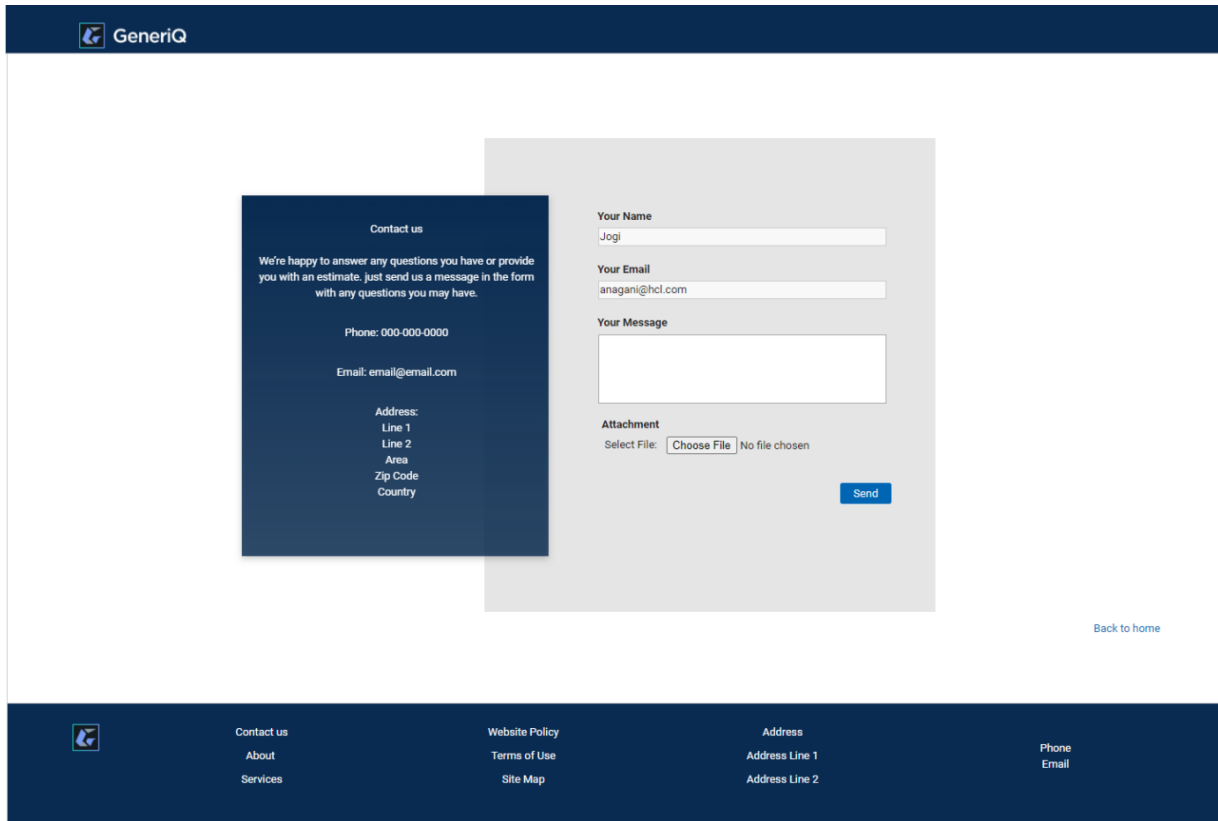
- By clicking on “Forget password” a view will display, asking to enter the email. If the user is already existing then only, he can reset password by answering the security questions, which were gathered at the time of Signup.
- If the security questions are answered correctly then he can successfully reset the password, otherwise a popup will throw asking to enter the correct Answers.
- If the questions are answered correct his sign in credentials will generate automatically in disabled fields, only the password fields can be edited and reset the password.
- If the User enter wrong email which is not existing in the database, he cannot be authenticated and same when he failed to answer the questions.



8. Comments Form

8.1. User Feedback

User can give his feedback only after signing in. He can also add attachments related to the feedback which is optional.



After user submitting the feedback, below page will appear. By clicking on the back to home button, user can redirect to the homepage which is category page.

Thank you for contacting us !
will be in touch soon

[Back to Home](#)

APPLICATION WORKFLOW

Anonymous User Access

Searching for the Question and Answers

- FAQ form is launched by the user (Anonymous user(s)).
- Next, the customer can view all the category details.
- Then, user can select any categories by clicking on the card (Anywhere).
- Next, the user will select the subcategories by clicking on the card (Anywhere).
- Then he can view the relevant question and answer in accordion style.
- User can also view the detailed article if he is not satisfied with the given answer.

Admin Form

Admin Login

- A member under the admin role needs to login to manage the categories and subcategories.
- He can also check the user feedback and reply to them.

Editor Form

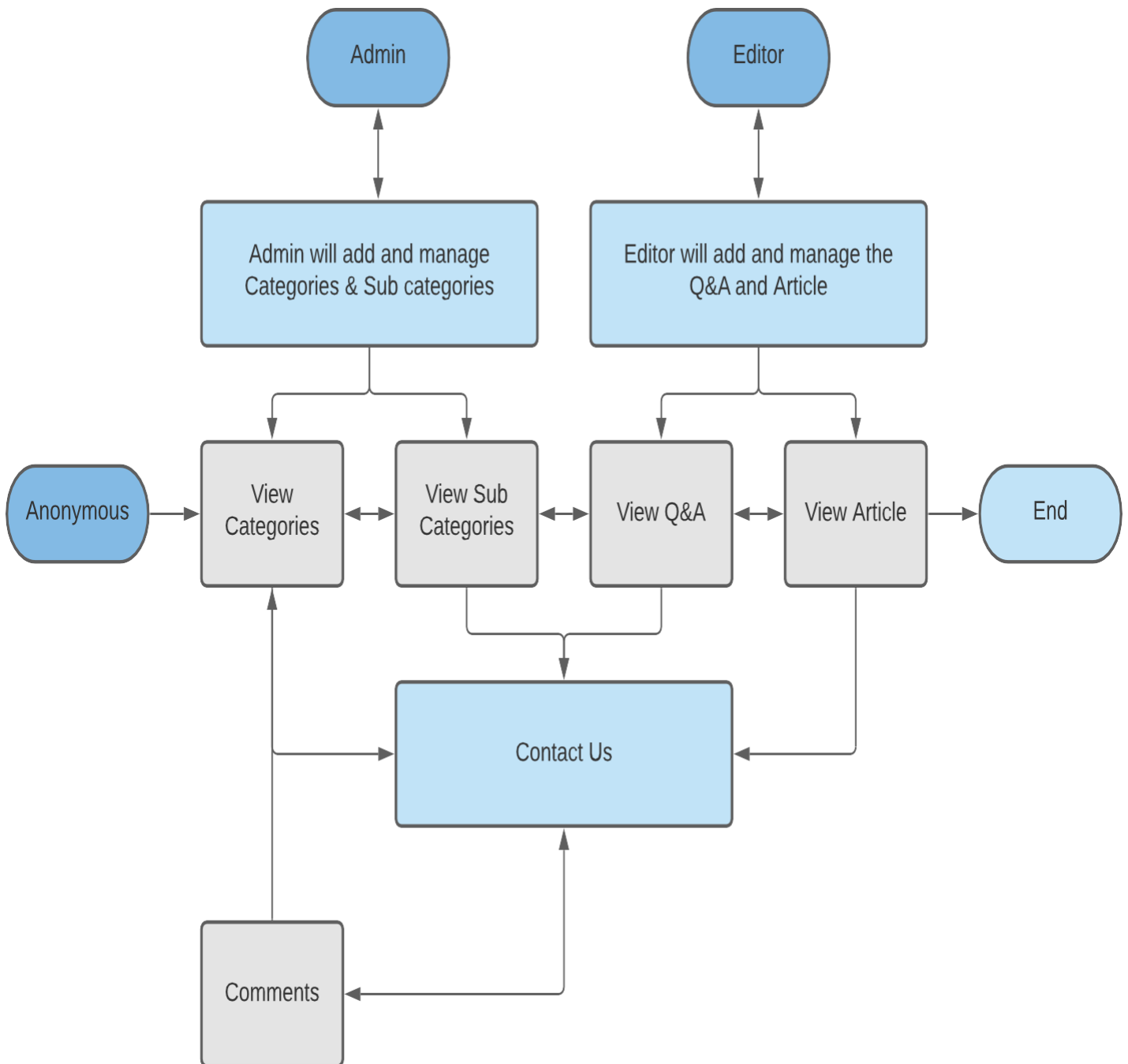
Editor Login

- A member under the Editor role needs to login to manage the question and answers for the related categories and subcategories.

Contact Form

- The user can submit a request or queries by signing in.
- If not, registered ha can sign up. Password can be reset in case he forgets credentials.
- Concerned Department will reply to the Queries.

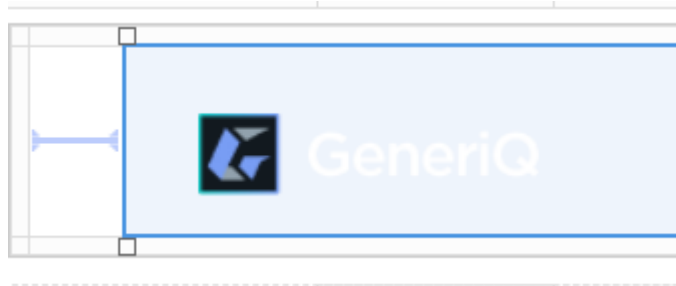
APPLICATION WORKFLOW DIAGRAM



CHANGING THE LOGO

Edit the application and open every page. Follow the steps below to apply the logo of your choice:

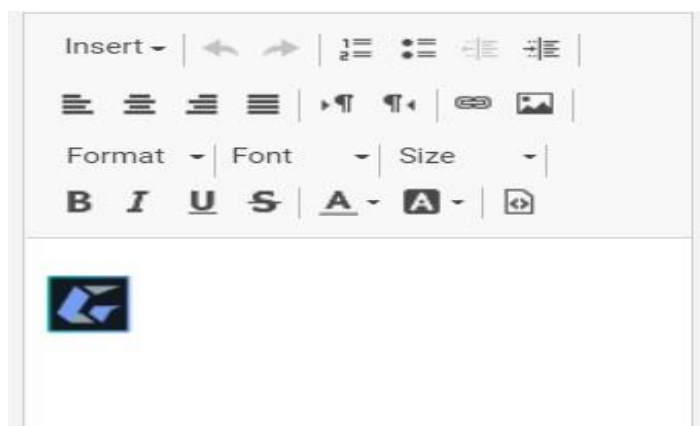
- Go to the top-nav section of the page. The highlighted section in the below image.



- In the top-nav section, click the first textbox with the default company logo as shown in the below image.

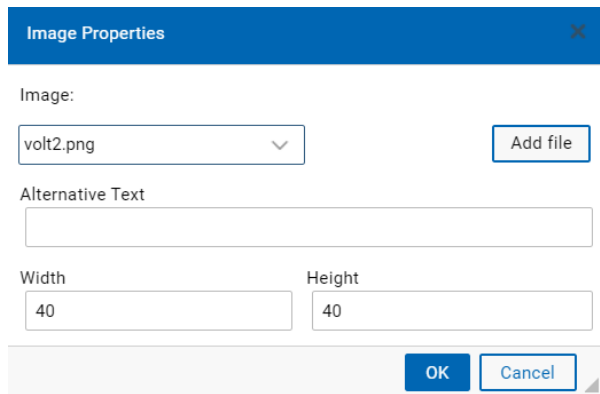


- Upon clicking the text box, a dialogue box will open with the textbox properties as shown below.

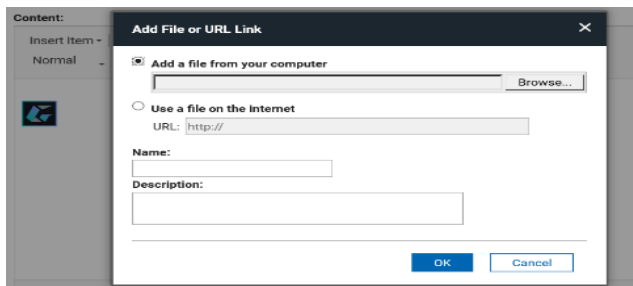


- Remove the existing default logo and add your customized logo in it.

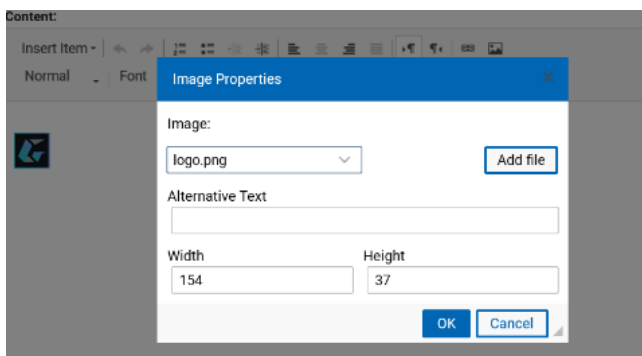
- To add new logo, click on the **image icon** on the top right which contains image properties.



- Select the image from the existing images or add new image from outside the application using the **Add file button**. A dialogue box will be opened as shown below.



- Give the name and description and click on **OK**. Now the image is added to yourvolt application.
- Add the logo with the custom width and height as shown below.



- Click on **APPLY** and **OK** to apply the changes made and to set the new logo.

MODIFYING CSS

You can add your custom stylesheets using the instructions given here
https://help.hltechsw.com/domino_volt/1.0/ex_css_toc.html

1 CSS Sections

- Buttons
 - o Default buttons like Submit, Next, Back and Custom buttons CSS properties are given in this section.
- Sections
 - o The properties of sections in the application can be controlled from here.
- Tabs
 - o Tab CSS properties like tab checked and unchecked.
- Text and Text boxes
 - o The text boxes width, height, padding and the text headings size, font etc. are specified here.
- Table
 - o Table colour, alternative rows colour, column headings etc. are customized here.