



**faqportal plugin**  
version 1.0

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## About

vtiger CRM FAQ module serves as tracking the information or as the knowledge base. You can share this information internally to vtiger users or customers (through customer portal plugin).

What if you would like to share the information to external users who do not have access to customer portal?

faqportal plugin helps to achieve this goal.

## Requirements

- php curl extension needs to be enabled on the server where you install the plugin.
- This plugin is written using [vtwsclib](#), hence your vtiger CRM need to be 5.1.0 or above.

## Installation

Consider your company CRM being hosted on [crm.hostedserver.com](#) and you like to show the FAQ to users at [www.mycompany.com/faq](#)

Here are the few simple steps you need to follow:

- Unzip faqportal-x.y.zip under [www.mycompany.com/faq](#)
- Enable write permissions to folder writeable
  - (chmod -R 777 or to apache process owner)
- Update config.php with required details to connect to your vtiger CRM.

```
<?php
/*****
 * The contents of this file are subject to the vtiger CRM Public License Version 1.1
 * ("License"); You may not use this file except in compliance with the License
 * Copyright (C) vtiger.
 * All Rights Reserved.
 *****/

$__APP_CONFIG = array(

    /* vtiger CRM Login credentials */
    'vtiger' => array(
        'url' => 'http://path.to.vtigercrm'
        , 'username' => 'username'
        , 'accesskey' => 'accesskey_of_user'
    ),

    /* Only FAQ's marked with these Status will be filtered out. */
    'faqstatus' => array( 'Published' ), // Example: array() or array ('StatusType1', 'StatusType2');

    /* Length of FAQ summary that should be limited to in listing */
    'summarylength' => 100,

    /* Number of record to be displayed on the listing */
    'recordsperpage' => 20,

);
?>
```

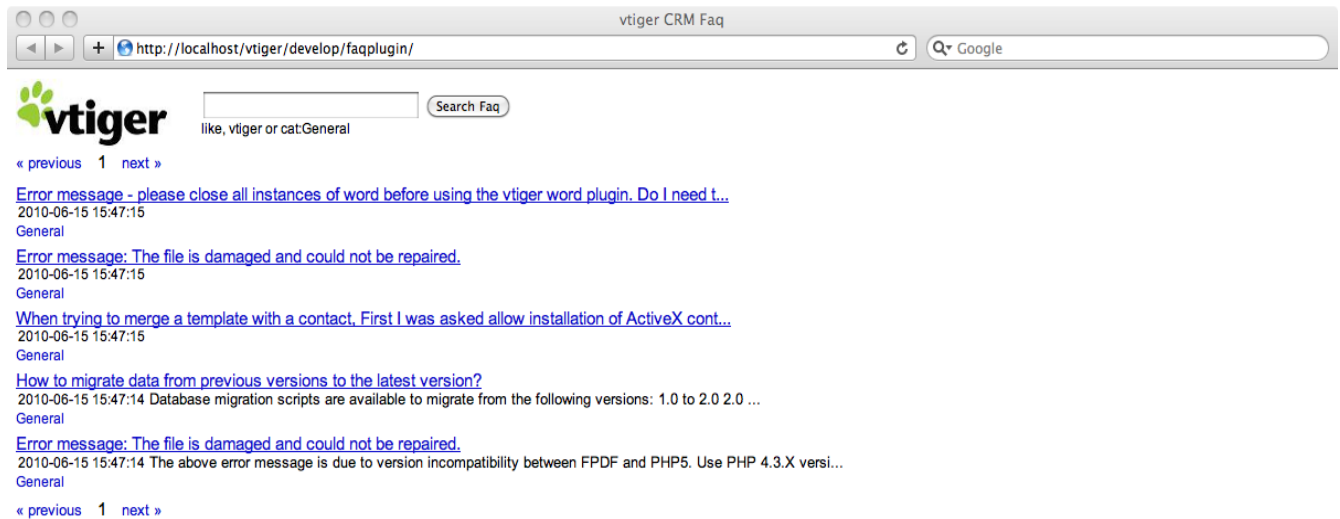
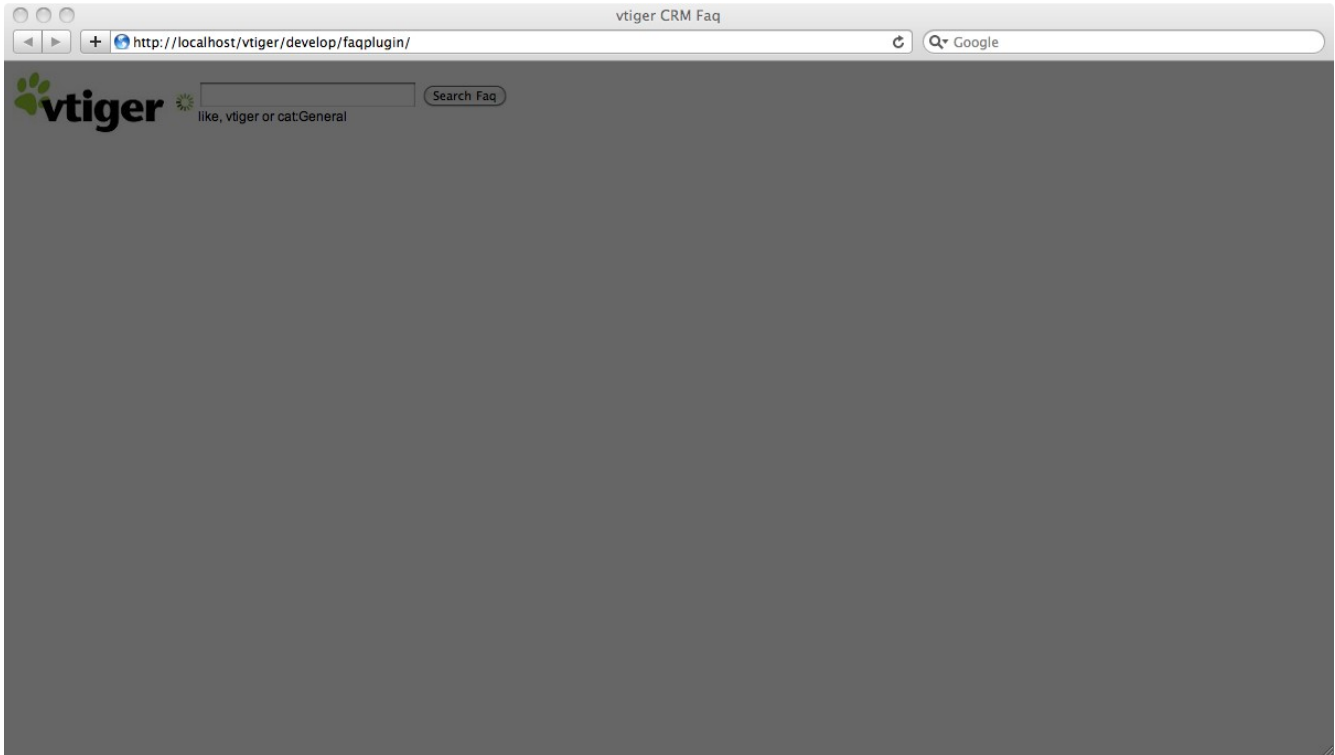
## Configuration

config.php file in faqportal helps you to control the behavior of the application.

Section	Key	Description
vtiger	url	Vtiger CRM to connect, like, <a href="http://crm.hostedserver.com">http://crm.hostedserver.com</a>
	username	Login as vtiger user
	accesskey	Access Key of vtiger user (refer: My Preferences page in vtiger CRM)
faqstatus		List of status value that need to be filtered for display / search. Empty list enables all FAQ records.  <i>Like: array() or array('Published', 'ForPublic')</i>
summarylength		Maximum width of record title/summary to be displayed on listing.
recordsperpage		Number of records to be shown the listing.

## In Action

faqportal loads all filtered FAQ records (based on faqstatus configured) by default



## Search

The plugin support search. Lookup is performed in question, answer field values of the FAQ records. You can perform category based search by using the format, cat:CATEGORY.

## Detail View

On click of the FAQ link on the listing, detail view of the record is shown.



## **Appendix – I**

### **FAQ**

1. The listing of records is not ordered by modifiedtime.

Please refer to: [Webservice API: Query ignores sort order!](#)