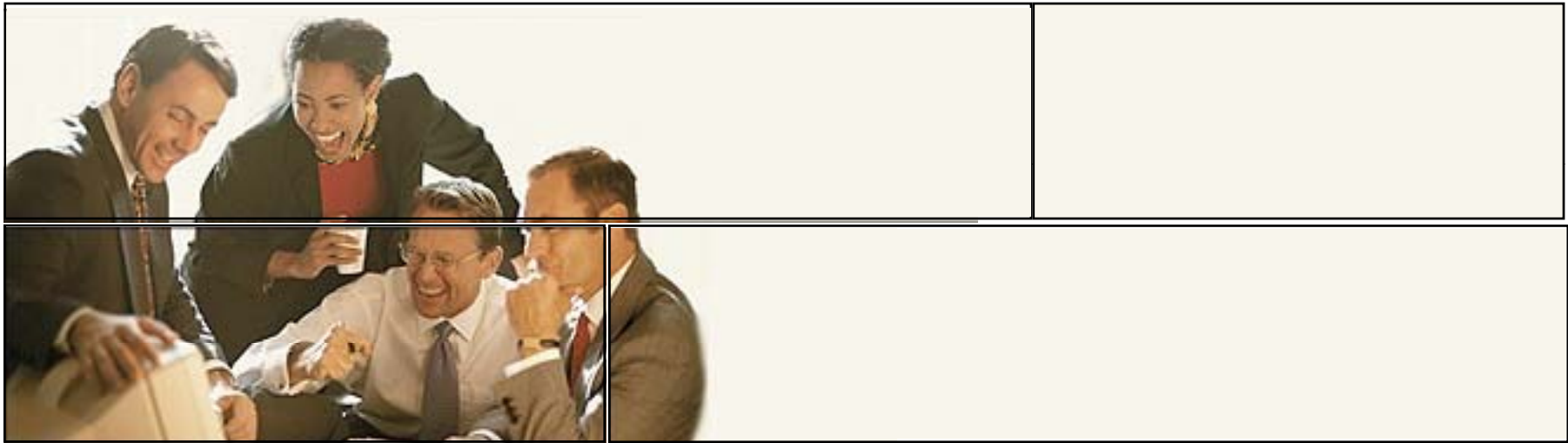




CustomFAQs



Customer Support Software

CustomFAQs Solutions Ltd.

Complete Support Portal

Support Portal



[Admissions](#) [Programs](#) [Campus](#) [Calendar](#) [Helpdesk](#) [Library](#)

Student Support Center



[Find Answers](#)

Browse Frequently Asked Questions
Search for Answers



[Ask a Question](#)

Send a Question
Provide Feedback



[Submit a Request](#)

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Review Your Questions and Requests
Update Your Account
Sign up to Receive Emails



Frequently Asked Questions

Powerful Search

Support Portal








Admissions
Programs
Campus
Calendar
Helpdesk
Library

Student Support Center

Main Category:

Sub Category:

Search for:

Search


Powerful Search

- Exact Phrases
- Synonyms
- Spelling suggestions
- Dynamic Ranking

< 1 2 3 4 5 > | Displaying Page 1 of 5


#	Description	Main Category
1	What does it mean to receive a Letter of refusal? yes you received a letter... Broward Community College offers programs for those students planning ...	ALL ITEMS
2	What type of programs do you offer Broward Community College offers programs for those students planning to transfer to upper-division institutions, for others who plan to pursue and continue careers in this area, and for those seeking...	Courses & Programs
3	Do you offer distance learning courses? Online CoursesBefore registering for online courses the following requirements should be met: You must firs...	Courses & Programs
4	Mature Applicants A "Mature Applicant" is an applicant who satisfies all of the criteria listed below:a) are 21 years of age or over by Dec 31 of the year in which you want to enroll;b) are a Canad...	Undergraduate Admissions
5	What can I do if I received a letter of refusal in round 1 or 2? If a student is refused in round 1, they have an opportunity to be re-evaluated in our 2nd round. They may have to show new marks or choose another pr...	Undergraduate Admissions

Detailed Answers



Support Portal

Admissions Programs Campus Calendar Helpdesk Library

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[<< Back to Search Results](#)




How can I obtain an application for admission to Edqa College?

Answer:

Applications for admission are available through your high school guidance counselor. To obtain an application guide directly from the College, visit the Registrar's Office (H-128) at 900 S. Frontage Rd in Woodridge or call us at (630) 985-1300, ext 201, or email us at www.webqa.net

Attachments

[CF-EdQA-Brochure.pdf](#)

Main Category:
Undergraduate Admissions
Was this helpful?
★ ★ ☆ ☆ ☆
 [Send Feedback](#)
 [E-mail](#)
 [Print](#)

Detailed Answers

- HTML format
- Videos
- Links
- Attachments
- Related Answers

Ask a Question

Support
Portal



Admissions



Programs



Campus



Calendar



Helpdesk



Library



Student Support Center

We want to hear from you!

* Your E-mail Address:

Main Category:

Sub Category:

* Question Detail:

CustomField:


Submit your question

- Assign to staff
- Send attachments
- Add custom fields

Automatic Suggested Answer

Support Portal

[Admissions](#) [Programs](#) [Campus](#) [Calendar](#) [Helpdesk](#) [Library](#)

 **Student Support Center**

We want to hear from you!

Thank you
Please review the list below, your question may already be answered.
If you still need help, please click the "Confirm your Question" button below to send it to our support.

Confirm Your Question

#	Description	Sub Category
1	How can I obtain an application for admission to Edqa College?	Applying
2	Appeal for Admission and Appealing a Decision	Applying
3	Offers of Admission	ALL ITEMS
4	Mature Applicants	Applying
5	Offer of Admission Deferrals	ALL ITEMS
6	Additional Admission Requirements	Applying
7	Ranking Applications	Applying
8	How to Apply	Applying
9	Applying as a Previous High School Applicant	Applying

- Suggests possible matches
- Reduces redundant questions

Create Customer Profile

Support Portal

[Admissions](#) [Programs](#) [Campus](#) [Calendar](#) [Helpdesk](#) [Library](#)

Student Support Center

We want to hear from you!

* **E-mail Address:**

First Name:

Last Name:

Student #:

Client ID:

Programs:

Country:

Submit your question

Capture Customer Profile

- required fields
- email validation
- custom fields
- set password
- create customer account
- pre-populate forms

Confirmation & Tracking

Support Portal

Admissions Programs Campus Calendar Helpdesk Library

 Student Support Center

We want to hear from you!

Reference No:

W000478-061608

Contact E-Mail:

test@customf.com

- Tracking Number
- Send prepared responses
- Personalized answer
- Assign staff

Service Request

Support Portal

Admissions Programs Campus Calendar Helpdesk Library

 Student Support Center

Service Request Type:

IT Request

Description:

Hardware (Workstations, Laptops, Printers, etc), **Software** (Windows, Banner, etc),
Phones (New, Move, Cell, etc),
Accounts (Novell, Email, myOkanagan, etc),
Labs, Audio Visual Equipment, Networks

Contact E-Mail:

jp@customfaqs.com

Submit a Request

- Custom forms
- Account activation
- RMA Request
- Work order

* Summary of Request:

If the work location is different from your office location please give us detailed location information.

* Detailed Request Description

Please be as detailed as possible:

Need it by?:

Important Note:

Tracking Survey

Support Portal

Admissions Programs Campus Calendar Helpdesk Library

 Student Support Center

Helpdesk Issue Tracking

	* Phone or Walk-in	* Customer Type	* Resolution			* Issue Type
	Phone Walk-in Chat	Student Staff	Resolved	Escalated to SR	Escalated to Other	
Helpdesk Issue	<input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	AV Booking <input type="button" value="v"/>

Notes

Additional Modules

Support Portal						
	Admissions	Programs	Campus	Calendar	Helpdesk	Library

Student Support Center



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Update Your Account
Sign up to Receive Emails



Frequently Asked Questions

CSR Administration

Views

- Views
 - Questions
 - All Questions**
 - All Questions Assigned to My Department
 - All Questions Assigned to Me
 - All Questions Created by Me
 - All Open Activities Assigned to Me
 - Admissions Questions
 - Degree Programs
 - Open Questions
 - Answers
 - Requests
 - Payments

[Edit Views](#)

All Questions Go To Preferences Help Logout

[New Question](#) [Search](#) [Respond to Checked](#) [Update Checked](#) [Export](#) [Print](#) [Delete Checked](#)

<input type="checkbox"/>	<u>Reference No</u>	<u>Summary ...</u>	<u>Status</u>	<u>Priority</u>	<u>Assigned ...</u>	<u>Assigned ...</u>	<u>Contact E-...</u>	<u>Update Date</u>	<u>Create Date</u>
<input type="checkbox"/>	W000478-061608	Admission	New	Medium	Site Administrator	Staff2 Staff2	test@custo...	6/16/2008 7...	6/16/2008 7...

Intuitive Interface

- Custom Queues
- Custom Views
- Easy Access to all functions

Search

Create

History

Respond Quickly & Easily

Views

- Views
- Questions
- Answers
- Requests
- Payments

[Edit Views](#)

W000478-061608 - Admission Go To Preferences Help Logout

[Send Response](#) [Search Answers](#) [Attach File](#) [Cancel](#)

Communications

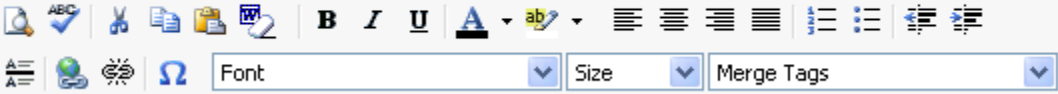
All Customer Staff Notes

Date ▾

On 6/16/2008 7:36:44 PM, test@customf.com wrote:
Admission

Prepared Responses

All Categories ▾ Responses ▾ [Copy Response](#)



Font ▾ Size ▾ Merge Tags ▾

Respond Quickly

- HTML editor
- Add links
- Send Attachements
- Use custom merge tags
- Search Staff Knowledge Base
- Prepared responses
- Easy access to all customer information

Customer Question

Last Name

First Name

Assigned Group
No Group Assigned

Notes

Customer E-mail
test@customf.com

Address

City

State/Province

Zip/Postal Code

Phone

Student #

Client ID

Programs
Accounting

Search

Create

History

Publish New Answers

Views

- Views
- Questions
- Answers
- Requests
- Payments

[Edit Views](#)

Search
Create
History

A000479-061608 - Admission Go To Preferences Help Logout

Details Additional Info Attachments (0) Notes (0) Related (0) History Rating Info

Save Cancel Add Note Copy Forward Print Delete Close

***Summary of Question**

What is the dead line for admission?

Question

What is the dead line for admission?

Answer

The dead line for next term is ...

Status
New

Priority
Medium

Assigned Dept
Site Administrator

Assigned Staff
Staff2 Staff2

Main Category
All Items

Sub Category
All Items

[Other Filters](#)

Visibility
To be approved

Start Date

End Date

Forced To Top

Publish New Answers

- Publish easily
- Add images
- Add attachments
- Publishing process
- Editor profile
- Expiration/Review Date

Intuitive Configuration

The screenshot displays a software configuration interface. On the left, a sidebar titled 'Views' contains a tree view with items: Views, Questions, Answers, Requests, and Payments. Below this sidebar are buttons for 'Search', 'Create', and 'History'. The main content area is titled 'Setup' and contains a tree view with the following items: Setup, Support Home, Service Request, Properties/Locations, Question/Answer (with sub-items: Question Details, Answer Details, Filters, Custom Fields, Status List, Priority List, Visibility List, Activities, Setup - Workflow Rules), Payments, Customers, Custom Fields, E-mail (with sub-items: Configuration, E-mail Templates, E-mail Lists, POP Mailboxes, Mailbox Workflow), and General. On the right, a 'Go To' dropdown menu is open, listing various system components: Home, QuickView, Questions, Answers, Requests, Properties/Locations, Payments, Customers, Reports, Groups, Security, Setup (highlighted), Surveys, QAssist Chat, Ad Manager, Message Center, Event Calendar, Downloads, Tools, and Public Portal. A yellow callout box with the text 'Intuitive Configuration' points to the 'Setup' option in the dropdown menu.

Standard & Custom Reports

Reports

Go To ▼ Preferences ▼ Help Logout





















Questions/Answers

Requests

Scheduled Reports

New Custom Report

All Standard Custom

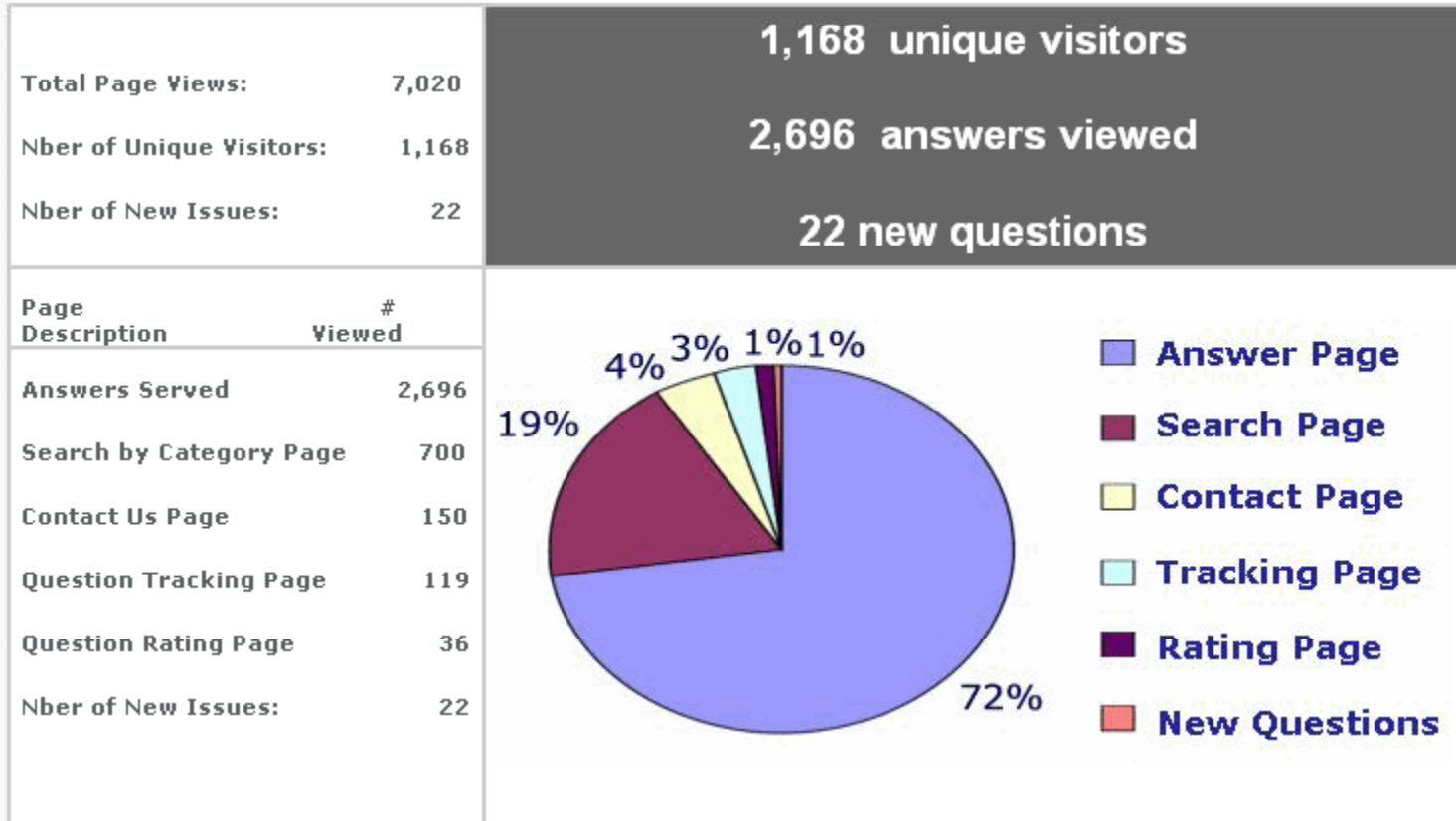
	Name ^	Description	Owner
   	All public FAQ	All public FAQ	System Administrator
	Expired Issue Report	Expired issues over selected range.	System
	Hourly Increment	Lists popular search phrases entered and their corresponding filters in the specified time frame"	System
	Issue Activity By Date	Issue activity over selected range.	System
	Issue Count By Category	Returns a daily count of issues grouped by category	System
	Issue Count by Filter & Custom Field	Count of issues by custom field in the specified time frame	System
	Issue Count by Staff	Returns a daily count of issues grouped by status and staff member	System
	Issue Count by Status	Returns a daily count of issues grouped by status	System
	Issue Staff Status	Summary of issues by Staff and Status.	System
	Issue Summary by CLOSED Date	Issues that were closed in the specified date range.	System
	Issue Summary by Date	Summary of key issue details over a range of dates.	System
	Issue Summary By Date With Group	Issue Summary by Groups for a Create Date range and Status	System
	Keyword Searches	Activity of all searches performed by your customers within a range of days. This helps you see what most concerns your customers.	System
	Percent Issues Answered	Returns a percent of issues answered in time frame	System
	Rating Information	Listing of how issues were rated by users, including feedback.	System
	Staff Performance	Summary of staff activity.	System
	Staffing Issue Thread Report	List staff and departments with number of threads handled and	System

98 % Self-Service



CustomFAQs

online customer service solutions



Improved Productivity

- **Intuitive & Affordable**
 - Web based Customer Service Solution
 - Access to information and answers 24/7
- **Benefits**
 - Satisfaction Clients - Service
 - Lower Support Costs (75% reduction of incoming emails)
 - Gain insight into concerns and interests
- **Full Support Portal**
 - Dynamic Knowledge Base of FAQ's
 - Email/Question/Service Request Capture
 - Surveys, Chat, Calendar, Downloads, Payments, Emailing, etc.
 - Analytics and Reporting

CustomFAQs Solutions

- 300 + customers worldwide
- Customer Satisfaction
- Increased Productivity
- Intuitive & affordable

Info@customfaqs.com

Call 1-877-874 8734