

User Support - FAQ

Summary

The FAQ service enables the management of frequently asked questions of users on the utilization and system and provides functions to search answers easily. The menus are composed of titles and contents of questions, contents of answers, number of inquiry and date of registration. The FAQ service is a mobile common component developed based on HTML5, jQuery and jQM (jQuery mobile). For more details, please refer to mobile operation environment guide at <http://www.egovframe.go.kr/html/egovframework/mbl/mguide/mguide.html>.

For the component related css, the basic EgovMobile.css, egovBoard.css, ussCommon.css are used.

Moreover, the commonly supported jAlert and iPassword is used which is defined in the jsfiles below.

EgovMobile.js
EgovCom.js

Subject of Support

The development and tests of this component was completed on the browsers for the mobile devices. Caution may be taken in developing and applying since the support for PC and mobile browsers may vary.

The subject devices include mobile devices such as GalaxyS2, GalaxyS, GalaxyTab, iPad2 and iPhone4. The mobile browsers used are basic browser for Android, Firefox, Safari, and Opera Mobile was used.

Android

For the test device, GalaxyS, GalaxyS2 and GalaxyTab are used.

For the browser, the Android's basic browsers, Firefox (6.xx) and Opera Mobile were used.

Android OS 2.3 (GengerBread) : Supported the operation of HTML5, CSS3 and the component stably

Android OS 2.1 (Eclair), 2.2 (Froyo) : The realization of UI was not successful due to lack of HTML5, CSS3 resources.

However, for Opera Mobile, there was partial problem in processing colors or events. It was excluded from the subject of support.

iOS

The iPhone4 and iPad2 are used as the test device.

iOS 4.2, 4.3 : Both versions supported the HTML5 and CSS3 relatively successfully.

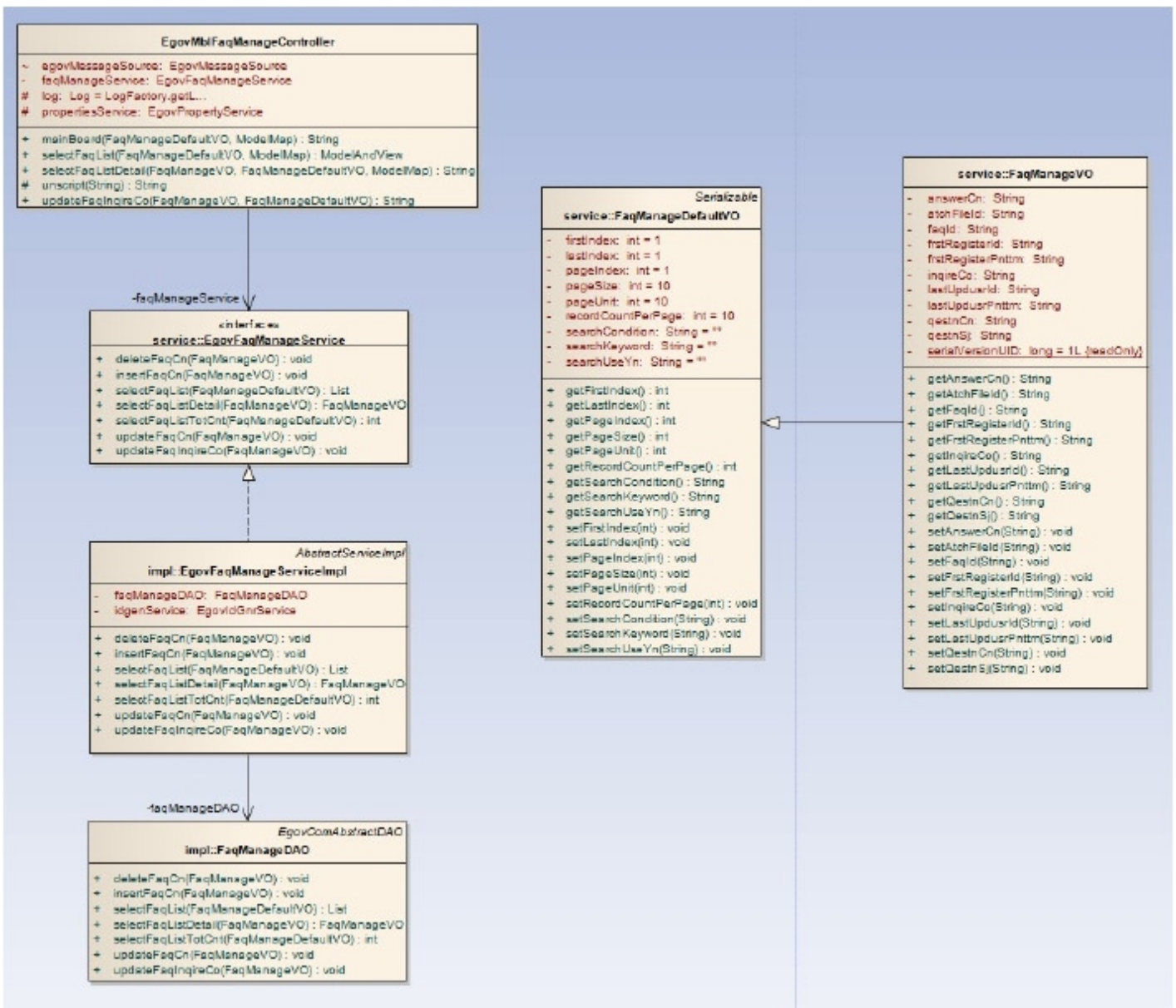
Function Flow



Description

The FAQ function is composed of FAQ list inquiry and detailed inquiry.

Class Diagram



Related sources

Type	Target source names	Notes
C ontroller	egovframework.com.uss.olh.faq.web.EgovFaqManageC ontroller.java egovframework.mbl.com.uss.olh.faq.web.EgovMblFaqManageC ontroller.java	Controller class for FAQ management Mobilecontroller class for FAQ management
Service	egovframework.com.uss.olh.faq.service.EgovFaqManageService.java	Service interface for FAQ management
ServiceImpl	egovframework.com.uss.olh.faq.service.impl.EgovFaqManageServiceImpl.java	Service implementation class for FAQ management
VO	egovframework.com.uss.olh.faq.service.FaqManageVO.java egovframework.com.uss.olh.faq.service.FaqManageDefaultVO.java	VOclass or FAQ management SearchVO classfor FAQ management
DAO	egovframework.com.uss.olh.faq.service.imp.FaqManageDAO.java	Data processing class for FAQ management
JSP	/WEB-INF/jsp/egovframework/com/uss/olh/faq/EgovFaqListInquire.jsp /WEB-INF/jsp/egovframework/com/uss/olh/faq/EgovFaqDetailInquire.jsp /WEB-INF/jsp/egovframework/com/uss/olh/faq/EgovFaqCnRegist.jsp /WEB-INF/jsp/egovframework/com/uss/olh/faq/EgovFaqCnUpdt.jsp /WEB-INF/jsp/egovframework/mbl/com/uss/olh/faq/EgovFaqListInquire.jsp /WEB-INF/jsp/egovframework/mbl/com/uss/olh/faq/EgovFaqDetailInquire.jsp	List inquiry page for FAQ management Detail inquiry page for FAQ management Registration page for FAQ management Modification page for FAQ management Mobile List Inquiry Page for FAQ management Mobile detail inquiry page for FAQ management
Query XML	resources/egovframework/sqlmap/com/uss/olh/faq/EgovFaqManage_SQL.xml	Query XML for FAQ management(inquiry, register, update, delete)
Validator Rule XML	resources/egovframework/validator/validator-rules.xml	XML that defines Validator Rule
Validator XML	resources/egovframework/validator/com/uss/olh/faq/EgovFaqManage_SQL.xml	Validator XML for FAQ management
Message properties	resources/egovframework/message/message-common_ko_KR.properties	Message properties for FAQ management
Idgen XML	resources/egovframework/spring/context-idgen.xml	Id generationIdgen XML for FAQ registration

Related Tables

Table name	Table name (English)	Notes
FAQ	C OMTNFAQINFO	Management for frequently asked questions and answers

Related functions

FAQ List Inquiry

Business Rules

You can retrieve FAQ information composed of question title, registration date and hit count in a list.

Related Codes

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
Inquiry	/uss/olh/faq/FaqListInquireView.mdo	selectFaqList	"FaqManageDAO.selectFaqList"
			"FaqManageDAO.selectFaqListTotCnt"
Click list	/uss/olh/faq/FaqListDetailInquire.mdo	selectFaqListDetail	"FaqManageDAO.selectFaqListDetail"

10 FAQlists are retrieved per page and paging is carried out on one page basis. The search condition is the question title. To change the search range per page,updatepageUnit and pageSize in context-properties.xml file.(This setting has an influence on the entire common service functions.)



Home:moves to Home screen.

Search: in order to retrieve FAQ, select the search conditions in the top, enter a key word and click the Search button.

Click list:click a new title to move to FAQdetail inquiry screen.

FAQDetail Inquiry

Business rules

By clicking a list on the FAQ list inquiry screen, you can move to this screen. It shows detailed information on the FAQ. On the FAQdetail inquiry screen,click the list button to retrieve lists for the FAQ.

Related codes

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
List	/uss/olh/faq/FaqListInquire.mdo	selectFaqList	"FaqManageDAO.selectFaqList"



Back: moves to the FAQlist inquiry screen.
List: moves to the FAQ list inquiry screen.

Settings and Notes

- *The currently distributed mobile common component adopts HTML5 and CSS3 and this means that it doesn't support the standards for mobile web site validity check of MobileOK and W3C. For details on correct validity check, please contact the competent professional institute.
- *Security verification is under progress on the currently distributed mobile component. We plan to complete security verification as soon as possible to release a new security-patched version.

References

- Refer to the FAQmanagement (existing web version): [FAQ management](#)
- Distribution and test: [Mobile Common Component Systemanddistribution package plan](#)