

Adding a Help Centre Topic Group

Last Modified on 29/09/2016 4:16 pm AEST

Quick Steps: Shop > Shop Settings > Help Centre Topic Groups

The Help Centre allows organisations to create a Customer Service area within their Shop that answers frequently asked questions in relation to their online store. Topic Groups are the categories in which the different questions fall under.

1. Within the Management Console, select **Shop** from the top menu, then **Shop Settings** from the left menu.
2. Select **Help Centre Topic Groups** from the expanded left menu.
3. Click **Add** at the top of the page.
4. Give the Topic Group a **Title** and an **Order**.
5. Click **Save** to add the new Topic Group.
6. Go back to the **Listing** and set the **Status** to Online.

Note: Always ensure that the numbers in Order in your topic groups, run numerically from 1 in the order that you wish the different groups to display on your Shop page.

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