FAQ management

Summary

This is configured so that the corresponding reply can easily be searched by separately managing the questions frequently asked by many people when using the system or service.

Description

Package Dependency

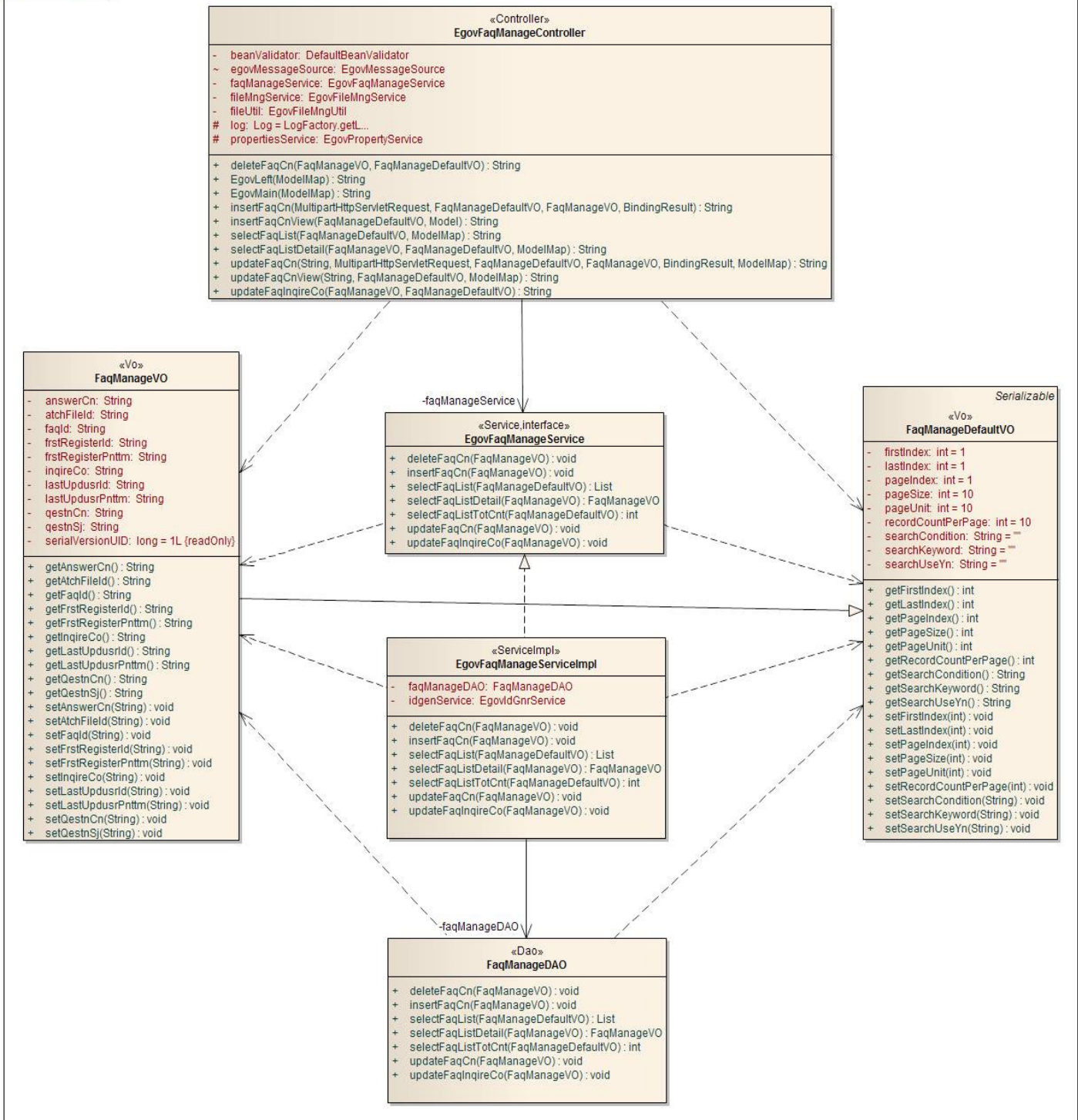FAQ management package has direct functional dependency only for the common (cmm) package of element technology.

- Dependency between packages: <u>User support Package Dependency</u>

Related Sources

Type	Name of Corresponded Source	Remarks
Controller	egovframework.com.uss.olh.faq.web.EgovFaqManageController.java	Controller 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	VO class for FAQ management
VO	egovframework.com.uss.olh.faq.service.FaqManageDefaultVO.java	SearchVO class for 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/EgovFaqListInqire.jsp	List inquiry page for FAQ management
JSP	/WEB-INF/jsp/egovframework/com/uss/olh/faq/EgovFaqDetailInqire.jsp	Detailed inquiry page for FAQ management
JSP	/WEB-INF/jsp/egovframework/com/uss/olh/faq/EgovFaqCnRegist.jsp	Registration page for FAQ management
JSP	/WEB-INF/jsp/egovframework/com/uss/olh/faq/EgovFaqCnUpdt.jsp	Revision page for FAQ management
Query XML	resources/egovframework/sqlmap/com/uss/olh/faq/EgovFaqManage_SQL_Mysql.xml	Query XML for MySQL for FAQ

		management (Inquiry, registration, revision, and deletion)
Query XML	resources/egovframework/sqlmap/com/uss/olh/faq/EgovFaqManage_SQL_Oracle.xml	Query XML for Oracle for FAQ management (Inquiry, registration, revision, and deletion)
Query XML	resources/egovframework/sqlmap/com/uss/olh/faq/EgovFaqManage_SQL_Tibero.xml	Query XML for Tibero for FAQ management (Inquiry, registration, revision, and deletion)
Query XML	resources/egovframework/sqlmap/com/uss/olh/faq/EgovFaqManage_SQL_Altibase.xml	Query XML for Altibase for FAQ management (Inquiry, registration, revision, and deletion)
Validator Rule XML	resources/egovframework/validator/validator-rules.xml	Validator Rule defined XML
Validator XML	resources/egovframework/validator/com/uss/olh/faq/EgovFaqManage.xml	Validator XML for FAQ management
Message properties	resources/egovframework/message/com/message-common_ko_KR.properties	Message properties for FAQ management
Idgen XML	resources/egovframework/spring/context-idgen.xml	Id generation Idgen XML for FAQ registration

Class Diagram

class CDD_FAQ관리

«Controller»
EgovFaqManageController

- beanValidator: DefaultBeanValidator
- ~ egovMessageSource: EgovMessageSource
- faqManageService: EgovFaqManageService
- fileMngService: EgovFileMngService
- fileUtil: EgovFileMngUtil
- # log: Log = LogFactory.getL...
- # propertiesService: EgovPropertyService

- + deleteFaqCn(FaqManageVO, FaqManageDefaultVO) : String
- + EgovLeft(ModelMap) : String
- + EgovMain(ModelMap) : String
- + insertFaqCn(MultipartHttpServletRequest, FaqManageDefaultVO, FaqManageVO, BindingResult) : String
- + insertFaqCnView(FaqManageDefaultVO, Model) : String
- + selectFaqList(FaqManageDefaultVO, ModelMap) : String
- + selectFaqListDetail(FaqManageVO, FaqManageDefaultVO, ModelMap) : String
- + updateFaqCn(String, MultipartHttpServletRequest, FaqManageDefaultVO, FaqManageVO, BindingResult, ModelMap) : String
- + updateFaqCnView(String, FaqManageDefaultVO, ModelMap) : String
- + updateFaqInqireCo(FaqManageVO, FaqManageDefaultVO) : String

«Vo»
FaqManageVO

- answerCn: String
- atchFileId: String
- faqId: String
- frstRegisterId: String
- frstRegisterPnttm: String
- inqireCo: String
- lastUpdusrId: String
- lastUpdusrPnttm: String
- qestnCn: String
- qestnSj: String
- serialVersionUID: long = 1L {readOnly}

- + getAnswerCn() : String
- + getAtchFileId() : String
- + getFaqId() : String
- + getFrstRegisterId() : String
- + getFrstRegisterPnttm() : String
- + getInqireCo() : String
- + getLastUpdusrId() : String
- + getLastUpdusrPnttm() : String
- + getQestnCn() : String
- + getQestnSj() : String
- + setAnswerCn(String) : void
- + setAtchFileId(String) : void
- + setFaqId(String) : void
- + setFrstRegisterId(String) : void
- + setFrstRegisterPnttm(String) : void
- + setInqireCo(String) : void
- + setLastUpdusrId(String) : void
- + setLastUpdusrPnttm(String) : void
- + setQestnCn(String) : void
- + setQestnSj(String) : void

-faqManageService

«Service,interface»
EgovFaqManageService

- + deleteFaqCn(FaqManageVO) : void
- + insertFaqCn(FaqManageVO) : void
- + selectFaqList(FaqManageDefaultVO) : List
- + selectFaqListDetail(FaqManageVO) : FaqManageVO
- + selectFaqListTotCnt(FaqManageDefaultVO) : int
- + updateFaqCn(FaqManageVO) : void
- + updateFaqInqireCo(FaqManageVO) : void

Serializable
«Vo»
FaqManageDefaultVO

- firstIndex: int = 1
- lastIndex: int = 1
- pageIndex: int = 1
- pageSize: int = 10
- pageUnit: int = 10
- recordCountPerPage: int = 10
- searchCondition: String = ""
- searchKeyword: String = ""
- searchUseYn: String = ""

- + getFirstIndex() : int
- + getLastIndex() : int
- + getPageIndex() : int
- + getPageSize() : int
- + getPageUnit() : int
- + getRecordCountPerPage() : int
- + getSearchCondition() : String
- + getSearchKeyword() : String
- + getSearchUseYn() : String
- + setFirstIndex(int) : void
- + setLastIndex(int) : void
- + setPageIndex(int) : void
- + setPageSize(int) : void
- + setPageUnit(int) : void
- + setRecordCountPerPage(int) : void
- + setSearchCondition(String) : void
- + setSearchKeyword(String) : void
- + setSearchUseYn(String) : void

«ServiceImpl»
EgovFaqManageServiceImpl

- faqManageDAO: FaqManageDAO
- idgenService: EgovIdGnrService

- + deleteFaqCn(FaqManageVO) : void
- + insertFaqCn(FaqManageVO) : void
- + selectFaqList(FaqManageDefaultVO) : List
- + selectFaqListDetail(FaqManageVO) : FaqManageVO
- + selectFaqListTotCnt(FaqManageDefaultVO) : int
- + updateFaqCn(FaqManageVO) : void
- + updateFaqInqireCo(FaqManageVO) : void

-faqManageDAO

«Dao»
FaqManageDAO

- + deleteFaqCn(FaqManageVO) : void
- + insertFaqCn(FaqManageVO) : void
- + selectFaqList(FaqManageDefaultVO) : List
- + selectFaqListDetail(FaqManageVO) : FaqManageVO
- + selectFaqListTotCnt(FaqManageDefaultVO) : int
- + updateFaqCn(FaqManageVO) : void
- + updateFaqInqireCo(FaqManageVO) : void

ID Generation

ID Generation related DDL & DML

- In order to utilize the ID Generation Service, **FAQ_ID** item shall be added to COMTECOPSEQ which is the Sequence storage table.

```
CREATE TABLE COMTECOPSEQ ( table_name varchar(16) NOT NULL,
              next_id DECIMAL(30) NOT NULL,
              PRIMARY KEY (table_name));

INSERT INTO COMTECOPSEQ VALUES('FAQ_ID','0');
```

ID Generation Configuration (context-idgen.xml)

```
<bean name="egovFaqManageIdGnrService"
        class="egovframework.rte.fdl.idgnr.impl.EgovTableIdGnrService"
        destroy-method="destroy">
        <property name="dataSource" ref="egov.dataSource" />
        <property name="strategy"    ref="faqManageStrategy" />
        <property name="blockSize"        value="10"/>
        <property name="table"            value="COMTECOPSEQ"/>
        <property name="tableName"        value="FAQ_ID"/>
</bean>

<bean name="faqManageStrategy"
        class="egovframework.rte.fdl.idgnr.impl.strategy.EgovIdGnrStrategyImpl">
        <property name="prefix" value="FAQ_" />
        <property name="cipers" value="16" />
        <property name="fillChar" value="0" />
</bean>
```

Related Table

Name of table	Name of table (English)	Remarks
FAQ information	COMTNFAQINFO	Manage the questions frequently asked when using the service and the replies for them.

Related functions

FAQ management function is largely classified into the functions of **FAQ list inquiry, FAQ detailed inquiry, FAQ contents registration,** and **FAQ contents revision.**

FAQ list Inquiry

Business rule

List inquiry can be performed with inquiry condition, and FAQ can be registered by clicking the registration button and moving to the FAQ registration screen.

Related code

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
List inquiry	/uss/olh/faq/FaqListInqire.do	selectFaqList	"FaqManageDAO.selectFaqList",
			"FaqManageDAO.selectFaqListTotCnt"

FAQ list is inquired with the unit of 10 cases per page, and paging is realized with the unit of 10 pages. Search condition is performed for the name of terminology and name in English.
In the case of changing the search range per page, the pageUnit, pageSize of context-properties.xml file are changed. (However, corresponding setup exerts influence to the overall common service functions.)

Inquiry: In order to inquire FAQ, select the search condition at the top, and click the Inquiry button after inputting the corresponding search character.

Register: In order to register FAQ, move to **group registration** screen through the Register button at the top.

Click the List: It is moved to the **FAQ detailed inquiry** screen.

FAQ detailed inquiry

Business rule

This is the screen which is arrived when clicking the list at FAQ list inquiry, and it displays the detailed information for FAQ.

Related Code

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
Detailed inquiry	/uss/olh/faq/FaqListDetailInqire.do	selectFaqListDetail	"FaqManageDAO.selectFaqListDetail"
Deletion	/uss/olh/faq/FaqCnDelete.do	deleteFaqCn	"FaqManageDAO.deleteFaqCn"

From FAQ detailed inquiry screen, FAQ contents revision, FAQ contents deletion, and FAQ list inquiry can be conducted.

Update: When clicking the Update button, it is moved to the screen where FAQ can be revised.

Delete: When clicking the Delete button, deletion process can be conducted by displaying the message of confirming the state of deletion.

List: It is moved to **FAQ list inquiry** screen.

FAQ contents registration

Business rule

Basic information for FAQ is inputted and saved. The red* mark at the right side of the name of input indicates the item which must be inputted without fail.

Related Code

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
Registration screen	/uss/olh/faq/FaqCnRegistView.do	insertFaqCnView	
Register	/uss/olh/faq/FaqCnRegist.do	insertFaqCn	"FaqManageDAO.insertFaqCn"

Files can be attached by clicking the Indexing when attaching the file. (Maximum 3 files can be attached – Setup can be conducted.)
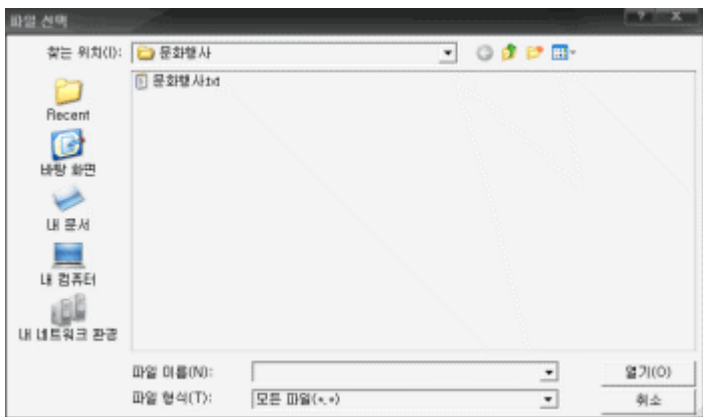
List: It is moved to **FAQ list inquiry** screen.

Save: Inputted FAQ information are saved.

FAQ contents revision

Business rule

Inputted FAQ information is saved. The red* mark at the right side of the name of input indicates the item which must be inputted during the revision.

Related Code

N/A

Screen and execution manual

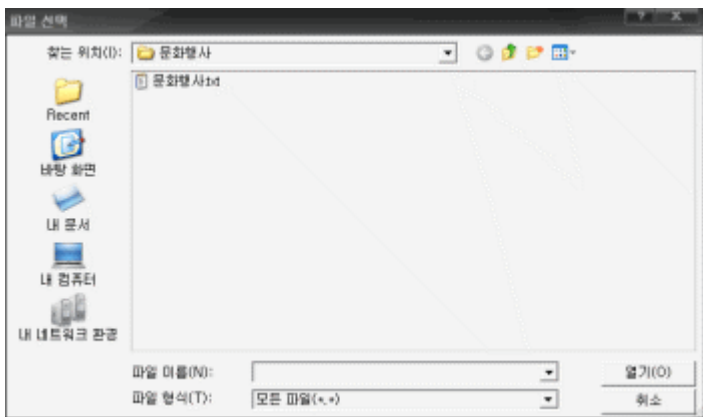| Action	URL	Controller method	QueryID
Revision screen	/uss/olh/faq/FaqCnUpdtView.do	updateFaqCnView	"FaqManageDAO.selectFaqListDetail"
Revision	/uss/olh/faq/FaqCnUpdt.do	updateFaqCn	"FaqManageDAO.updateFaqCn"

File can be attached by clicking the Indexing when attaching the file. (Maximum 3 files can be attached – Setup can be conducted.)

Update: Inputted FAQ information with modification are saved.

List: It is moved to **FAQ list inquiry** screen.