[Q]Server & My[Q]Box
Question Answering System

A web site, marketing email or desktop that presents a My[Q]Box to the user will generate a quantifiable return. As My[Q]Box answers more and more questions for you, your live support staff is used more effectively. My[Q]Box generates a focused set of reports that show you exactly what your customers are asking for. So, what is the cost of the My[Q]Box service? It's just a few pennies per question. See the pricing below.

You don't add any hardware; we have server farms that handle the load for you. We do the administration and maintenance on the multiple load balanced server farms at our facility. You never install any server software, patches or upgrades beyond a standard web browser. My[Q]Box uses the Internet to seamlessly present your information with a look and feel in tune with your own.

The average answer costs between $6 and $40 when handled by live support. Plus, with live support you can never be sure that the quality of your message was preserved. With My[Q]Box, you know that your message will be delivered consistently and accurately.

Plan	Max Questions Per Month	Monthly Fee	Cost Per Question Beyond Max
A	1000	$59.95	25 Cents
B	2500	$129.95	24 Cents
C	5000	$239.95	22 Cents
D	15,000	$679.95	20 Cents
E	50,000	$2189.95	18 Cents
F	100,000	$3995.95	17 Cents
Pricing for higher volume customers is available			

The idea is clear, the more you use it, the cheaper it gets. What does it cost to hire, train and trust live support with your message? Teach My[Q]Box each answer one time, and it delivers your message consistently, time and time again, for only pennies. The prices above are only good for a limited time, lock in now and save even more.
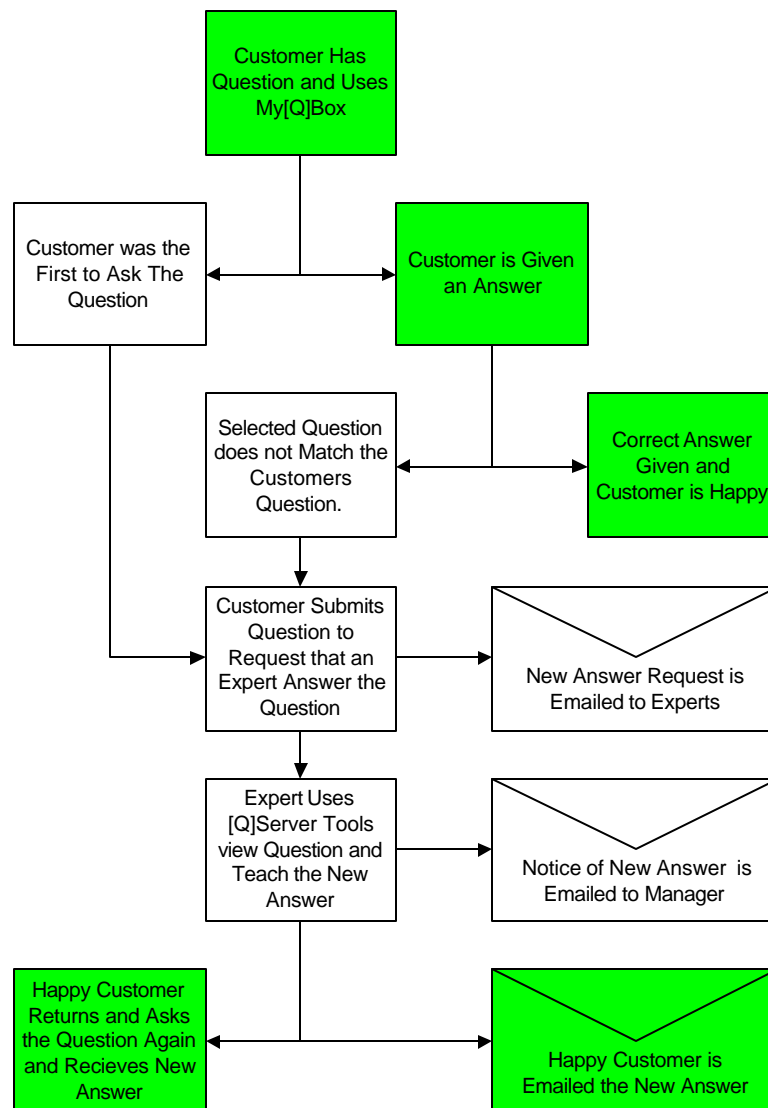
So, if your asking yourself why you don't already have My[Q]Box, then point your browser over to http://myqbox.com and learn more. You can even use the My[Q]Box on the site to ask it questions about itself. See how our tool sells itself. We believe in My[Q]Box, and so will you. Check it out!

Experts are allowed to focus their energies on answering only new questions, while the system answers all of the frequently asked questions automatically. An expert answers a question a single time, and the system answers it every time it is asked in the future automatically.

You can choose how the system responds when customers ask questions for which no answer yet exists. If you wish to offer the best possible customer support and you have the staff available to support it, you should activate the submit option. The submit option allows customers to immediately request that a new answer be taught to the system when a correct answer is not available.
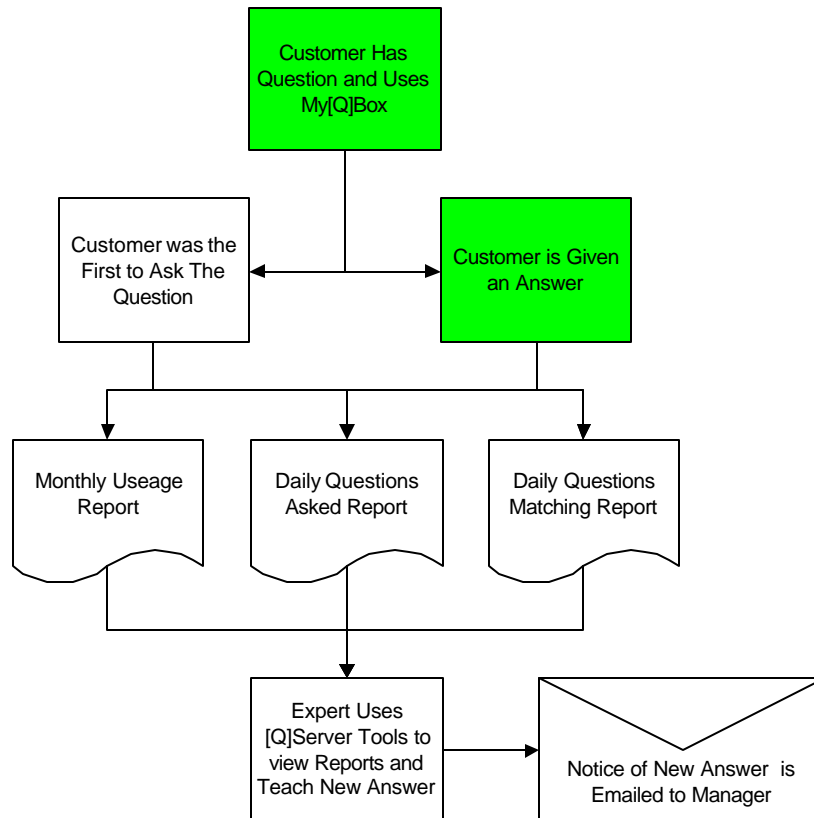
Below is a flowchart showing how the system works when you have the submit option enabled. You may enable and disable the option at any time. This allows you to disable the option if too many questions are being submitted. On the following page, you will see a flowchart showing how the process works when the submit option is disabled.

```
                        ┌─────────────────────┐
                        │   Customer Has      │
                        │ Question and Uses   │
                        │     My[Q]Box        │
                        └─────────────────────┘

┌─────────────────────┐          ┌─────────────────────┐
│  Customer was the   │          │ Customer is Given   │
│  First to Ask The   │◄────────►│    an Answer        │
│     Question        │          └─────────────────────┘
└─────────────────────┘

        ┌─────────────────────┐      ┌─────────────────────┐
        │ Selected Question   │      │  Correct Answer     │
        │ does not Match the  │◄─────│    Given and        │
        │    Customers        │      │ Customer is Happy   │
        │    Question.        │      └─────────────────────┘
        └─────────────────────┘

        ┌─────────────────────┐      ┌─────────────────────┐
        │ Customer Submits    │      │                     │
        │  Question to        │      │ New Answer Request is│
        │ Request that an     │─────►│ Emailed to Experts  │
        │ Expert Answer the   │      │                     │
        │    Question         │      └─────────────────────┘
        └─────────────────────┘

        ┌─────────────────────┐      ┌─────────────────────┐
        │  Expert Uses        │      │                     │
        │  [Q]Server Tools    │      │ Notice of New Answer is│
        │ view Question and   │─────►│ Emailed to Manager  │
        │  Teach the New      │      │                     │
        │     Answer          │      └─────────────────────┘
        └─────────────────────┘

┌─────────────────────┐          ┌─────────────────────┐
│  Happy Customer     │          │                     │
│ Returns and Asks    │          │ Happy Customer is   │
│ the Question Again  │◄────────►│ Emailed the New Answer│
│ and Recieves New    │          │                     │
│     Answer          │          └─────────────────────┘
└─────────────────────┘
```

If you do not have the staff required to respond to every new question asked by your customers, then disable the submit option and use the [Q]Server Tools reporting system to monitor exactly what your customers are asking and how the system is responding to your customers questions.

Below is a flowchart showing how experts can use the reporting system to track customer usage and system responses to add information as resources allow. An example of each of the main report types is also given in this document along with several screen grabs of various other parts of the system.

If you have further questions, visit http://MyQBox.com and use the My[Q]Box there to ask any questions about our system. The site will also allow you to set up a FREE account and test the system for yourself. We know that if you understand what our system can do to enhance your customer support and how it can help you cut costs, then you will want a My[Q]Box on every web page you serve, every marketing email you send and every desktop in your organization.

```
                    ┌─────────────────┐
                    │  Customer Has   │
                    │ Question and Uses│
                    │    My[Q]Box     │
                    └────────┬────────┘
                             │
         ┌───────────────────┼────────────────────┐
         │                                         │
 ┌───────────────┐                        ┌────────────────┐
 │ Customer was the│◄─────────────────────►│ Customer is Given│
 │ First to Ask The│                        │   an Answer    │
 │   Question    │                         └────────────────┘
 └───────┬───────┘
         │
   ┌─────┴──────┬──────────────┬──────────────┐
   │            │              │
┌──────────┐ ┌──────────┐ ┌──────────┐
│ Monthly  │ │  Daily   │ │  Daily   │
│ Useage   │ │ Questions│ │ Questions│
│ Report   │ │  Asked   │ │ Matching │
│          │ │  Report  │ │  Report  │
└────┬─────┘ └────┬─────┘ └────┬─────┘
     └────────────┼────────────┘
                  │
          ┌───────────────┐     ┌────────────────┐
          │ Expert Uses   │     │ Notice of New  │
          │[Q]Server Tools to│──►│  Answer  is    │
          │ view Reports and│    │ Emailed to Manager│
          │Teach New Answer│     └────────────────┘
          └───────────────┘
```

The system gives you a full range of tools to control how the system presents your information, both in content and in presentation. The list of options to control look and feel are quite extensive. You will find images of the look and feel screens included in this document. You will also find the main screens that your experts will use to view, edit or add new answers. Also included is a screen grab of the main [Q]Server Tools main menu. This shows all of the available functions available from the [Q]Server Tools. The [Q]Server Tools are accessed using a standard web browser. A getting started guide and an extensive user manual lead your experts to creating powerful Knowledge Domains that improve your bottom line.

Remember, getting started is FREE. See http://MyQBox.com.

[Q]Server Tools | Change [Q]Base | Log Out

Monthly Usage Report

\MyQBox.com

Report Date: January ∨ 15 ∨ - 15 ∨ 2002 ∨   [Update]

Totals

Questions Asked: 92
Matched Questions: 75
Unique Questions: 14
Unrecognized Questions: 3
Number of Active Users: 18

Questions Submitted: 2
Questions Taught: 12
Number of Active Experts: 1

Top Twenty Five Matched Questions

1. How much does the My[Q]Box service cost? (13)
2. Where can you place My[Q]Box? (12)
3. What is My[Q]Box? (11)
4. Can My[Q]Box help increase sales? (6)
5. Can My[Q]Box benefit me? (5)
6. How many questions can the My[Q]Box service support? (3)
7. Does My[Q]Box support look and feel? (3)
8. Can My[Q]Box help improve support costs? (3)
9. Can My[Q]Box benefit email marketing? (3)
10. What is Situation/Response technology? (2)
11. What happens if users ask questions not in the [Q]Base? (2)
12. How do you add My[Q]Box to email messages? (2)
13. How can My[Q]Box be so powerful and yet so easy to use? (2)
14. What is a [Q]Base? (1)
15. What does My[Q]Box do? (1)
16. How does My[Q]Box work? (1)
17. How do you add My[Q]Box to web sites? (1)
18. How can we share our [Q]Base with every part of our organization? (1)
19. How can My[Q]Box deliver a consistent message? (1)
20. Does My[Q]Box support foreign languages? (1)
21. Does My[Q]Box help users navigate large amounts of information? (1)

Active Experts

1. Karen Reed (12)

Active [Q]Bases

1. \myqbox.com\aboutmyqbox (90)
2. \MyQBox.com\QServerTools (1)
3. \myqbox.com (1)

01-15-2002

Questions Asked: 92
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Unique Questions: 14
Unrecognized Questions: 3
Number of Active Users: 18

Questions Submitted: 2
Questions Taught: 12
Number of Active Experts: 1

Daily Questions Asked Report

\MyQBox.com\AboutMyQBox

Report Date: January ▾ 15 ▾ 2002 ▾

Between: 8 AM ▾ and 11 AM ▾ Central Time   Update

Answered: Can My[Q]Box benefit email marketing?
> Asked 3 times.

Answered: Can My[Q]Box benefit me?
> Asked 5 times.

Answered: Can My[Q]Box help improve support costs?
> Asked 3 times.

Answered: Can My[Q]Box help increase sales?
> Asked 6 times.

Answered: Does My[Q]Box help users navigate large amounts of information?

Answered: Does My[Q]Box support foreign languages?

Answered: Does My[Q]Box support look and feel?
> Asked 3 times.

Unrecognized: Hello.

Answered: How can My[Q]Box be so powerful and yet so easy to use?
> Asked 2 times.

Answered: How can My[Q]Box deliver a consistent message?

Answered: How can we share our [Q]Base with every part of our organization?

Answered: How do you add My[Q]Box to email messages?
> Asked 2 times.

Answered: How does My[Q]Box work?

Answered: How many questions can the My[Q]Box service support?
> Asked 3 times.

Answered: How much does the My[Q]Box service cost?
> Asked 5 times.

Answered: What does My[Q]Box do?

Answered: What happens if users ask questions not in the [Q]Base?

Answered: What is a [Q]Base?

Answered: What is My[Q]Box?

Unique: What is remodeling

Answered: What is Situation/Response technology?
> Asked 2 times.

Answered: Where can you place My[Q]Box?

Total Questions Asked: 55
Total Answered: 53 (96%)
Total Unique: 1 (1%)
Total Unrecognized: 1 (1%)

Daily Question Matching Report

\MyQBox.com\AboutMyQBox

Report Date: [January ▼] [15 ▼] [2002 ▼]

Between: [10 AM ▼] and [11 AM ▼] Central Time   [Update]

User Typed: Can the look and feel be customized?
Final Question: Can the look and feel be customized?
Matched Question: Does My[Q]Box support look and feel?
Match Confidence: 80.141

User Typed: How does Myqbox work?
Final Question: How does My[Q]Box work?
Matched Question: How does My[Q]Box work?
Match Confidence: 99.984

User Typed: What is the maximum number of questions ?
Final Question: What is the maximum number of questions?
Matched Question: How many questions can the My[Q]Box service support?
Match Confidence: 96.198

User Typed: What is the maximum number of questions?
Final Question: What is the maximum number of questions?
Matched Question: How many questions can the My[Q]Box service support?
Match Confidence: 96.198

User Typed: What does My[Q]Box do?
Final Question: What does My[Q]Box do?
Matched Question: What does My[Q]Box do?
Match Confidence: 99.984

User Typed: What is a My[Q]Box?
Final Question: What is a My[Q]Box?
Matched Question: What is My[Q]Box?
Match Confidence: 99.985

[Q]Server Tools	Change [Q]Base	Log Out

[Q]Server Tools

Version 2.0.1
Changes - **Menu**

Expert Screen Name:
Mike Reed
[Q]Base:
...\AboutMyQBox

Teaching

Answer Pending Question	**(16 Pending Questions)**
Answer New Question	Near Matching Lexicon
Ask Question to Test [Q]Base	Exact Matching Lexicon
Text To Speech Phonetics	New [Q]Form

Reports

[Q]Base™ Report	Daily Questions Asked Report
[Q]Form™ Report	Daily Question Matching Report
[Q]Form™ List	Daily Unique Question Report
[Q]Field™ List	Daily Unrecognized Question Report
Question Report	

Miscellaneous

User Manual	Check Spell Checker Results
HTML code for My[Q]Box	Check Thesaurus Results
Report Bug or Request Feature	

Administration

Manage [Q]Base Experts	Create Sub-[Q]Base
Answer Page Look & Feel	Delete Sub-[Q]Base
[Q]Base™ Bindings	

[Q]Server Tools Help

Teaching

Answer Pending Question

When a user submits a question for a better answer, the question is stored as a Pending Question. Use this button to access the list of Pending Questions, to answer or delete the question. If there are bound [Q]Bases, then you can also move the Pending Question to any of the bound [Q]Bases.

Answer New Question

Use this tool to add new answers. This is the primary tool for populating your [Q]Base.

Ask Question to Test [Q]Base

Before you install a My[Q]Box on your site, you can use this tool to ask questions and generate answer pages using the look and feel settings selected.

Text To Speech Phonetics

Use this tool to improve how the Text-To-Speech (TTS) engine speaks your answers. This tool is only required when the Look and Feel settings include speech with answers.

Near Matching Lexicon

The near matching lexicon tool is a case insensitive search and replace tool that allows users to use industry standard acronyms and abbreviations and have them converted to standard terms before being compared to the questions in the [Q]Base.

Exact Matching Lexicon

The exact matching lexicon tool is a **CASE SENSITIVE** search and replace tool that allows users to use industry standard acronyms and abbreviations and have them converted to standard terms before being compared to the questions in the [Q]Base. Most lexicon entries use the Near Lexicon tool, but some special cases are best handled by using the Exact Matching Lexicon.

New [Q]Form

Available only to [Q]Form Engineers.
A [Q]Form Engineer can create a [Q]Form prior to an expert adding a new question to the [Q]Base. [Q]Forms are questions with the most important words in the question being replaced with a [Q]Field.

Domain Administration
Only available to the Domain Administrator in a domain level [Q]Base.

Edit Credit Card Information

Update the credit card information used for payment information used to pay for access to the domain. This tool is only available in the domain level [Q]Base.

Terminate Contract

This tool requests that a domain be terminated on the first day of the following month. Once terminated, no further billing will occur and once terminated on the first of the following month, all information stored in the domain will be inaccessible and may be deleted at any time. This tool is only available in the domain level [Q]Base.

Select Pricing Plan

The lowest monthly cost for operating a domain can be realized by proper selection of a pricing plan.

Reports

Question Report

This tool generates the "All Questions" report showing the primary question related to each answer. You can click on any question in the report to review how the answer will look when the user asks a similar question, and the selected question is chosen as the best matching question. Hidden questions are not shown on this report.

[Q]Base™ Report

View/Copy/Edit/Delete answers stored in the [Q]Base. This is the primary report for reviewing and updating the information stored in a [Q]Base. You can select just the answers you want to display.

[Q]Form™ Report

View, Copy, Edit or Delete primary and secondary [Q]Forms stored in the [Q]Base. This is the primary report for reviewing and updating the [Q]Forms stored in a [Q]Base. Changing a [Q]Form updates all questions that are based on that [Q]Form.

[Q]Form™ List

The full list of available [Q]Forms stored in a [Q]Base is displayed.

[Q]Field™ List

Detailed information about every [Q]Field and its use within a [Q]Base. The first line of each group shows the [Q]Field. Below the [Q]Field is displayed each word or phrase assigned to that [Q]Field, shown in a grey bar. Below each grey bar is every question that uses the [Q]Field and the word in the grey bar.

Daily Questions Asked Report

Displays every question asked during any period of a single day. Questions marked as "Answered" resulted in an answer associated with a question being given. Questions marked as "Unique" resulted in a default answer associated a [Q]Form being given. "Unrecognized" questions resulted in the Master Default Answer being given.

Daily Question Matching Report

Displays every "Answered" question asked during any period of a single day. The "User Typed" entry shows the question exactly as it was typed by the user. The "Final Question" entry shows the augmented version of the question that is used to define the meaning. The "Matched Question" shows the [Q]Base question that was used to answer the question. The "Match Confidence" shows the level of confidence of the match.

Daily Unique Question Report

Displays every "Unique" question asked during any period of a single day. No correct answer could be found to answer these questions. The default answer associated with the best matching [Q]Form was given.

Daily Unrecognized Question Report

Displays every "Unrecognized" question asked during any period of a single day. No correct answer could be found to answer these questions, nor could any [Q]Form be found that matched the question. The master default answer was given as a response.

Monthly Usage Report

Available only in a domain level [Q]Base.
Displays totals for usage for all [Q]Bases within the domain during any period of a single month. Displays the top 25 questions asked, active experts, active [Q]Bases, and daily totals for every day that has activity.

Miscellaneous

User Manual

This tool gives access to the various documents and videos that show how to use the system.

HTML code for My[Q]Box

HTML code that you can copy/paste onto any web page to create a My[Q]Box that will direct questions to this [Q]Base.

Report Bug or Request Feature

If you find a bug in the system, or need a feature added, use this tool to report it.

Check Spell Checker Results

See how the spell checker can aid users in receiving the right answers.

Check Thesaurus Results

See how the Thesaurus can aid users in receiving the right answers and how it can help you teach fewer questions.

Cancel Automatic Teacher Login

Available only if automatic teacher login is enabled. Disables automatic login and logs the expert out of the current session.

Administration
Only available to Administrators.

Manage [Q]Base Experts

Add or remove experts from this [Q]Base. Edit the security settings that control which experts have access to the various tools. Set which experts receive email notices of submitted questions and which receive email notices each time an answer is added or edited.

Answer Page Look & Feel

Control how the answer page looks, how the system selects every answer given. Control every option that controls how the answer pages are selected and displayed.

[Q]Base™ Bindings

Use this tool to bind multiple [Q]Bases together to act as a single large collection of knowledge.

Create Sub-[Q]Base

Create a new [Q]Base one hierarchal level below the current [Q]Base. Proper use of sub-[Q]Bases helps to organize data by subject, expert or any other organizational unit that helps to manage knowledge.

Delete Sub-[Q]Base

Remove an existing [Q]Base that is one hierarchal level below the current [Q]Base. The sub-[Q]Base must not have any sub-[Q]Bases below it in the hierarchy before it can be deleted.

Edit Domain Admin Information

Only available in a domain level [Q]Base.
Update the Domain Administrator information or assume the title of Domain Administrator. The Domain Administrator is responsible for the payment information used to pay for access to the domain. The Domain Admin is the only user that can access the Domain Administration tools. This tool is

[Q]Base Report

\MyQBox.com\AboutMyQBox

Start Date:	January ▾ 1 ▾ 2001 ▾ (Uses Last Update)
End Date:	January ▾ 23 ▾ 2002 ▾ (Uses Last Update)
Teacher:	All Teachers ▾ (Uses Screen Name)
Question to Show:	What is My[Q]Box?
[Q]Form:	

Options: ☐ Show [Q]Forms
☐ Show Secondary Question(s)

Entries Per Page: 10 ▾

Starting Record: 1   (86 Records Available)   [Update]

Entry: 1

Question:
What is My[Q]Box?

Answer: (Voice: Microsoft Mike**)**   [Speak]

The My[Q]Box service empowers your web site, help desk or email to understand natural language questions and to give the exact answers to the questions asked. Customers are informed about your product or service without the need to search through and read page after page of text.

Our service offers you the tools to create your own knowledge base which can be accessed by the My[Q]Box on emails, web sites and help desks.

You can deploy My[Q]Box almost anywhere to play the role of salesman, support person or sage. My[Q]Box is designed to save time, save your knowledge for future use, increase productivity and most importantly, improve your bottom line.

SIGN UP NOW!   [Edit]

[Copy]

Links:
No Links

Current Context:
Any Context

New Context:
Any Context

Bibliography:
No Reference   [Delete]

Record Number: 76   **Teacher:** Mike Reed
Times Shown: 162   **Created:** 11/7/2001 10:16:53 AM
Last Shown: 1/23/2002 11:48:08 AM   **Last Update:** 11/7/2001 10:18:08 AM

Edit Answer

\MyQBox.com\AboutMyQBox

Question: What is My[Q]Box?
[Q]Form: What is [ServiceName]?

Answer:

HTML Helper

> The My[Q]Box service empowers your web site, help desk or email to understand natural language questions and to give the exact answers to the questions asked. Customers are informed about your product or service without the need to search through and read page after page of text.
>
> Our service offers you the tools to create your own knowledge base which can be accessed by the My[Q]Box on emails, web sites and help desks.

Keep your answers short, direct and to the point. Answers longer than a couple of paragraphs should be placed on web pages and referenced as URL("mywebpage")

[Spell✓]

Voice: Microsoft Mike (High Bandwidth) ▾

| No Voice (Low Bandwidth) |
| LH Michael (Medium Bandwidth/No XML) |
| LH Michelle (Medium Bandwidth/No XML) |
| **Microsoft Mike (High Bandwidth)** |
| Microsoft Mary (High Bandwidth) |
| Microsoft Sam (High Bandwidth) |

Text to Show (Links Only)

Links:

[_____] [_____]

[_____] [_____]

[_____] [_____]

[_____] [_____]

[_____] [_____]

Bibliography: [_____]

Context: This question prefers to be asked in the following context:

Any Context ▾

_____

When this answer is given, the context will change to:

Maintain Same Context ▾

[_____] Enter a new context in the text box to override the drop-down selection.

Hidden: ☐ This question should be hidden from view on the "All Questions" report

[Save]

Banner Options

Your banner can be a simple banner, or it can be custom HTML that you supply.
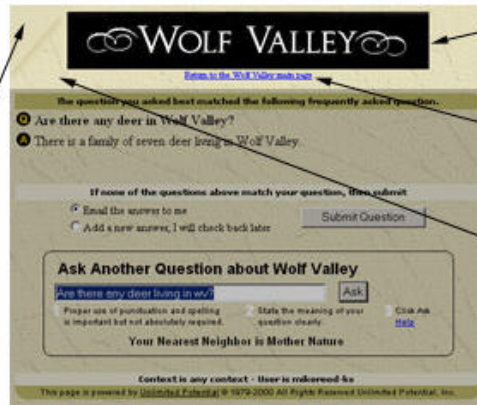
Banner Art
Banner Link
Return Message
Background Art
Background Color

You can set a color for the background, or use an image. If an image name is not given, then only the background color will show. If the user clicks either the banner art or return message, they will be sent to the banner link address. If you choose the Banner Art Banner Style, then you will need to set the Banner Art, Banner Link and Return Message. To specify the Banner Art, enter a the full URL for the image file.

If you choose to use a custom HTML banner (recommended) then you can use any number of custom variables in the HTML which will be replaced with dynamic values when the page is constructed. View the Popup Custom Variables List. The {Q} custom variable is often used as the value for a My[Q]Box that is included in the custom HTML banner.

The Body Tag Add-on will be added inside the HTML body tag for the page to allow JavaScript to be included in the tag. Having the ability to add to the body tag is can be very helpful. The onLoad event is very useful and commonly used to set the focus to a My[Q]Box that is included as part of a custom HTML banner.

Background Color:	#FFFFFF
Background Art:	
Banner Style:	○ Banner Art ◉ Custom HTML
Banner Art:	images/MyQBoxLogo.gif
Banner Link:	http://www.MyQBox.com
Return Message:	Return to the My[Q]Box main page
Body Tag Add-on:	

Custom HTML:

Popup Custom Variables List

NOTE: Your custom HTML will work as a server side include just following the body tag and prior to the top outside bar.
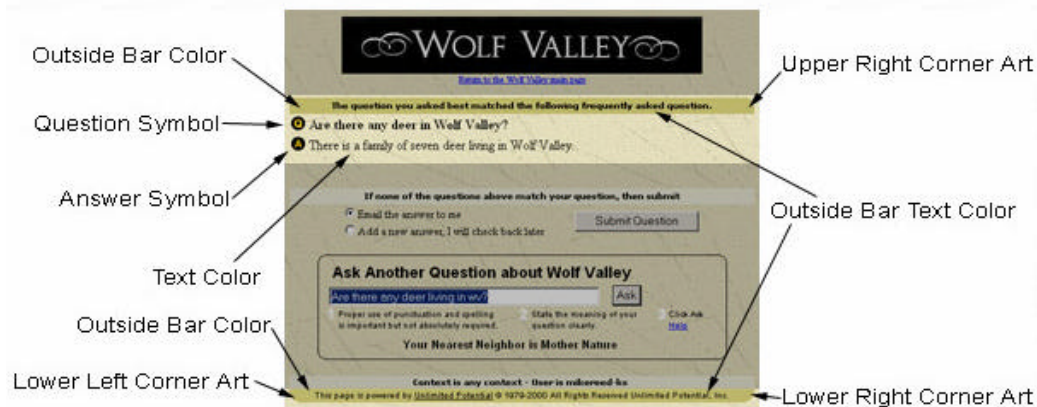
```
<div align="center">
<center>
<table border="0" width="544" cellspacing="0"
cellpadding="0">
  <tr>
    <td width="31"><img border="0"
src="http://myqbox.com/images/spacer.gif" width="10"
height="10"></td>
    <td width="230">
      <applet code="fphover.class" codebase="./"
```
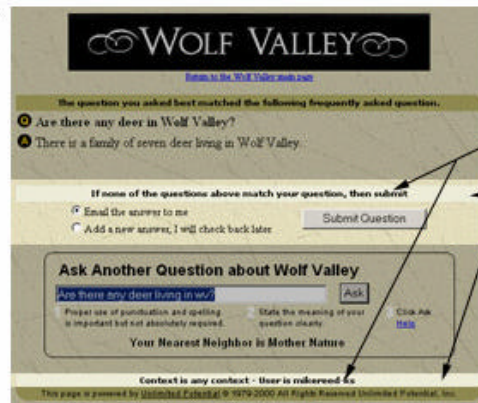
Answer Options

You control the color of the outer bars and the color of the text that they contain. You control the color of the text on the page as well as the Q and A symbols and corner art. It is recommended that you replace the symbols and art elements with images of the same size.

Outside Bar Color:	#D5D9FF
Outside Bar Text Color:	#000000
Text Color:	#000000

Question Symbol:
- ○ images/[Q].gif
- ◉ **[Q]** (white background)
- ○ **Q** (transparent background)
- ○ **Q** (transparent background)

Note: To specify custom art enter a full URL for the image.

Answer Symbol:
- ○ images/[A].gif
- ◉ **[A]** (white background)
- ○ **A** (transparent background)
- ○ **A** (transparent background)

Upper Right Corner Art:
- ○ images/nub2.gif
- ◉ Rounded corner, for white page

Lower Left Corner Art:
- ◉ images/TabLeftEdge.gif
- ○ Rounded corner, for white page

Lower Right Corner Art:
- ◉ images/TabRightEdge.gif
- ○ Rounded corner, for white page

Speech Mode:
- ○ No Speech
- ○ 🔊 shown after the answer. User can click this icon to cause the sound to be loaded into the operating systems media player.
- ○ 🔊 shown after the answer and the speech is automatically spoken and the user can click to cause the speech to load again. Operating system media player is used.
- ○ Embedded media player. User must play the speech manually.
- ◉ Embedded media player. Answer is played automatically.

Speech Position:
- ○ Following Answer
- ◉ Following Links

Submit Options

You can choose to allow users to submit thier questions for a better answer but it is not required.

You can change the options to allow email responses or to allow users to request a telephone call with the answer they seek.

Middle Bar Text Color

Middle Bar Color

You can set the color for the middle bars and the text within those bars. You can also control whether users are allowed to submit questions, if they are allowed to request phone based answers and if questions that are not answered result in an automatic submit.

Middle Bar Color:	#0010A5
Middle Bar Text Color:	#FFFFFF
Allow Submit:	○ Yes ⦿ No
Phone Based Answers:	○ Yes ⦿ No
Auto Submit:	○ Yes ⦿ No

Matching Options

You can control how the system selects answers. Some sites will require that only the very best answer is given or no answer is given at all. Some sites will be better served by always presenting the user with some type of answer, even if the answer is loosely similar to the meaning of the users question.

If you choose to never give default answers and you do not allow the user to submit, then the Master Default Answer will be given when no other answer is available. This answer will also be given if submit is not allowed and the users question is rated as an irregular question.

Confidence Threshold:	35 % (Can be overridden by using CT in My[Q]Box settings)
Answer Selection:	☑ Never give default answers
	○ Greatest effort to give correct answer
	⦿ Accept some near matching
	○ Accept all near matching
	○ Loose matching
Master Default Answer:	I do not know.

My[Q]Box Options

You control where the My[Q]Box is positioned on the page as well as many design elements and messages. It is recommended that you do not include the built in My[Q]Box on an answer page, but instead use a custom banner that includes a My[Q]Box in the same format as it is offered on your web site.

If you do not include an automatically generated My[Q]Box on the answer page, then the rest of the settings in this section do not need to be adjusted.

My[Q]Box Position:	⦿ Do not include My[Q]Box (Recommended) ○ Below Banner ○ Below Submit Section
Slogan Message:	
Ask Message:	
Text Color:	
Border Color:	
Background Color:	○ Transparent ○ #000000
Upper Left Corner Art: **Note:** To specify custom art enter a full URL for the image.	○ Rounded corner, for white page ○ Rounded corner with black outline, for white page ○
Upper Right Corner Art:	○ Rounded corner, for white page ○ Rounded corner with black outline, for white page ○
Lower Right Corner Art:	○ Rounded corner, for white page ○ Rounded corner with black outline, for white page ○
Lower Left Corner Art:	○ Rounded corner, for white page ○ Rounded corner with black outline, for white page ○
1 Art:	○ White ○ Black ○
2 Art:	○ White ○ Black ○
3 Art:	○ White ○ Black ○