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## Frequently Asked Questions (FAQ)

**Question 1: What is CPF (Common Proficiency Test)?**

**Answer:** CPF stands for Common Proficiency Test and is a type of work authorization which enables individuals to engage in self-employment as an individual and/or as a registered business.

**Question 2: What is the purpose of the CPF?**

**Answer:** Students are required to have a CPF in order to be employed by a business in a Corp. Students may seek CPF work authorization to engage in a co-op during the academic year and in the summer.

**Question 3: How much does it cost to apply for CPF?**

**Answer:** However, students should expect to remain enrolled as a full moment Candidate while on CPF.

**Question 3: What official procedure do I need to apply for the CPF?**

**Answer:** You need to seek agreement from the Career Services Office for a co-op advantage status as well as obtain your parent's consent.

Lab Template - Blue Theme - Comparison Design - Word

Lab Information

Lab Objectives

Lab Materials

Lab Procedures

Lab Data

Lab Conclusions

Lab Number

Lab Title

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Lab Objectives

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Lab Procedures

Lab Data

Lab Conclusions

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section of this post. But, if you can't wait until then, here's a jump link so you can skip on down. 5. Publish the FAQ page on your website. Once your FAQ page is ready, it's time to publish it to your website. Most companies will provide a link to your website's main navigation bar, so no matter where they are on the site, visitors can go directly to the page if they need help. If you have a knowledge base, then you may want to add the FAQ page as a section of this resource. In this case, make sure your FAQ page is extremely searchable and includes plenty of keywords that will make it easily accessible to customers searching your website. 6. Monitor the FAQ page's performance. With your page up and running, customers should be more successful in finding solutions to common problems. To find out if that's the case, you'll need to revisit the customer data that you used to create your FAQ page in the first place. Go back to the categories that you used to segment your support cases. Are there any differences between now and before? Are the same problems affecting your customer base? Or, are you noticing case volume for your most common problems decreasing? If you're seeing this type of positive change, then you know your FAQ page is effective. 7. Update content and add more solutions over time. As your business grows, you should update your FAQ page to include any new questions that become popular over time. For example, if you release a new product or service you'll need to update your FAQ page so that it includes troubleshooting tips for this offer as well. This shows that you take customer success seriously and that you're rolling out new products and services that your team knows how to support. Designing an FAQ page may seem like a piece of cake, but it's easy to get carried away with your design and over-complicate the page. When developing your FAQ page, use the following tips to ensure your design is optimal for your customers. FAQ Page Design When you create an FAQ page, there are some key items and practices that you should maintain for the best customer experience. Let's dive into each and look at a fantastic FAQ page like the Nintendo Switch has provided for better reference. 1. Write clear and concise pages. In terms of FAQ pages, "the more the merrier" is actually a fallacy. Too much text can end up being too confusing, causing readers to have to search for the answer they need. Rather than writing long and eloquent paragraphs, it's best to be straightforward and brief when providing answers. 2. Regularly update each page. Every FAQ page you have must be accurate. As your organization faces product launches and updates, your FAQ pages should reflect these changes as well. This means your team needs to consistently review each page and revise it after launching new features. 3. Include a search bar. While it's helpful to list out all FAQ questions on a single page or link to them from a landing page, this dense format can end up being tedious for many customers. Often, customers come to a FAQ page with a single question in mind and are forced to scroll through tens or hundreds of other questions to find theirs. If they have access to a search bar, they can easily search their question or related keywords to save time. 4. Organize questions by category. What can also be tedious is listing all the questions in random order. This is especially frustrating for customers who have several related questions regarding a single topic. Thus, it's helpful if you divide up questions into overarching topics, such as products, security, and billing. 5. Link top questions. It's good to have categories laid out on the landing page of your FAQ section. However, there are likely some questions that are more popular than others. To save customers even more time, these top questions should have their own section and a link to their answer at the top of your FAQ page. That way you can maintain your categorical organization while making your most commonly asked questions more accessible. 6. Stick to the basics. You might want to lighten up your FAQ pages with fun colors, themes, or humor. These can be effective based on your organization and its branding, but customers aren't on your FAQ pages to be entertained. It's typically best to stick to a basic format and simple design that can be quickly accessed and easily read. These tips can offer you structure when crafting your own FAQ page. For more guidance in your design process, check out the following companies who created successful FAQ pages. FAQ Page Examples 1. Zappos Zappos saves visitors a lot of time with its simple and easy-to-read FAQ page. Questions are separated into larger categories that make for simple searches. While there's no search bar, the ease of viewing all questions on a single page makes for an equally accessible experience. Image Source 2. Dropbox Dropbox checks all the boxes with its thorough, but uncomplicated FAQ page. The page has a clear, bold search box that encourages visitors to utilize the tool over scrolling for their question. The top of the page has links to its featured FAQ pages — likely the most popular or newest ones. Below are many topics with short descriptions to help readers access answers quickly. Image Source 3. Bank of America Bank of America's FAQ page is excellent. First, before accessing the page, it allows you to select your state of residence. Then, you have several options to search on the FAQ page. You can scroll through topics and select the one that best fits your question or you can search your question in the search bar. And there are links on the right side that help you perform some important actions like reporting fraudulent activity. Image Source 4. Etsy Etsy succeeds in having an FAQ page that's informative, straightforward, and aesthetically pleasing. What's great about it is that the popular articles are listed with their overarching topic name. When you click on the article, you can access other articles within that topic on the left-hand column. Below are many more topics divided between two easy-to-grasp parent categories. Image Source 5. Adobe Creative Cloud Adobe Creative Cloud has an FAQ page with a search bar at the top and a disclaimer that the content applies to the 2018 version of Creative Cloud. The best part is that you never have to link away from the original page. Every topic is linked at the top within larger sections. If you scroll down, you can read each question within each topic and click on the arrow to read the answer. Image Source 6. McDonald's UK The McDonald's UK FAQ page is aesthetically pleasing, and even includes pictures of customers enjoying the product. As you scroll down you see several options for finding answers to questions. You can search your question, filter responses by one or more topics, or simply scroll down through all the 967 questions listed on the page (which may be a bit time-consuming but, hey, your choice). Image Source 7. WhatsApp WhatsApp's FAQ page has a soothing, green color scheme that aligns well with its branding. Beyond that, there are no frills on this simple FAQ page. There's a clear search bar that allows you to type in keywords. Below are the broad product categories, along with links to three popular questions or topics. You can view all questions within a category by clicking the appropriate link. Image Source 8. Wikipedia Wikipedia has an FAQ index that's formatted very similarly to its articles. You can search through all the FAQs at the top or view overarching topics within the categories of "General" and "Specific." Each topic brings you to a separate page that lists all the questions and their answers. Image Source 9. Shopify Shopify's FAQ page is an example of one FAQ page that doesn't necessarily require a search bar. Since there isn't a surplus of questions — just 14 in total — visitors may not need to search their question at all. You can click one of the four topics on the left-hand side or scroll down to view all questions and answers on the same page. Image Source 10. Microsoft Microsoft has a FAQ page that might surprise you with how minimalist it is. The landing page simply features headers like "Windows" and "Office" with plus signs beside them. Once you click the drop-down menu, it reveals a list of questions related to the topic. This is another example of an FAQ page that may not require a search bar. Since there are only 26 questions in total, Microsoft can just list the questions and answers for each category. Image Source 11. souk + SEPIA The souk + SEPIA FAQ page features a directory to divide the categories of questions customers may have for its fashion marketplace. It's commendable that the company has an entire category dedicated to addressing the concerns of shipping delays from the pandemic this past year — these are details that customers can build trust in before they make a purchase. Image Source 12. The Honey Pot The Honey Pot's FAQ page is short and sweet, you can search for topics or click on the section you need clarification in the top and center of the page — easy. Now the real value-add of this FAQ page is that there's a "Recent activity" section where articles are added upon enough customer request. This company sells sustainable and toxin-free menstrual products, and in this section the brand shares its scientific research and ingredients in detail for the conscious consumer. Image Source Make Your FAQ Page Answer the Questions An FAQ page is a resource that can save your employees time, and provide customers with the information they need. We hope you use this list to build your own FAQ page that's sure to bring your customers exactly what they're looking for. Editor's note: This post was originally published in [Month Year] and has been updated for comprehensiveness.

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