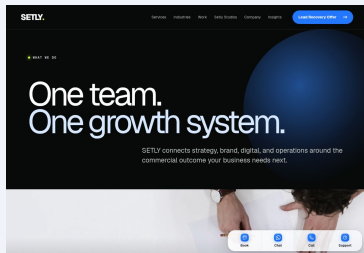


Build an approved FAQ library

Prepare reliable answers before adding a chatbot.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Collect actual customer questions and group similar ones.
- 2 Write concise answers using approved business information.
- 3 Add the information owner and review date to every answer.
- 4 Specify a fallback when the answer is missing or uncertain.

EXAMPLE - ILLUSTRATIVE

Opening hours come from an approved schedule, not an old social post.

CHECK YOUR RESULT

Does each answer have an identifiable source and owner?

Build an approved FAQ library

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Question:

Approved answer:

Source:

Owner:

Review date:

Fallback:

DONE WHEN

Does each answer have an identifiable source and owner?

FURTHER READING

[HighLevel Support](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.