Everything you need to quickly set up VectorFAQ

From a new account to answering customer questions on your own website. Most customers finish in an afternoon — many in under an hour.

Have these handy before you start: the questions customers already ask you (your current FAQ page, if you have one), the address of your website, and the email address or phone number where a customer should reach you when the answer box can't help.

1 Create your account

Go to **vectorfaq.com** and start free — no credit card. Your workspace is created automatically, and every new account begins with 14 days of every paid feature.

2 Create your endpoint

An endpoint is one knowledge set with its own public address — most businesses need exactly one. Give it a name (the endpoint path is generated from it), and you're ready to add content.

3 Add your knowledge

Everything the endpoint answers from lives in the Knowledge Base tab. Four ways to fill it, in any combination:

- **Q&A pairs** — type them in, or import a CSV / Excel file with question and answer columns (up to 500 rows at once). Approved answers are served word-for-word, so they're always your exact language.
- **Web pages** — paste a page's URL, or scrape a whole site and keep its pages grouped. Great for existing FAQ and policy pages.
- **Files** — upload PDFs and other documents you already have.
- **Documents** — write knowledge directly in the portal for anything that lives nowhere else.

> **Start small:** even five good Q&A pairs make a useful endpoint. Star your best ones as "common questions" to display them up front.

4 Set the guardrails

Exclusions are topics the answer box must never handle (legal advice, pricing negotiations — your call); excluded questions are politely declined. **Escalations** are where customers go when there's no good answer: your email, a phone number, or a link. Nobody ever hits a dead end — and the box never invents an answer it doesn't have.

5 Test it like a customer

Use **Test this endpoint** (right next to your endpoint's name in the portal) and ask questions the way a real customer would — including ones your Q&A doesn't cover, so you can see the escalation path work. Ask with different wording than your written answers: matching is by meaning, not keywords.

6 Make it match your brand

In Connection Setup, **Brand match** reads your website and proposes colors and fonts automatically (a paid-plan feature, included in your trial) — or set them by hand. Toggle the common-questions list on if you want your starred Q&A shown before anyone types.

7 Connect it to your site

Pick whichever fits how your site is built — they can be mixed freely:

Floating answer box
A button that opens the answer box on every page. Copy the ready-made snippet from your Connection Setup page and paste it into your site — that's the whole job.

Embedded form
The same copy-and-paste snippet, shown instead as a question form right where you place it on the page.

Hosted page
A ready-made question page at your endpoint's own link — share it, link it, or frame it. No code at all.

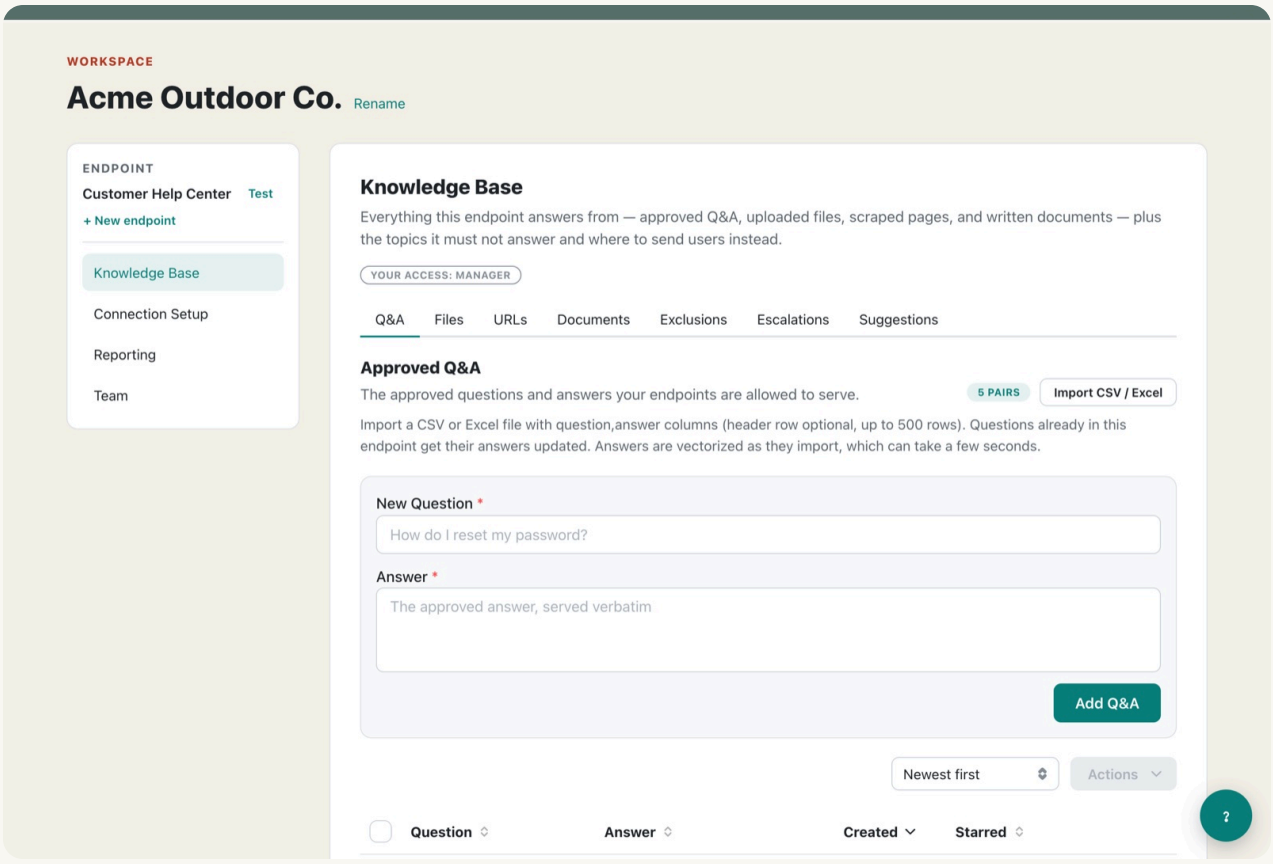
Whichever you choose, the Connection Setup page hands you exactly what to paste or share — and if you use a web designer, it's a ten-second task to send along.

8 Let it get better every week

Reporting shows what customers actually ask and how it was answered. Questions that go unanswered more than once appear in **Suggestions** — approve one and it becomes a served answer. You can also have VectorFAQ draft candidate Q&A from your own pages and documents; nothing goes live until you approve it. Check in for VectorFAQ suggestions once in a while — that's the whole maintenance routine.

THE VECTORFAQ SETUP CONSOLE

Everything in this guide happens in one place: your knowledge and guardrails on the left tabs, testing one click from your endpoint's name, connection and reporting in the sidebar.



The Knowledge Base view: the Add Q&A form, CSV import, and tabs for files, pages, documents, exclusions, and escalations.

Stuck on anything? Ask the answer box on our own FAQ page — **vectorfaq.com/faq** runs on VectorFAQ, the same product you just set up. Or email **support@vectorfaq.com** and a human will help.