KNOWLEDGE BASE ARTICLE

Questions and Answers. Solution Overview



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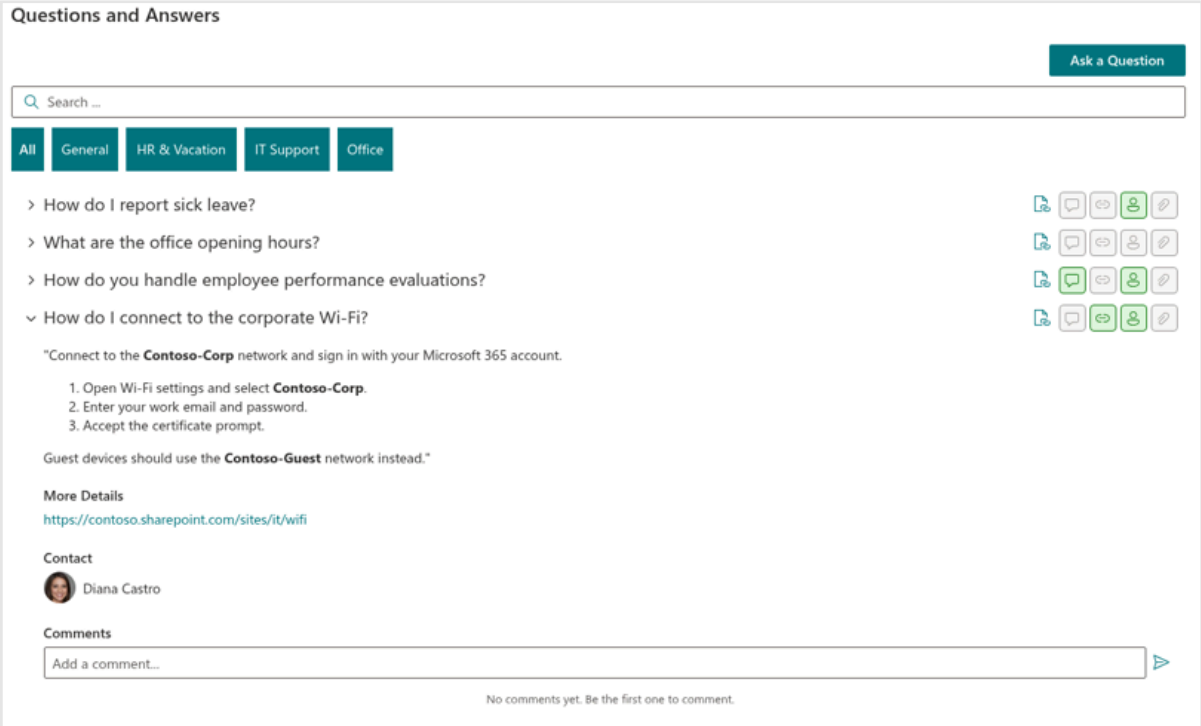
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What is Questions and Answers

Vitextra Questions and Answers is a **web part** for **SharePoint Online** and **Microsoft Teams** that turns a page into a living, searchable question-and-answer knowledge base. Employees find ready answers in seconds, ask their own questions, discuss them with colleagues and highlight the most useful material - while editors manage the content with the familiar **SharePoint** tools they already know, with no separate system and no manual synchronization.

The web part is built on the **SharePoint Framework (SPFx)** and stores every question and answer in an ordinary SharePoint **list** on your own **site**. There are no external services and no data exports: the content never leaves your **Microsoft 365 tenant**, and access to it is governed by standard SharePoint permissions.



Questions and Answers web part on a SharePoint page

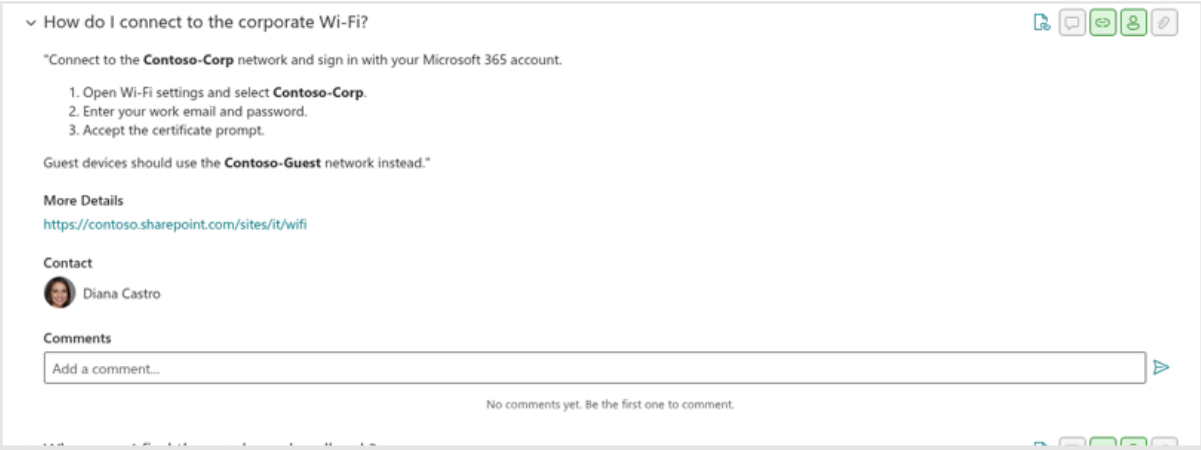
Questions and Answers is built around three ideas:

- **Your data, your tenant** - questions, answers, attachments and comments all live in a SharePoint list on your site and are protected by your Microsoft 365 security, retention and compliance policies.
- **Familiar tools** - editors curate content directly in the SharePoint list, with bulk operations, versioning and permissions, instead of learning a new admin panel.
- **A knowledge base that grows itself** - employees ask questions right from the page, and experts turn those questions into published answers, so the FAQ keeps reflecting what people actually need.

A question-and-answer knowledge base

Questions are shown as a compact accordion list: the header alone at first, and the full answer when a visitor clicks it. Answers support **Markdown formatting** - lists, emphasis, links - so even long instructions stay readable. Indicator badges on each question header show at a glance whether it has attachments, comments, a detail link or a contact person.

You decide how the list looks: whether answers are collapsed by default, and how questions are ordered - by question order, title or creation date, ascending or descending.



An expanded question with a formatted answer

Note

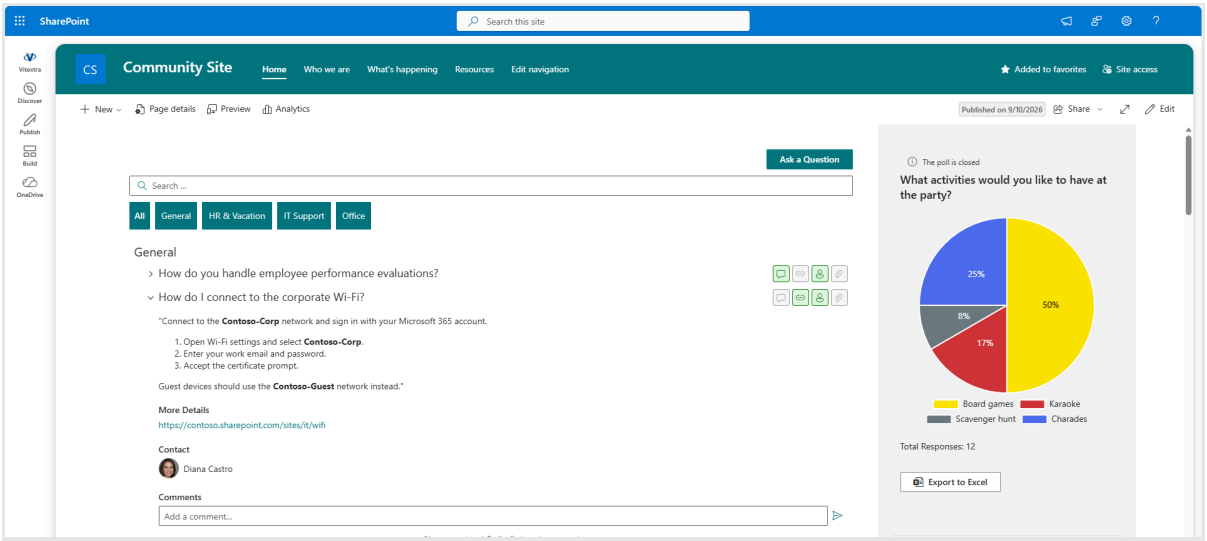
Each block of a question - attachments, detail link, contact or comments - can be shown or hidden independently in the web part properties, so you tailor the layout to your scenario.

Finding answers: search and categories

A search box scans the question text, the answer body and the contact person's name at once, so an employee does not need to know exactly how a question is phrased in the base. Search works correctly with any language and with special characters, and when nothing matches, the web part offers to clear the query in one click and bring back the full list. Grouping is temporarily disabled while a nonblank search is active. Search uses literal Contains conditions, not fuzzy or semantic matching; it does not

search category names. Profile-card data and comment submission still depend on SharePoint permissions.

For structure, every question can be assigned a **category** - *General*, *Vacations & sick leave*, *IT support*, or any others you define. The web part can group the list by category with clear section headers, and for larger bases you can switch on the **category filter**: a row of tabs (*All* plus one per category) appears above the list, and a single click narrows the **view** to one topic. The filter works together with grouping, sorting and search.



Search box and category filter tabs

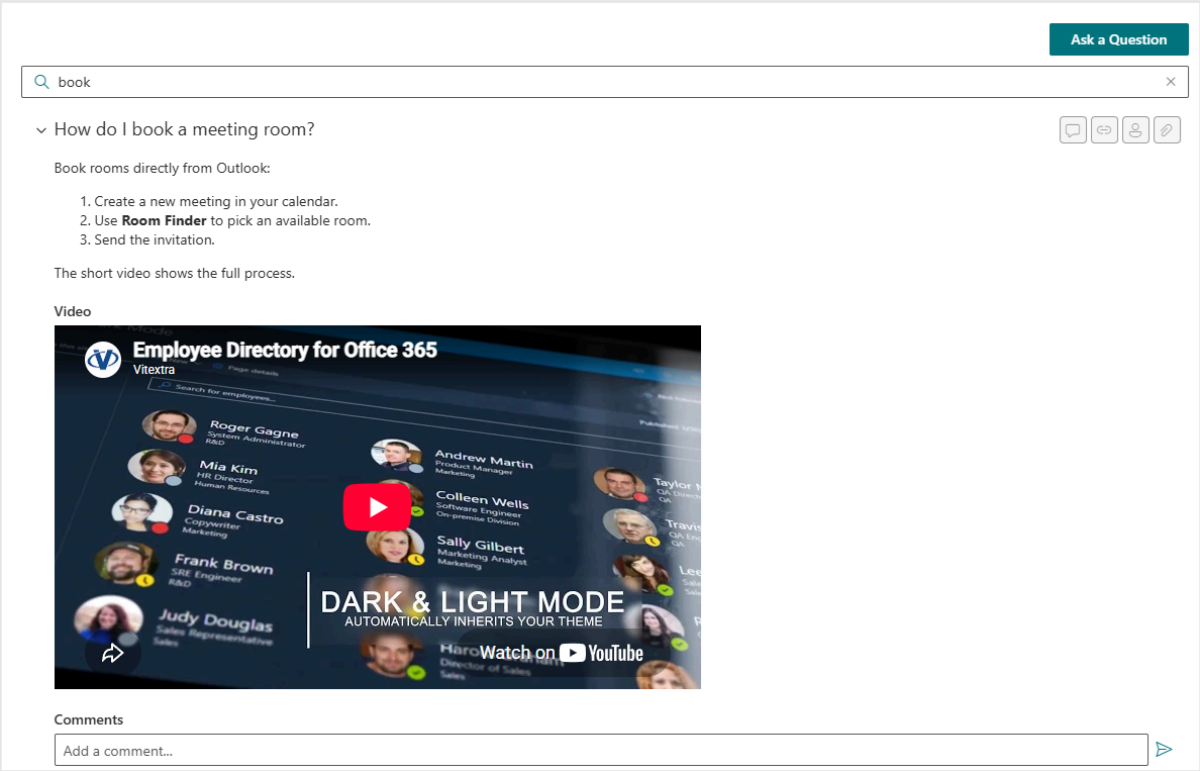
For large knowledge bases, paged loading fetches questions in portions of 10, 20, 50 or 100; **Show more** requests the next portion. Normal list queries apply the configured sort on the server, and loaded questions are also sorted locally. Equal values and concurrent list changes do not have a guaranteed stable order. All mode and searches return at most 5,000 questions per query.

Rich answers: video, attachments, links and experts

Sometimes a short clip explains better than a wall of text. Add a video link to a question and it appears right inside the answer: **YouTube** and **Vimeo** links play in an embedded player, direct video files (**MP4, WebM, OGG, OGV, M4V**) use the built-in HTML5 player, and any other link is shown as a regular hyperlink.

You can also attach files to a question - instructions, forms, policies - which appear as cards with recognizable file-type icons. A **Detail link** field points to a fuller resource such as a policy page or an article, and a **Contact** field shows the subject-matter expert with a live Microsoft 365 **profile card**, so readers immediately see who to reach

if the answer is not enough.



An answer with video, attachments, a link and a contact

Engagement: comments and questions

Colleagues can discuss questions through standard SharePoint list comments. The web part's comment box sends plain text; @mentions created in the list can be displayed, with profile cards when the shared SharePoint component is available. Employees can also submit question text through the page. The connected list's defaults determine the initial publication state; editors need to monitor the list or configure their own notification process. Submission does not enforce editorial approval.



The comments section of a question

Deep links to a single question

Every question has its own address. A button in the question header copies a link (`?questionId=N`) to the clipboard - send it to a colleague in chat, and the page opens with that question already expanded, highlighted and scrolled into view. It is a handy shortcut for support: instead of rewriting an answer, send a link to the ready one from the knowledge base. The copy-link setting controls the button only: an incoming questionId URL is processed even when that button is disabled. A separately fetched deep-linked question is loaded only when the first response has a next-page token. Grouping is suppressed during a nonblank search; category tabs are built only from currently loaded results.

Localization and platform support

Questions and Answers: 50 supported interface locales, including regional variants. It runs on **SharePoint Online** modern pages with full theme support (including dark and section themes) and full-width layout, and in **Microsoft Teams**, where the knowledge base can be pinned as a channel tab. The web part is fully responsive and works equally well on desktop, tablet and phone.

System requirements

Platform	SharePoint Online (Microsoft 365)
Clients	SharePoint modern pages, Microsoft Teams (desktop and mobile)
Data storage	A standard SharePoint list on your own site
Installation	SPFx package (`.sppkg`) via the tenant **App Catalog**
Permissions	No additional API permissions required

Tip

To deploy the web part in your environment, see the KB10035. How to Install a Vitextra Product in SharePoint Online article. To add it to a page and configure it, see KB10218. How to Add and Configure the Questions and Answers Web Part.

Learn more about the product: *https://vitextra.com/en/products/questions-and-answers*

Terms

App Catalog
The App Catalog is a special SharePoint site that stores apps for SharePoint, Teams, and other Microsoft 365 services. Global or SharePoint administrators can upload and manage applications from the AppSource marketplace, custom-developed apps, or third-party apps for the organization's internal use. There can be only one tenant-level App Catalog in a tenant; site collection app catalogs can be added for individual site collections.

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

Microsoft Teams
Microsoft Teams is a chat-based collaboration platform for business communications with features for online meetings, live events, and document sharing.

Profile Card
A profile card in Microsoft 365 displays information related to a person, such as contact details, organizational chart view, recently used documents, emails, and others.
The profile card may look different depending on the application you use. Outlook, Teams, SharePoint, OneDrive, and other Microsoft 365 services support the profile card.

SharePoint
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

Terms

SharePoint Framework (SPFx)
SharePoint Framework (SPFx) is a model for building client-side web parts, components, and extensions for SharePoint Online, SharePoint Server (on-premises), and Microsoft Teams. SPFx customizations are based on JavaScript and support the modern user interface natively.

SharePoint Online
The cloud version of SharePoint, a web-based collaboration platform within Microsoft 365 that provides an extensive range of capabilities to store, share, and manage the digital information, content, and knowledge of an organization.

Site
A SharePoint site is a container for information within the SharePoint platform. Sites typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

Tenant
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

View
A view is a saved configuration that determines which items of a list or library are displayed and how, including the columns, sorting, filtering, grouping, and layout. Views can be personal or public.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.