KNOWLEDGE BASE ARTICLE

How to Add and Configure the Questions and Answers Web Part

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Overview

This article explains how to place the **Vitextra Questions and Answers web part** on a **SharePoint Online** page, connect it to a data source, and tune it through its property pane. It assumes the Questions and Answers package has already been deployed to your **tenant App Catalog**.

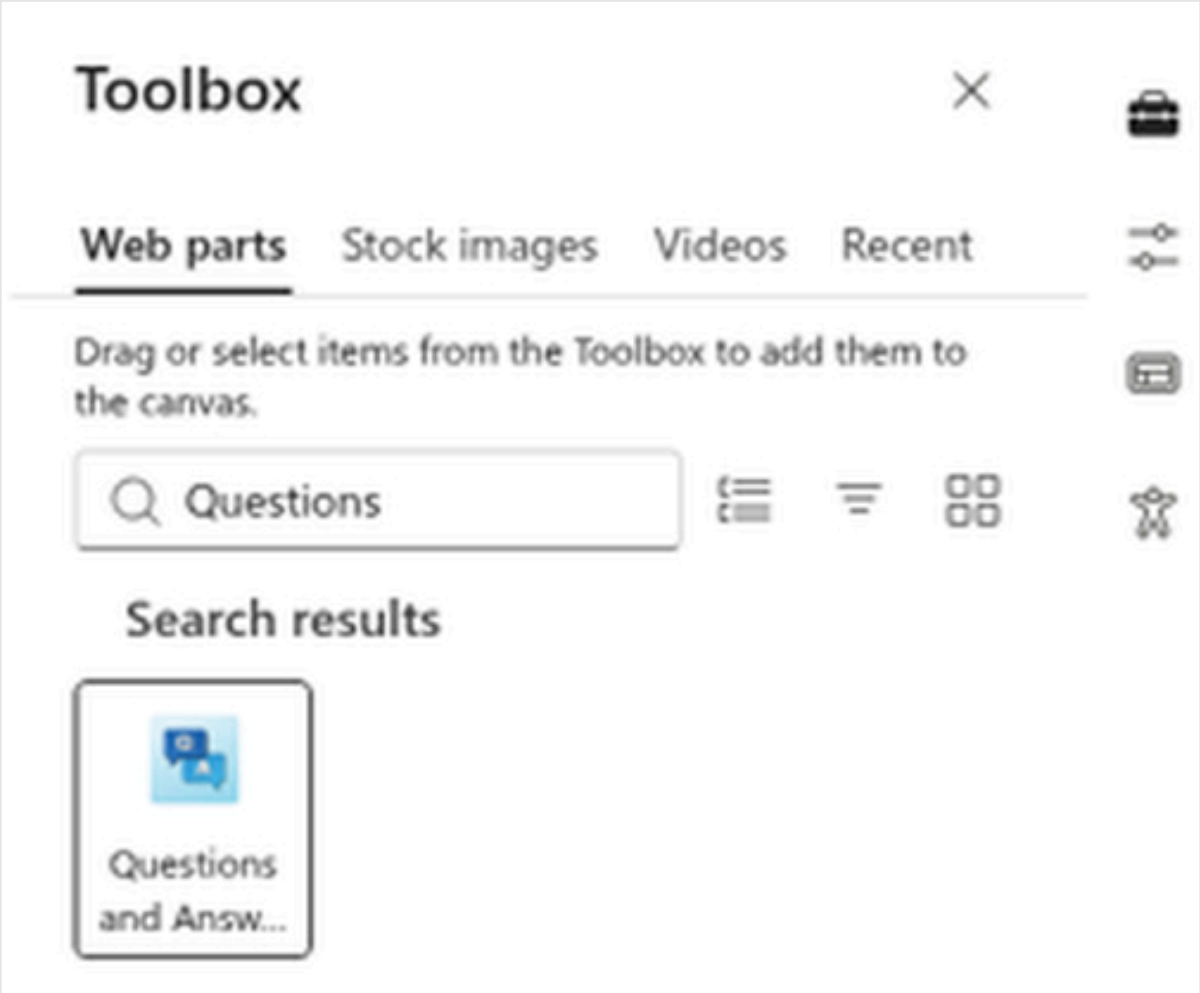
Tip

If the web part is not yet available on your **site**, deploy it first - see KB10035. How to Install a Vitextra Product in SharePoint Online.

Adding the web part to a page

1 Open the page where you want the knowledge base and switch it to edit mode with **Edit** in the top-right corner.
2 Hover over the area where the web part should go and click the round **+** (Add a new web part) button.
3 In the toolbox, start typing **Questions and Answers** and select the web part from the **list**.

The web part is added to the page and, because it is not yet connected to a data source, shows its configuration screen.



Adding the Questions and Answers web part

Setting up the data source

Questions and Answers keeps all of its content in a **SharePoint** list on the current site. Until a list is selected, the web part shows the **Not Configured** screen with two options:

- **New List** - type a name and click **Create**. The web part creates a new list with the correct structure (Title, Answer, Category, Link, VideoUrl, Contact, Order, Published) and connects to it automatically.
- **Existing List** - pick a list that already has the required structure from the **List** drop-down and click **Save**. Only lists passing the initial column-name check are offered.

The list uses the built-in title field (internal name **Title**) for the question. The web part provisions the custom column names **Answer**, **Category**, **Order**, **Link**, **VideoUrl**, **Contact** and **Published** in English; interface translations do not rename these list columns. The existing-list selector checks only for internal names Category, Answer, Link, VideoUrl, Contact and Order. It does not validate their types or the Published column; appearing

in the selector is not a full compatibility guarantee. Published must also exist as a Yes/No column for question queries. List creation does not check the HTTP status of each column-creation request. After creating the list, verify the columns and their types before relying on the knowledge base.



Choosing or creating the data source list

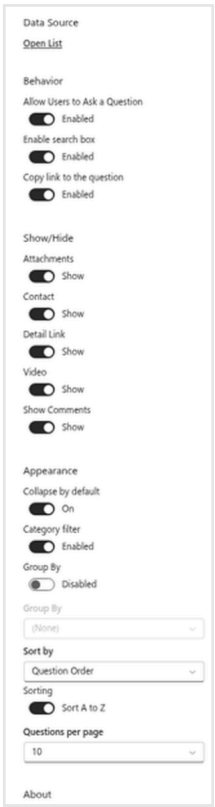
Note

Creating a list requires permission to add lists on the site. If you don't have it, ask a site owner to create the list once; afterwards you can connect the web part with the **Existing List** option.

Once a list is connected, the web part switches to the knowledge-base **view**. On a page that is only being viewed (not edited) and has no list yet, visitors see a short message asking an editor to open the page in edit mode and finish the setup.

Configuring the web part

Select the web part and click the **pencil (Edit web part)** icon to open the property pane. The settings are organized into groups. 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.



The web part property pane

Data Source

Shows a link that opens the connected SharePoint list in a new tab, so editors can jump straight to the content to add or edit questions.

Behavior

- **Allow Users to Ask a Question** - shows the *Ask a Question* button for visitors who are allowed to add items to the list.
- **Enable search box** - shows the search box above the list.
- **Copy Link** - The copy-link switch controls the button; it does not disable incoming questionId links.

Show/Hide

Turn each answer block on or off independently: **Attachments**, **Contact**, **Detail link**, **Video** and **Show Comments**.

Appearance

- **Collapse by default** - questions start collapsed, showing only their headers.
- **Category filter** - shows the *All* + *categories* filter tabs above the list (appears when there are at least two categories).

- **Group By** and the group column - group the list by **Category** with section headers.
- **Sort by** (Name, Question Order or Created) and **Sorting** (A→Z or Z→A) - set the order of questions.
- **Page Size** (All, 10, 20, 50, 100) - enable paged loading with a *Show more* button for large knowledge bases.

About

Shows the license status, product version and tenant information, and offers the trial/activation actions.

Editing the web part title

As with standard SharePoint web parts, Questions and Answers has an editable title above the list. Click the title area while the page is in edit mode and type your heading - for example, *Frequently Asked Questions* or *IT Help Center*.

When you are done, **Publish** (or **Republish**) the page to make the knowledge base available to your visitors.

Tip

Next, fill the knowledge base with content - see KB10219. Creating, Editing and Publishing Questions in Questions and Answers - and let employees submit their own questions with KB10220. Letting Employees Ask Questions in Questions and Answers.

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.

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.

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.

Terms

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.