KNOWLEDGE BASE ARTICLE

Comments, @Mentions and Deep Links in Questions and Answers



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Overview

Two features turn a static FAQ into something people use together. **Comments** let readers add to an answer — a tip, a correction, a follow-up question — right under it. **Deep links** let anybody point a colleague to one specific answer with a single address. This article describes both in detail: where the data lives, who can do what, and how the behaviour is controlled.

Comments

What readers see

With **Show Comments** switched to *Show* in the **Show/Hide** group, every expanded question ends with a **Comments** block: a text box *Add a comment…* with a send button, and the existing comments below it with the author's photo, name, text and relative time. The header shows the number of comments — **Comments (4)** — and the speech-bubble badge in the question header is colored when at least one comment exists.

Up to five comments are shown; when there are more, a **Show more** link reveals the rest. Without comments, the block says *No comments yet. Be the first one to comment.*



The Comments block

Where comments are stored

The comments are the **standard SharePoint list comments** of the question's list item — the same comments you see when you open the item in the list and expand the comments pane. Nothing is stored outside the list. Consequences:

- comments written in the web part appear in the list, and comments written in the list appear in the web part;
- they follow the retention, eDiscovery and audit settings of the site like any other list

content;
- Microsoft 365 sends the usual notifications for list comments (for example, to a mentioned person);
- deleting a question deletes its comments.

@Mentions

A comment that mentions a colleague with **@** — written in the comments pane of the SharePoint list — is shown in the web part with the name as a **live profile card**: hovering over it opens the Microsoft 365 card with contact details and the chat and call buttons. The comment box of the web part itself is a plain text box; to mention somebody, write the comment in the list, where SharePoint offers the people picker when you type **@**.

Who can comment

Comments follow the SharePoint permissions of the list. Everybody who can open the list sees the comments; to **add** a comment, a user needs the right to contribute to the list — in practice the **Contribute** or **Edit** permission level, the same as for **Ask a Question**. A reader with view-only access sees the comments and the input box, but SharePoint rejects the comment. A comment can be deleted by its author and by users who manage the list; editing a comment is not possible in SharePoint.

Turning comments off

Two levels:

- **For the web part** — set **Show Comments** to *Hide* in **Show/Hide**. The block and the badge disappear from the page; the comments stay in the list.
- **For the list** — open the list, **Settings** → **List settings** → **Advanced settings** → **Comments** → **No**. Commenting is then impossible everywhere, in the list and in every web part connected to it; the web part shows the existing comments but no input box.

Note

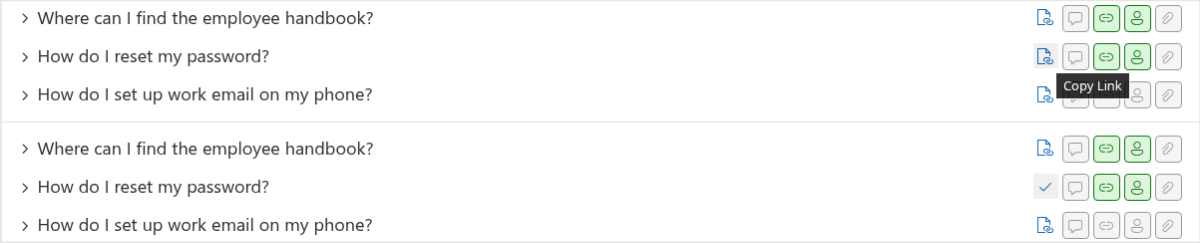
Comments are for discussion, not for maintaining the answer. When a comment points out that an answer is wrong, the editor updates the **Answer** column — readers who skim the answer do not read the comments.

Deep links

The Copy Link button

With **Copy Link** enabled in the **Behavior** group, every question header shows a link button on hover. Clicking it writes the address of the current page with the parameter `?questionId=<ID>` to the clipboard, where `<ID>` is the ID of the list item; the icon turns into a check mark for two seconds to confirm.

The address looks like `https://contoso.sharepoint.com/sites/intranet/SitePages/FAQ.aspx?questionId=42`. It can be pasted into chat, e-mail, a ticket or another page.



The Copy Link button

What happens when a link is opened

When the page is opened with `?questionId=N`:

1. the web part loads the list as usual (the first page, if paged loading is on);
2. if question *N* is not among the loaded questions, it fetches that question separately and adds it to the list in the configured sort position;
3. the question is **expanded**, regardless of **Collapse by default**;
4. the page **scrolls** to it and the question is **highlighted** for a moment.

If the question does not exist, is unpublished or belongs to another list, nothing happens: the page shows the knowledge base normally. A deep link therefore never reveals an unpublished question.

The links are independent of the page's other features: a page with the category filter or search box opens the linked question just the same, and a page with several Questions and Answers web parts highlights the question in the web part whose list contains that ID.

Where deep links help

- **Support and service desk** — answer a ticket with the link to the ready answer instead of retyping it; the user lands on exactly the right place and sees the whole knowledge base around it.
- **Onboarding checklists** — link each step of a checklist to the relevant question.

- **Announcements and news** — "The travel policy has changed, see the updated answer here."
- **Teams** — paste the link in a channel; it opens in the browser with the question expanded.

A link remains valid as long as the question keeps its ID — editing the answer does not change the link; deleting the question and re-creating it does.