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KNOWLEDGE BASE ARTICLE

Questions and Answers vs. a SharePoint FAQ Page vs. Viva Engage: Which Knowledge Base to Choose



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Overview

"Where do we put the FAQ?" has more than one good answer in **Microsoft 365**, and the right one depends on how many questions there are, who maintains them and whether employees should be able to ask. This article compares the five options that come up in practice - a modern page with collapsible sections, a **list** with the **List web part**, the classic wiki, **Answers in Viva Engage** and the Vitextra Questions and Answers web part - on the criteria that decide the choice.

Note

This is a high-level comparison, not a verified statement of current Microsoft licensing or **feature** availability. Check current Microsoft documentation for your environment.

The options in brief

A modern page with collapsible sections. Each question is a section heading with the answer in a text web part below it; the sections are set to be collapsible. Everything is authored in the page editor.

list with the List web part. Questions and answers are items of a list, shown on a page through the built-in **List** web part (or as a formatted **view** with **JSON column formatting**).

The classic wiki. A wiki page library or an Enterprise Wiki **site**: free-form pages with links between them, edited in the classic editor.

Answers in Viva Engage. A community-oriented question-and-answer option within Microsoft's Viva Engage offering. Check current Microsoft documentation for feature availability, licensing and access rules.

Vitextra Questions and Answers. A web part that shows the items of a SharePoint list as a searchable accordion with categories, rich answers, comments and an **Ask a Question** button, with publishing controlled by a **Published** flag.

The comparison

	Page with collapsible sections	**List + List web part**	**Classic wiki**	**Answers in Viva Engage**	**Vitextra Questions and Answers**
Where the content lives	In the page	In a list	In wiki pages	In Viva Engage	In a list on your site
Who edits	Page editors, in the page editor	Anyone with Edit on the list, in the list	Wiki contributors	Any employee posts; experts answer	Editors in the list; employees submit questions
Accordion (question → answer)	Yes, per section	No - a table or a formatted view	No	No - threads	Yes
Search within the FAQ	Browser find on the page	Column filters of the list web part	Site search	Viva Engage search	Search box over questions, answers and contacts
Categories	Headings	A column, with grouping in the view	Pages and links	Topics	A column, with grouping and filter tabs
Employees can ask	Via a separate form or e-mail	Only with Contribute on the list, visible immediatel y	No	Yes - that is the model	The form sends only Title; Published follows the list default (No in a newly created list).

	Page with collapsible sections	List + List web part	Classic wiki	Answers in Viva Engage	Vitextra Questions and Answers
Moderation before publishing	Edit the page	None built in	None	Community moderation after posting	Published must be Yes; who can set it depends on SharePoint permissions, not an editor-only control in the web part
Rich answers (video, attachments, contact)	Web parts in the section	Columns, shown as text	Embedded content	Attachments and links in posts	Video player, attachment cards, detail link, live contact card
Comments	Page comments (for the whole page)	List comments, in the list	None	Replies	List comments per question, in the web part
Deep link to one question	Anchor link to the section	No	Page link	Link to the thread	`?questionId=N`, highlighted and expanded
Scales to hundreds of questions	Poorly - one long page	Yes, with views	Yes, as pages	Yes	Yes, with paging, search and categories

	Page with collapsible sections	List + List web part	Classic wiki	Answers in Viva Engage	Vitextra Questions and Answers
Microsoft Teams	Page as a SharePoint tab	List as a tab	-	The Viva Engage app	Channel tab
Licensing	Microsoft 365	Microsoft 365	Microsoft 365	Check current Microsoft licensing terms	Check current Vitextra licensing terms
Maintenance effort	Grows with the page	Low	Medium	Community-driven	Low - list editing

When a page with collapsible sections is enough

For a **short, stable FAQ** - ten questions about a policy, a project page's "good to know" - collapsible sections on a modern page are the simplest tool: no list or dedicated FAQ web part, everything in the page editor, and a page anchor for each section. The limits appear with growth: no search beyond the browser's find, no categories beyond headings, editing a long page becomes slow, and employees cannot ask anything without leaving the page. When the page passes twenty questions, or when more than one person edits it, move the content into a list.

When the List web part is enough

A list keeps questions as data - sortable, filterable, exportable, editable in a grid - and the **List** web part shows it on a page. For an **editor-facing** knowledge base or a reference table (error codes and their meaning, say), that is adequate. What the List web part lacks is the reader's experience: no accordion, no full-text search box over answers, no rich answers beyond text columns, and no way to let employees ask without giving them Contribute on the list - in which case their question is visible to everybody immediately. Vitextra Questions and Answers uses the same kind of list and adds exactly these parts, so a list-based FAQ can be upgraded by connecting the web part to the existing list once the required columns exist.

When Answers in Viva Engage fits

Answers in Viva Engage represents the community model: employees discuss questions and share answers. A curated FAQ instead assigns responsibility for official, maintained answers. The right fit depends on your editorial process and the Microsoft features available in your environment; verify current Microsoft documentation rather than assuming a particular license or access rule.

When Vitextra Questions and Answers fits

Questions and Answers is built for the **curated, owned FAQ** with employee input:

- content in a SharePoint list of your site - permissions, retention, versioning and reporting as for any list;
- an accordion with search over questions, answers and contacts, categories with grouping or filter tabs, paging for large bases;
- rich answers: Markdown, embedded video, attachments, a detail link and a contact person with a live **profile card**;
- The button requires the web-part setting and Add Items permission. The form sends only Title and relies on the list's defaults: newly provisioned Published defaults to No, but an existing list may differ. An editor can publish by changing Published; users with effective edit rights may also do so. The submission code does not check HTTP status, so verify the item in the list even after a success message.
- comments per question and deep links for support work;
- a channel tab in Microsoft Teams, 50 interface locales, theme and dark-mode support;
- The product stores questions, answers, attachments and comments in the site's SharePoint list. This is not a guarantee that every browser request or every dependency stays within the **tenant**. The shown license request contains technical identifiers, not question or answer fields. External images in Markdown, remote video URLs and links can contact their hosts. The Application Insights SDK and SharePoint components also make requests; assess their configuration and the content you publish rather than treating this article as a guarantee of no third-party traffic or browser storage. The source includes 50 locale files, not 50 distinct languages. SPFx chooses the interface locale; content is the text stored in the list.

Its list must be on the site where the web part runs. Trial and subscription terms must be checked in current licensing guidance.

Which option to choose

- Up to ~15 stable questions, one editor, no employee input → a page with collapsible sections.
- A reference table maintained by a team, readers are editors too → a list with the List

web part.

- Open peer-to-peer questions across the company → Answers in Viva Engage (Check current Microsoft licensing terms).
- An official FAQ with search, categories, rich answers and employee questions reviewed before publishing - on the intranet and in Teams → Vitextra Questions and Answers.

Tip

The setup of the web part takes a few minutes and all features are available during the free trial; see KB10218. How to Add and Configure the Questions and Answers Web Part. A step-by-step scenario for an intranet FAQ page is in KB10387. How to Build an Internal FAQ Page for Your Intranet with Questions and Answers.

Terms

Column Formatting
Column formatting is a way to customize how fields in lists and libraries are displayed by using a JSON definition, for example to show icons, colored indicators, or links, without writing code.

Feature
A feature is a set of SharePoint elements (artifacts), such as site columns, content types, web parts, application pages, custom actions, list templates, list instances, and others.

JSON
JSON (JavaScript Object Notation) is a lightweight, text-based data-interchange format that is easy for people to read and write and easy for software to parse and generate. It is widely used by REST APIs, configuration files, and web applications to exchange structured data.

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.

Terms

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.

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.