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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

The statements about Microsoft features reflect Microsoft's documentation as of 2026. Microsoft changes modern pages and Viva regularly; check the current documentation for details.

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.

A SharePoint 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. The question-and-answer community of Viva Engage: employees post questions, colleagues answer, the best answer is marked, topics organize the content. It is part of the **Viva Engage Knowledge** service plan, which comes with the Viva Suite rather than with Microsoft 365 alone.

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	Yes, submitted as unpublis hed items
Moderation before	Edit the page	None built in	None	Community moderation	**Published** flag;

	Page with collapsible sections	List + List web part	Classic wiki	Answers in Viva Engage	Vitextra Questions and Answers
publishing				after posting	nothing appears until an editor publishes
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
Microsoft Teams	Page as a SharePoint tab	List as a tab	—	The Viva Engage app	Channel tab
Licensing	Microsoft 365	Microsoft 365	Microsoft 365	Viva Suite (Viva	Vitextra subscription

	Page with collapsible sections	List + List web part	Classic wiki	Answers in Viva Engage	Vitextra Questions and Answers
				Engage Knowledge)	per tenant
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, no 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 is a **community** rather than a curated FAQ: anybody asks, anybody answers, the best answer is voted or marked, experts earn badges, and topics tie questions together. It fits organizations that want peer-to-peer knowledge at scale and that have the Viva Suite license — Answers requires the Viva Engage Knowledge service plan, and users without it can only open threads they are mentioned in. It does not give you a curated page where an owner guarantees that the answer is correct

and current; a community answer is as good as the colleague who wrote it. Many organizations use both: Viva Engage for the open questions, a curated FAQ for the official answers.

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;
- **Ask a Question** for employees, with every submission arriving unpublished and an editor deciding what goes live;
- comments per question and deep links for support work;
- a channel tab in Microsoft Teams, 48 interface languages, theme and dark-mode support;
- no API permissions and no data outside your tenant.

Its limits: it works with a list on the site of the page (no cross-site FAQ in one web part), and it needs the Vitextra subscription after the 14-day trial.

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, Viva Suite licensed → Answers in Viva Engage.
- 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.