

Telekom MMS

Employee Experience Solutions.

Q&A Plugin.



Release Notes Version 1.3



Plugin Q&A.

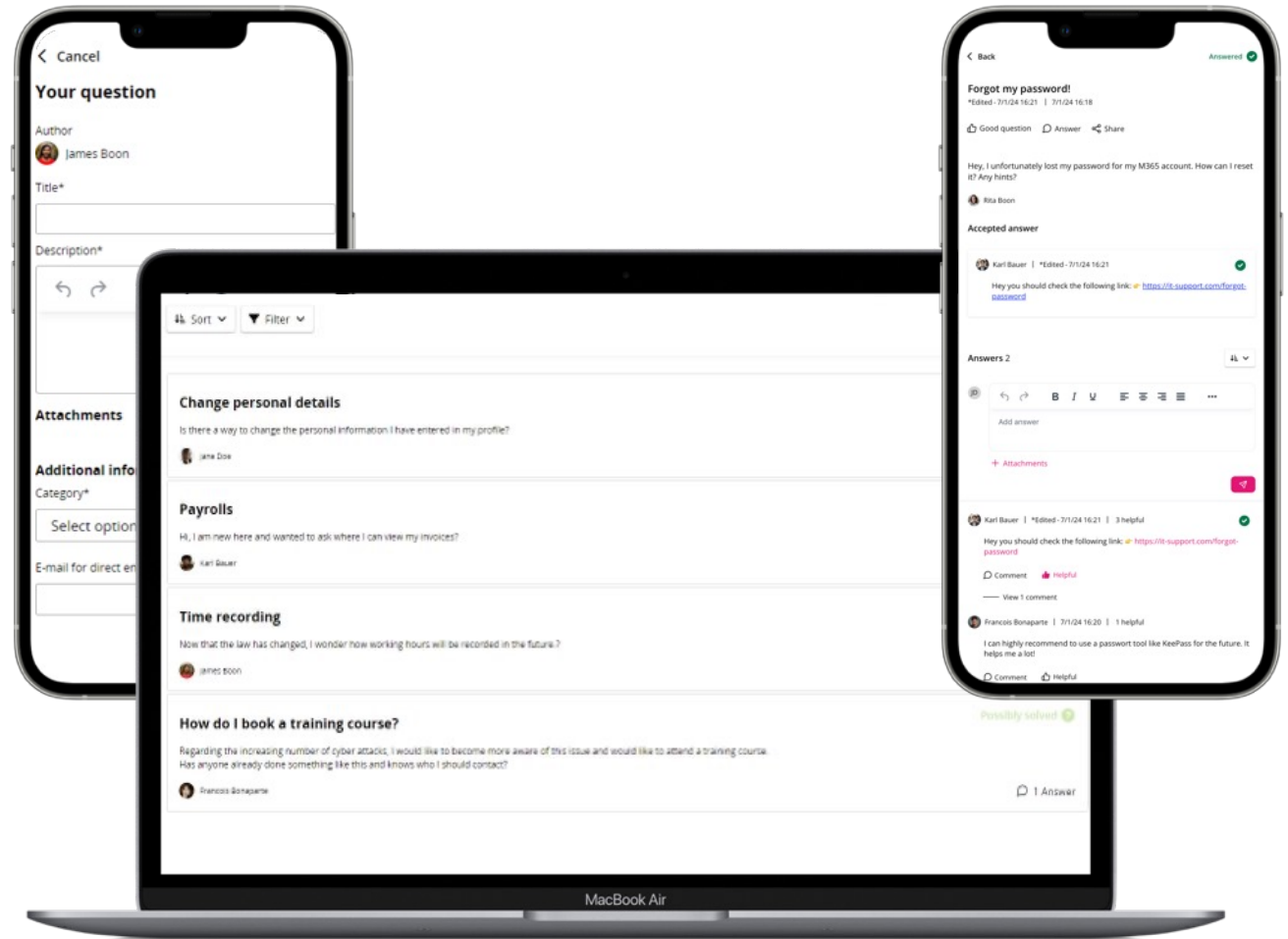
Use Case

The Q&A plugin enables an **interactive knowledge pool** in which existing questions can be searched, read and answered. The **exchange in the community** leads to the answer to every question. And best of all, all questions and answers are collected in one place in your employee app or intranet and can be accessed at any time.

Funktionen

- Easy option to ask and answer questions
- Mark answers as helpful or accept them as correct answers
- Automatic status system of questions
- Extensive search and filter options
- Push notifications for questioners when they answer

Technologies:  Hailo  Staffbase



Release Notes – Q&A 1.3 - Overview.

IMPROVEMENTS

- Replies and comments displayed directly in detail view
- Inclusion of correct answers in export





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Improvements.

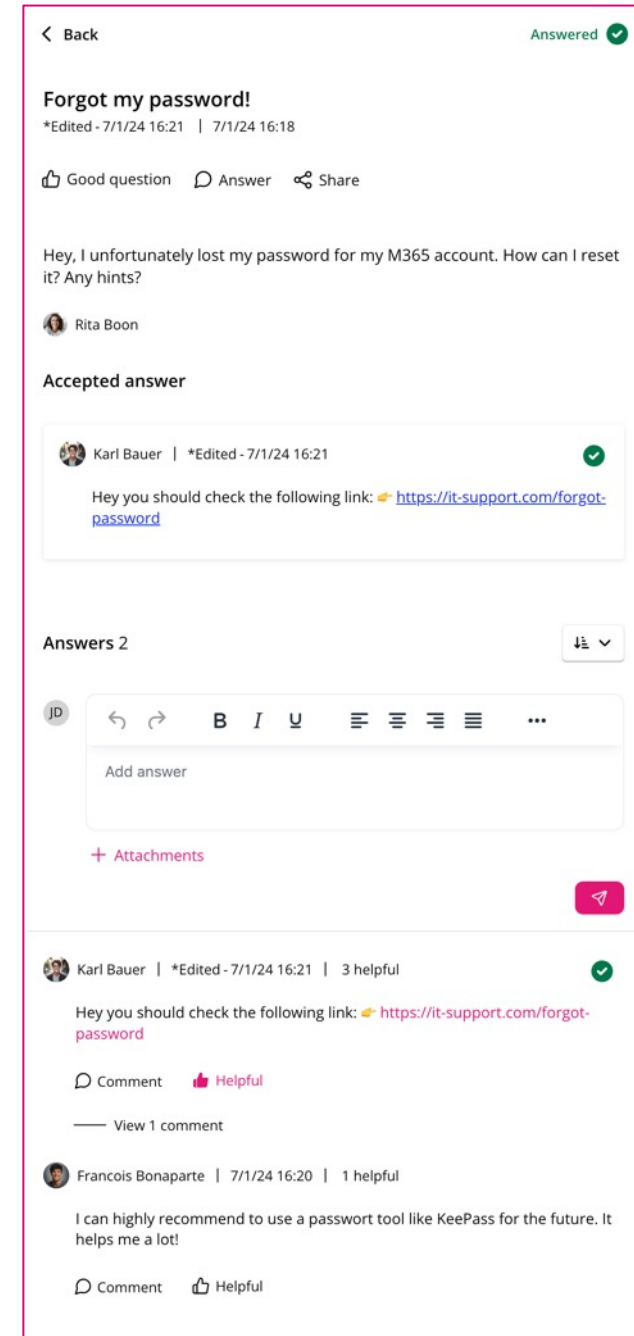
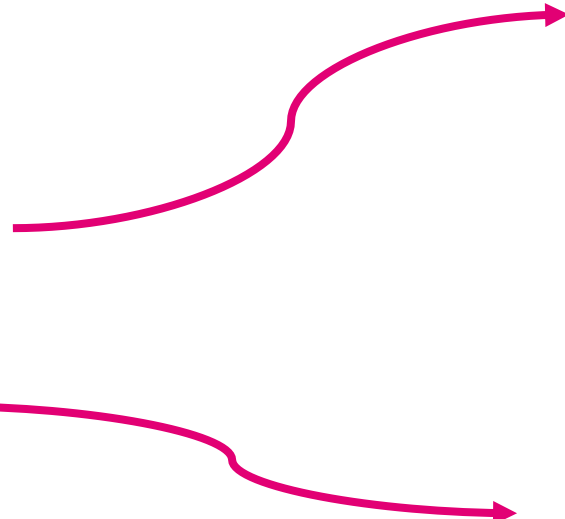
Replies and comments displayed directly in detail view.

The correctly marked answer to a question has always been directly visible in the detail view. All other answers, however, were "hidden" behind an extra menu item.

Based on numerous feedback from our customers, we have now changed this behavior.

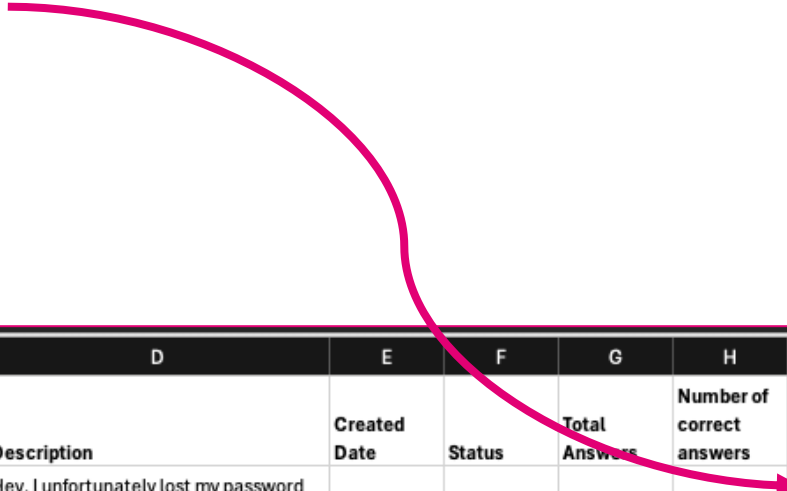
Correctly marked or potentially correct answers will still be highlighted separately.

In addition, all answers are visible directly on the detail view below the question. The extra menu items for attachments and answers have thus been completely omitted.



Inclusion of correct answers in export.

With the help of the CSV export, it was previously possible to download the contents of all questions including further meta information. But one important component has always been missing - the answers! They are now also included in the export.



	A	B	C	D	E	F	G	H	I
1	id	Title	Author name	Description	Created Date	Status	Total Answers	Number of correct answers	Correct Answers
2	6d987059-c39a-4b8d-a0a1-8185900cf341	Forgot my password!	Rita Boon	Hey, I unfortunately lost my password for my M365 account. How can I reset it? Any hints?	07.01.24	Answered	2	1	Hey you should check the following link: 📄 https://it-support.com/forgot-password
3									

Questions?

Our team will be happy to help you!



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Further interesting information and contact details can be found here: <https://employee-experience-store.com/en>