

Telekom **MMS**

Employee Experience Solutions.

Q&A Plugin.



Release Notes Version 1.5



Plugin Q&A.

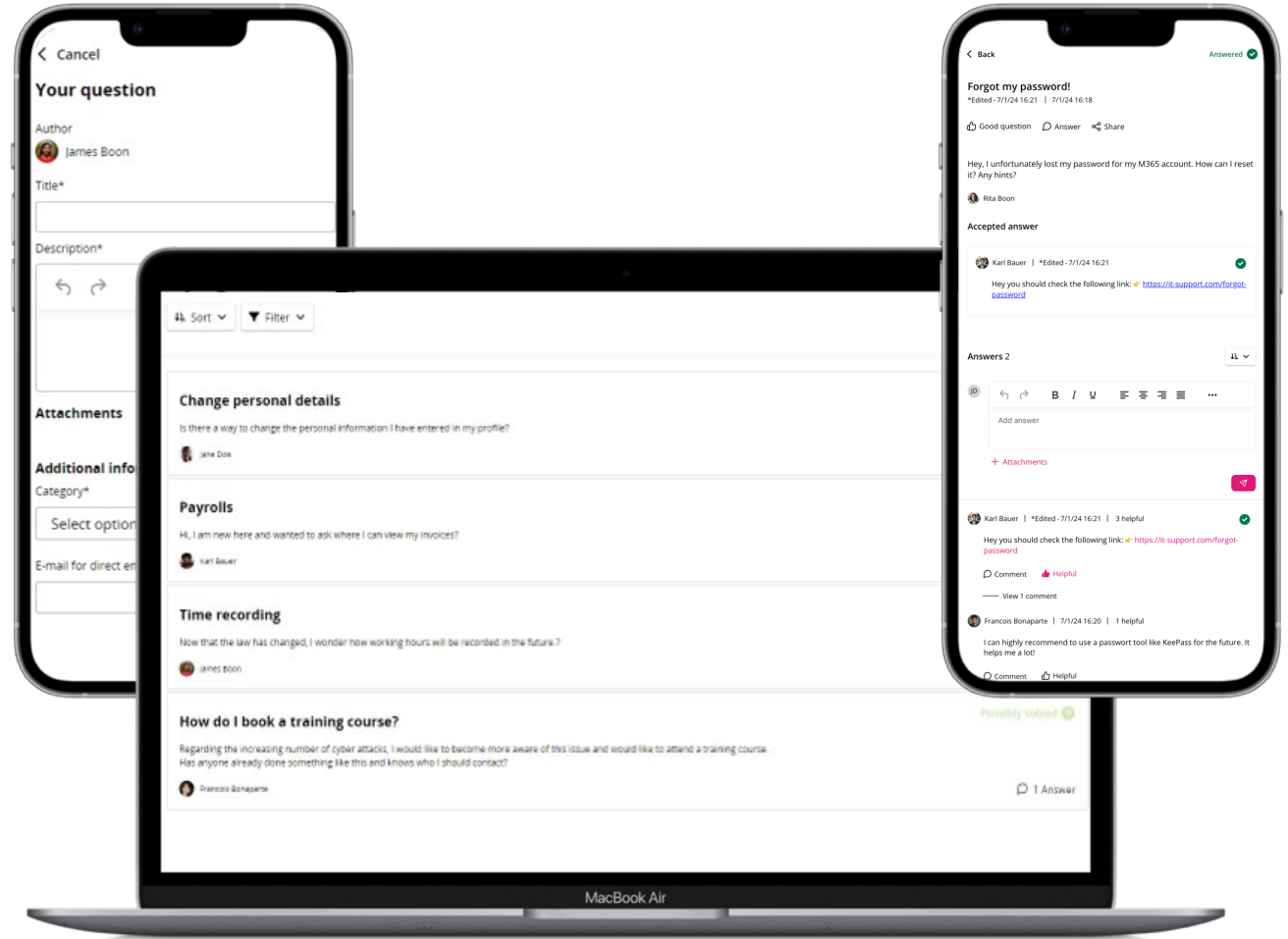
Use case

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 for 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.

Features

- Simple option to ask and answer questions
- Mark answers as helpful or accept them as the correct answer, separate highlighting of the correct answer
- Transparency thanks to automated status of questions - open, solved, & potentially answered
- Extensive search and filter options
- Push notifications for questioners when answers are received

Technologies:  Hailo  Staffbase



Release Notes – Q&A 1.5 - Overview.

NEW FEATURES

- Duplicate detection when creating questions
- Subscribing to questions
- Advanced sharing feature

BUGFIXES

- Incorrect display of question status after page refresh



01

New Features.

Duplicate detection.

With this update, we have introduced the option to check whether there are already existing questions on the topic in the plugin when creating a question. This enables:

- **faster finding of relevant answers**
- **avoidance of duplicate questions** and
- **a clearer structure** in the community.

Users still have the option to ask their own question if there are no matching results.

< Back

What do you want to know?

Q Passw

Do any of these posts answer your question?

Answered

Passwort vergessen

⌵

🔗

Answered

Forgot my password!

*Edited - 7/1/24 16:21 | 7/1/24 16:18

Hey, I unfortunately lost my password for my M365 account. How can I reset it? Any hints?

Rita Boon

⌶

🔗

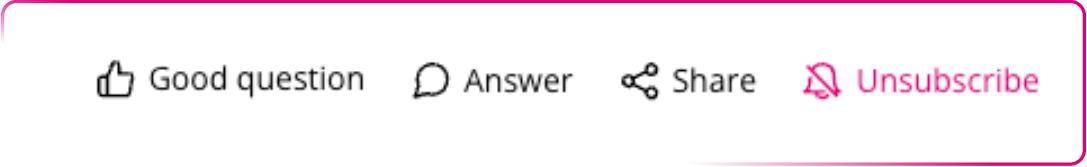
Ask your question





Similar questions suggestions

Subscribing to questions.

With this update, we have introduced the option to subscribe to individual questions. Users will receive notifications as soon as there are new answers or comments on a subscribed question.

The question overview also features a filter that allows you to display only subscribed questions.

A horizontal bar with rounded corners and a pink border, containing four interactive options: 'Good question' with a thumbs-up icon, 'Answer' with a speech bubble icon, 'Share' with a share icon, and 'Unsubscribe' with a bell icon and pink text.

 Good question  Answer  Share  **Unsubscribe**

Advanced sharing feature.

The new, dynamic "Share" button makes sharing questions much easier. Internal and enhanced sharing are now combined in a single button that automatically adapts to the device and configuration.

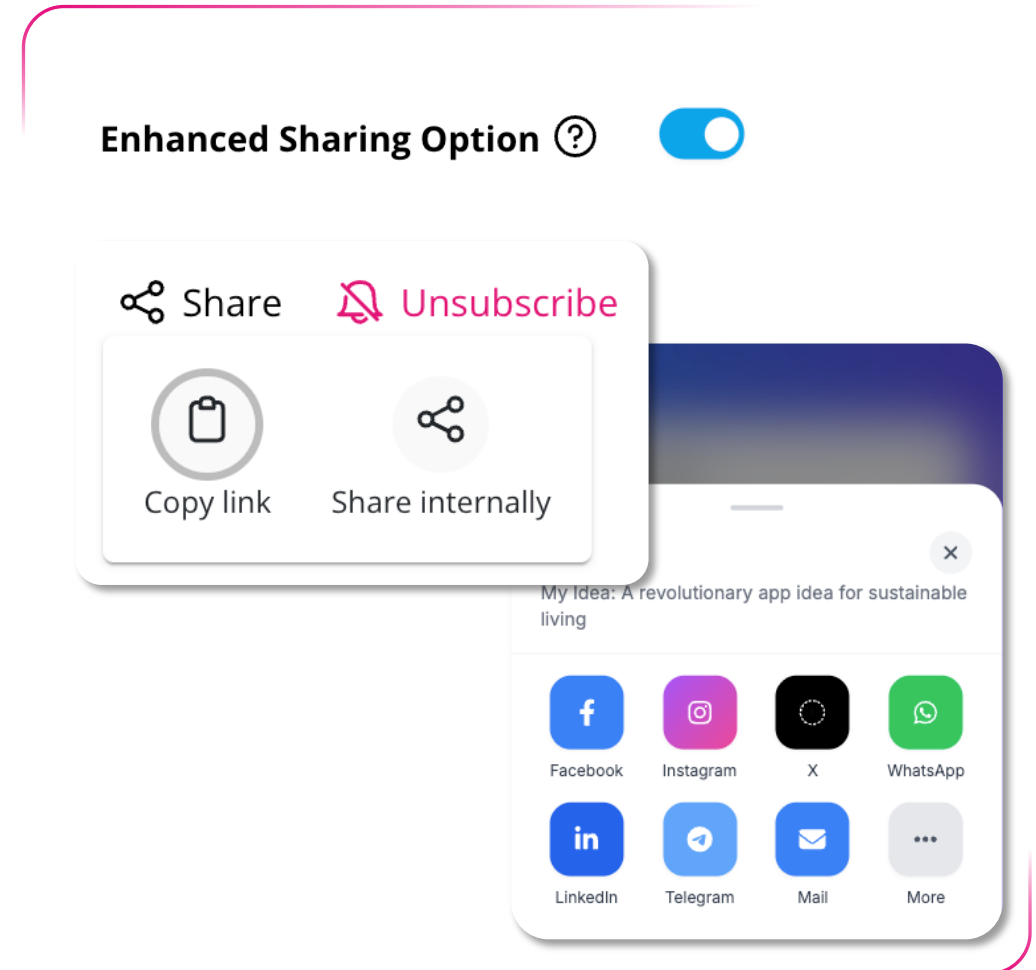
Details:

- Editors can activate/deactivate enhanced sharing in the back office.
- On mobile devices, the native share dialogue is used.
- On desktops, a copyable link appears or the option to share the idea within the platform*.

💡 Benefits:

- Consistent user experience for all sharing options
- Greater reach through easy sharing
- Full control over external visibility
- Higher participation through easy invitations to discussions

*The link copying feature is not yet supported on all platforms. Please contact us at ees-support@telekom.de if you have any questions.





02

Bugfixes.

Bugfixes.

Incorrect display of question status after page refresh.

With this update, we are fixing a display error in the question list: Questions marked as "possibly answered" now retain the correct status even after a page refresh. Previously, "unanswered" was incorrectly displayed.

Questions?

Our team will be happy to help you!



ees-support@telekom.de



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