

Telekom **MMS**

Employee Experience Solutions

Q&A Plugin

Release Notes 1.6



Plugin Q&A.

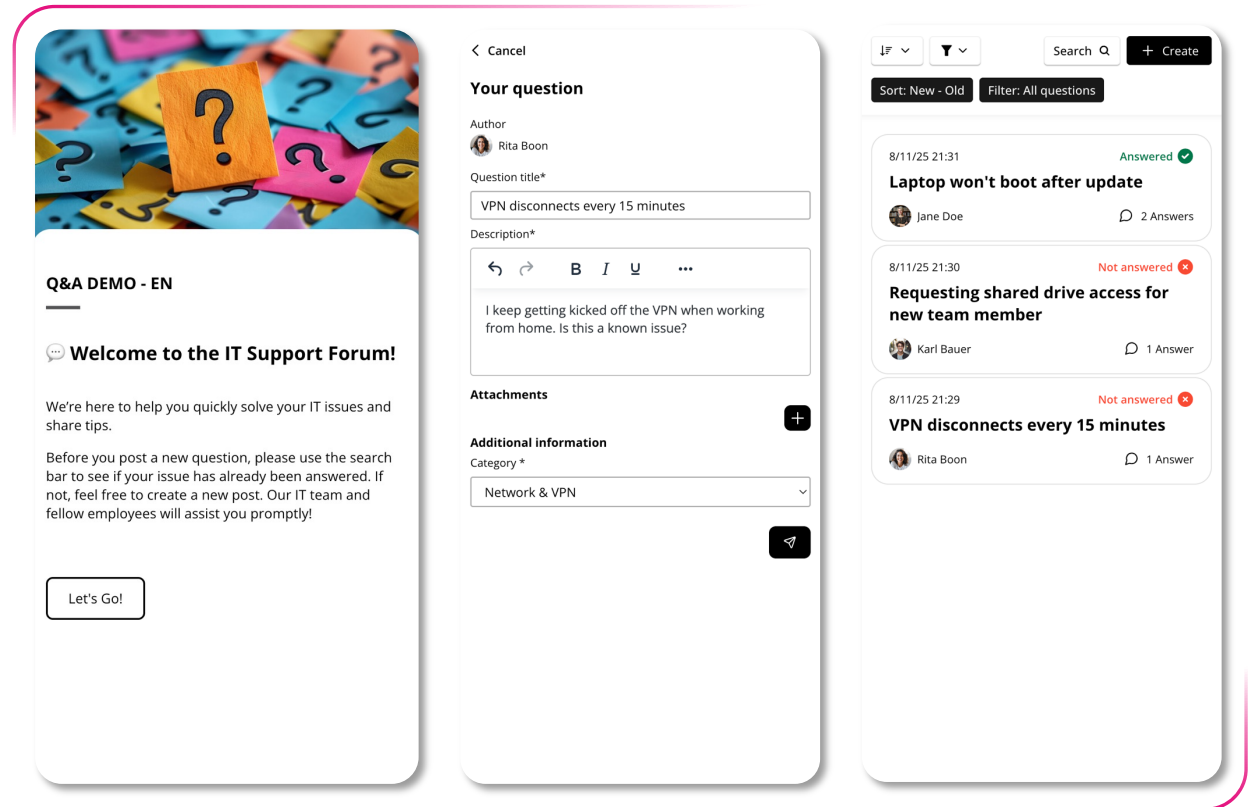
Use Cases

Create a dynamic knowledge hub with our Q&A Plugin! This intuitive tool empowers employees to ask, answer, and search for questions – all in one centralized platform. By fostering collaboration and transparency, every question finds its answer, and every solution is stored for future reference.

Transform your employee app or intranet into a go-to resource for knowledge, engagement, and productivity!

Features

- **Simple Q&A:** Easily post and answer questions, with options to mark responses as helpful or correct.
- **Highlight correct answers:** Quickly identify the best solutions with special highlighting.
- **Transparent tracking:** Automated statuses (open, solved, potentially answered) ensure no question goes unresolved.
- **Advanced search:** Find answers fast with powerful search and filtering options.
- **Push notifications:** Stay informed with instant updates when questions are answered.
- **CSV export:** Gain deeper insights by exporting detailed data for analysis and optimization.



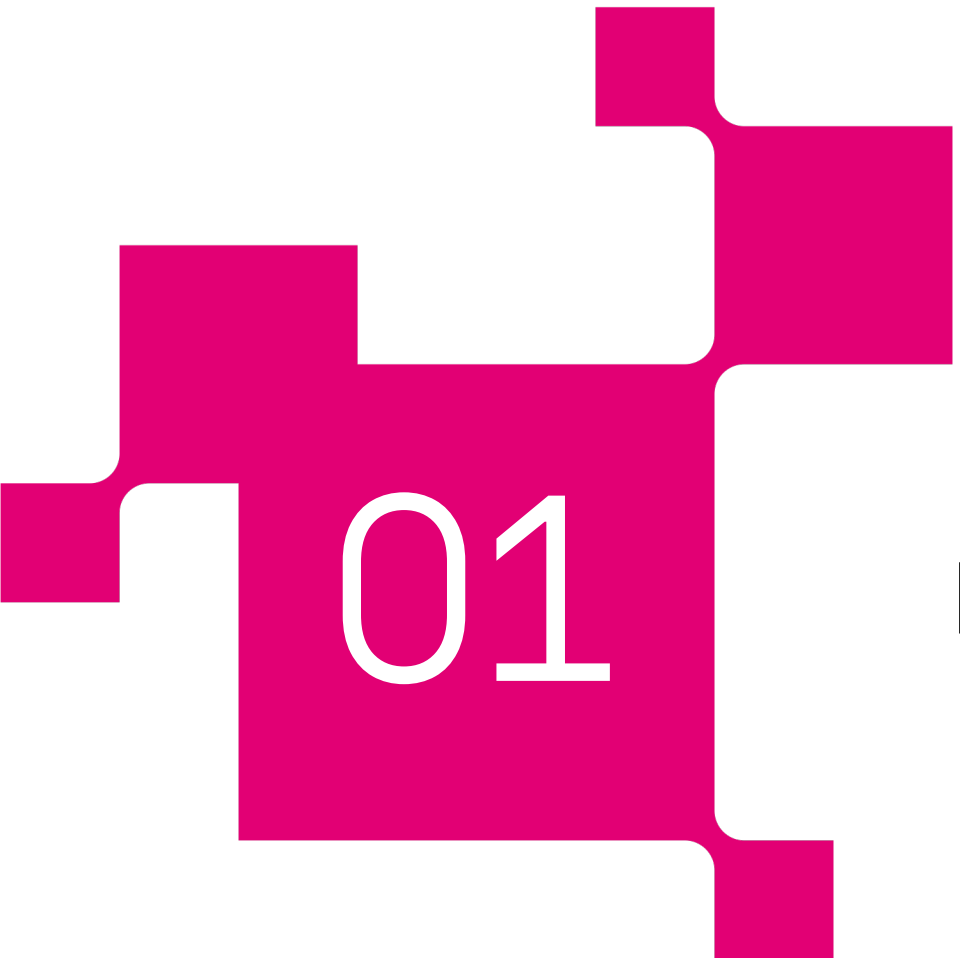
Q&A 1.6 – Overview.

NEW FEATURES

- @Mentions for questions & replies.
- CSV export now includes optional profile fields.

IMPROVEMENTS

- Improved performance on the question details page thanks to pagination.



01

New Features.

@Mentions for questions & replies.

Users can now tag other people directly in questions and answers using an @mention. When you type “@”, a user picker opens, allowing you to search for and select the person you want.

💡 Benefits:

- **Targeted communication:** Relevant individuals can be addressed directly and involved in discussions.
- **Clear attribution:** Mentioned users are highlighted in the content and can be accessed via their profile.
- **Quick response:** Mentioned users receive a notification including a deep link to the relevant question.
- **Improved navigation:** Jump directly to and highlight the relevant reply.
- **Intuitive use:** Familiar @mention logic for simple and seamless use.



Note

@-mentions are fully available on supported platforms. Availability depends on the technical capabilities of the respective platform.

Write a reply

No answer has been confirmed yet!

Answer

Rita Boon

Sharlene Spurrutt

Harriot Delooze

Thank you @r

+ Attachments

Send

Ask a question

Your question

Author

John Doe

Question title*

screen is stuck

Description*

My screen is stuck. Should I restart my computer? @k

Attachments

Karl Bauer

Berkeley Antonacci

Mark Diggins

Quentin Okell

Publish

CSV export now includes optional profile fields.

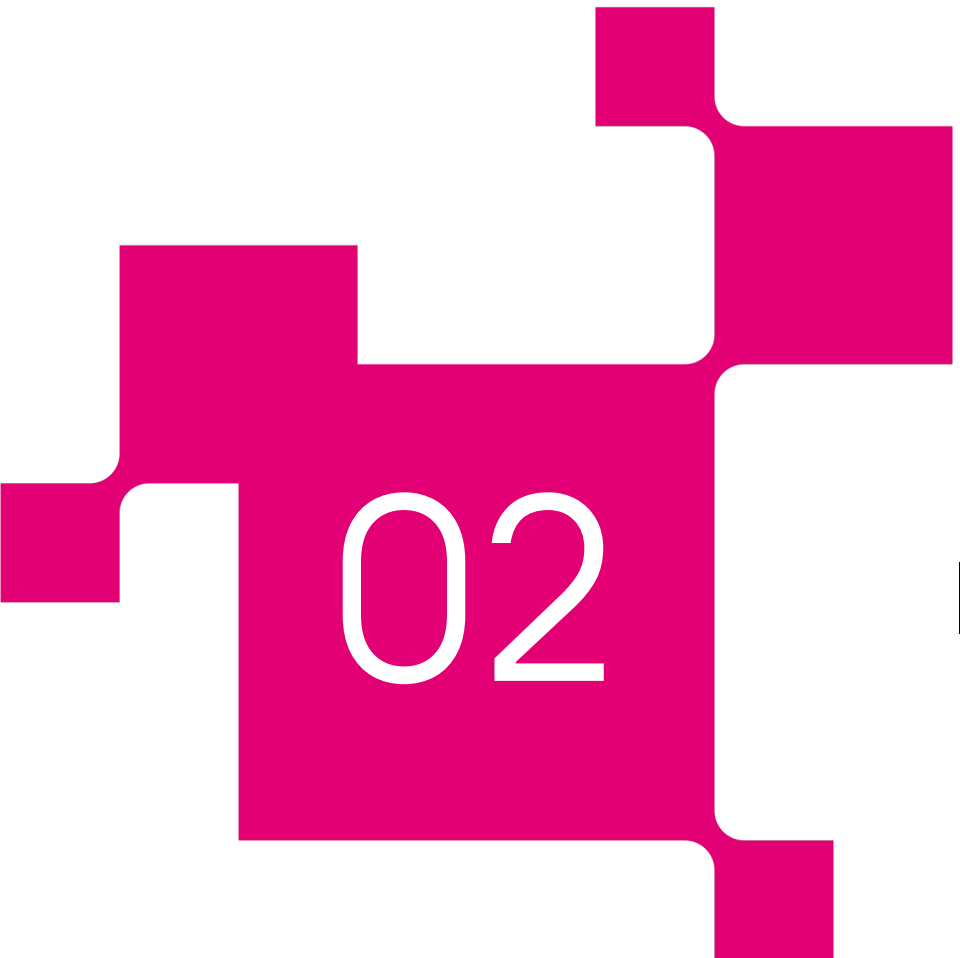
When exporting to CSV, selected profile fields relating to the questioners can now also be included. Alternatively, the export can be generated without any personal profile information. This allows questions to be analysed in a more targeted manner and combined with relevant organisational data.



Benefits:

- **Advanced analyses:** Questions can be combined with selected profile information from the questioners.
- **Flexible selection:** You can specify exactly which profile fields are included in the export.
- **Export without profile information:** Personal profile information can be excluded entirely if required.
- **Improved segmentation:** Questions can be analysed in greater detail based on selected organisational data.
- **Further processing:** The exported data can be used in BI tools, presentations or further analyses.

The screenshot shows the 'Export' tab in a settings menu. At the top, there are tabs for 'Settings', 'Status', 'Start Page', 'Form Fields', 'Questions', and 'Export'. Below the tabs, there are three buttons: 'Export as CSV' (highlighted in pink), 'Anonymous export as CSV', and 'Delete all questions'. To the right of these buttons is a language selector showing 'English'. Below the buttons, there are two main sections: 'Select all profile fields' (with an unchecked checkbox) and 'Select individual profile fields' (with a checked dropdown arrow). Under 'Select individual profile fields', there is a sub-header: 'Select the profile fields to be included in the export. If selected, the enhanced export will include the checked profile fields for each author of a question.' Below this, there is a list of profile fields with checkboxes: 'id' (checked, value 'johnDoe'), 'name' (checked, value 'John Doe'), 'type' (unchecked, value 'user'), 'avatar' (unchecked), 'groups' (unchecked, value 'admins'), 'phone' (unchecked, value '+1-335-486-1336'), 'email' (unchecked, value 'john-doe@nowhere.never'), 'custom:location' (unchecked, value 'Berlin'), 'custom:department' (unchecked, value 'Engineering'), 'custom:cost_center' (unchecked, value '12345'), 'custom:position' (unchecked, value 'Software Engineer'), 'custom:skills' (unchecked, value 'Angular, TypeScript, RxJS'), 'custom:languages' (unchecked, value 'English, German'), 'custom:aVeryLongPropertyNameThatExceedsNormalLength' (unchecked, value 'This is a very long property value that is used to test the handling of long strings in the mock data.'), and 'custom:system_manager' (unchecked, value 'janeDoe').



02

Improvements.

Improvements.

Improved performance on the question details page thanks to pagination.

Answers and comments are now loaded in stages. This means that questions with extensive discussions open more quickly and remain stable and usable even when there are many posts.

Questions?

Our team will be happy to help you!



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[www.](https://employee-experience-store.com/en)

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

