

## General

ID: US457118

Name: (Global Template) FAQ Template for All Sites

Tags:

Description:

**» Problem Statement**

We need an easy way to create FAQs on our SharePoint site by any site owners that can be updated to reflect our on going Branding changes when necessary.

**» Original Requestor/Business Owner**

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Location: Plano, TX  
SD Ticket #: NONE (Yammer Post)

**» Original Description**

Yammer Post: Curious to know if anyone has created or is using an FAQ App for Office 365 Sharepoint? Ideally, the App would adhere to the latest CA branding and preclude building a custom SP list with custom metadata or using Wiki capabilities to build a knowledge base. Thanks!

EMAIL:

Here's what we hope an APP for creating FAQs in Sharepoint might include:

1. Offer Searchable content
2. Provide an easy user interface to enter/update content in Question, Answer and Category panes
3. Ability to track who accesses FAQs and # of hits per FAQ
4. Ability to sequence or resequence FAQs in order of importance or most frequently accessed
5. Ability to print
6. Support graphics
7. Support Accordion view
8. Support User Ratings
9. Conform to CA Branding
10. Ability to link to an FAQ Section or a particular FAQ from another SharePoint site
11. Make available to all CA Office 365 SharePoint users

And, of course, we would like to offer our users a better experience than afforded by our current FAQ [list](#). (Please do not edit or make changes to this list, adding as just reference.)

Sample of Look and Feel we liked: [https://caone.sharepoint.com/teams/Edu/educ\\_itc/iDevLUP%20Library/TechAid/faq.aspx](https://caone.sharepoint.com/teams/Edu/educ_itc/iDevLUP%20Library/TechAid/faq.aspx)

**Joanie Norwood**

Principal Instructional Designer

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**» Business UAT Testers**

All Business Leads (As this is global template) should be included.

Justin Spegele, Education Business Lead  
Joanie Norwood, Original Requestor  
Christina Valenza, Tester  
Shafiq Hajee, Tester  
Pete Van Dyke, Tester

**» User Story**

As a < site owner >, I need the look and feel to conform to the current CA Brand, with the ability to have the dev team easily update the brand if necessary.

- As a < site owner >, I need to be able to configure the questions and answers in a FAQ style look and feel similar to that of TechAid's FAQ.
- As a < site owner >, I need to be able to categorize groups of questions/answers into tiers so that the accordion presented would be the category and then the sub-accordion under that would house the questions/answers for that category.
- As a < site owner >, I need to be able to configure a contact point at the bottom of the FAQs with multiple names and email addresses.
- As a < site owner >, I need to be able to link to a submission form that I create separately at the bottom of the FAQs.
- As a < site owner >, I need to have the option to pull metrics from our FAQs.
- As a < site owner >, I need to be able to sequence or change the order of the questions/answers and categories.
- As a < site owner >, I need to be able to add rich text, URLs, videos, and/or graphics into the answers provided.
- As a < site owner >, I need to be able to configure user ratings in the stars option that is available from SharePoint.

- As a < site user >, I need to be able to expand and collapse the categories of questions, then expand and collapse the questions within that category.
- As a < site user >, I need the ability to print a specific question/answer and/or category.
- As a < site user >, I need to be able to search within the listing of questions/answers.
- As a < site user >, I need the ability to jump back to the top of the page quickly from each available question.
- As a < site user >, I need a contact point for any questions I could not find on the FAQ (Name / Email) at the bottom of the FAQs.
- As a < site user >, I need the ability to point to an external "Submissions Form" where I can submit new questions at the bottom of the FAQs.

As a < site collection administrator >, I need to be able to request the new FAQ template be added to my site collection for use in any site that can make use of it in both /teams and /sites.

**» Acceptance Criteria**

1. The FAQ template presentation page matches the current CA Brand, and can be easily requested to be updated should the branding change in the future.
2. The FAQ template creates a management list that site owners (or anyone delegated to manage that list) can easily configure answers and questions, along with categories.
3. The FAQ template management list can have rich text, URLs, videos, and graphics added to the answers sections.
4. The FAQ template management list can be ordered/reordered as needed, including the reordering categories when the category feature is used.
5. The FAQ template management list can have a 5-star rating added to it, if needed as an option, for each question/answer.
6. The FAQ template presentation page has a search feature that allows users to search for questions or words within the questions/answers that would automatically expand the sections where those words exist.
7. The FAQ template presentation page has expandable/collapsible categories and questions within those categories in a tiered manner.
8. The FAQ template presentation page can be printed with a Print icon that is visual along with a label marked "PRINT".
9. The FAQ template presentation page has the names and email addresses added to contact points (hidden when not filled out) for the FAQs at the bottom of the page.
  1. Multiple Names and corresponding email addresses can be added.
10. The FAQ template presentation page has an OPTIONAL link (hidden when not filled out) to an external "Submissions Form" where users can submit new questions.
  1. The submissions form would need to be created separately, seeking the assistance of the site owner or site collection administrator (business lead).

Attachments:		
Owner:	Maria Espino	
Project:	Marketing - Collaboration	
Hierarchy		
Parent:	Feature F4795: Business Templates	Feature: Feature F4795: Business Templates
Schedule		
State:	New	Blocked: False
Ready:	False	Blocked Reason:
Release:	Iteration:	
Plan Est:	Task Est: 0.0 Hours	
Actual:	0.0 Hours	To Do: 0.0 Hours Expedite: False
Custom		
Affects Doc:	False	Story Type:
IT Delivery Owner:		

Kanban State:	
PPM ID:	
Release Note: <b>False</b>	Release Priority:
<b>Notes</b>	
Notes:	