# 5 Steps to Build an FAQ Knowledge Base with Communication Sites

Dux Raymond Sy
@meetdux | AvePoint
Microsoft RD + MVP

## Unleash the Power of You

# Agenda

Anatomy of a Great Knowledgebase

Why Communication Sites?

Define Success Criteria

Establish Framework

Identify Related Components

Create Knowledge Base

Drive Sustainable Adoption

# What's the value of a knowledge base?

Self-service library of information

Information can come from several contributors

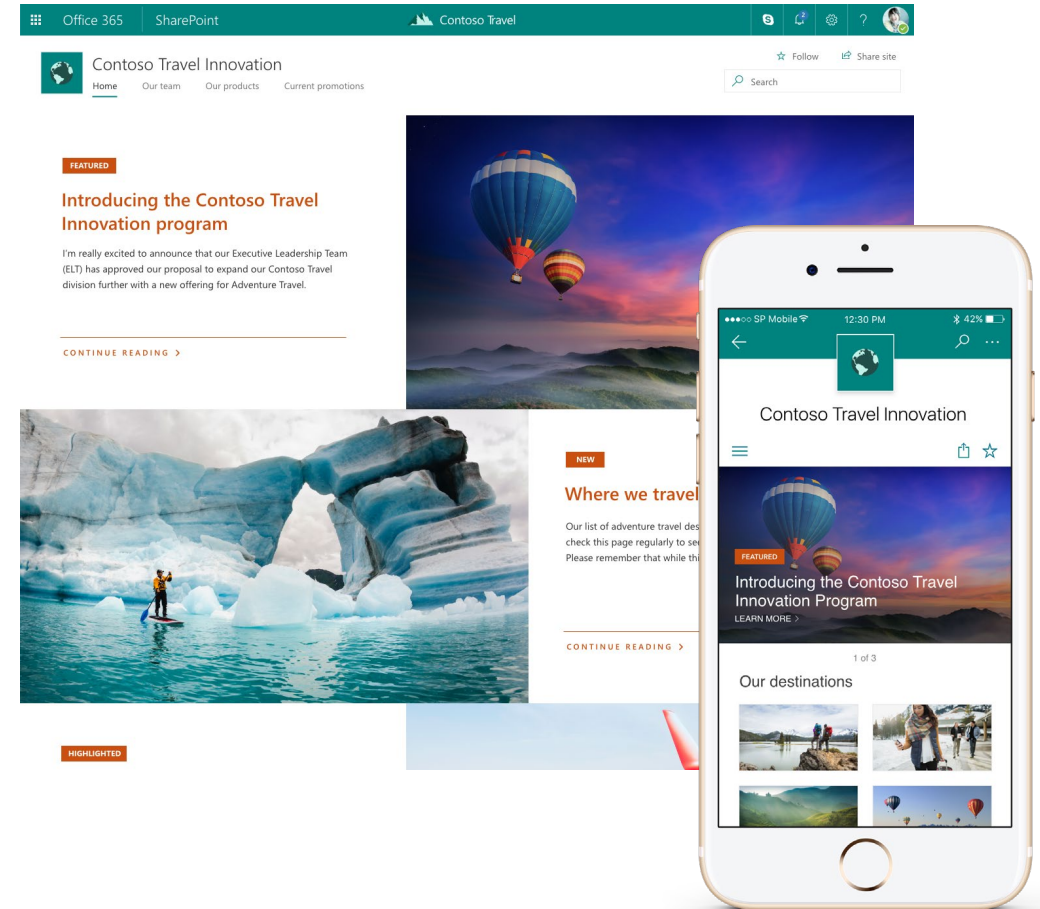Efficient way to deliver standard resources

# Why Communications Sites

SharePoint sites used to address broad audiences across the organization

Easy to create and mobile ready

Unlike team sites, an Office 365 group is not created

# 5 Steps to Build an FAQ Knowledgebase



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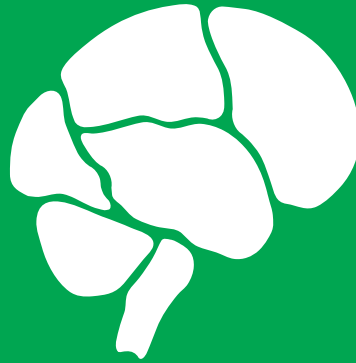
# Define success criteria

1

# Why do you need a knowledge base?

| Lower Costs | Higher Resolution Rates | Consistent Service |

# Common use cases

IT: It simplifies everything from troubleshooting to training/onboarding and general how-to and support questions

HR: Great for everything from training/onboarding to distributing company policies and pay schedules

Marketing: Helps with brand standards, templates, guidelines and company resources
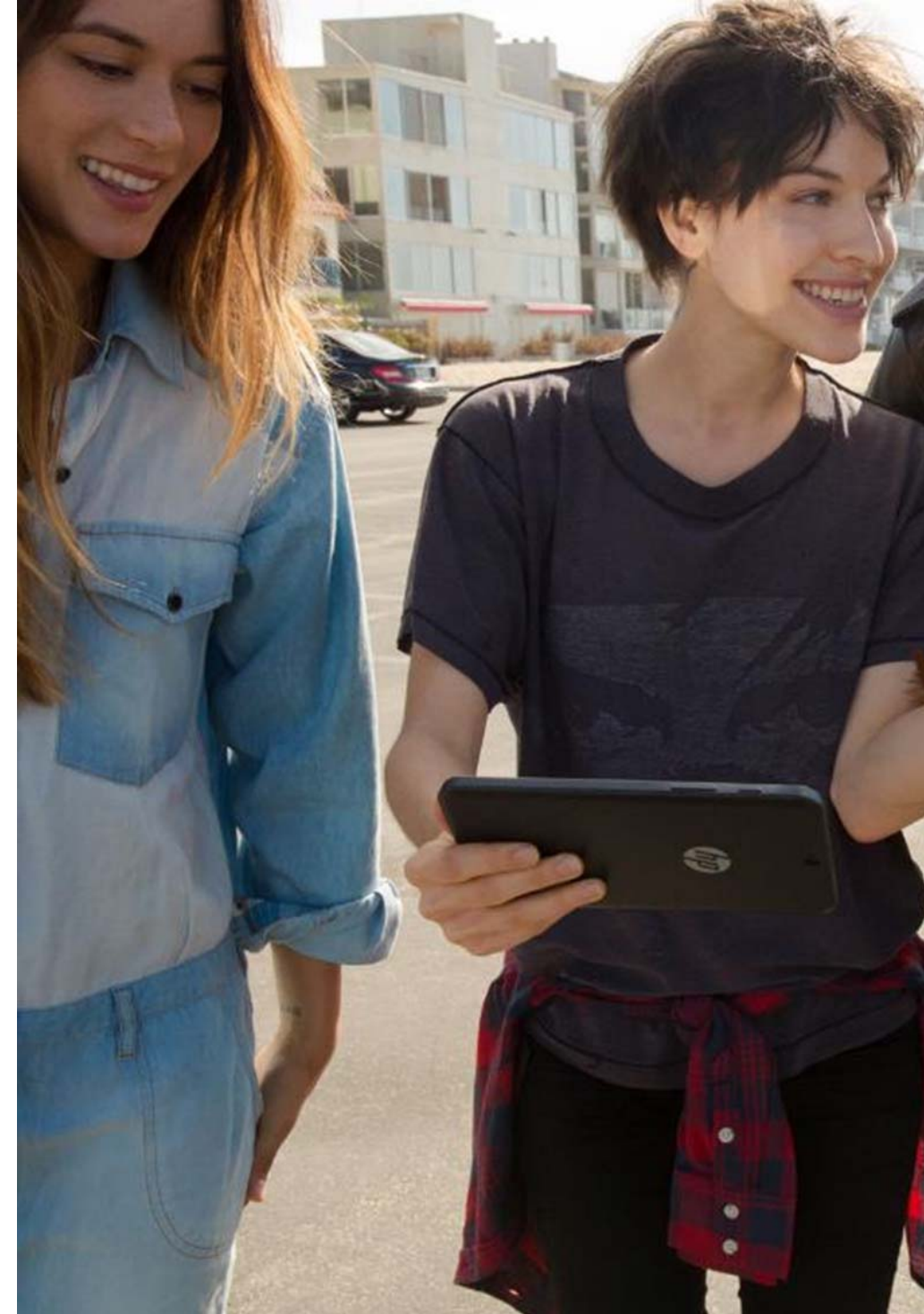
# Establish framework

2

# Key steps to take

**1** Raison d'être-Understand the need to build a Knowledge Base.

**2** Start Building - Setting up a knowledge Base.

**3** Audience & Scope - For whom is this Knowledge Base for?

**4** Knowledge Management - Setting up roles, permissions and access control

**5** Knowledge Organization - Organize content that follows a logical categories and hierarchy

**6** Knowledge Base Articles - Keep it simple, factual and engaging.

**7** Updates - Keep articles up to date based on new releases/updates/versions

**8** Social - Encourage and enable social sharing and feedback

# Identify relevant components

3

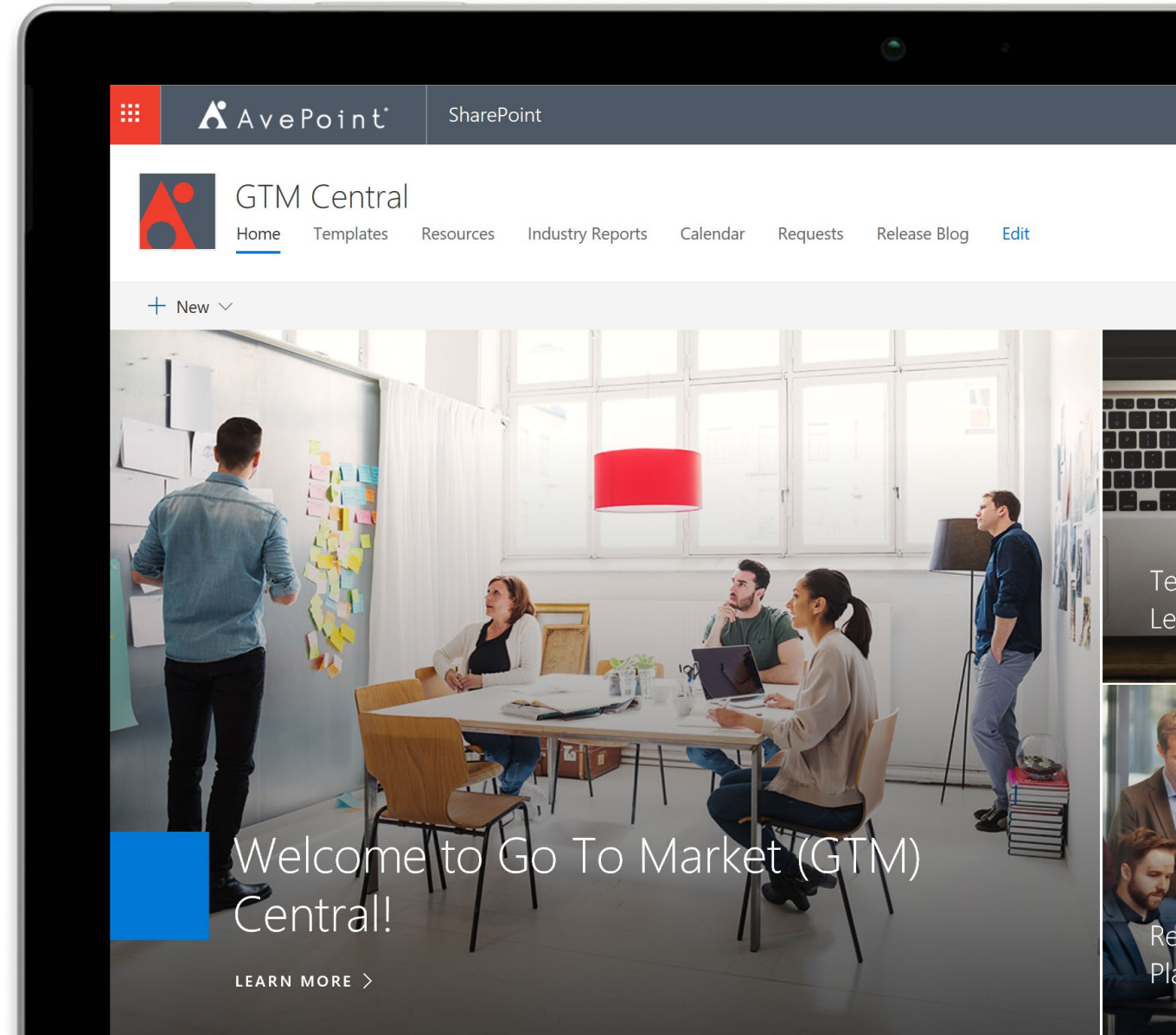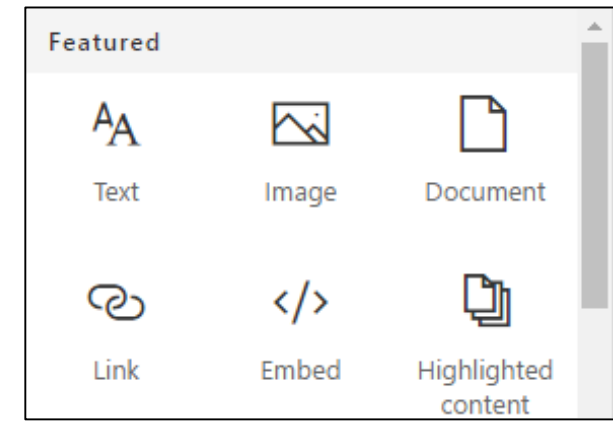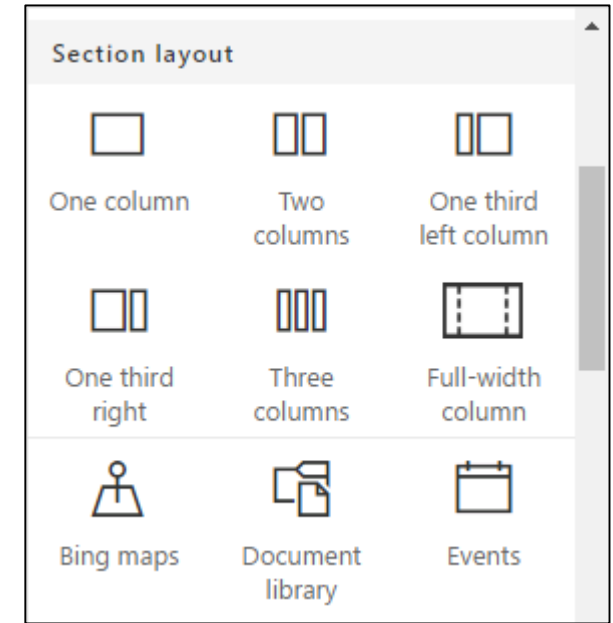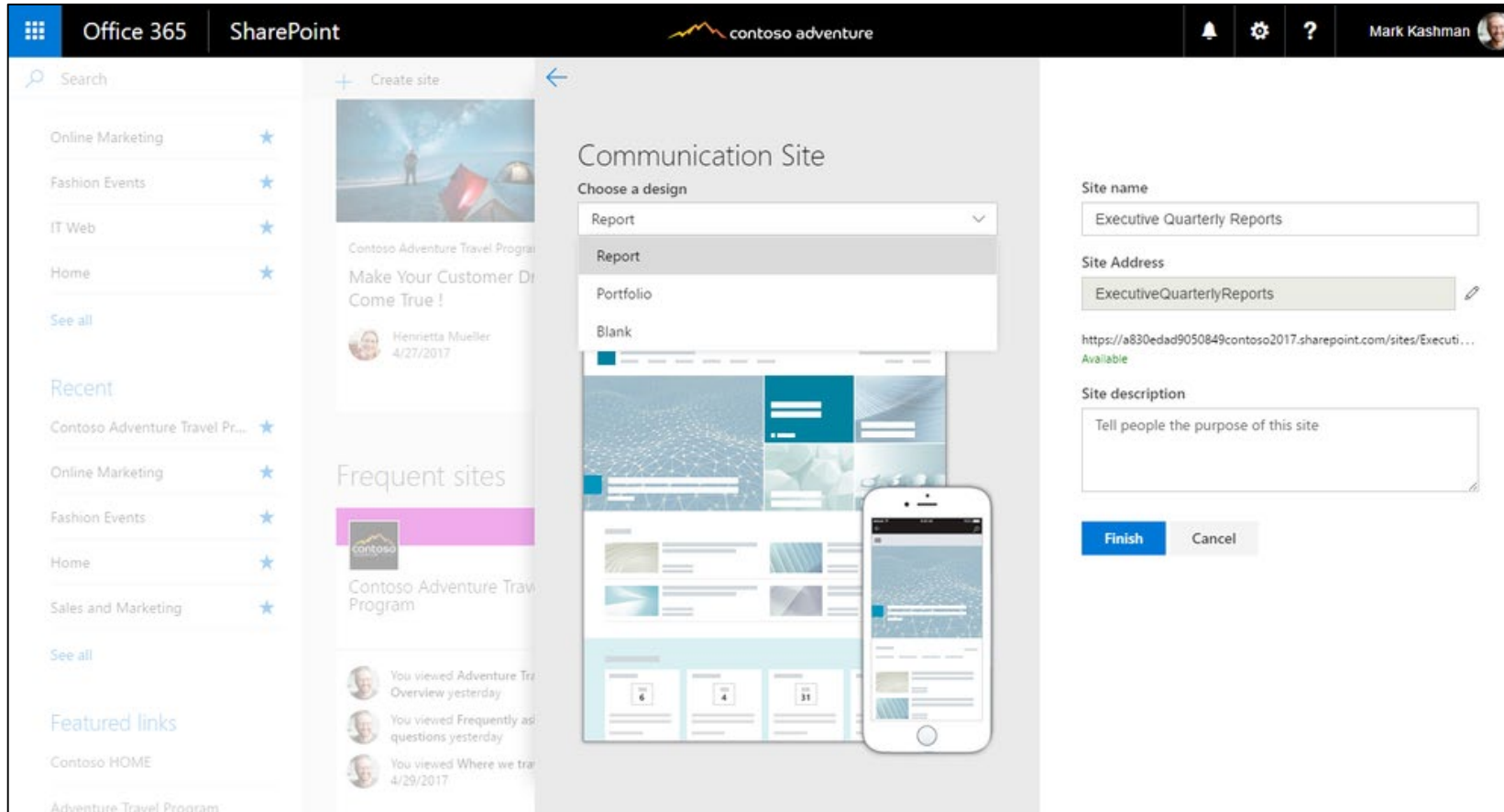# How will you share relevant information?

Documents

Blog

Videos

News

Social conversations

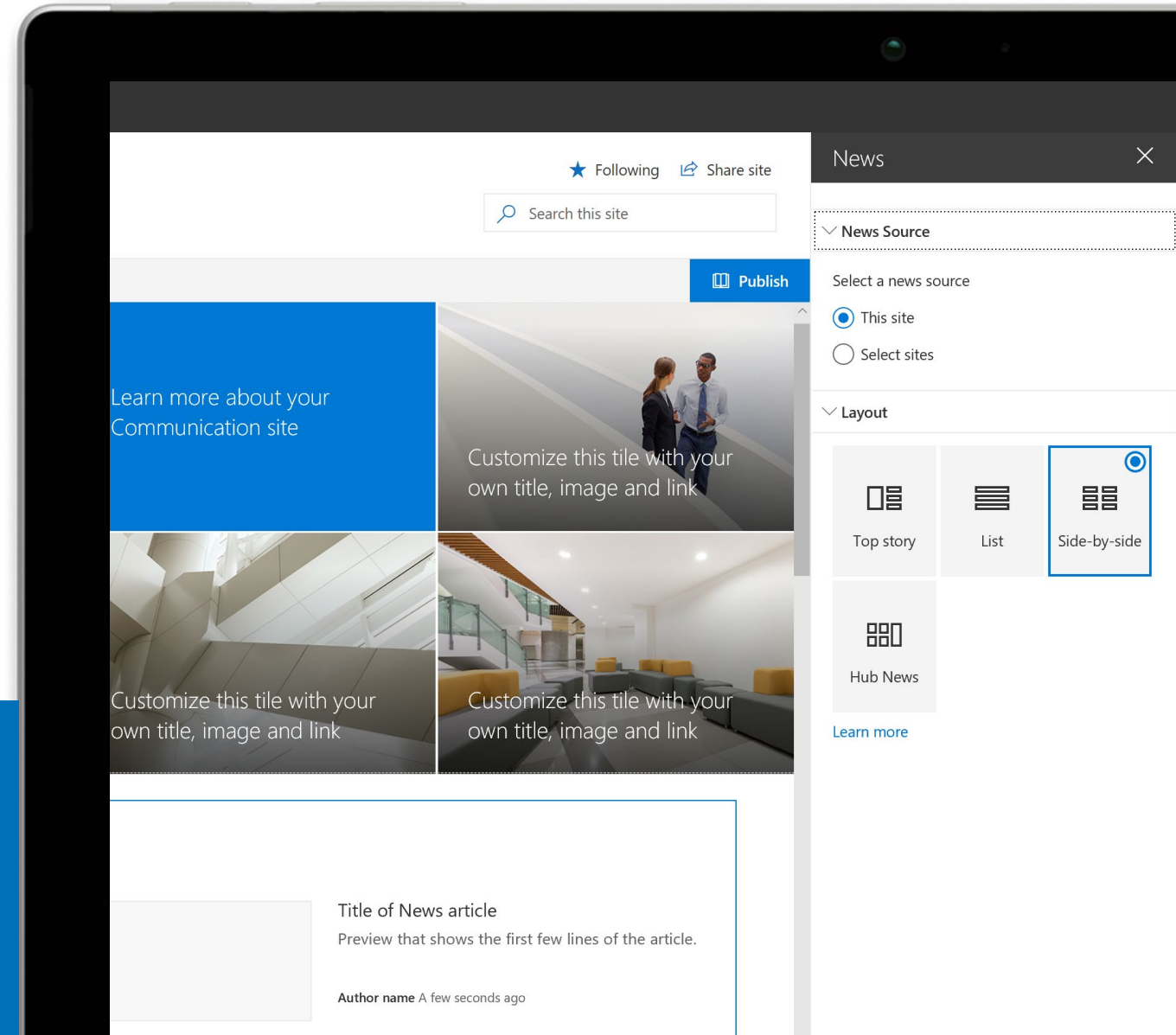# Maximize out of the box tools

# Create knowledge base

4

# Create and update site

Update site content

Edit pages

Streamline navigation
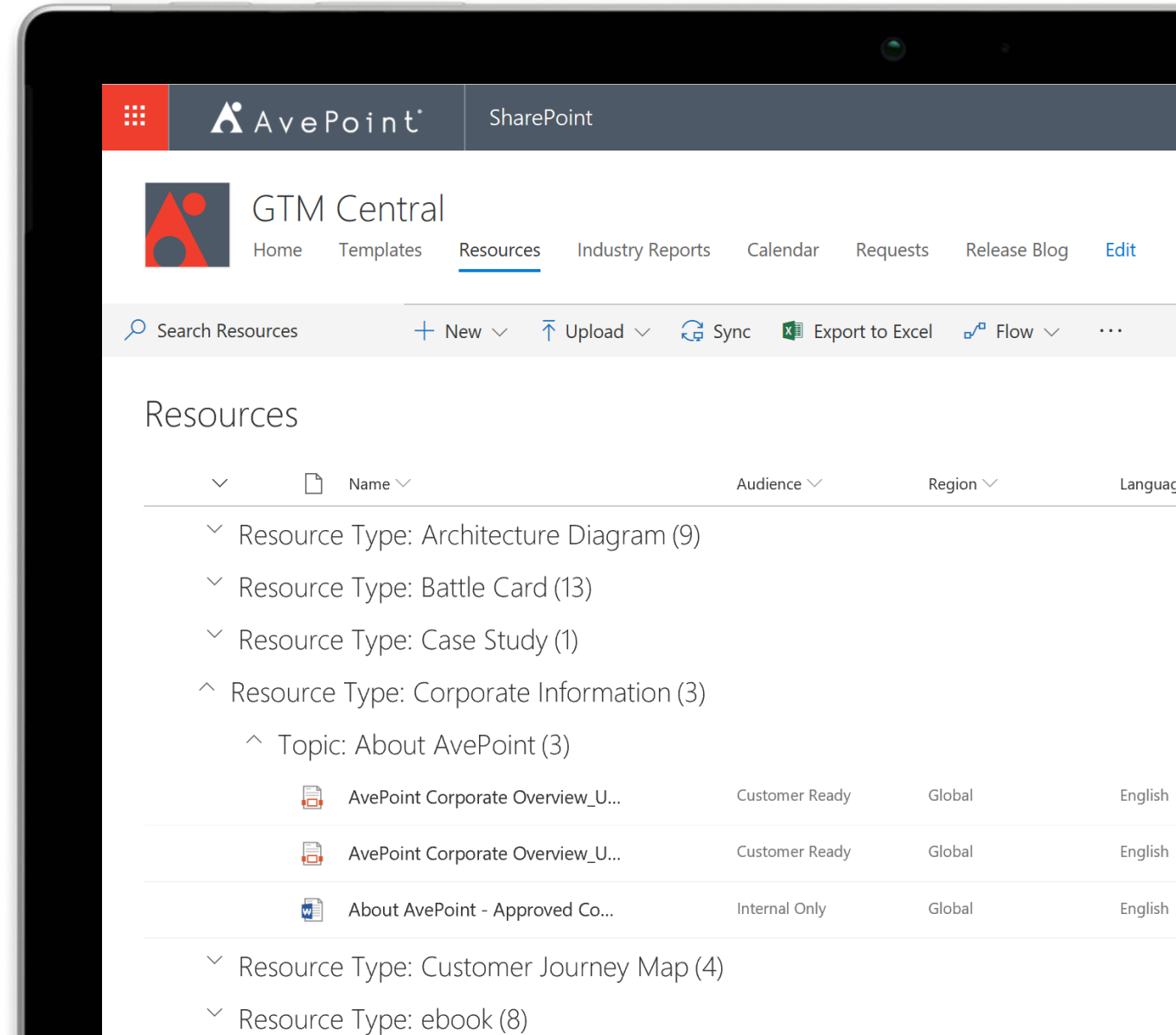
## Make it relevant and useful

# Populate site with content

Simplify classification

Maximize views

Automate workflows

Assign content contributors

# Share site to relevant stakeholders
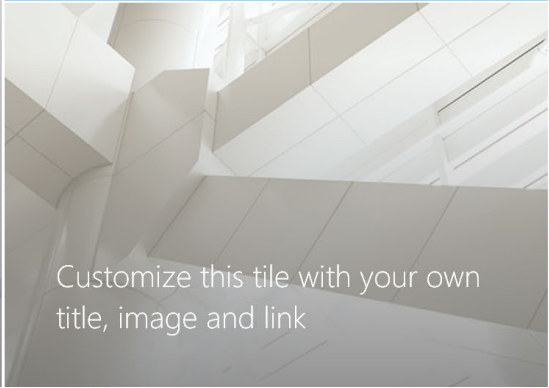
Drive sustainable adoption

5

# Consistency is key



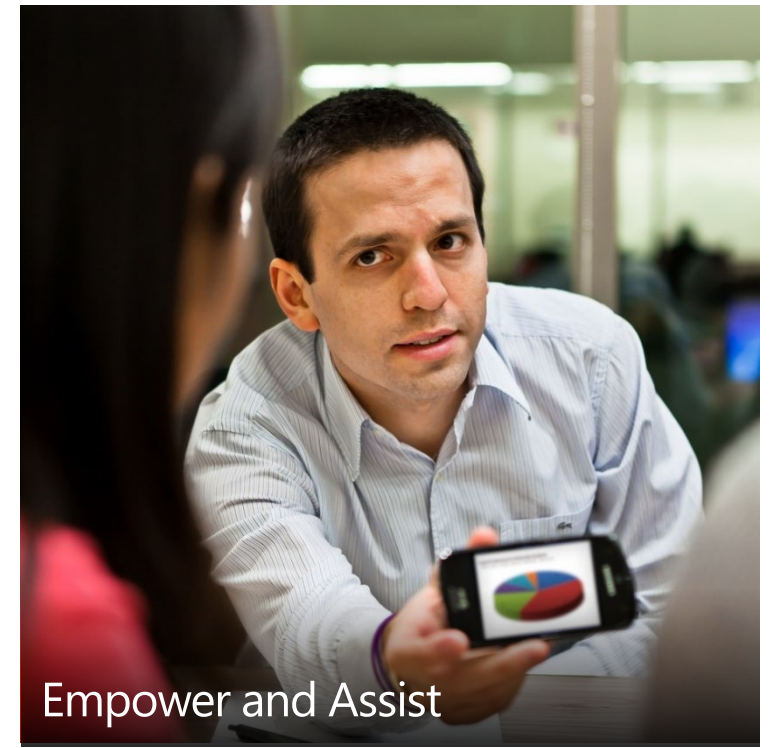Drive Excitement

Facilitate Change

Empower and Assist

# How to Ensure Success

**Encourage feedback**

**Regularly update content**

**Consistently promote your knowledge base**

**Recruit + delegate content creation**

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# RESOURCES

How to create a communication site

How to create a hub site

Record MS forms responses in SP List

Teams + Office 365 Groups ... When to Use What Ebook

# thank you

| | | | | |
|---|---|---|---|---|
| Gracias | ευχαριστώ | Danke | Grazie | благодаря |
| Hvala | Obrigado | Kiitos | شكراً | Tak |
| Ahsante | Teşekkürler | متشكرم | Salamat Po | 감사합니다 |
| Cám ơn | شكريه | Terima Kasih | Dank u Wel | Děkuji |
| நன்றி | Köszönöm | ありがとうございます | ขอบคุณครับ | Dziękuję |
| 谢谢 | Tack | Mulţumesc | спасибо | Merci |
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# Get Resources



avepoint.com/presentations

# Let's Connect



Dux Raymond Sy
Linkedin.com/in/meetdux
dux.sy@avepoint.com
@meetdux