

ALL YOU NEED TO KNOW ABOUT QUESTIONS AND ANSWERS POSTS



Use questions and answers in Yammer to capture and disseminate knowledge in Yammer communities.

Post a question

All community members can post a question.

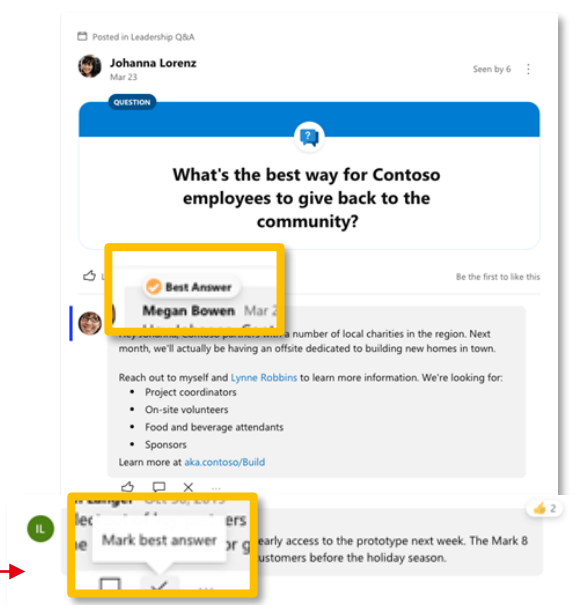
1. Select the Question post type.
2. Type your question.
3. Click Ask.

Mark a response as Best Answer

Who can do it? The person who posted the question and all community admins.

Answer a question

Just reply to it



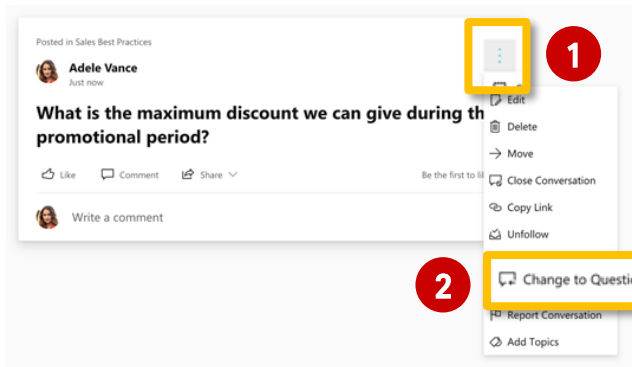
TIPS



“Can I mark more than an answer?”
 “No, only one post can be selected...”
 But...

- You can **update** the Best Answer if there is a new response better than the current one. Just select **Best Answer** in the new one,
- You can **remove** the Best Answer designation from an answer by clicking. **Unmark Best Answer**.

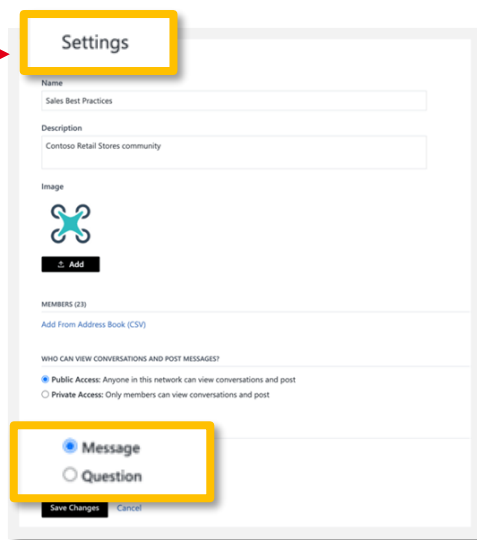
Change the conversation type from a regular discussion-style message to a question



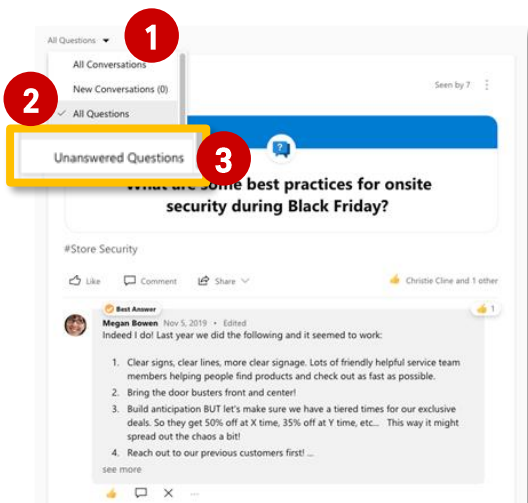
1. Click the More Options
2. Click Change to Question.

Specify questions as the default conversation type in a community (For community admins only)

1. In the community, click the More Options to the right of the community name
2. Click **Settings**.
3. Under “Default Publisher Type”, select **Question**.



See all unanswered questions in community



At the top of a community feed

1. Click the down arrow in the community filter.
2. Choose All Questions to see all the questions in the community.
3. Choose Unanswered Questions to see all questions without a Best Answer

