





# Practical Checklist: Building an Interactive SharePoint FAQ Page


## Block 1: Strategic Content Planning

 Status	Step & Action	Practical Goal
[ ]	<b>Support Data Analysis:</b> Analyze call logs, tickets, and emails to identify the 20-30 most frequent and time-consuming inquiries.	Address 80% of issues proactively, significantly reducing the support team's load.
[ ]	<b>Category Creation:</b> Group questions into logical, user-friendly themes (e.g., "Billing," "Shipping," "Account") avoiding internal business jargon.	Ensure an intuitive navigation hierarchy for all visitors.
[ ]	<b>SharePoint List Preparation:</b> Create a dedicated list with mandatory columns: <b>Question</b> (Title), <b>Answer</b> (Rich Text), and <b>Category/Tags</b> (Metadata).	Ensure flexibility for advanced searching, filtering, and future scaling of the content.
[ ]	<b>Answer Conciseness:</b> Ensure all answers are accurate and as brief as possible. Only link to external documents for in-depth, complex information.	Reduce cognitive load and accelerate the time it takes for a user to find a solution.

## Block 2: Implementing Interactivity (Tools & Accordion)


 Status	Step & Action	Practical Goal
[ ]	<b>Select Accordion Web Part:</b> Add the <b>Accordion Web Part</b> (or modern Collapsible Sections) to the target page.	Compactly conceal large volumes of content, significantly improving page aesthetics.
[ ]	<b>Data Binding:</b> In the web part settings, point to your prepared SharePoint list and map the "Question" and "Answer" columns correctly.	Automate the dynamic display of content for efficient <b>content management and updating</b> .
[ ]	<b>Configure Sorting:</b> Set the question order based on relevance or query frequency, not alphabetically.	Prioritize the most needed answers, aligning with user urgency.
[ ]	<b>Review Visual Design:</b> Customize the web part's styles (fonts, colors) to ensure it aligns with your corporate brand standards and <b>customer portal</b> design.	Maintain a professional and unified user experience.

## Block 3: Enhanced Search and Navigation (Search & Filtering)

 Status	Step & Action	Practical Goal
[ ]	<b>Search Visibility:</b> Place the search field prominently near the top of the <b>SharePoint FAQ page</b> .	Satisfy the user's need for fast, direct information retrieval.
[ ]	<b>Refiner Integration:</b> Add the "Refiner" web part and link it to the "Category/Tags" column in your FAQ list.	Allow users to quickly narrow down search results, increasing accuracy.

[ ]	<b>Indexing Verification:</b> Confirm that both Questions and Answers (including text within collapsed sections) are fully indexed by the SharePoint search engine.	Guarantee that full-text search retrieves all relevant data for the <b>interactive knowledge base</b> .
[ ]	<b>Search Query Testing:</b> Run tests using synonyms, common misspellings, and long-tail queries to ensure results are accurate.	Minimize the chance of "empty" or irrelevant results, which lead to support calls.

#### **Block 4: Mobile Accessibility (Mobile-Friendly)**

 Status	Step & Action	Practical Goal
[ ]	<b>Device Testing:</b> Verify the page appearance and functionality on various actual mobile phones and tablets (iOS and Android).	Ensure universal access, as a large portion of traffic is mobile.
[ ]	<b>Touch Target Size Check:</b> Ensure interactive elements (like accordion toggles) are large enough for easy tapping (at least 48x48px).	Improve usability and accessibility for all mobile users.
[ ]	<b>Load Speed Assessment:</b> Check the page load time on a standard mobile connection. Minimize the size of any embedded images.	Prevent user abandonment caused by slow performance.
[ ]	<b>Horizontal Scroll Check:</b> Confirm that no horizontal scrollbar appears when viewing the page on the narrowest common screen width.	Adhere to modern responsive web design standards for your <b>SharePoint FAQ page</b> .