

IBM Connections Social Q&A



You have a customer asking a question, but you don't know who to route it to get a quick accurate answer. Your favorite expert is on vacation, but you need an answer today. IBM Connections Social Q&A lets you leverage your social graph to route your questions to the right expert. Additionally it stores the questions and answers so both you and others can find it when the same question is asked again.

Enable users to obtain answers to questions by routing to subject matter experts throughout your organization. Any time they need an answers fast, let Social Q&A take charge.



Reach right Experts

Uses analytics to determine which people are the most appropriate to ask

Routes questions to inbox and Profile boards of selected experts



Use Expertise Wisely

Stores new questions and answers for future re-use

Experts can forward questions to other experts as needed



Intuitive responses

Answers the question immediately if a similar question has already been answered

Notifies asker when answer is given via Connections Activity Stream and e-mail

IBM Connections Social Q&A allows users to post questions in a central place and then proactively searches for the most appropriate subject matter experts who might answer the question throughout the organization. The person posting can choose from a list of candidates to route the question. Those people can respond or delegate the question to another person. If a similar question was already posted, Social Q&A first proposes those answers prior to continuing with the post.