

# Learning Network Vendor Q&A

## Introduction to Q&A

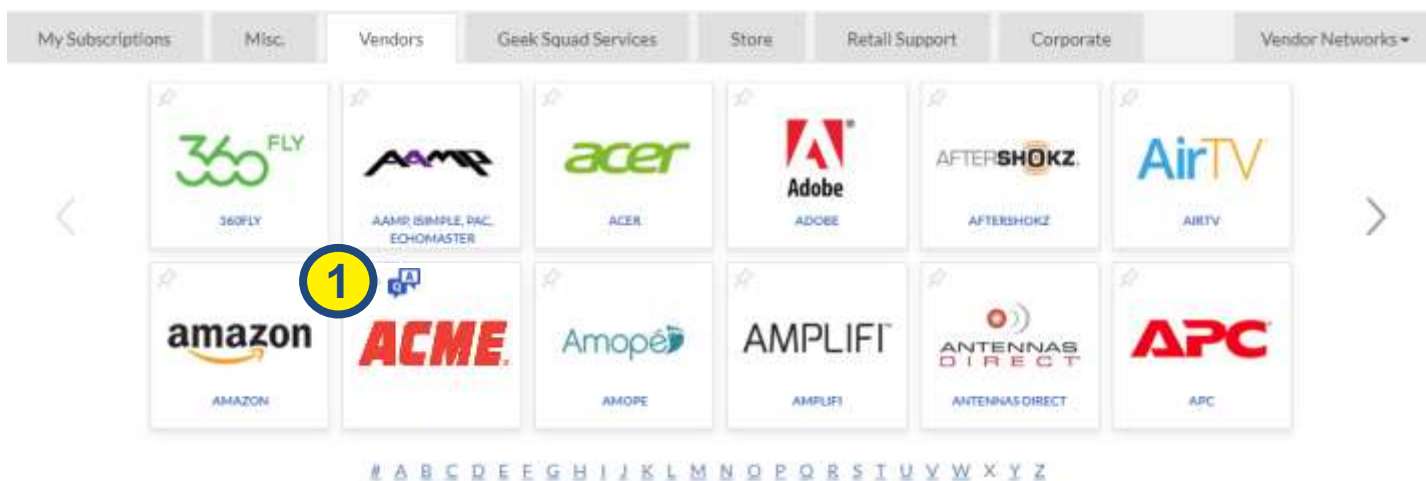
Vendor Q&A allows vendors to connect with sales associates that are passionate about your products by answering questions. This helps develop your brand's presence on Learning Network, stimulate conversations about your products, and create a sense of community by engaging employees through direct contact.

### TOPICS COVERED

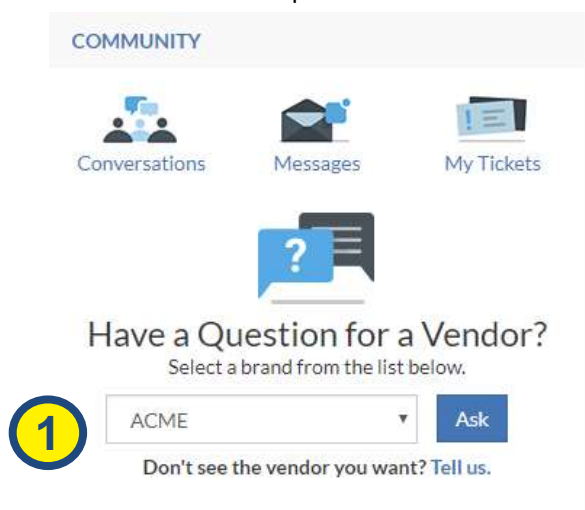
- Introduction to Q&A
- Front-end Display
- Accessing Q&A
- Q&A Home Page
- Responding to Questions

## Front-End Display

1. **Vendor Channel Icon:** Vendors that have Q&A access have an icon on their channel inside of Learning Network, enabling sales associates to quickly identify which vendors have Q&A from the catalog.

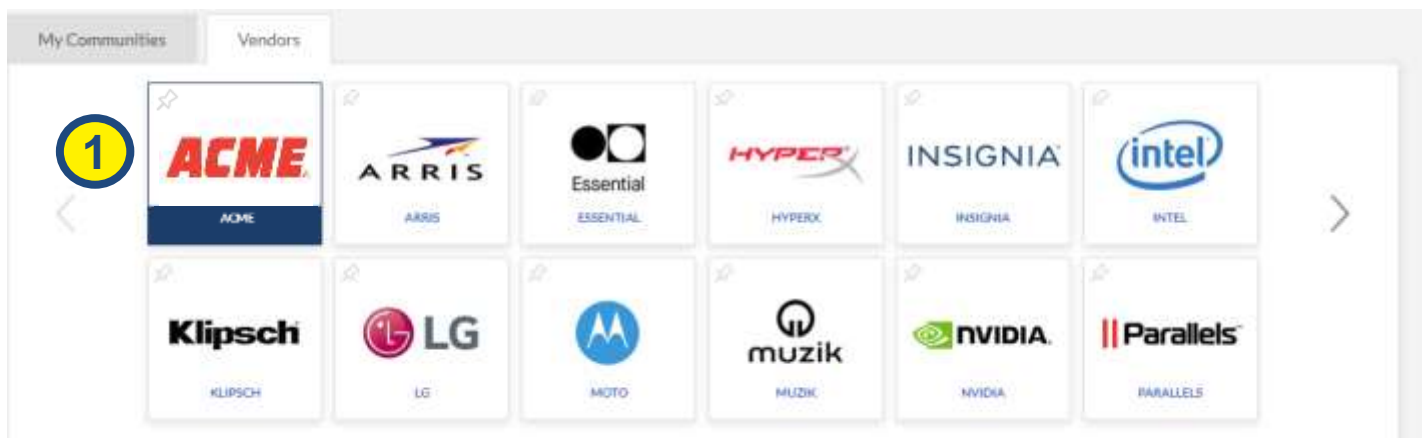


1. **Home Page Widget:** Sales associates have a widget on their home page that allows them to select a Q&A enabled vendor from a dropdown of communities to be taken directly there.




# Learning Network Vendor Q&A

1. **Communities:** All vendors that are Q&A enabled are listed in the communities tab.




1. **Topic:** Answered questions can be filtered by content that has been uploaded to Vendor Hub and has Q&A enabled.
2. **Ask:** New questions can be submitted here - these will only be visible to the user that submitted it until they have been replied to.
3. **Filter:** Sales associates can filter questions asked by "Everyone" or "Just Me."
4. **Question:** Displays the submitter's name, a timestamp, the relevant content, as well as the question itself.
5. **Answer:** Vendor's reply. The question only becomes visible to sales associates once it has been answered.


Topic:

 Have a question? Ask away.

Show questions from

 **Brandon P.** > 3 MONTHS AGO  
ASKED ABOUT ACME - E-LEARNING MODULE:

ACME, are there any plans to sell anvils in store? If so, is there an ETA (even a quarter would be helpful). Thanks again, - ACME enthusiast

 **Answer:**

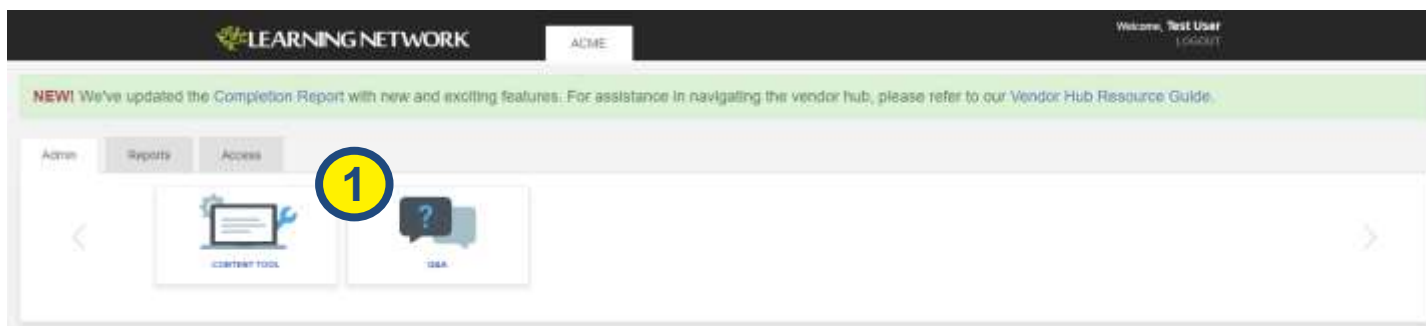
Thanks for your question and your support! Currently, our products are available on bestbuy.com. Plans to sell in store are unfortunately still TBD.



# Learning Network Vendor Q&A

## Accessing Q&A

1. **Launch Q&A:** The Q&A tool can be launched from within Vendor Hub by selecting the Q&A icon.



## Q&A Home Page

After launching the Q&A tool the top of the page will have an overview of all the community questions.

1. **Asked:** Total number of questions asked.
2. **Pending:** Number of questions awaiting a response.
3. **Average Response Time:** Average time for questions to be actioned. Measured in hours:minutes:seconds.
4. **Review:** Allows for an in-depth look at community questions.

The screenshot shows the Q&A Home Page with a table of community questions. The table has the following columns: Title, Asked, Pending, Avg. Response Time, and a Review button. The first row of data shows 'ACME' with 68 Asked questions, 38 Pending questions, and an average response time of 766:07:00. The Review button is highlighted with a yellow circle and the number 4.

Title	1 Asked	2 Pending	3 Avg. Response Time	4 REVIEW
ACME	68	38	766:07:00	

# Learning Network Vendor Q&A

Displayed underneath community questions are the content-specific questions. This table shows all pieces of content, clicking "Review" will

1. **Status:** Questions can be filtered by the status of the content they are linked to.
2. **Q&A Status:** Questions can be disabled for a specific piece of content; this dropdown allows filtering by this status.
3. **Action:** Q&A can be enabled/disabled by selecting courses, then selecting an action from this menu.
4. **Review:** Allows for an in-depth look at content-specific questions.

**CONTENT-SPECIFIC QUESTIONS**

1 Status: All 2 Q&A Status: Any 3 Action: Bulk Action

Showing 1 to 12 of 12 entries

Select	Type	Title	Asked	Pending	Avg. Response Time	Q&A	<span>4</span> REVIEW	Status
<input type="checkbox"/>		ACME - e-Learning Module	1	0	74:13:00	Open	<input type="button" value="REVIEW"/>	Active
<input type="checkbox"/>		ACME - Quick Reference Guide	1	0	97:45:00	Open	<input type="button" value="REVIEW"/>	Active
<input type="checkbox"/>		ACME - 2016 Product Lineup	1	0	-	Open	<input type="button" value="REVIEW"/>	Deactivated
<input type="checkbox"/>		ACME - How to Sell	0	0	-	Hidden	<input type="button" value="REVIEW"/>	Active
<input type="checkbox"/>		ACME - First Look	0	0	-	Open	<input type="button" value="REVIEW"/>	Draft
<input type="checkbox"/>		ACME - Anvil Series Training	0	0	-	Open	<input type="button" value="REVIEW"/>	Deactivated

Previous 1 Next



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## Responding to Questions

After selecting "Review" on an item in community or content-specific questions this screen is displayed.

1. **Overview:** Overview of questions.
2. **Status Selection:** View all questions based on their status.
3. **Respond:** Questions can be responded to by clicking this button.

← ACME (OPEN)

**1**



- Pending
- Answered
- Dismissed

Average Response Time:  
2d 18h 7m

**2**

Pending
Answered
Dismissed

Date/Time	Question	
1/10/2017 4:14 PM	Lorem ipsum dolor sit amet, consectetur adipiscing elit.	<b>3</b> <input type="button" value="RESPOND"/>
1/19/2017 10:06 AM	Sed faucibus risus sit amet nibh blandit feugiat.	<input type="button" value="RESPOND"/>
1/20/2017 6:16 PM	Nunc non ante a urna condimentum commodo.	<input type="button" value="RESPOND"/>
2/3/2017 5:44 PM	Etiam cursus diam ut lorem semper cursus.	<input type="button" value="RESPOND"/>
2/11/2017 4:56 PM	In mollis libero a mauris interdum aliquam.	<input type="button" value="RESPOND"/>
2/18/2017 5:10 PM	Nullam molestie metus ac diam feugiat consequat.	<input type="button" value="RESPOND"/>
2/24/2017 5:33 PM	Morbi sed purus et semper ultricies et ac justo.	<input type="button" value="RESPOND"/>



# Learning Network Vendor Q&A

1. **Question:** Original question is displayed here.
2. **Related Course:** The question can be changed to relate to a specific piece of content; or from content to the community channel.
3. **Response:** A response can be typed here.
4. **Dismiss Question:** If the question is not relevant it can be dismissed using this button.
5. **Save:** After a response has been typed clicking save will answer the question.

←
ACME

## Question

1 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed egestas nunc vel molestie aliquet. Nulla id felis vitae justo sollicitudin hendrerit ac in nisi. Pellentesque rhoncus ante pellentesque uma volutpat ornare. Sed gravida nisi blandit, eleifend velit sed, mollis neque.

— Asked on: Jan 10, 2017 4:14 PM

2 Related Course

## Response

3 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Praesent finibus augue a convallis ultrices. Maecenas metus massa, consequat at dolor ac, rutrum semper tellus. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae. Etiam ipsum nunc, dapibus nec erat id, blandit imperdiet diam.

4
Dismiss Question

Cancel
5 Save

