




SEARCH ON FAQs: A WEB PART FOR SHAREPOINT

TECHNICAL DOCUMENTATION

Torpedo – Serviços de Informática, Lda.

Torpedo.pt
12/08/2024

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1 DOCUMENT VERSION HISTORY

Table 1 - Name and Document Content

DOCUMENT NAME	CONTENT
trpd_spo_searchonfaqs_technicaldocumentation.pdf	Technical Documentation

1.1 VERSION HISTORY


Table 2 - Version History

VERSION HISTORY						
VERSION N°.	AUTHOR	DATE	REVISIONED BY	DATE OF REVISION	APPROVED BY	APPROVAL DATE
1.0.0.1	Francisco Ferreira	30/10/2023	Bruno Teixeira	13/11/2023	Bruno Teixeira	14/11/2023
1.0.0.9	Francisco Ferreira	29/01/2024	Bruno Teixeira	29/01/2024	Bruno Teixeira	29/01/2024
1.0.0.10	Francisco Ferreira	21/03/2024	Bruno Teixeira	21/03/2024	Bruno Teixeira	21/03/2024
1.0.0.11	Francisco Ferreira	25/03/2024	Bruno Teixeira	25/03/2024	Bruno Teixeira	25/03/2024
1.0.0.19	Francisco Ferreira	17/06/2024	Bruno Teixeira	17/06/2024	Bruno Teixeira	17/06/2024
1.0.0.20	Francisco Ferreira	18/07/2024	Bruno Teixeira	18/07/2024	Bruno Teixeira	18/07/2024
1.0.0.21	Henrique Serafim	31/07/2024	Bruno Teixeira	31/07/2024	Bruno Teixeira	31/07/2024
1.0.0.22	Henrique Serafim	12/08/2024	Bruno Teixeira	12/08/2024	Bruno Teixeira	12/08/2024


1.2 DISTRIBUTION

Table 3 - Distribution List

NAME	COMPANY	BOARD
trpd_spo_searchonfaqs_technicaldocumentation.pdf	Torpedo.pt	Marketplace

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2 SUMMARIES

2.1 OBJECTIVE

Web Parts are modules of functionality that you can add to SharePoint Online. These modules are created by development teams and allow adding more functionalities to those already existing from scratch in SharePoint. The web parts are delivered in a package format (files with '.sppkg' extension), allowing to install several web parts in the customer's SharePoint Online tenant.

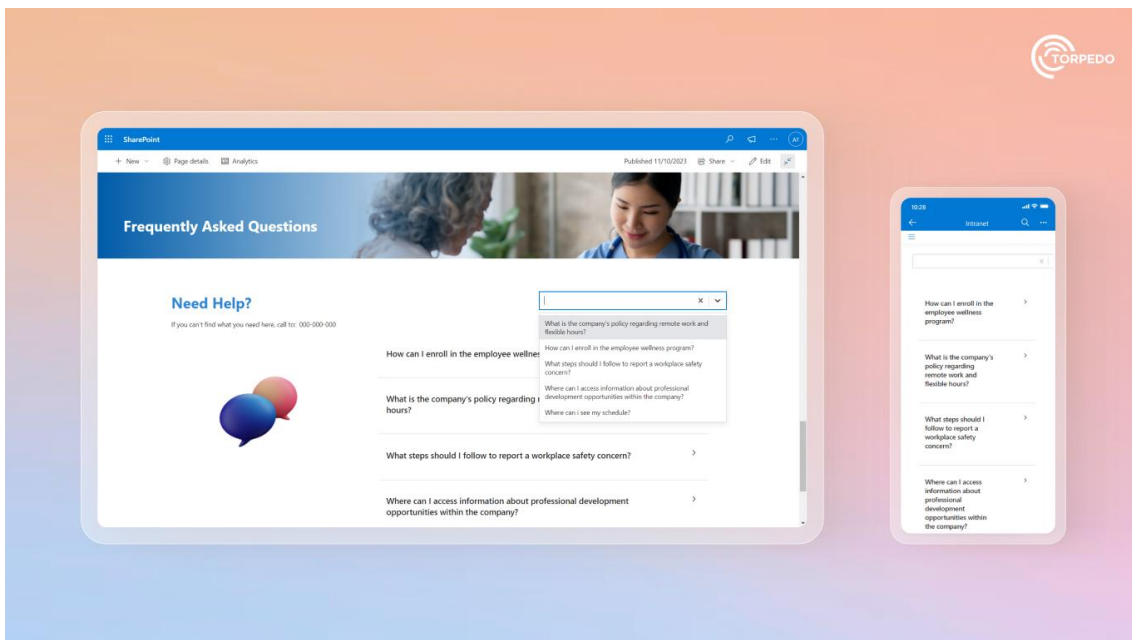



Figure 1 - Web Part Teaser

2.2 BRIEF DESCRIPTION OF THE PRODUCT


The **Search on FAQs: a web part for SharePoint** is the perfect solution to enhance user experience in your SharePoint environment, making FAQ (Frequently Asked Questions) search and navigation more intuitive and effective. This powerful tool offers users the ability to quickly find answers through comprehensive search or to explore FAQs in an organized way, while standing out for its adaptability to the visual design of your SharePoint site.

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Main features of the web part:

- **Advanced FAQs Search:** Users can enter keywords in the search bar and get instant results that match their queries. The search is fast and accurate, saving time in locating relevant information.
- **Intuitive Navigation:** In addition to search, users have the option to browse FAQs in an organized and hierarchical manner. This facilitates the exploration of available information and the discovery of related topics.
- **Data Source Customization:** Administrators can easily configure the Web Part to select the specific FAQs list to be displayed. This ensures that the Web Part is highly adaptable to the individual needs of the organization.
- **Visual Theme Integration:** A notable feature of this Web Part is its ability to automatically adapt to the colors of your SharePoint theme. This ensures that the Web Part harmonizes with the design and visual identity of your site, providing a consistent user experience.
- **Responsive and Attractive Design:** The Web Part is designed to seamlessly fit on any SharePoint page and is fully responsive, offering a consistent user experience on desktop and mobile devices.
- **SharePoint Integration:** The Web Part seamlessly integrates with the existing SharePoint environment, leveraging the configured security and permissions capabilities.

The **Search on FAQs: a web part for SharePoint** is an essential tool for organizations seeking to improve the accessibility and usefulness of their FAQs. In addition to providing effective answers, the visual adaptability enhances the user experience and maintains consistency with the SharePoint theme. This Web Part is the ideal choice for enhancing user interaction with your FAQs and the aesthetics of your SharePoint site.

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3 REQUIREMENTS

For the correct functioning of the **Search on FAQs: a web part for SharePoint**, the following requirements are necessary:

- Microsoft SharePoint Online;
- Lists


Table 4 - FAQs list columns and data types

COLUMN	TYPE
Title	Single Line of Text (Required)
Answer	Multiple Lines of Text (Required)
ShowMore	Single Line of Text
Category	Choice (Required)
Location	Single Line of Text
Logo	Thumbnail
Modified	Date and Time
Created	Date and Time
CreatedBy	Person or Group
ModifiedBy	Person or Group

- Permission level for using the web part
 - Contributor or higher (permission to add, edit records in SharePoint lists);

Table 5 - Allowed permissions levels to using the web part

PERMISSION LEVEL	ACCESS RIGHTS
Contribute	Add, view, update and delete list items and documents
Edit	Edit, add, and delete lists; view, add and update list items

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Full Control	Full control over the site, lists, libraries, and settings
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- The permission level for installing the web part
 - Tenant Administrators;
 - Access to the SharePoint Application Center (app catalog) to deploy web parts;

Table 6 - Allowed permissions for installing the web part

PERMISSION LEVEL	ACCESS RIGHTS
Full Control	Full control over the site, lists, libraries, and settings

To know more about permissions on SharePoint Online click [here](#)

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4 INSTALLATION

The solution consists of a “.sppkg” file that will have to be added to the SharePoint Online Tenant's AppCatalog through the SharePoint Application Center.

Using a Tenant administrator account, access the SharePoint Online [application catalog](#).



Figure 2 - Add SharePoint App

Add the .sppkg file to be installed.

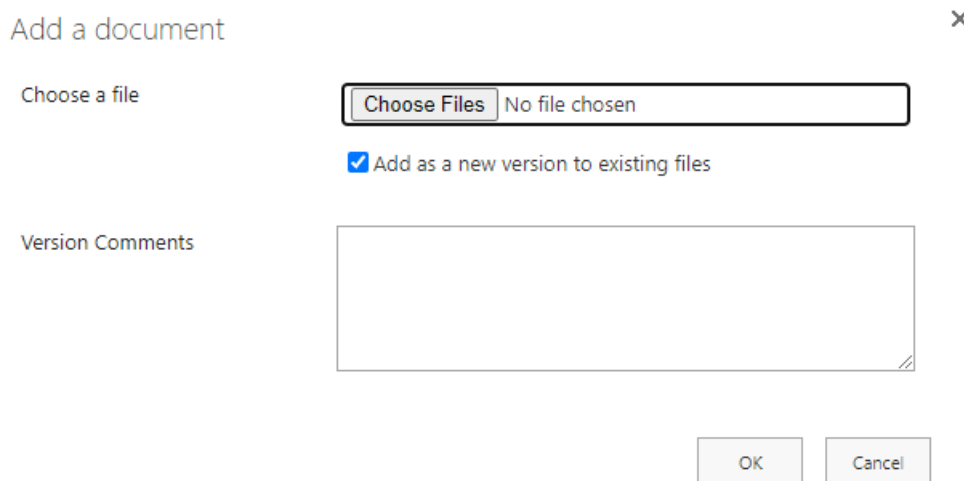



Figure 3 - Add .sppkg file to be installed

Enable the application to be available to all sites.

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Do you trust Search on FAQs Web Part for SharePoint? ×

The client-side solution you are about to deploy contains full trust client side code. The components in the solution can, and usually do, run in full trust, and no resource usage restrictions are placed on them.



Search on FAQs Web Part for SharePoint


This client side solution will get content from the following domains:

SharePoint Online

Make this solution available to all sites in the organization

If you clear this setting, users won't be able to add the web part to pages. The web part will continue to work if it was already added to pages.

Figure 4 - Enable the app to be available to all sites

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5 WEB PART ADDITION

To add a web part to a SharePoint Online page, you must first edit the page.

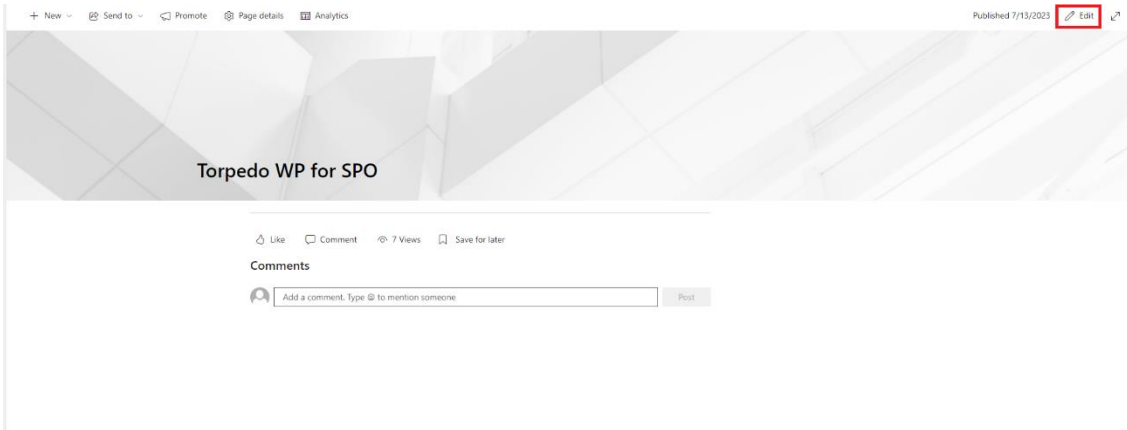


Figure 5 - Edit page in SharePoint Online

After editing the page it's possible to change sections, add or remove web parts. Add a one-column section or full-width section as shown in the following figure.

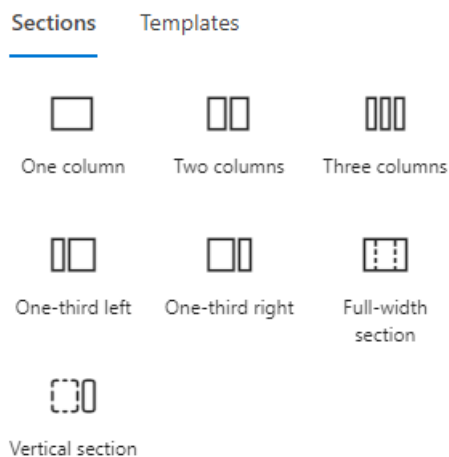


Figure 6 - Add one column or full-width section in SharePoint Online

After adding the section, it's possible to include the **Search on FAQs: a web part for SharePoint** within it. Still in page editing mode in SharePoint Online, it is possible to add web parts by clicking on the + button that appears in each section zone, as shown in the figure below.


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Figure 7 - Button to add web parts

A popup will appear with all the web parts available for use in SharePoint Online. To add the **Search on FAQs: a web part for SharePoint**, you can scroll through the list of options or filter the results by searching. Click on the web part to add it to the page.

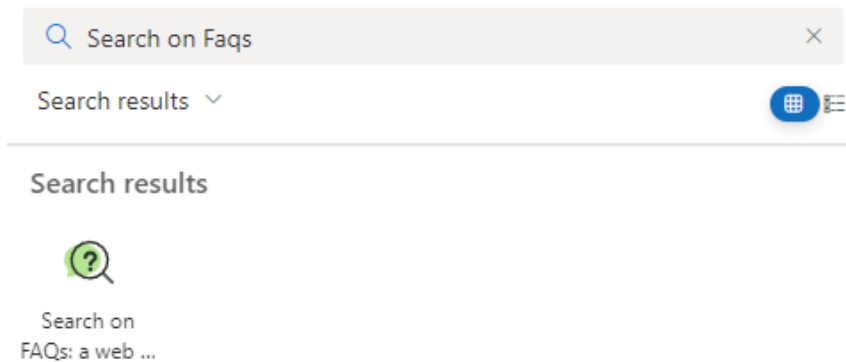



Figure 8 - Add Search on FAQs: a web part for SharePoint

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6 WEB PART CONFIGURATION

To configure the web part, click on the option to edit the web part.

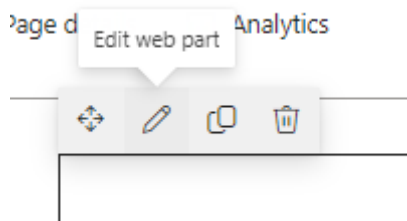


Figure 9 - Edit web part

Next, a right-side panel will appear with all configurable properties for the web part.

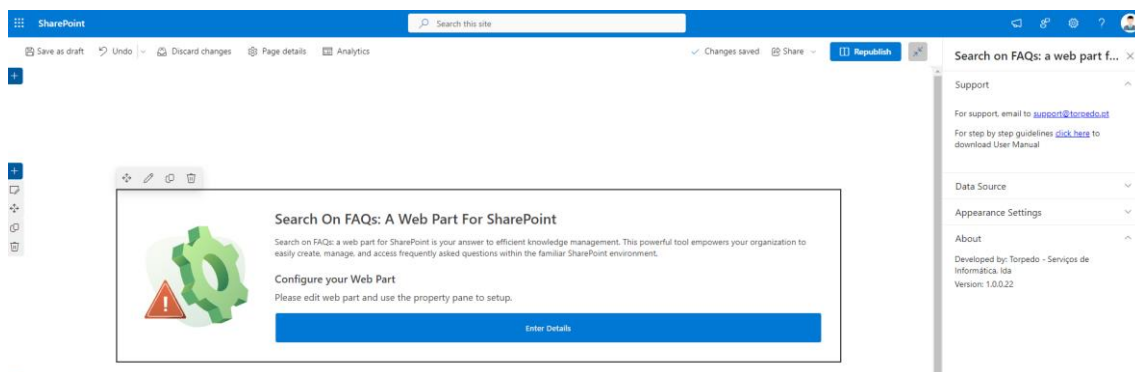



Figure 10 - Configure Search on FAQs: a web part for SharePoint

The **Search on FAQs: a web part for SharePoint** properties panel contains two sections: **Data Source** and **Appearance Settings**.

Through the **Data Source** group, it is possible to select the source of the FAQs to be listed in the web part. Thus, it is possible to select the website and its list. It is still possible to create a list with dummy data containing all the necessary structure.

Through the **Appearance Settings** group, you can configure the width of the search bar and its alignment.

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After publishing the web part, a search bar is displayed where the user can search or select one of the faqs. When selected, the details of the FAQ in question will appear.

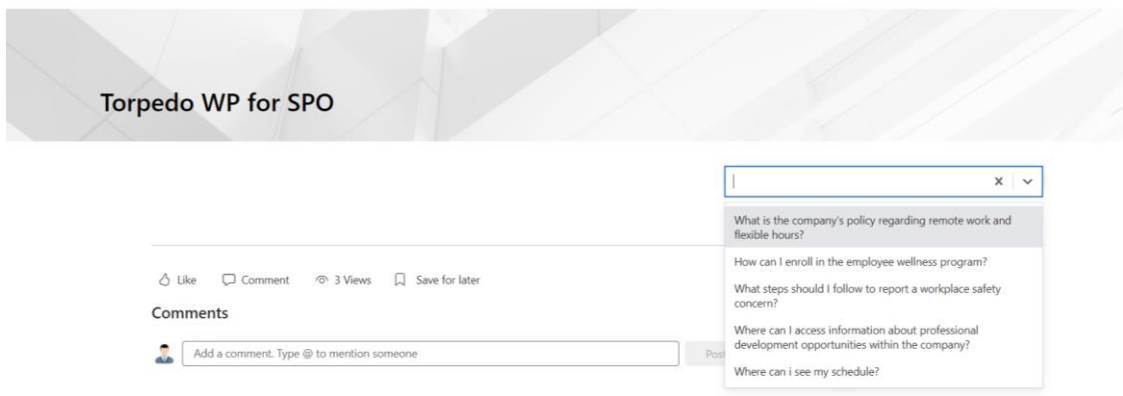


Figure 11 - Search on FAQs: a web part for SharePoint - Search

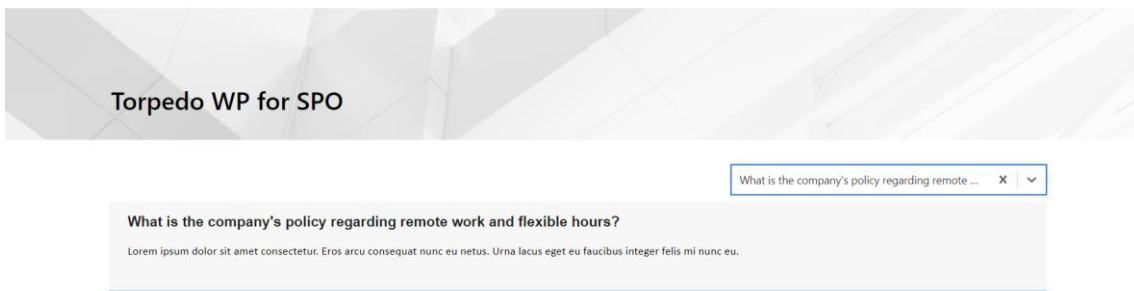


Figure 12 - Search on FAQs: a web part for SharePoint - FAQ Selected