

## Leverage your experts

Tags: Skills (<https://pluralsight.knowledgeowl.com/help/search?phrase=:Skills>)



Admin success center: Skills

(<https://help.pluralsight.com/help/admin-success-center-skills>)



Encourage learning (<https://help.pluralsight.com/help/encourage-learning>)

- Leverage your experts

## Leverage your experts

Q&A (<https://app.pluralsight.com/questions-and-answers>) helps you leverage your organization's own subject matter experts to share knowledge and answer questions quickly.

In this article

[How Q&A works](#)

[How to roll it out](#)

### Who can use this?

	<u>Std</u>	<u>Prem</u>	<u>Strt</u>	<u>Pro</u>	<u>Ent</u>
<u>Learners:</u>					
<u>Managers:</u>					✓
<u>Admins:</u>					✓

## How Q&A works

- **Identify knowledge:** Every Skills user in your organization can self-select knowledge areas, so they receive notifications when new questions matching their expertise are posted.
- **Ask a question:** Users can search for existing answers or ask a new question. Each question is sent to peers in your organization with matching expertise.
- **Answer questions:** Once an internal peer gets notified of a new question, they can review the full description within the Q&A experience, review any included code markup, and provide helpful answers.

[back to top \(\)](#)

## How to roll it out

Here are a few best practices and helpful questions to consider as you get started.

- **Step 1:** Identify a number of subject-matter experts (SMEs) within your organization in key topic areas—such as DevOps, security, data and software development. You can use Pluralsight's [advanced skills inventory analytics](https://help.pluralsight.com/help/inventory-analytics-advanced) (<https://help.pluralsight.com/help/inventory-analytics-advanced>) to help find the knowledge holders within your organization.
- **Step 2:** Invite your SMEs to complete their [knowledge profile](https://app.pluralsight.com/profile/interests/knowledge) (<https://app.pluralsight.com/profile/interests/knowledge>).
- **Step 3:** Since these SMEs are likely already answering questions within your organization, invite them to submit five questions and answers they're frequently asked.
- **Step 4:** Schedule a launch day and demo Q&A to your organization or a specific team. Since your Q&A repository will already contain a number of questions and answers from your SMEs, it'll be easier for individuals to ask new questions.
- **Step 5:** Invite team members to complete their [knowledge profiles](https://app.pluralsight.com/profile/interests/knowledge) (<https://app.pluralsight.com/profile/interests/knowledge>) and ask their next question in Q&A.

**Tip:** Make sure to direct your SMEs and team members to the [Q&A how-to article](https://help.pluralsight.com/help/qa) (<https://help.pluralsight.com/help/qa>) on Pluralsight's help center.

[back to top](#)

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