

# Q&A process

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Description: This process describe Q&A answer flow. The question is validated by moderator if it's not spam and further answered and saved in database. There is also Q&A service, which will find already answered questions from database. This process co-creates Q&A Database, which can be then used in future for fully automated Q&A flow (chatbot). This question evaluation process might be used in our project.

Process is extended by step, which automatically tries to answer the question, if already contains any answer. If it does not contain the answer, the question is forwarded to moderator. Also there is added time constraint to searching relevant answered questions, which should make the process more time-effective.

