Microsoft

Answers IA Snapshot
December 2021

Goals

To restructure the nearly 3,000 topics with extensive redundancies into a format that allows Microsoft end users to be able to ask and answer questions more efficiently.

Process

The project involved a restructure of the information architecture to provide recommendations, as well as streamline site ranking capabilities through heuristic evaluation, content audits and other content strategies. Recommendations reporting explored further enhancements and improvements for future usability of the site.