



# Q&A FACT SHEET

## OVERVIEW

Google Questions & Answers allows Google to offer additional FAQ information in the Knowledge Panel for a business. Business owners can answer questions directly from potential customers. Questions & Answers is currently only available on Google Maps for Android.

**I. HOW TO ASK A QUESTION:** On an Android device, open the Google Maps app and search for the place want. At the bottom, tap the name of the business. You can see if someone has already asked your question by clicking "See more questions." To ask a new question, select "Ask the community" and enter your question. When your question is answered, you will receive a notification.

**II. HOW TO EDIT OR DELETE YOUR QUESTION:** Under "Questions & Answers," click "See more questions" and select the down arrow to click on "Your questions." Next to your question, click the "More" three-dot menu and choose to Edit or Delete your question.

**III. HOW TO ANSWER A QUESTION:** On an Android device, open the Google Maps app. Search for your business and at the bottom, click the name of the place. Under "Questions & Answers," select "See more questions." Next to the question, tap the Answer bubble to respond to the question. You have the option to edit or delete your answer. Next to your answer, click the "More" three-dot menu and choose to Edit or Delete your question.

**IV. NOTIFICATIONS:** You'll receive a message when someone asks a question about your business that you can answer. You can also see if someone answers your questions. To turn off notification, open the Google Maps app on an Android device. Click "Menu" and select "Settings." Under settings, click on "Notifications." To stop receiving messages about questions you can answer, click "Your contributions" and turn off "Community questions and answers." To not receive messages about your business, click "People and places" and select turn off "Business listings."

**V. References:**

<https://support.google.com/maps/answer/7421661?hl=en>

