**7.3.6 API Internal Community –**

**Developers, Partners, SME's to provide feedback**

An **API community** refers to the people who [consume your available APIs](https://www.akana.com/blog/consume-apis), which are most often found via your [API portal](https://www.akana.com/blog/what-is-an-api-portal). In short, your API community are all the people who benefit from using your APIs within and outside your organization.

The Internal Community page is intended for all the internal users to have a forum to interact and share their thoughts. This will allow them to know how other users are using the Applications, what are the common challenges faced, how the different resolutions are working and more.

Community plays an important role to drive business growth and expose new digital opportunities.

While engaging community users, we should be mindful for the below

* Clear terms of service for the API – So that users know the base
* Engaging documentation – Will help them to understand better
* Code snippets as and when needed – So that they can think on it use & structure
* Responsive error message – For clear understanding on the error
* API Specification format – For clear understanding
* Sandbox environment – To try out features (with or without credentials)

In our wireframed community page, we have kept the forum simple for the users to use.

These sections are as follows:

1. Popular Questions
   1. Most liked questions
   2. Very important questions
2. Recent Questions
   1. Sorted by date
3. Like – Dislike an answer
   1. Will help to know the important and helpful answer
4. Search and Start Discussion
   1. User can search for a discussion topic
   2. Or can start a new discussion
5. Standard Questionnaire
   1. To get idea on how our community is doing
6. Free text feedback with Community page Like & Dislike
   1. To absorb details/ideas other than the available ones
   2. Will give us an idea on how the community portal is doing

Screenshots from our rough wireframe:

1. Popular Questions

Graphical user interface, text, application

Description automatically generated

1. Recent Questions

Graphical user interface, text, application, chat or text message

Description automatically generated

1. Like – Dislike an answer

Text

Description automatically generated

1. Search and Start Discussion

Graphical user interface, text, application, chat or text message

Description automatically generated

1. Standard Questionnaire

Table

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1. Free text feedback with community page Like & dislike

Graphical user interface, text, application, chat or text message

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