Manage Subject Matter Experts

How to assign and manage subject matter experts (SMEs).

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Tags | **SME** | **Subject matter expert** |

Applies to: Free   Basic   **Business**   **Enterprise**

Overview

Subject matter experts (SMEs) are users that demonstrate exceptional knowledge on a certain topic. You can learn more about SMEs in the Subject Matter Experts article.

*NOTE: The subject matter experts feature is available in the **Stack Overflow for Teams Business and Enterprise tiers only**. Find your plan.*

Administrators and moderators can designate certain users as SMEs. With Stack Overflow for Teams Business and Enterprise, an automated process can also designate a user an SME when they achieve enough reputation in a given tag.

NOTE: This article is for site administrators and moderators.

View subject matter experts

To view all subject matter experts, click **Users** in your site's left-hand menu. Click **subject matter experts** at the top of the page. The Subject matter experts (SMEs) page will appear.

Subject matter experts (SMEs)

User	Tag	Assigned by	Date assigned ▾
Ken Jenkins	users	Auto	10/2/2024
Veronica Smith	ai-api	Auto	9/30/2024
Cody	adoption	Auto	9/25/2024
Sam Bennett	business-dev	Auto	9/24/2024
Joe Badley	promotions	Auto	9/22/2024

You can sort the list of SMEs by date by clicking on the **Date assigned** header. You can also click on any user name to go directly to their profile page.

As an admin, you can click **SME Settings** at the top of the page to access the SME settings page described later in this article.

Tags and subject matter experts

Stack Overflow for Teams assigns SMEs at the tag level, so most SME management functions appear on the Tags page. To access the Tags page, click **Tags** in your site's left-hand menu.

The Tags table has the following columns: **Name**, **Usage Guidance** (description), number of **Posts** that use the tag, number of **Watchers** of the tag, number of subject matter experts (**SMEs**) assigned to the tag, and **Date created**. You can sort the Tags table by clicking the **Name**, **Posts**, or **Date created** heading.

Use the buttons above the Tags table to select between two different views. Click **All** to view all tags, or **No SME assigned** to view those tags with no SMEs.

NOTE: *Viewing tags with no SMEs and sorting by **Posts** is an effective way to identify tags that have high usage but no subject matter experts. Finding and assigning SMEs for those tags will help drive engagement and improve the quality of your content.*

Manage SMEs

To manage the SMEs assigned to a tag, click **SMEs** in the tag's row. You can also click the **three dots** button on any row and select **Manage SMEs**. The "Manage subject matter experts" box appears, listing the existing SMEs for that tag (if any).

To add an SME, start typing the name of the individual user or user group. When the user or group appears in the search results lists, click it to assign it as an SME to the tag. To delete an SME, click the **X** next to the user or group name.

NOTE: *SOE will also search for users by email address and external ID.*

SME Auto-Assign (Teams Business and Enterprise only)

Stack Overflow for Teams Business and Enterprise offer automation to make the assignment of SME status easier and more consistent. Rather than waiting for an admin or moderator to recognize a user's contributions, the site will automatically assign SME status when a user passes a reputation threshold for a given tag.

NOTE: SME Auto-Assign looks only at reputation earned through questions answered and Articles written, not the user's overall reputation for the tag.

To control this feature, site admins can click **Admin settings** then **Subject matter experts**. The Subject matter experts (SMEs) settings page will appear. By default, SME Auto-Assign is off. Set **Enable SME auto-assign** to **On** to enable and configure the feature.

When enabled, SME Auto-Assign offers three additional settings:

- **Tag reputation threshold (required)** Set the tag reputation threshold at which the site should consider a user an SME for that tag. The default value is 100. You can change this setting at any time, and the automation will assign SMEs based on the new value.

- **Excluded tags** To disable SME Auto-Assign for specific tags, use this box to locate and select excluded tags. To remove an excluded tag from this box, click its **X** button.

- **Demotion period** With SME Auto-Assign enabled, your site will automatically remove SME status from users after a defined period of inactivity in a given tag. Set the demotion period here, in months.

When you click **Save settings**, you'll see an alert at the top of the page that summarizes the resulting changes to SME assignments on your site.

If your new settings (for example: raising the reputation threshold) will result in users losing their auto-assigned SME status, the site will ask if you wish to keep the existing SMEs.


To preserve SME status for users in spite of the new settings, click **Keep existing SMEs**. To remove SME status based on the new settings, click **Remove SMEs**.

Additional details regarding SME Auto-Assign:

- After you enable SME auto-assign, it may take as long as 10 minutes for the automation to assign SME statuses. When the automation finishes, you'll receive a confirmation to your For You inbox and email (if enabled).

- If you turn off SME Auto-Assign, SME statuses assigned automatically will remain.

- If you add an excluded tag, the automation will remove any existing auto-assigned SME statuses for that tag.

The end-user experience

When a user becomes an SME, whether by manual assignment or SME Auto-Assign, they'll see a message on their Stack Overflow for Teams Home page, question page, or article page. They'll also receive a confirmation to their For You inbox and email (if enabled).
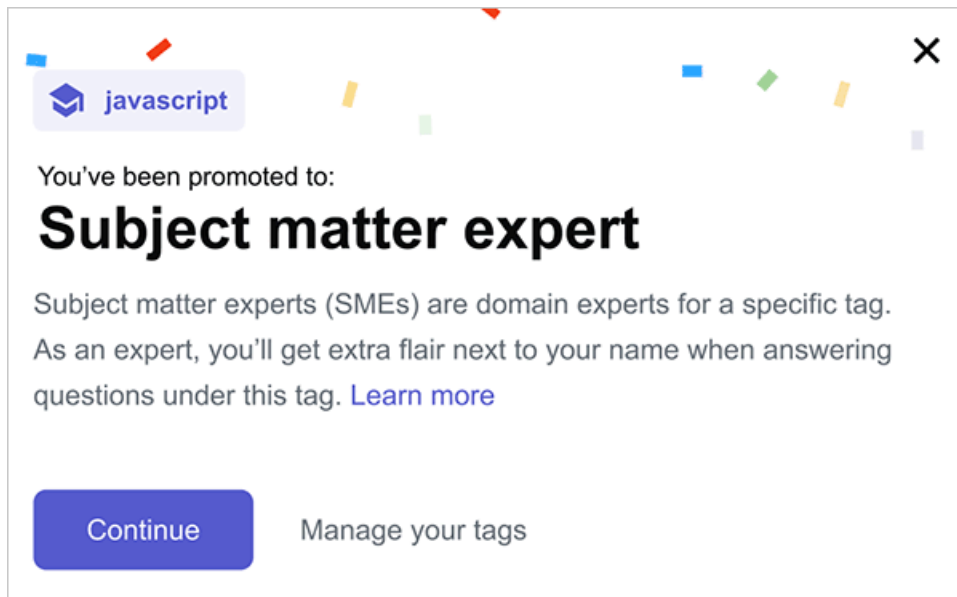
Users can view their SME status by clicking the **gear** button at the top of their homepage's Tags box, then **SME tags**. They'll see a list of the tags they are an SME for.
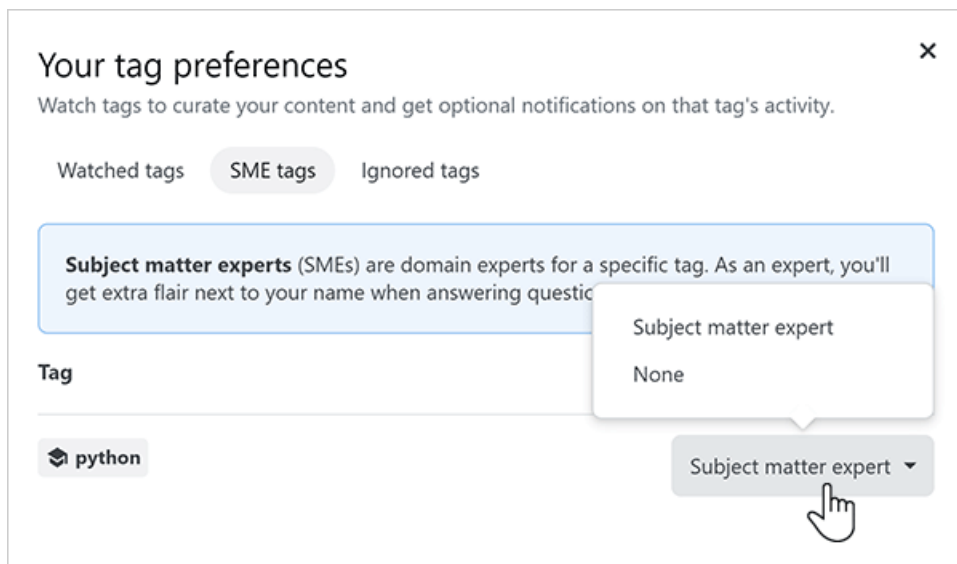
For SME tags assigned by automation, they can decline the assignment by clicking **Subject matter expert** for the tag and selecting **None**. Users cannot decline SME status assigned by an admin or moderator.

The SME Auto-Assign feature will remove SME status from users who've been inactive for a specified period of time. When the automation removes a user's SME status, they'll see an alert on their home page.

Manage SMEs with the API (Stack Overflow for Teams Enterprise only)

Teams Enterprise admins can use the Stack Overflow for Teams API `/tags` endpoints to manage SMEs on their site. For more information on the API, check out our API v3 for Teams Enterprise article.

Need help? Submit an issue or question through our support portal.