

Stack Overflow Success Accelerator Catalog

Last updated: 08/26/2026

Knowledge Enablement Accelerators

ID	Workstreams	Title	Description	What our team delivers	Completion criteria	Requires scoping
C1	Launch	Get Developers Productive Fast	Turn your developers into confident daily users so knowledge-sharing becomes a habit, not a chore. In a live session, we walk your teams through asking, answering, and finding trusted answers inside your private instance.	A one hour live onboarding session for your end users, covering how to ask, answer, and find trusted answers in your instance.	Your session takes place on the scheduled date.	N
C2	Launch	Activate Your Subject-Matter Experts	Make your busiest experts a force multiplier. In a live session, we show your SMEs how to capture what they know once — so the same question stops hitting their inbox — and curate high-value answers the whole org can trust.	A one hour live session for your subject-matter experts on capturing and curating high-value answers.	Your session takes place on the scheduled date.	N
C3	Management	Equip Moderators to Keep Content Healthy	Give your moderators the playbook to keep your instance clean, current, and trustworthy. In a live session, we cover triaging flags, running review queues, maintaining tags, and protecting content health.	A one hour live session for your moderators on flags, review queues, tag maintenance, and content health.	Your session takes place on the scheduled date.	N
C4	Launch	Empower Community Managers to Drive Adoption	Set your community managers up to lead the rollout. In a live session, we align on goals, content and tagging strategy, and communications, with a working tour of the admin settings they'll rely on.	A one hour live session for your community managers on rollout goals, content and tagging strategy, comms, and admin settings.	Your session takes place on the scheduled date.	N
C5	Launch	Seed Your Instance with Trusted Knowledge	Avoid the empty-room problem at launch. In a live working sprint, we configure your tag taxonomy, assign SMEs, and run a structured content push — async or live — so you go live with high-value, ready-to-use answers instead of a blank page, and keep everything it produces.	A live seeding sprint plus the content it produces: an initial tag taxonomy, assigned SMEs, and a set of high-value Q&A in your instance.	The sprint is delivered and the seeded content is live in your instance.	N
C6	Launch	Design a Tag Taxonomy That Scales	Get your content organized and findable from day one. In a live working session, we define your key tags, assign SME ownership, and set the governance rules that keep them clean as you grow — and you leave with the taxonomy itself.	A live working session plus your documented tag taxonomy, SME ownership, and usage guidelines.	The session is delivered and your taxonomy is documented and applied.	N
C7	Management	Establish Daily Moderation	Keep a new instance healthy from the start. As an operational service, we enable your moderators and run the daily moderation rhythm that protects content quality before bad habits form.	Moderators enabled and daily moderation run across your instance for the agreed period, plus a summary of actions taken.	We deliver the end-of-period moderation summary.	N
C8	Management	Run a Knowledge Sprint (Stack-a-thon)	A live, facilitated content sprint that seeds your instance with high-quality knowledge, drives early adoption, and unlocks expertise trapped in silos — you leave with the content it produces.	A facilitated content sprint plus the content it produces, added to your instance.	The sprint is delivered and the content is live in your instance.	N
C9	Activation	Enable Your Teams on AI Features	Get users fluent in your AI capabilities — Enhanced Search, VS Code, Auto-Answer, and Thread Summarization. In a live session, we make sure the intelligence in the platform actually gets used.	One live session covering your AI features — Enhanced Search, VS Code, Auto-Answer, and Thread Summarization.	Your session takes place on the scheduled date.	N
C10	Activation	Bring Stack Internal into Slack	Put answers where work already happens. In a live session, we enable your teams on the full Slack integration — search, ask, nudge, and any AI features — straight from the Slack marketplace app.	One live session enabling your teams on the full Slack integration.	Your session takes place on the scheduled date.	N
C11	Activation	Bring Stack Internal into MS Teams	Put answers where work already happens. In a live session, we enable your teams on the full Teams integration — search, ask, nudge, and any AI features — straight from the Teams app store.	One live session enabling your teams on the full MS Teams integration.	Your session takes place on the scheduled date.	N
C12.1	Monitoring	Turn Usage Data into an Engagement Plan: Engagement Data Analysis	Your Community Delivery Manager analyzes engagement patterns across your instance — who's active, who's gone quiet, and why.	An engagement analysis of your instance.	The analysis is complete and reviewed internally.	N
C12.2	Monitoring	Turn Usage Data into an Engagement Plan: Recommendation Development	Your Community Delivery Manager develops a prioritized, personalized set of recommendations based on the analysis.	A prioritized, personalized set of recommendations.	The recommendations are finalized and ready for delivery.	N

C12.3	Monitoring	Turn Usage Data into an Engagement Plan: Delivery & Walkthrough	Your Community Delivery Manager delivers the analysis and recommendations and walks your team through them.	A delivered walkthrough of the engagement analysis and recommendations.	The analysis and recommendations are delivered to you.	N
C13.1	Management	Build Your Community Growth Playbook: Strategy & Framework Development	Your Community Delivery Manager defines purpose, audience, and KPIs for your community using the 5 Ps framework.	A strategic framework: purpose, audience, KPIs, and initial tactics.	The framework is confirmed with your team.	N
C13.2	Management	Build Your Community Growth Playbook: Playbook Drafting	Your Community Delivery Manager drafts the full playbook — acquisition, engagement, and retention tactics — against the confirmed framework.	A draft community growth playbook covering acquisition, engagement, and retention tactics.	The draft playbook is reviewed with your team.	N
C13.3	Management	Build Your Community Growth Playbook: Finalize & Deliver	Your Community Delivery Manager finalizes the playbook with success metrics and delivers it.	A finished, written community growth playbook — purpose, audience, KPIs, growth tactics, and metrics.	The finished playbook is delivered to you.	N

Forward Deployed Engineering Accelerators

ID	Workstreams	Title	Description	What Our Team Delivers	Completion Criteria	Requires Scoping
F1.1	Monitoring	Create a Custom MCP Usage Dashboard: Design	Give your team a live view of how your MCP server is used — inputs, outputs, and adoption. A Forward Deployed Engineer designs the dashboard structure — data sources, KPIs, and layout — against your MCP server's inputs and outputs.	A technical design document defining what the dashboard will track and how it will be structured.	The design document is delivered and confirmed against your spec.	N
F1.2	Monitoring	Create a Custom MCP Usage Dashboard: Build	The FDE builds the dashboard against the confirmed design, connecting to your MCP server's data.	A working dashboard build is delivered to the customer to deploy in their environment	The deliverable is delivered to the customer for their production launch	N
F1.3	Monitoring	Create a Custom MCP Usage Dashboard: Launch & Validate	The FDE validates the dashboard against real usage data and hands it off to your team.	A validated, live dashboard with a walkthrough of how to read and maintain it.	The dashboard is live, validated, and your team has been provided with any documentation and	N
F2.1	API Integration	Validate Your Integration Architecture & Auth Approach: Architecture Review	Considering a custom integration with our Premium API but want guidance first? A Forward Deployed Engineer reviews your proposed integration architecture against your specific use case.	Working notes on architecture fit against your use case.	The architecture review is complete and findings are confirmed with your team.	N
F2.2	API Integration	Validate Your Integration Architecture & Auth Approach: Auth Approach Validation	The FDE validates your proposed authentication approach against your specific use case.	Working notes on authentication approach validity.	The authentication review is complete and findings are confirmed with your team.	N
F2.3	API Integration	Validate Your Integration Architecture & Auth Approach: Recommendation Delivery	The FDE finalizes findings into a written recommendation and technical proposal.	A written recommendation you can build against with confidence.	The written recommendation is delivered to you.	N
F3.1	API Integration	Get an Integration Blueprint: Design	Skip the trial and error of designing your own connector. A Forward Deployed Engineer designs the integration architecture — endpoints and authentication flow — for your use case.	A draft architecture covering endpoints and auth flow.	The draft architecture is delivered and confirmed with your team.	N
F3.2	API Integration	Get an Integration Blueprint: Implementation Guidance	A Forward Deployed Engineer develops rate-limit guidance and detailed implementation notes against the confirmed architecture.	Implementation notes and rate-limit guidance.	Implementation notes are delivered and reviewed with your engineers.	N
F3.3	API Integration	Get an Integration Blueprint: Finalize & Deliver	A Forward Deployed Engineer consolidates the architecture and implementation guidance into the final blueprint.	A complete, written integration blueprint	The finished blueprint is delivered to you	N
F4	API Integration	Get Build Support Office Hours	Building your own integration and want an expert on standby? A focused live working session (up to 1 hour) with your engineering team to troubleshoot, validate progress, and answer questions in real time as you build.	One live working session (up to 1 hour) with your engineering team for real-time troubleshooting.	Your session takes place on the scheduled date.	N

F5.1	MCP Enablement & Adoption	MCP Use Case Workshop: Use Case Discovery	A Forward Deployed Engineer identifies one high-impact MCP use case tailored to your agentic workflow.	A confirmed, high-impact use case specific to your environment.	The identified use case is confirmed with your team.	N
F5.2	MCP Enablement & Adoption	MCP Use Case Workshop: Use Case Design	The FDE designs the confirmed use case, defining the implementation approach.	A designed use case with a defined implementation approach.	The use case design is confirmed with your team.	N
F5.3	MCP Enablement & Adoption	MCP Use Case Workshop: Implementation Blueprint & Delivery	The FDE documents implementation instructions for the confirmed use case design.	A written assessment with implementation instructions.	The written assessment is delivered to you.	N

Scoping - The following activities can only be performed in conjunction with a Scoping Accelerator to ensure effective delivery

ID	Workstreams	Title	Description	What Our Team Delivers	Completion Criteria	Requires Scoping
S1	Scoping	Scoping an Activity	A Professional Services resource reviews your specific requirements, constraints, and desired outcome, then delivers a work product: a short written scope defining exactly what the tailored engagement will include, so the work that follows meets your business's exact specifications.	Scoping session limited up to 2 hours, the scoping template completed, and follow-up Accelerator identified.	The scoping session takes place on the scheduled date.	

Knowledge Enablement Accelerators (Scoping Accelerator Required)

ID	Workstreams	Title	Description	What Our Team Delivers	Completion Criteria	Requires Scoping
C14	Activation	Guide Users with an In-Product Tour	Meet users where they already are. We build and deliver an in-platform walkthrough that onboards new hires and surfaces key workflows — a work product that lives in your instance, no separate training session required.	A ready-to-use in-product tour, built and published in your instance.	The tour is live in your instance.	Y
C15	Activation	Win Back Inactive Users	Re-engage users who've gone quiet. We build and deliver a targeted 30/60/90-day email sequence — a work product that pulls users back in before disengagement hardens into churn.	A 30/60/90-day re-engagement email sequence, built and scheduled in your instance.	The email sequence is built and scheduled.	Y
C16	Management	Create a Recognition Program	Give people a reason to contribute. We design and deliver the program structure — leaderboards, competitions, internal shout-outs, review-cycle recognition — plus a rollout plan, as a work product you can run with.	A documented recognition-program design — structure, incentives, and a rollout plan — delivered to you.	The program design and rollout plan are delivered.	Y
C17	Management	Tune Your Tag Structure	Keep content findable as it grows. As an operational service, we review existing tags alongside daily moderation, add SME ownership and usage guidance where needed, and merge or synonymize the sprawl.	A reviewed, cleaned-up tag structure — merged/synonymized tags, added SME ownership and guidance — plus a summary of changes.	We deliver the summary of tag changes.	Y
C18	Activation	Coach a Team on a Specific Workflow	A focused live coaching session on a workflow your team flagged — built out live in Stack Internal so the team can put it to work immediately.	One live coaching session on your chosen workflow, built out live in your instance.	Your session takes place on the scheduled date.	Y
C19	Activation	Master the Features That Matter Most to You	A live session customized to the features most important to your community — so your teams get value from what they'll actually use.	One live session covering the features most important to your community.	Your session takes place on the scheduled date.	Y
C20	Activation	Add In-Context Tooltips	Surface the right guidance at the right moment. We build and deliver custom tooltips placed directly in the workflows where users need a nudge — a work product embedded in your instance.	Custom in-app tooltips, built and published in your instance.	The tooltips are live in your instance.	Y
C21	Activation	Drive Onboarding with Guided Checklists	Give new users a clear path to first value. We build and deliver a custom in-platform checklist — a work product that walks them step-by-step to competence.	A custom onboarding checklist, built and published in your instance.	The checklist is live in your instance.	Y
C22	Activation	Announce What Matters with In-Platform Posts	Reach your whole community inside the platform. We build and deliver custom posts — launches, updates, and campaigns that don't get lost in email — as a work product in your instance.	Custom in-platform posts, built and published in your instance.	The posts are live in your instance.	Y

C23	Activation	Spotlight Key Updates with Banners	Drive attention to what's important. We build and deliver a custom in-platform banner — a work product linking to resources inside Stack Internal or across your org.	A custom in-platform banner, built and published in your instance.	The banner is live in your instance.	Y
C24	Activation	Get Presentation-Ready Enablement Content	Purpose-built session decks we create and hand over, tailored to your community — a work product your internal champions can use to enable their teams with material that already fits your context.	A custom enablement deck, tailored to your community and delivered to you.	The finished deck is delivered to you.	Y
C25	Activation	Get User Guides	Written guides we build and deliver for your community and your workflows — a work product your users will actually turn to.	A custom written user guide, tailored to your workflows and delivered to you.	The finished guide is delivered to you.	Y
C26	Activation	Create Internal Marketing Assets	Polished one-pagers and PDFs we design and hand over — a work product that promotes adoption of your instance, built to your brand and your message.	Custom one-pagers/PDFs promoting adoption, delivered to you.	The finished assets are delivered to you.	Y
C27	Activation	Bring Workflows to Life with Custom Video	A custom demo video we produce and deliver — script, voiceover, and assets included — a work product that shows a feature or workflow in action and scales enablement without scheduling a single live session.	A custom demo video — script, voiceover, and assets — delivered to you.	The finished video is delivered to you.	Y
C28	Activation	Run a Custom Email Campaign	A targeted email campaign we build and deliver to your goal — awareness, adoption, or re-engagement — for a specific audience in your org.	A custom email campaign built to your goal, built and scheduled in your instance.	The campaign is built and scheduled.	Y
C29	Management	Incentivize a User Group to Engage	A focused recognition program we design and deliver for a specific user group — a work product that gives them a reason to adopt and keep contributing.	A documented recognition-program design for a specific user group, delivered to you.	The program design is delivered.	Y
C30	Management	Re-Establish Moderation on an Existing Instance	Get an existing community back on track. As an operational service, we verify moderators, refresh their activities, and re-instate a daily moderation rhythm.	Moderators verified and re-enabled, daily moderation re-instated for the agreed period, plus a summary of actions.	We deliver the end-of-period moderation summary.	Y
C31	Management	Clean Up Your User Base	Tidy your user records. As an operational service, we enable SCIM, run email campaigns, and remove dead accounts — so your instance reflects who's actually there.	A cleaned-up user base — SCIM enabled, inactive accounts addressed — plus a summary of changes.	We deliver the summary of user changes.	Y
C32	Management	Manage Tags for a User Group	Right-size a user group's tags. As an operational service, we add and remove tags and assign or clear SME ownership — so their content stays findable.	A right-sized tag set for the user group — tags added/removed, SME ownership updated — plus a summary.	We deliver the summary of tag changes.	Y

Forward Deployed Engineering (Scoping Accelerator Required)

ID	Workstreams	Title	Description	What Our Team Delivers	Completion Criteria	Requires Scoping
F6	Monitoring	Answer a Hard Question with a Custom Data Pull	Have a question your dashboards can't answer? A Forward Deployed Engineer writes and runs a read-only query against your instance and delivers a work product: the result plus the query itself, so you can re-run it later. Scope is a single defined question — delivered once, not a supported product.	A read-only data pull answering your defined question — the result plus the query used to produce it, delivered to you.	The result and query are delivered to you.	Y
F7	Monitoring	Turn Tag Data into a Content Plan	Analyze how your tags are used. A Forward Deployed Engineer delivers a work product: an optimized tag structure, redundancy cleared out, and content-engagement insights you can act on.	A tag-usage analysis with an optimized structure and content-engagement insights, delivered to you.	The analysis and recommendations are delivered.	Y
F8	Monitoring	Score and Clean Up Your Content	Raise trust in your answers. As an operational service, a Forward Deployed Engineer runs a content-quality score across your instance, flags what's falling below the bar, and cleans it up.	A content-quality score across your instance and cleanup of below-threshold content, plus a summary.	We deliver the score results and cleanup summary.	Y