



What is a Knowledge Base?

A Knowledge Base is a centralised, searchable digital repository designed to organise, store, and retrieve information.

It functions as a single source of truth, allowing employees or customers to quickly find answers, troubleshoot problems, and understand complex processes without needing to contact someone directly.

Claromentis Knowledge Base has all the features necessary to facilitate the creation and management of guides necessary for your company.

Types of Knowledge Base

Organisations typically engage with two types of knowledge bases determined by the intended audience:

Internal (Employee-Facing): Stores proprietary data like onboarding materials, standard operating procedures (SOPs), IT troubleshooting, etc.

External (Customer-Facing): Functions as a public help centre containing Frequently Asked Questions (FAQs), product manuals, step-by-step setup guides, and billing information.

Our [Knowledge Base on Discover](#) is public-facing, which means anyone can view or download our guides, but we also have sections that are only for our employees to interact with, restricted by permissions.

Your team can build a Knowledge base to suit any need based on who will be interacting with it and the information you need them to know.

Types of content

An effective knowledge base structures mixed-media files into navigable sections, featuring:

- Written technical documentation and specifications
- Video tutorials and step-by-step walkthroughs
- Release notes and feature announcements
- Glossaries and troubleshooting flows

Our [Knowledge Base guides on Discover](#) contain mixed media to assist our clients in using Claromentis effectively and ensure the content we want to convey has impact.

Claromentis Knowledge Base uses a third-party tool, [CK Editor](#), for its content creation. This has a host of features to support images, video and embeds, as well as body text styles to enhance the look and effectiveness of your guides.

The version of CK Editor Claromentis uses will be upgraded in the future so that even more sophisticated features are available.

If you already have guides in a Word doc or PDF, this can be embedded into a Claromentis KB guide rather than being copy/pasted.

Key Benefits

When utilising the Knowledge Base in Claromentis:

- **24/7 Self-Service:** Employees or customers can resolve simple issues at any time of day.
- **Reduced support tickets:** (if your company implements a support service) Reduces the influx of repetitive support requests, freeing up your team's time for more complex issues.
- **Institutional knowledge preservation:** Keeps valuable process know-how within the company, even when key employees leave.
- **More efficient onboarding:** New hires or clients can access standardised training documentation to self-train or complete onboarding steps efficiently.

Claromentis Knowledge Base

Features within Claromentis that facilitate the above:

- Categories and subcategories to sort articles
- Permissions on those categories to give/restrict access
- Ability to download articles to PDF to share offline or store elsewhere (with interactive links retained)
- Creation of custom metadata to appear alongside articles
- Endorsement of guides by category experts
- Comments area
- Questions feature

Coming soon in v11:

- KB articles are returned through the AI-assisted search.
- The Claromentis AI chatbot can return KB articles to assist users without them needing to open the application.

Read more about the Claromentis Knowledge base at the link below.

[Click here](#)
