



Knowledge Base: Front-end overview

This guide will detail all the options and actions that can be performed by users on the front end of the Knowledge Base (Applications > Knowledge Base)

List of articles

- Browsing

In the centre of the screen will be a list of all articles the user has permission to view.

On the left are the categories the user can see; clicking on these will change the main list to articles within that category.

A screenshot of the Knowledge Base front-end interface. The interface is divided into several sections. On the left, there is a sidebar with a list of categories: 'All categories', 'Demo Processes', 'General', 'Human Resource', 'InfoCapture', 'Intranet Advice', and 'Professional Services'. The main content area is titled 'Knowledge Base' and has two tabs: 'Articles' (selected) and 'Questions'. Below the tabs, there are options for 'Subscriptions' and sorting: 'Most Recent', 'A to Z', and 'Most Popular'. The main list of articles includes: 'Wellbeing and Wellness in the Workplace' (Following), 'How to Request a Leave of Absence', 'How to do remote performance reviews using your intranet', 'How to use Discuss to boost collaboration in your teams', '3 ways to use your intranet as a remote onboarding tool', and 'Content Management Guidelines'. On the right side, there is a search bar labeled 'Search Knowledge Base' with a search icon and a link to 'Advanced search'. Below the search bar is a 'Recent questions' section with several questions and their respective dates. At the bottom right, there is a 'Draft Articles' section showing 'Training and Promotion' dated 16 October 2023, and a 'Tags' section with various tags like 'CMS', 'bpm', 'calculations', 'content', 'hr', 'infocapture', 'intranet', 'plugins', 'process', 'videos', and 'workplace'.

- Opening articles

Clicking on an article title or comments (if enabled) will open it so the user can read.

The 'follow' button can be used and comments can be left at the end of the article.

Recent articles posted in the same category will be listed on the right to aid further browsing.

The screenshot shows a Knowledge Base article page. At the top, the breadcrumb navigation reads 'Knowledge Base > Human Resource > Wellbeing and Wellness in the Workplace'. The main header features an illustration of a man meditating on a red sofa and a woman performing yoga at a desk. Below the illustration is the article title 'Wellbeing and Wellness in the Workplace' and a 'Following' button. The article content is structured as follows:

- Wellbeing**

Wellbeing is a state of physical, mental, and social well-being. It is a positive state that enables people to realize their full potential, cope with the normal stresses of life, and work productively.
- Wellness**

Wellness is the process of improving one's wellbeing. It is a journey, not a destination. There are many different things that can contribute to wellness, such as:

 - Physical health: Eating a healthy diet, getting regular exercise, and getting enough sleep.
 - Mental health: Managing stress, coping with difficult emotions, and maintaining a positive outlook.
 - Social health: Having strong relationships with family and friends, being involved in the community, and feeling connected to others.
 - Spiritual health: Having a sense of purpose in life, finding meaning and satisfaction in life, and connecting with something larger than oneself.
- The Benefits of Wellbeing and Wellness in the Workplace**

There are many benefits to wellbeing and wellness in the workplace, such as:

 - Increased productivity: Employees who are well are more productive. They are more likely to be absent from work, they are more likely to be engaged in their work, and they are more likely to be creative and innovative.
 - Reduced costs: Wellbeing and wellness programs can help to reduce costs associated with healthcare, absenteeism, and turnover.
 - Improved morale: Employees who feel well about themselves and their work are more likely to have a positive attitude and be engaged in their work.
 - Increased employee satisfaction: Employees who feel well about themselves and their work are more likely to be satisfied with their jobs.
 - Stronger company culture: A focus on wellbeing and wellness can help to create a stronger company culture, one that is based on trust, respect, and collaboration.
- How to Promote Wellbeing and Wellness in the Workplace**

There are many things that employers can do to promote wellbeing and wellness in the workplace, such as:

 - Offer health insurance that covers preventive care and mental health services.
 - Provide on-site fitness facilities and offer gym memberships.
 - Offer healthy food options in the cafeteria or vending machines.
 - Encourage employees to take breaks throughout the day and to get up and move around.
 - Offer stress management programs and training.
 - Provide resources for employees who are struggling with mental health issues.
 - Create a positive work environment that is supportive and inclusive.

By taking these steps, employers can help to create a workplace that is conducive to wellbeing and wellness. This can lead to improved productivity, reduced costs, and increased employee satisfaction.

Metadata: Last modified on 16 October 2023 by Claromentis Administrator; Created on 16 October 2023 by Abigail Clark.

Engagement: 5 Views, 0 Likes, 0 Comments. Includes a 'Share' button.

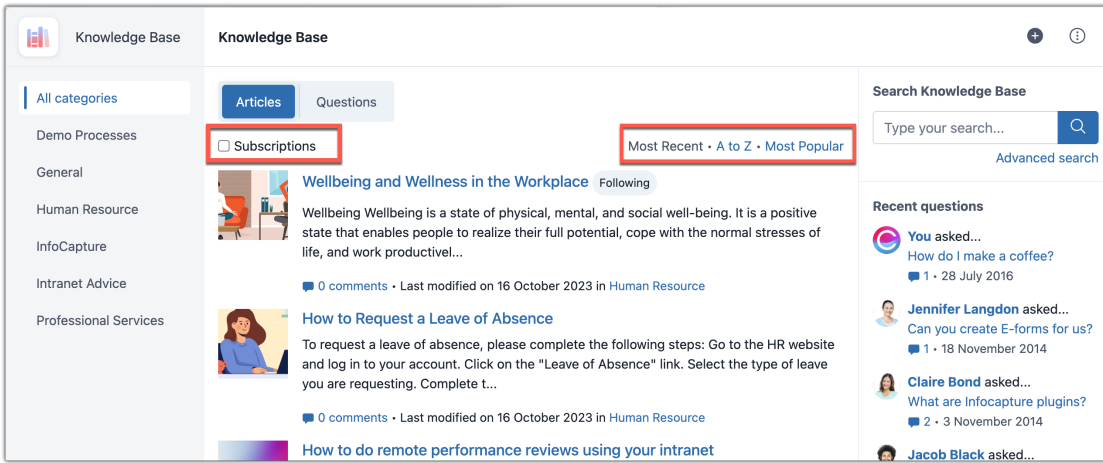
Comments section: 'Type your message...' with a text input field and a 'Send' button.

- Filters

On the landing page of the Knowledge Base, there are more filters and sorting options to apply to the articles that are listed.

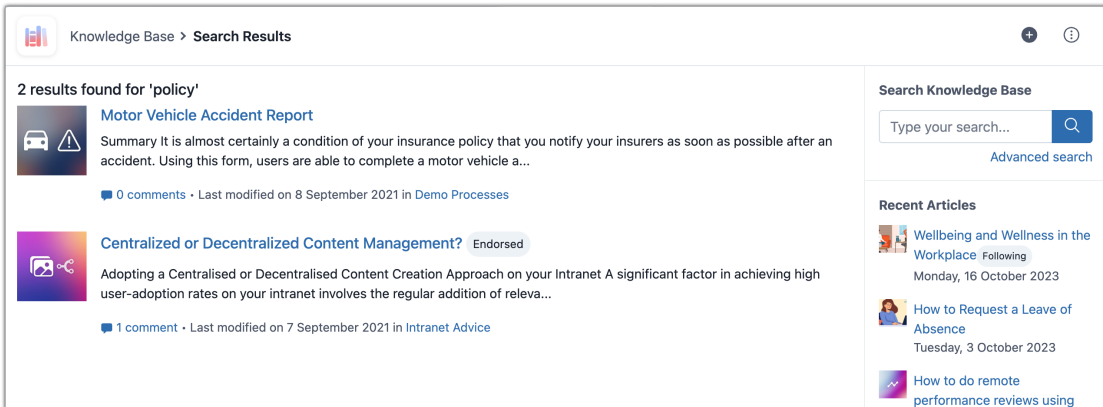
The 'subscription' checkbox can be used to only show articles from subscribed categories.

'Most recent' is the default sorting, but users can change this to 'A-Z' or 'Most popular' based on their preference or needs.

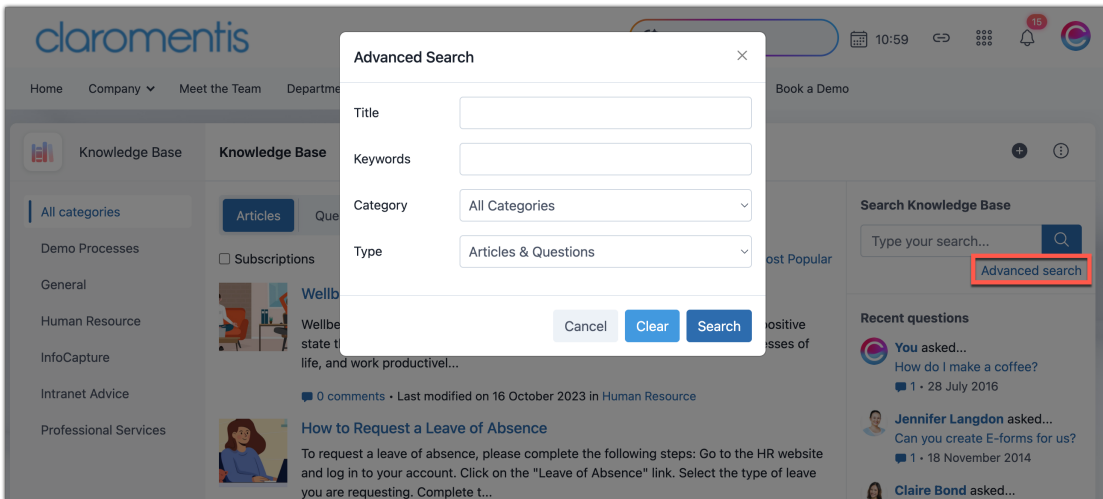


- Search

Users can enter keywords into the search on the top right to return relevant articles.




There is also an advanced search pop-up for more detailed searching.



- Tag cloud


Clicking on a word will show all relevant articles. The tag cloud is created by KB article creators attributing tags across content.



3 ways to use your intranet as a remote onboarding tool

Just like your intranet connects your existing teams to each other, it can help you create an onboarding experience for your new staff too. Here are 3 ways to use your intranet to onboard new hires remotely. Cr...


Last modified on 25 August 2021 in [Intranet Advice](#)



Content Management Guidelines

Intranets don't serve the typical content marketing goals of corporate websites, that is, to gain new leads and provide potential prospects with business information. Intranets exist to serve your employees and...

0 comments • Last modified on 7 September 2021 in [Intranet Advice](#)



Bug Tracker

Tags

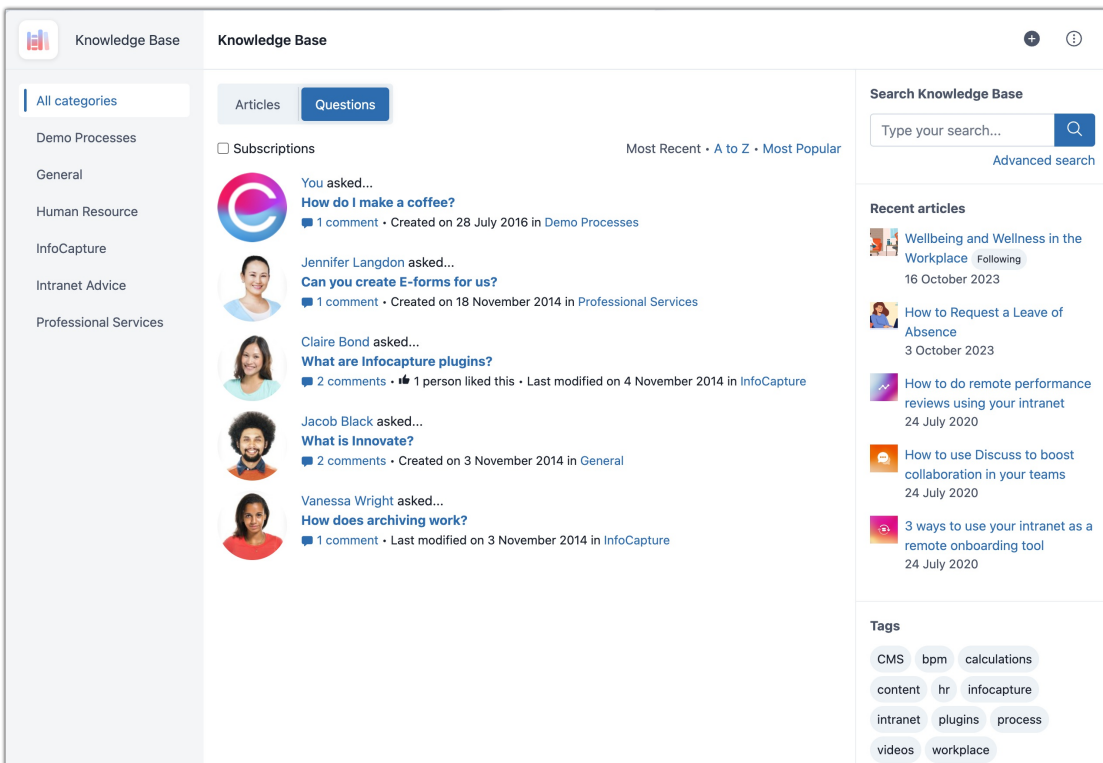
CMS bpm calculations
content hr infocapture
intranet plugins process
videos workplace

Questions tab

Questions is an optional feature within the Knowledge Base.

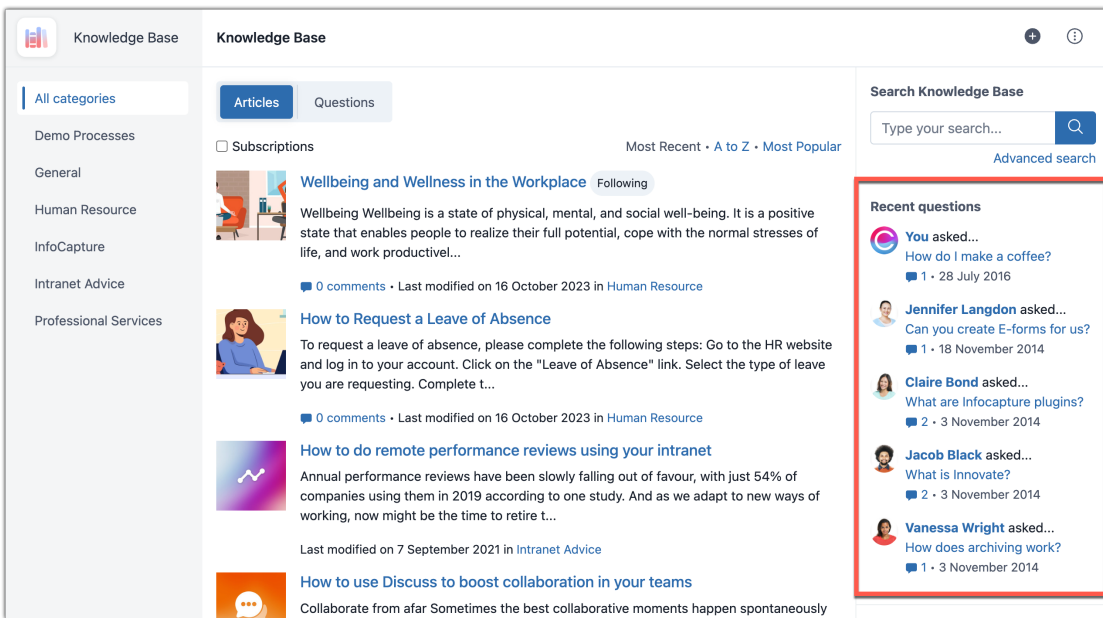
If this is enabled, the tab will appear on the front end of the application.

Users can browse questions and add their own (if they have permissions)



The screenshot shows the Knowledge Base interface with the 'Questions' tab selected. The left sidebar lists categories: Demo Processes, General, Human Resource, InfoCapture, Intranet Advice, and Professional Services. The main content area displays a list of questions with user avatars, question titles, comment counts, and creation/modification dates. The right sidebar features a search bar, 'Recent articles' list, and a 'Tags' section with various topic tags.

In the 'Articles' tab, Questions will also show on the right-hand side:

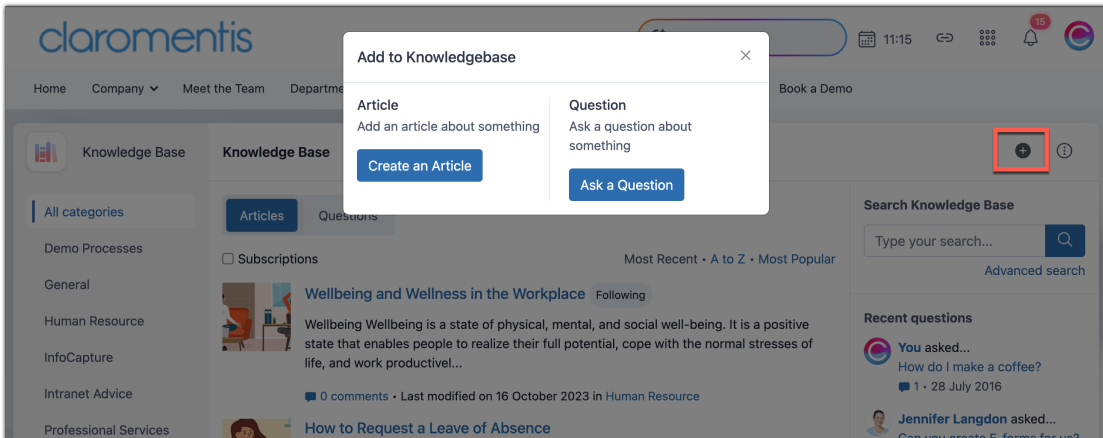


Add new article

This button will only appear to users who have been given the appropriate permission to create articles to at least one category or the ability to ask a question by administrators on the admin side.

Clicking this, the system will prompt the user what they wish to create (if questions are enabled, this option will appear)

See our guides for more information - [creating a new KB article](#), [Questions](#).



Draft articles area

If any draft articles have been submitted for approval, they will appear here.

An approval process is required to be set up in a category for this to work, as outlined [here](#).

for the person's departure, on the ...

0 comments • Last modified on 7 September 2021 in Demo Processes

Support Tickets

Summary Users appreciate having a single point of contact to get help for their issues. Here, users are able to submit problems, questions and requests using this form, indicating the urgency of the ticket in o...

0 comments • Last modified on 7 September 2021 in Demo Processes

BPM Overview Endorsed

Infocapture is designed to help business of all sizes and capabilities to improve their processes, capture data, reduce internal emails and paperwork, improve reporting, and ultimately become more efficient. Ea...

0 comments • Last modified on 7 September 2021 in InfoCapture

Videos

Embedding Videos It is possible to embed videos into Publish pages, News articles and Knowledge Base articles. Videos can be embedded from your local machine, the Document Management System or by using an embed...

Vanessa Wright asked...
How does archiving work?
1 • 3 November 2014

Draft Articles

Training and Promotion
16 October 2023

Tags

CMS bpm calculations
content hr infocapture
intranet plugins process
videos workplace

3-dot menu

Extra options appear under the 3-dot menu:

Knowledge Base Knowledge Base

All categories

Demo Processes
General
Human Resource
InfoCapture
Intranet Advice
Professional Services

Articles Questions

Subscriptions Most Recent • A to Z • Most Popular

Wellbeing and Wellness in the Workplace Following

Wellbeing Wellbeing is a state of physical, mental, and social well-being. It is a positive state that enables people to realize their full potential, cope with the normal stresses of life, and work productivel...

0 comments • Last modified on 16 October 2023 in Human Resource

How to Request a Leave of Absence

To request a leave of absence, please complete the following steps: Go to the HR website and log in to your account. Click on the "Leave of Absence" link. Select the type of leave you are requesting. Complete t...

0 comments • Last modified on 16 October 2023 in Human Resource

How to do remote performance reviews using your intranet

Annual performance reviews have been slowly falling out of favour, with just 54% of

Manage Articles
Manage Questions
Manage Categories
Knowledge Base - Admin

You asked...
How do I make a coffee?
1 • 28 July 2016

Jennifer Langdon asked...
Can you create E-forms for us?
1 • 18 November 2014

Claire Bond asked...
What are Infocapture plugins?
2 • 3 November 2014

Jacob Black asked...
What is Innovate?

- **Manage articles area:** This will list all articles a user has 'edit' permission for per category. Allows responsible users to oversee all articles, rather than relying on administrators to do so from the admin side.
- **Manage questions:** Will only appear to those with 'Manage questions' permission per category. Questions can be edited or removed.
- **Manage categories:** Will only appear to application administrators of KB; it leads to the admin side. Applications > Admin > KB
- **Knowledge Base admin:** Will only appear to application administrators of KB.