



Knowledge Base notifications

We will provide an overview of all Knowledge Base notifications.

Templates for each language can be viewed and [edited](#) from **Admin > System > Localisation > Edit templates > Knowledge Base**

Knowledge Base

[English](#)
[French](#)
[Spanish](#)
[Polish](#)
[Kurdish](#)

[U.S. International](#)
[German](#)
[Dutch](#)
[Greek](#)
[Hungarian](#)

[Russian](#)
[Portuguese \(Brazil\)](#)
[Czech](#)
[Arabic](#)
[Uzbek](#)

Notification not sending?

Remember: The type of notification received by users, e.g. email, in-system, none, etc will depend on their preferences as outlined [here](#).

If a notification is not evident, check that the recipient's preferences are correct to receive this as they would expect first.

Browse our guides on the Knowledge Base [here](#)

Articles

knowledgebase.article.new_comment

A comment was left on an article. Will be sent to the [article creator](#).

knowledgebase.article_archived

An article was put into archived status. The recipient is the [article creator](#).

knowledgebase.article_edited

An article is edited and saved. Sent to users [following](#) the specific guide or category it is in.

knowledgebase.article_submission_edited

If an [approval process](#) is in use, sent when a user edits their draft sent for approval.

Received by those with '[Edit all articles](#)' permission.

knowledgebase.new_category_expert

Triggered when [category experts](#) are applied. Received by those included.

knowledgebase.article.new_like

Sent when an article is liked. Received by the [article creator](#).

knowledgebase.article_drafted

An article is put into draft status. Sent to users [following](#) the specific guide or category it is in.

knowledgebase.article_published

An article is made live by being put into 'Published' status. Sent to users [following](#) the specific guide or category it is in.

knowledgebase.article_submitted

If an [approval process](#) is in use, sent when a user first saves their draft which is sent for approval.

Received by those with 'Edit all articles' permission.

Questions

Please see [this guide](#) first.

If only category experts can respond to questions, they will be the only ones notified when a new question is posted.

If this setting was not enabled, though, category experts and anyone subscribed to the category (or sub-category) will be notified.

(If there is sub-category B with parent A, users subscribed to B would receive a notification for new questions in B only, whereas someone subscribed to A would receive them for A and B)

knowledgebase.question.new_comment

A reply was added to a Question. Will send to the asker and Category experts or those following the category will be notified.

knowledgebase.question.new_like

A user liked a question. The asker will be notified.

knowledgebase.question.own_comment_reply

The question asker replied to a comment on their question. Will send to the asker and Category experts or those following the category will be notified.

knowledgebase.question_edited

A question was edited. Will send to the asker and Category experts or those following the category will be notified.

knowledgebase.new_question

A new question was posted in a category. Category experts or those following the category will be notified.

knowledgebase.question.new_comment_reply

A comment on a question was replied to (not by the asker) . Will send to the asker and Category experts or those following the category will be notified.

knowledgebase.question.own_comment

The question asker left a comment on their question. Will send to the asker and Category experts or those following the category will be notified.

knowledgebase.question_archived

A question has been archived. Will send to the asker and Category experts or those following the category will be notified.

knowledgebase.question_published

Question has been published (after being edited). Will send to the asker and Category experts or those following the category will be notified.