



## Knowledge Base: Overview

### Topics covered:

- [Creating categories and permissions](#)
- [Creating an article](#)
- [Asking questions and responding](#)

### 1. Creating categories

Categories are ways to group articles together. It is best practice to decide on a category structure early on to make it easier for users to find relevant articles and sub-categories that can be added as needed.

Within each category, you can have both articles and questions which can be answered by category experts.

To set up categories, head to **Admin > Knowledge base** where you will land on categories.

[Admin](#) / [Knowledge Base](#) / [Categories](#)

	Category Name ▲	Articles	Questions
Categories	<a href="#">Demo Processes</a>	21	1
Articles	<a href="#">General</a>	4	1
Questions	<a href="#">Human Resource</a>	-	-
	<a href="#">Infocapture</a>	8	2
	<a href="#">Intranet Advice</a>	8	-
	<a href="#">Professional Services</a>	2	1
	<a href="#">Uncategorised</a>	-	-

When creating a new category, you'll see various options as follows:

Admin / Knowledge Base / Categories / Add Category

### Add Category

Parent Category: - no parent- (dropdown)

Category name:

Description:

Permissions:

- View
- Create an Article
- Publish an Article
- Edit all Articles
- Delete all Articles
- Ask a Question
- Edit all Questions
- Delete all Questions

[View effective permissions...](#)

Category Expert:

Experts can Endorse articles - this displays an endorsement on the article view

Only allow Category Experts to respond to questions

- **Parent Category:** This allows sub-categories to be created (this will be covered in the next section)
- **Category name:** The title of the category
- **Description (Optional):** This allows a category template to be created, which will appear ahead of article results when filtering by category label (in the video above, we added an image header into this field).
- **Permissions:** Users/roles/groups can be defined here to give rights to see or interact with content, such as Questions (which will be covered later in this course).
- **Category expert:** Within this category, the users defined in this field can answer questions and endorse articles.
- **Only allow...:** When enabled, this option means only category experts can answer questions submitted in this category (rather than anyone with permission to do so).

### Permissions

An approval process can be set up in Knowledge Base. Any user/role/group defined can be set to match the following:

- Only create draft content, submitted to others to publish (i.e. users not permitted to make content live).

Permissions:

All registered  
Role: Administrators  
User: Abigail Clark

- View
- Create an Article
- Publish an Article
- Edit all Articles
- Delete all Articles
- Ask a Question
- Edit all Questions
- Delete all Questions

[View effective permissions...](#)

Knowledge Base / Add Article

Language English [options](#)

Article Title \*

Category Demo Processes x v

You don't have permission to publish to this category: Once you update this article the status will change to DRAFT

Tags

popular tags: intranet, claromentis, microsoft, excel, social

Author Abigail Clark x v [Browse](#)

- Be able to create their own personal drafts and publish these (i.e. users trusted to post content).

Permissions  [Browse](#) [Remove](#)

All registered  
 Role: Administrators  
 User: Abigail Clark

View  
 Create an Article  
 Publish an Article  
 Edit all Articles  
 Delete all Articles  
 Ask a Question  
 Edit all Questions  
 Delete all Questions

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Status  Draft  Publish  Archive

[Add Article](#) [Cancel](#)

- Be able to create their own personal drafts, publish own content, and view/publish the drafts submitted for approval by those with only 'Create Draft' rights (i.e. users with the highest level of editing and publishing ability as well as responsibility).

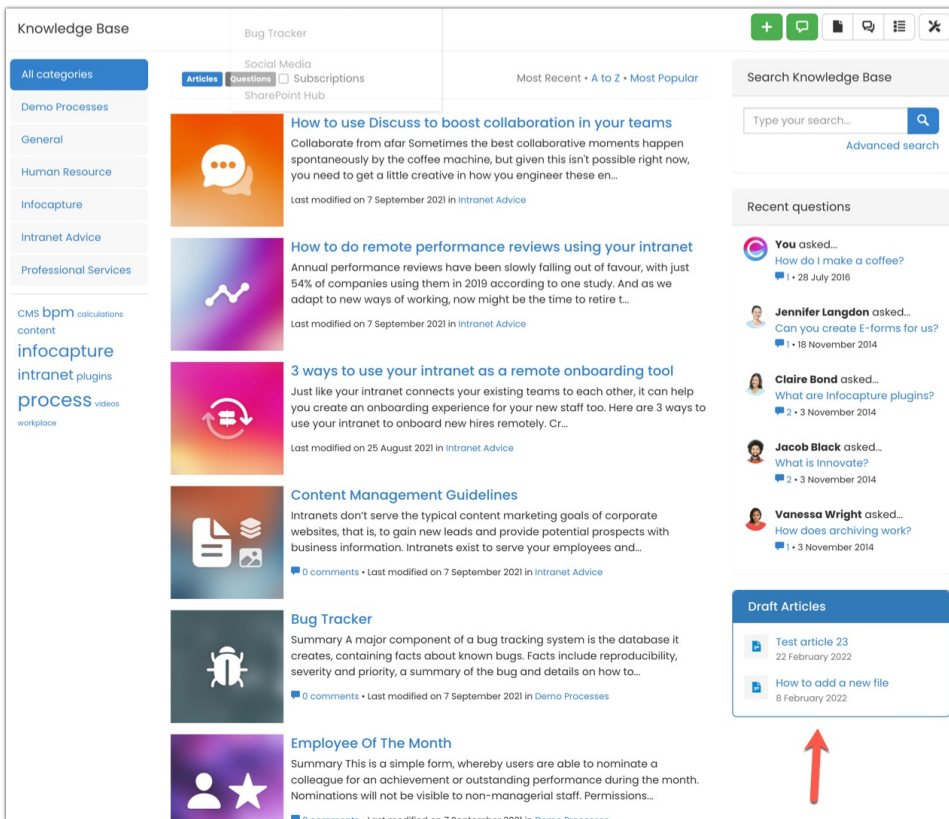
Permissions  [Browse](#) [Remove](#)

All registered  
 Role: Administrators  
 User: Abigail Clark

View  
 Create an Article  
 Publish an Article  
 Edit all Articles  
 Delete all Articles  
 Ask a Question  
 Edit all Questions  
 Delete all Questions

[View effective permissions...](#)

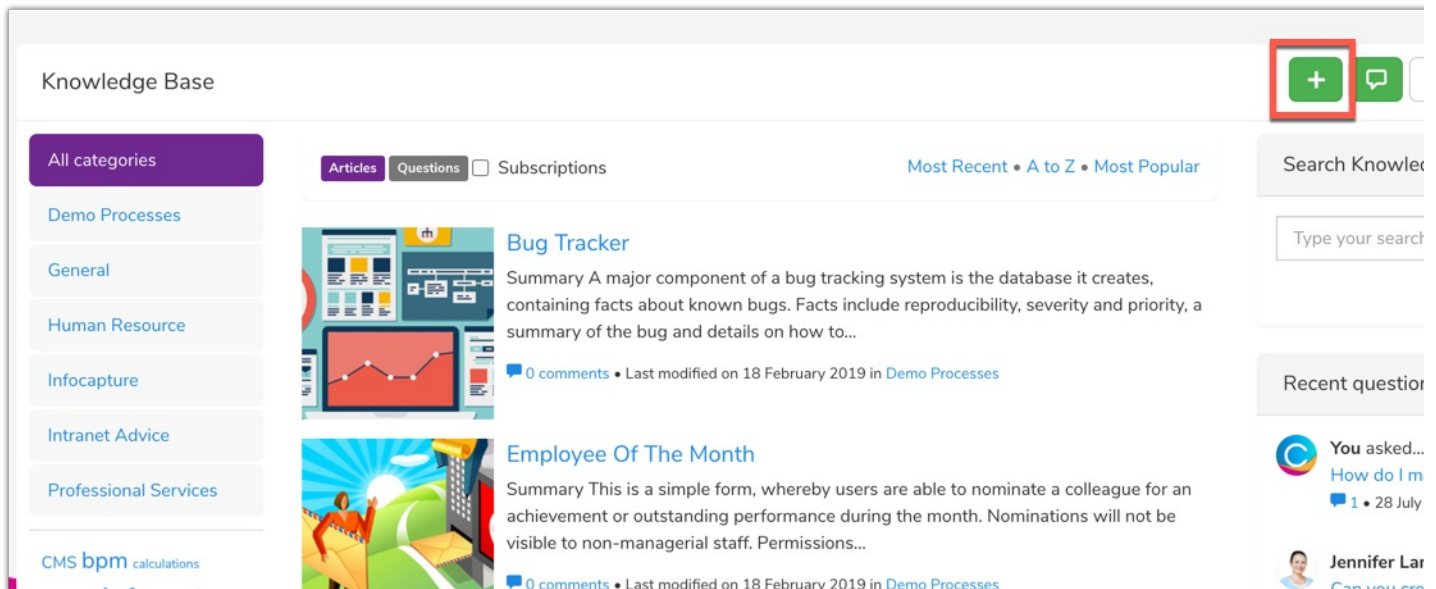
**Please note:** Submitted drafts by other users will appear in the application landing area or in a specific category they were posted in for users to edit and publish when ready.



## 2. Creating an article

Once you have relevant permissions within at least one category, you will be able to create a new article by clicking on the '+' icon that will appear at the front-end of the Knowledgebase application.

Information about article creation is detailed in its own guide [here](#).



## 3. Asking questions and responding

Questions can be utilised in Knowledge Base as an FAQ type section. This can help other users find answers that might not be covered in the articles themselves.

Questions can be set up so any other users can answer them or only category-specific users can answer if only particular users have knowledge on a subject known as a 'Category Expert'.

The screenshot displays a Knowledge Base interface. At the top left, the title "Knowledge Base" is visible. To its right is a navigation bar with icons for home, search, and other functions. Below the title, there are tabs for "Articles" and "Questions", with "Questions" currently selected. A search bar labeled "Search Knowledge Base" is positioned on the right side of the top navigation area. The main content area is divided into three columns. The left column contains a list of categories: "Demo Processes", "General", "Human Resource", "Infocapture", "Intranet Advice", and "Professional Services". Below these categories are links for "cms bpm calculations", "content infocapture", "intranet plugins", and "process videos". The middle column features three article cards: "Bug Tracker" (with a bug icon), "Employee Of The Month" (with a star icon), and "Exit Interview" (with a person icon). Each card includes a summary and a "0 comments" indicator. The right column contains a "Recent questions" section with three entries: "You asked... How do I make a coffee?" (dated 29 July 2016), "Jennifer Langdon asked... Can you create E-forms for us?" (dated 18 November 2014), and "Claire Bond asked... What are Infocapture plugins?".

You are able to enable or disable comments completely from the admin side of Knowledge Base, if needed.

More information about Questions is detailed in its own article [here](#)

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Tags: [intranet](#), [user guide](#), [knowledgebase](#)