



Knowledge Base: Overview

Topics covered:

1. [Creating categories and permissions](#)
2. [Creating an article](#)
3. [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

Categories

Articles

Questions

+ Add a Category

Category Name ▾	Articles	Questions	
Demo Processes	21	1	
General	4	1	
Human Resource	-	-	
Infocapture	8	2	
Intranet Advice	8	-	
Professional Services	2	1	
Uncategorised	-	-	

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

Admin / Knowledge Base / Categories / Add Category

Categories
Articles
Questions

Add Category

Parent Category
- no parent-

Category name

Description

Source

B I U S x x' x'' x'''

B I U S x x' x'' x'''

Styles

Format

Font

Font Size

Permissions

Start typing to add...
Browse
Remove

☐ 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

Browse

Experts can Endorse articles - this displays an endorsement on the article view
☐ Only allow Category Experts to respond to questions

Add Category
Cancel

- **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

Start typing to add...
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...](#)

Knowledge Base / Add Article

Language

English
options

Article Title *

Category
Demo Processes

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
Browse

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

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...](#)

Status

☐ Draft
 ☒ Publish
 ☐ Archive

- 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

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.

Knowledge Base

All categories

Demo Processes

General

Human Resource

Infocapture

Intranet Advice

Professional Services

CMS bpm calculations content

infocapture

intranet plugins

process videos

workspace

Articles

Social Media

Sharepoint Hub

Most Recent • A to Z • Most Popular

How to use Discuss to boost collaboration in your teams

Collaborate from afar Sometimes the best collaborative moments happen spontaneously by the coffee machine, but given this isn't possible right now, you need to get a little creative in how you engineer these en...

Last modified on 7 September 2021 in Intranet Advice

How to do remote performance reviews using your intranet

Annual performance reviews have been slowly falling out of favour, with just 54% of companies using them in 2019 according to one study. And as we adapt to new ways of working, now might be the time to retire t...

Last modified on 7 September 2021 in Intranet Advice

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 potential 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

Summary A major component of a bug tracking system is the database it creates, containing facts about known bugs. Facts include reproducibility, severity and priority, a summary of the bug and details on how to...

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

Employee Of The Month

Summary This is a simple form, whereby users are able to nominate a colleague for an achievement or outstanding performance during the month. Nominations will not be visible to non-managerial staff. Permissions...

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

Search Knowledge Base

Recent questions

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?

2 • 3 November 2014

Vanessa Wright asked...

How does archiving work?

1 • 3 November 2014

Draft Articles

Test article 23

22 February 2022

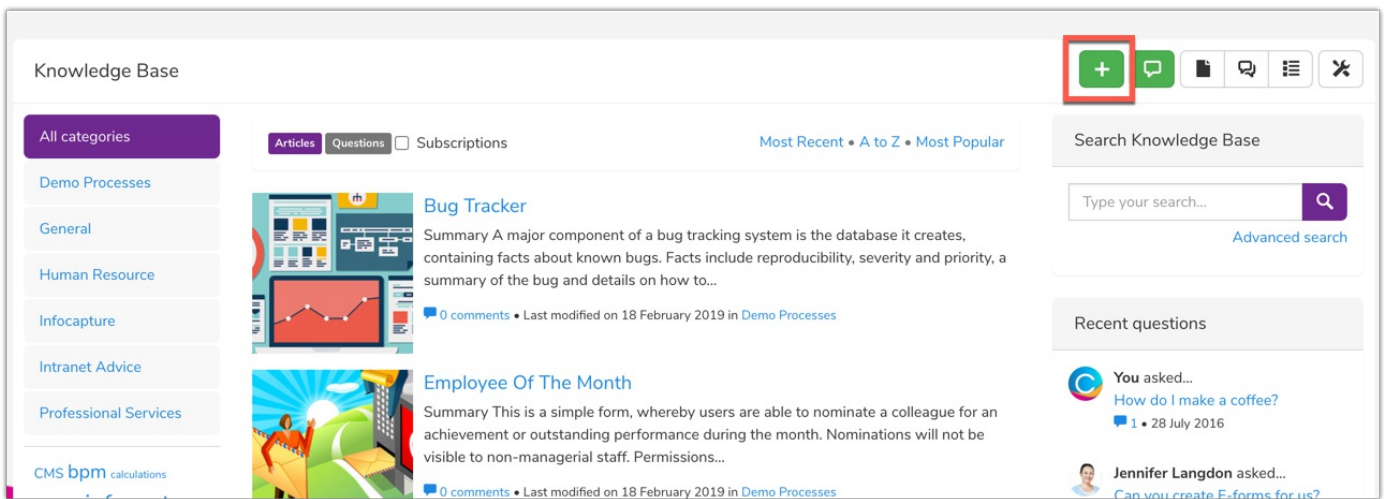
How to add a new file

8 February 2022

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.

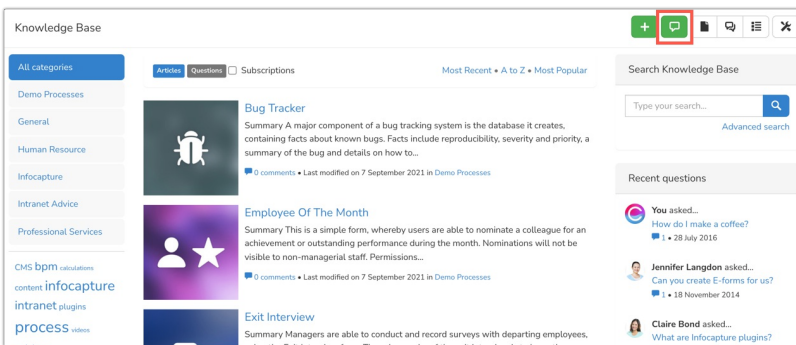
Information about article creation is detailed in its own guide [here](#).



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'.



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](#)