



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	Category Name ▲	Articles	Questions
Articles	Demo Processes	21	1
Questions	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:

Permissions: 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 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 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

[View effective permissions...](#)

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).

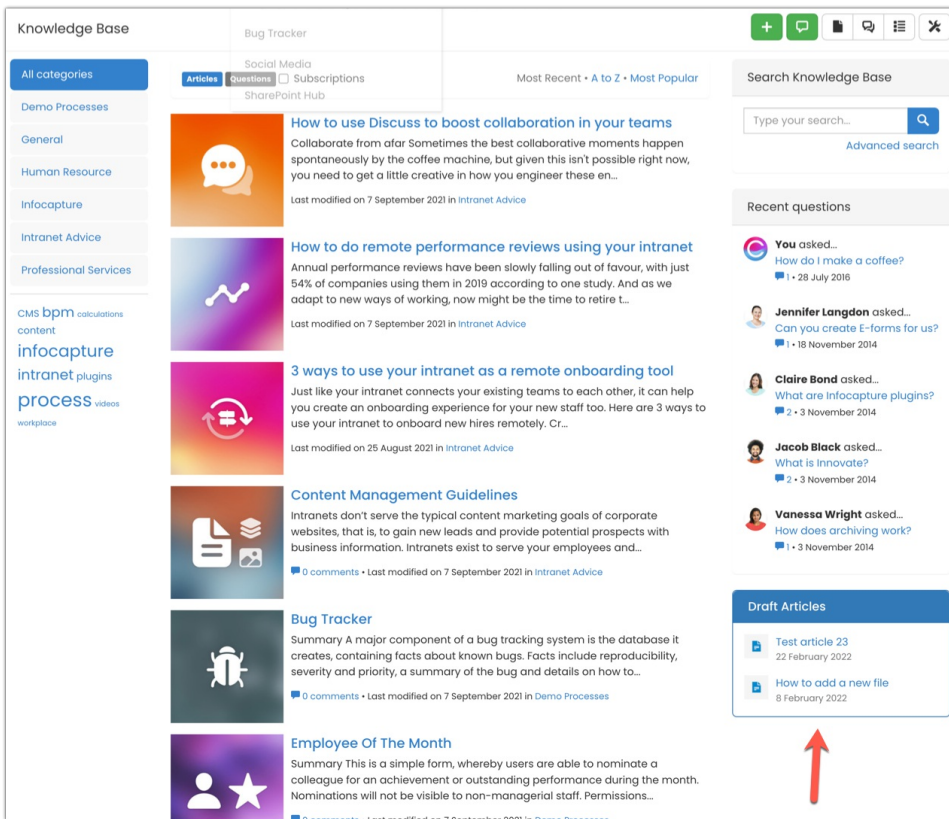
Permissions [Browse](#) [Remove](#)

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...](#)

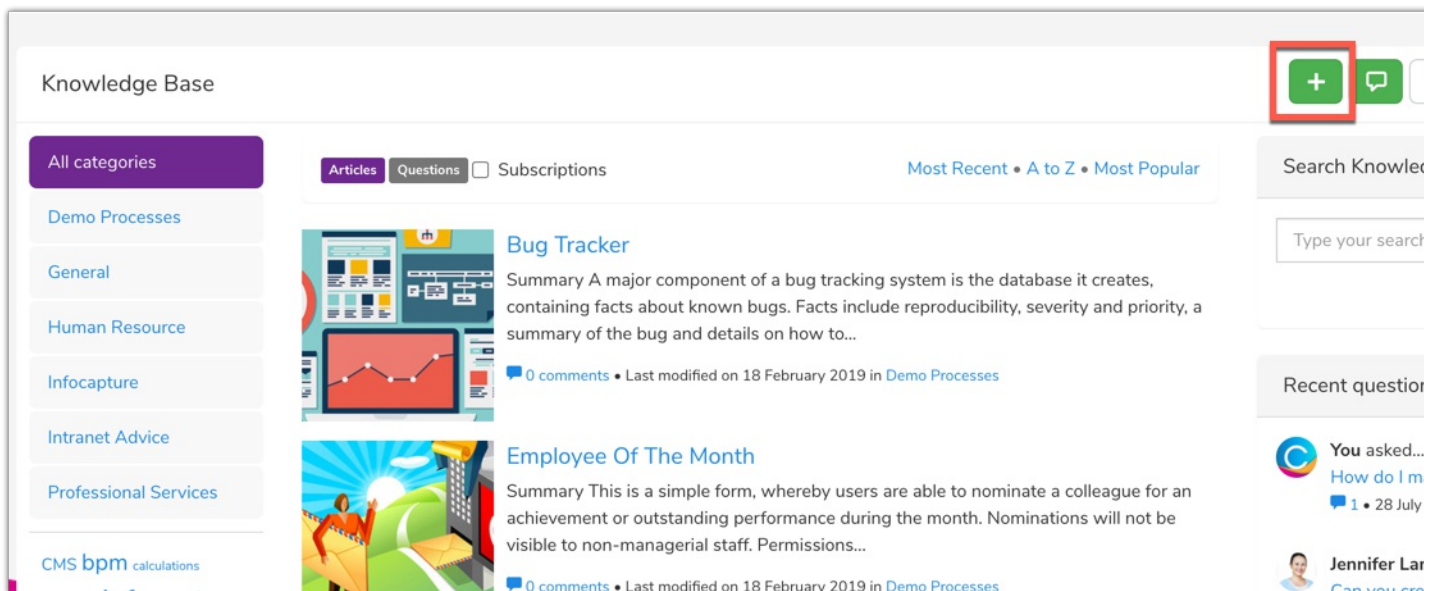
Please note: Submitted drafts by other users will appear in the application landing area or in a specific category they were posted in for users to edit and publish when ready.



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. A navigation bar includes "All categories" (with a dropdown arrow), "Articles", "Questions" (with a dropdown arrow), and "Subscriptions". On the right of this bar are sorting options: "Most Recent", "A to Z", and "Most Popular". A utility bar at the top right contains icons for a plus sign, a comment bubble (highlighted with a red box), a document, a speech bubble, a list, and a close icon. The main content area is divided into three columns. The left column is a sidebar with "All categories" and a list of categories: Demo Processes, General, Human Resource, Infocapture, Intranet Advice, and Professional Services. Below this is a list of content types: 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 person and star icon), and "Exit Interview" (with a person icon). Each card includes a summary and a "0 comments" indicator. The right column contains a search bar labeled "Search Knowledge Base" with a search input field and an "Advanced search" link. Below the search bar is a "Recent questions" section with three entries, each showing a user profile picture, the question text, and the date.

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](#)