



## Knowledge Base: Questions

Questions is an optional feature within Knowledge Base that allows users to ask questions about articles for category experts (or those made responsible) to answer.

The feature can be toggled on/off on the [admin side](#) of Knowledge Base in the Questions tab.

This guide covers how Questions works when it is enabled.

- [Permissions](#)
- [Asking a question](#)
- [Notifications](#)
- [Responding to a Question](#)
- [Question Management](#)

## Permissions

These are set per category.

An application administrator of KB can edit the permissions set on each category from the [admin side](#) (Applications > Admin > Categories)

### 1. 'Ask a question'

If you want a user to be able to ask a question about every category, each needs to be updated to include them.

Permissions

Start typing to add... [Browse](#) [Remove](#)

**All registered**  
Group: Marketing  
Role: Administrators

- 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...](#)

2. 'Edit all questions' should be given to administrators or responsible users.

3. Choose whether questions can be answered by anyone with 'view' rights to the category, or if this should only be the chosen **category experts**.

If the latter, select the option shown below in each category and enter the users who should be the only ones who can answer questions about that category.

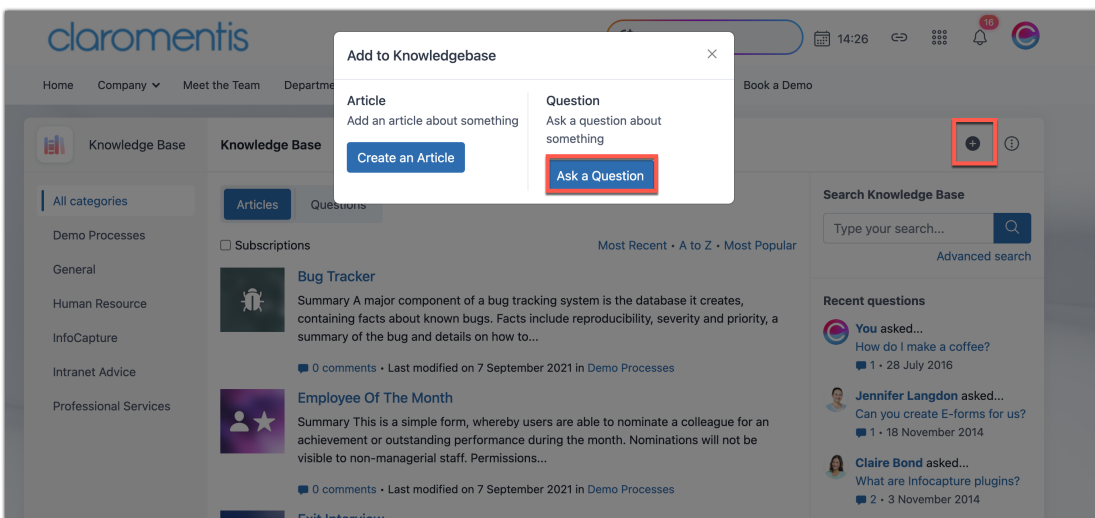
Category Expert

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

Only allow Category Experts to respond to questions

## Asking a question

Users with permissions to ask a question in at least one category will be able to do so using the cross icon on the front end and selecting 'add question' from the pop-up:



The screen below will be presented, and they can enter the details about their question.

Knowledge Base > Ask a Question

Category: Demo Processes

Question Title\*

Content

Tags

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

Post your question Cancel

Submitted questions will appear on the front end of KB, and category experts will be notified when this occurs so they can respond.

## Notifications

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)

The type of notification received will depend on each user's [individual preferences](#).

## Responding to a Question

Recent questions will be listed on the [front end](#) of KB:

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 productively...

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 4 June 2026 in Human Resource

**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...

Search Knowledge Base

Type your search... Advanced search

**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...**

As well as under the specific 'Questions' tab:

The screenshot shows the 'Knowledge Base' interface with the 'Questions' tab selected. On the left, there is a sidebar with categories: Demo Processes, General, Human Resource, InfoCapture, Intranet Advice, and Professional Services. The main content area displays a list of questions, each with a user profile picture, the question title, and metadata like the number of comments and creation date. A red arrow points to the 'Questions' tab. On the right, there is a search bar and a 'Recent articles' section.

Clicking into one, users have various ways to interact.

The screenshot shows a detailed view of a question: 'Can you create E-forms for us?' asked by Jennifer Langdon on 18 November 2014. The question text is: 'We are looking to implement between 20 and 25 E-forms. Is this something you can do for us?'. Below the question, there are buttons for 'Follow', 'Edit', and 'Share'. A 'Comments' section is visible with a text input field and a 'Post' button. A comment from a 'Deleted User' is shown, stating: 'Hi @jennifer Yes, absolutely. We can work with you to streamline your processes within the organization. Whether your business process already has concrete specifications, or is still in it's infancy, we can help turn your ideas into reality. We can work with you to develop your concept and build a process to fit your requirements.' The right sidebar shows a search bar and 'Recent Articles' and 'Recent Questions' sections.

- Like the Question
- Follow the Question (means they will be notified of responses in it going forward)
- Share the question
- Edit the question (if they have the permission to do so)
- Respond by typing a comment (the question creator will be notified)
- Attach a file, link, or document to their response
- Like or respond to other users' responses

In situations where only [category experts](#) can answer questions, a notice (shown below) will appear to someone who only has 'view' rights.

Knowledge Base > Professional Services > Question

Jennifer Langdon asked

## Can you create E-forms for us?

We are looking to implement between 20 and 25 E-forms. Is this something you can do for us?

Asked on: 18 November 2014

Like 0 Likes

Follow Edit Share

Only Category Experts can respond to this question. Please contact your Intranet administrator if you cannot see the discussion.

Comments

Deleted User wrote...  
Hi @jennifer Yes, absolutely. We can work with you to streamline your processes within the organization. Whether your business process already has concrete specifications, or is still in it's infancy, we can help turn your ideas into reality. We can work with you to develop your concept and build a process to fit your requirements.

Like Delete 05-05-2015 14:06

Search Knowledge Base

Type your search... Advanced search

Recent Articles

- Building E-forms and Workflows Endorsed Monday, 3 November 2014
- Infocapture Training Endorsed Monday, 3 November 2014

Recent Questions

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

## Management

Application administrators of Knowledge Base and users with edit rights for questions will be able to access the 'Manage Question' area from the [front end](#), 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

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

Exit Interview Summary Managers are able to conduct and record surveys with departing employees,

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?

From here, questions can be viewed, edited, deleted or archived, as well as downloaded to a CSV if needed.

Admin
Admin > Knowledge Base > Questions

Categories

Articles

Questions

Keywords

Created by  Browse

Show archived

Search Clear

Category

CSV delimiter  Comma (,)  Semicolon (;)  Include content (HTML) Export to CSV

5 matching result(s) found

ID	Title	Category	Created By	Created Date	Status	
18	How do I make a coffee?	Demo Processes	Claromentis Administrator	28 July 2016	Published	<a href="#">📄</a> <a href="#">✎</a> <a href="#">🗑️</a>
12	Can you create E-forms for us?	Professional Services	Jennifer Langdon	18 November 2014	Published	<a href="#">📄</a> <a href="#">✎</a> <a href="#">🗑️</a>
5	What are Infocapture plugins?	InfoCapture	Claire Bond	3 November 2014	Published	<a href="#">📄</a> <a href="#">✎</a> <a href="#">🗑️</a>
4	What is Innovate?	General	Jacob Black	3 November 2014	Published	<a href="#">📄</a> <a href="#">✎</a> <a href="#">🗑️</a>
3	How does archiving work?	InfoCapture	Vanessa Wright	3 November 2014	Published	<a href="#">📄</a> <a href="#">✎</a> <a href="#">🗑️</a>

Questions are currently enabled.
Disable questions

Archived questions do not appear on the front end but remain visible to administrators and users with edit rights from the management area.

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