



Knowledge Base Questions

Overview

Knowledge Base can be used for questions and sharing information in a similar way to the articles.

Topics covered:

- [Toggle Questions & Permissions](#)
- [Asking a question](#)
- [Questions area per category](#)
- [Responding to a Question](#)
- [Notifications](#)
- [Question Management](#)

Questions are also separated by category which helps future users and works as an FAQ section if needed.

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.

A screenshot of the Knowledge Base interface. The top navigation bar includes a green plus icon, a red-bordered speech bubble icon, a trash icon, a comment icon, a list icon, and a close icon. Below the navigation bar, there are tabs for 'Articles', 'Questions', and 'Subscriptions'. The main content area displays a list of questions, including 'Bug Tracker', 'Employee Of The Month', and 'Exit Interview'. A search bar is located on the right side of the interface, and a 'Recent questions' section is visible below it.

Toggle Questions

Questions can be enabled or disabled across categories.

This can be changed at any time from the admin side of the application by an application administrator of Knowledge Base.

Admin / Knowledge Base / Questions

Categories

Articles

Questions

Keywords

Category

Show archived

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
12	Can you create E-forms for us?	Professional Services	Jennifer Langdon	18 November 2014	Published
5	What are Infocapture plugins?	Infocapture	Claire Bond	3 November 2014	Published
4	What is Innovate?	General	Jacob Black	3 November 2014	Published
3	How does archiving work?	Infocapture	Vanessa Wright	3 November 2014	Published

Questions are currently enabled.

Permissions

Users will require the 'Ask a Question' permission to see be able to do so for that category.

If a user requires the ability to ask questions in every category this will need to be set in each.

In this way, differing permissions across your users and categories can be achieved.

Permissions

All registered
Role: Administrators

View

Create an Article

Publish an Article

Edit all Articles

Delete all Articles

Ask a Question

Edit all Questions

Delete all Questions

There is also an 'Edit all Questions' permission which should be given to administrators or responsible users, not all users.

Further to this, category experts can be defined and there is an option to only allow these users to answer questions in that category, however, this is optional.

If this option is not chosen, any user with 'View' rights to this category will be able to answer submitted Questions.

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

To ask a question in a Category they have permissions for a user can click on the Questions icon from the landing page of Knowledge Base and will see the screen below.

Knowledge Base / Ask a Question

Category: General

Question Title *

Content

Tags

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

Post your question Cancel

Please note: Only categories the user has permission to ask a question in will appear for selection.

The user can give their question a title (which is required for submission) and there is an instance of the CK Editor below this to allow them to give additional information about their question if this is appropriate.

Submitted Questions will appear on the landing page of Knowledge Vase for users with view rights to see and click on to answer them or see their answers.

Knowledge Base

All categories

Articles Questions Subscriptions

Most Recent • A to Z • Most Popular

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?

Questions area per category

Users with at least view rights can use the tab navigation on the left of Knowledge Base to filter to only one categories content.

From here, Questions specific to that category will be listed and users have the ability to ask a question. This can be done either via the button on the top right of the application or the category-specific button offered - which will auto-populate their new question with the appropriate category.

Responding to a Question

Clicking onto a Question from any of these areas will expand it and offer the user the ability to respond in the text box provided.

Users have a lot of options for interaction here, they can:

- 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
- Attach a file, link, or document to their response
- Like or respond to other users' responses

In situations where category experts only can answer questions, the below will appear to any other user with view rights for that category.

Knowledge Base / Demo Processes / Question

Claromentis Administrator asked

How do I make a coffee?

So how do you do this?

Asked on: 28 July 2016

Like | 0 Likes

Follow Share Edit

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

Comments

Search Knowledge Base

Type your search... Advanced search

Recent Articles

- Bug Tracker Friday, 8 February 2019
- Employee Of The Month Friday, 4 January 2019
- Support Tickets Tuesday, 11 December 2018

Notifications

Notifications that will be triggered and generated for Questions are shown below:

Admin / System / Localisation / Edit notifications / Knowledge Base (English)

Edit English Notifications for "Knowledge Base"

Select a template to localise

knowledgebase.article.new_comment	knowledgebase.new_question
knowledgebase.article.new_like	knowledgebase.question.new_comment
knowledgebase.article.archived	knowledgebase.question.new_comment_reply
knowledgebase.article.drafted	knowledgebase.question.new_like
knowledgebase.article.edited	knowledgebase.question.own_comment
knowledgebase.article.published	knowledgebase.question.own_comment_reply
knowledgebase.article_submission.edited	knowledgebase.question.archived
knowledgebase.article.submitted	knowledgebase.question.edited
knowledgebase.new_category_expert	knowledgebase.question.published

These can be edited in the Localisation area, which is covered here.

The type of notification received will depend on each user's individual preferences.

If a category is set to allow category experts to answer questions posted in it, then they will be the only ones notified.

Whereas when this setting is disabled category experts and anyone subscribed to the category (or sub-category) should 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)

Management

Application administrators of Knowledge Base and users with edit rights for questions will be able to access the 'Manage Question' area.

Knowledge Base

All categories

Articles Questions Subscriptions

Most Recent • A to Z • Most Popular

Search Knowledge Base

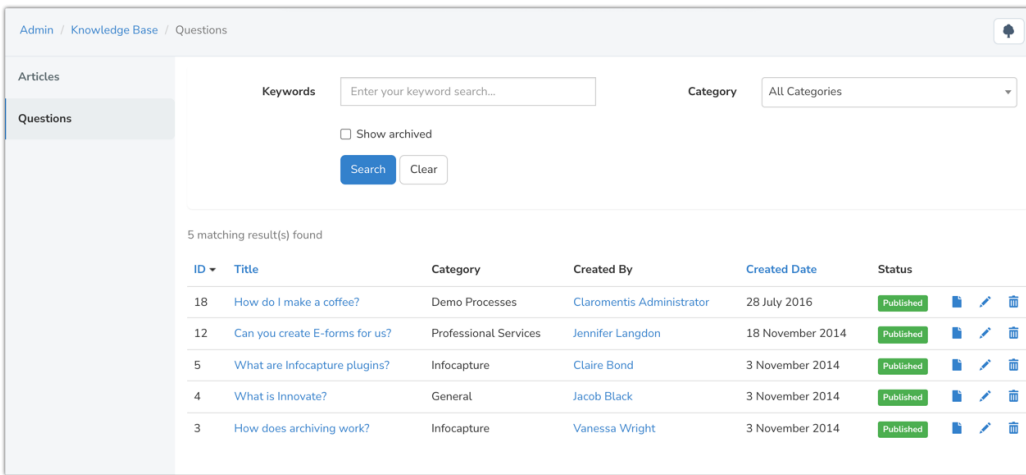
Type your search... Advanced search

Recent questions

You asked... How do I make a coffee? 1 • 28 July 2016

Jennifer Langdon asked...

From the Question management area, submitted Questions can be searched for, edited, or deleted as needed.

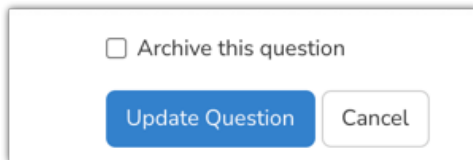


Application administrators will be able to access the article management and category tabs, users with edit rights will not.

The option to disable Questions will also only appear to administrators of the application and not those with only edit Question rights.

The screenshot above is from a user with edit rights only perspective.

A user with edit rights can carry out changes, as well as archive a Question by editing it and selecting the option given at the bottom of the page.



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