



## Category Expert

A **Category Expert** is a user with specialised knowledge in a particular category of the Knowledge Base application.

In Claromentis, a Category Expert can endorse articles and answer category questions.

In this guide, we will cover the following:

- [Assigning Category Expert](#)
- [Answering KB category questions](#)
- [Endorsing KB articles](#)

## Assign Category Expert

A Knowledge base application admin can assign Category Experts to each KB category.

To assign Category Experts, follow these steps:

1. Head to **Admin > Knowledge base**
2. Navigate to the **Categories** section and select the relevant Category
3. Add the users who are Category experts:

**Category Expert**

\* Nigel Davies

\* Barclay Martin

\* Michael Christian

\* Claromentis Administrator

\* Anne Wilkins

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

☐ Only allow Category Experts to respond to questions

**Please note:** Only Knowledge base application admins can assign Category experts. Category experts cannot access the admin panel and/or assign other experts.

For more information, please check out our [Knowledge base: Overview](#) guide

## Answer category questions

A Knowledge base application admin can also allow only Category Experts to answer questions users have submitted.

To set up Category Expert permissions, follow these steps:

1. Head to **Admin > Knowledge base**
2. Navigate to the **Categories** section and select the relevant Category
3. Check the **Only allow Category Experts** options:

**Category Expert**

\* Nigel Davies

\* Barclay Martin

\* Michael Christian

\* Claromentis Administrator

\* Anne Wilkins

Browse

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

☒ Only allow Category Experts to respond to questions

If only Category Experts are permitted to answer questions, users will see the following message when viewing a question:

Knowledge Base / Professional Services / **Question**



Jennifer Langdon asked

### Question #1

Lorem ipsum dolor sit amet, consectetur adipiscing elit?

Asked on: 26 January 2023

Like | 0 Likes

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

Responding to questions is done in the same way as commenting on articles.

For more information, please check out our [Knowledge Base: Questions](#) guide.

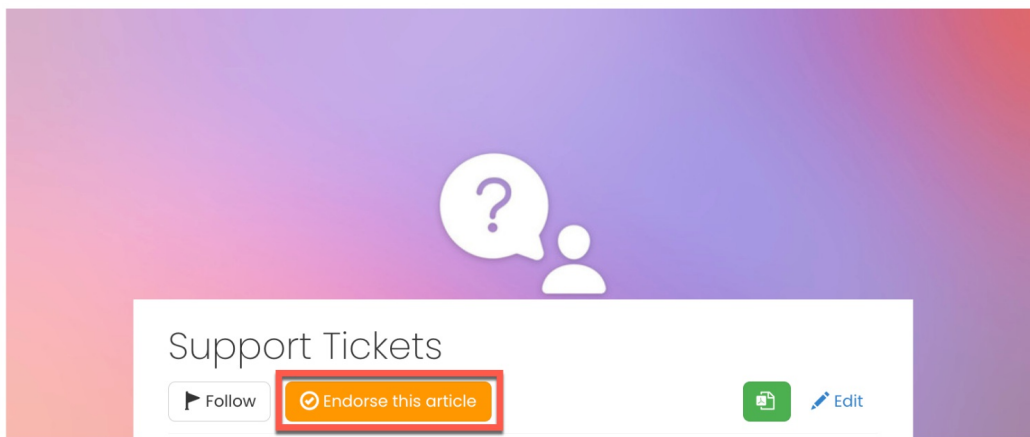
## Endorse KB articles

The endorsement functionality is a feature that is available to Category Experts.

It is a useful tool to promote specific articles selected by Category Experts.

### Category experts

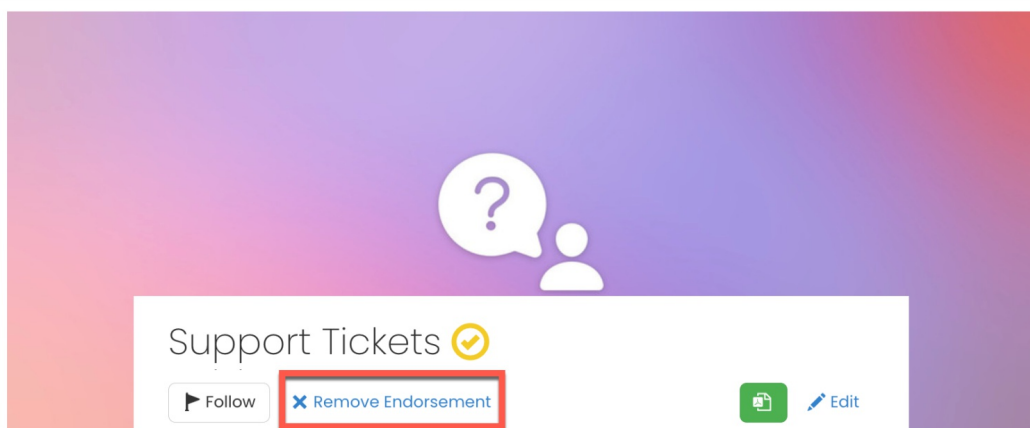
To endorse an article, Category Experts can click **Endorse this article**:



### Summary

Users appreciate having a single point of contact to get help for their issues. Here, users are able to submit problems, questions and requests using this form, indicating the urgency of the ticket in order that the support team, who receive, process and respond to them, are able to prioritise accordingly. There is no need to worry about members of the support team responding to the same ticket because everyone on the team can see who is working on the ticket and its status.

To remove an endorsement, Category Experts can select **Remove Endorsement**:



**Reminder:** A Category


### Summary

Users appreciate having a single point of contact to get help for their issues. Here, users are able to submit problems, questions and requests using this form, indicating the urgency of the ticket in order that the support team, who receive, process and respond to them, are able to prioritise accordingly. There is no need to worry about members of the support team responding to the same ticket because everyone on the team can see who is working on the ticket and its status.

Expert can endorse any article that is under a category they have been defined as the category expert of.

### Front-end users

Endorsed articles will display a tick in the articles list to indicate the endorsement for users:



At 19:17

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Knowledge Base

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