

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

Browse

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

Follow

Share

Edit

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](#).

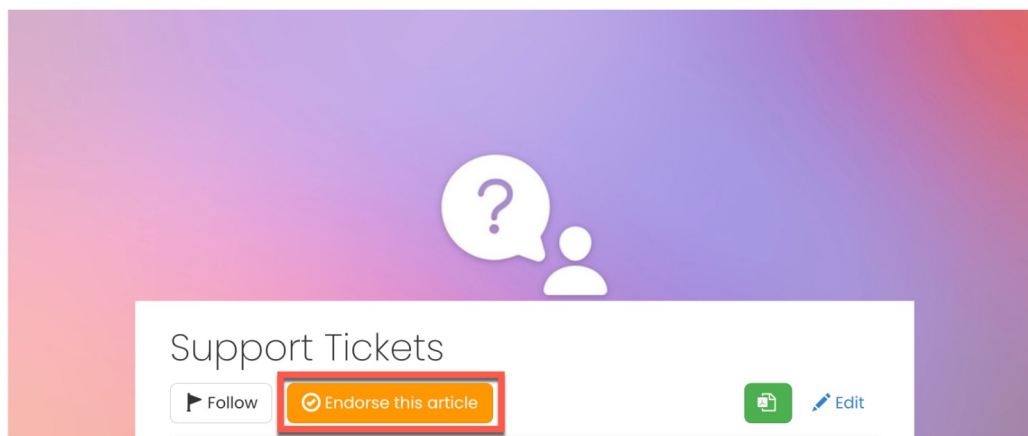
Endorse KB articles

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

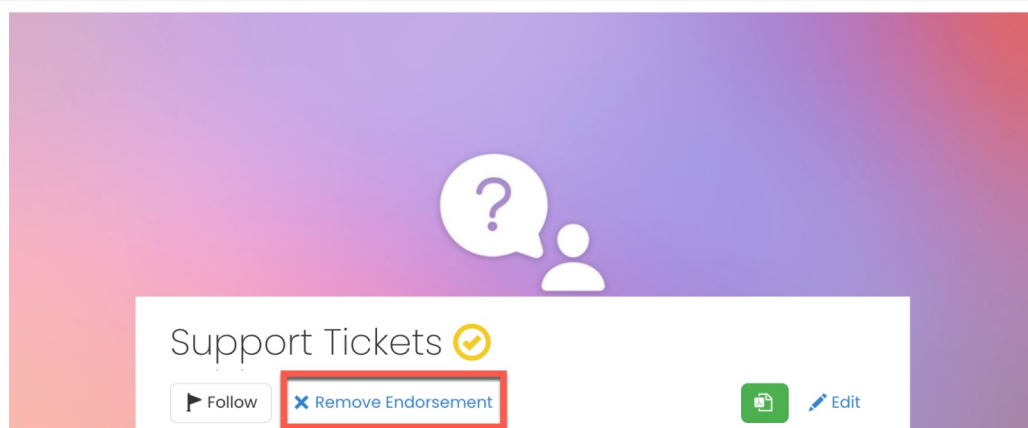
To endorse an article, Category Experts can click **Endorse this article**:



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:

All categories

Compliance

Demo Processes

General

Health & Safety

Human Resource

Infocapture

Intranet Advice

Professional Services

CMS bpm calculations

content hr

infocapture

intranet plugins

process videos


workplace

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Support Tickets




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 o...

0 comments

Last modified on 15 June 2023 in [Demo Processes](#)

Exit Interview




Summary

Managers are able to conduct and record surveys with departing employees, using the Exit Interview form. The primary aim of the exit interview is to learn the reasons for the person's departure, on the ...

0 comments

Last modified on 7 September 2021 in [Demo Processes](#)

Asset Register




Summary

Organizations use hundreds of assets on a daily basis, including computer hardware, office equipment, furniture, electrical appliances, etc. Using this form, organizations are able to accurately and eff...

1 comment

Last modified on 7 September 2021 in [Demo Processes](#)

Meetings




Summary

An essential part of most meetings is taking minutes, in order to: Record summaries of discussions held Confirm any decisions made Record any agreed actions to be taken, who is responsible for those act...

0 comments

Last modified on 7 September 2021 in [Demo Processes](#)

Users can use the Advanced Search to filter and look up endorsed articles in any category:



19:17

Knowledge Base

All categories

Articles
Questions
Subscriptions

Most Recent • A to Z • Most Popular

Compliance

Demo Processes

General


Health & Safety

Human Resource

Incapture

Intranet Advice


Professional Services



ISO 9001 Quality Management System

Introduction ISO 9001 is an international standard for quality management systems (QMS). It provides a framework for organizations to improve the quality of their products and services. ISO 9001 is widely recog...


0 comments • Last modified on 18 April 2023 in Compliance



ISO 27001 Information Security Management System

Introduction ISO 27001 is an international standard for information security management systems (ISMS). It provides a framework for organizations to identify, assess, and manage their information security risks...

0 comments • Last modified on 18 April 2023 in Compliance



Wellbeing and Wellness in the Workplace

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 17 April 2023 in Human Resource

Search Knowledge Base

Type your search...

Advanced search


Recent questions



Jennifer Langdon asked...

Can you create E-forms for us?


1 • 18 November 2014



Claire Bond asked...

What are Incapture plugins?

2 • 3 November 2014



Jacob Black asked...

What is Innovate?

2 • 3 November 2014

CMS bpm calculations content iv

incapture

intranet plugins

process videos

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Tags: endorsement, intranet, kb, knowledgebase, user guide, category, expert