

# Hierarchical Knowledge Base Categories by Industry

## SaaS

### > Getting Started

- *Installation*
  - \* System Requirements
  - \* Installation Steps
- *Account Setup*
  - \* User Roles
  - \* Email Verification

### > Product Features

- *Dashboards*
  - \* Custom Views
  - \* Widgets
- *Automation*
  - \* Workflows
  - \* Triggers

## Healthcare

### > Patient Onboarding

- *Registration Process*
  - \* Online Forms
  - \* ID Verification
- *First Visit Guide*
  - \* What to Expect
  - \* Documents Required

### > Billing & Insurance

- *Claims Process*
  - \* Filing Claims
  - \* Common Errors
- *Coverage Info*
  - \* Accepted Providers
  - \* Copay Details

## Education

### > Student Portal Guide

- *Login Help*
  - \* Password Reset
  - \* Multi-Factor Authentication

- *Using the Dashboard*
  - \* Accessing Courses
  - \* Viewing Grades

## **> Course Management**

- *Creating Courses*
  - \* Adding Modules
  - \* Setting Deadlines
- *Assessment Tools*
  - \* Quizzes
  - \* Assignments

## **Manufacturing**

### **> Machine Operation Manuals**

- *Setup Instructions*
  - \* Power On
  - \* Initial Calibration
- *Operational Modes*
  - \* Manual Mode
  - \* Auto Mode

### **> Safety Procedures**

- *PPE Guidelines*
  - \* Types of PPE
  - \* When to Use
- *Emergency Protocols*
  - \* Fire Safety
  - \* First Aid

## **Financial Services**

### **> Online Banking Help**

- *Login & Security*
  - \* Password Setup
  - \* 2FA
- *Transaction Support*
  - \* Fund Transfers
  - \* Transaction History

### **> Investment Guidance**

- *Types of Investments*
  - \* Mutual Funds
  - \* Stocks
- *Risk Assessment*

- \* Risk Profile Quiz
- \* Diversification Tips

## **IT & Consulting**

### **> Client Onboarding**

- *Initial Setup*
  - \* Account Creation
  - \* Kickoff Meeting
- *Expectations*
  - \* Service Level Agreements
  - \* Communication Plans

### **> Technical Documentation**

- *System Architecture*
  - \* Component Overview
  - \* Integration Points
- *API References*
  - \* Authentication
  - \* Endpoints

## **E-commerce**

### **> Order Management**

- *Order Placement*
  - \* Guest Checkout
  - \* Using Coupons
- *Order Tracking*
  - \* Tracking Link
  - \* Order Statuses

### **> Returns & Refunds**

- *Return Policy*
  - \* Eligibility
  - \* Timeframe
- *Refund Process*
  - \* Processing Time
  - \* Refund Methods

## **Travel & Hospitality**

### **> Booking Management**

- *Reservation Process*
  - \* Online Booking
  - \* Phone Reservations

- *Booking Modifications*

- \* Date Changes

- \* Guest Additions

- > **Guest Services**

- *In-Room Amenities*

- \* Wi-Fi

- \* Mini Bar

- *Concierge Services*

- \* Tour Bookings

- \* Local Recommendations