

Article Interface in Front-end Area

Article page displays the details of an article like title, content, article ID, rating, date and time of last update, the name of author, date and time of publishing, categories under which article is filed, user comments, attached files, comments, related articles, recently viewed articles etc.

SEARCH MENU

Can a question have multiple categories in the knowledge base?

Article ID: 20 | Rating: 3.5/5 from 2 votes | Last Updated: Wed, Aug 10, 2011 at 5:43 AM

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Yes, PHPKB knowledge base software has this feature so that a knowledge base article can be contained within multiple categories. Having a knowledge base article appear under all appropriate categories improves the chance of your customers finding the information. By selecting multiple categories (for an article) rather than writing duplicate articles, your agents save time and you get better statistics.

Posted by: Knowledge Base Administrator - Wed, Aug 10, 2011 at 5:43 AM. This article has been viewed 7892 times.
Filed Under: Pre-Sales FAQ

Attached Files

There are no attachments for this article.

Comments

There are no comments for this article. Be the first to post a comment.

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Post Comment

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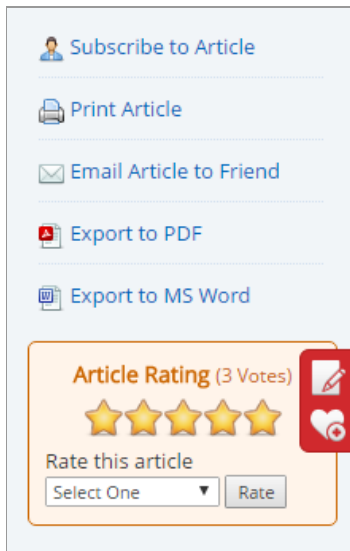
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Article Options

article to PDF or MS Word, rate article. Click "Menu" bar displayed at the right side of the article page to select an option.



A vertical menu of article interaction options. At the top is 'Subscribe to Article' with a person icon. Below it are 'Print Article' (printer icon), 'Email Article to Friend' (envelope icon), 'Export to PDF' (PDF icon), and 'Export to MS Word' (Word icon). A red 'Menu' button is on the right. Below these is an 'Article Rating (3 Votes)' section with five yellow stars, a 'Rate this article' label, a dropdown menu showing 'Select One', and a 'Rate' button.

Custom Fields

Applicable To: Standard Edition, Standard (Multi-Language) Edition, Enterprise Edition (MySQL), Enterprise Multi-Language Edition (MySQL), Enterprise Edition (SQL Server), Enterprise Multi-Language Edition (SQL Server)

Online URL: <https://www.phpkb.com/kb/article/article-interface-in-front-end-area-144.html>