

Article Interface in Front-end Area

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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.

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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

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